

January 2025

# ILS News

Your ILS Support Team:  
Jared, Barb, Ashley, Denise  
Monica, Stephanie, Lori

## Happy Anniversary

Paula Merchlinsky 10 yrs., Natasha Cruz 7 yrs., Leny Mercedes-Vilchez 2 yrs.  
Marcia Shearer 2 yrs., Clarissa Hostetter 1 yr.

## Happy Birthday

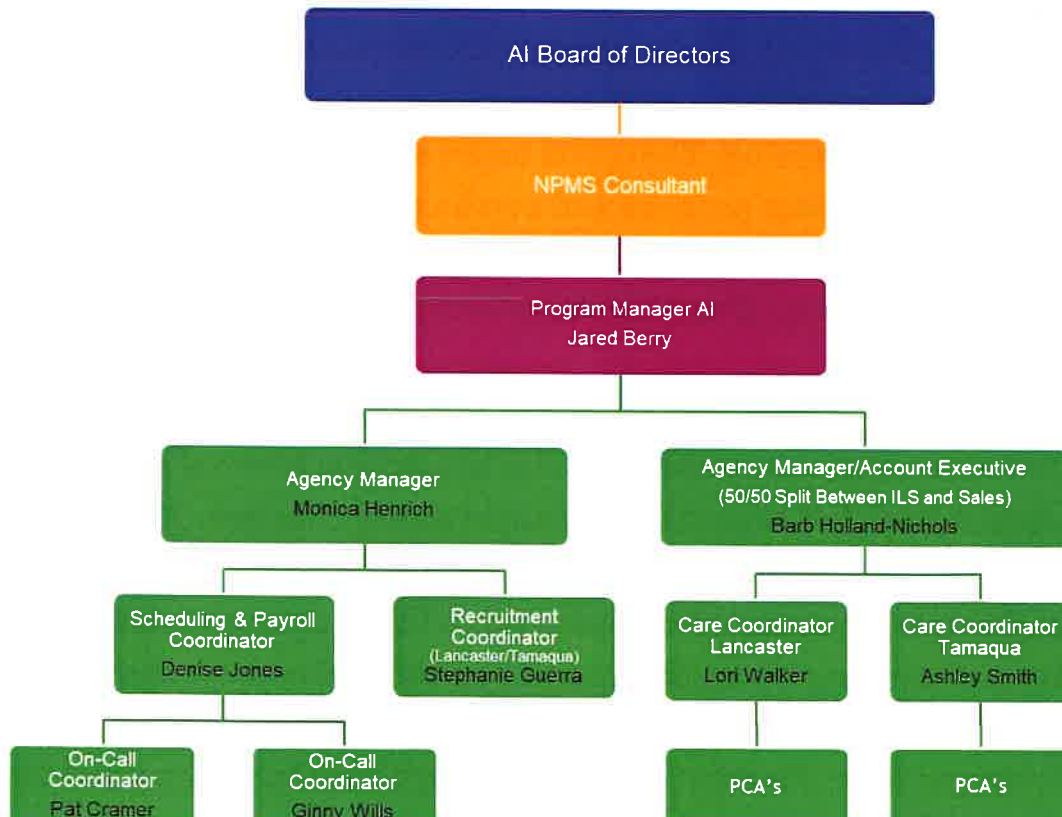
Melissa MacDonald 1st, Jasmine Taylor & Carol Lacker 14th, Jennifer Goyco 15th  
Lisa Umstead & Jennifer Pisarchick-Drake 18th, Alondra Washington 24th, Katrina Hammerstone 28th

HAPPY NEW YEAR

2025

## Accessing Independence (AIC)

An Organization Chart for reference.



**As ILS approaches the final stages of our transition process, we wanted to provide you, our team with additional updates regarding changes you will see effective January 13, 2025.**

### **Review of Changes:**

- Over the last 6 months we have been transitioning out of working with certain payor types due to unsustainable reimbursement rates. In order to realign ILS with a goal of making it stronger for our employees and participants moving forward. As of December 31, 2024, our transition out of all MCO payors (AmeriHealth Caritas, UPMC and PA Health and Wellness) will be finalized. Starting January 2025, the ILS focus will be moving forward with Schuylkill County and Lancaster County programs, as well as maintaining our private duty business.
- Communication was made to all PCA's and Participants directly impacted by these changes.

### **Changes to our internal Structure:**

- As part of this realignment, our internal structure has experienced changes as well.
  - Beginning January 13, 2025, the following positions will be in effect
    - o Care Coordinator – This position is a combination of both our Staffing Supervisor and Safety Mentor roles. With this change our focus is to be able to offer more hands on training and direct support opportunities. We will have 1 Care Coordinator for our Lancaster location and 1 for our Tamaqua location.
    - o Recruitment Coordinator – We will now have 1 recruiter who will support both service areas.
    - o Schedule and Payroll Coordinator – This is a new position that focuses entirely on scheduling and payroll processing. There will be an additional announcement on how this change will impact process and can be expected early January.
    - o On-Call Coordinators: No changes to these roles
- An Organization Chart has been included for reference.

### **What changes can be expected for me as an employee moving forward?**

- Some will experience supervisory changes due to our new internal structure. You will receive direct notice from ILS regarding any supervisory changes. This may be made via phone call, email, or mailed letter.
  - Our goals at ILS is to continue operations with a focus on our remaining payors.
- We aim to ensure all working hours desired can be offered and made available to you. ILS will undergo some process changes with the introduction of our Schedule and Payroll Coordinator position. As mentioned prior, more details will be provided in early January.