



State of Illinois  
Illinois Department on Aging

ILLINOIS DEPARTMENT ON AGING



**ANNUAL  
REPORT**

**FISCAL  
YEAR  
2021**

**Respect  
for Yesterday,**

**Support  
for Today,**

**Planning  
for Tomorrow**





## A Message from Director PAULA BASTA

It is my pleasure to submit the Fiscal Year 2021 Annual Report for the Illinois Department on Aging (IDoA). This report reflects IDoA's mission of administering quality and culturally appropriate programs that promote partnerships and encourage independence, dignity, and quality of life.

IDoA—in coordination with our statewide network of aging services providers, community organizations, and other stakeholders—is committed to helping older adults thrive while honoring their care preferences. The COVID-19 pandemic has powerfully reinforced older adults' widespread preference to age in place, staying in their current residence and community for as long as possible. As the pandemic persists, our mission matters now more than ever.

Members of our Aging Network continue to demonstrate resilience, expertise, and compassion every day as they work to deliver a broad range of home and community-based services to Illinois' older adults and their caregivers. The Department has prioritized sustaining our Aging Network to ensure the continuation of service delivery. At the same time, we also recognize the need to further adapt and expand our programs to meet the needs of an inevitably growing aging population. Older adults have made meaningful contributions to our state and their communities, and all are deserving of the highest standard of care and quality of life during their golden years.

IDoA looks forward to continued collaboration with members of the General Assembly, other state agencies, and our partners in the Aging Network to find innovative ways to improve services and supports for older adults in Illinois.

Sincerely,

A handwritten signature in black ink that reads "Paula Basta". The signature is written in a cursive, flowing style.

Paula Basta, M.Div.  
Director, Illinois Department on Aging



**The Illinois Department on Aging serves and advocates for older Illinoisans and their caregivers by administering quality and culturally appropriate programs that promote partnerships and encourage independence, dignity and quality of life.**

The Illinois Department on Aging (IDoA) strives for efficient and effective access to services that prevents or delays nursing facility placement and maximizes an individual's ability to remain as independent as possible within their community.

Our services are delivered through the Aging Network comprised of IDoA, Area Agencies on Aging (AAAs), Care Coordination Units (CCUs), the Senior Health Insurance Program (SHIP) and Senior Health Assistance Program (SHAP) sites, Aging provider agencies, senior centers and many other local organizations.

The Department engages in specific planning activities to identify needs and evaluate the adequacy of existing programs to serve those in the greatest need. While program eligibility varies based on funding sources, services offered through IDoA include: the federal Older Americans Act and the Community Care Program, which both serve persons age 60 and older; the Benefit Access Program which serves persons age 65 and older and persons with disabilities age 16-64; the Adult Protective Services Program which protects persons age 60 and older and persons with disabilities age 18-59 living in the community; Grandparents Raising Grandchildren Program and the Senior Community Service Employment Program for persons age 55 and older; the Long-Term Care Ombudsman Program which protects the rights of individuals age 60 and older and persons with disabilities 18-59 living in a long-term care setting; and the Home Care Ombudsman Program which provides advocacy and assistance to protect the rights of seniors and persons with disabilities age 18-59 in the community.

IDoA serves and advocates for our 2.5 million older Illinoisans and their caregivers and looks forward to continued collaboration with our Aging Network partners as we work together respecting yesterday, supporting today, and planning for tomorrow.

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## AGENCY OPERATIONS

Since 2000, Illinois' older population (60 years of age and older) has grown from 1.9 million to 2.5 million. It now represents 19.6 percent of the population in Illinois. By 2030, it is estimated that the 60 years of age and older population will increase to 3.6 million and will represent 24 percent of Illinois' population.

IDoA's mission is delivered through programs and services to older adults, including the Community Care Program (CCP). The CCP supports eligible older adults, who are at risk of being placed in a nursing facility, to remain in their own homes by providing in-home and community-based services.

The CCP provides services to any individual who meets all eligibility requirements. The CCP is one of Illinois' nine 1915(c) waivers for home and community-based services under the Medicaid Program. Program core services in CCP include: Adult Day Service (ADS), Emergency Home Response Service (EHRS), Automated Medication Dispenser (AMD), and In-Home Service (IHS).

Unfortunately, far too many older adults or individuals with disabilities experience violations of their rights including abuse, neglect, poor care, isolation and lack of choices and meaningful activities.

The Adult Protective Services Program and the Long-Term Care Ombudsman Program, as well as the Home Care Ombudsman Program, are meant to protect individuals from harm and improve the quality of life for residents in the community and long-term care settings.

A large piece of our mission also comes from our responsibility of being the state-administering agency for the Older Americans Act. This federal act supports older adults who wish to stay in their homes by restructuring the delivery of services to include home-based services as well as institutional care.

## STRATEGIC PRIORITIES

- Implement innovative and evidence-based programs to support older adults' ability to remain in the community and avoid premature institutionalization.
- Maximize federal, state, local and private resources to increase healthy aging options and social programs for older adults.
- Promote responsive management, accountability and advance technologies to meet the needs of the most vulnerable while creating efficiencies in statewide systems.
- Protect older adults and persons with disabilities by strengthening interagency collaboration to prevent abuse, neglect and exploitation.
- Expand and ensure equitable access to programs that address the social determinants of health with a focus on identifying and understanding the needs of underserved and diverse populations awareness.

OPERATIONS



PRIORITIES



## EMPLOYEES BY ETHNICITY

At the end of FY21, the agency had a headcount of 163 employees. The Department achieved parity in all workforce categories in accordance with its Affirmative Action and Minority Employment Plans. The Department will continue to fill vacancies in a timely manner while also securing and retaining a qualified and balanced workforce that is representative of the Affirmative Action categories, pursuant to the State Personnel rules and AFSCME contract provisions.

FY21 EMPLOYEES BY ETHNICITY	
Ethnicity FY21 Employees (percentage)	
White	71.17%
African American	15.34%
Hispanic	7.98%
Asian	4.91%
Other	.61%
<b>Total</b>	<b>100%</b>



## BUDGET

PROGRAM	FY21 BUDGET	FY21 SPEND
Community Care Programs	\$1,006,200,000	\$978,801,256
Community Supportive Services	\$323,580,400	\$120,399,707
Central Management	\$17,737,300	\$14,126,009
Elder Rights	\$33,700,000	\$26,344,251
Employment Services	\$5,590,300	\$1,117,724
Training and Staff Development	\$400,000	\$20,358
<b>TOTAL</b>	<b>\$1,387,208,100</b>	<b>\$1,140,809,305</b>

# WORKFORCE INITIATIVES



## OLDER AMERICAN SERVICES ACT

Older Americans Act (OAA) funded programs serve older adults who reside in neighborhoods throughout Illinois. Available services fall into categories of access, in-home and community-based services, as well as nutrition, legal assistance, employment assistance and caregiver support. These services are coordinated through the Area Agencies on Aging (AAAs) and a network of community service providers. Many organizations rely on volunteers to help support the delivery of these services. In Federal Fiscal Year (FFY) 2021, programs funded by the OAA served more than 564,425 seniors ages 60 or older. Although the funding is relatively small, these supportive services have a very positive impact on the quality of life of older adults and help them to remain independent in their communities.

### Information and Assistance

There are many overlapping federal and state programs with different eligibility requirements. Older adults and their caregivers often need help to understand what services are available and whether they qualify. Beginning with a simple telephone call to one of Illinois' local information and assistance providers, an older adult or a family caregiver can receive up-to-date information on a wide range of community-based programs and benefits.

Information and assistance service providers can also provide information on respite services, in-home services, transportation, home-delivered meals, pharmaceutical assistance, income tax and property tax assistance programs, Medicare, Medicaid and much more. Trained staff are ready to share facts about available services and public benefit programs to help older adults and those who care for them. In FFY21, staff at local sites across Illinois received 917,437 calls from older adults or their caregivers.

### Nutrition Services

In FFY21, there were 98,856 older adults who received nutrition services. The services include congregate and home-delivered meals. Congregate meals are served weekdays in over 39 sites throughout Illinois that include senior centers, churches, senior housing facilities, restaurants and community buildings. The program provides a nutritionally balanced meal that must include 33 percent of the Recommended Dietary Allowances (RDA) established by the Food and Nutrition Board of the Institute of the National Academy of Sciences.

Home-delivered meals are an option for an older adult who may have difficulty leaving their home and cannot personally prepare a nutritious meal. Volunteers who deliver meals have an important opportunity to check on the welfare of the homebound older adult and report any health or other problems that they may observe during their visits.

The Senior Farmers' Market Nutrition Program (SFMNP) promotes the routine consumption of fruits and vegetables as a part of the daily diet. The goals of the program include providing resources to improve the health and well-being of Illinois' seniors through increased consumption of fresh fruits and vegetables and aiding in the development of additional market opportunities for farmers. Checks for seniors are distributed at local senior facilities through the cooperation of IDoA, AAAs and Catholic Charities of the Archdiocese of Chicago. These checks can be redeemed for fresh fruits and vegetables at local farmers' markets in 36 counties. The Senior Farmers' Market Nutrition Program season is July 10 to October 31.



### Child and Adult Care Food Program

The Adult Day Service (ADS) component is administered at the federal level by the United States Department of Agriculture (USDA) and at the state level through IDoA. The goal of the Child and Adult Care Food Program (CACFP) is to improve the diets of functionally impaired adults and persons 60 years of age and older by providing ADS Centers with reimbursement for nutritious, well-balanced meals. Centers must provide a community-based, non-residential group program designed to meet the needs of functionally impaired adults through an individual plan of care. In lieu of ADS licensure, CACFP approval is met through obtaining a Community Care Program (CCP) contract. There were 542,764 CACFP breakfasts, lunches and supplemental snacks served to approximately 3,840 participants on average per month who were enrolled in ADS during FFY21.

### Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) is a federally funded program administered through the U.S. Department of Labor based on the Older Americans Act (OAA). The OAA supports community service employment and training opportunities. Funding is provided to SCSEP, also known as the Title V Program, under the OAA and the Senior Employment Specialist Program (SESP). Both programs are administered by the IDoA with the cooperation of the AAAs, community action agencies, and organizations that focus on providing employment services. The service is offered to unemployed, low-income persons who are 55 years of age and older and actively looking for employment. To qualify for the program, SCSEP participants must meet the income criteria, which is 125 percent of the current federal poverty rate. In FFY21, the Department served 322 seniors statewide.

### Transportation

Many older adults cannot drive because of poor hearing, vision loss, or other health conditions. Some may not own an automobile. Transportation is the link that ensures older adults' access to the services and opportunities that help them remain independent. Transportation helps older adults access health care, social and nutritional services, employment, as well as family and friends. Through transportation funded services, older adults made more than 258,090 trips in FFY21 to and from locations within their communities.

### Outreach

Outreach services target those older adults in Illinois' communities who are difficult to contact and may not be aware of available programs. Outreach staff visit with older adults or their caregivers to inform them about benefits and services, encourage them to participate in programs, and help with enrollment into services. In FFY21, 47,352 older adults were assisted through the Aging Network's outreach efforts.

### Senior Centers

Local senior centers have regular operating hours and are often the community's focal point for older adult services. Senior centers provide excellent opportunities for socialization, relaxation and participation in a variety of programs and activities. Senior center services may include congregate meals, transportation, education, counseling, legal assistance and health screenings to assist older adults in the community. The Department funded 103 senior centers statewide in FFY21.



## OLDER AMERICAN SERVICES ACT *continued*

### Legal Assistance

There are six senior legal assistance providers in Illinois that offer services to adults 60 years of age and older. Legal assistance providers advocate for and represent older clients in civil cases particularly those involving abuse, neglect, financial exploitation, consumer fraud, landlord tenant relationships, nursing home residents' rights and conflicts over benefit programs such as Medicare, Medicaid, and Social Security. They also help with simple estate planning, living wills, and powers of attorney. In addition, they perform research and provide education on a variety of legal issues. Legal assistance providers contributed 61,011 hours of assistance to older adults in FFY21.

### Caregiver Support Program

The Caregiver Support Program assists families caring for frail, older adults, as well as grandparents or older relatives who are caregivers for children 18 years of age and younger. Services include information and assistance, respite, individual counseling, support groups and caregiver training. In addition, supplemental services are provided locally on a limited basis to complement care provided by caregivers. Supplemental services may include assistive devices, legal assistance, school supplies or other gap-filling services to address a short-term caregiver emergency. There are 162 Caregiver Resource Centers in Illinois..

### Grandparents Raising Grandchildren

In 2021, according to the U.S. Census Bureau, there were an estimated 208,007 children under the age of 18 living in a grandparent headed home with more than 88,570 grandparents caring for their grandchildren. IDoA, in cooperation with the Kinship Navigator Task Force, works to locate, assist and promote awareness of older caregivers who are currently raising their family's children. The Grandparents Raising Grandchildren Program began in 1996 with a grant from the Brookdale Foundation. Financial support from the Illinois General Assembly and other resources allows IDoA to continue with established support groups, financial and technical assistance, information, and assistance to grandparents. Funding also supports conferences and workshops, as well as training to professionals. There are 81 support groups for Grandparents Raising Grandchildren in Illinois



## VOLUNTEER PROGRAMS

### Foster Grandparents Program

Foster grandparents are role models, mentors and friends to children with needs. The program provides a way for volunteers aged 55 and older to stay active by serving children and youth in their communities.

Volunteers may assist with physical or speech therapy, help with homework or simply be there as a surrogate grandparent. The program helps abused and neglected children; mentors troubled teenagers and young mothers; provides care for pre-mature infants and children with disabilities; provides different generations opportunities to grow together; and improves the lives of children while enriching the lives of volunteers. In FY21, 69,355 Foster Grandparent Program volunteers provided over 86,933 hours of service through 10 projects located throughout the State of Illinois.



## COMMUNITY CARE PROGRAM

The Department on Aging administers the Community Care Program (CCP). The CCP is a major initiative to prevent the unnecessary institutionalization of people in Illinois who are 60 years of age and older. The program is designed to meet the needs of older adults who have difficulty with household and personal care tasks. CCP services include in-home, adult day, emergency home response and automated medication dispenser. CCP served approximately 62,800 elderly individuals each month in FY21, thereby successfully diverting or delaying many of those individuals from entering a nursing facility.

CCP is a viable and cost-effective alternative to a nursing facility. CCP is supported by General Revenue Funds as appropriated by the General Assembly. A portion of the cost for Medicaid-eligible participants is reimbursed to Illinois through a federal Home and Community-Based Services (HCBS) Waiver. Participants are evaluated through an initial comprehensive care assessment to determine their need for service and a person-centered plan is developed in collaboration with the individual. Annual reassessments ensure ongoing needs are identified and met.

### Adult Day Service

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

Services offered in ADS Centers include health monitoring, medication supervision, personal care and recreational/therapeutic activities. Nutritious lunches and snacks are served, and special diets are provided. Several centers may specialize in providing care to participants diagnosed with Alzheimer's disease and related disorders while others target specific ethnic populations. During FY21, there were 74 ADS sites that provided community-based services to an average monthly caseload of approximately 2,000 participants. Due to COVID-19, Illinois Executive Orders suspended in-person programming for ADS Providers as of March 16, 2020. The providers were able to reopen in August 2020 in a limited capacity but closed again December 2020 through January 2021 due to an uptick in COVID-19 cases. By June 2021, approximately 800 individuals were going to ADS facilities in-person, while the remaining ADS caseload were receiving remote ADS services.

To preserve access for clients in light of the COVID-19 Public Health Emergency, ADS providers began offering remote services (based on participants' plan of care). ADS providers offered various services such as meals, wellness checks, medication monitoring, transportation to doctor appointments and grocery shopping. IDoA provided capacity grants to ADS Providers for reimbursement.

### Emergency Home Response

Emergency Home Response Service (EHRS) is a 24-hour emergency communication link to assistance outside the home for older adults with documented health and safety needs and mobility limitations. This service is provided by a two-way voice communication system consisting of a base unit and an activation device worn by the participant that will automatically link the older adult to a professionally staffed support center. EHRS is a CCP core service provided



## COMMUNITY CARE PROGRAM *continued*

to improve the independence and safety of participants in their own homes and help reduce the need for nursing home care. In FY21, an average monthly caseload of approximately 31,300 participants utilized the service.

### In-Home Service

In-Home Service helps with general household activities such as cleaning, planning and preparing meals, doing laundry, shopping and running errands. In-Home Service Aides assist participants with personal care tasks such as dressing, bathing, grooming and following special diets. IDoA contracted with 121 home care agencies to meet the needs of an average monthly caseload of approximately 55,300 older adults in FY21.

### Comprehensive Care Coordination

The foundation of CCP is Comprehensive Care Coordination (CCC) provided by a statewide network of community-based Care Coordination Units (CCUs). CCC is a holistic approach to assessing the needs of older adults to help them access supportive services so they can live safely and independently in the community. This system provides coordination among CCP services and federal Older Americans Act Title III funded services, as well as local service options. In FY21, CCC served approximately 88,482 older adults.

### Choices for Care

IDoA provides a universal nursing home pre-admission screening for adults aged 60 and older seeking admission to a nursing facility. In accordance with state law, all persons seeking admission to nursing facilities must be informed of all available care options prior to admission, regardless of the individual's income, assets or funding source. Care coordinators from the CCUs conduct the screenings, primarily in hospitals, immediately prior to patient discharge.

The screening process gives older adults and their families the opportunity to ask questions and to understand community-based services, as well as institutional options for continuing care. In instances of short-term nursing facility placement for purposes of rehabilitation or convalescence, care coordinators may conduct follow-up screenings in the nursing facilities to aid transition back into the community when possible. IDoA provided 92,375 pre-screenings in FY21 to seniors who were considering placement in a long-term care facility.

### Money Management

Illinois Volunteer Money Management is a financial services program that assists low income older adults who have difficulty managing their personal household budgets, paying bills, keeping track of banking records, intervening with creditors, completing medical forms, and handling other issues related to personal finances.

The program matches trained volunteers with older adults who need help with tasks such as organizing bills, writing checks, balancing checkbooks, intervening with creditors and completing medical forms. Volunteers also serve as Representative Payees who are designated by the Social Security Administration (SSA) to manage the monthly benefits of certain beneficiaries. The CCUs screen, train, match and supervise the volunteers. In FY21, there were 17 Money Management Programs available in 59 counties in Illinois, and 19,107 business units were provided to 621 participants by volunteers.



## ADULT PROTECTIVE SERVICES

The Department's Adult Protective Services (APS) Program responds to reports of alleged abuse, neglect and exploitation (ANE) of adults ages 60 and older and adults with disabilities between the ages of 18 and 59 who live at home. In addition, the program responds to reports of self-neglect (SN) which refers to a condition that is the result of an eligible adult's inability to perform essential care tasks that substantially threaten his or her own health.

In FY21, the program responded to 20,567 reports of ANE/SN. Trained caseworkers working in 40 local agencies throughout the State conduct investigations and work with the adults to resolve the abusive, neglectful or exploitive situation and arrange for appropriate intervention. Services may include in-home care, counseling, medical assistance, legal intervention or other assistance.

Public education also plays a critical role in abuse prevention. In FY21, APS continued implementing a grant from the Administration for Community Living (ACL) to promote training and awareness of APS reporting, assessment and service. Further, Governor JB Pritzker convened a multi-disciplinary Elder Abuse Task Force designed to foster collaboration among entities serving older adults in various capacities across the state. It served as a public forum to assess existing protective practices and develop new approaches for increasing public awareness and combatting patterns of abuse.



## LONG-TERM CARE OMBUDSMAN PROGRAM

As mandated by the federal Older Americans Act and the Illinois Act on the Aging, the Long-Term Care Ombudsman Program (LTCOP) was established to protect the rights of those individuals who live in a variety of long-term care settings.

The five primary Ombudsman services are: investigative services; regular presence visits; issue advocacy; consultations; and resident and family council support. Quality resident care and residents' rights are top priorities for the Ombudsman Program, which includes 17 Regional LTCOPs. In FY21, there were 69 full-time staff, 16 part-time staff, and 73 volunteers.

In FY21, the Ombudsman Program responded to 6,787 complaints. The majority of the complaints filed were fully or partially resolved to the satisfaction of the resident involved. In addition, the Program handled 26,758 consultations and made 5,056 facility visits.

The COVID-19 pandemic continued to have a lasting impact on the work ombudsmen do advocating for residents in long-term care facilities. On October 1, 2020, the State Ombudsman issued visitation guidance providing a framework for Ombudsmen Programs to continue to provide in-person advocacy for residents in the midst of continual COVID-19 mitigation efforts.

PROTECTION  
& ADVOCACY



## HOME CARE OMBUDSMAN PROGRAM

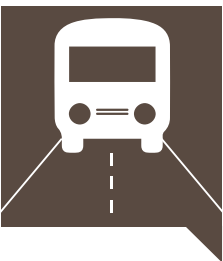
The Home Care Ombudsman (HCO) Program is housed within IDoA's Long-Term Care Ombudsman Office. The goal of the HCO Program is to empower, advocate on behalf of, and protect the rights of individuals who live in the community and receive services to help them stay in their homes. The HCO work to resolve complaints made by, or on the behalf of persons enrolled in the Medicare Medicaid Alignment Initiative (MMAI) or select Home and Community Based Service (HCBS) waivers when the rights of the individuals are violated. During FY21, the HCO Program responded to 130 requests for information, opened 123 cases related to HCBS and MMAI, and completed nine community education sessions.



## SENIOR HELPLINE

The Department's statewide toll-free Senior HelpLine provides information and links older adults and their caregivers to local services. Professionally trained staff assess individuals' needs and provide referrals on home and community-based service options such as in-home services, home-delivered meals, caregiver support, and Medicare counseling. In addition, the Senior HelpLine staff answers the dedicated Adult Protective Services (APS) Hotline. The staff completes reports of suspected abuse, neglect, financial exploitation and self-neglect of adults over the age of 60, as well as persons with disabilities between the ages of 18 to 59 living in the community. The Senior HelpLine relays information to the appropriate APS agencies for investigation and follow-up.

In FY21, the Senior HelpLine responded to 148,994 calls. Approximately 57 percent of the calls received during the period were regarding the Benefit Access Program that determines eligibility for free rides on fixed transit systems and Secretary of State license plate discounts. Elder Rights, including protective and legal services of adults living in the community and long-term care settings, were 13 percent of the calls received; Medicare counseling, private health insurance and related health coverage plans were 11 percent of the calls received; CCP services were nine percent of the calls received; and OAS services, such as nutrition and transportation, were three percent of the calls received. The remaining calls received were from individuals seeking assistance with a range of services including assistive technology, health, and housing.



## BENEFIT ACCESS PROGRAM

The Benefit Access Program determines eligibility for a license plate discount from the Secretary of State's Office and free rides on fixed route transit systems in Illinois. To qualify, an individual must be 65 years of age or older, or at least 16 years of age and disabled. In addition, eligibility is determined through residency and income utilizing an online web-based application.

In FY21, IDOA processed 115,332 Benefit Access Applications resulting in 78,171 license plate discounts; 37,498 Seniors Ride Free enrollments; and 17,518 Persons with Disabilities Ride Free enrollments.

# ASSISTANCE



## SENIOR HEALTH INSURANCE PROGRAM (SHIP)

The Senior Health Insurance Program (SHIP) provides objective counseling, advocacy, and enrollment assistance to Illinois' Medicare beneficiaries and their caregivers. SHIP counselors are certified to perform personal searches using the Medicare plan finder tool comparing Part D prescription drug plans and Medicare Advantage plans in order to facilitate the best choices for individuals receiving benefits. Due to the increasing number of Medicare eligible beneficiaries needing assistance in applying for Medicare Parts A and B, counselors facilitate enrollments during counseling sessions by working closely with Social Security Administration.

During FY21, SHIP counselors assisted more than 90,000 beneficiaries using a hybrid approach of in-person and remote online counseling due to the ongoing COVID-19 pandemic. When counselors were unable to meet in person, they performed their advocacy and assistance through Skype, Zoom, telephone, and email to give peace of mind to their clients regarding their best options for insurance. SHIP also provided outreach and education to individuals during community webinars, drive-through health fairs, vaccination clinics, and food pantry pickups.

The Senior HelpLine and the Medicare Service Center referred beneficiaries to more than 300 SHIP certified sites for assistance in their communities. Counseling at the local level is performed in many languages to help alleviate health disparities that exist due to cultural differences. In addition, counselors who work for the Centers for Independent Living are able to reach the disabled Medicare population and screen for various other services that may improve the quality of life for individuals in Illinois.

COUNSEL

RECOGNITION

## AWARD PROGRAMS



IDoA recognizes individuals that have made outstanding contributions to their communities through the Annual Senior Illinoisans Hall of Fame. The Senior Illinoisans Hall of Fame, initiated by the General Assembly in 1994, commemorates the achievements and contributions of citizens age 65 and older. Inductees are recognized for their contributions in four areas including Community Services, Education, Labor Force and Performance and/or Graphic Arts. Inductees are selected through a statewide nomination and judging process. Since its inception, 129 people have been inducted into the Hall of Fame.

## TRAINING AND EDUCATION



### Conferences

With the Public Health Emergency (PHE) created by COVID-19, IDoA initiated a virtual conference. In the fall of 2020, IDoA presented ***Coronavirus Impact: A 1-day Virtual Conference to Learn from Experts and Each Other***. Sessions included COVID-19 facts and statistics, ways to respond to the changes COVID-19 created, and a panel discussion of aging network organizations' adaptations while providing services during the PHE.

The Senior Hall of Fame and Engage in Aging Awards were also presented during the event to commemorate the achievements and contributions of citizens aged 65 or older. Approximately 700 professionals from the aging network participated in the virtual conference.



## TRAINING AND EDUCATION *continued*

In the spring of 2021, IDoA presented a second virtual conference, ***Blending Health, Mind and Community***. This conference continued the theme of resiliency during the PHE, with an emphasis on the impact for minority communities. Another focus was on methods to stay engaged with others when remote and virtual contact are the only means of communication. Over 700 professionals from the aging network participated.

### Trainings

Remote learning continued throughout FY21. Training was provided for 225 new Care Coordinators. For our in-home providers, 348 new Homecare Supervisors were trained in FY21. There were 20 new provider agencies trained and on-boarded to CCP with two new adult day services opening late in calendar year 2020.



## ACCOMPLISHMENTS

Collaborated with the 13 Area Agencies Aging (AAAs) across the state to distribute nearly one million home-delivered meals per month. This was a 50 percent increase in the number of home-delivered meals distributed prior to March 2020 and the onset of the COVID-19 pandemic.

Worked with Aging Network partners to help more than 32,000 older adults register for and coordinate transportation to vaccinations and booster appointments.

Utilized federal and state resources to establish and maintain the Emergency Senior Services (ESS) gap filling fund which has allowed for basic needs, such as transportation, meal delivery, personal hygiene and utility assistance, of an estimated 10,000 individuals to be met during the COVID-19 public health emergency.

Addressed social isolation through remote services and the distribution of more than 3,000 technology bundles via the Illinois Care Connections program.

Implemented a new public and professional awareness campaign titled ***#Engage2Change*** to highlight the importance of reporting suspected abuse, neglect and exploitation of persons aged 60 and older and persons with disabilities aged 18-59.

Sustained the Aging Network by implementing rate increases for CCP providers, providing preservation grants to Adult Day Service (ADS) during COVID-related closures, and permitting flexibility to the CCP workforce via emergency waiver requests approved by the Centers for Medicare and Medicaid Services (CMS) under the Persons who are Elderly Waiver.

# ACCOMPLISHMENTS





## ADVISORY GROUPS

The Illinois Department on Aging consults with various advisory groups, who meet on a regular basis, to provide information on matters relating to issues and needs of older adults in Illinois. For more information, visit <https://www2.illinois.gov/aging/forprofessionals/Pages/AdvisoryGroups.aspx>.

### Illinois Council on Aging

The Illinois Council on Aging was established by the General Assembly on August 9, 1973. The Illinois Act on the Aging (20 ILCS 105/7) mandates a state-level advisory body to promote the well-being of older adults in Illinois. The Council members advise the Department on policies and administration of programs and services as well as gather data and share innovative ideas and research to improve programs and services for seniors. The Council consists of 31 voting members, 23 citizen members appointed by the Governor and eight legislative members appointed by the General Assembly leadership.

### Community Care Program Advisory Committee

The Community Care Program Advisory Committee was created through the Illinois Act on the Aging (20 ILCS 105/4.02) to advise the Department on issues to prevent unnecessary institutionalization of persons age 60 and older. Members of the committee are appointed by the Director of the Department on Aging to ensure representation from community care providers including, but not limited to, Adult Day Service Providers; In-Home Service Providers; Care Coordination Units; Emergency Home Response Providers; statewide trade or labor unions that represent homecare aides and direct care staff; Area Agencies on Aging; adults over the age of 60; membership organizations which represent older adults; managed care health plans; and other organizational entities, providers of care or individuals with demonstrated interest and expertise in the field of home and community-based care.

### Older Adult Services Advisory Committee

The Older Adult Services Act (P.A. 093-1031) created the Older Adult Services Advisory Committee in 2004 to promote the transformation of Illinois' comprehensive system of older adult services. The Older Adult Services Advisory Committee makes recommendations on restructuring initiatives related to rebalancing long-term care including the delivery of services and monitoring

home-based services to ensure quality of care. The Committee members are appointed by the Directors of the Departments on Aging, Human Services and Public Health and is comprised of 32 members from a variety of statewide associations, senior service organization representatives, citizen members and family caregivers.

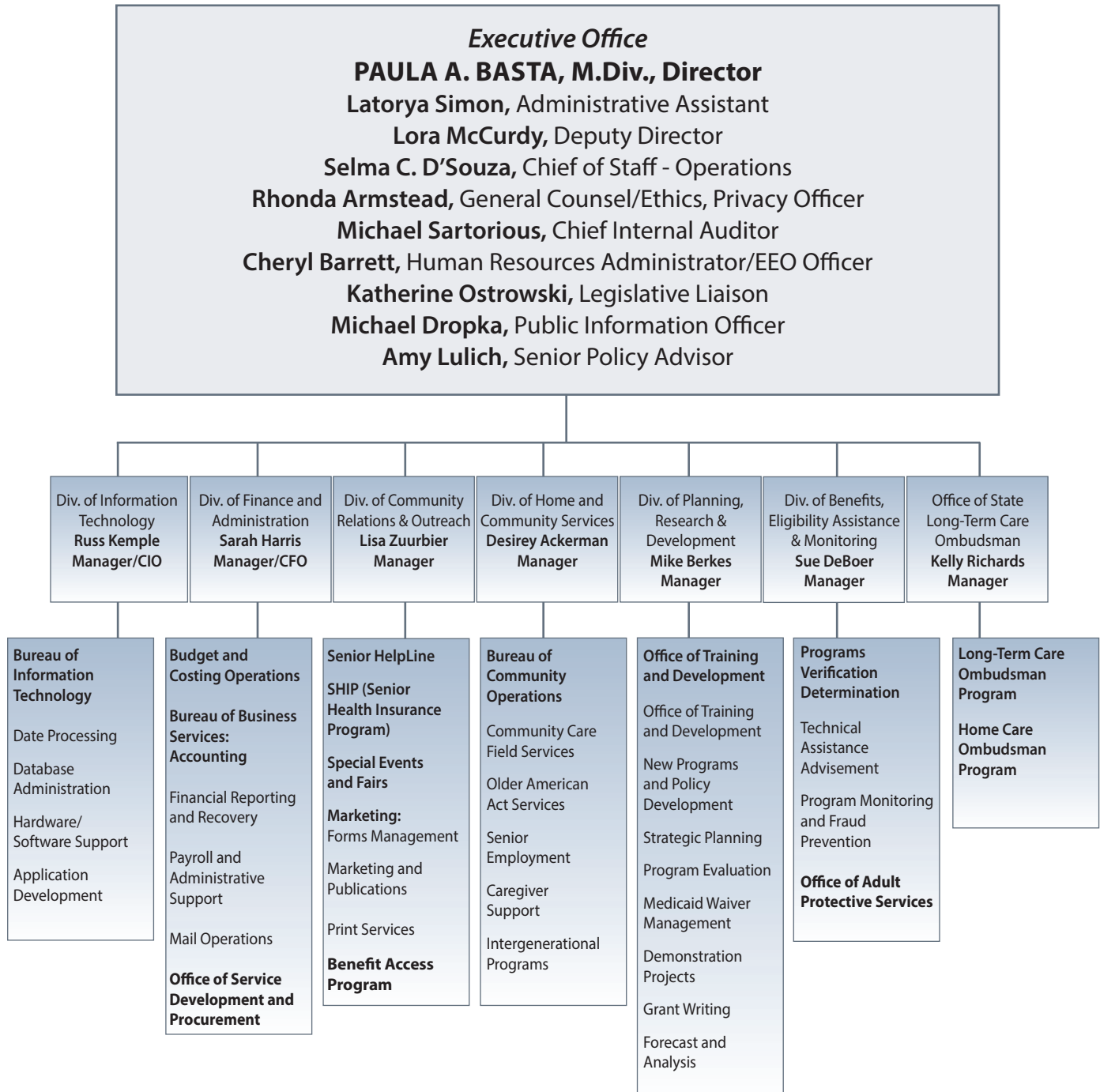
### Illinois Long-Term Care Council

The Illinois Act on the Aging (20 ILCS 105/4.04a) mandates the Illinois Long-Term Care Council to ensure residents over the age of 60, or persons with a disability age 18-59, residing in facilities licensed or regulated under the Nursing Home Care Act, Skilled Nursing and Intermediate Care Facilities Code, Sheltered Care Facilities Code, and the Illinois Veterans' Homes Code receive high quality long-term care. The Council members are appointed by the Director of the Department on Aging and consist of 18 to 25 members, including individuals from long-term care facilities who are concerned about the quality of life in long-term care facilities and protecting the rights of residents.

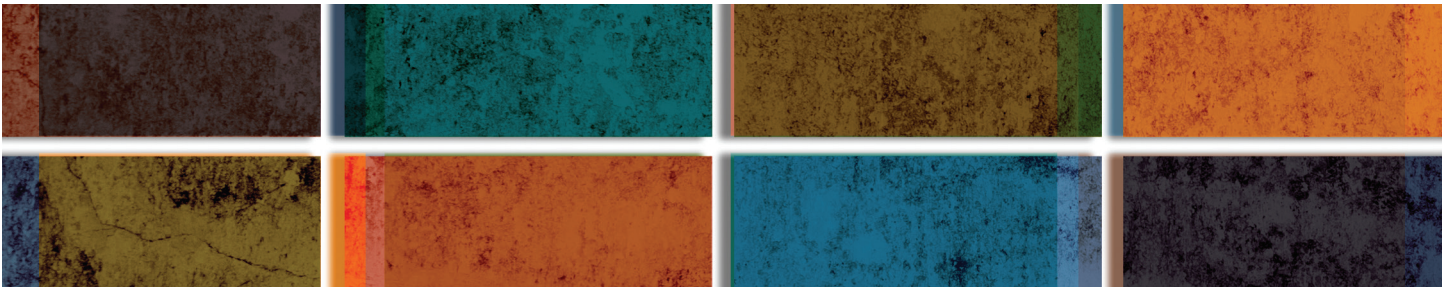
### Fatality Review Team Advisory Council

The Fatality Review Team Advisory Council was created by the Adult Protective Services Act (320 ILCS 20) as the coordinating and oversight body for all regional Fatality Review Teams and activities in Illinois. The Council members who are appointed by the Director of the Department on Aging include one member from each review team. The role of the Council is to oversee the review teams to ensure that the teams' work is coordinated and in compliance with statutes and protocol. The Council also performs other functions necessary to enhance the capability of the review teams to reduce and prevent at-risk adult fatalities.

## Illinois Department on Aging Organizational Overview June 30, 2021







**State of Illinois, Department on Aging**  
One Natural Resources Way, #100  
Springfield, Illinois 62702-1271  
[www.illinois.gov/aging](http://www.illinois.gov/aging)

**Senior HelpLine** (8:30am – 5:00pm, Monday – Friday):  
**1-800-252-8966**

**For deaf and speech-impaired communication over the telephone, dial Illinois Relay at 711.**

**Adult Protective Services Hotline (24-Hour):**  
**1-866-800-1409**

The Illinois Department on Aging does not discriminate against any individual because of his or her race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, gender identity, pregnancy, or unfavorable discharge from military service in admission to programs or treatment of employment in programs or activities. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information call the Senior HelpLine: 1-800-252-8966.

