



Illinois Department on Aging – FY 2024 Budget

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House Appropriations - Health & Human Services Committee Hearing – March 9, 2023

Mission: 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.**

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.**”

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

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

Our Mission & Priorities

Programs & Services in Support of Priority

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.**”

Programs & Services

Community Care Program (CCP)

Medicaid Waiver Program

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

+ GPS & Fall Detection
+ Home & Environmental Modifications

Emergency Senior Services Funds (ESS): \$ to fill gaps in services

IL Care Connections: Combats social isolation through use of technology

Older Americans Act Services

Area Agencies on Aging (AAA)

- Home Delivered Meals
- Congregate Dining
- Transportation Services
- Caregiver Support & Respite
- Information & Referral
- Social Isolation
- Dementia-Friendly Communities

Outreach & Education

Senior Help Line:
1-800-252-8966

Senior Health Insurance Program (SHIP) & Senior Health Assistance Program (SHAP): Health insurance counseling service for Medicare beneficiaries and their caregivers

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

Programs & Services in Support of Priority

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

Programs & Services

Area Agencies on Aging (AAA)

- IDoA provides funding, education and oversight to support evidence-based programs at 13 AAAs to plan, coordinate, and provide services to older adults
- AAAs have the flexibility to tailor programs and services to meet the needs of the older adults in their region
- AAAs may provide direct services or contract with local agencies to provide home and community services to older adults

Community Care Program (CCP) Providers

- IDoA contracts with over 450 community-based providers to coordinate and deliver home and community-based services
- IDoA has increased reimbursement rates to providers to recruit and retain home care aides and other direct care staff
- IDoA provides training and quality assurance monitoring to ensure quality services
- IDoA collaborates with the Aging Network through Advisory Committees, boards and councils to improve the delivery of care and quality of life for older adults

Programs & Services in Support of Priority

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

Programs & Services

Adult Protective Services (APS)

- IDoA coordinates with 38 provider agencies on intake, investigations and substantiating cases of abuse, neglect, self-neglect and financial exploitation.
- APS maintains a registry of individuals who have a finding of verified and substantiated abuse, neglect, self-neglect and financial exploitation based on an APS investigation.

Long-Term Care Ombudsman Program

- A resident-directed advocacy program which protects and improves the quality of life for residents in a variety of long-term care settings.
- Ombudsmen are directed by residents of long-term care facilities and work to resolve problems of individual residents in order to improve care.

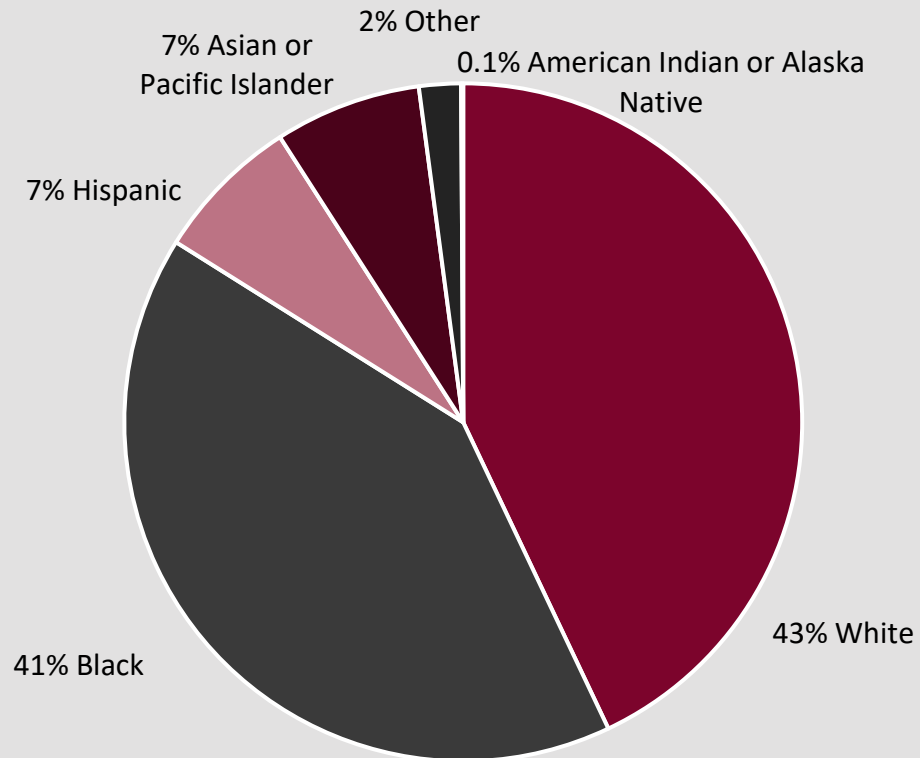
Home Care Ombudsman Program

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 in order to reduce the risk of placement in a long-term care facility.

Community Care Program

- Approximately **63,400** individuals are served through CCP.
- Approximately **51,000** additional individuals receive Aging Waiver services through a Managed Care Organization (MCO).
- **76.8% of CCP participants are enrolled in Medicaid.**

Race of Participants, FY 22



Impact & Outcomes

Community Care Program

Quality Satisfaction Survey

Survey Sent in December 2020; Results in Spring 2021

CCP participants rated satisfaction with services on a scale of 1.0 (worst) to 5.0 (best)

**Care Coordination
Units (CCUs)**
Average Score: 4.03

In-Home Services
Average Score: 4.15

**Emergency Home
Response Services
(EHRS)**
Average Score: 4.18

**Adult Day Services
(ADS)**
Average Score: 3.88

**Automatic Medication
Dispensing (AMD)**
Average Score: 3.64

Impact & Outcomes

“Care Coordinator called to check on her when she [participant] was in the hospital and rehab for almost 2 months, then continued to check after she was home.”

“If it wasn’t for me having the EHRS, I would be in the nursing home. Don’t have anybody but myself.”

“My actual services are more than satisfying. [Homecare worker] is kind and helpful.”

Community Care Program

Emergency Senior Services (ESS) Program

Nearly **5,000** older adults received one-time gap-filling assistance via the ESS program:

- Nutritional needs
- Assistive technology
- Personal hygiene items
- Emergency medical care needs
- Emergency utility assistance, heating & cooling
- Emergency minor household repair & modification

IL Care Connections

Over 500 technology bundles provided to older adults to reduce social isolation since the inception of the IL Care Connections program:

- **62%** of recipients reported **less loneliness** after obtaining the tablet bundle
- **93%** of recipients **reported being satisfied or highly satisfied** with the program

Impact & Outcomes

Older Americans Act Services

Nutrition Services

Nutrition programming addresses the different needs and ways seniors take care of their health and eating habits as they age. Whether they need more food, healthier food, someone to share a meal with, or just want to learn about good eating habits, meal programs can help.

- Title III Nutrition Services funding for C-1 Congregate Meals and C-2 Home Delivered Meals of the Older Americans Act served **640,710** Illinois Seniors
 - **777,659** congregate meals distributed
 - **11,156,655** home-delivered 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. Use of the tool demonstrates:

- **93% decrease** in caregiver's intent to place older adult in a long-term care facility
- **91% decrease** in caregiver's stress burden

Impact & Outcomes

Outreach & Education

80

community outreach
events
statewide

157,702

calls answered by the
Senior HelpLine

126,792

Benefit Access Program
applications processed

256

new SHIP counselors trained
and certified, for a total of
just under **1,000** counselors

Impact & Outcomes

Long-Term Care Ombudsman

12,611

total visits to long-term
care facilities

Includes routine and complaint-
related visits.

34,398

consultations

306

community education
sessions

23

statewide Resident and
Family Support Council
meetings

Impact & Outcomes

Planning for the Future

FY 2024 Proposed Budget

Fund Name (\$ thousands)	FY23 Enacted Approp	FY24 Governor's Introduced	Change From FY23 \$	Change From FY23 %
General Revenue Fund	\$385,565.7	\$434,504.8	\$48,939.1	12.7%
Commitment to Human Services Fund	\$957,758.7	\$964,693.7	\$6,935.0	0.7%
Federal Funds	\$303,491.3	\$185,518.2	(\$117,973.1)	-38.9%
Other State Funds	\$6,745.0	\$7,745.0	\$1,000.0	14.8%
Total All Funds	\$1,653,560.7	\$1,592,461.7	(\$61,099.0)	-3.7%

The decrease in Federal funds reflects the readjusting to pre-pandemic levels of appropriation spending authority.

Planning for the Future

FY 2024 Proposed Budget Invests:

\$49.5 million of state funds to **increase the rate for essential in-home care workers**, effective upon approval from federal CMS

\$8 million in state funds to **maintain current distributions levels of home-delivered meals** after federal pandemic relief funds are depleted

\$1.3 million to **assist with gaps in senior services** throughout the State of Illinois

\$1.2 million to **expand outreach efforts** to historically underserved communities

\$1 million to expand last year's investment of \$4 million to **enhance support services available to unpaid family caregivers**

Workforce

Strategies to recruit and retain home care aides and direct care staff

Outreach to Minority Older Adults

CCP/Aging Cares Software

Assessment Tool: Enables IDoA to identify address any deficiencies in serving minority populations

Improved Language Access Plan:

Enables IDoA to identify and assist individuals with Limited English Proficiency (LEP) to secure services.

Enhanced Dining Opportunities:

Supports AAAs to implement inclusive dining programs in communities with high numbers of low-income older adult minorities, and providing culturally appropriate meal options at congregate dining sites.

Challenges & Opportunities

TOP PRIORITY: Increasing staff diversity to ensure that IDoA employees are representative of Illinois overall

Chicago Staff

13% Asian
29% Black
33% Hispanic

Springfield Staff

21% are people of color, which is representative of the diversity of Sangamon County

Hired Special Assistant to the Director on Community Engagement and Equity and launched Equity Advisory Council focused on incorporating diversity, equity and inclusion into all aspects of work in the Department

DEI & Workplace Culture