



## Family Advisory Council Meeting

<b>Attendees:</b>	Claire Richardson	Ruann Barack	Stephanie Leach
	Haley Bestudik	Violet Wiker	Ally Chenoweth
	Adell Scott	Mary Herschelman	Byram Fager
	Amanda Simhauser	Jose Jimenez	Erica Stearns
	Lisa Washington	Amy Bussa	Nikki Goldwater
	Robert Laib	Elizabeth Curry	Whitney Woodring
	Thomas Jerkovitz	Jodi Lindgren	Chelsea Hacker
	Molly Hofmann	Kelly Whistler	Jonathan Gauerke
		Jodi Lindgren	Aurea Garvin

### Minutes

#### Open Forum Participant Introductions

Introductions of FAC members-included their ongoing interest in chat.

#### Nursing Allocation/Advocacy Chair-Whitney Woodring (FAC Advocacy Chair)

Ensuring transparency; looking for northern counterpart; discussed the confusion of authorizations, especially with multiple children in the program; PCP not working for all families; Changes in CC and what to expect.

#### CORE Topics

CORE families provided topics of discussion which Erica shared with the group. Keep them coming!

Email Erica with concerns; it will be anonymous

#### Quality Report-Ruann Barack (DSCC)

More consistent communications about programs that can help our families

Improvement goals shared

CCT: onboarding (education); policies and procedures; ongoing education

Families: enrollment packet; webinars and tip sheets

Resource sharing



### **Communications Report-Amanda Simhauser (DSCC)**

Website and social media content: news posts; resource directory additions and updates; family stories; electronic newsletter-broader audience, anyone can sign up.

updates from Feb. mass updates to families who have emails on file-working with CCs to add more family emails; recent-IL LEND workshop; in-person visit surveys; open forum; summer camp and virtual opportunities.

completed FY 21 report on website (deep dive into programs and how we support)

New on Website: the family voice; tip sheets for Waiver participants; educational materials and tip sheets for public assistance programs and resources; online resource directory

Added editorial writer: Shane Squires

Working on HC Family Handbook; transition check lists and updates

Upcoming social media: holidays i.e., Mother's Day, Cystic Fibrosis Month, Mental Health Month, Better Hearing and Speech, Nurses Month

Will be profiling our Medical Advisory Board

Working on new brochures and logo-materials will be translated into different languages and posted on website

Amanda would love to feature current DSCC families for our photo library and is for volunteers. Please email Amanda if you are interested.

### **Family Tip Sheet Update-Stephanie Leach (DSCC)**

HC appeal and peer-to-peer tip sheet

Want to work on tip sheets for CORE as well

Currently: generator, nursing svcs and reimbursement (energy)

Ally Idea: Best way to get them out, maybe a new topic each month. DSCC can in-service staff who can then discuss with families during MFAs and follow up with the tip sheet in the mail.

Jose Jimenez (HFS): appeal process same across programs, always looking at ways to improve and working with DSCC to get things done

CHAT Byram: Tips sheets on ramps and lifts and when and how to ask for them

CHAT Kelly: Index of Tip Sheets; recruiting team; is there a link to share with parents to be put on an email list when tip sheets are sent out?



### **Parking Tip Sheet Update – Adell Scott (DSCC)**

Adell shared a tip sheet that is being created which was sent out with the meeting minutes for everyone to review and forward feedback. The tip sheet is broken down into sections:

- Appointments and short stays (parking/shuttles/validation/etc.)
- Extended stays (planned or unplanned)
- Parking resources and financial assistance
- Other helpful tips (grouped appointments, etc.)
- Core financial assistance (what is covered)
- First Transit (Medicaid need non-emergency transportation)
- IMPACT (how to enroll as a provider)

Discussion and Ideas:

- Could St. Louis area information be added, i.e., meal cards, using Ronald McDonald house, restaurants on hospital campus do not take gift cards, how to get reimbursement, etc.
- Could a section be added for long trips, such as a 3-hour drive where things can happen?
- Add roadside assistance information
- what to do if you run out of oxygen
- what to do if you have medical emergencies
- where there are accessible restrooms along the route, etc.
- Possibly have care coordinators assist families with a travel plan for their trip. Can some of this information be added to the tip sheet?
- List of hospitals and places for assistance along the route.
- Sometimes can purchase multiple parking to save money which goes towards your cap, so do that whenever possible per Shelly Roat.
- Parking options for large vehicles, particularly in parking garages

Will review at future meetings until resource is ready to release with all updates.

### **Open Discussion**

Thoughts and ideas from the group:

- \_Byram: discussed lack of dentist availability and possible policy change.
- Jose (HFS): Jose provided link and additional info on state budget increases (increased 10mil for 2 years in a row)-working to make them competitive. This will need to be included. Also discussed: all dentists have a federal requirement to be enrolled with IMPACT; working with the IL Dental Society to accept more patients; dental advisory group formed; have to follow IMPACT rules or Feds won't match dollar for dollar; specific services are an ongoing discussion.



- Aurea: difficulty with funding for her son's equipment transportation needs while they are out. Stephanie L will follow-up with Jeremy.
- Chelsea: Tip sheet on what is covered and not covered (i.e., for CORE financial assistance for appointments). Also, help with scheduling multiple appointments at SLCH-Claire to help?
- Erica and Elizabeth: What is in the child's file and what information is shared when transferring a case? Adell to assist with a more comprehensive internal Transfer Checklist?
- Kelly: Families should be able to select what information they want released on each authorization.



### **Conclusion:**

All listed agenda items concluded at 10:48, with a short discussion following which included:

- A request for Whitney to be the first to be interviewed for the family feature in 2022.
- Haley had set up a FAC distribution list and planned to send out a test email in the afternoon to make sure everything is working properly.
- Byram asked for some assistance with dental care near St. Louis and Molly and Shelly said they would be in contact with him to discuss.

The next meeting will be held on August 2022 from 9 to 11 a.m. A reminder and email invite will be sent out.

### **Links and Resources:**

- Link to the dental policy review committee:  
<https://www2.illinois.gov/hfs/About/BoardsandCommisions/default/Pages/default.aspx>

### **Contact information:**

FAC Workgroup: [dscfac@uic.edu](mailto:dscfac@uic.edu)

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