



**State of Illinois**  
Rod R. Blagojevich, Governor

**Illinois Department on Aging**  
Charles D. Johnson, Director

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## Older Adult Services Advisory Committee

# Workforce and Caregiver Work Group

Date: February 11, 2008, 11 a.m. – 12 p.m. conference call

Attending: Chair Susan Real (ECIAAA), Darby Anderson (Addus Health Care), Melody Chavin (Alzheimer's Association), Betsy Essex (Governor's State University), Fran Hankin (Alzheimer's Association), Darby Morhardt (Northwestern University), Jennifer McDermott (AARP), Naoko Muramatsu (UIC), Patricia O'Dea-Evans (Northwest Community Hospital), Marta Pereyra (CLESE), Cathy Sipes (Central Illinois Area Agency on Aging), and Sarah Stein (Age Options).

**IDoA Staff in attendance:** Betsy Creamer, Shelly Ebert, Barb Schwartz

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### Opening Remarks:

Susan Real, Chair, welcomed and introduced the group. The minutes from the January 14, 2008, work group conference call were summarized and approved.

### Discussion of Limited-English Speaking Concerns:

Susan Real reviewed and summarized the concerns voiced in three letters received by Director Johnson, which called for sensitivity training for case managers and homecare workers regarding the needs of limited English speaking clients and their caregivers. The authors, Elizabeth O'Grady, CLESE; Fran Hankin, Director, Alzheimer's Association and Darby Morhardt, Northwestern Illinois University Feinberg School of Medicine were invited to participate in the February Workgroup conference call. All members of the Workgroup Committee received copies of the letters prior to the call.

Fran Hankin provided a synopsis of the activities which led to the sharing of their concerns. The Illinois Chapter of the Alzheimer's Association; CLESE and the Northwestern Alzheimer's Center participated in a 3 year demonstration grant given to the Illinois Department of Public Health by the Alzheimer's disease Center to:

- 1) Raise the awareness of Alzheimer's disease
- 2) Link families to services
- 3) Educate communities

Five limited English speaking communities were targeted in the first 3 year grant; Polish, Russian, Chinese, Korean and Spanish. A second grant targeted three limited English speaking communities; Assyrian, Bosnian and Hindu.

The five ethnic groups and three community partners met quarterly. It was during these quarterly meetings that the following concerns were expressed:

- the need for increased hours of service
- sensitivity training for case managers
- cultural barriers which limit the acceptance or provision of services

Many questions were asked by committee members concerning the maximum hours of service that is available; the communities that were most impacted; current training practices and topics for case managers; the identification of the primary Case Coordination Units (CCUs) that provide the most service to these communities and what the authors feel is needed to address these concerns.

It was suggested that an in-depth survey of agencies be conducted to cultivate a sense of what the cultural Community Care Program (CCP) worker is doing for these families – or is allowed to do; what is needed and how much training case managers receive regarding the practices, beliefs and customs of limited English families which might affect their asking for and accepting services. Darby Morhardt offered to take the lead in developing the survey and presenting a draft at the April 16 Workforce/Caregiver Workgroup. This survey could lead to the development of training tracks specifically targeting case managers who serve these communities.

### **Workforce and Caregiver Conference**

No report given.

### **Illinois Department on Aging (IDoA) Study: Impact of Minimum Wage for Social Services**

Darby Anderson did receive a copy of the study compiled by Rance Carpenter of IDoA

### **IDoA Family Caregiver Program Advisory Committee**

It was announced that the next meeting of this group will be held March 26, 2008 from 9:00 a.m. – 2:00 p.m. at the Area Agency on Aging for Lincolnland; 3100 Montvale Drive; Springfield, Illinois.

### **Future Meetings**

The next regularly scheduled meeting of the Workforce and Caregiver Work Group will be conducted via conference call on April 14, 2008 from 11:00 a.m. – 12:00 p.m. Meeting notice, agenda and minutes will be sent via email prior to the next meeting. The May meeting will be held via conference call May 12, 2008.