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.

IDoA
50th ANNIVERSARY 1973-2023
Illinois Department on Aging

Person Centered Programs

Culturally Appropriate Services

Advocacy and Education

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.

ICC Timeline

FY 2021

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

FY 2022 & 2023

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

FY 2024-25

Expanded to include AT and DME alongside tablet bundles and to include non-CCP older adults. Added new referral sources and increased funding to $2.5M from GRF as a 2-year grant; $500,000 dedicated to non-CCP

What Does ICC Provide?

Technology

Tablets

Routers

Keyboards

Headphones

Laptops

Activities of Daily Living

Vision devices

Mobility devices

Hearing devices (not aids)

Adaptive utensils

3D printed devices

Dressing devices

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**)

Smart Home Devices

Smart doorbells

Smart locks

Adjustable thermostats

Alexa devices

Smart lights

ICC Device Types, as of April 1, 2024

Fulfillment Type	CCP	Non-CCP	Total
Tablets	508	514	1022
Routers	144	105	249
Other Computer/Accessories	14	7	21
Mobility	65	25	90
Vision	51	26	77
Hearing	25	12	37
Speech Communication	0	0	0
Daily Living	70	31	101
Environmental Adaptions	45	54	99

Eligibility and Referrals

- **Any** older adult **age 60+** who is living in the community and has a **demonstrated** <u>need</u> is eligible for ICC funding
  - No income or asset limit requirements.
- Referrals may be done by
  - Area Agencies on Aging (AAA)
  - Care Coordination Units (CCUs)
  - AAA-funded entities (such as senior centers, home delivered meal providers)
  - Adult Day Service entities (ADS)
  - All other Aging Network providers <u>must</u> refer through one of the four specified types
  - Participants may <u>not</u> self-refer
- Language and translation services are available
- Participant may receive multiple items if there is a demonstrated <u>need</u> and funding is available
- ICC is different from Emergency Senior Services (ESS) available through the CCP program

ICC is a Needs Based Program

- #1 Priority: An ICC referral **MUST** address a functional, cognitive, social, or psychological need that the older adult has
  - Example: "I want a tablet so I can watch my favorite shows whenever I want." versus "I want a tablet so I can talk with my grandchildren and attend doctor's appointments."
  - 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.
  - Example: I have difficulty bending to put on my socks or picking up things I drop on the floor
- Must be for the **older adult directly** and must be used by the older adult primarily
- ICC will not replace older technology just to have a newer model
- Internet may be provided if the participant **needs** it to use the item they have requested
  - Please just ask if the participant has internet already; do not suggest ICC router if the participant already has internet
  - Many internet service providers have reduced rate

What does ICC *NOT* Cover?

- Call alerts/fall pendants
  - Provided by IDoA through CCP
- Caregiving services
  - Provided by IDoA through CCP
- Scooters/electric wheelchairs
- Prescription items, including hearing aids
- Grab bars and <u>installed</u> shower benches or seats
- Home modifications or home repairs
- Housing assistance
  - May be available under ESS
- DME is generally payor of last resort or done as a loan while other funding is sourced
- Lift chairs are only provided when participant needs help standing and may lead to muscle atrophy
- Nutritional resources
  - May be covered through IDoA funded Home Delivered Meals providers or through ESS

Steps of an ICC Referral

1. CCU/AAA/AAA-Funded Entity/ADS determines that older adult has a <u>need</u> 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

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
- Do not submit an ICC referral without speaking with the older adult first and determining what they are requesting. Do not assume, ask first
- Do not check box on referral form that the participant uses a mobility/vision/hearing/etc. device unless they are requesting replacement
- List what type of tablet (Android or Apple) participant is requesting
- Be responsive if IATP requests assistance
- Include any helpful information
- Please do not refer if you are not a CCU, AAA, AAA-funded provider, or ADS; instead refer to one of those entities

Changes on the Horizon

- FY 25 will start following the end of FY 24 close
  - $2.5 million; $500,000 for non-CCP
- No major changes to referring entities
  - AAA, AAA-funded, CCU, ADS
- Training available at the start of FY 25 highlighting updates and referral form changes
- New referral number will be sent out at the start of FY 25
- IATP has offered training to ICC referring providers on using tablets
  - Train the trainer OR
  - Train older adults in your service area
- Referral form changes
  - Survey will go out soon requesting feedback on referral form

Referral Form Changes Preview

- Additional Questions Added
  - Has the participant received services from IATP in the past? Yes, No, or Unknown
  - Participants preferred method of Contact:
    - Landline phone, Mobile phone, Text (Mobile), or Email
  - If current question "Does the participant have disability" is answered as Yes, a secondary question will open asking "Was the onset of the disability before the age of 60?"
    - Yes, No, or Unknown
- Shipping address field is available if different from the primary address or participant has a PO box listed.
- Environmental Control/ Smart Home category was moved up into the AT Section
- Referring agency info will auto populate, if adding multiple referrals in the same browser session

PSA Referrals for FYs 23 and 24

End of FY 23 Data

	Number	Percent
PSA 1	11	2%
PSA 2	22	4%
PSA 3	28	5%
PSA 4	0	0%
PSA 5	202	36%
PSA 6	0	0%
PSA 7	73	13%
PSA 8	67	12%
PSA 9	6	1%
PSA 10	0	0%
PSA 11	28	5%
PSA 12	106	19%
PSA 13	17	3%
Total	**560**	

FY 24 (As of April 15, 2024)

	Number	Percent
PSA 1	4	0.30%
PSA 2	254	19.26%
PSA 3	78	5.91%
PSA 4	1	0.08%
PSA 5	67	5.08%
PSA 6	10	0.76%
PSA 7	214	16.22%
PSA 8	9	0.68%
PSA 9	5	0.38%
PSA 10	9	0.68%
PSA 11	151	11.45%
PSA 12	263	19.94%
PSA 13	254	19.26%
Total	**1,464**	

Contact Information and Resources

- 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
- ICC Fact Cards available in: Arabic, Chinese, English, Gujarati, Hindi, Korean, Polish, Russian, Spanish, Tagalog, Urdu, and Vietnamese
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