

THE POWER OF MEMBERSHIP

2017 accomplishments

In 2017, LeadingAge achieved several legislative victories, greatly expanded the type and volume of toolkits to assist with day-to-day challenges and launched the Center for Workforce Solutions to address a dire need to sustain a quality workforce in our field.

You, as our members, were the core of the most humanitarian accomplishment of 2017: helping us to raise over \$500,000 to help member communities, their team members and residents who were affected by Hurricanes Harvey, Irma and Maria and the wildfires in California through the LeadingAge Disaster Relief Fund.

THE IMPACT OF OUR COLLECTIVE VOICE

- Mobilized thousands of LeadingAge members and residents to help defeat legislation to cut Medicaid funding by hundreds of billions of dollars and cap the federal commitment to the program.
- Delayed for 1 year the imposition of civil monetary penalties for deficiencies cited under the CMS Rules of Participation Phase II as well as delayed the implementation of the HCBS Settings rule and Home Health Conditions of Participation.
- Launched a campaign to Save HUD 202 that included a rally at the U.S. Capitol with 1,100 residents of member communities and 5 members of Congress.
- Secured new construction funds for Section 202 Housing for the Elderly program for the first time since 2011. Expanded the senior housing preservation program in House and Senate funding bills as well as funding for full renewal of senior rental assistance contracts and service coordinators.

CONTINUOUS EDUCATION AND INNOVATION

- Provided webinars that reached over 3,000 LeadingAge members on an array of regulatory topics.
- Reached over 500 members through our Leadership Academy and Leadership Educator programs.
- Launched the Workforce Innovator podcast to help members learn how their colleagues in the long term services and supports field are addressing workforce-related challenges.
- Unveiled our vision for the future of long-term services and supports in a new report: A New Vision for Long-Term Services and Supports.
- Developed articles and related resources to raise awareness and support for our vision of an America freed from ageism.

STRATEGIC TOOLS AND INFORMATION

- Developed extensive toolkits on nursing home requirements of participation, a home health payment calculator, emergency preparedness regulation dashboard for home health, hospice, nursing homes, home health conditions of participation checklists and a quality score card.
- Launched the website for the LeadingAge Center for Workforce Solutions, highlighting promising practices in recruitment, retention and partnerships as well as tools, presentation materials and links to workforce reference materials.

- Published a paper that defines how an integrated service model is the ideal approach to addressing older adult needs and articulates why providers are best positioned to lead this model.
- Updated key tools to help housing members engage in advocacy, such as a HUD program budget chart, issue briefs and fact sheets on Low-Income Housing Tax Credit guidelines.
- Developed the Social Connectedness and Engagement Technologies Portfolio of Tools that includes a scan of the marketplace and guidance to make good business decisions about investing in these technologies.

STRONGER TOGETHER: NETWORKING AND COLLABORATION

- Connected more than 8,000 people through our conferences (Annual Meeting, PEAK) and in-person events (CEMO, PINNACLE).
- Provided engagement points for nearly 9,000 staff at our member communities to share information, learn from peers, build relationships, and advise on policy and programs through listservs, networks, cabinets, councils, committees, and advisory groups.
- Expanded partnerships between CAST and a number of new technology Partners, Supporters, and LeadingAge Patrons.
- Conducted the first study to measure the sophistication of Electronic Health Records deployed by LeadingAge's largest 150 members in accordance with CAST's 7-Stage EHR Adoption Model.
- Co-hosted the Global Ageing Network conference, enabling attending LeadingAge members to learn how their colleagues in other countries address the challenges facing all providers around the globe.
- Updated CAST telehealth, medication management, and functional assessment portfolios with interactive guides, expanded product/vendor matrices and additional case studies to help members sort through a complex marketplace.



THE POWER OF MEMBERSHIP

2017 illinois accomplishments

MEMBER SERVICES AND RESOURCES

- Released the Illinois **Managed Care Environmental Landscape Report** and offered an accompanying webinar to review the results.
- Convened a Managed Care Task Force to identify strategies to position members to compete in an increasingly managed health care environment.
- Illinois Aging Services Network (ILASN) was created and launched in October with 60 participating member owners.
- CMS' Phase 1 and 2 Requirements of Participation (ROP) policies, resources and tools are available to members easily through the **Online Resource Library** section of our website.
- Developed specific educational programs focused on implementation of the new ROPs including the Facility Wide Assessment and the new survey process.
- Published an online LeadingAge Illinois Membership Directory enabling members to have an easy, desktop reference to connect to fellow provider members and business partners.
- Published an online Consumer Directory complete with a searchable map for easy, desktop access.
- Continued to offer cost-saving discounts for Management Association of Illinois membership, laundry and linen services through Counting Sheets LLC, hiring software for aging services providers through Vikus and consulting services through HealthPro Heritage.
- Supported the approved Medication Aide pilot sites to offer the Illinois Certified Medication Aide Pilot Curriculum.
- Launched the fifth **LeadingAge Illinois Leadership Academy** class, growing the number of program graduates to 112.
- Offered the **Illinois Assisted Living Manager's Boot Camp** in both Springfield and Chicagoland - an intensive curriculum in partnership with the Illinois Department of Public Health and Polsinelli.
- Presented the six-day **Leading Excellence in Memory Care and Dementia Services** curriculum in partnership with Rush University Medical Center's Alzheimer's Disease Center.
- Released the **Annual Turnover Survey** to all LeadingAge Illinois members.
- Produced the **2017 Salary Survey reports**.

EDUCATION

- Connected over 2,400 individuals at two major conferences with a focus on strategies for thriving in a rapidly changing senior living and services environment.
- Delivered 26 workshops and 23 webinar sessions reaching over 1,500 participants.
- Offered a total of 302 continuing education hours.
- 200 provider members participated in 3 informational webinars that were offered at no cost to members.
- Expanded conference sessions and webinar offerings specifically targeted to Home and Community Based Services.
- Partnered with the Illinois Homecare and Hospice Council and the Home Care Association of America – Illinois Chapter, for the fourth year in offering the Private Duty Homecare Symposium.

TALENT AND WORKFORCE DEVELOPMENT

- Launched the **LeadingAge Illinois Management Core Certificate Program** in January 2017 focusing on the essential skills of supervising and managing others for optimal performance and retention of staff.
- Conducted an HR Conference offering a variety of topics including labor and employment law, HR documentation, recruitment strategies and onboarding.
- Partnered with the American Association of Directors of Nursing Services (AADNS) to deliver the **Director of Nursing Services Certification** (DNS-CT) curriculum to 47 participants.

ADVOCACY

- In the 11th year of the LeadingAge Illinois Partners in Quality campaign, has continued to educate legislators statewide and forged solid relationships between members and legislators. Over 40 visits have been held in 2017 at member communities, showing legislators firsthand what quality in older adult services looks like.
- Worked to successfully defeat critical issues of onerous legislation that would have had a profound impact on member settings in assisted living and nursing homes with regard to involuntary discharge requirements, staffing increases and pre-dispute arbitration agreements. Worked with the legislature and the administration to pass legislation to improve reporting requirements by the state on Medicaid applications.
- In response to members in need of Medicaid timely payments, worked with the Office of the Comptroller to release millions of dollars to members statewide who were facing extreme financial hardships while conducting their day to day operations.
- Represented member concerns in multiple meetings with CMS Region V, Illinois Departments on Aging, Public Health, Human Services and Healthcare and Family Services.
- Provided responsive, high-level technical assistance to members on regulatory, reimbursement and licensure and certification compliance, while also facilitating meetings with members.

LOOKING FORWARD TO 2018, YOUR LEADINGAGE ILLINOIS MEMBERSHIP WILL DELIVER:

- C-Suite Education – mark your calendar now for this invitation-only experience during the LeadingAge Illinois Annual Conference, April 17, 2018 in Schaumburg.
- A new Supportive Living Boot Camp experience.
- A "Careers in Aging Services" awareness campaign video and resource materials.

