

# The Illinois Department of Human Services' HOME SERVICES PROGRAM

The Illinois Department of Home Services, Division of Rehabilitation (DRS), administers the Home Services Program (HSP) that helps individuals with severe disabilities who may be at risk of institutionalization remain in their homes and live independently in their communities. In addition to operating three of Illinois' nine 1915(c) Home and Community-Based Medicaid Services Waivers, HSP also offers State plan only services to eligible individuals who do not qualify for Medicaid. HSP State plan only services are identical to the waiver services, but the State is not able to seek matching federal funds.

HSP services offer choices and self-directed options for customers of the program. Services are based on unmet needs that help customers with everyday living activities such as dressing, eating, bathing, housekeeping and laundry. The unmet needs are identified during an interview and assessment with the customer. Services can include personal assistant, homemaker, maintenance home health, emergency home response, home delivered meals, assistive equipment, home modifications, respite services and more depending on the waiver.

## TRANSITIONS

HSP works closely with IDoA to assist potentially eligible HSP customers in exploring the option of transitioning to CCP. HSP counselors notify customers, aged 60 and above, to inform them of availability of case management and other services that may be more appropriate for older adults. HSP supports customers who want to explore this option by

facilitating a referral to IDoA. If determined eligible by IDoA, customers may begin receiving services through IDoA, at which time HSP services are suspended. Customers have 60 days after IDoA services begin to determine if they want to remain with IDoA, but can return to HSP within that time frame, if desired. After the 60 day window has passed the HSP case is closed because customers are only eligible for services from a single home care program at a time. During FY24, DRS facilitated nine referrals for customers choosing to explore IDoA services.



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One Natural Resources Way, Suite 100  
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Senior HelpLine: 1-800-252-8966; 711 (TRS)  
8:30am to 5:00pm Monday through Friday

24-Hour Adult Protective Services Hotline:  
1-866-800-1409; 711 (TRS)  
[ilaging.illinois.gov](http://ilaging.illinois.gov)

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*Illinois Department on Aging*

# Community Care Program

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*In cooperation with  
Illinois Department  
of Human Services*



## COMMUNITY CARE PROGRAM

The Department on Aging (IDoA) 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 is a viable and cost-effective alternative to nursing facility care.

CCP is supported by General Revenue and Commitment to Human Services funds as appropriated by the General Assembly. A portion of the cost for Medicaid-eligible participants is reimbursed through a federal Medicaid Home and Community-Based Services Waiver. CCP complies with the Centers for Medicare and Medicaid Services' (CMS) requirements for operation of a 1915(c) waiver for the elderly. Participants are evaluated through an initial comprehensive care assessment to determine their need for service and a person-centered plan of care is developed in collaboration with the individual and any authorized representative(s). Six-month visits and annual reassessments ensure ongoing needs are identified and met.

In State Fiscal Year (FY) 24, CCP served approximately 65,675 elderly individuals each month. In addition, 54,800 elderly individuals received waiver services through a Managed Care Organization. CCP waiver services includes comprehensive care coordination, adult day, automated medication dispenser, emergency home response, and in-home services.

### ADULT DAY SERVICE

Adult Day Service (ADS) is designed specifically 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. ADS also provide respite for family caregivers, especially those who are employed outside the home, and socialization for isolated adults.

Services offered in ADS Centers include health monitoring, medication supervision, personal care and recreational/ therapeutic activities. Several centers specialize in providing care to participants diagnosed with Alzheimer's disease and related disorders while others target specific ethnic populations.

ADS Providers offered various services such as meals, wellness checks, medication monitoring, transportation to doctor appointments and grocery shopping. During FY24, there were 74 ADS sites that provided community-based services to approximately 1,300 participants per month.

### AUTOMATED MEDICATION DISPENSER

Automated Medication Dispenser (AMD) is a portable, mechanical system that can be programmed to alert the participant to take non-liquid oral medications through auditory, visual or voice reminders; to provide tracking and caregiver notification of a missed medication dose; and to provide 24-hour technical assistance. In FY24, an average of 220 participants utilized the service each month.

### 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. In FY24, GPS and falls detection technology were added to the waiver and an average caseload of 30,500 participants utilized EHRS each month.

### 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 184 home care agencies to meet the needs of an average monthly caseload of 59,200 older adults in FY24.