



Illinois Department on Aging

2024 Program Presentation

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Outreach Coordinator
Illinois Department on Aging

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.**



Care Coordination Services

When older adults and their families need to make decisions about long term care, care coordination services are available to assist them in making informed choices.

Care Coordination Services provided by "care coordinators" help older adults and caregivers determine what their specific needs are and what services are available to meet those needs. The care coordinator can discuss community-based services that are funded by the state and federal government and those that an individual can purchase with his or her own resources. Care coordinators are based in local agencies which are often referred to as "Care Coordination Units."



Senior HelpLine

The Senior HelpLine was established in 1991 to provide Information & Referral services statewide. Staff are located in both Springfield and Chicago offices.

Bilingual Spanish speaking staff and Propio Language Services are available which offer interpretation and translation services for over 200 languages.

It links clients to programs and services through a statewide Aging Network toll-free customer service hotline (800-252-8966 & 866-800-1409).



Planning & Service Areas

In accordance with federal [Older American's Act](#) regulations, the Illinois Department on Aging has divided Illinois into 13 Planning and Service Areas (PSAs).

The 13 Planning and Service Areas in Illinois are each managed and served by an **Area Agency on Aging**. The Department works in partnership with these agencies: 12 not-for-profit corporations and one unit of local government, the City of Chicago.

Area Agencies have the primary task of planning and coordinating services and programs for older people in their respective areas. The Area Agencies receive funding from the Department based on a formula which takes into consideration the number of older citizens and minorities in that area, as well as the number living in poverty, in rural areas, and alone.

Like the Department on Aging, Area Agencies are not, as a rule, direct service providers. Area Agencies contract with local agencies which provide services to the older people who live in the same community.



Area Agencies on Aging by Planning Service Areas

PSA 01 = Northwestern Illinois Area Agency on Aging

PSA 02 = Northeastern Illinois Area Agency on Aging

PSA 03 = Western Illinois Area Agency on Aging

PSA 04 = Central Illinois Agency on Aging, Inc.

PSA 05 = East Central Illinois Area Agency on Aging, Inc.

PSA 06 = West Central Illinois Area Agency on Aging

PSA 07 = Age Linc Area Agency on Aging

PSA 08 = AgeSmart Community Resources

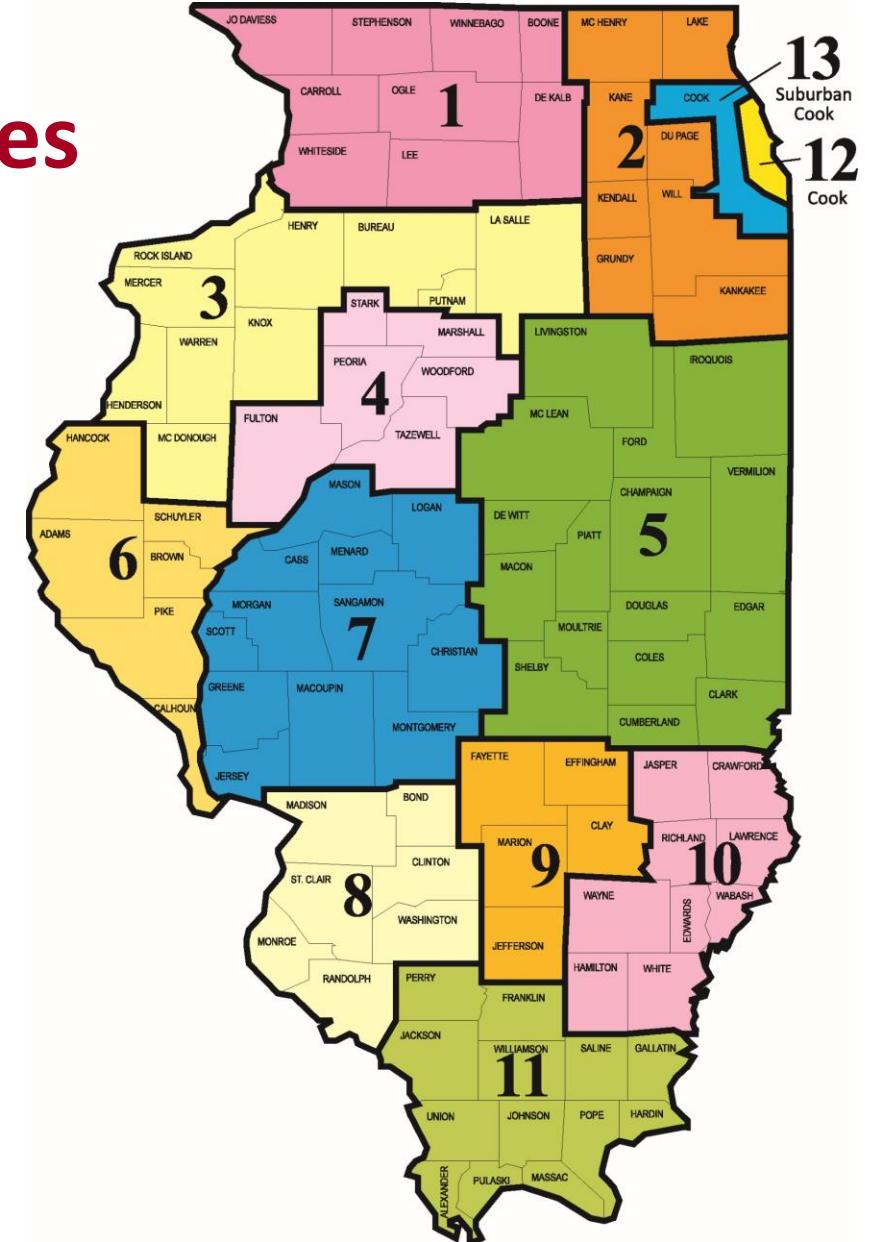
PSA 09 = Midland Area Agency on Aging

PSA 10 = Southeastern Illinois Area Agency on Aging, Inc.

PSA 11 = Egyptian Area Agency on Aging, Inc.

PSA 12 = Senior Services AAA Chicago Dept. of Family and Support Services

PSA 13 = AgeOptions, Inc.



Planning and Service Area (PSA 7)

AgeLinc

Cass, Christian, Greene, Jersey, Logan,
Macoupin, Mason, Menard,
Montgomery, Morgan, Sangamon,
and Scott Counties

Carolyn Austin, Chief Executive Officer
2731 S. MacArthur Blvd.
Springfield, Illinois 62704

1-800-252-2918 (I & A) (217, 309,
and 618 area codes only)
217-787-9234 (Voice & TTY)
Fax: 217-787-6290
E-mail: caustin@agelinc.org
Web: www.agelinc.org



Program Overview

The Department's major programs and services include:

Community Care Program (CCP) (Age 60 and Older)

Adult Protective Services (APS)

Age 60 and Older, or disabled individuals (Ages 18-59)

Long-Term Care Ombudsman Program

Home Care Ombudsman Program (Age 60 and Older,
Disabled 18-59)

Benefit Access Program (65 and Older, Disabled age 16-64)

Older Americans Services (60 and Older)



Community Care Program

The Community Care Program aims to assist older adults in maintaining their independence by providing cost-effective alternatives to nursing home placement.

These services include comprehensive care coordination, adult day services, in-home service, emergency home response services, and automated medication dispenser service.

The Community Care Program is available to any person who requests services and meets all current eligibility requirements.



Community Care Program (Requirements)

- Age 60 or older;
- Residence in Illinois;
- U.S. citizen or permanent resident;
- Score a total of 29 points on the Determination of Need (DON); at least 15 points under Side A;
- Have non-exempt assets that do not exceed the \$17,500 limit (\$35,000 for couples, with both receiving services); and
- Agree to submit an application for Medical Assistance (Medicaid) through DHS, or already be currently on Medicaid. And, if application for Medical Assistance is approved, participant must enroll.



Four Core Services of the Community Care Program



In Home Services

1. Housekeeping tasks
 - Routine house cleaning—not heavy seasonal tasks
 - Laundry—participant’s own facilities or outside the residence
 - Shopping
 - Meal planning & preparation
2. Transportation or escort for essential errands
3. Non-medical personal care
Dressing, bathing and sponge bath, brushing teeth/dentures
4. Service is for the participant, not other members in the household



Emergency Home Response (ERS)

- **24-hour emergency communication link to assistance**
- **A two-way voice system consisting of a base unit and an activation device worn by the participant that will automatically connect the participant to a professionally staffed support center**
- **The support center contacts individuals on the First Responder List or emergency assistance as needed**



Automated Medication Dispenser (AMD)

Portable Mechanical Medication Dispenser:

- Alerts/reminds participant to take medications. (Even if they are not stored in the device such as insulin.)
- If a dose is missed the device “locks” the missed med after 60 minutes, so individual cannot take it at the wrong time.
- Holds multiple medications in individual compartments, at least seven days supply, dispensing at least four times a day. (Many variations available.)
- 24-hour technical assistance
- Caregiver/responsible party notified of missed doses
- Tracks administered and missed medication doses



Adult Day Services

Adult Day Service (ADS) is designed especially for older adults who want to remain in the community but who cannot be home alone during the day due to a physical, social and/or mental impairment. Adult day service also provides respite for family caregivers, especially those who are employed outside the home, and socialization for isolated adults.

Services offered in adult day service centers include health monitoring, medication supervision, personal care, recreational/therapeutic activities and community outings. Nutritious lunches and snacks are served and special diets are provided.

Several centers may specialize in providing care to clients diagnosed with Alzheimer's disease and related disorders while others target specific ethnic populations.



Adult Protective Services

Preventing Abuse of Persons Who Live in the Community

The Adult Protective Services Program (APS) investigates reports of abuse, neglect, exploitation and self-neglect of adults age 60 or older, and adults age 18-59 with disabilities living the community. APS is locally coordinated through 36 provider agencies. Case workers from [36 provider agencies](#) are trained and certified by the Illinois Departments on Aging. Local APS caseworkers investigate allegations and coordinate client service referrals to mitigate risk and assure client health, welfare, and safety.

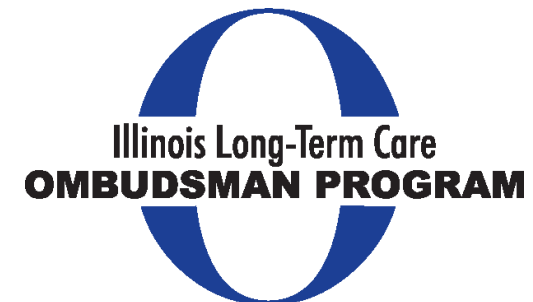


(866) 800-1409
(24-hour Abuse Hotline);
(888) 206-1327 (TTY)

Long Term Care Ombudsman Program (LTCOP)

The Illinois Long-Term Care Ombudsman Program (LTCOP) is a resident-directed advocacy program which protects and improves the quality of life for residents in a variety of long-term care settings. Ombudsmen work to resolve problems of individual residents and to bring about changes at the local, state and national levels to improve care.

Trained community ombudsmen regularly visit long-term care facilities, monitor conditions and care, and provide a voice for those unable to speak for themselves. Long-Term Care Ombudsmen make every reasonable effort to assist, empower, represent and intervene on behalf of the resident. Ombudsman work is directed by the resident.



Home Care Ombudsman Program

Home Care Ombudsmen are located throughout the state of Illinois and work to protect the rights of older persons and adults with disabilities living in the community who:

- are enrolled in the [Medicare Medicaid Alignment Initiative](#) (MMAI) and receive services from a managed care organization (MCO); or
- receive services from one of the following Home and Community Based Services (HCBS) Waiver Programs:

[Persons who are Elderly](#)

[Persons with Disabilities](#)

[Persons with Brain Injury](#)

[Person with HIV or AIDS](#)



A Home Care Ombudsman can help answer questions about the services you receive or if you feel your rights have been violated by your in-home service provider.

Benefit Access Program

The Benefit Access Program determines eligibility for two benefits for seniors and persons with disabilities:

- A SECRETARY OF STATE LICENSE PLATE FEE DISCOUNT
- FREE RIDES ON FIXED-ROUTE TRANSIT SYSTEMS

Eligibility Requirements: Age 65 or older or disabled

Income guidelines

1 Person	\$33,562
2 Persons	\$44,533
3 Persons	\$55,500

Apply online: <https://webapps.illinois.gov/AGE/BAA/Welcome.aspx>



Senior Health Insurance Program (SHIP)

The Senior Health Insurance Program (SHIP) is a free statewide health insurance counseling service for Medicare beneficiaries and their caregivers.

SHIP counselors are trained by the Illinois Department on Aging.

There are approximately 1000 SHIP counselors located at more than 200 sites in Illinois.

SHIP counselors do not sell or solicit any type of insurance.

SHIP counselor activities include:

Educating consumers and answering questions about Medicare, Medicare Supplement, long term care insurance, Medicare HMO's, private fee-for-service and other health insurance



Older American Act Services

**Older Americans Act (Age 60 and older)
funds services such as:**

- **Information & Referral**
- **Outreach**
- **Nutritional Services**
- **Employment Services**
- **Transportation as well as other
community supportive services.**



Senior Community Service Employment Program (SCSEP)

The [Senior Community Service Employment Program](#) (SCSEP), also known as the Title V Program, is a federally funded program designed to assist adults age 55 and older in entering or reentering the job market. The program is administered by the Illinois Department on Aging through the Area Agencies on Aging, which are responsible for implementation at the local level.

The SCSEP Program fosters and promotes part-time and temporary community service opportunities that contribute to the general welfare of the community.

Who is Eligible?

Anyone is eligible to enroll in the program who...

- is at least 55 years old,
- has a limited income (a figure set by the [U.S. Department of Health and Human Services](#) at not more than 125% of the poverty level), and
- is capable of performing the tasks involved in the proposed community service assignment.



Illinois Cares Connection (ICC)

The Illinois Care Connections program is aimed at enabling social connectedness; maintaining health, safety, and wellbeing; and promoting independence of older adults age 60+ living in the community by providing technology and assistive devices. IDoA partners with the Illinois Assistive Technology Program (IATP) to administer this program.

What types of technology and assistive devices are available?

Tablet bundles (iPad or Android, case, keyboard, charger, headphones), screen protectors, mice, stylus pens, tablet stands, laptops, desktop computers, internet/Wi-Fi/hotspot access devices; hearing devices including speakers, soundboxes and sound amplifiers; vision devices such as magnifiers; mobility devices such as canes, walkers, wheelchairs, shower chairs and adaptive utensils; smart home technology including smart plugs, smart light bulbs, voice-activated home assistants, camera-enabled doorbells, memory loss calendars/clocks and talking clocks; animated companion stuffed animals; and 3D printed devices.



Farmer's Market Program

The purpose of the Senior Farmers Market Nutrition Program is to promote the routine consumption of fruits and vegetables as a part of the daily diet. Checks for seniors are distributed at local senior facilities through the cooperation of the Illinois Department on Aging, Area Agencies on Aging and Catholic Charities of the Archdiocese of Chicago. These checks can be redeemed for fresh fruits and vegetables at local farmers' markets in (37) counties. Nutrition education materials, including recipes, are also distributed. The Senior Farmers Market Nutrition Program season begins July 10th and ends October 31st.

To see if you live in a participating county browse the [Senior Farmers' Market Nutrition Program list](#) and/or contact your local [Area Agency on Aging \(AAA\)](#) for more information.



Legal Services

The Illinois Department on Aging provides funding to local Area Agencies on Aging (AAA) to contract with legal aid representatives throughout the State. Legal aid representatives may help with a wide variety of civil law issues.

The senior legal assistance provider offices, of which there are 21 around the state, provide legal services to Illinoisans 60 years of age or older. Legal assistance providers advocate for and represent older clients in civil cases – particularly those involving...

- elder abuse and neglect, financial exploitation, consumer fraud,
- landlord-tenant relationships, nursing home residents' rights, and
- conflicts over benefit programs such as Medicare, Medicaid, Social security and pensions. *They also...* help with simple estate planning, living wills, and powers of attorney.



Website Information

Localized provider information as well as programs and services for the Community Care Program, Adult Protective Services Program, Area Agencies on Aging and Care Coordination Units can be found with IDoA's Provider Profile Search Tool.

The website contains information on programs and services available to older adults and their caregivers, lists of partners and providers statewide, and information about procurement opportunities.

The Benefit Access Application for free transit ride and license plate discount benefits is also available on the website.

ilaging.illinois.gov



Contact Information

Purnell Borders, Outreach Coordinator

- **Springfield Office Phone: (217) 782-0004**
- **Email: Purnell.Bordersiii@illinois.gov**

Senior HelpLine (SHL): (800) 252-8966, (888) 206-1327 (TTY)

- **Email: Aging.ILsenior@illinois.gov**

Adult Protective Services Program (APS):

- **(866) 800-1409 (24-hour Abuse Hotline), (888) 206-1327 (TTY)**

Senior Health Insurance Program (SHIP): (800) 252-8966

- **Email: Aging.Ship@illinois.gov**

