

APPENDIX D (CONTINUED)

Summary of Comments and Responses

<u>Organization or Individual Commenter</u>	<u>Part of the plan: Goal, Objective, Strategy, Outcome, or Overall</u>	<u>Comment / Testimony Summary</u>	<u>Response from the Illinois Department on Aging</u>
Village of Arlington Heights	Senior Centers	Senior Centers are a vital to addressing the needs and issues facing older Illinoisans. In order for us all to Age Well, we need to address the social and behavioral determinants of health and create outcomes that promote independence, overall well-being, good financial outcomes, etc, The Association of Illinois Senior centers would like to work with IDoA in collaborating the IHI Adult Well Being Assessment in Senior centers to address and fill gaps in service.	Thank you for your feedback and support of IDoA's initiatives to focus on addressing the social and behavioral determinants of health. The Department plans to collaborate with stakeholders, including the Senior Centers, to address gaps in service.
Clara Fitzpatrick	All	I could not find throughout the document any mid-course corrections or assessments of what happens once you check accomplishments	Thank you for this comment. The State Plan is a three-year, living document, and we look forward to working with all stakeholders on achieving the goals over the next few years. The Department plans to monitor progress and make any needed adjustments in collaboration with our Aging Network and other partners.
POLST Illinois Committee of Illinois Hospice and Palliative Care Organization (ILHPCO); Advocate Aurora Health Care	Goal 6	Honoring wishes of citizens at the end of life, by supporting a statewide registry for electronic storage of and access to POLST and other advance directive documentation. The registry would support the safest patient care by being a "Single Source of Truth" for patient preferences in case of medical crisis, when patients are unable to speak for themselves.	Thank you for this comment. Please see the additional objective added under Goal 6. Ombudsman focus on person-centered care in our advocacy and would act and/or support the wishes of the resident.

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John Mattinson	n/a	Galena will not allow Airbnb, self-dealing tourist monies into the mayor's pocket for 16 years. palliative cannabis rather than dilaudid or morphine, the Alzheimer's research assisted living is here and can do research on cannabis and seniors/memory	Thank you for this comment. This is outside of the scope of this plan.
AgeOptions, Inc	Strategy 4.2d	My only real area of concern is the idea of placing LGBT older adults and/or allies on IDoA advisory councils. I worry that these individuals will run the risk of being tokenized, or at least being asked to speak on behalf of a community they represent only one facet of. I am particularly concerned about the inclusion of transgender perspectives/issues, which are acute but also acutely different from same-gender-loving individuals or couples' concerns. I also wonder if the Dept will be bringing these individuals together and wonder if there is any movement towards creating and LGBT+ advisory council or taskforce.	Thank you for this comment. IDoA is deeply committed to equity, which has been woven throughout the plan as a predominant principle and lens. The comments about an LGBT+ advisory council or taskforce will be taken under consideration.
<i>No name provided</i>	add strategy under objective 2.1	We see/observe a gigantic need for affordable housing. (IDoA) Program and services ... are very helpful ... especially transportation are very popular/needed among our residents to go for medical visits, to do shopping and other errands. SNAP program is also a valuable program to support nutritional needs of Older Adults. ... Please continue to offer these programs/services in coming years.	Thank you for your comment. IDoA will continue to work with our sister agencies and advocate for accessible and affordable housing options for older adults.
Northwestern Illinois Area Agency on Aging	Potential new objective (and strategies) under Goal 5 or 7	The Northwestern Illinois Area Agency on Aging (NIAAA) is asking that an Older Americans Act (OAA) legal services obligation be added to the proposed Illinois Department on Aging State Plan (Plan). The OAA requires that funding be used only if a legal services provider has no other funding sources available to serve the client by stating...	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added objectives 1.3 and 5.5.

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David Rubin	Goal 2, objective 2.6, potential new strategy	I read the IDoA new State Plan. It would be really nice if the state would encourage the Area Agencies on Aging would support employing seniors.	IDoA supports education for seniors to re-engage given their vital contributions to the workforce and the fact individuals are working longer than ever. IDoA supports these initiatives through Title V of the Older Americans Act. Additionally, in FY21 IDoA provided an additional \$1M in funding to grantees for the purpose of expanding employment, volunteer, and training opportunities for older adults.

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Sandy Baksys	Goal 7	<p>... I see that the Plan contemplates a legislative amendment of the Nursing Home Act to be pursued by the office of the Long-Term Care Ombudsman. Why no amendments to the Adult Protective Services or Elder Neglect and Abuse Acts in order to:</p> <p>Define and target in-family elder abuse ... as involving the abuse or neglect of a frail and failing elder under the care and control of one or more family members?</p> <p>Make elder isolation not just a reportable, but an investigate-able and punishable offense; (make) emotional abuse as actionable by APS as physical and financial abuse?</p> <p>Include immediate families' input when investigating and ruling on every report of elder abuse under the assumption that if the elder did not report his or her abuse, he or she may not be likely to confirm it, either?</p> <p>Increase the comprehensiveness of caseworkers' "investigations" of abuse reports to also include a ranking of the subject elder's functional dependence on the alleged abuser and/or an "undue influence" score?</p> <p>Make it possible for APS to issue findings of abuse or neglect that are not confirmed by elders functionally dependent on and isolated with/under the undue influence of their abuser?</p> <p>Make it possible for APS or IDoA to issue orders of visitation, orders of protection, and/or cease and desist injunctions to perpetrators implicated by ... elder abuse?</p> <p>Consider the co-abuse of any family co-victim who is also financially or emotionally abused along with his/her spouse or parent?</p>	<p>Thank you for this comment. Obj 7.1 speaks to protection through collaboration and increased public awareness. Obj 7.2 speaks to prevention through IT/data, improved quality review, training, assessment, collaboration/best practices, strengthening MTeams, reviewing the intake process, working with legal assistance, etc. The EA TF, has a long-range plan to use the Legal Risk Detector in a hospital setting and collaborate with sister agencies, MCOs, CCUs, APS providers, and legal services to preventatively intervene with services to reduce the likelihood of abuse. According to the 2019 Annual APS Report, in family abuse is the most common. The APS Act (320 ILCS 20) does define caregiver, abuser, and the types of abuse, neglect, self-neglect, and exploitation. Further, the APS Act defines an 'Eligible Adult', which would include a frail or failing elder. "Confinement" in Rule (270.210) is defined as, "restraining or ISOLATING an individual for other than bona fide medical reasons." Obj 2.8 addresses social isolation.</p>

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Sandy Baksys	Goal 7	On a separate matter, IDoA aims to increase reporting of abuse, but not to increase FINDINGS of abuse. ... Why is the Plan specifically targeting increased reporting by mandated reporters, but not reporting by immediate family members, who are already so often ignored and re-victimized by the APS system when it fails to find abuse and neglect where they do exist? Why is there no provision for reporting statistics to the public on APS's effectiveness in preventing/stopping abuse, not just receiving or "processing" reports?	Thank you for this comment. As part of a quality improvement process, APS has already started planning for trainings that will improve the skillset of the caseworkers. These trainings will include topics such as documentation, investigations, cognition, undue influence, and community partner collaboration. The APS investigation period allows caseworkers to gather evidence and information regarding the abuse report to arrive at a substantiation decision. Capacity to consent is defined in Administrative Rule (270.210) and is factored into the APS process. This is outside of the scope of the APS Act and Administrative Rules, but does speak to collaboration with community partners. Through improved communication and MOUs, APS will look to engage legal partners in the process more consistently and refer alleged victims to legal services as provided under Title 3B Older Americans Act funding. This is already a requirement in the APS program.

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Jane Addams Center for Social Policy & Research JACSW/UIC	Cross-cutting all goals / objectives / strategies	<p>... Specifically, individuals who qualify for services based on age and residency in Illinois but are not included anywhere in the proposed plan, the older incarcerated adults. ... In 2020, according to fact sheets from the Illinois Department of Corrections (IDOC), currently, 1 in 5 inmates is over 50 and 58 is the average age of individuals who die “natural” deaths in prison</p> <p>We can do better for this population if we first acknowledge their existence. ... The efforts needed to support successful reentry of the formerly incarcerated involve more than a single state agency.</p>	Thank you for this comment. As a result of this comment, new objectives, strategies, and outcomes were added related to the formerly incarcerated and justice-involved population.
AgeLinc Area Agency on Aging for Lincolnland	Objective 1.1	For Objective 1.1, we and our service providers also have concerns about increasing participation of evidence-based health promotion programs without a larger incentive allowing for distribution of technology to seniors, and educational programs to help them learn how to use that technology. ... in light of the ongoing pandemic. ... it will be important for IDoA to support this initiative and assist by allowing maximum flexibility in the modes of delivery for these types of programs.	IDoA provides \$25.8 million in funding beyond federal funding received under the Older Americans Act to support home delivered meals for Illinois' seniors. IDoA has worked with the Area Agencies on Aging and our Nutrition Providers to both design and integrate assessment tools for both home-delivered meal and congregate dining participants. As nutrition and food security are significant social determinants of health and a priority under the Older Americans Act the State Plan reflects optimistic goals and strategies including those designed to increase funding, collaboration, and education.

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AgeLinc Area Agency on Aging for Lincolnland	Objective 2.1, several strategies within this objective	<p>Objective 2.1 ... we have concerns about a couple of points. First, Strategy 2.1b calls for an increase in trainings available to MCO's and CCU's by Area Agencies on Aging. This alone will not ensure increased referrals. We ask that IDoA work with IDHFS to ensure that referrals are a part of the contract with MCO's, and that these organizations will be held accountable for not making referrals.</p> <p>Strategies 2.1c-2.1g discuss expanding services (additional meals delivered/provided) and expanding choice (additional types of meals offered) to clients. Our nutrition providers are especially concerned about having the ability to meet these goals/strategies.</p> <p>...</p> <p>...work with the Area Agencies on Aging who do much of the work outlined, to make sure that the plan is realistic and achievable.</p>	<p>IDoA continues to provide \$25.8M in State funding to support the nutritional needs of seniors for home delivered meals and congregate dining. IDoA is committed to partnering and educating MCOs surrounding the need to conduct nutritional assessments. The State Plan incorporates strategies to ensure (when feasible) nutrition providers strive to ensure meals are person centered considering not just nutritional requirements but also meeting the unique cultural, ethnic, and religious requirements of older adults.</p>
Illinois Council on Aging (ICoA)	Overarching comment	<p>I wholeheartedly approve the prophetic vision and heartfelt initiatives that have been meticulously advanced within this extraordinary document by the Illinois Department on Aging (IDoA) brain trust; the ingenious Aging Network; the dedicated members of the Illinois Council on Aging (ICoA); and, the compassionate stakeholders of Illinois.</p>	<p>Thank you for this comment.</p>

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Alden Foundation	Goal 2, Objective 2.3	<p>As identified in Goal 2, Objective 2.3 ... To accomplish this objective, additional funding for Affordable Independent Senior Housing must be available to provide both apartments and single – family homes needed by the rapidly aging Illinois population.</p> <p>(Existing IHDA programs)... should receive additional funding to increase the number of units available for seniors. In addition, criteria prioritizing Senior Housing should be expanded, and new programs developed.</p> <p>Creating and convening a Committee of those with experience in developing Affordable Independent Senior Housing should be a strategy ...</p>	<p>Thank you for your comment. IDoA will continue to work with our sister agencies and advocate for accessible and affordable housing options for older adults.</p>
Alden Foundation	Goal 2, Objective 2.5	<p>Dedicated free – standing facilities, which provide Skilled Dementia care, or Skilled Dementia Care units within Long-Term Care facilities, will be needed in greater numbers as life expectancy increases for seniors with Dementia. Medical needs beyond Dementia will become more prevalent as seniors with Dementia age.</p> <p>... (Gov reimbursements) ... do not cover costs, increased resources must be provided, or only seniors with private pay capability will receive needed Long-Term Skilled Dementia Care. Tax incentives to construct these types of facilities, or units, could be helpful for initial development.</p>	<p>Thank you for this comment.</p>

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Alden Foundation	Goal 7, Objectives 7.4, 7.5, and 7.6	<p>A major factor in nursing home quality is appropriate funding for care. Illinois faces a major cliff unless quick and extensive improvements are made to the Medicaid Long-Term Care reimbursement rate, which is the 49th lowest in the nation. The Medicaid rate for nursing homes is approximately \$85 per day below the cost of providing care to a senior. The average Medicaid utilization in Illinois Long-Term Care facilities is 74 percent.</p> <p>... However, the essential safety net of Long-Term Care facilities must be preserved, or Illinois will become a State with a shortage of Long-Term Care beds which will be needed for the tsunami of its aging citizens. ... A Blue Ribbon Committee ... should be convened to address and improve the Illinois Long-Term Care Medicaid rate.</p>	Thank you for this comment. IDoA does not develop nursing home reimbursement rates.
H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2	We agree with the Department's intent to intensify nutritious and culturally appropriate home delivered meals to the older adults in underserved communities.	Thank you for this comment.
H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2	In this COVID-19 environment, we urge the Department to support inexpensive online home-delivered grocery services – perhaps creating a “public option.” Market-rate services such as Instacart are out of reach for low-income seniors. Moreover, there needs to be a way for seniors to order by phone instead of online apps.	Thank you for this comment. This is being taken under consideration

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H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2	Ensure full, coordinated and clear transportation coverage. Transportation options for older persons are woefully inadequate and confusing.	Thank you for this comment.
H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2	Intergenerational housing options must be included in Objective 2.3 ... That is, focusing on increasing assisted and supportive living is too restrictive. We urge ... : o Adapt H.O.M.E.'s intergenerational model or other models of housing that integrate older people with young adults and families, in both private and communal settings. o Develop housing and supportive service to meet the needs of grandparents raising dependents, or "grandfamilies."	Thank you for your comment. IDoA will continue to work with our sister agencies and advocate for accessible and affordable housing options for older adults.
H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2	Incorporate a "fair housing impact" analysis in determining needs. ... in some ... Black neighborhoods and suburbs, older people ... reported having a difficult time securing homeowners' insurance. This can prevent a homeowner from borrowing to get needed repairs. LGBT seniors, including same sex couples, also face discrimination in seeking housing in senior communities. ... crack down on housing for people that prioritizes "young professionals" and "empty nesters" without being per se senior housing as this discriminates against families with children. It can also serve as a veiled white preference in predominantly white communities with aging populations. No one is well-served by this kind of opportunistic housing.	Thank you for your comment. IDoA will continue to work with our sister agencies and advocate for accessible and affordable housing options for older adults.

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H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2	Double down on scam artists including telemarketers who prey on seniors to steal their identities or scare them into paying for violations they don't have, and ultimately threaten their housing.	Thank you, IDoA will continue to work with partners to provide education and link people with appropriate resources. IDoA has scheduled a virtual conference for late February, 2021 that plans to focus on financial exploitation including financial scams.
H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2	We agree that housing subsidies such as vouchers should increase. These should be both portable and tied to the housing unit.	Thank you for this comment.
H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2	Advocate for inclusionary zoning, also known as affordable housing set-asides, that accommodates older adults.	Thank you for your comment. IDoA will continue to work with our sister agencies and advocate for accessible and affordable housing options for older adults.
H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2	Incorporate "Housing First" goals. Too many seniors experiencing homelessness are relegated to nursing homes even when they are not ill. We would urge that leasing and marketing of affordable units include individuals who are unstably housed.	Thank you for your comment. IDoA will continue to work with our sister agencies and advocate for accessible and affordable housing options for older adults.

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H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2	Ensure that the affordable housing is affordable in perpetuity. Unless there is a deed restriction or the housing is part of a Community Land Trust, affordability periods generally expire in 15 to 30 years, based on the finance mechanism.	Thank you for this comment. This is outside the scope of this plan.
H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2, Objective 2.4	Facilitate the redesign of existing community rooms using trauma-informed design as pioneered by architects like Chicago-based Alt Architecture ... to diminish social isolation while increasing the number and quality of indoor healing and social environments.	Thank you for this comment.
H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 2	Make “age friendly communities” a certifiable truth. Chicago and Evanston say they are age-friendly communities but there is no accountability.	Thank you for this comment. This will be taken under consideration as IDoA and partners seek to make Illinois an age-friendly state.
H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 5, objective 5.1	Provide incentives for hospitals to initiate Community Aging in Place- Advancing Better Living for Elders (CAPABLE) wrap-around programs for older people in their own homes. ... This meets Objective 5.1.	Thank you for this comment.

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H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 5, strategy 5.2d	We fully support and appreciate Strategy 5.2d.	Thank you for this comment.
H.O.M.E. Housing Opportunities & Maintenance for the Elderly	Goal 7	Finally, under Goal 7, we fully support not only strengthening the Ombudsman's role in advocating for the rights of older persons in long-term care facilities, but strengthening enforcement of those rights. That means fines, revocations of licenses, and swiftly moving the individual out of harm's way.	Thank you for this comment.
SEIU Illinois-Indiana	Strategies 3.3a and 5.1g, and Objective 2.3	For example, the plan does not appear to include examination of Service Cost Maximums in CCP, and the limits on home care hours these may effectively create for some participants. For many individuals, other services (the focus of most strategies under Objective 5.1) and assistive technology (Objective 5.4) are not interchangeable or appropriate substitutes. ... The state should treat receiving home and community-based services to support the ability to remain independent and in the community explicitly as the norm and expectation.	Thank you for this comment. Service Cost Maximums are outside the scope addressed in the plan.

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SEIU Illinois-Indiana	Objective 4.1, strategies 4.1a and 4.1d	<p>The draft State Plan on Aging treats workforce concerns primarily under Objective 4.1 ... We would urge an explicit recognition that the state should grow the direct care workforce by righting the historical wrong of care work being devalued and ensuring it is a living- wage job. ... 4.1a (is) a particularly important strategy. With its reliance on market rates and existing spending, we view the rate study as an imperfect vehicle at best for valuing care work appropriately, but this is certainly better than not having a strategy for continued efforts to stabilize the home care workforce through improving pay.</p> <p>... We believe training-focused strategies do have potential to stabilize the direct care workforce for older adults by reducing turnover and increasing retention. We do not believe they are a substitute for improving pay and benefits ... We believe there is potential to standardize and improve training for home care workers in CCP. ...</p>	Thank you for this comment.

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Access Living	Goal 2, new objective focused on accessibility and disabilities	<p>... we must stress that given the high prevalence of disability among seniors, it is critical to incorporate disability access across all social determinants of health. Housing, food, transportation and other SDOH must integrate accessibility needs including physical, programmatic and communication access. Adults with disabilities are almost twice as likely as other adults to report unmet health care needs due to problems with accessibility... Unaddressed disability accessibility barriers can include: Facility structure; Facility equipment and services; Attitudinal bias and limited staff training; Restrictive policies and procedures; Lack of digital compliance with Section 508 and Website Content Accessibility Guidelines (WCAG).</p> <p>IDoA needs to steward accessibility accountability across all programs and contracts. We suggest that the Secretary be advised by a disability compliance staffer to ensure that all aging seniors can realize optimum benefit from compliance with all state and federal disability rights laws throughout IDoA programing, including the Americans with Disabilities Act (ADA), Sections 504 and 508 of the Rehabilitation Act and section 1557 of the Affordable Care Act (ACA). This deserves its own objective within the plan.</p>	<p>Thank you for this comment. As a result of this comment and others focused on improving the plan with regard to equity, diversity, and inclusion—and on health equity, supporting marginalized groups, and taking on structural inequities—a new objective with strategies and outcomes, and in some cases, other edits, were included. This includes an enhanced focus on older adults with disabilities and seeking to counter ableism, as well as equity-focused engagements for groups facing inequities, including older adults with disabilities.</p>
Access Living	Objective 2.1	<p>Senior Nutrition as a SDOH: A key component of meeting the nutritional needs of seniors is increasing their access to consistent, adequate and healthy meals. A primary barrier to meeting those needs are finances and accessibility. We urge that the IDoA work with HFS to increase SNAP benefits and enhance eligibility criteria to fully cover a larger proportion of seniors in need. In addition, we urge IDoA to work with HFS to ensure that homemaker meal prep hours under the Community Care Program (CCP) are increased to allow for meal preparation for seniors with disabilities who need assistance with shopping for, cooking, cleaning up and/or being feed meals.</p>	<p>Thank you for this comment. A strategy around SNAP and exploration of other food/nutrition benefits has been added.</p>

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Access Living	Strategy 5.2b: suggestion of new objective focused on home modifications	<p>Ensuring access to home modifications are an essential tool in keeping people living safely and independently in their own homes and can often be the difference between health decline, injury, institutionalization and even death.</p> <p>However, for those who cannot afford their own home modifications, opportunities to secure funding are limited. ... We strongly recommend that home modifications have much higher visibility and prioritization in the State Plan on Aging, with corresponding investment. There is one brief reference to “environmental modifications” on page 21. This is insufficient to address the practical need and reality. Home modifications deserve their own fully fleshed out objective.</p>	Thank you for this comment. Home modifications are one of the proposed services that the Department is reviewing related to the upcoming renewal of Medicaid 1915c home and community-based services waiver.
Access Living	Strategy 5.2b	Money Follows the Person: Illinois is not currently effectively running a Money Follows the Person program, unfortunately. The program lapsed under the Rauner administration. We would strongly encourage IDoA to collaborate with the .. HFS and ... DHS on re-starting a Money Follows the Person permanent program statewide...	Thank you for this comment. IDoA continues to work with HFS and DHS on ensuring that older adults are offered alternatives to skilled nursing facilities depending on their level of care needed.
Access Living	Objective 5.4	Assistive Technology: We applaud the inclusion of access to assistive technology as Objective 5.4. In addition to accessing digital technology overall, seniors need easier access to assistive technology and durable medical equipment, which may range from communication devices to Hoyer lifts, and power wheelchairs. ...	Thank you for your comment. Assistive technology has been defined broadly by other states, and the Department is reviewing related to the upcoming Medicaid 1915c home and community-based services waiver renewal.

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Access Living	Overarching comment	Racial Equity: It is imperative that a racial equity lens be employed throughout every aspect of the IDoA State Plan. It is unclear in the current draft as to what specific measures the IDoA is expected to take to address racial inequities for Black, Indigenous, Latinx, Asian American, and other seniors of color. We would strongly urge that the draft objectives be reviewed for adjustment to invest in Black Indigenous People of Color (BIPOC) communities to ensure that seniors benefit from efforts to address racial equity. ... We strongly urge the development of targeted funding for BIPOC seniors, especially those with disabilities, to help bridge the gap between not only their incomes, but their wealth and overall economic needs. ...	Thank you for this comment. As a result of this comment and others focused on improving the plan with regard to equity, diversity, and inclusion—and on health equity, supporting marginalized groups, and taking on structural inequities—a new objective with strategies and outcomes, and in some cases, other edits, were included.
Access Living	New objective suggestion, relates partially to strategies 3.6e and 4.2c, and Objective 5.2 -- broadening to include more accessible communications	IDoA needs to have clear goals in improving communication access for seniors with disabilities. Not only do Deaf and hard of hearing seniors face this issue, but so do seniors who are blind or low vision. Some seniors are both. Furthermore, many seniors are persons with intellectual or cognitive disabilities. For these groups, IDoA should have information readily available in written format, ASL, audio formats, and plain language, both for outreach and all forms. Communication access is an obligation under disability rights law. ...	Thank you for this comment. As a direct result of this comment, edits were made to relevant strategies in the plan to improve communication access.
Access Living	Strategy 2.8e and Objective 5.4	The Digital Divide: Disparities in access to the internet, technology and media literacy for seniors must be taken into account throughout IDoA policy and practice. ... We would suggest that IDoA work with Illinois Central Management Services (CMS) to invest in a digital accessibility audit and create a plan to phase in 508 and WCAG compliance. ...	Thank you for this comment.
Access Living	Goal 7	We especially want to emphasize the need for improved interagency cooperation between the Illinois Housing Development Authority (IHDA), DHS, HFS and IDoA. These agencies need to work together more seamlessly to ensure that seniors and people with disabilities have accessible, affordable housing, healthcare, and HCBS. ...	Thank you for your comment. IDoA will continue to work with our sister agencies and advocate for accessible and affordable housing options for older adults.

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Access Living	Strategies 3.1a, 3.3c, and 8.1e	Community Care Program (CCP) Service Parity: We applaud ... keeping seniors living in their own homes in the community instead of going into an institution. However, for this to occur, the CCP program must provide services and hours that sufficiently give seniors the level of care they need to live in the community. For seniors to be successful living in the community, especially for those with disabilities and/or more complex care needs, their service hours must reflect individual need and not be capped at a program maximum number of hours. ... must also be a continuing effort to expand the workforce of CCP providers that provide care and pay them competitive wages and benefits.	Thank you for this comment.
Access Living	Objective 4.2	Increasing LGBT Competency/Outreach: We applaud the Department's specific inclusion of an objective designed to reach and support seniors who are LGBT. This focus is long overdue and will help support better outcomes for LGBT seniors statewide.	Thank you for this comment.
Access Living	Overarching comment	We applaud this plan's recognition of racial and ethnic minorities, people with disabilities and LGBT persons. However, undocumented immigrants were only mentioned in this document once, and although data on undocumented persons is difficult to secure, we think they represent a fairly sizeable population in Illinois. Also missing from this discussion are justice-involved seniors, and unhoused seniors. These are among the most marginalized seniors in our community; they also tend to have high rates of disabilities. We highly suggest that the Draft Plan be revised with a specific emphasis on meeting the needs of these and other diverse and underserved seniors, including a focus on the impact of gender inequality for the aging.	Thank you for this comment. As a result of this comment and others focused on improving the plan with regard to equity, diversity, and inclusion—and on health equity, supporting marginalized groups, and taking on structural inequities—a new objective with strategies and outcomes, and in some cases, other edits, were included.

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Access Living	Overarching comment	... we urge the state to be cautious about the use of algorithms in decision making when evaluating the eligibility of people for services and supports. Please review this newly released study which documents the pitfalls of algorithm usage and its impact on seniors and people with disabilities. In addition, please consider how disability is defined in your data, the diversity represented in the data and how that impacts the accuracy of a study's results.	Thank you for your comment and IDoA will take this into consideration.
Legal Council for Health Justice	Goal 8, Objective 8.1	<p>We believe that improving data ... identify patterns and trends in health conditions, outcomes, racial disparities in health, housing, and long-term care among different communities of color. As such, we ask that DOA commit to disaggregating data by ethnicity (e.g., including an Asian subgroup), LGBTQ+ including gender-non confirming individuals, and disability status, and publicly share this data (with proper protections to guard against release of PHI or other identifying information).</p> <p>We further request that DOA take the next step, and establish quality assurance checks and feedback loops to ensure its programs, contractors, and even sister agencies address discriminatory practices that harm older adults.</p>	Thanks for comment; we aim to make data usable for our partners and providers.
Legal Council for Health Justice	Goal 4, Objective 4.3	<p>We respectfully request that DOA memorialize in the State Plan some concrete actions it will take to center the voices of the populations most afflicted by health inequity including systemic racism and discrimination. Only through deep commitment to learning and growth can we understand systemic oppression and injustice, how identity and experience impact health and trust of state programs, and how multiple such identities may intersect or overlap each other.</p> <p>We'd like to see the State Plan commit not just providing culturally appropriate care, but also commit to developing programming and policies that are reached after considered outreach to BIPOC, immigrants, and seniors living with HIV to center their voices and address their concerns and their priorities. ...</p>	Thank you for this comment. As a result of this comment and others focused on improving the plan with regard to equity, diversity, and inclusion—and on health equity, supporting marginalized groups, and taking on structural inequities—a new objective with strategies and outcomes, and in some cases, other edits, were included.

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Legal Council for Health Justice	Goal 3, Objective 3.1	... request that DOA partner with HFS to increase MSP enrollment specifically by working with HFS to ensure that Illinois follows best practices outlined in federal CMS's new interoperability rule ² and that Illinois seniors newly eligible for Medicaid have the fewest possible barriers to timely MSP enrollment. We also note that while SHIP counselors refer older adults to HFS/DHS to enroll in MSP programs, IDoA could... : advertise the benefits of these programs; coordinate with HFS/DHS ... train all IDoA staff, contractors, collaborating agencies and coalitions to screen all older adults for MSP eligibility, encourage enrollment, and facilitate the submission of applications.	Thank you for this comment. IDoA will continue to work with HFS/DHS and Aging network providers as it relates to partnership on enrollment for public health benefit programs.
Legal Council for Health Justice	Goal 3, Objective 3.1	We request DOA engage in targeted outreach and education on the new Medicaid program for newly eligible undocumented seniors, and set timelines and goals for enrollment with HFS. We further encourage DOA coordinating with HFS on the new Immigrant Senior Health Program, and making every effort to remove exclusions and barriers to health care that have specifically targeted this underserved subpopulation.	Thank you for this comment. This is addressed in the plan in strategy 3.1h.
Legal Council for Health Justice	Goal 3, Objective 3.1	We appreciate DOA's focus on providing culturally appropriate care to older adults and plans to address all programs through a lens of health equity. We request that DOA center the voices of the populations most harmed by systemic racism, and health and income disparities, in all of the agency's undertakings. Likewise, we request that DOA commit to developing programs and policies in consultation with BIPOC, immigrants, and older adults with disabilities, to center their voices and address their concerns and their priorities.	Thank you for this comment. As a result of this comment and others focused on improving the plan with regard to equity, diversity, and inclusion—and on health equity, supporting marginalized groups, and taking on structural inequities—a new objective with strategies and outcomes, and in some cases, other edits, were included.

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Legal Council for Health Justice	Goal 3, Objective 3.1	<p>... we strongly recommend that the State Plan explicitly require DOA to coordinate with DHS to maximize enrollment in SNAP. DHS has applied to USDA for an Elderly Simplified Application Program (ESAP) Waiver and we suggest that the State Plan specifically mandate that DOA coordinate with DHS to help more older adults apply for SNAP and take advantage of the simplified application to minimize administrative burden and maximize continuous enrollment.</p> <p>... explicitly mandate that DOA coordinate with DHS to provide outreach and information to older adults when DHS implements the new Restaurant Meals Program (RMP) in 2021. ...</p>	Thank you for this comment. Aging Network providers assist older adults in making referrals and completing applications for SNAP. Strategy 2.1m was added.
AgeOptions, Inc	Overarching comment	The state plan should recognize the massive adjustments that have been made and will need to be made to address the challenge of the pandemic. We will not have “business as usual” for a long time. The pandemic is mentioned five times in the thirty one (31) page document but the plan does not address how the current service system will adjust to the new paradigm.	Thank you for this comment. The State Plan is a three-year, living document, and we look forward to working with all stakeholders on achieving the goals over the next few years. The COVID-19 pandemic was addressed in the “Context/Emerging trends section as well as other sections of the plan.
AgeOptions, Inc	Overarching comment	The second paragraph of the Executive Summary recognizes that many of our programs and services were designed years ago and need to be examined and updated to reflect the changing demographics, diversity of Illinois’ older adults and current challenges. The plan needs to more specifically address how we will achieve the transformation.	Thank you for this comment. As a result of this comment and others focused on improving the plan with regard to equity, diversity, and inclusion—and on health equity, supporting marginalized groups, and taking on structural inequities—a new objective with strategies and outcomes, and in some cases, other edits, were included.

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AgeOptions, Inc	Overarching comment	The plan is very broad and ambitious. The work outlined in the plan should be prioritized to reflect the impact of the pandemic and the changes in the population. We would like to see fewer Objectives and Strategies and more attention on “the how”. How will the Strategies will be accomplished – we need more specifics on how the Outcomes will be achieved. ... It is the hope of AgeOptions that the Department will consider specific strategies beyond training and re-enforcement activities, but concrete measures demonstrating success and change. Without that detail there is no clear path to accomplishing the 126 Outcomes.	Thanks for your comment, we look forward to working with you and the Aging network over the next three years of the plan’s implementation. We also address broad plans for implementation and monitoring in the appendix.
AgeOptions, Inc	Objective 2.8	AgeOptions encourages the state to continue to make social isolation a priority issue and keep it at the forefront of issues requiring action long after returning to pre-pandemic life. All of us are aware that this is not a pandemic-exclusive occurrence.	Thank you for this comment. Addressing social isolation is a long-term priority for IDoA.
AgeOptions, Inc	Goal 2	... We need to strengthen collaborative efforts between the aging network and health care providers to address unmet social needs... there is a need to work collaboratively with HFS Services to include OAA services in the person-centered plans of care written by MCO and CCU care managers. As the written plans of care for the Aging waiver are reviewed for compliance, there should be assurances and sub-assurances written that measure these outcomes. Similarly, we hope to see other evidenced-based programs such as Chronic Disease Self-Management Education and Falls Prevention programs incorporated into the Aging waiver.	Thank you for this comment. There are specific objectives and strategies in Goals 2, 3, and 5 that discuss partnership and better coordination with HFS and MCO and the Aging network.
AgeOptions, Inc	Strategy 5.2f	AgeOptions appreciates the inclusion of TCARE in this State Plan, and we urge the Department to prioritize the continuation and support of TCARE, the evidenced based Caregiver assessment tool. ... Here again it is hoped that more specific strategies and outcomes are provided. Several other states have embedded TCare (and support of caregivers) in their waivers with great success and this should be carefully examined for inclusion in Illinois waiver.	IDoA appreciates your feedback and the commitment many of the Area Agencies on Aging have made to bring TCARE to their respective planning and service areas. IDoA supports the remaining six Area Agencies use of federal funds and discretionary grants to bring TCARE to the remaining areas of the State as described in Strategy 5.2f.

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AgeOptions, Inc	Overarching comment on COVID-19 focus	During these unprecedented times, unique challenges have arisen for the aging community including, but not limited, to social isolation, food insecurity, changing caregiving needs, suspension of in-person programming, difficulty accessing and utilizing technology, and serious risk associated with residing in long-term care facilities. While the State Plan includes mention of emergency planning, the State Plan needs to incorporate more long-term contingencies for COVID-19. ...	Thank you for this comment.
AgeOptions, Inc	Goal 1	<ul style="list-style-type: none"> • Work with our AAAs regarding adding routine conversations with federal legislators to keep them informed of how Older Americans Act programs and services are impacting older Illinoisans. • Work with our AAAs to develop creative ways that can advance the goals of the Older Americans Act to reflect the changing demographics, interests and behaviors and diversity. Use our regular meetings to more effectively discuss innovative strategies as well as challenges. ... 	IDoA appreciates your feedback and agrees regular discussions with our federal legislators, partners, and liaisons are crucial to highlight the services provided under the Older Americans Act and the need for additional funding. While strategy 2.4a speaks to this overarching aim, based on your feedback an additional strategy (2.4b) has been incorporated in the State Plan. IDoA will continue to seek input from the Area Agencies on Aging when developing the agendas for monthly meetings. IDoA will continue to provide support for and feedback to the AAAs seeking discretionary funding opportunities aimed at supporting older adults and their caregivers.

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AgeOptions, Inc	Goal 2	<ul style="list-style-type: none"> • Require Healthcare and Family Services to add language specific to the identification and linkage to programs and services to address Social Determinants of Health in the Managed Care Organization (MCO) contracts and require the Federally Qualified Improvement Organization to monitor the MCOs and their review of person centered plans of care developed by MCO care coordinators. ... • Develop guidelines between Illinois Department on Aging (IDoA) and the Illinois Division of Rehabilitation Services (DRS) regarding when and how to utilize Older Americans Act services for persons who are participants in the DRS waivers and have aged into aging service eligibility. 	Thank you for this comment. IDoA actively works with HFS to advocate for better coordination with MCOs. We also thank you for your feedback about the commonalities and ways to bridge between the Aging and DRS waivers.
AgeOptions, Inc	Objective 2.3	Work with the IHDA through a monthly task force forum to develop specific programs to address more affordable housing targeted to older adults, and add permanent supportive housing for older adults who are homeless which from all accounts is projected to grow as a result of demographics and possibly because of the COVID -19 Pandemic. Also, support additional LGBT low-income housing.	IDoA will continue to advocate for safe and affordable housing options so older adults can remain in their communities as they age.

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AgeOptions, Inc	Objective 2.5	<p>Conduct a series of webinars with the AAAs to target municipalities and organizations such as the Metropolitan Mayors and Managers Association to better understand what dementia-friendly communities are and how to implement measures to create these communities. ... Individual communities need to embrace this effort before we are successful. This activity will be challenging during the pandemic.</p> <p>Work with the Governor’s office to ensure participation with the above.</p>	<p>Thank you for your feedback concerning the important role multiple entities play in building dementia and age friendly communities throughout Illinois and the need for additional training. Those cities designated as "dementia friendly" throughout the State have collaborated extensively with local municipal leaders, community advocates, and other organizations to accomplish this goal. IDoA will continue to support the Area Agencies on Aging seeking to increase the number of dementia friendly cities and encourages collaboration among the Area Agencies on Aging to share experiences and strategies that have proved successful. Based on the feedback provided an additional strategy (2.5d) has been added to Objective 2.5.</p>
AgeOptions, Inc	Goal 3	<p>AgeOptions supports all efforts to encourage Medicaid enrollment. We support the effort to incentivize Care Coordination Units (CCU) to complete applications. This should include efforts to ensure continued enrollment at the time of re-determination.</p>	<p>Thank you for your comment.</p>
AgeOptions, Inc	Strategy 3.2c	<p>AgeOptions is one of three lead partners of the Make Medicare Work Coalition along with Progress Center for Independent Living and Smart Policy Works. ... We request that “Avisery by AgeOptions” be referenced instead of the “Make Medicare Work Coalition”. Avisery serves professionals with webinars, email alerts, policy briefs, toolkits and comprehensive trainings about Medicare and Medicaid and related health care coverage options. ... We would appreciate further discussions on this issue.</p>	<p>As the designated State Agency on Aging, IDoA is committed to collaborating with multiple organizations to improve public benefit outreach to older adults and persons with disabilities. These strong and sometimes longstanding relationships are crucial to making strides towards the goals set forth in the State Plan. IDoA appreciates AgeOptions involvement as a lead partner with Make Medicare Work and looks forward to discussions with Avisery.</p>

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AgeOptions, Inc	Objective 3.6	<ul style="list-style-type: none"> Explore the possibility of contractual agreements with mental health providers to provide an assessment to CCP and Title III participants who present with mental health issues. The participants would then be referred to outpatient mental health treatment centers utilizing their Medicare or Medicaid benefits. ... 	Thank you for your feedback concerning the importance of screening older adults for mental health issues, particularly as it relates to treatment and nursing home placement. IDoA incorporated Objective 3.6 and the related strategies to address the important issue across the Aging network.
AgeOptions, Inc	Goal 4	We applaud your recognition of the LGBT Community in this section. But there is no mention of racial, equity and inclusion or recognition that culturally competent services should be provided to the increasingly diverse older adult population. ... We cannot move forward without attention to this issue.	Thank you for this comment. As a result of this comment and others focused on improving the plan with regard to equity, diversity, and inclusion—and on health equity, supporting marginalized groups, and taking on structural inequities—a new objective with strategies and outcomes, and in some cases, other edits, were included.
AgeOptions, Inc	Goal 4	AgeOptions supports the recognition of the Older Adult Services Committee’s work to increase opportunities for careers in aging and bring forth an issue that is confronting the Care Coordination Units and home care providers. We must make a career in aging one that enables the workforce to want to grow in their professions.	Thank you for this comment.
AgeOptions, Inc	Objective 4.1	<p>The relationship between Care Coordination Units, home care providers and academic institutions needs to be stronger. We recommend that the State Plan adds several outcomes to Objective 4.1.</p> <ul style="list-style-type: none"> o Develop specific internships in social work and other disciplines that provide training at the Care Coordination Units and provider level that guarantee post-graduation employment. o Identify alternative sources of funding if state funding is not available during these challenging times. ... <p>We need to impact the reality that at least for care managers, the managed care organizations are reimbursed at a higher level than the Care Coordination Units.</p>	Thank you for this comment. Reimbursement rates are beyond the scope of this plan. IDoA will take this comment under consideration.

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AgeOptions, Inc	Objective 4.2	It is hoped that more concrete outcomes such as the development of LGBT Virtual Villages and working with the Illinois Housing Development Authority to create more LGBT-friendly housing. ... The literature speaks to older LGBT adults who when entering older adulthood, even if they have openly expressed their sexual identity, hide their identity when they need home and community-based resources and institutional care.	IDoA will continue to advocate for safe and affordable housing options so older adults can remain in their communities as they age.
AgeOptions, Inc	Objective 4.2	AgeOptions recommends that IDoA include an additional strategy to support Objective 4.2--a Statewide Coalition on LGBT and Aging. This coalition would be composed of professionals and LGBT+ older adults with the focus on making sure the broader aging network can be welcoming and affirming to older adults who identify as LGBT. ... real progress will only be made if there is a concerted effort focused on implementing plans and brainstorming solutions to challenges.	Thank you for your comment.
AgeOptions, Inc	Goal 5	AgeOptions supports the addition of services under the Aging 1915 c waiver to reflect the needs of an increasing diverse aging population.	Thank you for your comment.
AgeOptions, Inc	Strategy 5.1	As a PRIME entity under Colbert and Williams, efforts to support this work are most appreciated. ... Additionally, an outcome of this support should include an aggressive diversion program where persons are seen within the first 20 days of nursing home admission. Additionally, more alternatives to nursing homes need to be developed in our state. The Department needs to advocate, and with your sister state agencies, develop alternatives that include permanent supportive housing, board and care, supportive living and small group homes.	IDoA will continue to advocate for safe and affordable housing options so older adults can remain in their communities as they age.

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AgeOptions, Inc	Objective 5.2	... supports the evaluation of the TCARE demonstration to which we are hopeful will become part of all comprehensive caregiver assessments across the state in all Caregiver Resource Centers. It is the only evidence-based assessment tool for caregiving. ... hope that the State will commit additional resources to support family caregivers while reducing Medicaid expenses and review the Medicaid Waiver to determine how the waiver can support this program.	IDoA appreciates your feedback and the commitment many of the Area Agencies on Aging have made to bring TCARE to their respective planning and service areas. IDoA supports the remaining 6 Area Agencies use of federal funds and discretionary grants to bring TCARE to the remaining areas of the State as described in Strategy 5.2f.
AgeOptions, Inc	Objective 5.3	... AgeOptions supports the use of IDoA's data systems to increase referrals to the evidence-based health promotion programs already available in Illinois. ... These programs have strong, demonstrated returns on investment and can play a significant role in reducing health care utilization for Medicaid and Medicare beneficiaries. With the wealth of existing programs available already in Illinois and available as existing evidence-based programs, we caution against efforts to develop new programs considering the limited financial resources in Illinois. We do support efforts to evaluate the ROI of these programs...	IDoA appreciates AgeOptions ongoing support for and implementation of evidence-based health promotion programs. Given the impact of the COVID-19 pandemic on social isolation and health outcomes of seniors, incorporating goals, objectives, and strategies to expand these programs in the State Plan is of paramount importance.
AgeOptions, Inc	Goal 6	AgeOptions supports the federal mandate to ensure that plans of care reflect the older adult's needs and wishes. A person-centered plan of care indicating an older adult who wants to attend a worship service can only be effective with additional services such as the means of transportation to get to the house of worship. ... person centered plans need to be operationalized, not just words on a piece of paper.	IDoA appreciates AgeOptions feedback and recognition of the importance of person-centered planning throughout all federally funded programs supporting older adults and their caregivers.
AgeOptions, Inc	Goal 7	Scams and fraud against older adults that are not addressed under Illinois current APS law are running rampant. AgeOptions worked with the Department to develop IFAST but we were unable to fund the program...	Thank you for this comment. IDoA will take it under consideration.

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AgeOptions, Inc	Goal 7	AgeOptions supports the outcomes and strategies expressed. However, we are concerned about what will happen with the Fatality Review Team’s recommendations once they are sent to the Department. We want to see stronger support for implementing the recommendations of our team and those across the state.	Thank you for this comment.
AgeOptions, Inc	Goal 7	Regarding support and improvement related to Ombudsmen, AgeOptions supports the aggressive agenda. We especially support the desire to act on the involuntary transfers of nursing home residents that appear to not reflect the wishes of the nursing home resident.	Thank you for this comment. This is something that the Long-Term Care Ombudsman Program continuously works on.
AgeOptions, Inc	Goal 8	This has been a goal at the Department for at least two decades. We remain hopeful despite the decades. AgeOptions supports all efforts to improve IT systems. Moving to web-based represents a positive direction.	Thank you for your comment.
Legal Aid Chicago	Overarching comment	While we are substantially in agreement with the Goals and Objectives of the draft State Plan on Aging, we believe the absence of civil legal services as a component in addressing the State’s strategic priorities is a deficiency in the Plan. “In reality, legal services programs are sometimes overlooked as a component of the home and community-based services network. ... One of the highest areas of need among the older adult population is access to legal services. ... A final plan will be stronger and more effective by specifically including civil legal services to support older adults’ ability to remain independent and in their own homes, stabilize the aging workforce, and to address the social determinants of health of the aging population.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added objectives 1.3 and 5.5.
Legal Aid Chicago	Objective 2.1	Objective 2.1: Legal aid addresses food insecurity by assisting clients with SNAP applications, denials, terminations, miscalculations, and overpayments. We have expertise in maximizing benefits by navigating the complex program rules, and we represent clients at administrative hearings and in court when cases cannot be resolved administratively.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.

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Legal Aid Chicago	Objective 2.2	Objective 2.2: ... Tickets, fines, fees, car loans, title loans, and auto-related consumer fraud are all financial hazards that adversely impact transportation access for older adults, whether they are able to drive themselves or rely on family or friends. Legal aid can address every one of these issues by defending against unfair collections, preventing repossession, enforcing consumer protections, and, in some cases, filing for bankruptcy protection.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Legal Aid Chicago	Objective 2.3	Objective 2.3: Legal aid can be particularly effective in addressing housing stability for older adults. ... In addition to rent and mortgage issues, we enforce the rights of people with disabilities to secure accommodations, prevent evictions due to hoarding, and handle a host of legal issues arising from reverse mortgages.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Legal Aid Chicago	Objective 2.6	... Protecting employment income and employment rights is another way legal aid can contribute to the goals of dignity, independence, and stability for older adults. In addition, many older adults, in particular Black men, face impediments in accessing employment because of criminal records. We provide representation to expunge and seal criminal records to eliminate barriers to employment.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Legal Aid Chicago	Goal 3	... Legal aid is extremely effective in helping people access, preserve, and maximize all benefits programs. In the last 12 months, we handled almost 900 state and federal benefits cases for older adults, obtaining successful outcomes 94% of the time.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Legal Aid Chicago	Objectives 3.1 and 3.2	Objectives 3.1 and 3.2: While many aging network providers assist older adults in applying for benefits, legal aid can get involved when benefits are denied, terminated, miscalculated, or recouped for overpayments. ... Legal aid has considerable expertise in all federal and state benefits programs. ...	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.

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Legal Aid Chicago	Objective 6.1	Objective 6.1: Legal Aid Chicago assists older adults with advance directives, including power of attorney for property, power of attorney for healthcare, living wills, and Transfer on Death Instruments. Legal aid helps to ensure that older adults who can return to the community from hospitals and nursing homes have properly drafted advance planning documents and know how to use them to maximize personal autonomy and avoid guardianship by selecting the agent of their choice to act on their behalf when they are no longer able to make their own decisions.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Legal Aid Chicago	Objectives 7.1 and 7.2	Objectives 7.1 and 7.2: ... Nonetheless, referrals by APS to legal aid are relatively infrequent. More training about legal issue-spotting and the value of legal services in addressing abuse, neglect, and exploitation, especially as a strategy to avoid the guardianship, would be a valuable addition to efforts to strengthen interagency collaboration.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
East Central Illinois Area Agency on Aging (ECIAAA)	Objective 1.1	... ECIAAA agrees with IDoA that older adults can benefit from health promotion and disease and/or fall prevention programs. However, expanding outreach efforts during COVID-19 restrictions on social gatherings puts an undue burden on OAA Title III-D providers who are struggling to conduct outreach for basic services. ... it will be difficult to increase opportunities until a vaccine is widely available and programs are in person.	IDoA appreciates ECIAAA's feedback and the challenges faced by the Aging Network as a result of COVID-19. IDoA values ECIAAA's long-standing partnership as we strive to meet the goals set forth in the State Plan including but not limited to tackling the negative impact of social isolation, implementing evidence-based programs, integrating technology, and ensuring equitable access to all core programs under the Older Americans Act.
East Central Illinois Area Agency on Aging (ECIAAA)	Strategy 1.1b	The ability to partner with MCOs serving older adults has been unsuccessful for reasons well known by the Illinois Department on Aging. ECIAAA believes that this strategy will only be successful once HFS seriously holds MCOs accountable in the application and contracting process.	Thank you for this comment.

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East Central Illinois Area Agency on Aging (ECIAAA)	Strategy 1.1c	ECIAAA supports IDoA's evaluation of Title III-B/D programs to fully understand the barriers to participation. Like other AAAs in Illinois, prior to the pandemic we saw that older adults had little interest in Chronic Disease Self-Management programs, but 45-59 y/o adults were interested in this program. We learned that 45-59 y/o adults were more vested in making lifestyle changes than their older peers. The barrier is that we cannot serve this younger population with OAA resources. Other evidence-based programs such as Matter of Balance and Savvy Caregiver have been suspended due to the pandemic crisis. We ask that IDoA reconsider its objectives to expand outreach and programming until after the pandemic recovery phase.	IDoA appreciates ECIAAA's feedback and the challenges faced by the Aging Network as a result of COVID-19. IDoA values ECIAAA's long-standing partnership as we strive to meet the goals set forth in the State Plan including but not limited to tackling the negative impact of social isolation, implementing evidence-based programs, integrating technology, and ensuring equitable access to all core programs under the Older Americans Act.

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East Central Illinois Area Agency on Aging (ECIAAA)	Objective 2.1	ECIAAA supports IDoA's Objective (2.1) to address food insecurity. ... Like other AAAs, we have seen that inadequate nutrition can be as lethal as the COVID-19 virus and OAA funded home delivered meals have been a lifeline for homebound older adults. ECIAAA supports Strategies (2.1c & 2.1i) to expand assessments of unmet nutritional needs and nutritional risk screenings. ... we strongly believe that without additional funding to support these activities, our funded providers will be at greater risk of losing staff and volunteers.	Thank you for ECIAAA's feedback surrounding the importance of nutrition, the role adequate nutrition plays in health outcomes, and the extraordinary response of the Aging Network during the COVID-19 pandemic. The recently reauthorized Older Americans Act amended Title III incorporating a person-centered approach to nutrition, specifying meals should be nutritious, culturally appropriate, and medically tailored. IDoA has developed a quarterly Nutrition Risk Assessment report for FY 2021 which will assist in tracking the number of assessments administered in addition to better informing the nutritional needs of older adults. The State Plan includes numerous strategies addressing ECIAAA feedback and IDoA looks forward to implementing these to meet the goal of expanding and ensuring equitable access to programs that address the social determinants of health while identifying and understanding the needs of underserved and diverse populations.
East Central Illinois Area Agency on Aging (ECIAAA)	Objective 2.2	ECIAAA participates in local Human Service Transportation Plan councils and we agree this collaboration is paramount to ensure the coordinated transportation plan effectively serves older adults. ECIAAA will coordinate with IDoA on the proposed Strategy (2.2c) to convene a transportation coordination commission to find solutions that eliminate barriers across state and local government boundaries.	Thank you for this comment. We look forward to the continued partnership.

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East Central Illinois Area Agency on Aging (ECIAAA)	Objective 2.3	... ECIAAA recognizes the need for more accessible and affordable housing ... given the fiscal constraints the aging network will be facing during this 3-year plan, ECIAAA recommends that IDoA reconsider this objective or scaling back its strategies so that resources and efforts can continue to support OAA core services to maintain older adults.	Thank you for this comment.
East Central Illinois Area Agency on Aging (ECIAAA)	Objective 2.4	Like other AAAs, ECIAAA agrees with IDoA's focus on promoting healthy aging and social integration as this is the core of the OAA. However, many of the strategies under this objective are already addressed under other strategies; ... Our Title III-D providers that do not limit their health promotion programs to senior centers have seen the most program growth. IDoA also needs to recognize the many barriers to older adults accessing senior centers including transportation, location, lack of older adults' identification as "senior". etc. We urge IDoA to consider a more person-centered approach integrating health promotion programming with non-traditional partners.	Thank you for this comment. There is some similarity but sufficient and important differences between each pair of strategies noted here.
East Central Illinois Area Agency on Aging (ECIAAA)	Objective 2.5	ECIAAA has recently promoted dementia-friendly initiatives and will work with IDoA to help Illinois become a dementia-friendly state. We are in full support of IDoA's proposed plan to advocate for additional state ADRD funding to enhance AAA initiatives.	Thank you for this comment.
East Central Illinois Area Agency on Aging (ECIAAA)	Objective 2.7	AAAs found that a local community needs to make establishing livable communities as their priority to be a successful initiative. The aging network can advise communities, but it really has little impact on their success. ... Therefore, we also recommend that Objective (2.6) be reconsidered so that the aging network can focus on the dementia-friendly Objective (2.5).	Thank you for this comment.
East Central Illinois Area Agency on Aging (ECIAAA)	Objective 2.8	COVID-19 placed a great need to expand programming to reduce social isolation in PSA 05. ... We are in support using our experience during the pandemic to provide greater opportunities to get older adults access to technology and WIFI. ECIAAA fully supports this objective.	Thank you for this comment.

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East Central Illinois Area Agency on Aging (ECIAAA)	Objective 2.9	Like other AAAs, ECIAAA agrees that health care and OAA services need to be better integrated. Due to social gathering restrictions and limited funding, the aging network does not have the capacity to conduct health screenings and follow up services. ECIAAA asks that IDoA re- evaluate this objective unless additional resources can be secured to expand on these efforts.	IDoA appreciates ECIAAs feedback and recognition of the important need to integrate services such as those that address disease management, preventive services, and health promotion. The goals, objectives, and strategies in the State Plan address these important initiatives and are consistent with changes in the recently reauthorized Older Americans Act (OAA). The OAA amended the definition of disease prevention and health promotion services to include screening for immunization status, suicide risk, fall-related injuries and social isolation. IDoA looks forward to partnering with the Area Agencies on Aging to incorporate the strategies set forth in Objective 2.9
East Central Illinois Area Agency on Aging (ECIAAA)	Objective 3.2	ECIAAA has provided services to Veterans through the Veterans Independence Program since 2010 and supports proposed plan to expand this program (Strategy 3.2f). We also agree with Strategies (3.2b & 3.2d) to expand the SHIP program. ECIAAA strongly supports IDoA's proposed plan to analyze ways to simplify online enrollment in the two-year Benefit Access Program and other benefit programs ...	Thank you for this comment.

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East Central Illinois Area Agency on Aging (ECIAAA)	Objective 3.4	ECIAAA recently worked with local IEMA and Red Cross Chapters when updating our Disaster Plan. We encountered fragmented and uncooperative leadership within the IEMA structure. The ECIAAA Executive Director discussed our role in our required disaster preparedness role with IEMA (state leadership) resulting in a refusal in accepting our disaster role. However, Red Cross was very cooperative, since the pandemic similarly affected our agencies.	IDoA appreciates ECIAAA's efforts to ensure a well-thought out and effective disaster plan is incorporated in the AAAs policies and Area Plan. The COVID19 pandemic highlights the importance of an emergency preparedness plan to avoid disruption of services to our vulnerable seniors. IDoA partners with IEMA, and has a regular presence with the agency year-round. This partnership proved invaluable as together we were able to obtain shelf-stable meals and personal protective equipment for the Aging Network. The Area Agencies on Aging should continue to partner with their local emergency management agencies, units of local government, and community organizations vital to ensuring coordination of services during an emergency.
East Central Illinois Area Agency on Aging (ECIAAA)	Objective 3.4	In response to Strategy (3.4a), IDoA must establish a better pathway with IEMA state leadership to ensure a better understanding of local leadership and coordination with AAAs, beyond a written Illinois Coordination Agreement between IDoA and IEMA. ECIAAA is in support of Strategy (3.5e).	IDoA appreciates your feedback concerning partnerships with other State agencies including IEMA. IDoA has a presence at IEMA year round serving on the Emergency Management Disaster team and Terrorism Task Force. As a State agency, IDoA is required to maintain a Continuity of Operations Plan. IDoA's IEMA Disaster Coordinator works closely with the Area Agencies on Aging to review emergency plans. During the pandemic IDoA participates in workgroups and committees impacting the health, safety, and welfare of our older adults.

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East Central Illinois Area Agency on Aging (ECIAAA)	Objective 3.5	... this pandemic taught us that caregivers are providing more support to keep their loved ones at home. ... ECIAAA supports IDoA's strategies for this objective but more resources will be needed as demand has dramatically increased for caregiver support.	Thank you for this comment. Several comments noted that the plan is ambitious and expressed concern about challenges with achieving goals and objectives in the plan. While supporting implementation, IDoA will also track and share gaps to inform decision makers about needs for funds or other resources.
East Central Illinois Area Agency on Aging (ECIAAA)	Objective 3.6	... ECIAAA also understands the need to connect older adults to mental health services and supports expansion of these services through telehealth when feasible. We also support the strategies under this objective only if IDoA can obtain additional funding for these strategies.	Thank you for this comment. Several comments noted that the plan is ambitious and expressed concern about challenges with achieving goals and objectives in the plan. While supporting implementation, IDoA will also track and share gaps to inform decision makers about needs for funds or other resources.
East Central Illinois Area Agency on Aging (ECIAAA)	Objectives 4.2 & 4.3	ECIAAA supports the efforts to expand awareness and competency to support our diverse elder population. ECIAAA also supports Strategy (4.1d) utilizing the work of OASAC in ensuring a stable work force...	Thank you for this comment.
East Central Illinois Area Agency on Aging (ECIAAA)	Objective 5.2	ECIAAA fully supports IDoA's outreach strategies to LES older adults and family caregivers Strategies (5.2a&b). ECIAAA is also implementing the TCARE caregiver assessment tool for family caregivers in its region and appreciates IDoA's Strategy (5.2f) to evaluate the program outcomes ...	Thank you for this comment.
East Central Illinois Area Agency on Aging (ECIAAA)	Objective 5.4	As with other AAAs, ECIAAA's experience during COVID-19 taught us the importance of having access to Assistive Technology (AT) to keep older adults engaged and connected to friends and family. ECIAAA supports Strategies (5.4a-e) to expand opportunities and resources that provide older adults' access to AT.	Thank you for this comment.

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East Central Illinois Area Agency on Aging (ECIAAA)	Objective 6.1	As voiced by other AAAs, we do not fund Care Coordination activities, therefore, our programs cannot identify people who can return to the community from hospitals and nursing homes. ... However, ECIAAA has implemented person-centered care plan requirements for both informal caregivers and grandparents raising grandchildren through our OAA Title III-E Caregiver Advisory Programs. ECIAAA implemented (in FY 2015) Performance Outcome Measures for OAA-funded Caregiver Advisory Services that align with the strategies put forth by IDoA (Strategies 6.1d-f). Most importantly, we are concerned that additional funding is needed to adequately address these strategies. We are also implementing the TCARE assessment program to address, in part, this issue. So, the steps are in place, but know the strain it will place on our OAA Title III-E programs in PSA 05. ... Therefore, I4A is requesting IDoA's support in its advocacy efforts to secure state funding for family caregiver programs in furthering the goals and objectives contained in the FY 21-23 State Plan on Aging. Finally, ECIAAA also recommends reducing the monthly trainings to quarterly to help relieve the burden on funded provider's staff time.	Thank you for this comment. The language in Goal 6 has been edited. IDoA looks forward to working with all Aging network partners to ensure that the requirements of the Older Americans Act and the Medicaid program related to participant-directed/person-centered planning are met.
East Central Illinois Area Agency on Aging (ECIAAA)	Objectives 7.1, 7.2, & 7.3	...supports ... Strategy (7.1) ... and (7.2) however while the proposed Strategies (7.2a-l) are all worthwhile efforts, ECIAAA wants to recognize that additional resources are needed to strengthen the APS program's capacity. ... ECIAAA suggests that IDoA consider scaling back some of these proposed objectives so that APSPAs can focus on their core activities.	Thank you for this comment.

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East Central Illinois Area Agency on Aging (ECIAAA)	Objectives 7.4, 7.5, and 7.6	We support IDoA's proposed plans to advance resident rights and strengthen the authority and capacity of the LTC Ombudsman program. We support Strategy (7.4d) to improve the LTC Ombudsman program by drawing upon multi-disciplinary professionals, only if additional funding can be secured. In respect to Strategy (7.5f), we request that IDoA recognize and honor the sponsoring organization's employer responsibilities in putting into place sufficient measures to ensure the health and safety of LTC Ombudsman staff during health emergencies such as the COVID- 19 pandemic.	Thank you for this comment.
East Central Illinois Area Agency on Aging (ECIAAA)	Objectives 8.1 and 8.2	ECIAAA supports any proposed Strategies (8.1a-c) that integrate data collection and streamline processes. ECIAAA also supports the proposed Strategies (8.2b&c) to provide on-line trainings that create more flexibility and the on-line tracking of training to better assist AAAs in monitoring training completion.	Thank you for this comment.
Shriver Center on Poverty Law	Objective 3.1	With respect to Goal 3, Objective 3.1, we suggest the state add a specific objective, such as "3.1a Ensure outreach and enrollment in healthcare coverage is maximized in immigrant communities, to demonstrate the importance of outreach to immigrant communities that will facilitate the enrollment of eligible older immigrants into healthcare coverage and other benefits. DOA has an important role to play in referring older immigrants to other state agencies to apply for healthcare coverage and other benefits. ... To the extent that DOA interacts with potentially eligible older adults, we want to ensure that SHIP counselors, DOA hotline staff, and DOA community-based providers are educated about the new program, eligibility criteria, benefits, and especially, the lack of negative impact (and the potentially positive impact) on immigration status	Thank you for this comment. Through communication to Aging network providers that provide outreach, benefit enrollment assistance, (ex. senior helpline and SHIP counselors), the Department has provided and will continue to provide information about medical benefits and other programs to older adults, including older adults with immigrant status

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Shriver Center on Poverty Law	Objective 3.1	<p>We further suggest that the State Plan include proactive language demonstrating that DOA will coordinate regularly with HFS/DHS on culturally competent and linguistically appropriate information to be disseminated to older adults about all available programs including the new Health Benefits for Immigrant Seniors program. To reach all older adults, DOA should increase their translation of materials and websites to include as many languages as possible to expand language access to important information. DOA should also proactively and consistently reach out to immigrants, through community presentations, public service announcements, provider communications, etc., knowing that immigrants may experience increased challenges in seeking out and accessing programs due to written and verbal language barriers and a historical cultural reliance on family for support as opposed to external public programs. Outreach and education should also take into account that immigrant older adults have a higher likelihood of living in a multi-generational home, often in a family with essential workers, making them at increased risk for COVID-19 and having less chance to isolate from those family members if they do contract COVID. We suggest that the State Plan specifically support DOA expanding their coordination with trusted community-based coalitions and agencies including the Coalition of Limited English Speaking Elderly (“CLESE”) http://clese.org/ and Protecting Immigrant Families Illinois (PIF-IL) https://protectingimmigrantfamiliesillinois.org/ to maximize outreach, education and enrollment of immigrant older adults.</p>	<p>Thank you for this comment. IDoA works with the Coalition of Limited English Speaking Elderly and we have also included translation of our brochures, policies and forms as a goal in our DEI plan. Also, as a result of this comment and others focused on improving the plan with regard to equity, diversity, and inclusion—and on health equity, supporting marginalized groups, and taking on structural inequities—a new objective with strategies and outcomes, and in some cases, other edits, were included.</p>

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Shriver Center on Poverty Law	Objective 3.2	<p>With regard to dual eligible older adults, we suggest that the State Plan explicitly include outreach to all older adults about Medicare Savings Programs (MSPs) and devise specific best practice strategies to expand the number of older adults enrolled in MSP programs to combat economic insecurity, increase Medicare enrollment, provide supplemental coverage, encourage older adults to seek care, and improve health outcomes.</p> <p>... We encourage DOA to examine other states' best practices for MSP enrollment and to implement joint state agency agreements to maximize outreach and education. See https://www.macpac.gov/wp-content/uploads/2020/06/Chapter-3-Improving-Participation-in-the-Medicare-Savings-Programs.pdf and https://www.macpac.gov/wp-content/uploads/2017/08/Medicare-Savings-Programs-New-Estimates-Continue-to-Show-Many-Eligible-Individuals-Not-Enrolled.pdf</p> <p>... DOA can do more proactively to advertise the benefits of these programs; coordinate with HFS/DHS on enrollment and data sharing; and to train all DOA staff, contractors, collaborating agencies and coalitions to screen every older adult for MSP eligibility, encourage enrollment in MSPs, and to facilitate the submission of applications with individual enrollment assistance. Maximizing MSP enrollment is also fiscally sound for the State ...</p>	<p>Thank you for this comment. IDoA continuously looks for methods to improve outreach to older adults who are eligible for MSP and other programs; we look forward to reviewing these resources.</p>

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Shriver Center on Poverty Law	Goal 3	With respect to Goal 3 generally, in regard to maximizing resources to expand and support programs that address food, nutrition and economic insecurity, we suggest that the State Plan explicitly require DOA to coordinate with DHS to maximize enrollment in SNAP. ... Maximizing enrollment in SNAP fights hunger, reduces poverty, combats racial economic inequities, and reduces health disparities. ... we suggest that the State Plan specifically mandate that DOA coordinate with DHS to ensure that more older adults apply for SNAP and take advantage of the simplified application to minimize administrative burden and maximize continuous enrollment.	Thank you for your feedback concerning the importance of collaborating across state agencies with respect to issues impacting the nutritional needs of older adults. IDoA will continue to partner with DHS to ensure the services and supports coordinated by DHS is communicated to our funded partners and providers throughout the Aging Network.
Shriver Center on Poverty Law	Goal 3	We similarly suggest that the State Plan explicitly mandate that DOA coordinate with DHS to provide outreach and information to older adults when DHS implements the new Restaurant Meals Program (RMP) in 2021. In particular, older adults who are SNAP recipients will be able to take advantage of RMP to be able to get hot meals in restaurants. ... See https://www.ilga.gov/legislation/publicacts/fulltext.asp?Name=101-0110	Thank you for this comment. IDoA will review and communicate with DHS once this program is implemented.
Shriver Center on Poverty Law	Objective 4.3	... We request that DOA include in the State Plan specific strategies it will undertake to center the voices of the populations most harmed by systemic racism, health and income disparities, all forms of discrimination, systemic oppression and injustice. We would suggest that DOA examine how identity and experience impact health and confidence in state programs and how state agencies can build trust in communities. We request that DOA commit to developing programs and policies in consultation with BIPOC, immigrants, and older adults with disabilities, to center their voices and address their concerns and their priorities.	Thank you for this comment. As a result of this comment and others focused on improving the plan with regard to equity, diversity, and inclusion—and on health equity, supporting marginalized groups, and taking on structural inequities—a new objective with strategies and outcomes, and in some cases, other edits, were included.

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Shriver Center on Poverty Law	Objective 8.1	We suggest adding enhanced data collection and reporting practices to the State Plan to allow DOA and other agencies to identify patterns and trends in health conditions, health outcomes, racial disparities in health, housing, and long-term care among different communities of color. As such, we request that DOA commit to disaggregating data by ethnicity (e.g., including an Asian subgroup), LGBTQ+ including gender-non confirming individuals, and disability status, and to publicly share this data (with proper protections to guard against release of PHI or other identifying information.) We further request that DOA take affirmative steps to establish quality assurance requirements and reporting to ensure its programs and contractors address discriminatory practices, including disparate impact, that harm older adults.	Thank you for this comment. The objectives outlined in Goal 8 will make it more efficient for older adults to access IDoA services, and for Aging network providers to communicate better with the Department. These improvements and upgrades are the first step in being able to collect and better aggregate data.
Department of Family and Support Services, City of Chicago	Overarching comment	We encourage the Department to further explore how the COVID-19 pandemic will continue to impact older adults, including their health and receipt of critical services. With the support of and in partnership with the Department, DFSS has quickly adapted and implemented services to confront the pandemic and the CARES Act funding has allowed the continuation of many programs on which our senior depend. However, we have serious concerns for our ability to maintain these programs and provide coverage for any gaps in services once the CARES Act funding is fully expended.	Thank you for this comment, which aligns with others that suggested more of a focus on COVID-19. Some adjustments have been made to the plan as well as the emerging trends and context section as a result of these comments. Additionally, several comments noted concern about challenges with achieving goals and objectives in the plan with limited resources. While supporting implementation, IDoA will also track and share gaps to inform decision makers about needs for funds or other resources.
Department of Family and Support Services, City of Chicago	Strategy 3.5e	... We recommend the Department include senior-focused trainings across all planning, response and mitigation systems including shelters, outreach coordination, and addressing the needs of older adults with disabilities and/or cognitive impairments.	Thank you for your comment.

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Department of Family and Support Services, City of Chicago	Goal 5	In alignment with the Department's commitment to supporting older adults' ability to stay in their home and community (Goal 5), we strongly support the expansion of the Medicaid waiver to include additional programming such as Home Delivered Meals and compensation for family caregivers including spouses. We support the Department's decision to further research other state's waivers and commitment to learning their best practices to better serve older Illinoisans. ...	Thank you for your comment. We will consider this as we look into the Medicaid 1915c home and community-based services waiver renewal in 2021.
Department of Family and Support Services, City of Chicago	Objectives 2.2 and 2.3	We are heartened to see that many of the goals and strategies seek to expand access to crucial social services for older adults across the state. The Department's commitments to improve access to affordable housing (Objective 2.3) and transportation options (Objective 2.2) are essential, as national data has shown and Chicagoans have consistently reported these two issues ranking among the top three barriers preventing older adults from aging in place. Additionally, we advocate that the Department include an explicit commitment to increasing services for older adults experiencing homelessness or periods of unstable housing with an eye to the future needs of this population. ...	Thank you for your comment. IDoA will continue to work with our sister agencies and advocate for accessible and affordable housing and transportation options for older adults. IDoA will continue to advocate for older adults as identified in several areas of the State Plan as we seek to advance an age-friendly state.
Department of Family and Support Services, City of Chicago	Strategy 2.4c	... We recommend the formation of an inter- agency collaboration to identify and connect eligible seniors applying for Social Security or Medicaid with other means- tested benefits (SNAP, BAA, etc.) to reduce the administrative barriers surrounding these programs. In particular, we advocate for this inter-agency collaboration to identify individuals who are short of the necessary work credits to qualify for Medicaid and Social Security. ... An automatic assessment for other state-administered benefits will increase participation in these programs, improving multiple outcomes outlined in the plan.	Thank you for this comment. IDoA continues to partner with agencies across the State providing services and supports for our senior population. The plan contains numerous objectives and strategies aimed at ensuring seniors have access to and adequate support to not just meet their basic needs but also to thrive and successfully age in place in their homes and communities.

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Department of Family and Support Services, City of Chicago	Strategy 5.2f	<p>DFSS recognizes the vital improvements in outcomes that can be achieved with innovative technologies. The TCARE assessment tool is one of those pieces that we look forward to utilizing. We support the Department's evaluation of the impact of TCARE and we seek clarification how costs associated with TCARE will be managed.</p> <p>Increasing access through assistive technology is critical as we modernize our programming and facilities. We strongly support the Department in this objective. Technology provided through the Illinois CARE Connections program has greatly increased access for many older adults and we look forward to any continuation the program.</p>	Thank you for your feedback to the State Plan and inquiry into T-Care and Illinois Connections. Six of the Area Agencies on Aging have successfully integrated T-Care in their planning and service area using federal funding under the Older Americans Act. IDoA advocates for additional funding for these evidence-based programs and supports the Area Agencies on Aging efforts to successfully obtain additional funding through discretionary grants. IDoA is currently evaluating the 1915 Waiver Program to incorporate additional services to seniors including but not limited to technology, home modification, and other services designed to allow seniors to age in place.
Department of Family and Support Services, City of Chicago	Objective 4.2	We support the Department's inclusion of trauma-informed care trainings (Strategy 3.5b) and SAGE (Objective 4.2) through both training and the needs assessment. ...	Thank you for this comment.

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Department of Family and Support Services, City of Chicago	Strategies 7.2l and 7.3c	Expanding training to those outside of those traditionally thought of as senior service providers can greatly help in connecting older adults with their community and prevent abuse or harm in settings where they spend the most time. In strategy 7.1g, we seek more information about the training for law enforcement, specifically if there is a standard program that has been identified. In strategy 7.2l we recommend the Department expand this training program to include more professionals who interact regularly with older adults such as financial professionals, librarians, etc. In strategy 7.3c, we recommend the Department target trainings toward individuals adjacent to older adults who would be capable of identifying and reporting cases of self-neglect with proper education such as building managers or meal providers.	Thank you for this comment. IDoA and the Aging Network provide a host of trainings. The plan seeks to make training available to many specific groups of professionals. While training for some groups of professionals is beyond the scope of the plan, this comment is being taken under consideration for identifying additional opportunities to make training available for more people who regularly interact with older adults.
Illinois Hospice & Palliative Care Organization	Goal 6: Implement federally mandated Person-Centered Planning requirements Statewide.	... testimony to express our desire that the FY 2021- FY 2023 State Plan on Aging address the needs of older adults in Illinois experiencing a serious illness or advanced frailty. ... Please refer to The Administration for Community Living (ACL) - Principles for Person-directed Services and Supports during Serious Illness for specific recommendations related to living with serious illness according to personal values and goals, person-directed planning and decision-making.	Thank you for your feedback concerning palliative care services and supports for older adults and participants in the Community Care Program. As a direct result of your feedback IDoA has added a new Objective (6.2) under Goal 6, with two new strategies (6.2a and 6.2b).
Mary Heitschmidt	Goal 3	include affordable dental health options for seniors	Thank you for this comment.

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Central Illinois Agency on Aging	Overarching comment	<p>... Given that the AAA's human and financial resources are already strapped and strained due to COVID-19, requiring us to meet all of the goals and objectives in this Plan is an extremely daunting task - impractical and nearly impossible.</p> <p>Also, although COVID-19 is mentioned in one paragraph in the Executive Summary, I did not see it mentioned in the Goals, Objectives, Strategies, & Outcomes, unless I missed it. Given that this pandemic has made such a major impact on the aging population (as well as the rest of the population), and on how we are providing services, I think that it should be specifically addressed as either a goal, objective, strategy, or outcome. ...</p>	Thank you for this comment. Several comments noted that the plan is ambitious and expressed concern about challenges with achieving goals and objectives in the plan. The Department will be supporting and monitoring progress and making any needed adjustments in collaboration with our Aging Network and other partners. A section related to COVID-19 was added to the "context/emerging themes" section.
Howard Brown Health	Objective 4.2: Expand awareness and enhance understanding of serving older adults who are Lesbian, Gay, Bi-Sexual, or Transgender (LGBT).	<p>... We would also like to highlight important issues for older adults living with HIV that could be more explicitly addressed in the plan.</p> <p>... Given this, the strategies laid forth in Objective 4.2 to conduct LGBTQ competency trainings, increase sexual orientation and gender identity data collection, and ensure that the needs and voices of LGBTQ older adults are being heard is critical for addressing the unique health disparities affecting this population.</p> <p>... We would recommend finding ways to specifically address the unique health needs for older people living with HIV and also reduce stigma and misinformation about HIV in senior service settings.</p>	Thank you for this comment. As a result of this comment and others focused on improving the plan with regard to equity, diversity, and inclusion—and on health equity, supporting marginalized groups, and taking on structural inequities—a new objective with strategies and outcomes, and in some cases, other edits, were included. Also, addressing the needs of older adults living with HIV is included in the plan.
Rush	Goal 8	An additional strategy would be to make de-identified and/or synthetic historical data sets based on information ... that IDoA has ... for academic and small business use to generate products for the IDoA and the Aging Network to better utilize to data to drive efficiency and to highlight and improve systemic barriers for diverse communities to access resources provided by the AAA's in PSAs.	Thank for comment, but this is out of scope for the plan at this time

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Rush	Objective 2.5	The strategies for supporting Age-Friendly Communities in Objective 2.7 should be mirrored in the strategies in 2.5 for support of Dementia Friendly Illinois and Dementia Friends Illinois initiatives. ... A achievable outcome metric would be to have at least one Dementia Friendly America community in each PSA in the State by 2023 and to have at least a 2x growth in the number of registered Dementia Friends in Illinois for Objective 2.5.	Thank you for your feedback and support for increasing the number of communities designated as dementia friendly and IDoA's goal to become a dementia friendly State. As a direct result of your feedback we have incorporated 3 additional strategies (2.5j, 2.5k, and 2.5l) and 2 outcomes under Objective 2.5.
Center for Life and Learning, Fourth Presbyterian Church	1.1c	Just a typo: two it's in "Title II-D"	Thank you for this comment.
University of Chicago Section of Geriatrics & Palliative Medicine / SHARE Network	Outcome 3.6	In recent years the opioid crisis has outpaced gun violence as a leading cause of death in Chicago, and the rates of opioid-related overdose deaths from 2016-2017 were highest in ages 45-64 (Annual Opioid Surveillance Report—Chicago 2017. City of Chicago, Oct 2018). ... Therefore, we suggest adding an additional outcome: “Increased # (from baseline) of naloxone dosages distributed to older adults and caregivers at risk of opioid overdose.”	Thank you for this comment. Substance use disorders are covered in Objective 3.6. As a result of your comment, naloxone has now been added as an example of treatment within an existing strategy. This outcome measure is beyond the scope of this plan.
Illinois Council on Aging (ICoA)	Goal 1. - Objective 1.1.	These legislative edicts are feasible and they represent the essence of democracy and the rule of law.	Thank you for this comment.

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Southeastern Illinois Area Agency on Aging, Inc.	Objective 1.1	<p>SEIAOA agrees with IDoA that older adults can benefit from health promotion and disease and/or fall prevention programs. However, expanding outreach efforts during COVID-19 restrictions on social gatherings puts an undue burden on OAA Title III-D providers who are struggling to conduct outreach for basic services. ... SEIAOA and its funded partners will continue to offer evidence-based programs virtually when feasible, it will be difficult to increase opportunities until a vaccine is widely available and programs are in person.</p> <p>SEIAOA supports IDoA's evaluation of Title III-B/D programs to fully understand the barriers in participation. Even prior to the pandemic we saw that older adults had very little interest in Chronic Disease Self-Management programs, and not enough were in attendance to keep the program active in our region. ... younger older adults were more vested in making lifestyle changes than their older peers. The barrier is that we cannot serve this younger population with OAA resources. We also ask that IDoA reconsider its objectives to expand outreach and programming until after the pandemic recovery phase.</p>	<p>Thank you for your feedback and identification of barriers to providing health promotion, disease prevention, and fall prevention programs. These initiatives are incorporated in and even expanded by the recently reauthorized Older Americans Act. As funded partners, the Area Agencies on Aging must continue to strive to provide services consistent with the vision of the Older Americans Act. IDoA understands and appreciates the diligence of the Area Agencies on Aging to create virtual programs due to the COVID-19 pandemic. As the leading edge of baby boomers enter the senior community, programs will likely transform to meet the unique needs of this group including those detailed in the State Plan. IDoA is committed to working with the Area Agencies on Aging to support evidence-based programs and the integration of technology throughout the State.</p>

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Southeastern Illinois Area Agency on Aging, Inc.	Strategy 2.1a	MCO Referrals (Strategy 2.1a) - To increase MCO referrals will require continued and increased coordinated effort between HFS and IDoA on behalf of the nutrition providers. Additional funding will be necessary to support the increased number of MCO clients receiving HDMs. Additionally, a standard system of assigning HDM priority to MCO clients should be established. ...	Thank you for your feedback concerning home delivered meals for older adults, including those who participate in MCO plans. The State Plan reflects IDoA's commitment to engaging in a dialogue and collaborating with multiple agencies including MCOs to ensure all seniors have access to nutrition. IDoA continues to provide additional funding to the Area Agencies on Aging for home delivered meals and looks forward to IDoA looks forward to participating in the workgroup outlined in Strategy 2.1k.

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Southeastern Illinois Area Agency on Aging, Inc.	Strategy 2.1h	Shelf stable meals (Strategy 2.1h) are needed to ensure clients have access to food during emergency situations. Additional, and possibly specific funding, for shelf stable meals is needed. To provide 2 deliveries of 5 shelf stable meals to 100 HDM clients, is the equivalent of providing daily meals to approximately 4 clients for an entire year.	Thank you for your feedback concerning the importance of ensuring older adults have adequate shelf-stable meals. Both the Families First Coronavirus Response Act and Coronavirus Aid, Relief, and Economic Security Act provided a combined \$26.4M in funding specifically for home delivered meals and shelf-stable meals. IDoA collaborated with our partners at IEMA to provide an additional 650,000 shelf-stable meals to the Area Agencies on Aging for distribution. The Area Agencies on Aging recently incorporated a plan to ensure seniors receiving home delivered meals have an adequate supply of shelf-stable meals. IDoA provided the maximum amount of flexibility to the Area Agencies on Aging allowed under the Major Disaster Declaration to transfer funds between titles to support an increased demand for home delivered and shelf-stable meals. IDoA looks forward to continuing to partner with the Area Agencies on Aging to ensure sustainability of nutrition programs.
Southeastern Illinois Area Agency on Aging, Inc.	Strategy 2.1i	Addressing Nutrition Risk (Strategy 2.1i) is undoubtedly an important goal; however, nutrition risk is complicated and multi-faceted. The goal of 75% stable or reduced nutritional risk may be high, and possibly unachievable, because numerous factors in the screening cannot be mitigated by HDMs alone. ... Also, current data systems (i.e. AgingIS) would require upgrades to compare nutrition risk of clients and generate the needed data. ...	Thank you for this comment. Several comments noted that the plan is ambitious and expressed concern about challenges with achieving goals and objectives in the plan. While supporting implementation, IDoA will also track and share gaps to inform decision makers about needs for funds or other resources.

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Southeastern Illinois Area Agency on Aging, Inc.	Strategy 2.1I	Dietary Options (Strategy 2.1I) Nutrition programs work diligently to keep food costs low to serve more clients. One standard menu is the most cost-effective way to provide for the most clients. ... It is important for IDoA to be aware that menu options might not be feasible for many providers.	Thank you for Southeastern Illinois AAA's feedback surrounding the importance of nutrition, the role adequate nutrition plays in health outcomes, and the extraordinary response of the Aging Network during the COVID-19 pandemic. The recently reauthorized Older Americans Act amended Title III incorporating a person centered approach to nutrition, specifying meals should be nutritious, culturally appropriate, and medically tailored. IDoA has developed a quarterly Nutrition Risk Assessment report for FY 2021 which will assist in tracking the number of assessments administered in addition to better informing the nutritional needs of older adults. The State Plan includes numerous strategies addressing the AAA's feedback and IDoA looks forward to implementing these to meet the goal of expanding and ensuring equitable access to programs that address the social determinants of health while identifying and understanding the needs of underserved and diverse populations.

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Southeastern Illinois Area Agency on Aging, Inc.	Objective 2.1	<p>SEIAOA supports IDoA's Objective (2.1) to address food insecurity. The proposed Strategy (2.1k) to creating a work group to assess the feasibility of providing meal choices and providing choice is much needed. ... SEIAOA does have concerns about Strategies (2.1c & 2.1i) to expand assessments of unmet nutritional needs and nutritional risk screenings. Our Title III-C nutrition providers are struggling to deliver their core undertakings. The nutrition program as we know it, we strongly believe, that without additional funding to support these activities, our funded providers will be at greater risk of losing staff and volunteers.</p> <p>We ask IDoA to reconsider asking nutrition providers to provide at least two diet options for nutrition program participants. ... SEIAOA also recommends that increasing assessments of unmet needs (2.1c) and nutritional risk screenings (2.1i) also be reconsidered if there is no additional funding to support these activities. To achieve Outcome (2.1) to reduce waiting lists will require additional funding.</p>	<p>Thank you for your feedback concerning nutrition and those aspects of the State Plan concerning home delivered meals, initiatives to expand assessments and nutritional risk screenings. Screening tools and assessments are vital to understanding the needs of older adults and to ensure nutrition is provided consistent with the intent of the Older Americans Act (OAA). The recently reauthorized OAA was specifically amended to specify meals are adjusted "for cultural considerations and preferences, and medically tailored meals". IDoA worked closely with the Nutritional Workgroup comprised of numerous stakeholders and funded partners to develop nutritional risk assessment brochures and related educational materials. These tools were provided to the Area Agencies on Aging in several languages and free of charge. The strategies in the State Plan related to nutrition call for continued training, collaboration, and the creation of additional workgroups to evaluate the feasibility of providing additional meal choices and dietary options. The State has and will continue to provide the Area Agencies on Aging with State funding to support home delivered meals.</p>

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Southeastern Illinois Area Agency on Aging, Inc.	Objective 2.2	... While our OAA funded programs can meet essential needs, there often aren't enough resources to provide rides to visit their friends, family or go to church. SEIAOA supports any Strategies (2.2b & 2.2d) that can bring additional resources to expand and enhance transportation programs and regular stops in rural Illinois. SEIAOA would like to collaborate with IDoA's on the proposed Strategy (2.2c) to convene a transportation coordination commission to find solutions that eliminate barriers to traveling ...	Thank you for this comment.
Southeastern Illinois Area Agency on Aging, Inc.	Objective 2.3	... given the economic limitations the aging network will be facing during this 3 year plan, SEIAOA recommends that IDoA reconsider this objective or slope its strategies so that resources and efforts can continue to support OAA core services to maintain older adults.	Thank you for this comment.
Southeastern Illinois Area Agency on Aging, Inc.	Objective 2.4	... many of the strategies under this objective are already addressed under other strategies; i.e., Strategy (2.4b) is addressed under Strategy (1.1a) or Strategy (2.4c) is addressed under Strategy (2.1c). We again have concerns about additional activities to nutrition and evidence-based providers at a time when funding is already not keeping pace with current demand. We also recommend that increased collaboration should go beyond senior centers and include local partners such as senior enrichment, senior life, senior groups, fitness centers etc. to promote healthy aging and provide evidenced-based programming in the communities. ... We urge IDoA to consider a more person-centered approach integrating health promotion programming with non-traditional partners or a new traditional identifier "not senior".	Thank you for your feedback concerning nutrition and utilizing evidence-based programs throughout the Network. IDoA recognizes the challenges associated with maintaining effective programs while seeking to incorporate new initiatives designed to meet the needs of our diverse aging population. The Area Agencies on Aging are uniquely positioned to engage local partners within their Planning and Service Area. IDoA supports these initiatives and the expansion of options and services for seniors in all communities. IDoA embraces and incorporates person-centered planning throughout the network and has designed the State plan to incorporate goals, objectives, and strategies that ensure all programs including those provided under the Older Americans Act are truly person centered.

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Southeastern Illinois Area Agency on Aging, Inc.	Objective 2.5	... Rural areas often run a higher risk of Alzheimer's/Dementia related issues and isolation with miles in between to the next town; we must have better supports in place for rural areas, prior to a successful expansion. We are in full support of IDoA's proposed plan to advocate for additional state ADRD funding to enhance AAA initiatives.	Thank you for this comment. We will take this under consideration and look forward to continued partnership.
Southeastern Illinois Area Agency on Aging, Inc.	Objective 2.8	COVID-19 placed an even greater need to expand programming to reduce social isolation. We should take the lessons learned from the pandemic to provide great opportunities and gain access to technology and WIFI.	Thank you for this comment. In 2019, Public Act 100-833 established the Broadband Advisory Council, of which IDoA is an active member. This council works on broadband access for the purposes of telehealth, education, and economic development. IDoA will continue to work with other agencies and the Aging Network to advocate for technology availability, such as tablets and internet access, for older adults.
Southeastern Illinois Area Agency on Aging, Inc.	Objective 2.9	... agrees that health care and OAA services need better integration. Due to gathering restrictions and limited funding, the aging network does not have the capacity to conduct health screenings and follow ups. SEIAOA asks that IDoA re-evaluate this objective unless additional resources can be secured to expand on these efforts.	Thank you for your feedback concerning the integration of health care and Older Americans Act services. The recently reauthorized Older Americans Act (OAA) expanded many definitions to incorporate health promotion and screening. The OAA also seeks to bring to scale and sustain evidence-based programs including those related to fall prevent and chronic disease self-management. The State plan is designed to set forth goals, objectives, and strategies aligned with the recently reauthorized OAA. The OAA provides for additional funding for many of these activities in each fiscal year for five years.

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Southeastern Illinois Area Agency on Aging, Inc.	Objective 3.2	... supports IDoA's proposed plan to expand this program (Strategy 3.2f). We also agree with IDoA's Strategies (3.2b & 3.2d) to expand the SHIP program. SEIAOA intensely backs IDoA's proposed plan to analyze ways to simplify online enrollment in the two-year Benefit Access Program and other benefit programs like SNAP especially since older adults' income does not change significantly each year.	Thank you for this comment.
Southeastern Illinois Area Agency on Aging, Inc.	Objective 3.5	... Due to social gathering restrictions, OAA programs are now virtually offering trainings and support groups. ... supports IDoA's strategies for this objective but more resources will be needed as demand has dramatically increased for caregiver support.	Thank you for this comment. Several comments noted that the plan is ambitious and expressed concern about challenges with achieving goals and objectives in the plan. While supporting implementation, IDOA will also track and share gaps to inform decision makers about needs for funds or other resources.
Southeastern Illinois Area Agency on Aging, Inc.	Objective 3.6	...understands the need to connect older adults to mental health services and supports expansion of these services through telehealth when feasible. Rural participants are more challenged in traveling a distance to attend an appointment (if available), or obtaining the needed device/technology to partake in telehealth therefore, we support the strategies under this objective only if IDoA can obtain additional funding and rural/urban options for these strategies.	Thank you for this comment. Several comments noted that the plan is ambitious and expressed concern about challenges with achieving goals and objectives in the plan. While supporting implementation, IDoA will also track and share gaps to inform decision makers about needs for funds or other resources.
Southeastern Illinois Area Agency on Aging, Inc.	Objective 5.4	SEIAOA's involvement during COVID-19, taught us the importance of having access to Assistive Technology (AT) to keep older adults engaged and connected to friends and family. SEIAOA supports Strategies (5.4a-e) to expand opportunities and resources that provide older adults' access to AT.	Thank you for this comment.

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Southeastern Illinois Area Agency on Aging, Inc.	Objective 8.2	SEIAOA has experienced barriers to collecting demographic data from CCU's on OAA funded services that are not "registered" services and/or collected under AgingIS. The CCUs enter the demographic data on intakes into CMIS and SEIAOA does not have access to this system. SEIAOA supports any efforts by IDoA to create a centralized data collection system that both CCUs and AAAs could access to reduce the reporting burden on its funded OAA providers like CCUs. We fully support any proposed Strategies (8.1a-c) that integrate data collection and streamline processes.	Thank you for this comment.
Jane Addams Center for Social Policy and Research at the Jane Addams College of Social Work (College) at the University of Illinois at Chicago (UIC)	Goal 1, Outcome Obj. 4 edit (bold text is suggested edit)	Increased participation rate (from baseline) in health promotion and disease prevention programs among underserved populations such as returning citizens or others previously institutionalized.	Thank you for this comment. As a direct result of this comment, edits were made to this outcome objective.
Jane Addams Center for Social Policy and Research at UIC	Strategy 2.1c (bold text is suggested edit)	Expand AAAs' assessments of unmet nutritional needs and of underrepresented populations, inform nutrition program offering expansion, and increase nutrition program use and to ensure healthy, nutritionally adequate, and culturally responsive meals are provided to the most vulnerable and marginalized older adults inclusive of older returning citizens, especially in underserved communities.	Thank you for this comment. As a direct result of this comment, edits were made to this strategy.
Jane Addams Center for Social Policy and Research at UIC	Strategy 2.3b (bold text is suggested edit)	Strategy 2.3b: Inform policymakers about the gaps and recommendations for reducing gaps in housing with supportive services for older adults, particularly marginalized returning senior citizens.	Thank you for this comment. As a direct result of this comment, edits were made to this strategy.

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Jane Addams Center for Social Policy and Research at UIC	Strategy 2.4g (bold text is suggested edit)	Strategy 2.4g: Senior Center and adult day services sites will plan for and deliver remote and virtual activities and services, taking advantage of opportunities with older incarcerated adults in IDOC supervision.	Thank you for this comment. As a direct result of this comment, edits were made to this strategy.
Jane Addams Center for Social Policy and Research at UIC	Outcome Objective under Objective 2.5 (bold text is suggested edit)	Two full dementia trainings will be offered for professionals and paraprofessionals in FY21. Three full dementia trainings will be offered for professionals and paraprofessionals in FY22 and FY23. Include collaboration with IDOC to conduct dementia pieces of training for its staff.	Thank you for this comment. As a direct result of this comment, edits were made to this outcome objective.
Jane Addams Center for Social Policy and Research at UIC	Outcome Objective for Objective 2.7	Suggested new outcome objective: Governor takes executive action via declaration or executive order to designate "Age-Friendly State Agencies" (e.g., Illinois Department of Corrections)."	Thank you for this comment. As a direct result of this comment, a new outcome objective was added.
Jane Addams Center for Social Policy and Research at UIC	Strategy 2.8d	Strategy 2.8d: Work with an academic partner to evaluate social isolation and loneliness data collected from evidenced-based programs. Note added on this strategy: Jane Addams College of Social Work at UIC is available to focus on returning senior citizens for this strategy.	Thank you for this comment.
Jane Addams Center for Social Policy and Research at UIC	Strategy 2.9e (bold text is suggested edit)	Strategy 2.9e: Grow capacity of the Aging Network to include organizations working with returning senior citizens to provide disease prevention and health promotion education.	Thank you for this comment. As a direct result of this comment, edits were made to this strategy.
Jane Addams Center for Social Policy and Research at UIC	suggested new outcome Objective under Objective 2.9	Establish content and schedule of training for Aging network staff working with returning citizens focusing on disease prevention and health promotion.	Thank you for this comment. As a direct result of this comment, a new outcome objective was added.

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Jane Addams Center for Social Policy and Research at UIC	suggested new Objective, 2.10, with strategies and outcome objectives	<p>Objective 2.10: Provide knowledge about serving older adults that had been formerly incarcerated, returning citizens.</p> <p>Strategy 2.10a: Research agencies that work with returning citizens and their referral protocols and services offered.</p> <p>Strategy 2.10b: Provide presentations to agencies working with returning citizens to ensure knowledge of services offered by IDoA</p> <p>Strategy 2.10c: Require one training a year and ongoing training as needed for all entities by criminal justice expert(s).</p> <p>Strategy 2.10d: Revise documents used by all entities to reflect data gathering information on returning citizens.</p> <p>Strategy 2.10e: Revise materials used by all entities to be inclusive of returning citizens.</p> <p>Strategy 2.10f: Welcome stakeholders to take part in representing returning citizens in meetings and advisory councils.</p> <p>Strategy 2.10g: Use data to note gaps in service and act in bridging those gaps.</p> <p>Outcomes for Objective 10:</p> <ul style="list-style-type: none"> • Annual trainings for all entities • Presentations of IDoA services to agencies working with returning citizens • Collect data on returning citizens to determine a baseline • Share data with all invested entities to determine the next best steps and practices. 	Thank you for this comment. As a direct result of this comment, a new objective, strategies, and outcomes were added to the plan.
Jane Addams Center for Social Policy and Research at UIC	New suggested strategy, inserted after Strategy 3.1c	Identify barriers to completing and submitting Medicaid applications for returning senior citizens and work with IDOC to overcome these barriers.	Thank you for this comment. As a direct result of this comment, a new strategy was added.

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Jane Addams Center for Social Policy and Research at UIC	Strategy 3.1e (bold text is suggested edit)	Strategy 3.1e: Work with the Department of Healthcare and Family Services to identify older adult sub-populations who are under-represented among enrollees in Medicaid or Medicaid look-alike programming and use outreach specific to reaching those individuals (e.g., returning citizens).	Thank you for this comment. As a direct result of this comment, edits were made to this strategy.
Jane Addams Center for Social Policy and Research at UIC	New suggested strategy, inserted after strategy 3.1e	Strategy 3.1e1: Work with IDOC & DHFS to identify older adults currently incarcerated who are under-represented among enrollees in Medicaid or Medicaid look-alike programming and use outreach specific to reaching those individuals.	Thank you for this comment. As a direct result of this comment, a new strategy from another suggestion (above) was edited to include the focus on under-representation.
Jane Addams Center for Social Policy and Research at UIC	Strategy 3.2c (edit)	Strategy 3.2c: Collaborate with "Make Medicare Work" Coalition, Latino Outreach Network, Centers for Independent Living, faith-based organizations, Coalition of Limited English-Speaking Elderly, Family Caregiver Resource Centers, Jane Addams Center for Social Policy & Research , federally qualified health centers, and other organizations on scheduling enrollment events to provide one-on-one counseling.	Thank you for this comment. As a direct result of this comment, edits were made to this strategy.
Jane Addams Center for Social Policy and Research at UIC	Strategy 3.5b	Strategy 3.5b: Make available and promote trauma-informed care and burnout prevention webinars and other trainings for staff working at AAAs, Aging Network providers, Care Coordination Units (CCUs) and state agencies working with significant sub-populations of older adults such as IDOC.	Thank you for this comment. As a direct result of this comment, edits were made to this strategy.

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Jane Addams Center for Social Policy and Research at UIC	Suggested new objective, strategies, and outcomes	<p>Objective 4.4: Expand awareness and enhance understanding of serving older adults who were formerly incarcerated and are "returning citizens".</p> <p>Strategy 4.4a: Conduct trainings about returning (senior) citizens provided by Center within the next year to both IDoA staff and all our provider agencies, AAAs and other Aging Network providers.</p> <p>Strategy 4.4b: Provide targeted outreach and communication materials across IDoA that are affirming for returning citizens, with specific focus on reducing social isolation and reaching people with dementia.</p> <p>Strategy 4.4c: Identify diverse stakeholders who identify as part of and/or represent the interests of older adults who were formerly incarcerated to serve on IDoA advisory councils.</p> <p>Strategy 4.4d: Work with Center to develop a needs assessment to identify needs and a capacity survey to inform planning for and address the specific gaps in service delivery to older adults who are returning senior citizens.</p> <p>Strategy 4.4e: Educate Area Agencies on Aging (AAA), Care Coordination Units (CCU), and Aging Network providers about the unique needs of returning older adults; especially those with greatest economic need, with physical or mental health issues, limited English 21 proficiency, facing cultural or social isolation.</p> <p>Outcomes for Objective 4.4:</p> <ul style="list-style-type: none"> · On-going education and training conducted for Aging Network on returning older adults and their needs. 	Thank you for this comment. As a direct result of this comment, a new objective, strategies, and outcomes were added to the plan.
Jane Addams Center for Social Policy and Research at UIC	Objective 6.1 (bold text is suggested edit)	Objective 6.1: Utilize effective pre-screening and assessment tools to identify people who can return to the community from hospitals, nursing homes, and other institutions.	Thank you for this comment. As a direct result of this comment, edits were made to this strategy.

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Jane Addams Center for Social Policy and Research at UIC	Strategy 6.1a (bold text is suggested edit)	Strategy 6.1a: Continue to partner with Care Coordination Units, the Illinois Department of Healthcare and Family Services, the Illinois Department of Human Services, the Illinois Department of Corrections , and other agencies to make improvements to the pre-screening and de-institutionalization processes to prevent or minimize unnecessary institutionalization and to ensure that persons admitted to nursing facilities for short-term stays can return to the community if they choose.	Thank you for this comment. As a direct result of this comment, edits were made to this strategy.
Jane Addams Center for Social Policy and Research at UIC	Strategy 7.5d (bold text is suggested edit)	Strategy 7.5d: Continue to provide up-to-date training and workshop sessions that are revised to comply with newly released federal training standards for all Ombudsmen. These trainings will include: 1) mental health and trauma-informed service provision, 2) identifying and countering risk factors for LGBT seniors and persons with disabilities, 3) anti-racism training, and 4) implicit bias training toward returning older adults.	Thank you for this comment. As a direct result of this comment, edits were made to this strategy.
Jewish United Fund of Chicago	Overarching positive comment	... the proposed plan has numerous features that we support. ... we were thrilled to see that the State Plan will address: 1. The need for greater integration of social services and health care systems (Objectives 2.4, 2.9, & 3.3). 2. The social determinants of health such as affordable housing, nutrition and other basic needs (Goal 2). 3. The impacts of social isolation and loneliness and a plan to mitigate these (Objective 2.8). 4. The need for comprehensive mental health services specific to older adults' concerns, with enhanced capacity for referral to community partners who provide evidence-based treatment (Goal 7). 5. Older adults' need for increased access to and training on the use of technology, as brought into sharp relief during the pandemic (Strategy 2.4h). 6. The concerns of caregivers through support programs and resources (Strategy 2.5b, Objective 3.5).	Thank you for this comment.

<u>Organization or Individual Commenter</u>	<u>Part of the plan: Goal, Objective, Strategy, Outcome, or Overall</u>	<u>Comment / Testimony Summary</u>	<u>Response from the Illinois Department on Aging</u>
Jewish United Fund of Chicago	Comment on PPE	Additionally, we would like to offer a few recommendations to make the plan even more robust. First, the plan can be strengthened by addressing access to PPE. During these unprecedented times, it would be beneficial for the plan to address this ongoing critical need.	Thank you for this comment, which aligns with others that suggested more of a focus on COVID-19. Some adjustments have been made to the plan as well as the emerging trends and context section as a result of these comments.
Jewish United Fund of Chicago	Objective 5.4	Second, we commend the plan for highlighting the importance of expanded access to technology and ensuring access to essential healthcare. However, the plan would be strengthened by adding specific objectives regarding ensuring access to telehealth, including audio-only. ...	Thank you for this comment. As noted, the plan does seek to address social isolation and IDoA will continue to work with sister agencies, the Aging Network, and other agencies to prioritize addressing social isolation. Regarding technology, beyond the plan, in 2019, Public Act 100-833 established the Broadband Advisory Council, of which IDoA is an active member. This council works on broadband access for the purposes of telehealth, education, and economic development. Of course, technology is also helpful for social connection during the pandemic. IDoA will continue to work with other agencies and the Aging Network to advocate for technology availability, such as tablets and internet access, for older adults.
Jewish United Fund of Chicago	Objective 2.9 (perhaps as a strategy)	Finally, we believe the plan would be strengthened by establishing Programs of All-Inclusive Care for the Elderly ("PACE") across the state.	Thank you for this comment. This is outside scope of this plan.
National Academy of Elder Law Attorneys, IL Chapter	Overarching comment	While we understand and appreciate the State Plan will be useful, we are unsure of the statutory or regulatory authority that IDoA has to create this State Plan. <i>Would you provide us with the source of authority that requires and authorizes this plan?</i>	Thank you for this comment. Relevant Federal and State statutes have been noted in the plan.

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National Academy of Elder Law Attorneys, IL Chapter	Overarching comment	Additionally, we would also encourage a member of our organization to be provided to the governing body of this effort as we believe it would provide a great deal of benefit to the organization.	Thank you for this comment. There is no governing body. We look forward to partnering with you.
Land of Lincoln Legal Aid	Goal 1	It is imperative that agencies and organizations that support and serve Illinois seniors regularly meet to share information and knowledge about services, unmet needs, and emerging issues impacting seniors. The Illinois Department on Aging (IDoA) should schedule regular (quarterly or biannually) meetings with the Legal Services Developer and other Illinois legal services provider agencies ... IDoA should provide an annual state-wide conference or meeting for all senior service providers as an essential educational and networking opportunity, to discuss emerging issues, and consider strategies to best meet these needs. IDoA should encourage a common data collection system for all area agencies on aging regarding legal services.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Land of Lincoln Legal Aid	Goal 2, Objective 2.1	... We join with Prairie State and suggest that IDoA consider adding the importance of obtaining, preserving, and increasing SNAP benefits, and include the importance of legal assistance in this goal.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Land of Lincoln Legal Aid	Objective 2.3	We join with Prairie State and recommend that the State Plan include efforts to preserve housing for older adults and include the importance of legal assistance in obtaining this goal.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Land of Lincoln Legal Aid	Objective 3.1	... suggest that IDoA consider adding the importance of obtaining and maintaining Medicaid benefits through legal assistance. IDoA should also consider creating a separate working group of senior provider agencies, including legal aid providers, to promote remedies to these issues.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.

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Land of Lincoln Legal Aid	Objective 3.2	... recommend that IDoA include legal services organizations in training of aging network staff.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Land of Lincoln Legal Aid	Objective 4.2	... we support the efforts of IDoA to improve services for the LGBTQ older adult community but are also concerned that asking about sexual orientation as a part of every in-take for legal services is intrusive and unnecessary. ... We... request that IDoA exempt legal services from this requirement.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Land of Lincoln Legal Aid	Objective 7.1	... urge IDoA to include legal services providers in the planning and discussion of issues of abuse of older adults and to facilitate training and coordination between APS, domestic violence agencies, and legal services providers.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Land of Lincoln Legal Aid	Overarching comment	Additionally, IDoA should also consider legal services in strategies for intervention and prevention of abuse and exploitation—particularly the illegal use of advance directives in perpetrating these crimes. IDoA should consider the importance of advising seniors of the proper use and power of advance directives, and also the drafting and executing of these documents as a tool to enhance future health care, financial well-being, promote independence, and support self-determination.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5. Additionally, end of life planning is addressed in the Strategy 4.2f, and was added in Objective 6.2,
Mercer County Senior Center, Aledo, Illinois	Overarching comment	... I want it to be known that we have to increase the funding to Providers across the entire state if we want to see the minimum wage increases continue. ... the event we do not see the adequate increases in our funding, to offset this, we will be forced to cut hours. ...	Thank you for this comment.

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AARP	Overarching positive comment	<p>We want to particularly thank IDoA for the explicit inclusion of the needs of LGBTQ older adults as they age, and the need to provide training and tools to providers in order to be inclusive, respectful, and culturally sensitive to the needs of LGBTQ older adults and their families. ...</p> <p>It goes without saying – our organization and your Department are aligned on the expansion of home and community-based services and look forward to seeing the positive outcomes of such strategies.</p>	Thank you for this comment.
AARP	Objective 3.5	<p>... We urge the Department to take a greater leadership role in engaging family caregivers in their strategic plan and supporting, and/or, initiating legislation to support our state’s family caregivers.</p>	Thank you for your feedback concerning the importance of strengthening support for family caregivers including the need to address this complex issue through many different forums. IDoA supports and encourages programs utilized by our funded partners, the Area Agencies on Aging. The State Plan reflects IDoA's leadership role with respect to caregivers in numerous objectives and strategies including those found in section 3.5 and 5.2. IDoA looks forward to joining with AARP and other stakeholders in support of federal and state initiatives aimed at increasing support for family caregivers.

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AARP	Objective 2.8	Two-thirds of adults’ report experiencing social isolation and high levels of anxiety since the beginning of the pandemic ...The proposed strategic plan does outline strategies for addressing social isolation and technology connectivity – and we are pleased with these strategies. We urge the Department to work with the Illinois Department of Public Health to expand their social isolation work for nursing home residents and their family caregivers.	Thank you for this comment. As noted, the plan does seek to address social isolation and IDoA will continue to work with sister agencies, the Aging Network, and other agencies to prioritize addressing social isolation. Regarding technology, beyond the plan, in 2019, Public Act 100-833 established the Broadband Advisory Council, of which IDoA is an active member. This council works on broadband access for the purposes of telehealth, education, and economic development. Of course, technology is also helpful for social connection during the pandemic. IDoA will continue to work with other agencies and the Aging Network to advocate for technology availability, such as tablets and internet access, for older adults.
AARP	Objective 5.4	... Health care systems need to ensure that telehealth reaches the most vulnerable and narrows—rather than widens—health care disparities. A digital divide is a barrier to achieving this objective. Telehealth strategies need to be designed to be acceptable and usable by those with the greatest need, and to be effectively targeted to them. ... We implore the Department to advocate on behalf of Illinois’ aging population and their family caregivers, and work with the Governor's office and the General Assembly, to advocate for access to telehealth by codifying the Governor’s Executive orders into law. Additional telehealth policy must include the definition of family caregivers and their ability to join their loved ones in telehealth appointments, if authorized by the patient.	Thank you for this comment. On March 19, 2020, Governor Pritzker signed Executive Order #2020-09, which provided that health insurers regulated by the Department of Insurance will cover the costs of all telehealth services at the same rate as in-person visits and eliminated other regulatory restrictions on the provision of telehealth. IDoA, as a member of the Governor’s Rural Affairs Council, supports this executive action and advocates for future policy initiatives to permanently extend telehealth opportunities in the state.
AARP	Objective 3.2	Please define the percentage increased rate of participation (from baseline) if utilization of Medicare preventive services by fee-for service for Medicare beneficiaries.	This objective was removed from the Plan.

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AARP	Strategy 2.4g	Please enumerate how you foresee sustaining and growing our state's Adult Day Services?	Thank you for this comment. As noted in strategy 2.4g, senior centers and adult day services sites will plan for and deliver remote and/or virtual activities and services, which will support the continued programming and potential to reach more people.
AARP	Overarching comment	Due to our state's various budget scenarios and pressures, how will the department maintain their level of care and services for our aging population while addressing projected budget pressures?	Thank you for this comment. This plan is primarily focused on the use of Federal Older Americans Act funding, not state funding. Several comments noted that the plan is ambitious and expressed concern about challenges with achieving goals and objectives in the plan. While supporting implementation, IDoA will also track and share gaps to inform decision makers about needs for funds or other resources.
AARP	Probably objective 3.1 or 5.1, both of which discuss HCBS	AARP Illinois contends the cost savings for HCBS, specifically CCP services, is an overall savings to Illinois and their taxpayers compared to nursing home placement, and the Department must place at the highest priority these critical services and respective funding.	Thank you for this comment.
AARP	Objective 4.1	Will the Department outline its legislative agenda to enhance our HCBS workforce? ... to develop a long-term solution we will need supportive policies, legislative action and budgetary support.	Thank you for this comment. IDoA plans to meet with key stakeholders, agencies, etc. to share the plan and work with them on implementing priorities.
AARP	Objectives 2.2 and 2.3	The Department's outcomes relative to housing and transportation are greatly appreciated. ... We urge the Department to define clearly the budgetary, policy and legislative steps to deliver their proposed housing and transportation outcomes.	Thank you for this comment. While this will be taken into consideration, it is beyond the scope of this plan.

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AARP	Overarching	Our state must ensure all HCBS services under managed care is equitable in access, specifically in geographic regions, along with services being quality and diversified.	Thank you for this comment. Overarching principles were added to the plan that apply across goals, objectives, and strategies to respond to this and other comments on overarching principles.
AARP	Strategy 5.3c	The 3-year document needs to take a deeper dive on recognizing the significance of Case Coordination Units (CCUs) and their prioritization of state resources. CCUs are instrumental providers to eligible older Illinoisans and their family caregivers during onboarding to HCBS services.	Thank you for this comment.
AgeGuide Northeastern IL AAA	Objective 1.1	<p>AgeGuide agrees with IDoA that older adults can benefit from health promotion and disease and/or fall prevention programs. However, expanding outreach efforts during COVID-19 restrictions on social gatherings puts an undue burden on OAA Title III-D providers who are struggling to conduct outreach for basic services. Title III-D providers are also limited in their capacity to offer additional programs due to the challenges older adults have in accessing technology and a lack of interest in participating in virtual programs. While AgeGuide and its funded partners will continue to offer evidence-based programs virtually when feasible, it will be difficult to increase opportunities until a vaccine is widely available and programs are in person.</p> <p>AgeGuide supports IDoA's evaluation of Title III-B/D programs to fully understand the barriers to participation. Even prior to the pandemic we saw that older adults had little interest in Chronic Disease Self-Management programs, but 45-59 y/o adults were interested in this program. ... The barrier is that we cannot serve this younger population with OAA resources. We also ask that IDoA reconsider its objectives to expand outreach and programming until after the pandemic recovery phase.</p>	Thank you for your feedback and identification of barriers to providing health promotion, disease prevention, and fall prevention programs. These initiatives are incorporated in and even expanded by the recently reauthorized Older Americans Act. As funded partners, the Area Agencies on Aging must continue to strive to provide services consistent with the vision of the Older Americans Act. IDoA understands and appreciates the diligence of the Area Agencies on Aging to create virtual programs due to the COVID-19 pandemic. As the leading edge of baby boomers enter the senior community, programs will likely transform to meet the unique needs of this group including those detailed in the State Plan. IDoA is committed to working with the Area Agencies on Aging to support evidence-based programs and the integration of technology throughout the State.

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AgeGuide Northeastern IL AAA	Strategy 2.1a	MCO Referrals (Strategy 2.1a) - To increase MCO referrals will require continued and increased coordinated effort between HFS and IDoA on behalf of the nutrition providers. Additional funding will be necessary to support the increased number of MCO clients receiving HDMs. Additionally, a standard system of assigning HDM priority to MCO clients should be established.	Thank you for your feedback concerning home delivered meals for older adults, including those who participate in MCO plans. The State Plan reflects IDoA's commitment to engaging in a dialogue and collaborating with multiple agencies including MCOs to ensure all seniors have access to nutrition. IDoA continues to provide additional funding to the Area Agencies on Aging for home delivered meals and looks forward to IDoA looks forward to participating in the workgroup outlined in Strategy 2.1k.

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AgeGuide Northeastern IL AAA	Strategy 2.1h	Shelf stable meals (Strategy 2.1h) are needed to ensure clients have access to food during emergency situations. Additional, and possibly specific funding, for shelf stable meals is needed. To provide 2 deliveries of 5 shelf stable meals to 100 HDM clients, is the equivalent of providing daily meals to approximately 4 clients for an entire year.	Thank you for your feedback concerning the importance of ensuring older adults have adequate shelf-stable meals. Both the Families First Coronavirus Response Act and Coronavirus Aid, Relief, and Economic Security Act provided a combined \$26.4M in funding specifically for home delivered meals and shelf-stable meals. IDoA collaborated with our partners at IEMA to provide an additional 650,000 shelf-stable meals to the Area Agencies on Aging for distribution. The Area Agencies on Aging recently incorporated a plan to ensure seniors receiving home delivered meals have an adequate supply of shelf-stable meals. IDoA provided the maximum amount of flexibility to the Area Agencies on Aging allowed under the Major Disaster Declaration to transfer funds between titles to support an increased demand for home delivered and shelf-stable meals. IDoA looks forward to continuing to partner with the Area Agencies on Aging to ensure sustainability of nutrition programs.

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AgeGuide Northeastern IL AAA	Strategy 2.1i	... The goal of 75% stable or reduced nutritional risk may be high, and possibly unachievable, because numerous factors in the DETERMINE screening cannot be mitigated by HDMs alone. Such as mouth problems, eating alone, prescription drug use, chronic illnesses, etc. Also, current data systems (i.e. AgingIS) would require upgrades to compare nutrition risk of clients and generate the needed data. Further study of food insecurity among older adults is needed ...	Thank you for your feedback concerning nutrition risk assessment, food insecurity, suggestions for training and assistance, and person-centered nutrition counseling. IDoA in collaboration with representatives from the Area Agencies on Aging, Care Coordination Units, Nutrition Providers, and other stakeholders recently released the nutrition risk assessment and educational brochures. IDoA also partnered with the members of the Nutrition Council to update all of the rules concerning nutrition. Yet, much more remains to be done surrounding evaluating nutrition risk and ensuring meals are person-centered. The recently reauthorized Older Americans Act specifically addresses the need to address disease management and preventive services to assist older individuals in maintaining quality of life and avoid more costly medical interventions. More specifically, evidence based chronic disease self-management programs focuses on person-centered care and planning. IDoA looks forward to collaborating with the Area Agencies on Aging to implement the strategies in the State Plan surrounding nutrition, education, and needs assessments.

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AgeGuide Northeastern IL AAA	Strategy 2.1I	... One standard menu is the most cost-effective way to provide for the most clients. ... Offering multiple meal choices increases menu development, logistics and delivery costs. Although some providers can offer menu choices, for many it is cost prohibitive. It is important for IDoA to be aware that menu options might not be feasible for many providers.	Thank you for your feedback concerning nutrition and those aspects of the State Plan concerning home delivered meals, initiatives to expand assessments, and nutritional risk screenings. Screening tools and assessments are vital to understanding the needs of older adults and to ensure nutrition is provided consistent with the intent of the Older Americans Act (OAA). The recently reauthorized OAA was specifically amended to specify meals are adjusted "for cultural considerations and preferences, and medically tailored meals. IDoA worked closely with the Nutritional Workgroup comprised of numerous stakeholders and funded partners to develop nutritional risk assessment brochures and related educational materials. These tools were provided to the Area Agencies on Aging in several languages and free of charge. The strategies in the State Plan related to nutrition call for continued training, collaboration, and the creation of additional workgroups to evaluate the feasibility of providing additional meal choices and dietary options. The State has and will continue to provide the Area Agencies on Aging with State funding to support home delivered meals.

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AgeGuide Northeastern IL AAA	Objective 2.1	AgeGuide supports IDoA's Objective (2.1) to address food insecurity. The proposed Strategy (2.1k) to creating a work group to assess the feasibility of providing meal choices and providing choice is much needed. We have seen that inadequate nutrition can be as lethal as the COVID-19 virus and OAA funded home delivered meals have been a lifeline for homebound older adults. AgeGuide does have concerns about Strategies (2.1c & 2.1i) to expand assessments of unmet nutritional needs and nutritional risk screenings. ... We ask IDoA to reassess asking nutrition providers to provide at least two diet options for nutrition program participants. ... To achieve Outcome (2.1) to reduce waiting lists will require additional funding.	Thank you for AgeGuide's feedback surrounding the importance of nutrition, the role adequate nutrition plays in health outcomes, and the extraordinary response of the Aging Network during the COVID-19 pandemic. The recently reauthorized Older Americans Act amended Title III incorporating a person-centered approach to nutrition, specifying meals should be nutritious, culturally appropriate, and medically tailored. IDoA has developed a quarterly Nutrition Risk Assessment report for FY 2021 which will assist in tracking the number of assessments administered in addition to better informing the nutritional needs of older adults. The State Plan includes numerous strategies addressing stakeholder feedback and IDoA looks forward to implementing these to meet the goal of expanding and ensuring equitable access to programs that address the social determinants of health while identifying and understanding the needs of underserved and diverse populations.
AgeGuide Northeastern IL AAA	Objective 2.2	... AgeGuide's would like to collaborate with IDoA's on the proposed Strategy (2.2c) to convene a transportation coordination commission to find solutions that eliminate barriers to traveling between counties, cities and townships which restrict ridership in OAA funded programs.	Thank you for this comment.

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AgeGuide Northeastern IL AAA	Objective 2.3	AgeGuide recognizes the need for more accessible and affordable housing as older adults are living longer and experience mobility challenges. However, given the fiscal constraints the aging network will be facing during this 3 year plan, AgeGuide recommends that IDoA reconsider this objective or scaling back its strategies so that resources and efforts can continue to support OAA core services to maintain older adults.	Thank you for this comment.
AgeGuide Northeastern IL AAA	Objective 2.4	... many of the strategies under this objective are already addressed under other strategies; i.e., Strategy (2.4b) is addressed under Strategy (1.1a) or Strategy (2.4c) is addressed under Strategy (2.1c). We again have concerns about additional activities to nutrition and evidence-based providers at a time when funding is already not keeping pace with current demand. ... IDoA also needs to recognize the many barriers to older adults accessing senior centers including transportation, location, lack of older adults' identification as "senior". etc. We urge IDoA to consider a more person-centered approach integrating health promotion programming with non-traditional partners.	Thank you for this comment. There is some similarity but sufficient and important differences between each pair of strategies noted here.
AgeGuide Northeastern IL AAA	Objective 2.5	We are in full support of IDoA's proposed plan to advocate for additional state ADRD funding to enhance AAA initiatives.	Thank you for this comment. We look forward to continued partnership.
AgeGuide Northeastern IL AAA	Objective 2.7 (also Objectives 2.6 & 2.5)	... taking on the initiative to create more dementia-friendly communities and possibly a Dementia Friendly Illinois could be accomplished but to work on both age and dementia-friendly objectives would place too much burden on AAAs and their network partners. Therefore, we recommend that Objective (2.6) be reconsidered so that the aging network can focus on the dementia-friendly Objective (2.5).	Thank you for this comment. Several comments noted that the plan is ambitious and expressed concern about challenges with achieving goals and objectives in the plan. While supporting implementation, IDoA will also track and share gaps to inform decision makers about needs for funds or other resources. Being both age-friendly and dementia-friendly are important objectives.

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AgeGuide Northeastern IL AAA	Objective 2.8	We should take the lessons learned from the pandemic to provide great opportunities to get older access to technology and WIFI.	Thank you for this comment. In 2019, Public Act 100-833 established the Broadband Advisory Council, of which IDoA is an active member. This council works on broadband access for the purposes of telehealth, education, and economic development. Of course, technology is helpful for social connection during the pandemic. IDoA will continue to work with other agencies and the Aging Network to advocate for technology availability, such as tablets and internet access, for older adults.

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AgeGuide Northeastern IL AAA	Objective 2.9	... Due to social gathering restrictions and limited funding, the aging network does not have the capacity to conduct health screenings and follow ups. ... re-evaluate this objective unless additional resources can be secured to expand on these efforts.	Thank you for your feedback and identification of barriers to providing health promotion, disease prevention, and fall prevention programs. These initiatives are incorporated in and even expanded by the recently reauthorized Older Americans Act. As funded partners, the Area Agencies on Aging must continue to strive to provide services consistent with the vision of the Older Americans Act. IDoA understands and appreciates the diligence of the Area Agencies on Aging to create virtual programs due to the COVID-19 pandemic. As the leading edge of baby boomers enter the senior community, programs will likely transform to meet the unique needs of this group including those detailed in the State Plan. IDoA is committed to working with the Area Agencies on Aging to support evidence-based programs and the integration of technology throughout the State.
AgeGuide Northeastern IL AAA	Objective 3.2	... We also agree with IDoA's Strategies (3.2b & 3.2d) to expand the SHIP program. AgeGuide strongly supports IDoA's proposed plan to analyze ways to simplify online enrollment in the two-year Benefit Access Program and other benefit programs like SNAP especially since older adults' income does not change significantly each year.	Thank you for this comment.

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AgeGuide Northeastern IL AAA	Objective 3.5	This pandemic taught us that caregivers are providing more support to keep their loved ones at home. Due to social gathering restrictions, OAA funded providers are now virtually offering trainings and support groups and surprisingly there is higher participation. We learned that it's easier for a caregiver to participate without having to leave work or their loved one. AgeGuide supports IDoA's strategies for this objective but more resources will be needed as demand has dramatically increased for caregiver support.	Thank you for your feedback concerning caregivers. The Area Agencies on Aging are to be commended for quickly and effectively transitioning programs for caregivers to a virtual platform. Offering multiple options to older adults and caregivers is likely to continue well past the pandemic. The recently reauthorized Older Americans Act increases funding for caregiver support, and IDoA looks forward to collaborating with the Area Agencies on Aging to discuss caregiver supports.
AgeGuide Northeastern IL AAA	Objective 3.6	AgeGuide understands the need to connect older adults to mental health services and supports expansion of these services through telehealth when feasible. We support the strategies under this objective only if IDoA can obtain additional funding for these strategies.	Thank you for this comment. Several comments noted that the plan is ambitious and expressed concern about challenges with achieving goals and objectives in the plan. While supporting implementation, IDoA will also track and share gaps to inform decision makers about needs for funds or other resources.

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AgeGuide Northeastern IL AAA	Objective 4.2	AgeGuide applauds IDoA's efforts to expand awareness and competency to support our diverse elder population. AgeGuide is advancing Diversity, Equity and Inclusion efforts throughout its organization and funded partner network. We are working with a consultant to review our outreach methods and provide training to make services more inclusive. We would ask that the department reconsider putting metrics in Outcome (4.2) as providers may not be able to fully measure their impact given that older adults do not often self-identify.	Thank you for this comment. It has been taken under consideration. IDoA has used an equity lens throughout the development of this plan, which includes specific objectives and strategies focused on advancing equity. Inclusion matters to the department and its Aging Network partners. This effort seeks to ensure equitable services in which all people are welcomed and affirmed. At this point, IDoA believes that this outcome metric is achievable and measurable through those who do choose to share their identity and that the broader equity efforts outlined in the plan will be helpful in advancing common equity goals and objectives.
AgeGuide Northeastern IL AAA	Objective 5.2	AgeGuide fully supports IDoA's outreach strategies to LES older adults and family caregivers Strategies (5.2a&b). ...	Thank you for this comment.
AgeGuide Northeastern IL AAA	Objective 5.4	... AgeGuide supports Strategies (5.4a-e) to expand opportunities and resources that provide older adults' access to AT.	Thank you for this comment.
AgeGuide Northeastern IL AAA	Objective 6.1	... AgeGuide would like IDoA to reconsider (Strategies 6.1d-f) as the Older Americans Act funded service providers would need additional resources to provide customized care plans for caregivers. ... Also, AgeGuide suggests reducing the monthly trainings to quarterly to help relieve the burden on funded provider's staff time.	The outcome for this objective was altered based on the recommendation.

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AgeGuide Northeastern IL AAA	Objectives 7.1, 7.2, and 7.3	... while the proposed Strategies (7.2a-l) are all worthwhile efforts, AgeGuide wants to recognize that additional resources are needed to strengthen the APS program's capacity. ... AgeGuide suggests that IDoA consider scaling back some of these proposed objectives so that APSPAs can focus on their core activities.	Thank you for this comment. Several comments noted that the plan is ambitious and expressed concern about challenges with achieving goals and objectives in the plan. While supporting implementation, IDOA will also track and share gaps to inform decision makers about needs for funds or other resources.
AgeGuide Northeastern IL AAA	Objectives 7.4, 7.5, and 7.6	... We support IDoA's proposed plans to advance resident rights and strengthen the authority and capacity of the LTC Ombudsman program	Thank you for this comment.
AgeGuide Northeastern IL AAA	Objectives 8.1 and 8.2	... AgeGuide supports any efforts by IDoA to create a centralized data collection system that both CCUs and AAAs could access to reduce the reporting burden on its funded OAA providers like CCUs. We fully support any proposed Strategies (8.1a-c) that integrate data collection and streamline processes. AgeGuide also supports the proposed Strategies (8.2b&c) to provide on- line trainings that create more flexibility and the on-line tracking of training to better assist AAAs in monitoring training completion.	IDoA appreciates AgeGuide's feedback and support with respect to integrating centralized data collection systems and strategies to increase on-line training opportunities. IDoA looks forward to collaborating with our providers across the Aging Network to remove barriers to effective communication.
Midland Area Agency on Aging	Strategy 2.4b	... concerns about the expansion of Title III D falls prevention programing. ... We are facing two major problems 1) the broadband in the rural area I serve is poor and there are still many areas with no internet 2) Our clients refuse to accept the service virtually even if internet is available. Committing to expansion will be difficult.	IDoA appreciates Midland's feedback concerning the implementation of additional evidence-based programs and the challenges faced in the Planning and Service Area with respect to internet connections and access to broadband. Expanding access to technology is essential as our aging population increases and grows in diversity. IDoA looks forward to collaborating with various stakeholders to implement the strategies designed to increase access to technology.

<u>Organization or Individual Commenter</u>	<u>Part of the plan: Goal, Objective, Strategy, Outcome, or Overall</u>	<u>Comment / Testimony Summary</u>	<u>Response from the Illinois Department on Aging</u>
Midland Area Agency on Aging	Objective 2.1	There are many goals for the Nutrition Program. ... At a time when our providers are struggling to provide the current meals they are, adding a requirement minimum of 2 diet options for each participant is too much.	Thank you for Midland's feedback surrounding nutrition options. The recently reauthorized Older Americans Act amended Title III incorporating a person-centered approach to nutrition, specifying meals should be nutritious, culturally appropriate, and medically tailored. IDoA has developed a quarterly Nutrition Risk Assessment report for FY 2021 which will assist in tracking the number of assessments administered in addition to better informing the nutritional needs of older adults. The State Plan includes numerous strategies addressing stakeholder feedback and IDoA looks forward to implementing these to meet the goal of expanding and ensuring equitable access to programs that address the social determinants of health while identifying and understanding the needs of underserved and diverse populations.
Midland Area Agency on Aging	Objectives 2.5 and 2.7	Midland has been working during the last Area Plan cycle to develop Dementia Friendly Communities. ... Age-Friendly would demand even more from communities that I just don't think we will get. For a community to be Age-Friendly it will take the local community to take the lead and commit to that, I don't think the Area Agency can make this happen.	Thank you for this comment.
Midland Area Agency on Aging	Overarching comment	... please keep in mind that success depends on the funding and local resources that are available.	Thank you for this comment.

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Prairie State Legal Services	Likely cross-cutting several goals, objectives, and strategies	We encourage IDoA to include an explicit strategy to increase communications with legal services providers and to expand the role of the State Legal Services Developer in promoting ongoing discussions of the legal needs of older adults in the greatest economic need and ways the State could help expand the response to these needs.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.
Prairie State Legal Services	Goal 2, Objective 2.1	We suggest that IDoA include helping older adults access and maintain SNAP benefits as a part of the state plan and that legal services be noted as an important strategy in resolving wrongful decisions related to SNAP benefits. A focus on this issue will focus resources on older adults in the greatest social and economic need.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5. Also, Strategy 2.1m has been added to address SNAP and other food and nutrition initiatives.
Prairie State Legal Services	Objective 2.3	We recommend that the State Plan include efforts to preserve housing for older adults. Legal representation is often required in cases involving threats to housing. ... Older adults face eviction because of issues related to their disabilities. This may include hoarding issues, confusion, or behavior issues. In other cases, older adults are threatened with eviction for allowing a family member to stay the night in a caregiver capacity. We encourage IDoA to promote coordination within the aging network and outside of the aging network to address threats of loss of housing related to impairments of older adults. Some coordination already occurs. However, strategies for accommodations for persons with disabilities continue to evolve. Training to understand these options and early identification of legal issues can only improve our collective response.	Thank you for your comment. IDoA will continue to work with our sister agencies and advocate for accessible and affordable housing options for older adults. Also, several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.

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Prairie State Legal Services	Objective 2.6	The State plan should include recognition of past criminal records as a barrier to employment and encourage training of the aging network on the resources available to help older adults with these issues.	Thank you for this comment. As a direct result of this and other comments received, a stronger focus on providing support for people who are returning from carceral settings, including training for staff, has been added to the plan.
Prairie State Legal Services	Objective 2.8	We encourage IDoA to look at strategies on this issue specifically to assist victims of financial exploitation and abuse. One form of elder abuse occurs because the abuser is the only link the older adult has to others. The abuser may provide rides to the doctor, to the store, and may be the only visitor the older adult has. While legal services stops the abuse, the older adult is isolated and vulnerable and may choose abuse over this isolation. ... Programs targeted to victims of exploitation and abuse victims could be very helpful in preventing further abusive situations.	Thank you for this comment. Older abuse is specifically focused on in Objective 2.8 and your comment has been taken under consideration.
Prairie State Legal Services	Goal 3	We recommend that IDoA convene a group that includes legal services to identify the issues related to Medicaid denials and that IDoA provide a lead role in promoting remedies to these issues. We recommend that IDoA include training by legal services providers to the aging network regarding both community and long-term care Medicaid.	Thank you for this comment. It has been taken under consideration.

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Prairie State Legal Services	Objective 3.2	<p>We recommend that IDoA include legal services organizations in the training of aging network staff on public benefit issues. Ideally, this training would be hosted on www.illinoislegalaid.org. Illinois Legal Aid Online (ILAO) is a nationally well-respected statewide resource for information and they have the capacity to host content in many formats. Content directed at the staff of the aging network could be readily accessed which is critical given the turnover in front line aging network staff in some areas. ILAO has created a portal for victims of crime https://www.illinoislegalaid.org/voc/victims-crime-portal and a similar portal could be created for older adults and their advocates.</p> <p>We suggest ILAO because their content is also directed to the public and can be a source of information. Finally, when people search for information on public benefits, they are also offered the opportunity to apply for legal services online...</p>	<p>Thank you for this comment. It is being taken under consideration. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.</p>
Prairie State Legal Services	Goal 4	<p>While we fully support the goal that the aging network be prepared for the growth and diversity in the aging population, it has been our experience that IDoA over-emphasizes the need to maintain or increase numbers of persons served rather than the nature of the services provided. This pressure is placed on AAAs, which then place this pressure on agencies. While legal advice can be helpful, the impact of legal services is in the more extensive legal representation provided. ... The growing diversity in the aging population is requiring more time and resources. From 2010 to 2019, the number of limited-English-speaking older adults served with our OAA funding increased from 13 to 122. That is more than an 800% increase. When handling cases for limited-English-speaking persons, the time required per case increases and costs increase due to use of interpreters and translators. We urge IDoA to recognize that as costs increase and funding does not, it is impossible to maintain the same levels of services and this is particularly true if we are working to be responsive to the diversity in the aging population.</p>	<p>Thank you for this comment.</p>

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Prairie State Legal Services	Objective 4.2	We support efforts of IDoA in improving services for LGBTQ older adults. However, we are concerned that asking about sexual orientation as a part of every intake for legal services is intrusive and unnecessary. This is not data required by ACL. It is also unrelated to the provision of legal services in most instances. We ask that IDoA exempt legal services from this requirement. ... We respect the aims of IDoA, but since legal services data is never part of the unduplicated data for the State, we question the usefulness of this added responsibility on legal services providers.	Thank you for this comment.
Prairie State Legal Services	Goal 5	We recommend that IDoA add to notices denying, reducing, or terminating Community Care benefits that free legal services are available from legal aid providers. For PSLS, listing our Older Adults Legal Assistance Helpline 888-965-7757 would help older adults access legal services. The population of persons needing home-based services tends to be persons who are least able to advocate for themselves. While it may seem counterintuitive to include contact information for legal aid when you are the agency making the decision, this is commonly done by Social Security and the Illinois Department of Human Services.	Thank you for this comment. This comment is being taken under consideration for plan implementation.
Prairie State Legal Services	Goal 7	We urge IDoA to include legal services providers in the planning and discussion of issues of abuse of older adults and to facilitate training and coordination between APS, domestic violence agencies, and legal services providers.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5. IDoA welcomes input and feedback from legal services providers for plan implementation.

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Prairie State Legal Services	Objective 7.1	<p>IDoA should include civil legal services in the strategies for intervention and prevention of abuse. For example, individualized preparation of financial power of attorney documents with specific provisions may help prevent financial exploitation by agents. A challenge is that preparation of financial POA documents is not a priority under the OAA as a service in itself. Pro bono attorneys can help address this need, but they generally limit such services to low-income older adults. Discussions led by IDoA, legal services grantees and the private bar could improve resources for older adults. Legal education and information about financial POA documents and the responsibilities of agents under financial power of attorney documents could be expanded. The IDOA website offers links to POA forms but does not include information about when legal advice may be appropriate to prevent the abuse of the financial POA. If IDoA linked to Illinois Legal Aid Online residents would obtain additional information that may benefit older adults or IDoA could include information. We recommend that the Legal Services Developer help lead discussions on improving legal information on the Department website to help prevent abuse.</p>	<p>Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.</p>
Prairie State Legal Services	Strategy 7.2k	<p>We urge IDoA to rephrase this strategy to clarify that, through working with legal assistance providers and APS, IDoA will help build agreement on priorities for legal assistance and ways to improve coordination between APS and legal assistance organizations.</p>	<p>Thank you for this comment. This comment is being taken under consideration for plan implementation.</p>

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Prairie State Legal Services	Strategy 7.2I	Elder abuse cases require a collaborative response that may include OAA-funded legal services, prosecutors, and the private attorneys depending on the facts of the case, so it is important to develop training with this in mind. Developing private bar referral sources when the perpetrator has assets that may be recovered is important. It should not be addressed in isolation from the roles of prosecutors and civil legal aid. We recommend that training promoted by IDoA be focused on all forms of legal response to help build this collaboration.	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added objectives 1.3 and 5.5.
Prairie State Legal Services	Objective 7.4	<p>IDoA should specifically include legal assistance providers in this objective. Perhaps because Legal Aid Chicago and Land of Lincoln Legal Aid are also providing ombudsmen services, the Department may not have realized that the strategies failed to include legal services providers in at least 35 counties of northern and central Illinois. PSLS is not the funded ombudsmen in its service area, but we have a critical role in many long-term care cases. These cases primarily come to us via the LTC Ombudsman.</p> <p>Many involuntary discharge cases are not limited to the involuntary discharge. These cases overlap with Medicaid denials, financial exploitation, and sometimes fair housing issues. Legal services providers are key resources in addressing these broader issues. Court action may be needed to protect the rights of long-term care residents. Increasing the capacity of the State Long-term Care Ombudsman program should also include their continued efforts to build strong relationships with the funded OAA legal services grantees.</p>	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added objectives 1.3 and 5.5.

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Janice Jones	Maybe overarching, or under goal 2	Will there be opportunities in the community to work with the department on aging, working with community organizations?	Thank you for this comment. We look forward to working with you and the Aging network over the next three years of the plan implementation.
Rita Escalante	Strategy 2.4h	Assisting seniors with all of this technology that seems to be what it's gonna be the new norm in the future. I don't know if there's any funding available. I know we struggle with seniors who don't have Internet access or they may not have laptops and in some instances they don't have a smartphone. ...any conversations around how we can keep those seniors engaged and what are some of the options available for them?	Thank you for this comment. As noted, the plan does seek to address social isolation and IDoA will continue to work with sister agencies, the Aging Network, and other agencies to prioritize addressing social isolation. Regarding technology, beyond the plan, in 2019, Public Act 100-833 established the Broadband Advisory Council, of which IDoA is an active member. This council works on broadband access for the purposes of telehealth, education, and economic development. Of course, technology is also helpful for social connection during the pandemic. IDoA will continue to work with other agencies and the Aging Network to advocate for technology availability, such as tablets and internet access, for older adults.
Rick (last name unknown)	strategy 2.1a	Will the plan address making sure managed care companies are paying providers accurately and on a timely basis as well as maintaining an accurate list of current clients? ... with Medicaid, someone can switch managed care companies every month. Maybe limiting it to more of a once a year during open enrollment period, as opposed to a unless there's an unusual circumstance might help that situation in terms of managed care companies being able to have an accurate list of current enrollees.	Thank you for this comment. This is beyond the scope of this plan, although IDoA will take it under consideration for communications with HFS.

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Rick (last name unknown)	Objective 8.1	Is there going to be an opportunity to help with the cost of data collection? The impact it might have in terms of staffing or other impacts it might have on a particular supportive living community or other aging service providers.	Thank you for this comment. IDoA is thoughtful about the metrics it chooses, data sources, and the time spent on collecting, tracking, and reporting and the associated implications. Data collection is important for both accountability and improving services. This plan is a living document and the department looks forward to working with Aging Network partners and other agencies to ensure metrics and data collection, tracking, and reporting are achievable.
Village of Arlington Heights	Objective 3.2	<p>... how happy I was to hear that you were addressing age friendly and dementia friendly and to hear about updates for the benefits access program.</p> <p>... addressing any of the need that we saw in our community here. We just had people our phone was ringing off the hook during COVID and people coming in here asking for help and there just wasn't enough hands to go around. So, if that system can be made easier and user friendly, we're just really excited for that.</p>	Thank you for your feedback and support of IDoA's initiatives to increase the number of dementia-friendly communities throughout the State and become an "Age-Friendly" State. The Department recognizes the importance of improving access to services for all seniors and appreciates the support of our stakeholders.

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Henry Roach	Objective 2.3	<p>There's a discussion of the Illinois housing blueprint, but it didn't seem like that was fully implemented or published yet, do you guys know when that will be arriving? Or if there's going to be any further development of that website?</p> <p>... if the housing blueprint included anything about grand family housing, specifically for grandparents who are taking care of grandchildren? The grand housing, I definitely think would be a great addition to the plan.</p>	<p>Thank you for feedback and suggestions concerning supports for grandparents raising grandchildren. Programs for grandparents and grandchildren are supported by IDoA through both State and Federal Funding. Recently, the Kinship Task Force was formed to partner stakeholders throughout the State striving to increase the number of intergenerational programs and community support for Grandparents. IDoA maintains a presence on this important Task Force and is committed to planning for the anticipated increase in the number of grandparents raising grandchildren.</p>

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Henry Roach	Objective 4.1	Is there a way that the department identified caregivers, like, how we can determine a caregiver in a household, based on either census data or other data.	Thank you for your feedback regarding caregivers in Illinois. The Administration on Community Living recently authorized Older Americans Act (OAA) continues to recognize the important role of caregivers throughout the Country. For example, the OAA now includes and defines "caregiver assessment" in order to identify the specific needs, barriers, and existing supports for family caregivers and older relative caregivers. The OAA also removed the 10% cap on the total federal and non-federal funds that a state may use to support services to older caregivers. Numerous programs exist throughout the Aging Network supporting caregivers and IDAA's State Plan seeks to not only expand evidence-based programs but to implement new initiatives. The Area Agencies on Aging assist the Department in gathering additional information about caregivers throughout the State. Also, the Administration for Community Living is a resource for additional data about caregivers and the National Family Caregiver Support Program.
Henry Roach	overarching question	The governor has said that he wants to declare Illinois age-friendly. Is that something that you guys know about? Is there a timeline and does that affect the plan at all?	Thank you for this question. Objective 2.7 focuses on this and two outcome objectives are focused on the Governor supporting Illinois being an age-friendly state. There is not a specific timeline at this point. Age-friendly is also an overarching principle for the plan.

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David Linear	Strategy 3.2c and Strategy 3.5a	<p>Thanks for recognizing the importance of the growing diversity of older adults in America and a need for services for our older adults to be inclusive of all...</p> <p>Illinois public policies have not kept pace with changing demographic and social trends, investments and family caregivers forms will build a more caring society for our families and communities with the complexity of care, increasing and other factors. ... Caregiving has become a health economic and social imperative department to take a greater leadership role.</p> <p>... two thirds of adults report experiencing social isolation and high levels of anxiety, assessed the beginning of the pandemic according to the pandemic effect. ... many have not turned to anyone for help. Because many don't have reliable social support networks, armed with knowledge. ... collaborate with advocates, ... to help connect older adults through virtual offerings, technology, and other COVID 19 safe connectivity to reverse the alarming trend.</p> <p>... We urge department to work with the Illinois Department of Public Health to expand their social isolation and work for nursing home residents and their caregiving.</p>	<p>Thank you for your feedback regarding caregivers in Illinois. The Administration on Community Living recently authorized Older Americans Act (OAA) continues to recognize the important role of caregivers throughout the Country. For example, the OAA now includes and defines "caregiver assessment" in order to identify the specific needs, barriers, and existing supports for family caregivers and older relative caregivers. The OAA also removed the 10% cap on the total federal and non-federal funds that a state may use to support services to older caregivers. Numerous programs exist throughout the Aging Network supporting caregivers and IDoA's State Plan seeks to not only expand evidence-based programs but to implement new initiatives. However, IDoA recognizes there is a need for increased caregiver support not only due to an increase in the aging population, but also as a result of the pandemic and resultant public health crisis. As a direct result of the feedback received by AARP and other stakeholders, IDoA included a new strategy 3.5b under Objective 3.5 aimed at expanding caregiver support.</p>

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Shandra Summersdale	Strategy 5.2g	<p>... There's an important conversation that is not happening with the rising costs of expenses for basic needs such as food, health care, and utilities, the income requirement to receive assistance is starting to become a barrier for people that are receiving social security and retirement or an annuity that they paid into Is enough to support my aging parent.</p> <p>... additional problem is trying to find assistance that will provide resources for repairs for the replacement of water, heaters, furnaces appliance as well as weather. And my aging family member just asked that these items would be considered.</p> <p>For consideration is the income requirement since they go by the gross instead of the net, it is viewed that they actually are receiving more income than they actually are. ...</p>	<p>Thank you for your feedback and sharing your first-hand knowledge about the needs of our aging population. IDoA continues to partner with agencies across the State providing services and supports for our senior population. The State Plan contains numerous objectives and strategies aimed at ensuring seniors have access to and adequate support to not just meet their basic needs but also to thrive and successfully age in place in their homes and communities. The recent pandemic highlighted many of the gaps and needs of our seniors and their caregivers. As a result, IDoA is carefully considering new services to incorporate into our programs including the Community Care Program and Older Americans Services. The Emergency Senior Services Program has greatly assisted with responding to older adults needs during the COVID pandemic. IDoA continues to analyze the lessons learned from the COVID pandemic and the gaps in services.</p>
Karen Flutie	n/a	... we'll put together our comments all together and then submit them. So thank you again.	Thank you for this comment.

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Michele Weinberg	Overarching	<p>I want to emphasize the need for .. general legal services... are really necessary to preserve income to preserve housing and both rental housing.</p> <p>Particularly homeownership and the idea of allowing seniors to stay in their homes as much as possible. And for safety, and even things like cars and transportation and also, of course, financial exploitation and I want to just finally emphasize that financial exploitation ... hope that those kind of services will be included in the state plan.</p>	Thank you for your comment. IDoA will continue to work with our sister agencies and advocate for accessible and affordable housing options for older adults.
Question added into web conference chat (name unknown)	Strategy 2.8e	I'm just wondering about your efforts to make the Internet available for what adults throughout Illinois and that is the real key and so if you could elaborate on that topic, right?	Thank you for this comment. Regarding technology, beyond the plan, in 2019, Public Act 100-833 established the Broadband Advisory Council, of which IDoA is an active member. This council works on broadband access for the purposes of telehealth, education, and economic development. Of course, technology is also helpful for social connection during the pandemic. IDoA will continue to work with other agencies and the Aging Network to advocate for technology availability, such as tablets and internet access, for older adults.
Cynthia Saed	Several	<p>... We'd like to highlight legal aid effectiveness in addressing the strategic priorities of supporting older adults abilities to remain independent and in their own homes and addressing the social determinants of health also part of your strategic goals, civil legal aid as well recognized as a valuable partner in addressing social determinants of health...</p> <p>Legal aid can be particularly effective in addressing financial and housing stability for older adults.</p> <p>...</p>	Thank you for this comment. Several comments were submitted related to legal services for older adults. In response to comments regarding legal services, IDoA has added Objectives 1.3 and 5.5.

Ron Trout	Objective 3.5 and strategy 2.8e, or new strategy for telehealth/telemedicine	<p>... We do feel that Illinois public policies have not kept pace with the changing demographic and social trends and investments and family caregiving supports we'll build a more caring society for our family and our communities and with the complexity of caregiving increasing. The factors putting ever more pressure on family caregivers, the demands of fairly family caregiving are becoming, frankly, unsustainable for people to manage alone. ...</p> <p>A 2nd point I'd like to address is relative to social isolation.... perhaps other technology and other COVID 19-safe connectivity to reduce this trend a, the proposed strategic plan does outline strategies for addressing social isolation and technology. ... we encourage you to further expand those ties and relationships.</p> <p>... Telehealth represents a potentially useful strategy in terms of improving access to care and quality of health while, reducing strain on family caregivers so by improving the continuous continuity of care home telehealth can reduce crises that may lead to hospitalization and in fact, lower health care, spending associated with unmet needs for care. ...</p>	<p>Thank you for your feedback regarding caregivers in Illinois. The Administration on Community Living recently authorized Older Americans Act (OAA) continues to recognize the important role of caregivers throughout the Country. For example, the OAA now includes and defines "caregiver assessment" in order to identify the specific needs, barriers, and existing supports for family caregivers and older relative caregivers. The OAA also removed the 10% cap on the total federal and non-federal funds that a state may use to support services to older caregivers. Numerous programs exist throughout the Aging Network supporting caregivers and IDoA's State Plan seeks to not only expand evidence-based programs but to implement new initiatives. However, IDoA recognizes there is a need for increased caregiver support not only due to an increase in the aging population, but also as a result of the pandemic and resultant public health crisis. As a direct result of the feedback received by AARP and other stakeholders, IDoA included a new strategy 3.5b under Objective 3.5 aimed at expanding caregiver support. IDoA also appreciates your feedback on social isolation and call for collaboration between not just State agencies but all partners in the Aging Network. IDoA believes these partnerships are necessary to bring about lasting change as we strive to significantly reduce social isolation and harness technology specifically designed to support our seniors and their caregivers.</p>
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Patricia Canessa	Objective 3.2	<p>... difficulties that our expanding communities have in the integrity numbers of cover in that community. And how it reflects the fact of the non-utilization of medical services, not understanding the navigation process. So our medical services, and not understanding the benefits that they can obtain, despite the fact of the immigration status.</p> <p>And I will we recommend the fact that we need to do more education in these populations in order to really address the issue understand better the policies that need to be modified as well as. ... the government offices can take a role in terms of directing, navigating and improving utilization for services diminishing the mortality in this population.</p>	<p>Thank you for the feedback you provided to IDoA concerning access to services and the expansion of programs to all seniors and their caregivers. While IDoA focuses programs on those older adults with the greatest social and economic need we are committed to partnering with all State agencies as outlined in the State Plan.</p>
Chris Wade	Overarching	<p>... I also want to highlight the fact that I heard some folks mentioned food insecurities, medical insecurities and disparities that we look at all of this to perhaps health equity of land. ... have some type of equity lens or something that you're viewing this through. So, you're being inclusive of all populations across the spectrum as we talk about folks that are growing older and living with a champion. ...</p>	<p>Thank you for this comment. Principles to be applied across the plan are now included and are relevant to this comment. As a result of this comment and others focused on improving the plan with regard to equity, diversity, and inclusion—and on health equity, supporting marginalized groups, and taking on structural inequities—a new objective with strategies and outcomes, and in some cases, other edits, were included.</p>

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Sarah Lieber	Objective 3.5 and strategy 2.83	<p>The 1st one is that there is 1 mention of COVID in this thing. ... I think in any equation we need to be sure that we have a question mark in there.</p> <p>... parts of the plan refer to improving websites, refer to better access through websites. Down here in central Illinois, we have some really spotty digital infrastructure and I think we need to be very careful about assuming that it's going to work...</p> <p>My biggest concern is that we are down to 9 years and 2 months before we get this demographic dilemma. Really hard. And with a limited amount of time and limited resources in the state ... a colossal lack of information that the average family has about what is involved in a what various things look like and what to do? I think we need to focus very heavily on public education, we have this in the past in this country.</p> <p>for public education / communication: Suggestion: all of the major developers of social media ... Help us to develop a social media campaign to raise awareness to explain concepts</p>	<p>Thank you for Senior Side Kick's feedback on IDoA's proposed State Plan. Based on stakeholder feedback we have made several modifications to the State Plan addressing caregiver supports, gaps in service, and the impact of the pandemic that cuts across generations. IDoA is committed to educating our providers, stakeholders, and seniors about services available in their area. Perhaps more importantly, IDoA is committed to ensuring the voice of seniors is heard on our various councils and workgroups.</p>

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Sara Data	Goals 5 & 6	<p>Goal 5: ... palliative care reduced symptom, burdened by 66% with improvements lasting months after initial consultation. ... Saving Medicare resources, getting patients more days at home.</p> <p>Goal number 6 implement federally mandated person, centered, planning, requirement statewide. Individuals with serious illness, have various tools and preferences that are addressed by palliative care providers. These trained professionals, facilitate, open communication about prognosis, treatment, goals and choices for care near the end of life.</p> <p>Expanding access to pelvis tech services, integrating palliative care referrals into existing community, based long term services and support programming.</p>	<p>Thank you for your feedback concerning palliative care services and supports for older adults and participants in the Community Care Program. As a direct result of your feedback IDoA has added a new Objective (6.2) under Goal 6, with two new strategies (6.2a and 6.2b).</p>
Kiera Escon	Objective 3.4 focuses on emergency response	<p>... for people with disabilities coalition. I'm curious to know what is the Department of Aging, current policies and procedures for the person provision of PPE (?), that this is being provided to our consumers and employees and also curious to know what types of that includes.</p> <p>2nd question is that what is being done to ensure that this summer emergency response services that has put in place are actually working at this time?</p>	<p>Thank you for your feedback and comments surrounding the need to ensure our vulnerable populations and providers have access to personal protective equipment (PPE), particularly during the recent public health crisis. IDoA has responded to this need by providing additional funding to our in-home workers, ADS and APS providers, CCUs to offset the costs of PPE. Additionally, IDoA obtained over 1 million pieces of PPE through our partners at IEMA and FEMA to distribute to areas of the State with hardest hit by the pandemic. Additionally, IDoA prepared educational materials for our providers surrounding appropriate wearing and disposal of PPE, hosted experts on various webinars, and provided guidance from both the CDC and Illinois Department of Public Health.</p>

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Dennis (last name unknown)	n/a	... In all of these programs was improving the communications. Yeah, between inter agency such, for example, if there is a better communication between the representatives, and the people they represent. And then the representatives will be able to better represent the people I have, but I don't know how to get that input in, because on forums like this, it's just inadequate.	Thank you for this comment.
Michael Passmen	Objectives 2.8 and 2.2	Is there a statewide tablet program might be continued as it is, as it's useful for older adults. ... if there is an emphasis placed on funding transportation, to doctor appointments for people, aging in place in both urban and rural areas. Throughout the state access to health care remains the largest factor to living at home.	Thank you for this comment. The Illinois CARE Connections Program, that provides WiFi and devices to older adults and persons with disabilities who are socially isolated as a result of COVID-19 was funded by the federal CARES Act IDoA will continue to work with other agencies and the Aging Network to advocate for technology availability, such as tablets and internet access, for older adults. Beyond the plan, in 2019, Public Act 100-833 established the Broadband Advisory Council, of which IDoA is an active member. This council works on broadband access for the purposes of telehealth, education, and economic development. Objective 2.2 focuses on transportation, including seeking to increase the funding for transportation for older adults from the Donated Funds Initiative. IDoA will continue to advocate for improved transportation options for older adults.
Samantha Worley	Overarching question	... I know it's a 3 year goal, but FY21 just given the lack of revenue and then the possibility of the graduating income tax, not passing what is the Department's plan? If there's flat funding or even a decrease in funding and FY21.	Thank you for this comment. This plan is primarily focused on the use of Federal Older Americans Act funding, not state funding.
Bonnie Ewald	Overarching question	... potential to coordinate the development of the state plan on aging with the state's health improvement plan? ...	Thank you for this comment. We will take this under consideration.

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Patricia Canessa	Objective 3.2	There is any plan within the state in order to provide any economics to port. Where these unbalanced costs of living has increased in such a way that in reality leads the pool and the, and they age into partying, there is any contemplation of any kind of extra patient, composition package, or any kind of benefit. ...	Thank you for this comment. Significant portions of this plan are focused on connecting people to safety net programs and services that support their health, wellbeing, and financial sustainability.
Trish Lumberg	Objective 2.6	(in the chat): asks, with good skills that many seniors possessed, we need to focus on earned income potentials I can. ... I'm primarily interested in jobs employment for eligible seniors.	Thank you for your feedback and questions concerning the availability of employment and educational opportunities for older adults in Illinois. Title V of the Older Americans Act ensures funding is specifically dedicated to providing older adults with the skills and education they need to succeed in the workplace. In 2021, IDoA provided an additional \$1.1M to support educational initiatives for seniors. The Area Agencies on Aging are also a vital link throughout all of Illinois' communities for older adults seeking education and employment opportunities, frequently connecting with universities and sponsoring intergenerational programs. IDoA will continue to advocate for older adults as identified in several areas of the State Plan as we seek to expand both education and opportunities well into the future.