

2024

November 14, 2024

Prepare for Upcoming Transition of Service Program – Illinois Colbert and Williams Consent Decree Outreach and Transitional Assessment | Review Process Changes and Register for Upcoming Info Session

The State of Illinois Department of Healthcare and Family Services (HFS) has contracted with partner Maximus to manage services for **Colbert and Williams Consent Decree Outreach and Transitional Assessment**. There are two key components to this program.

- In-person **Outreach Visits** by Maximus Evaluators will be scheduled with Colbert Class Members in Cook County nursing facilities and Williams Class Members and SMHRF facilities. During these visits, Evaluators will provide education on the person's rights and evaluate their level of interest in potential transition to the community.
- Evaluators then conduct in-person **Transitional Assessments** with Colbert Class Members in Cook County nursing facilities and Williams Class Members in SMHRF facilities interested in transitioning to the community. Evaluators assess individuals' functional needs in several areas to determine the level of support necessary for successful community transition.

This transition is scheduled for a phased launch. Evaluators will begin performing Outreach visits to members starting on **December 1, 2024**. Scheduling and performing Transitional Assessments will begin in **January 2025**.

LEARN MORE: [Register for the Upcoming Outreach and Transitional Assessment Information Sessions on November 19 – 20, 2024](#)

Join the Maximus training team for one of two **Outreach and Transitional Assessment Information Sessions**. During each one-hour webinar, attendees will learn about the intent of the program, the implementation timeline, and a detailed overview of the upcoming process changes. Time will be set aside for Q&A at the end of the training.

- [Register for Information Session: Outreach and Transitional Assessment | 11:00 a.m. Tuesday, November 19, 2024](#)
- [Register for Information Session: Outreach and Transitional Assessment | 10:00 a.m. Wednesday, November 20, 2024](#)

Identical content will be shared in both sessions. Select the date/time that works best with your schedule.

SUPPORT: [Contact the Maximus - Illinois Help Desk](#)

A dedicated email account and resources page is now available for the Outreach and Transitional Assessment support. The Maximus – Illinois Help Desk team is available to answer any process or system-related questions from 8:00 a.m. to 8:00 p.m. CST, Sunday – Saturday.

- NEW – Outreach and Transitional Assessment Tools and Resources page: https://maximusclinicalservices.com/svcs/illinois_oa
- NEW – Outreach and Transitional Assessment assistance: ILOA@maximus.com
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Colbert and Williams Consent Decree Outreach and Transitional Assessment >> Progress Tracker



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Colbert and Williams Consent Decree Outreach and Transitional Assessment >> Progress Tracker

[Colbert and Williams Consent Decree Outreach and Transitional Assessment >> Progress Tracker](#)



November 21, 2024

Colbert and Williams Consent Decrees Outreach and Transitional Assessment: Prepare for Program Implementation – Review New On-Demand Training Materials and Additional Resources

An important reminder for Specialized Mental Health Rehabilitation Facilities (SMHRFs) and Cook County Nursing Facilities that the State of Illinois Department of Healthcare and Family Services (HFS) has recently contracted with partner Maximus to provide outreach and assessment services for **Colbert and Williams Class Members**. There are two key components to this program.

- In-person **Outreach Visits** by Maximus Evaluators will be scheduled with Colbert Consent Decree Class Members in Cook County skilled nursing facilities and Williams Consent Decree Class Members residing in SMHRFs statewide. During these visits, Evaluators will provide education on the person’s rights and evaluate their level of interest in potential transition to the community.
- Evaluators then conduct in-person **Transitional Assessments** with Williams Consent Decree Class Members residing in SMHRFs and Colbert Consent Decree Class Members residing in Cook County nursing facilities who are interested in transitioning to the community. Evaluators assess individuals’ functional needs in several areas to determine the level of support necessary for successful community transition.

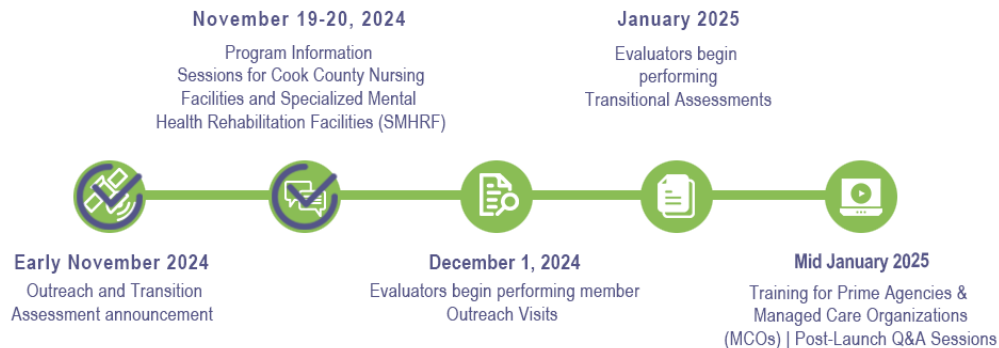
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NEXT STEPS: Ensure Your Team is Ready for the Transition

Review the **on-demand training materials** linked below for insights into program processes and take note of the new [web page](#) and dedicated Help Desk account, ILOA@maximus.com, created specifically to support this new service. Please pass this communication along to anyone on your team who may need awareness of this upcoming transition.

In the coming weeks, additional communications will provide helpful tips, reminders, and transition updates to ensure your facility is fully prepped for the planned process changes. We appreciate your ongoing partnership as we work together to ensure that individuals interested in community transition are identified and the levels of support they will need are accurately identified.

Colbert and Williams Consent Decrees Outreach and Transitional Assessment >> Progress Tracker



LEARN MORE: Review On-Demand Information Session

For those who missed this week's **Colbert and Williams Consent Decrees Outreach and Transitional Assessment** Information Sessions or would like to share details with others on your team, please review the helpful on-demand learning video and resource guide below.

- [Outreach and Transitional Assessment Information Session | Recording \(30:00 mins\)](#)
- [Outreach and Transitional Assessment Information Session | Slides](#)

ACTION REQUEST: Bookmark New Tools and Resources Web Page

An important reminder that the new **Colbert and Williams Consent Decrees Outreach and Transitional Assessment Tools and Resources page** was recently launched. Be sure to bookmark the link below and check back often for new program guides and announcements.

- https://maximusclinicalservices.com/svcs/illinois_oa

SUPPORT: Contact the Maximus - Illinois Help Desk

A dedicated email account is now available for the Outreach and Transitional Assessment support. The Maximus – Illinois Help Desk team is available to answer any process or system-related questions from 8:00 a.m. to 8:00 p.m. CST, Sunday – Saturday.

- *NEW – Outreach and Transitional Assessment assistance:* ILOA@maximus.com
- General Help Desk Assistance: ILHelpDesk@maximus.com
- Phone: **833.727.7745**

December 3, 2024

Illinois Colbert and Williams Consent Decrees Outreach and Transitional Assessment: Prep for Program Implementation – Review New On-Demand Training Materials

An important reminder for Managed Care Organizations (MCOs) and Prime Agencies that the State of Illinois Department of Healthcare and Family Services (HFS) has recently contracted with partner Maximus to provide outreach and assessment services for **Colbert and Williams Class**

Members. There are two key components to this program.

- In-person **Outreach Visits** by Maximus Evaluators will be scheduled with Colbert Consent Decree Class Members in Cook County skilled nursing facilities and Williams Consent Decree Class Members residing in SMHRFs statewide. During these visits, Evaluators will provide education on the person's rights and evaluate their level of interest in potential transition to the community.
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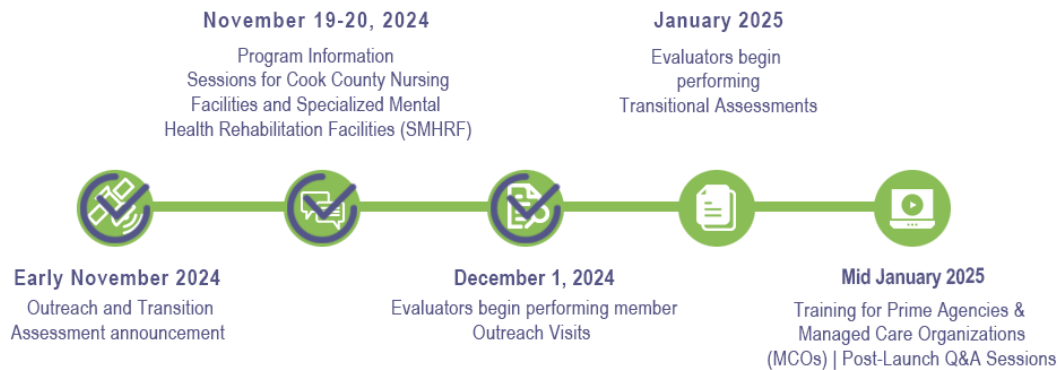
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NEXT STEPS: Ensure Your Team is Ready for the Transition

Review the **on-demand training materials** linked below for insights into program processes. Be sure to take note of the new [web page](#) and dedicated Help Desk account, ILOA@maximus.com, created specifically to support this new service. Please pass this communication along to anyone on your team who may need awareness of this upcoming transition.

Future communications will provide you with guidance to help ensure your team is ready for the planned process changes. This includes registration details on upcoming training webinars, more guidance on setup and use of AssessmentPro, helpful process tips, and program updates. We appreciate your ongoing partnership as we work together to ensure that individuals interested in community transition are identified and the levels of support they will need are accurately identified.

[Colbert and Williams Consent Decrees Outreach and Transitional Assessment >> Progress Tracker](#)



LEARN MORE: Review On-Demand Information Session

For those who missed the recent **Colbert and Williams Consent Decrees Outreach and Transitional Assessment** Information Sessions or would like to share details with others on your team, please review the helpful on-demand learning video and resource guide below.

- [Outreach and Transitional Assessment Information Session | Recording \(59:23 mins\)](#)
- [Outreach and Transitional Assessment Information Session | Slides](#)

ASSESSMENTPRO: Preparing to Create Your Account

The Maximus assessment management system, **AssessmentPro**, will be an integral tool to support your new responsibilities with Outreach and Transitional Assessment. Some Managed Care Organizations (MCOs) and Prime Agencies may already have one or more system accounts in place, while others may need to have their organization set up in AssessmentPro or have more user accounts added for individual staff members. Future communications and trainings will guide you through step-by-step setup instructions and process instructions.

As an important first step, review the details below for ensure your browser is compatible with AssessmentPro.

To ensure optimum system performance and maintain HIPAA-compliant data security standards, the AssessmentPro system supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.

SUPPORT: Contact the Maximus - Illinois Help Desk

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- Phone: 833.727.7745

December 10, 2024

Colbert and Williams Consent Decrees Outreach and Transitional Assessment: Prepare for Program Implementation – Review New On-Demand Training Materials and Additional Resources

An important reminder for Specialized Mental Health Rehabilitation Facilities (SMHRFs) Owners and Operators that the State of Illinois Department of Healthcare and Family Services (HFS) has recently contracted with partner Maximus to provide outreach and assessment services for **Colbert and Williams Class Members**. There are two key components to this program.

- In-person **Outreach Visits** by Maximus Evaluators will be scheduled with Colbert Consent Decree Class Members in Cook County skilled nursing facilities and Williams Consent Decree Class Members residing in SMHRFs statewide. During these visits, Evaluators will provide education on the person's rights and evaluate their level of interest in potential transition to the community.
- Evaluators then conduct in-person **Transitional Assessments** with Williams Consent Decree Class Members residing in SMHRFs and Colbert Consent Decree Class Members residing in Cook County nursing facilities who are interested in transitioning to the community. Evaluators assess individuals' functional needs in several areas to determine the level of support necessary for successful community transition.

This transition is scheduled for a phased launch. Evaluators will begin performing Outreach visits to members starting on **December 1, 2024**. Scheduling and performing Transitional Assessments will begin in **January 2025**.

NEXT STEPS: Ensure You're Ready for the Transition

Review the **on-demand training materials** linked below for insights into program processes and take note of the new [web page](#) and dedicated Help Desk account, ILOA@maximus.com, created specifically to support this new service. Please pass this communication along to anyone who may need awareness of this upcoming transition.

In the coming weeks, additional communications will provide helpful tips, reminders, and transition updates to ensure that program stakeholders are fully prepped for the planned process changes. We appreciate your ongoing partnership as we work together to ensure that individuals interested in community transition are identified and the levels of support they will need are accurately identified.

[Colbert and Williams Consent Decrees Outreach and Transitional Assessment >> Progress Tracker](#)



LEARN MORE: Review On-Demand Information Session

For those who missed this week's **Colbert and Williams Consent Decrees Outreach and Transitional Assessment** Information Sessions or would like to share details with others on your team, please review the helpful on-demand learning video and resource guide below.

- [Outreach and Transitional Assessment Information Session | Recording \(23:54 mins\)](#)
- [Outreach and Transitional Assessment Information Session | Slides](#)

ACTION REQUEST: Bookmark New Tools and Resources Web Page

An important reminder that the new **Colbert and Williams Consent Decrees Outreach and Transitional Assessment Tools and Resources page** was recently launched. Be sure to bookmark the link below and check back often for new program guides and announcements.

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December 20, 2024

Illinois Colbert and Williams Consent Decrees Outreach and Transitional Assessment: Register for Upcoming Webinars | Review On-Demand Training Materials and Implementation Next Steps

The State of Illinois Department of Healthcare and Family Services (HFS) and Maximus continue to make progress in the implementation of the new service, Colbert and Williams Consent Decree Outreach and Transitional Assessment. As shared in previous communications to Managed Care Organizations (MCOs) and Prime Agencies, this program is launching in a phased approach with two key process components.

- Maximus Evaluators began scheduling in-person **Outreach Visits** with Colbert Class Members in Cook County nursing facilities and Williams Class Members in SMHRF facilities on **December 1, 2024**. During these visits, Evaluators provide education on the person's rights and evaluate their level of interest in potential transition to the community.
- During the next phase, launching in **January 2025**, Evaluators will begin to conduct in-person **Transitional Assessments** with Colbert Class Members in Cook County nursing facilities and Williams Class Members in SMHRF facilities interested in transitioning to the community. Evaluators assess individuals' functional needs in several areas to determine the level of support necessary for successful community transition.

Help ensure that your team is ready to support the recent launch of Outreach Visits and the upcoming start of in-person Transitional Assessments. Below are details to register for upcoming webinars, an updated calendar of **implementation milestones**, a reminder to check your **browser compatibility with AssessmentPro**, and links to helpful **on-demand learning**.

NEXT STEPS: Register for Upcoming Training Webinars

Anyone in your team who will be involved in Outreach and Transitional Assessment processes should attend two one-hour webinars planned for late January. One session will focus on **Understanding Assessment Findings** and another will cover basics on **Using AssessmentPro**, the online assessment management system.

Register for one of each session, choosing the date for each that works best with your schedule.

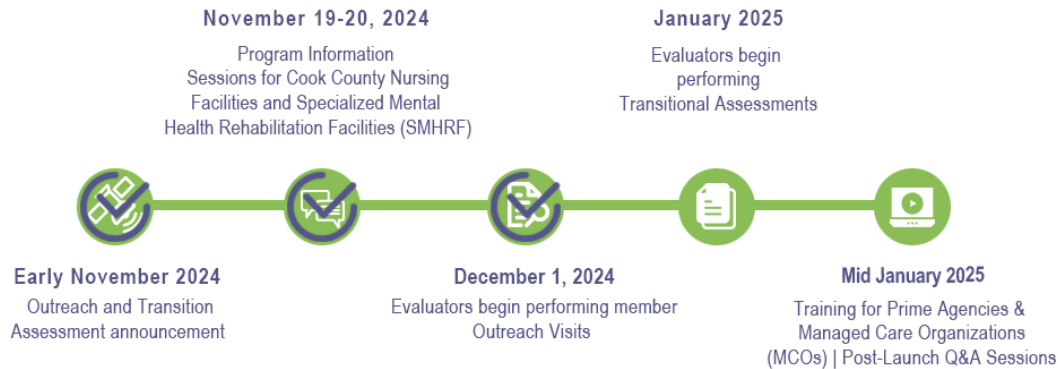
SESSION 1

- [Register for "Understanding Assessment Findings" | 2 p.m. CT Wednesday, January 22, 2025](#)
OR
- [Register for "Understanding Assessment Findings" | 1 p.m. CT Tuesday, January 28, 2025](#)

SESSION 2

- [Register for "AssessmentPro Use" | 10 a.m. CT Thursday, January 23, 2025](#)
OR
- [Register for "AssessmentPro Use" | 2 p.m. CT Wednesday, January 29, 2025](#)

Colbert and Williams Consent Decrees Outreach and Transitional Assessment >> Progress Tracker



RESOURCE REMINDER: Review On-Demand Outreach and Transitional Assessment Training Materials

If you missed the November Colbert and Williams Consent Decree Outreach and Transitional Assessment Information Sessions or would like to share details with others on your team, please review the helpful on-demand learning video and resource guide below.

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- [Outreach and Transitional Assessment Information Session | Slides](#)

ASSESSMENTPRO: Confirm Browser Compatibility for Account Setup

The Maximus assessment management system, **AssessmentPro** will be critical to your new role in supporting Outreach and Transitional Assessment processes. During the January training webinars noted above, attendees will walk through the process of choosing the right user role(s), registering to create your account, and the Outreach and Transitional Assessment-related activities you'll need to perform in the system.

Ahead of these sessions, take an important first step in the setup of your AssessmentPro account by checking the compatibility of your browser. To ensure optimum system performance and maintain HIPAA-compliant data security standards, the AssessmentPro system supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.

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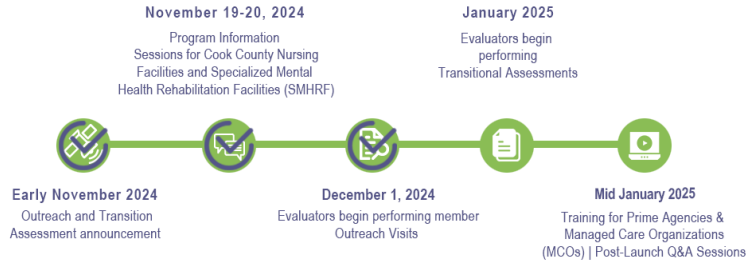
Illinois Colbert and Williams Consent Decrees Outreach and Transitional Assessment: Evaluators Have Begun Performing Outreach Visits | Review Best Practice Tip and On-Demand Training Materials

The State of Illinois Department of Healthcare and Family Services (HFS) and Maximus continue to make progress in the implementation of the new service, **Colbert and Williams Consent Decree Outreach and Transitional Assessment**. As shared in previous communications to Cook County Nursing Facilities and Specialized Mental Health Rehabilitation Facilities (SMHRF), this program is launching in a phased approach with two key process components.

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Help ensure that your team is ready to support Outreach Visits to your facility and the upcoming launch of in-person Transitional Assessments. Below is an updated calendar of **implementation milestones**, an important reminder to **keep PathTracker up to date**, and links to **on-demand training** from the information sessions held in November. We appreciate your partnership in this new program, which will aid in the identification of individuals interested in community transition and make sure the levels of support they'll need are accurately identified.

[Colbert and Williams Consent Decrees Outreach and Transitional Assessment >> Progress Tracker](#)



PROCESS TIP: Always Keep Your PathTracker Data Up to Date

Be sure to keep your AssessmentPro – PathTracker up to date. PathTracker is the official census for Illinois facilities. An IDPH or HFS Official can check PathTracker at any point to see who is in each facility. It's critical to keep this updated, as any PathTracker data that is not current means that your facility is technically out of compliance.

RESOURCE REMINDER: Review On-Demand Information Session



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