State of Illinois
Illinois Department on Aging

Older Adult Services Advisory Committee
Executive Committee Meeting

Date: April 15, 2019 **(Approved July 15, 2019)**

Locations: Illinois Department on Aging offices:
- 160 N LaSalle, Suite N-700, Chicago;
- One Natural Resources Way, Springfield; and
- Conference call

In Attendance:
OASAC Executive Committee Members:
Lora McCurdy, Deputy Director, Department on Aging
Mike Koronkowski, UIC College of Pharmacy
Phyllis Mitzen, Health and Medicine Policy Research Group
Gustavo Saberbein, Help at Home/Oxford HealthCare
Susan Real, East Central Illinois Area Agency on Aging
Teva Shirley, Southwestern Illinois Visiting Nurse Association
Cathy Weightman-Moore, Long-Term Care Ombudsmen, Catholic Charities

Department Representatives:
Sam Mordka for Megan Spitz, Illinois Housing Development Authority

Department on Aging staff:
John Eckert and Sophia Gonzalez

Absent:
OASAC Executive Committee Members:
Terri Harkin, SEIU HealthCare

Department Representatives:
Debra Bryars, Department of Public Health
Kelly Cunningham, HFS
Lyle VanDeventer, DHS, Division of Rehabilitation Services

Introductions, call to order and approval of January 7, 2019 minutes:
John Eckert welcomed everyone to the meeting. Members and staff introduced themselves from Springfield, Chicago and on the phone. Eckert asked for a motion to call the meeting to order. Mike Koronkowski made the motion; Gustavo Saberbein seconded. The motion was approved unanimously. Eckert asked for a motion to approve the January 7, 2019 minutes. Susan Real made the motion to approve the minutes; Gustavo Saberbein seconded. The minutes were approved unanimously with no corrections noted and will be posted on the Department website.

OASAC Member Vacancies:
Sophia Gonzalez shared that OASAC currently has two vacancies that include a representative from a Health Care Facility licensed under the Hospital Licensing Act and a Parish Nurse. Members were asked to submit recommendations for these vacancies. Gonzalez stated that she would follow up with Debra Bryars who had stated that she may be able to assist with finding someone for the Health Care Facility representative. John Eckert shared that Director Paula Basta is working with the Governor's office to possibly get a representative.

Solicit additional OASAC Members to serve on Executive Committee:
John Eckert stated that the Department is soliciting Executive members for OASAC and asked members if anyone was interested to notify the Department. Teva Shirley requested that the current OASAC membership list be shared. The Department will email a current membership list to all members.

Update on Workforce Stabilization Work Group- Request for OASAC "approval" of HCA Survey PPT:
Phyllis Mitzen shared that the group had a meeting a few weeks ago and Director Basta was able to join. Director Basta will be sharing the information with the Governor's office and they are looking forward to hearing feedback. The group will be asking OASAC to officially approve Home Care Aide Survey. During the next full OASAC meeting, next steps will be discussed. John Eckert shared that the an IDoA disclaimer will be added to the front slide of the PPT. Gustavo Saberbein shared that a focus group with a representative sample of caregivers will be planned for a future timeframe. Mitzen stated that she had just returned from a tour in Amsterdam and the turnover rate for their Dementia Village is 7%. Lora McCurdy asked if there was anything that the low turnover rate was attributed to. Mitzen responded that the pay is good and that she is not sure that they believe that percentage is low. Mitzen shared that there have been issues with recruiting people and training them to interact within the village. Susan Real asked if it would be possible to get documents or studies about their workforce. Mitzen will check. Cathy Weightman-Moore was amazed that 7% was considered high and wondered what they were looking for as a goal. Mike Koronkowski was intrigued by the concept and noted that Rush and UIC wrote grants to develop Dementia Friendly Communities. Mitzen shared that she will be writing about her experience in the Amsterdam Dementia Village and will share with the members.

Managed Care Discussion during May Full Meeting/ Issues of Communication and Cooperation with CCUs
John Eckert asked everyone to review the draft agenda for the May full meeting. An agenda item was added to discuss the Aging CCP and Managed Care programs. The Department plans on inviting Lauren Tomko from HFS and Robin Morgan from the IDoA BEAM Unit. There are many concerns regarding people coming in and out of MCO's and concerns about Critical Event reporting. Lora McCurdy asked the members what they would specifically like covered during the full meeting, to ensure that the correct person from HFS is invited. The Department has had Sylvia Ryperton-Lewis speak about Quality Reviews and Assurance in previous meetings. Teva Shirley stated it would be helpful if each organization had a person to talk to for issues. McCurdy stated that HFS has a Provider Compliant portal where concerns could be electronically entered and asked if it would be helpful for each MCO to have a designated person. Gustavo Saberbein shared that his biggest issue regarding communication with an MCO

is getting to talk to a person and not have to leave a voicemail or email. Teva Shirley stated that they need someone to talk to when people in the community want something or the CCU needs to express concerns about participants in Managed Care. She shared an example about a person that had called an ambulance 17 times and the MCO was unaware; but the CCU knows about these incidents because they have more of a presence in the community. Mitzen suggested that examples like the one Shirley shared of the 17 ambulance requests need to be followed up on to make sure that people are not falling through the cracks.

2019 OASAC 2-Year Report to the General Assembly (2017 & 2018); Discuss Accomplishments & Recommendations

John Eckert shared that he is working with Sophia Gonzalez on a 2-year OASAC Report for the GA that covers 2017 and 2018. Success and Recommendations from the 2016 report and the minutes from the last two years were reviewed by the members and will put together in a document with the accomplishments and share at the May meeting. The Department plans to schedule a special meeting in August to review and approve the final draft report. The Department has reached out to IHDA, Colbert and HFS for updates on their sections. Cathy Weighman-Moore noted that the Money Follow the Person close-out numbers should be included. Phyllis Mitzen asked about what is being looked at with the Critical Event reports and recommendations on what should be looked at. Lora McCurdy shared that the Department is conducting monthly quality webinars that focus on fall prevention. One of the Department's first quality webinars was conducted by member Michael Koronkowski. The next quality webinar scheduled for April will be regarding Steady Assessment Screening Tools by Dr, Tim Han. McCurdy also shared that the save the date for the Symposium will be shared soon and some of the tracks include Risk Mitigation, Socialization, and Person-Centered Planning. Mitzen stated that additional conversations need to occur with the Department on planning for the needs of an Aging population of the future; services and opportunities and how to retain some of the older adults that are moving out of the state. McCurdy agreed and shared that that was one question that the Department was asked during the budget hearing last week, how the Department is planning for the anticipated Aging population. Mitzen stated that is should not only involve the Department on Aging but all Departments.

Review/approve Agenda for May 20, 2019 full OASAC Meeting:

John Eckert asked for a motion to review and approve the May 20th full OASAC meeting agenda. Cathy Weighmen-Moore made the motion; Gustavo Saberbein seconded. All agreed in favor, the motion was approved unanimously.

Other Issues & Announcements:

Lora McCurdy asked everyone to look at the Department website and review the newly added Provider Profile. This Profile was added to comply with the Elderly Waiver from a few years ago. Individuals will be able to choose their county and the services available will be listed. Members were asked to review it and let he Department know what they think. Phyllis Mitzen asked how people outside the network would know about the Provider Profile and if it was tested on older adults. The Department shared that some providers are still working on adding their information internally and it was tested with older adults. The Department has been surveying councils and the Aging network on the re-design of the Department on Aging website. Teva Shirley asked to add to the agenda the CCU Choices Screening within 2 days compliance. An update on Colbert will also

be provided during the May meeting. Members also congratulated Lora McCurdy for her new position as the Department's Deputy Director.

Motion to Adjourn:
John Eckert asked for a motion to adjourn the meeting. Teva Shirley made a motion to adjourn the meeting; Gustavo Saberbein seconded. The motion to adjourn was approved unanimously at 2:52 p.m.