



Illinois Department on Aging

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## **Illinois Care Connections Provider Training**

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

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# Training Overview

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- Terminology relevant to ICC
- The Why
  - Why ICC was created
- The Who
  - Eligibility and referral information
- The What
  - What ICC does and does not cover
- The How
  - How to complete an ICC referral
- A Look to the Future
  - New referral Form
  - FY 25 changes
- Contact information/Questions

My name is Frazer and I wanted to thank you for the tablet I received. Some one had given me a mini ipad years ago and it was being used but because of it's size it was hard to see. Then it started giving me problems but I didn't have any money to replace it and then this one was sent to me it made me so happy it was more then I even expected. I am on zoom I have to do more video doctor visit because of my health now plus the large print instructions was very helpful thank you again it will be put to good use.

# Illinois Department on Aging Terminology

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- COMMUNITY CARE PROGRAM (CCP)
  - Medicaid waiver services for persons 60+, including in-home care, emergency response for falls, medication assistance, and adult day services
- CARE COORDINATION UNIT (CCU)
  - Case management agency that works with older adults to ensure they are receiving services they need through CCP
- ADULT DAY SERVICE (ADS)
  - Place for older adults and persons with disabilities to go during the day when there is no available supervision in their homes; provides supportive services
- PLANNING AND SERVICE AREA (PSA)
  - Regions established by the federal Older Americans Act (OAA) for administering services to older adults
- AREA AGENCY ON AGING (AAA)
  - Administers OAA funding for older adults in one of the 13 PSAs in Illinois; services vary by PSA but include nutrition, respite, caregiver supports, legal assistance, and other services
- AAA-FUNDED ENTITY
  - An entity that is contracted with a AAA to provide OAA services to older adults in that PSA
  - Senior centers, respite providers, nutrition providers, etc.

# ICC-Related Terminology

- ILLINOIS ASSISTIVE TECHNOLOGY PROGRAM (IATP)
  - Illinois Care Connections Partner and designated federally-funded state assistive technology unit
- ASSISTIVE TECHNOLOGY (AT)
  - any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve the functional capabilities of persons with disabilities.
- DURABLE MEDICAL EQUIPMENT (DME)
  - Equipment and supplies ordered by a health care provider for everyday or extended use

## Illinois Care Connections



The Illinois Department on Aging (IDoA), in partnership with the Illinois Assistive Technology Program (IATP), provides support aimed at enabling **social connectedness**; maintaining **health, safety, and well-being**; and promoting **independence** and **community living**.

**Who is Eligible?** Individuals over 60 connected to, or receiving services from, an Area Agency on Aging (AAA), AAA funded entity, Community Care Program (CCP), Adult Day Service (ADS), or those willing to contact one of these organizations to learn about these programs.



# Illinois Care Connections Timeline

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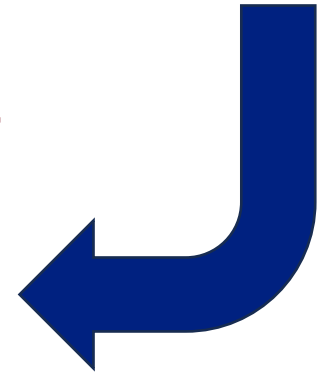


\$1.7M in CARES Act funding as a partnership between IDoA, DHS-DRS, DHS-DD, and IATP to address social isolation during COVID by providing tablets and hotspots.

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Federal funding and partnership with DHS ended in FY 22. IDoA continued with \$2M in state funds. Only available to CCP participants and provided tablets and hotspots only.

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For FY24 and FY25, grant expanded to include AT and DME alongside tablet bundles. Now available to all older adults 60+. Added new referral sources and increased funding to \$2.5M; \$500,000 dedicated to non-CCP. FY24 had approximately 1,764 referrals, which is x3 increase from FY23.

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# What Does ICC Provide?

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## Technology

- Tablets
  - Android
  - Apple
- Computers
- Keyboards
- Headphones
- Mice
- Routers

## Activities of Daily Living

- Vision devices
- Mobility devices
- Hearing devices
- Adaptive utensils
- 3D printed devices
- Dressing devices
- Toileting devices

## Smart Home Devices

- Smart doorbells
- Smart locks
- Adjustable thermostats
- Alexa devices
- Smart lights

## Durable Medical Equipment

- Wheelchairs
- Transfer devices
- Shower Chairs
- Toilet risers

(DME is done as a long-term loan and participants should look for other sources)

# Eligibility for ICC

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- **Any** older adult **age 60+** who is living in the community and has a **demonstrated need** is eligible for ICC funding
  - No income or asset limit requirements.
  - Does not include persons living in long-term care facilities or assisted-living
  - Does include persons living in rental units
- Language and translation services are available
- Must be for the **older adult directly** and must be used by the older adult primarily
- Participant may receive multiple items if there is a demonstrated need and funding is available
- ICC is different from Emergency Senior Services (ESS) available through the CCP program



# Referral Sources

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- Referrals may **only** be done by
  - Area Agencies on Aging (AAA)
  - Care Coordination Units (CCU)
  - AAA-funded entities (such as senior centers, home delivered meal providers)
  - Adult Day Service entities (ADS)
- All other Aging Network providers must refer through one of the four specified types
- Participants may not self-refer
- APS providers that are one of the listed referral entities may refer directly

# ICC is a Needs Based Program

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- #1 Priority: An ICC referral **MUST** address a functional, cognitive, social, or psychological need that the older adult has.
  - ICC **need** is not defined by income but by difficulties functioning in the home/social isolation
  - **Example:**
    - “I want a tablet so I can watch my favorite shows whenever I want.” (No)
    - “I want a tablet so I can talk with my grandchildren and attend doctor’s appointments.” (Yes)
  - **Example:** “I need a smart thermostat because I have limited mobility and get cold easily and it is hard to get up to adjust it all the time.” (Yes)
  - **Example:** “I have difficulty bending to put on my socks or picking up things I drop on the floor.” (Yes)
  - **Example:** “I struggle to read and have trouble paying my bills or reading for enjoyment.” (Yes)

# What does ICC *NOT* Cover?

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- Call alerts/fall pendants
  - Provided by IDoA through CCP
- Caregiving services
  - Provided by IDoA through CCP
- Scooters/electric wheelchairs
- Grab bars and installed shower benches or seats
- Home modifications or home repairs
- Housing assistance
  - May be available under ESS
- Nutritional resources
  - May be covered through IDoA funded Home Delivered Meals providers or through ESS

# What does ICC *NOT* Cover? Cont'd

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- Prescription items, including hearing aids
  - (More in a moment on hearing aids)
- DME is generally payor of last resort or done as a loan while other funding is sourced
  - ESS will cover DME
  - Medicare
  - Other funding types
- Lift chairs are only provided when participant needs help standing and may lead to muscle atrophy
- Older technology just to have a newer model if older version is working correctly
- Cell phones (at this time)

# ICC and Hearing Aids

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- ICC does not cover hearing aids but will cover
  - Personal hearing amplifying devices
  - TV amplification
  - Alarm clocks with bed shakers
- Hearing aid resources are available at:
  - Medicare Advantage covers an amount that is usually up to two pairs
  - Lions of Illinois Foundation [www.lionsofillinoisfoundation.org](http://www.lionsofillinoisfoundation.org)
- If you have questions about hearing options for participants covered by ICC
  - Telephone: 800-852-5110
  - Illinois Relay Services: Dial 7-1-1
  - Email: [iatp.care@iltech.org](mailto:iatp.care@iltech.org)

# ICC and Internet

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- Internet may be provided if the participant **needs** it to use the item they have requested, and participant cannot afford internet service themselves
- ICC will generally cover **1 year** of service, with limited extensions
- Before suggesting ICC router:
  - Ask if participant has internet already
  - Ask if their service provider offers reduced cost internet that is within their budget
    - Many internet service providers have reduced rate for older adults
  - Do not suggest ICC router if the participant already has internet/can afford service themselves
  - Do not suggest participant cancel internet services to get ICC router unless the participant **cannot otherwise afford internet service**

# Steps of an ICC Referral

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1. CCU/AAA/AAA-Funded Entity/ADS determines that older adult has a need that ICC can fulfill and completes a referral
2. IATP reviews referral for request type and any missing information
3. IATP contacts participant
  - If in-person visit is required, Occupational Therapist or other IATP staffer will visit participant to conduct evaluation
  - If in-person visit is not required, item is procured and shipped
4. Participant receives item
  - Mailed to participant if possible
  - If not, mailed to referring agency or other designated third party
5. IATP follows up in 30 days to see if there are any issues and if participant is using the item

<https://ilaging.illinois.gov/forprofessionals/referrals-to-il-care-connections.html>

# When Completing an ICC Referral

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## Please....

- Fill out form as completely and accurately as possible, with the older adult present if possible
  - This includes correctly marking which provider type you represent
  - Please confirm if participant receives services through CCP
- Do not submit an ICC referral without speaking with the older adult first and determining what they are requesting. Do not assume, ask first
- List what type of tablet (Android or Apple) participant is requesting
  - Ask what brand they/family member is familiar with
- Be responsive if IATP requests assistance
- Include any helpful information

Please do not refer unless you are a CCU, AAA, AAA-funded provider, or ADS; instead refer to one of those entities



# New for FY25

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- No major changes to referring entities or funding
  - AAA, AAA-funded, CCU, ADS
  - \$2.5 million, \$500,000 dedicated to non-CCP
- New referral number
  - FY24 code will no longer work
- All referrals from June 2024 will be processed as part of FY25
  - IATP has begun working through those referrals and then will begin new FY25 referrals
- IATP has offered training to ICC referring providers on using tablets
  - Train the trainer OR
  - Train older adults in your service area
- IATP is available to present to staff or older adults on what AT/DME is and how it can help older adults
- NEW FY25 Referral form: <https://care.iltech.org/>

# Contact Information and Resources

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- IDoA ICC website
  - For Families: <https://ilaging.illinois.gov/programs/illinois-care-connections.html>
  - NEW-For Providers: <https://ilaging.illinois.gov/forprofessionals/referrals-to-il-care-connections.html>
- IATP ICC website
  - <https://iltech.org/services/icc-aging/>
- IATP contact information for ICC:
  - Telephone: 800-852-5110
  - Illinois Relay Services: Dial 7-1-1
  - Email: [iatp.care@iltech.org](mailto:iatp.care@iltech.org)
- ICC Fact Cards available in: Arabic, Chinese, English, Gujarati, Hindi, Korean, Polish, Russian, Spanish, Tagalog, Urdu, and Vietnamese
- Jennifer Hebel, [jennifer.hebel@illinois.gov](mailto:jennifer.hebel@illinois.gov)