

**Bridging the Community Based Integrated Delivery System with FQHCs  
Grantmakers in Aging Conference workshop  
Thursday, October 19, 2017**

**Background on Shawnee Health Services**

***Overview***

Shawnee Health Service was founded in 1971 by a group of individuals who were committed to improving the medical and social service infrastructure for residents of southern Illinois. The foundation of Shawnee was based on community development processes using grassroots advocacy to bring resources to the community to build the capacity of existing health and social service providers and to provide services to underserved populations. Along with developing a network of 11 community health center sites. Shawnee has developed a complete network of social service for older adults. Including the establishment of The River to River Corporation to build and operate affordable assisted living facilities in Southern Illinois. Shawnee provides Migrant Health Services, operates two school based health centers, a psychiatric and a comprehensive behavioral health center, and operates to dental clinics staffed with 5 general dentists and one pediatric dentist.

***What is the average number of patients you serve annually? What percent of these are 50+ years of age?***

In 2016, Shawnee served 31,428 patients through its community health center program. 42.35% where individuals over the age of 50, an 18% increase from the previous year. In addition Shawnee Alliance provided in home comprehensive assessment services, determined community care program eligibility (including but not limited to Medicaid Waiver participants), and care plan development for over 7,100 seniors in the lower 18 counties of Southern Illinois. Shawnee operates 11 individual health care center locations.

***What is your payor mix by percentage?***

Medicaid:	51%
Medicare:	11.5%
Insurance:	28%
Uninsured:	9.8%

***How long has your organizations been providing services to an older population? What prompted your organization to serve this population?***

Shawnee Health responded to an RFP of the State of IL, Department on Aging, in 1982 to provide care coordination, becoming a new entity Care Coordination Unit (CCU). Shawnee's interest in becoming the CCU was prompted by their role in southern IL as a development agency with our founders' background in community development and the fact that in just over 30 years baby boomers would be turning 60 resulting in a large increase in the older adult population. Shawnee understood the need to develop community-based services as an alternative to the institutional model of care. CCUs were established in response to the Benson vs. Blaser Court Decree, which made Community Care Program services available to all who apply and are eligible with eligibility and services to begin in a timely manner. Shawnee began services in March 1983 as one of 6 demonstration CCUs. Services went Statewide July 1983. CCUs were established to provide conflict free eligibility determination and care planning for the Community Care Program (CCP) and to manage access to (one stop shop for Aging Services) other Older American's Act (federal) services through a comprehensive assessment process and case management. Shawnee developed a regional approach with one central office for the 13 county region. Encompassing economy of scale by serving regionally enabled Shawnee to provide a higher quality of service and enabled Shawnee to take on a leadership role in the Aging Network rather than to disappear in rural southern IL. In 2010, Shawnee assumed responsibility for an additional 5 counties, expanding the service area to 18 rural counties. Since 1983 Shawnee has applied for and received other Contracts including Elder Abuse/Adult Protective Services, Long Term Care Ombudsman Services, Money Follows the Person, Caregiver Case Management and Counseling, Geriatric Counseling (in-home), Aging and Disability Resource Centers as well as multiple demonstration projects.

***Describe the types of partnerships you maintain. Do you have a direct partnership with a hospital (shared site, shared staff, etc.)? Do you partner with long term care/senior service providers?***

Shawnee maintains partnerships with entities throughout the 18 county area including Area Agencies on Aging (2), services and programs for older adults and services, which meet comprehensive needs of older adults. Those needs include activities of daily living, medical, psychosocial, home environment, financial, legal, transportation, nutrition, and needs of caregivers. Shawnee has a Working Agreement with Southern IL Healthcare and locates staff full time in Memorial Hospital of Carbondale and Herrin Hospital to provide Bridge (transitional care) services, Aging and Disability Resource Center and Deflection from Nursing Home Services, and to provide nursing home pre-screenings for older adults and disabled 18 and older. Shawnee Care Coordinators go into all other hospitals in the area but due to size of facility does not locate staff full-time. In 2012, Shawnee entered into an agreement with Southern IL Healthcare to open and staff a resource center at the University Mall. The Resource Center known as The Place provides access to resources including assistance with

applications and is a designated Aging and Disability Resource Center (ADRC). Staff are SHIP Certified assisting with Medicare and Medicaid, and also Enrollment and Assistance with the Marketplace.

***Do you have any staff or partners that specialize in geriatric care?***

Shawnee Alliance, the Social Service Division of Shawnee Health Service, employs 72 staff that specialize in working with older adults. The majority of the staff are social service. We are in the process of transitioning the first of our Primary Care Clinics into a Geriatric Workforce prepared clinic through a partnership with the Rush University Medical Center HRSA funded Geriatric Workforce Education Program (GWEP).

***Do you provide other services in addition to primary care (e.g. behavioral health, mental health, dental, coordination with services)?***

Shawnee Health Services provide a wide menu of services in addition to primary care for its patients. These services include: dental care, psychiatric care, behavioral and primary care integrated care, buprenorphine program, migrant Health Services, ACA outreach and enrollment services, pharmacy services, black lung services in Southern Illinois and South West Indiana. We are in the process of expanding into other substance abuse role beginning with patient education and counseling of patients with co-occurring substance issues and mental health issues.

***Describe the services you provide to support low-income older adults to age in the community.***

The CCU serves all older adults with a person centered comprehensive assessment and care plan, utilizing services in the care plan of which the older adult is eligible including those targeted to support low income older adults. Shawnee Alliance Care Coordinators are SHIP certified assisting older adults with Medicare A, B, C, D Plans, Supplemental, and Extra Help; – Medicaid, and low-income subsidies of QMB/SLMB. Shawnee determines eligibility for the IL CCP Program, which assist low asset older adults with their activities of daily living so they can remain in their community. For those who are not eligible for low-income services, Shawnee works with the older adult to access other services.