



State of Illinois
Illinois Department on Aging

**Older Adult Services Advisory Committee
Workforce Stabilization Work Group Meeting**

Date: May 18, 2018

Call in: Phone #- 1-888-494-4032 Access Code- 5245-164-319

Work Group Members in Attendance:

Jean Bohnhoff; Director, Illinois Department on Aging
Paul Bennett, Next Level Health Partners
Theresa Collins, Senior Services Plus, Inc.
Terri Harkin, SEIU HealthCare
Phyllis Mitzen, Health and Medicine Policy Research Group (Chair)
Gustavo Saberbein, Help at Home, LLC
Teva Shirley, Southwestern Illinois Visiting Nurse Association

Department on Aging staff:

John Eckert, Lora McCurdy

Work Group Members not in Attendance:

Susan Hughes, UIC Community Health Sciences School of Public Health
Louise Starmann, Citizen Member over the age of 60

Introductions & April 27 meeting minutes approval:

At 10:3 a.m. everyone was welcomed to the meeting. John Eckert asked for a motion to approve the minutes from the April 27, 2018 meeting. Phyllis Mitzen made the motion; Teva Shirley seconded. The minutes were approved unanimously without any additions or corrections and will be posted to the IDoA website.

Care Coordinator survey:

Phyllis Mitzen, Chair asked members to review the final draft of the survey and a few final changes were agreed upon. It was agreed that Teva Shirley would work with Bill Wheeler with ICCCU to disseminate the survey on behalf of the OASAC Workforce Stabilization work group. Shirley will prepare a write-up of the purpose of the survey and give CCU Directors an opportunity to begin collecting data prior to the distribution of the survey. Gustavo Saberbein offered to set up a Survey Monkey account and will assist in "re-creating" the Word version in to the Survey Monkey with Paul Bennett and Teva's assistance. Kathy Weiman from Alternatives CCU has also agreed to assist. John Eckert will send the final version in Word to the group following this meeting. Mitzen noted that the goal is to have the survey disseminated to CCUs by June 5th with a return date by June 15th. The returned surveys will be reviewed by Mitzen, Bennett, Shirley and Saberbein on June 20th at 10:00 a.m.

Home Care Aide survey:

Terri Harkin indicated that she and Theresa Collins (who had to drop of the call early) will review the Care Coordinator survey as a guide and begin working on an internal draft. Harkin noted they are interested in gathering frontline qualitative information on the reason(s) people leave and measure how turnover effects quality. They are interested in using electronic dissemination. She also discussed surveying workers and perhaps even the participants. Lora McCurdy noted that the Department conducts annual satisfaction surveys and gathers ongoing data through POSMs— Participant Outcome Status Measures.

Action Items and Future Meeting Dates:

Phyllis Mitzen indicated that she would like the Care Coordinator survey completed and analyzed prior to the August OASAC meeting and the HCA survey(s) completed to share at the November OASAC meeting. It was agreed that the next meeting would be held on Friday, June 29th from 10:30-11:30 a.m.

Adjournment:

Meeting ended at 10:53 a.m.