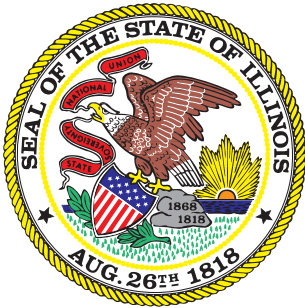


# STATE OF ILLINOIS

*Illinois Department on Aging*



Care Coordination Unit

# PERFORMANCE REPORT

*January 31, 2024*



**Presented to:**

**Illinois Governor JB Pritzker**

**Illinois General Assembly**



## ILLINOIS DEPARTMENT ON AGING MISSION

**The mission of the Illinois Department on Aging is to serve and advocate for older Illinoisans and their caregivers by administering quality and culturally appropriate programs that promote partnerships and encourage independence, dignity, and quality of life.**

## Illinois Act on Aging

This Care Coordination Unit performance report is produced to fulfill requirements detailed in the Illinois Act on Aging (20 ILCS 105). The Act provides that “the Department shall conduct a quarterly review of Care Coordination Unit performance and adherence to service guidelines. The quarterly review shall be reported to the Speaker of the House of Representatives, the Minority Leader of the House of Representatives, the President of the Senate, and the Minority Leader of the Senate. The Department shall collect and report longitudinal data on the performance of each care coordination unit. Nothing in this paragraph shall be construed to require the Department to identify specific care coordination units” (20 ILCS 105/4.02).

## Community Care Program Overview

The Illinois Department on Aging’s (IDoA) Community Care Program (CCP) is the Medicaid-Waiver Program for the Elderly for which IDoA is the Operating Agency and Healthcare and Family Services (HFS) is the Managing Agency. CCP serves 133,824 (inclusive of fee for service and managed care) older Illinoisans statewide through 41 Care Coordination Units (CCU), 398 in-home provider agencies, 64 Adult Day Service programs (ADS), and a choice of contracted providers for Emergency Home Response Services (EHRS) and Automated Medication Dispensers (AMD). This program serves as alternative to nursing home placement by supporting older adults with person-centered plans, allowing older adults to continue live and thrive in their home and community.

## Care Coordination Units

### **General Overview**

The Care Coordination Units (CCUs) serve as the front door to the CCP services. At the initial face-to-face meeting, the Care Coordinator conducts an eligibility assessment and determination of need, then works with the CCP eligible older adult to develop a person-centered plan of care based on the participant’s strengths, needs, and preferences. The plan directs different connections the Care Coordinator will make on behalf of the participant outside of CCP and within CCP, including tasks and activities associated with in-home care, ADS, EHRS, and/or AMD. At this visit, the participant chooses their preferred provider, and the Care Coordinator completes the paperwork to get services started within fifteen days.

Six months after the initial assessment or Medicaid redetermination, the CCU conducts a face-to-face six-month review. This check-in could result in a full assessment if the participant is presenting with increased or decreased difficulties or needs.

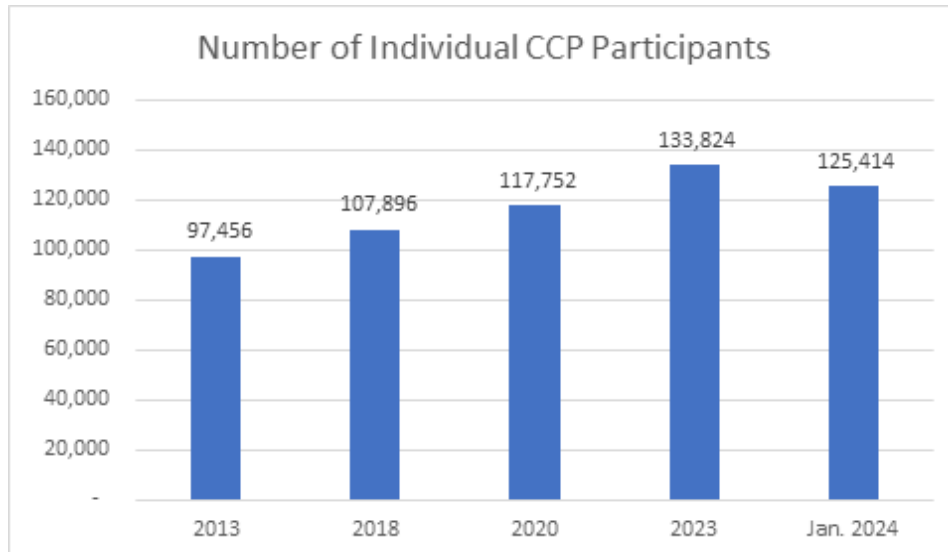
The CCU must redetermine all CCP participants eligibility and level of need at least annually. At the initial and annual redetermination, the Care Coordinator will conduct the full CCP assessment as well as check for financial eligibility which requires verification of income, assets, and related financial documents. Additionally, participants are required to apply for Medicaid, which the CCU facilitates, unless there is already an application in progress, or the person is currently receiving Medicaid.

The CCUs are responsible for completing assessments to ensure emergency services are in place for persons returning to the community from institutional settings and hospitalizations, which is known as Choices for Care.

## Successes

### ***Continued Unwinding from the Public Health Emergency***

Since the end of the PHE, the CCUs have begun reassessing all participants to ensure they meet the pre-pandemic eligibility requirements. While the program continues to receive new enrollees, the total number of participants is decreasing from the PHE peak, but still well above pre-pandemic numbers, as illustrated in the graph below.



### ***CCU transition in PSA 12 (Chicago) sub area 8, 11, and 12***

In December 2023, the CCU in PSA 12 (Chicago) sub areas 8, 11, and 12 chose to self-terminate their CCU contract with the Department. The Department successfully navigated the transfer of the current authorized participants served, which is close to 8,000 older persons. Additionally, the new CCU has networked with the local hospitals and long-term care facilities for a seamless service transition to serve older persons through the Choices for Care program.

## Challenges

### **Care Coordination Unit Workforce Shortages**

There are several agencies across the state that are reporting vacancies for Care Coordinator positions in urban, suburban, and rural areas of the state. This need is further compounded by the increasing volume and needs of the aging population. The Department recently met with the Department of Commerce and Economic Opportunity (DCEO) to discuss the needs of the aging network's labor force, including Care Coordinators. Over the next month, the Department will gather information to determine high priority areas, then reconvene with DCEO to visit the potential of pilot programs in areas of the state to help fill these roles. Additionally, the Department has met with the individual CCUs impacted by high vacancy rates to brainstorm potential pools of candidates for these positions including candidates who may not have a bachelor's degree but may meet the experience qualifications as outlined below.

According to 89 Ill. Admin. Code Section 220.605 the qualifications for a Care Coordinator are:

- 2) Case manager minimum qualifications shall:
  - A) be an RN, or a BSN, or have a BA/BS degree in social science, social work or related field. One year of program experience, which is defined as assessment, provision, and/or authorization of formal services for the elderly, may replace one year of college education up to and including four years of experience replacing a baccalaureate degree; or
  - B) be a LPN with one year of program experience which is defined as assessment of and provision of formal services for the elderly and/or authorizing service provision; or
  - C) be waived for persons hired/serving in this capacity prior to December 13, 1991.

## Summary

The CCUs continue to help older adults navigate the supports and services that are available to them based on their needs and eligibility status for various programs including CCP.

Workforce shortages along with the sustained increase in need for CCP will continue to be a challenge for the CCUs. As the General Assembly focuses on workforce shortages across the state, IDoA hopes the labor needs of the aging network, particularly Care Coordinators and In-homecare Aides, will be a topic of focus and future workforce investments.





**State of Illinois**

**Department on Aging**

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**Senior HelpLine:**

**1-800-252-8966, 711 (TRS)**

**8:30 a.m. to 5:00 p.m. Monday through Friday**

**24-Hour Adult Protective Services Hotline:**

**1-866-800-1409, 711 (TRS)**

**[ilaging.illinois.gov](http://ilaging.illinois.gov)**

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