



Illinois Department on Aging

FY 25 Proposed Budget

Mary Killough, Acting Director

Appropriations – Health & Human Services Committee Hearing – April 17, 2024

The **MISSION** of the Illinois Department on Aging is to **serve and advocate** for older Illinoisans and their caregivers by administering **quality and culturally appropriate** programs that promote **partnerships** and encourage **independence, dignity, and quality of life.**

Person
Centered
Programs

Culturally
Appropriate
Services

Advocacy
and
Education



Illinois Department on Aging

Priorities that Fulfill IDoA's Mission

IDoA's mission is anchored by three overarching priorities:

- Responding to the needs of older adults and their caregivers by ensuring **equitable access** to programs and services that address the **social determinants of health** and allow older adults to “**age in place.**”
- Supporting and enhancing the Aging Network to ensure the delivery of **quality, culturally appropriate services** by community providers and a robust workforce.
- Preventing, investigating and responding to abuse, neglect and exploitation of older adults while respecting and promoting rights and **person-centered choice.**

Priority: Respond to the needs of older adults and their caregivers by ensuring **equitable access** to programs and services that address the **social determinants of health** and allow older adults to “**age in place.**”

Community Care Program (CCP)

Medicaid Waiver Program

- Care Coordination
- In-Home Services
- Adult Day Services
- Automatic Medication Dispensing
- Emergency Home Response

Emergency Senior Services

Funds: To fill gaps in services

IL Care Connections: Provides technology & assistive devices to enhance quality of life

Older Americans Act Services

Coordinated through Area Agencies on Aging (AAAs) to keep older adults healthy and independent:

- Nutrition services
- Transportation services
- Caregiver support & respite
- Information & referrals
- Social isolation
- Dementia-friendly communities & more

Outreach & Education

Senior HelpLine: 1:1 assistance with IDoA programs and referrals

Senior Health Insurance & Assistance Programs: Health insurance counseling service for Medicare beneficiaries and their caregivers

Benefit Access Program: Assists older adults with transit and license plate discounts & benefits

Priority: Support and enhance the Aging Network to ensure the delivery of **quality, culturally appropriate services** by community providers and a robust workforce.

Area Agencies on Aging (AAAs)

- Provides funding, education and oversight in support of evidence-based programs and services to older adults & caregivers
- Collaborates with the 13 AAAs to develop regionally specific programs and services to meet the needs of the older adults in their communities
- Provides oversight to ensure high-quality service delivery of nutrition, transportation, information & referrals, and more

Community Care Program (CCP) Providers

- Contracts with over 450 community-based providers to coordinate and deliver home and community-based services
- Focused on workforce stabilization through increased provider reimbursement rates and retention grants
- Provides training and monitoring to ensure quality services
- Collaborates with the Aging Network through advisory committees, boards and councils to improve the delivery of care and quality of life for older adults

Priority: Prevent, investigate and respond to abuse, neglect and exploitation of older adults while respecting and promoting rights and **person-centered choice**.

Adult Protective Services

- Coordinates with provider agencies to ensure timely intake and investigation of abuse, neglect, self-neglect and financial exploitation cases and make referrals as appropriate
- Maintains a registry of individuals with a finding of verified and substantiated abuse, neglect, self-neglect and financial exploitation based on investigation

Long-Term Care Ombudsman

- A resident-directed advocacy program that protects and improves the quality of life for residents in a variety of long-term care settings
- Ombudsmen make regular visits to LTC facilities to speak with residents, help them understand their rights, and empower residents to self-advocate

Home Care Ombudsman

- Provides education and advocacy to participants who receive services through the Medicare Medicaid Alignment Initiative (MMAI) and/or services through select Home and Community Based Services (HCBS) waivers to reduce the risk of placement in a LTC facility

Eligibility for Major Programs

Community Care Program (CCP)

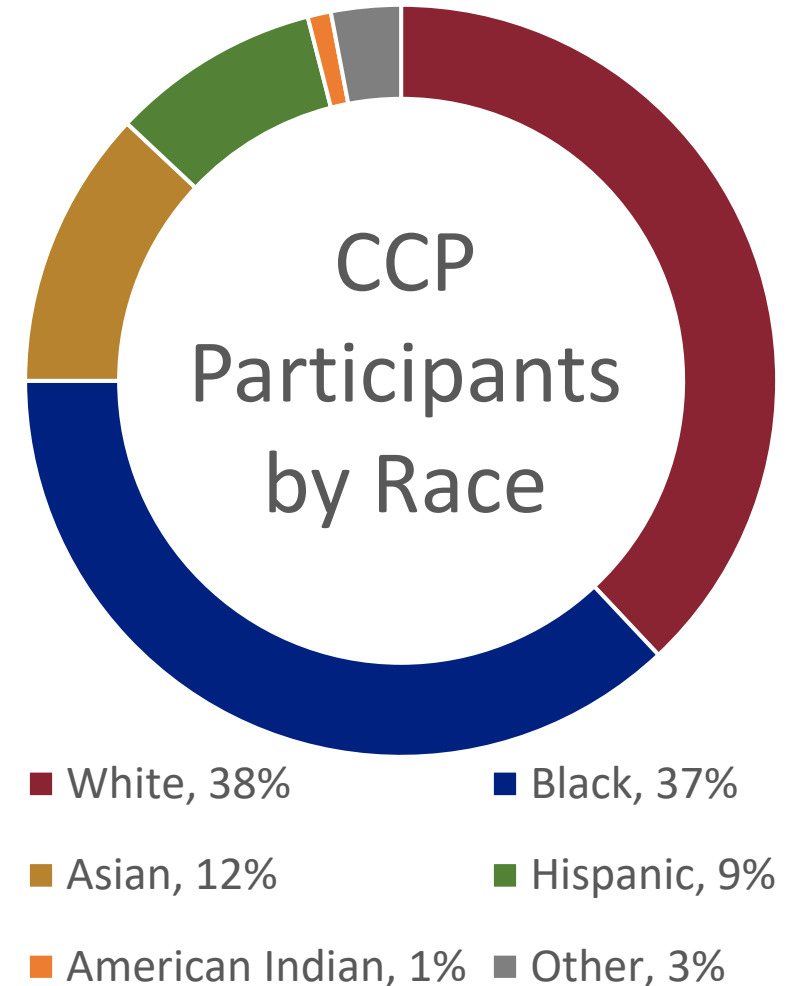
- CCP is a means-tested waiver program. To be eligible, an older adult must:
 - Be 60 or older
 - Live in Illinois
 - Be a U.S. citizen or fall within an eligible immigration status
 - Have non-exempt assets that do not exceed \$17,500
 - Be assessed as needing long-term care using the Determination of Need (DON)
 - Apply for and enroll in Medicaid, if eligible

Older Americans Act (OAA) Services

- Coordinated through regional AAAs
- Available to older adults aged 60+ and their caregivers, regardless of income or assets
- OAA requirements prioritize people with the greatest social and economic needs:
 - Physical and mental disabilities
 - Language barriers
 - Racial/ethnic minority and/or LGBTQ+ status
 - Social or geographic isolation
 - AAAs may further refine target populations

Who We Serve

- The typical CCP participant is a woman in her mid- to late **70s** who lives alone and earns less than \$13,000 per year.
 - 62% of CCP participants are members of racial or ethnic minority populations.
- Older adults receiving nutrition services through their AAA have similar demographic characteristics.
 - Average age **76** for congregate meal program and **77** for home-delivered meal recipients
 - 65% of home-delivered meal recipients live alone
 - 39% earn less than the federal poverty level
 - 25% Black, 5% Asian, 6% persons of Hispanic origin (who may be of any race)



Impact & Outcomes

Community Care Program

2022 Satisfaction Survey Results

Surveys mailed to ~22,000 CCP participants; 6,225 surveys returned

Participants rated their satisfaction with services on a scale of 1.0 (worst) to 5.0 (best)

Case Management

Average Score: 4.04

In-Home Services

Average Score: 4.24

Emergency Home Response Services (EHRS)

Average Score: 4.31

Adult Day Services (ADS)

Average Score: 4.23

Automatic Medication Dispensing (AMD)

Average Score: 3.88

English, Russian, &
Spanish language
options

4x increase in survey
reach since 2020

Impact & Outcomes

Older Americans Act Services

Nutrition Services

Senior nutrition programs funded by the Older Americans Act (OAA) address food insecurity, hunger, malnutrition, enhance socialization, and promote the health & well-being of older adults.

OAA-funded nutrition services fed more than **130,000** older Illinoisans in FY 23:

- 10.9 million home-delivered meals
- 1.4 million congregate meals
- Nearly 500,000 grab-and-go meals distributed

Caring for the Caregiver

AAA T-Care Program: An evidence-based comprehensive assessment tool and program used to tailor resources and follow-up support for unpaid caregivers

Outreach and Education

- 400+ family caregivers participated in roundtable discussions with IDoA and regional AAAs
- Enhanced visibility of caregiver resources and training videos on IDoA website

Impact & Outcomes

Emergency Senior Services (ESS) Program

Approximately **5,590** older adults received one-time gap-filling assistance via the ESS program in **FY 23**. The most utilized services were:

- Nutritional needs
- Home delivered meals
- Assistive technology for ADL/IADL needs
- Emergency medical care needs
- Emergency utility assistance
- Emergency rent/mortgage assistance
- Household furnishings/supplies

IL Care Connections

560 tablet bundles provided to older adults to reduce social isolation during **FY 23**:

- **67%** of recipients reported **less loneliness** after obtaining the tablet & accessories
- **97%** of recipients **reported being satisfied or highly satisfied** with the program

138% increase in FY 24 in referrals as of March 1, 2024:

- Expanded referral sources
- Additions of assistive technology, DME, and smart home technology
- Non-CCP participants now eligible

Impact & Outcomes

Outreach & Education

146

community outreach
events statewide

154,772

calls answered by the
Senior HelpLine

134,848

Benefit Access Program
applications processed

92,000

Medicare beneficiaries
received SHIP counseling

Impact & Outcomes

Long-Term Care Ombudsman

14,101

facility visits

36,392

consultations

7,934

requests for assistance and
advocacy

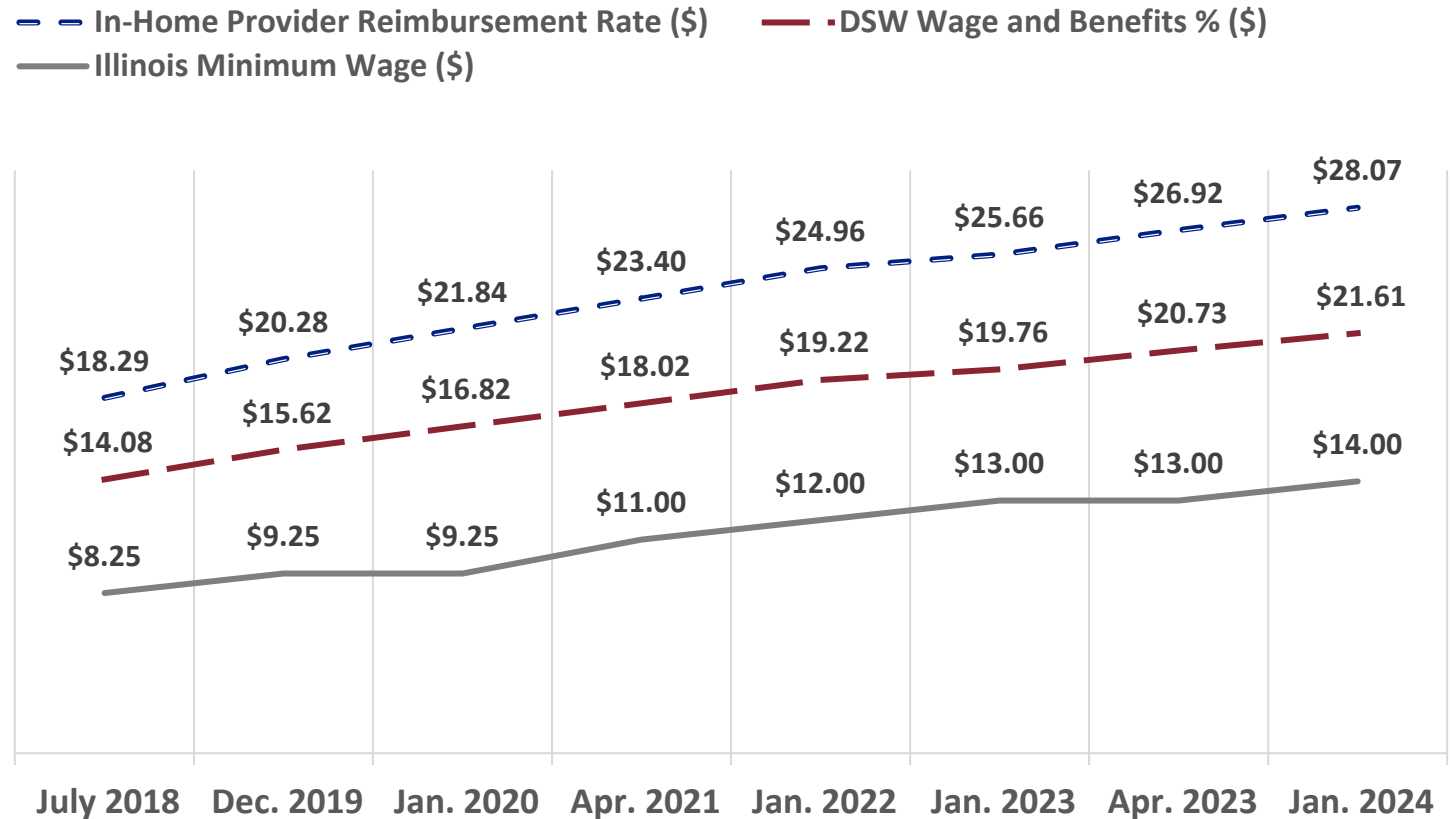
23

Resident and Family Support
Council meetings held
virtually statewide

Investment in the Direct Care Workforce

- Effective January 1, 2024, direct service workers' (DSW) hourly wage must be at least \$17.
- Illinois regulations require that at least 77% of the in-home provider reimbursement rate be spent on DSW costs, which may include: wages, paid time off, health insurance, retirement plans, travel reimbursements, and other elements of a compensation package.
- IDoA will conduct a rate study in FY 25 for the purpose of rebasing provider rates.

ILLINOIS DEPARTMENT ON AGING: IN-HOME PROVIDER REIMBURSEMENT RATE COMPARED TO DSW BENEFIT PERCENTAGE AND ILLINOIS MINIMUM WAGE, 2018 TO 2024



FY 25 Proposed Budget

Funds Overview

Funding Source	FY25 Introduced Budget	FY24 Enacted Budget	Change from FY24	Change from FY24 (%)
General Revenue Fund	\$619,997,300	\$461,079,778	\$158,917,522	34.5%
Commitment to Human Services Fund	\$971,162,100	\$964,693,700	\$6,468,400	0.7%
Federal Funds	\$164,395,400	\$185,518,200	-\$21,122,800	-11.4%
Other State Funds	\$7,745,000	\$7,745,000	\$0	0%
TOTAL	\$1,763,299,800	\$1,619,036,678	\$144,263,122	8.9%

FY 25 Proposed Budget Highlights

Total proposed budget of \$1.7 billion, a 9% increase from FY 24 enacted

- The Governor's introduced budget **maintains** current funding levels for aging programs and services, with the following increases:
 - **Home-Delivered Meals:** \$3 million increase from FY 24 enacted budget to offset high food and delivery costs
 - **Community Care Program:** \$166.6 million increase from FY 24 enacted budget
 - FY 24 supplemental request - \$54.6 million
 - FY 25 additional need - \$112 million
 - Includes 1/1/24 rate annualization
 - Utilization and caseload increases
 - Annualization for EHRS service enhancements (GPS and fall detection)

Challenges & Opportunities

Professional and Family Caregivers

- Strategies to **recruit and retain** home care aides and direct care staff
- **Expanded choice** of paid caregivers to include legally responsible individuals (spouses, powers of attorney, representational payees)
- Conducted 20+ caregiver roundtables/listening sessions statewide to **understand evolving needs** of family caregivers
- Proposed budget maintains \$5.2 million for **AAA caregiver support activities**

Historically Marginalized Communities

2022-2024 Language Access Plan: Enables IDoA to identify and assist Limited English Proficient older adults with accessing services

Meal Choice Diet Options Survey: Sought feedback to improve the quality and variety of home-delivered and congregate meal options (cultural cuisines, special diets)

Coordination w/ IDOC: Outreach staff attend re-entry summits to explain IDoA services, connect with older adults nearing their release from state prisons

DEIA Accountability Goals

Internal Culture and Community Relations

TOP PRIORITY: Ensure inclusive hiring practices and workplace culture to support service access and agency community outreach/representation statewide

Chicago Staff

38% Black
35% Hispanic
19% White
8% Asian

Springfield Staff

22% are people of color,
which is representative of the
diversity of Sangamon County

Within IDoA's consumer-facing Division of Community Relations and Outreach:

- 5 of 19 Senior HelpLine agents and 1 supervisor are bilingual
- 3 of 10 Senior Health Insurance Program staff are bilingual

Strategic Planning for the Future

- Substantial growth in the older adult population
- Updating **Area Planning** and **State Planning** efforts in compliance with new federal rules
 - 3 areas of focus
 - Increase **statewide visibility** of Aging Network programs, services, and providers
 - Drive continuous **quality assurance** and improvement activities
 - Increase awareness and knowledge of **caregiver needs**
- Long-Term Strategic Action Plan for Aging Equity
 - Strong public interest in moving toward more comprehensive and coordinated planning efforts

