



State of Illinois
Illinois Department on Aging

Older Adult Services Advisory Committee Meeting Minutes

Date: February 25, 2019 1:00 – 3:00 p.m. (Approved May 20, 2019)

Locations:

Illinois Department on Aging, 160 N. LaSalle St., 7th floor, Chicago

Illinois Department on Aging (at the DNR bldg.), One Natural Resources Way, Springfield

IN ATTENDANCE:

OASAC Committee Members

Jean Bohnhoff, Director & OASAC Chair– Department on Aging

Sherry Barter Hamlin – River-to-River Residential Corporation

Bill Bell – Illinois Health Care Association

Paul Bennett – Next Level Health Partners

Amy S. Brown –CRIS Healthy Aging Center

Meghan Carter – Legal Council for Health Justice

Kathy Roads (for Cindy Cunningham) – Illinois Adult Day Services Association

Theresa Collins – Senior Services Plus Inc.

Topaz Gunderson-Schweska – Molina Healthcare of Illinois

Beth Menz (for Terri Harkin) – SEIU HealthCare – Illinois and Indiana

Susan Hughes – UIC Community Health Sciences School of Public Health

Phyllis Mitzen – Health and Medicine Policy Research Group

Sandra Pastore- Oswego Senior Center

Susan Real – Caregiver – East Central Illinois Area Agency on Aging

Gustavo Saberbein – Help at Home LLC

Teva Shirley – Southwestern Illinois Visiting Nurse Association

Jason Speaks – Leading Age IL

Cathy Weightman-Moore – Catholic Charities LTC Ombudsman Program

Ex-officio Committee Members:

Bonnie Hartman-Walter (for Kelly Cunningham) – Department of Healthcare and Family Services

Gwen Diehl – Department of Veterans Affairs

LaRhonda Williams – Acting State Long Term Care Ombudsman

Mari Money (for Christopher B. Meister) — Illinois Finance Authority

Megan Spitz – Illinois Housing Development Authority

Lyle VanDeventer – Department of Human Services

Department on Aging staff:

Rhonda Armstead, Mike Berkes, Mike Dropka, John Eckert, Jamie Ewing, Sophia Gonzalez, Lora McCurdy, Jim McDonough, and Anna O’Connell

GUESTS:

Diane Slezak (AgeOptions), Paul Bennett (AgeOptions), Karen Sherman (Health & Medicine), Cary Crawford (Chicago Commons), Cecilia Tobias (SEIU), and Jacqueline Rodriguez (SEIU)

NOT IN ATTENDANCE:

OASAC Committee Members

Dr. Thomas Cornwell – HomeCare Physicians

Kelly Fischer – Journey Care Hospice
Lori Hendren – AARP
Michael Koronkowski – UIC College of Pharmacy
John Larsen- Cantata Adult Life Services
Dave Lowitzki – Lowitzki Consulting
Sharon Manning- Family Caregiver
Sara Ratcliffe – Illinois HomeCare and Hospice Council
Ancy Zacharia – Home Care Physicians

Ex-officio – OASAC Committee Members not in attendance:

Debra Bryars– Department of Public Health
Representative – Governor’s office

Introductions & Call to Order:

Director Jean Bohnhoff thanked everyone for attending the meeting. Members and guests introduced themselves. John Eckert asked for a motion to call the meeting to order. Teva Shirley made a motion to call the meeting to order and Amy Brown seconded. All members voted in favor.

Approve minutes of Full OASAC November 19, 2018 Meeting:

John Eckert asked for a motion to review and approve the minutes from November 19, 2018 meeting. Cathy Weightman-Moore made a motion to approve the meeting minutes, Susan Real seconded. The minutes were approved unanimously by members with no additions or corrections. All members voted in favor. The minutes will be posted on the Department website.

OASAC Member Vacancies:

Sophia Gonzalez shared that OASAC currently has three vacancies; including representatives for a healthcare facility licensed under the Hospital Act, a Municipality, Township, and county representative and a parish nurse. Recommendations for these vacancies can be emailed to the Department.

OASAC Workforce Stabilization Group/Update on Homecare Aide survey:

Phyllis Mitzen, chair stated that the workgroup disseminated surveys to the CCUs and to home care agencies with the help of the SEIU research group and the Illinois Association of CCP Homecare Providers. As a result, the workgroup created two reports on workforce stabilization that are tremendously significant and useful. Beth Menz and Jacqueline Rodriguez from SEIU reported on the home care aid (HCA) survey. Rodriguez shared some of the issues that led the workgroup to conduct the HCA survey that include the following: 1) recruiting and retaining quality home care providers has been becoming more challenging putting seniors at risk of inadequate care that could result in institutionalization or premature NF placement that could otherwise be avoided; 2) previously there was no specific data on CCP homecare aide turnover; 3) HCA’s enjoy their jobs but leave to find better compensation and a more stable work schedule; and 4) agencies encounter funding strains that limit their ability to make HCA jobs attractive and an increase on demand for in-home care workers by aging baby boomers are placing additional stress.

Jacqueline Rodriguez additionally shared that the work group developed and administered the 25-question survey via Survey Monkey online between November 2018 through February 2019. Results were analyzed and summarized by the SEIU Healthcare’s research department. Rodriguez also stated that out of 108 agencies, a total of 41— serving 75.6% (74,084) of all CCP participants and employing 40,019 HCAs responded to the survey. These 41 agencies represented all 13 Planning and Service Areas (PSAs). Some of the top line findings included an average annual HCA turnover rate of 35%, and average annual amount spent on recruiting, hiring, pre-service training and related cost per hired worker is \$2,155. Out of the 40,019 HCAs 35.2% were employed less than 1 year and 64.4% were employed less than 3 years. A total of 17.5% - 41.9% of the HCAs employed were Family HCAs. Some of the recommendations from the workgroup were to continue advocating for higher reimbursement rates; identify ways to examine the impact of wages on turnover rates; and to identify additional ways to minimize HCA turnover rates. Another recommendation was to administer the survey every 1-3 years and to consider also surveying agencies about HCA supervisors and HCAs regarding recruiting and retention incentives and their effectiveness. **(PPT attached).**

The OASAC members asked if there was any data for comparison from other labor statistics. Gustavo Saberbein stated that it would be nice to know the turnover rates by PSA. Susan Hughes stated that it would be interesting to know if retention was higher for Family Homecare Aides (FHCAs). Sandy Pastore shared that FHCAs on Medicaid can only work a certain number of hours to continue being eligible. Phyllis Mitzen stated that wages and coverage should be looked at. Hughes asked if most agencies are non-profit vs. for-profit. Saberbein shared that the two largest agencies are for-profit. Pastore stated that looking at union vs. non-union would be interesting. There was discussion on whether the hourly rate would go up with the minimum wage increase. Jacqueline Rodriguez shared that Addus, one of the 2 largest agencies, had a study over time that showed that turnover decreased as the rate increased. Phyllis suggested asking Addus about their study, including if it was completed for Illinois only. Mitzen suggested also asking if the study conducted was only for HCAs. Hughes shared that there was a focus group 10 years ago that looked at front line workers that were alienated from being involved with the client and that devalued their role and that was of concern. Mitzen shared that there was a barrier in communication, who had the responsibility for the participant, the CCU or the Homecare Aide. Lora McCurdy shared that with the Critical Event Reporting System (CERS) there is a more perceived value by the Homecare Aide agencies because they are more involved. Mike Berkes shared that the CERS has been in place since August 12, 2017 and 75% of those reports have come from providers. Mitzen asked if there is a feedback loop after reports are made. Berkes shared that there was a problem with lack of a feedback loop and the Department went live with an updated CERS on August 2018 that includes a dashboard where all entities can see their work and other's work. McCurdy added that along with the CERS, the Department has provided and will continue to provide Quality Webinars. OASAC members continued discussion on how the CCUs and the Homecare agencies can work together.

Update on OASAC CCP Medicaid Enrollment Oversight Subcommittee (PA100-0587):

Deputy Director Jamie Ewing shared that the OASAC CCP Medicaid Enrollment Oversight Committee had their inaugural meeting to welcome the members and discuss the goals of the subcommittee. The next meeting will be held tomorrow afternoon, February 26th and is open to the public. He asked if SEIU would be able to join.

AgeOptions' Innovations in Nutrition Programs & Services (ACL Grant):

Paul Bennett, Nutrition Innovations Manager at AgeOptions presented on the Nutrition Innovations Closed Loop Referral System. He shared that the Administration on Community Living (ACL) awarded five grantees for innovative projects that will enhance the quality, effectiveness and outcomes of nutrition services programs provided by the national aging services network. AgeOptions was one of the five grantees that was awarded a 2-year grant in 2018. Bennett shared that the AgeOptions grant goals are to implement a Closed Loop Referral System between healthcare providers and nutrition programs, decrease the prevalence of food security, and increase the likelihood that older adults experiencing food insecurity and/or nutrition risk receive and act on referrals to community resources among other goals. Some of their objectives to meet these goals include implementing a closed-loop system, increasing referrals, and increasing access and utilization of nutrition programs. Bennett shared that the partnering health care providers they are Rush University Oak Park Hospital and Oak Street Health. The technology to close-the-loop is Now Pow, an online resource directory and referral system. **(Power Point attached)**

Theresa Collins shared that the Governor's budget includes an appropriation increase for Meals on Wheels. Director Bohnhoff stated that there was a Two (2) million dollar increase. Diane stated that this shows that money is medicine and we need to realize that. Susan Real asked AgeOptions if they had any expectations on the number of meals. Bennett responded that from 200-300 for year one and to double those numbers for year number two. He also stated that this project fits with I4A and N4A's goals to reach persons who are socially isolated. McCurdy asked if CCP participants can access this program. Bennett responded that any person age 60 or over can access the program if the need is demonstrated and reside in suburban Cook County.

OASAC Update – 2019 OASAC 2-year (2017 & 2018) Report to the General Assembly:

John Eckert shared that he and Sophia Gonzalez are working on a 2-year OASAC Report for the General Assembly. The Department will be reaching out to HFS and IHDA for updates on their activities during this period and hope to have more information to share during the April Executive meeting.

Department Updates:

Budget/Fiscal

Anna O'Connell, CFO shared that the proposed 2020 State budget can be found on the Department website under Administration and Funding. The website also includes specific Department on Aging slides that were shared at a stakeholder briefing on Wednesday last week. O'Connell noted that the Aging budget has an additional \$2 million for Home Delivered Meals, an additional \$2 million for Planning and Service Grants, and an additional \$1 million for Alzheimer's Disease and Related Dementias. She noted that there has been a realignment of the budget along agency functional, program-driven hubs to improve responsiveness and efficiency at the agency. The Aging Rights (APS & Ombudsman) funding was shifted from GRF to the Commitment to Human Services Fund to help stabilize the release of funding to the Aging network. O'Connell additionally shared that there is a backlog on payments, but the Department expects to get caught up again by March. Susan Real asked if hardship letters can be submitted if AAA's are behind. Director Bohnhoff shared that the Department has been in contact with the Office of Management Budget and has explained to them how our program works.

Legislation

Director Bohnhoff shared that numerous bills that affect seniors are being tracked by the Department. Phyllis Mitzen asked if there are any bills that affect the Department Programs. Deputy Director Ewing stated that he would send the group a synopsis of the bills being followed to everyone via email after the meeting. Anna O'Connell clarified that the Department has introduced no bills and are only tracking bills. She also shared that the Department does not currently have a legislative staff person. Paul Bennett asked about SB/HB 1688 regarding combining all Departments under Health & Human Services. O'Connell stated that the topic of merging Departments comes out all the time and it does not mean it will happen. There have been other similar bills put out and this is nothing new.

Paul Bennett inquired for an update on the Adult Day Services (ADS) HCBS provision requiring integrated community settings. Lora McCurdy shared that the rule changes were sent out and the Department has been working on amending the rule. The Department has not heard back from federal CMS regarding the findings that indicated the 5 ADS sites were not considered integrated settings because of their location. Bennett asked if AgeOptions can help and if the 5 site locations can be shared (those physically located and connected to a hospital). Diane stated that perhaps AgeOptions can assist with finding new locations for these sites. McCurdy shared that the second part of those findings was related to having 2 separate plans of care (CCP and ADS). The Department has worked on an integrated care plan with an ADS workgroup and have developed a new standardized person-centered ADS Addendum template to be used across all ADS sites. McCurdy additionally noted that there will be a webinar training for ADS supervisors within the next month that will cover new policies and the ADS Addendum.

Provider Profile

Lora McCurdy shared that the Department IT staff have been working with other staff on the provider profile that was a waiver commitment. It will give participants, family members and others interested in services for seniors' user-friendly access to CCU, AAA and provider services and supports. Surveys have been sent out by the Department to providers, CCUs, and AAAs. The goal is to go live with the provider profile on the Department's website on March 15th.

Critical Event Reporting System

Mike Berkes shared that the Department will be providing a series of quality webinars related to medication and falls, since these are prevalent when reviewing Critical Event Reporting. The first quality is scheduled for Wednesday, February 27th at 10am and the topic is "Medications and Fall Risk in Older Adults" by OASAC-member Mike Koronkowski. The registration link has been shared and we have about 325 persons registered. The webinar will be recorded but we still have capacity for others to register. Berkes shared that a quality webinar will be offered each month because the network is asking for help on risk mitigation strategies. During the last OASAC meeting the Department shared a presentation that identified where falls are occurring. Out of the 10,000 falls, 92% are occurring at home. Berkes noted that data staff looked at what is driving the falls in the home. They are EHRS and in-home care recipients (65% of fall reports). Susan Real asked if the reporting is improving. Berkes confirmed that the reporting is improving, especially in Southern Illinois but we are still not where we need to be.

Other Issues & Announcements:

Susan Hughes shared that there is an open comment period due Friday on the New Chronic Care Act operating the social detriments of health and asked is OASAC can provide a letter of support. Director Bohnhoff shared that Jamie Freschi submitted her letter of resignation and LaRohnda Williams will be acting State Ombudsman. Phyllis Mitzen announced that the Chicago Sister Cities invited her to go to Shanghai China again.

Motion to Adjourn:

John Eckert asked for a motion to adjourn the meeting. Susan Real made a motion to adjourn the meeting. Phyllis Mitzen seconded the motion. The motion to adjourn was approved unanimously. The meeting was adjourned at 3:05 pm.