



Key Programs and Services

PUBLIC POLICY SOLUTIONS

Consumers are demanding and will keep seeking flexible, quality and care innovations. Oftentimes randomly developed regulations can stifle your ability to pursue positive changes. LeadingAge Illinois' goal is to positively influence your daily operations and contribute to your future growth. LeadingAge Illinois advocates for consumer-friendly legislation and our efforts give you the room and time to think about the future and make the right decision for your organization.

The enduring objectives of the LeadingAge Illinois public policy agenda include, but are clearly not limited to:

- Advocating for all members - your best interest is our number one priority!
- Obtaining adequate reimbursement
- Reducing redundant and innovation-stifling regulations
- Promoting resident/customer directed care and services

Grassroots Advocacy

LeadingAge Illinois strongly believes that legislative victory is most likely achieved in many voices sounding a single note. Thus LeadingAge Illinois initiates and supports grassroots lobbying efforts with LeadingAge Illinois member organizations. LeadingAge Illinois staff will work with members to plan legislative receptions at their communities as part of the Partners in Quality initiative. Partners in Quality Legislative visits allow legislators to witness firsthand the quality care and services you provide to older adults and gives them a better understanding of industry issues. Believe it or not, there are legislators who have never been inside a senior living community and don't have the knowledge of the different provider settings!

Spirit-PAC

The Spirit Political Action Committee (SPIRIT-PAC) is a bipartisan, voluntary, not-for-profit organization representing professional men and women in the field of long term care and retirement housing. Affiliated with LeadingAge Illinois, SPIRIT-PAC was created to support LeadingAge Illinois' friends in the Illinois Legislature and also to gain access to those legislators who may not be current on issues affecting our profession.

On-Line Advocacy

With LeadingAge Illinois' partnership with LeadingAge on-line advocacy capabilities, you, your staff, residents and family members can easily contact state and federal legislators and leaders to express your opinions about specific issues in "real time." Information about issues and legislation in Illinois affecting older adult services is available, as well as user-friendly directions to "click on" and register an opinion directly with the office of a specific legislator or official. This easy-to-use system can be accessed by visiting www.leadingageil.org and clicking on the on-line advocacy section under the public policy button.

INNOVATIVE SOLUTIONS

Concerns – Challenges – Questions? Call LeadingAge Illinois first—we're here for you.

Encompassing the entire array of older adult services, LeadingAge Illinois is equipped with a variety of support services to help you with daily operations. From regulatory support to strategic solutions and best practices, LeadingAge Illinois offers programs and services to help you. Your issue is our priority.

Member Problem Solving and Support

LeadingAge Illinois staff responds to countless calls each month from members seeking assistance on a wide range of issues. Regardless of the services you provide, LeadingAge Illinois staff will research answers, gather data and intervene with federal, state and local regulatory bodies to help you continue to provide quality, efficient, and valued older adult services. For example, these efforts assist members with:

- Medicare and Medicaid reimbursement issues
- Federal and state regulatory compliance (e.g. Fair Housing, ADA, IDPH, HFS and OSHA)
- Access to data and statistics on various issues/concerns
- Board relations and staff development
- Policy and procedure resources

Online Career Center

We recognize that searching for candidates within our very specialized niche can be time-consuming and challenging. The LeadingAge Illinois Career Center is your solution and helps streamline the recruitment process by focusing on our industry and offering employers and recruiters a unique set of candidates targeted toward your organization's needs.

The Career Center is easy-to-use, cost-effective tool and unique in its ability to:

- provide a highly targeted focus on employment opportunities within our industry and geography;
- offer anonymous resume posting and job application—enabling job candidates to stay connected to the employment market while maintaining full control over their confidential information;
- deliver an advanced Job Alert system that notifies candidates of new opportunities matching your own pre-selected criteria;
- provide access to industry-specific jobs often not seen on popular job search sites.

Our Career Center is an ideal place to begin searching for your next employee. To access the Career Center to search through resumes and post your jobs, visit the LeadingAge Illinois website, www.leadingageil.org

PROFESSIONAL DEVELOPMENT SOLUTIONS

In an increasingly competitive and rapidly changing industry, knowledge is critical to growth and success. As the demand to keep pace with research, best practices, technology and trends intensifies, LeadingAge Illinois remains highly committed to providing you with the best education possible for a reasonable cost. LeadingAge Illinois will continue to respond to the expanding diversity of our membership with educational opportunities that provide information and education on new and non-traditional product lines to serve elders in a variety of settings.

LeadingAge Illinois Conferences

LeadingAge Illinois conferences are significant aging services' events, offering a wide range of topics to a variety of staff levels across the aging services continuum. LeadingAge Illinois' expansive Annual Meeting and Expo has experienced yearly averages of more than 3,000 attendees, over 230 exhibitors, 150+ educational sessions, nationally-acclaimed faculty and unmatched networking opportunities. Additionally, LeadingAge Illinois sponsors specialized conferences throughout the year including the Senior Living Conference.

Exhibits

LeadingAge Illinois' annual expositions serve as valuable resources, and one-stop-shops to compare venues for our members. LeadingAge Illinois seeks out innovative products and services, and thus, provides its membership with the opportunity to view the latest advances in product development. Exhibits produce substantial revenue for LeadingAge Illinois and allow LeadingAge Illinois to continue to offer reasonable conference registration rates.

LeadingAge Illinois Seminars and Workshops

With the constant change in regulations, reimbursement, research and best practices, LeadingAge Illinois responds with time-sensitive, in-depth, interactive educational workshops and seminars. LeadingAge Illinois plans workshops and seminars both throughout the year and throughout the state to provide members with current information and knowledge regarding emerging issues and concerns with practical, real-life solutions.

Webinars

We know that your time is valuable. As a result, LeadingAge Illinois offers numerous webinars on topics of interest to various levels of staff. This format is popular among LeadingAge Illinois members for its efficient, cost effective means of transmitting information and education and is especially useful for relaying time-sensitive information on key issues.

LeadingAge Illinois Specialized Programs

LeadingAge Illinois' specialized programs focus on the development of core knowledge and competencies essential to particular areas of interest or practice areas. These programs build the participant's knowledge in critical content areas, but also emphasize the development of new skills and strategies for successful application in the workplace. Examples of specialized programs that have been offered by LeadingAge Illinois include:

- Marketing Professional Certification Program (MPCP)

- Leadership in Dementia Special Care Units: Training for Excellence in Dementia Care – a six-part certificate course
- Assisted living managers training

COMMUNICATION SOLUTIONS

LeadingAge Illinois works to help you stay connected with your colleagues and current with your profession. In a maturing and rapidly changing industry, knowledge-building, using up-to-date technology and networking are critical to an organization's growth and success.

Discovering what organizations near and far are doing is a critical first step in your own organizational strategic planning process.

WeeksNews/Alerts

WeeksNews functions as LeadingAge Illinois' primary (and frequently cited as it's most valued) vehicle in keeping you well informed on both the breaking news and ongoing trends in the industry, as well as on specific association issues. Alerts on urgent and time-sensitive topics are sent via e-mail when needed.

LeadingAge Illinois Website

LeadingAge Illinois' website, www.leadingageil.org, provides you with real-time access to helpful links to industry related sites and vital resources, professional development information, on-line advocacy, member services, and other association activities. The site is also used to increase your visibility to consumers. All LeadingAge Illinois members have the opportunity to link to LeadingAge Illinois' website, as well. Updated on a continuous basis, the LeadingAge Illinois website is an easy and effective way for you to remain current.

Public Relations

Image is one of the biggest issues facing all older adult service providers; unfortunately, it remains one of the toughest and most expensive battles to fight. LeadingAge Illinois continues to initiate dialogue with reporters when appropriate and respond to media coverage on a variety of older adult services topics.

Face-to-Face Networking Forums

Networking opportunities are available regionally to provide LeadingAge Illinois members the opportunity to meet face to face with colleagues from the same geographic area to discuss topics of similar interest. Typically the Forums are specific to a member type or a discipline i.e. assisted living managers, marketing staff... The Forums provide members with the occasion to initiate and cultivate professional and mutually beneficial relationships with colleagues.

LeadingAge Illinois Listservs

The LeadingAge Illinois Listservs allow you to quickly tap into resources, new ideas, best practices and the valuable experience of colleagues --- through designated email groups. LeadingAge Illinois facilitates “real time” discussion among LeadingAge Illinois members by developing, organizing and maintaining listservs in the following areas:

- Assisted Living
- Directors of Nursing
- Home and Community Based Services
- Housing (Independent Living)
- Human Resource Directors
- MDS Coordinators
- Nursing Home Administrators
- Pastoral Care
- Recreation Professionals
- Restorative Nursing
- Social/Resident Services
- Supportive Living
- CFO Networking
- Billing Services

COST SAVING SOLUTIONS

LeadingAge Illinois understands the importance of fiscal responsibility and designs many programs that actually help you lower the cost of doing business. Bottom line? We have the best of what you need to run your community day-to-day, and the potential for significant savings -- for LeadingAge Illinois members only.

ValueFirst – A Group Purchasing Organization (GPO) Designed for Providers of Services to Seniors

ValueFirst is a national GPO owned and operated by LeadingAge and 25 of its state affiliates. We are powered by MedAssets – a national supply chain with more than 400 vendor contracts.

Any provider of services to seniors is eligible to participate. You can enroll by completing a simple participation form which gives you access to all of the vendors *but does not obligate you to purchase*. You can pick and choose as many or as few of the contracts from the portfolio of vendors as you need. You **can** belong to more than one GPO.

To learn more, visit: www.valuefirstonline.com, or contact Dawn McGrath at dmcgrath@leadingageil.org.

CareWatch™

LeadingAge Illinois is pleased to partner with eHealth Data Solutions (eHDS) to present CareWatch™, an innovative effort to help you improve survey outcomes and assure proper reimbursement for your services while reducing risk and liability. Through our partnership with eHDS, LeadingAge Illinois’ members now have access to this effective easy-to-use product that requires no additional work to create and helps you to truly improve quality, reimbursement and employee recognition and satisfaction. With CareWatch™, you use your resident’s MDS assessments to monitor IDPA reimbursement rate, look at trends and easily determine how well the assessment and MDS are being completed. This enables your staff to prioritize scarce time and focus resources and resident care. Providers currently using CareWatch™ have lowered cost, improved compliance and strengthened their bottom line.

DATA SOLUTIONS

Information is power. With a good understanding of what is happening around you, you can stay ahead of your competition. For LeadingAge Illinois, “technology” means all systems that assist in the management of information. Technology is a tool to enhance the work we do. It influences what we do and how we do it. Technology empowers each of us to be the best at our assigned jobs. Thus, LeadingAge Illinois focuses special attention on several programs designed to meet the unique needs of LeadingAge Illinois members both for obtaining information and assisting members in using this information to ramp-up systems and services.

LeadingAge Insights

Free tools for Nursing Facilities that include market position reports, survey and certification reports, quality metrics, and access to experts on MDS, housing, and Avalere. LeadingAge Insights is a collection of tools to help members better understand their own performance and their market position. With the added advantage of easy access to experts in the field, these tools help members improve their performance and competitiveness. Operated as a partnership of LeadingAge and LeadingAge Illinois, these tool are available FREE of charge to LeadingAge provider members. Visit www.leadingage.org for more information.

InQ Experience Surveys

FREE long term care resident satisfaction surveys and deep discounts on all other surveys

This best-practice-based short-format survey is free to LeadingAge Illinois members, along with electronic reporting of this survey’s results. Its questions cover all of the areas in the skilled nursing community that have a significant impact on resident satisfaction and on the likelihood that residents and their families would recommend the community to friends and others. The free survey benefit is available to LeadingAge members who are new inQ Experience Survey customers as well as LeadingAge Illinois members who already purchase surveys from inQ. Other inQ Experience Survey products remain available to LeadingAge Illinois members at substantially discounted pricing. The goal of this partnership between LeadingAge Illinois and Symbria was to redevelop the Confidence Satisfaction Survey into a new suite of survey products that leverages innovative thinking in survey development and practice as well as advanced data collection and analytic technologies to capture accurate, timely and actionable data. Visit www.symbria.com for more information.

Salary and Benefits Survey

LeadingAge Illinois strongly believes that your employees are your most important asset. Comparative wage and salary data is critical for informed budgeting and competing for talent. To help you accomplish this, LeadingAge Illinois conducts a salary and benefits survey. LeadingAge Illinois members will be able to compare their organization with others in terms of size, services offered, regional area, etc. In addition employee turnover data is collected as a part of the survey. Data collected on employee turnover is distributed to all members via WeeksNews.

Members who participate in the Salary and Benefits Survey are provided with a complimentary copy of the final report. The report is available for purchase by those who do not participate.

Annual Staff Turnover Report

Responses to the 2014 LeadingAge IL Annual Salary & Benefits Survey provided the information needed to generate our 2014 LeadingAge Member Staff Turnover and Vacancy Report. This report is provided complimentary to all members and highlight the continued issue of workforce management for members. A total of 152 organizational members participated in the 2014 Salary Survey (8% increase from 2013), and 121 of those organizations (80%) provided turnover data for this year's report.