



State of Illinois
Illinois Department on Aging

FISCAL YEAR 2015 ANNUAL REPORT



A MESSAGE FROM DIRECTOR JEAN BOHNHOFF

I am pleased to present the Fiscal Year 2015 Annual Report for the Illinois Department on Aging. Dedicated to serving and advocating on behalf of older Illinoisans and their caregivers, this report reflects our mission to provide quality and culturally appropriate programs that promote partnerships and encourage independence, dignity, and quality of life to the aging population.

Despite significant fiscal challenges of recent years, our Department continues to work diligently with Area Agencies on Aging and local service providers to offer a variety of cost effective, community-based services to older adults and their caregivers. From the Caregiver Support Program to Adult Protective Services, the requisite services we provide are essential to members of the aging community and their loved ones.

From 2004 to 2014, the aging population has increased from 36.2 million to 46.2 million respectively, according to the United States Department of Health and Human Services. This 28 percent increase in the past 10 years alone reflects the growing need for healthy alternatives to nursing home care that promote independence and self-sufficiency among older Illinoisans.

As the aging population continues to grow, it is imperative our Department continues to offer and develop a variety of diverse programs and services to meet the escalating needs of older adults. We look forward to continued collaboration with other State agencies and partners to find ways to improve long term care services that allow older adults, their family and friends to lead independent, rewarding, and fulfilling lives.

Sincerely,

A handwritten signature in black ink, appearing to read "Jean Bohnhoff". The signature is fluid and cursive, with the first letter of the first name being a large, stylized 'J'.

Jean Bohnhoff

Mission:

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

The Illinois Department on Aging's services are delivered through the Aging Network, composed of the Illinois Department on Aging (IDoA), Area Agencies on Aging (AAAs), Care Coordination Units (CCUs), senior centers and many other local organizations. These services help senior citizens remain safe and independent in their own homes and communities for as long as possible. The Department engages in specific planning activities to identify needs and evaluate the adequacy of existing programs to serve those in greatest need.

Program eligibility within the Department on Aging varies based on funding sources. Services offered through the Department on Aging include: programs and services through

the federal Older Americans Act and the Community Care Program, which serves persons age 60 and older; free transit rides and a license plate discount through the Benefits Access Program for persons age 65 and older, or ages 16 and older with a qualifying disability and limited income; and older worker employment and training services for adults age 55 and older.

Additionally, the Department works to protect the rights of seniors and persons with a disability age 18-59 living in the community through the Adult Protective Services Program. The Long Term Care Ombudsman Program, which was established to protect the rights of individuals who live in a variety of long-term care settings, has no age-based eligibility.

Overview

SUMMARY OF AGENCY OPERATIONS

The Illinois Department on Aging serves and advocates for the 2.3 million older Illinoisans and their caregivers by administering programs to foster independence, dignity and quality of life.

The department's programs are operated in partnership with the 13 Area Agencies on Aging and numerous direct care and service providers.

The Community Care Program is offered for Illinoisans age 60 and older who are at risk of nursing home placement and provides comprehensive care coordination, adult day services, in-home care (homecare aides) and emergency home response systems. There are over 90 thousand participants served in this program on a monthly basis.

In addition, the department is the state-administering agency for the Older Americans Act which encompasses many community supportive services such as home-delivered meals.

The Long Term Care Ombudsman program and Adult Protective Services program protect both older individuals and other adult persons that are in need of nursing or home care.

STRATEGIC PRIORITIES

- The department is looking to strengthen and modernize the existing network, services and service delivery.

- An improved IT infrastructure will be the basis for improving communications with the network and enable the department to be more proactive about the needs of the seniors in the community.
- Additionally, the department is conducting a review of program rules and policies to ensure responsive and adequate services to senior Illinoisans.

Fiscal Year 2015 Budget by Fund Category (in thousands)

Fund Category	FY 15 Approp	FY15 Actual Expend
General Funds	\$912,090.7	\$880,141.3
Other State Funds	\$101,717.5	\$ 87,903.3
Federal Funds	\$101,589.1	\$ 64,200.3
Total	\$1,115,397	\$1,032,245

Fiscal Year 2015 Employees by Ethnicity

Ethnicity	FY 2015 Employees (percentage)
White	76.8%
African American	11.3%
Hispanic	8.9%
Asian	3.0%
Total	100%

At the end of FY 2015, the agency had a headcount of 148.5 employees. The Department achieved parity in all workforce categories in accordance with its FY15 Affirmative Action and Hispanic 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.

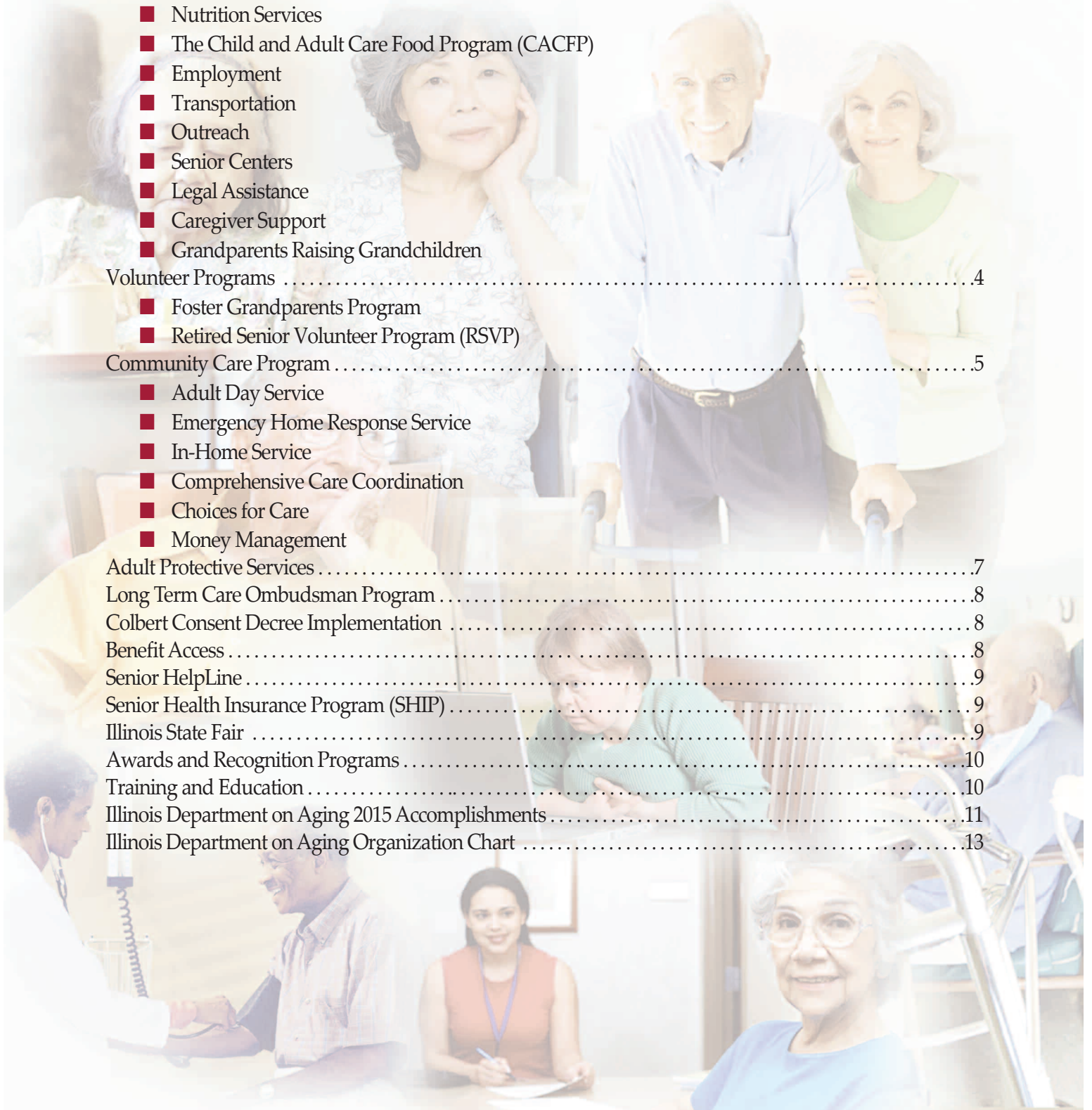
Fiscal Year 2015 Budget by Program (in thousands)

Program	FY15 Act Approp	FY15 Actual Expend	Headcount
Community Care Programs	\$962,133.1	\$923,758.2	91
Community Supportive Services	\$116,631.1	\$84,134.4	42
Elder Rights	\$29,459.7	\$20,761.0	13
Employment Services	\$7,173.4	\$3,591.2	2
TOTAL	\$1,115,397	\$1,032,245	148.5

Please Note: Overall Administrative Costs for the agency are allocated to the various programmatic areas that are supported by these functions. Headcount is reported in Full-Time Equivalents (FTE).

Table of Contents

Overviewiii
Summary of Agency Operations	
Strategic Priorities	
Fiscal Year 2015 Budget by Fund Category	
Fiscal Year 2015 Employees by Ethnicity	
Fiscal Year 2015 Budget by Program	
Older Americans Act Services	1
■ Information and Assistance	
■ Nutrition Services	
■ The Child and Adult Care Food Program (CACFP)	
■ Employment	
■ Transportation	
■ Outreach	
■ Senior Centers	
■ Legal Assistance	
■ Caregiver Support	
■ Grandparents Raising Grandchildren	
Volunteer Programs	4
■ Foster Grandparents Program	
■ Retired Senior Volunteer Program (RSVP)	
Community Care Program	5
■ Adult Day Service	
■ Emergency Home Response Service	
■ In-Home Service	
■ Comprehensive Care Coordination	
■ Choices for Care	
■ Money Management	
Adult Protective Services	7
Long Term Care Ombudsman Program	8
Colbert Consent Decree Implementation	8
Benefit Access	8
Senior HelpLine	9
Senior Health Insurance Program (SHIP)	9
Illinois State Fair	9
Awards and Recognition Programs	10
Training and Education	10
Illinois Department on Aging 2015 Accomplishments	11
Illinois Department on Aging Organization Chart	13



FY15 ANNUAL REPORT



OLDER AMERICANS ACT SERVICES (OAA)

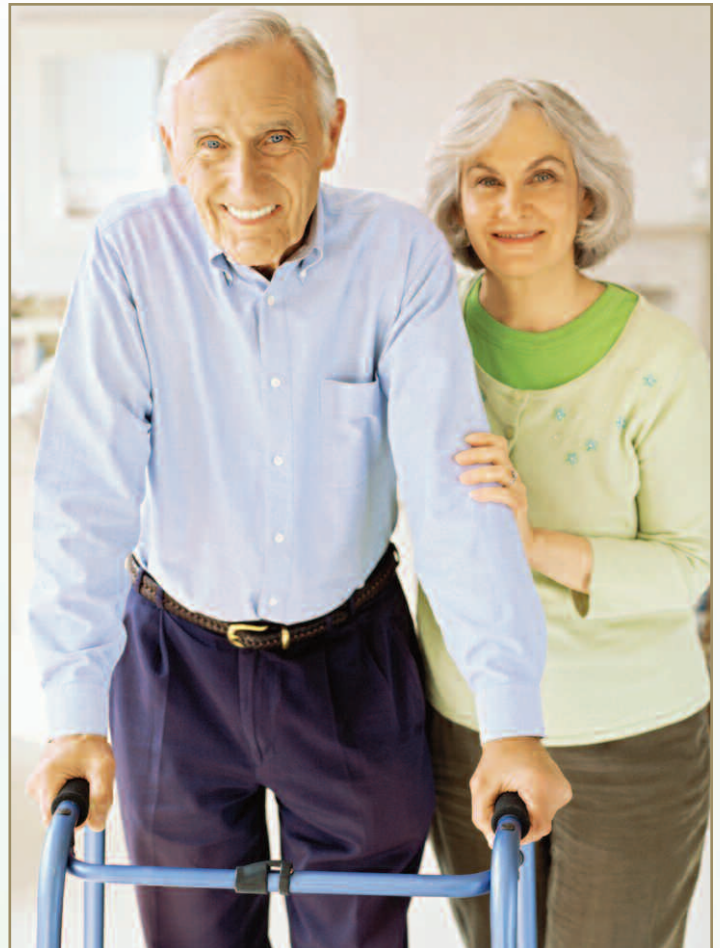
Older Americans Act funded programs serve older adults who reside in neighborhoods throughout Illinois. Available program services include supportive services that fall into categories of access, in-home and community services, as well as nutrition services, legal assistance, employment assistance and caregiver support.

Volunteers from local communities serve as valuable resources that assist with the delivery of these services. In FY15, programs funded by the OAA served more than 525,440 seniors age 60 and over - approximately 22 percent of Illinois' 2.4 million older adults - with the help and support of local Area Agencies on Aging and service providers, allowing them to continue living independently within their communities.

Although the funding for supportive services is relatively small, these services have a positive impact on the quality of life of the older adult receiving the benefit.

Information and Assistance

With so many overlapping federal and state programs and their different 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 assistance programs, 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 FY15, information and assistance staff at local sites across the state received 792,262 calls from older adults or their caregivers.

Nutrition Services

During FY15, nearly 116,300 older adults received nutrition services, including congregate and home-delivered meals. Congregate meals are served weekdays in over 428 sites throughout Illinois such as senior centers, churches, senior

housing facilities, restaurants and community buildings. The program provides a nutritionally balanced meal that must include 33⅓ percent of the Recommended Dietary Allowances (RDA) established by the Food and Nutrition Board of the National Academy of Sciences/ National Research Council.

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 to homebound older adults have an important responsibility to check on the welfare of the homebound and are encouraged to report any concerns that they may observe during their visits, including health problems.



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 the Department on Aging, Area Agencies on Aging and Catholic Charities of the Archdiocese of Chicago and can be redeemed for fresh fruits and vegetables at local farmers' markets in 33 counties. The Senior Farmers Market Nutrition Program season is from July 1st to October 31st.

In the summer 2015 season, checks were distributed in booklets of \$21.00 to seniors age 60 and older who have a

household income not more than 185 percent of the federal poverty income guidelines. Also in 2015, 37,100 SFMNP check booklets were ordered and, of that, 29,166 booklets (204,160 checks) were redeemed by participating farmers.

The Child and Adult Care Food Program (CACFP)

The adult day service component is administered at the federal level by the United States Department of Agriculture (USDA) and at the state level through the Illinois Department on Aging. The goal of the Adult Day Service (ADS) component of the CACFP is to improve the diets of functionally impaired adults and persons 60 years of age or older by providing ADS Centers with reimbursement for nutritious, well-balanced meals. Centers must provide a community-based, nonresidential group program designed to meet the needs of functionally impaired adults through an individual plan of care. In lieu of ADS licensure in the state of Illinois, approval is met through obtaining a Community Care Program (CCP) contract.

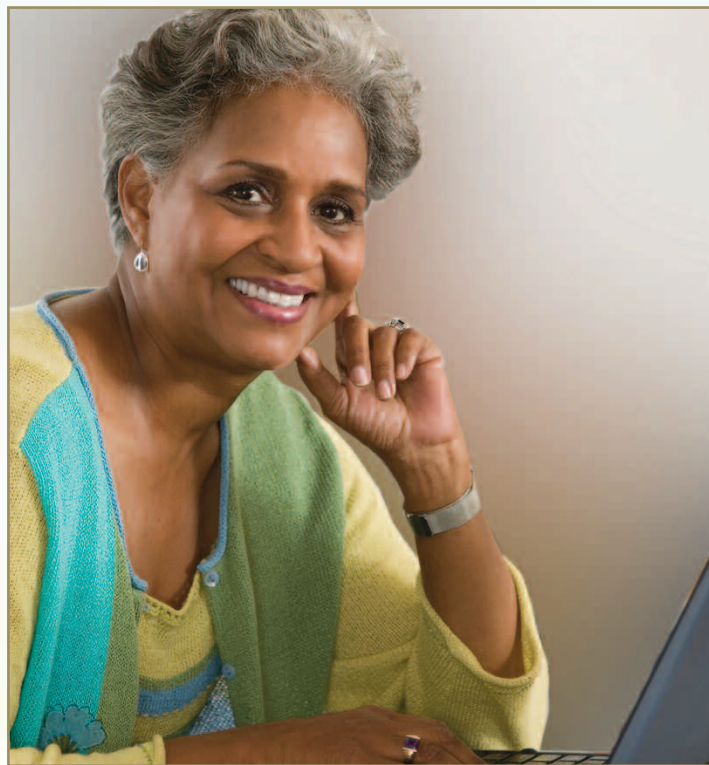


FY15 ANNUAL REPORT

Fifty-eight ADS Centers throughout the State - approximately 90 percent of the CCP ADS Providers - participate in the CACFP. It is anticipated that 95 percent may be participating beginning with Federal Fiscal Year 17. One million breakfasts, lunches, and supplemental snacks were served to approximately 20,000 clients enrolled in ADS during FFY15.

Employment

OAA supports community service employment and training. Funding goes to the Senior Community Service Employment Program (SCSEP), also known as the Title V Program under the OAA and the Senior Employment Specialist Program (SESP). Both programs are administered by IDoA with the cooperation of the AAAs, a community action agency, and organizations that focus on providing employment services to older adults.



The SCSEP is a federally funded program administered through the U.S. Department of Labor based on the Older Americans Act. The SCSEP promotes useful, part-time, on-the-job training opportunities in community service activities for unemployed low-income persons who are 55

years of age or older and are actively looking for employment. An SCSEP participant must meet the age and income criteria, which is 125 percent of the current poverty rate, to qualify for the program. The SCSEP provides on-site job training to transition the participant into an unsubsidized position of employment in conjunction with the participant's job goals. Participants are enrolled in Host Agency's (not-for-profit entities) for on-the-job training equivalent to part-time (20 hours per week) at the state of Illinois minimum wage rate.

The SESP is a state program funded through General Revenue Funds (GRF) that supports the SCSEP and local employment opportunities. This program is a small grant to assist local AAAs, the Community Action Agency, and older adult employment organizations with information, assistance and referrals for seniors to assist in training and/or employment in their local areas. In FY15, the Department served 458 senior individuals and 2,334 statewide.

Transportation

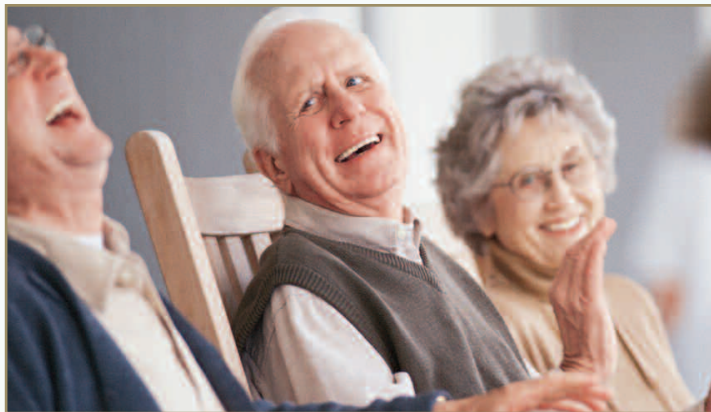
Many older adults cannot drive because of hearing, vision or mobility losses, health conditions, or because they do not own an automobile. Transportation is the link that ensures older adults access to the services and opportunities that help them remain independent. Transportation helps older adults access health care; social and nutritional services; family and friends; stores; and jobs. Through the Department's transportation services, older adults made more than 465,260 trips to and from locations within their communities.

Outreach

Outreach services target older adults in Illinois communities who are not aware senior services are available and those who are difficult to contact. Outreach staff visit with older adults or their caregivers to inform them about available benefits and services, encourage seniors to participate and assist them in accessing needed services. For FY15, 17,258 older persons were offered help through the Aging Network's outreach efforts, thus increasing their chances for receiving beneficial services.

Senior Centers

Local senior centers have regular operating hours and are often the community's focal point for older adult services. The senior center provides excellent opportunities for socialization, relaxation and participation in a variety of programs and activities. Senior center services, which may include congregate meals, transportation, education, counseling, legal assistance and health screening, enhance the choices available to older adults in the community. The Department funds 187 senior centers.



Legal Assistance

The 21 statewide senior legal assistance provider offices 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, 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 and perform research and conduct educational programs regarding legal rights on a wide variety of legal issues. Illinois' legal assistance providers contributed 37,288 hours of assistance to older adults in FY15.

Caregiver Support

The Caregiver Support Program assists families caring for frail older members as well as grandparents or older relatives who are caregivers for children age 18 and younger. Services include information and assistance; respite; individual counseling; support groups; and caregiver training. In addition, supplemental services are provided 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 approximately 145 Caregiver Resource Centers in Illinois.

Grandparents Raising Grandchildren

In FY15 there were 210,585 children under the age of 18 living in a grandparent-headed home. Currently, more than 97,100 grandparents are caring for their grandchildren. The Department, in cooperation with the Illinois Task Force on Grandparents Raising Grandchildren, 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. Continued financial support from the legislature and other resources has allowed the Department to continue with established support groups, financial and technical assistance, information and referral assistance to grandparents, conferences and workshops as well as training to professionals. There are over 81 statewide support groups for grandparent caregivers.

VOLUNTEER PROGRAMS

Foster Grandparents Program

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



FY15 ANNUAL REPORT

Volunteers may assist with physical or speech therapy, help with homework, or simply be there as a grandparent. The program helps abused and neglected children; mentors troubled teenagers and young mothers; provides care for premature infants and children with disabilities; provides different generations opportunities to grow together; improves the lives of children; and enriches the volunteers' lives. In FY15, 722 Foster Grandparent Program volunteers provided over 807,134 hours of service through 11 projects located throughout the state.

Retired Senior Volunteer Program (RSVP)

RSVP allows individuals age 55 and older to utilize their skills and experiences to help their communities. They volunteer service to agencies, businesses and organizations in volunteer work sites throughout Illinois. They can serve from a few hours a week to forty hours a week in one or more efforts. RSVP volunteers get involved to learn new skills, feel productive, network and give back to their community. Members include skilled carpenters, data entry workers, counselors, nutrition site aides, friendly visitors, income tax aides, newsletter editors and others. In FY15, 8,549 senior volunteers provided more than 1,494,837 hours of volunteer service.



COMMUNITY CARE PROGRAM

The Department on Aging administers the Community Care Program (CCP), 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. Services include in-home, adult day and emergency home response services. During FY15, CCP served an average of 83,787 frail elderly each month, thereby successfully diverting or delaying many of those individuals from entering a nursing home.

The Community Care Program is a viable and cost-effective alternative to nursing home care and the number of individuals it serves has increased significantly in the past years. CCP is supported by State General Revenue Funds as appropriated by the legislature. A portion of the cost for Medicaid eligible participants is reimbursed to Illinois through a federal Title XIX, Medicaid, Home and Community-Based Services Waiver. CCP complies with the Centers for Medicare and Medicaid Services (CMS) requirements for 1915(c) waiver for the elderly. Participants are evaluated through an initial comprehensive care assessment to determine their need for service. Annual reassessments ensure ongoing needs are identified and met.

Adult Day Service

Adult Day Service 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 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 FY15, 89 Adult Day Service centers provided community-based services to approximately 3,200 participants per month.

Emergency Home Response Service

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 Community Care Program core service provided to improve the independence and safety of participants in their own homes and help reduce the need for nursing home care. In FY15, approximately 35,000 participants utilized the service each month.



In-Home Service

This Community Care Program service provides assistance with household tasks such as cleaning; planning and preparing meals; doing laundry; shopping; and running errands. Homecare Aides also assist participants with personal care tasks such as dressing, bathing, grooming and following special diets.

In FY15, IDoA contracted with 110 homecare agencies to meet the needs of an average monthly caseload of approximately 75,800 older adults who received in-home services.

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 securely 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 FY15, approximately 110,000 older adults received comprehensive care coordination.

Choices for Care

The Department on Aging provides universal nursing home pre-admission screening for all persons age 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 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.

In FY15, the Department provided prescreening to over 109,000 persons who were considering placement in a long term care facility.

FY15 ANNUAL REPORT

Money Management

Developed in conjunction with the AARP Money Management Program, 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 a checkbook, intervening with creditors and completing medical forms. Volunteers also serve as Representative Payees, persons designated by the Social Security Administration to manage the monthly benefits of certain beneficiaries.

The Care Coordination Units screen, train, match and supervise the volunteers. The Illinois Council of Care Coordination Units coordinates the project and monitors financial transactions. In FY15, there were 19 Money Management Programs available in 49 counties in Illinois, where over 20,000 business units were provided to 846 clients by volunteers.

ADULT PROTECTIVE SERVICES

The Department's Adult Protective Services Program assists people age 60 and older and persons with disabilities age 18-59 living in the community who are victims of abuse, neglect and financial exploitation. Effective July 1, 2013, the Department on Aging was designated as the single Adult Protective Services (APS) agency in the State to respond to reports of abuse, neglect and exploitation of older adults and adults with disabilities who reside in the community.

Services are coordinated through local agencies that accept reports, complete assessments, and provide casework and follow-up. In addition, the program assists adults 60 years of age and older and persons with disabilities age 18-59

who self-neglect by working with the individual to arrange for appropriate intervention. Reports of abuse, neglect, exploitation and self-neglect can be made to the Department on Aging's Adult Protective Services Hotline, 24-hours-a-day, 7-days-a-week. In FY15, the program received 14,858 reports of suspected abuse, neglect or financial exploitation. Trained caseworkers from 42 designated local agencies worked with victims to prevent further abuse and to arrange for needed services, such as in-home care, counseling, medical assistance, legal intervention or law enforcement assistance.

The Adult Protective Services Program also works to prevent abuse, neglect and financial exploitation through its public education efforts.



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 Ombudsman Program's services include investigating and resolving complaints made by or on behalf of nursing home residents, providing regular presence visits, providing information about long-term care issues, supporting resident and family councils, and monitoring the development of laws, regulations and policies that relate to long-term care settings. As of February 2015, there were more than 1,500 nursing facilities in Illinois with over 137,000 beds or units. In FY15, LTCOP conducted 19,841 facility visits and 30,579 consultations. In addition, 10,812 complaints were investigated and 75 percent of those complaints were fully or partially resolved to the satisfaction of the resident involved. Quality resident care and residents' rights are top priorities for the Ombudsman Program. The program is made up of 16 Regional Ombudsman Programs including 43 full-time paid and 95 volunteer Ombudsmen.



The Office uses a collaborative and community-based approach to transition Colbert Class members living in nursing facilities to an integrated minimally restrictive environment. Colbert Class members are then provided with services and supports that are necessary to live independently in the community. The Office is responsible for monitoring and evaluating the development and implementation of this innovative service delivery system that combines the services of health, including mental health, housing and social services. As the number of Class Members living independently increases, the Office ensures that there are adequate post transition services and supports to stabilize the Class Member.

The Office of Transitions and Community Relations, with its partners, transitioned 839 Colbert class members to community-based settings as of June 30, 2015, in efforts to meet Colbert Consent Decree requirements.

COLBERT CONSENT DECREE IMPLEMENTATION

The Colbert v. Quinn lawsuit alleged that individuals are being unnecessarily segregated and institutionalized in nursing facilities in Cook County in violation of the Americans with Disabilities Act (ADA) and Rehabilitation Act. Through the Colbert Consent Decree, the state of Illinois agreed to provide the necessary supports and services to enable a definitive number of consenting Class Members to live in the most integrated community settings appropriate to their needs. The State also agreed to gather data that would reflect the costs of maintaining Colbert Class Members in community-based settings relative to the costs of maintaining those same individuals in nursing facilities. The results would be used to develop a Cost Neutral Plan to be used to guide the State in future community reintegration efforts.

The Illinois Department on Aging established the Office of Transitions and Community Relations in January 2014 to expedite the implementation of the Colbert Consent Decree.

BENEFIT ACCESS PROGRAM

The Benefit Access Program offers two benefits for seniors and persons with disabilities, which includes a license plate fee discount through the Office of the Secretary of State as well as free rides on fixed-route transits through local transit authorities (Seniors or Persons with Disabilities Ride Free Transit card). Besides age or disability, the two-year eligibility is determined through residency and income utilizing an Internet-filed application. Approximately 139,155 Benefit Access Applications were received in FY15 resulting in 92,661 license plate discounts, 66,485 Seniors Ride Free enrollments and 38,952 Persons with Disabilities Ride Free enrollments.

FY15 ANNUAL REPORT

SENIOR HELPLINE

The Department's statewide toll-free Senior HelpLine provides information in English and Spanish and links older adults and their caregivers to local services.

Professionally trained staff assess participant needs, send literature 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 answer incoming calls on the dedicated Adult Protective Services (APS) Hotline. The staff respond to reports of suspected abuse, neglect and financial exploitation of adults over the age of 60 as well as persons with disabilities between the ages of 18-59, living in the community and relay the information to the appropriate APS Provider Agencies for investigation and follow-up.

In FY15, the Senior HelpLine responded to 134,594 calls. Approximately 54 percent of the calls received were regarding the Benefit Access Program. Elder Rights, including protective and legal services for adults living in the community and long-term care settings, were approximately 11 percent of the total calls received. Calls regarding the Community Care Program also accounted for 11 percent, while calls regarding Older Americans Act Services accounted for five percent of the calls. Medicare counseling, private health insurance and related health coverage plans accounted for 12 percent of calls received. The remaining seven percent of the calls received were from individuals seeking assistance with services such as assistive technology, housing, health, and financial.

SENIOR HEALTH INSURANCE PROGRAM (SHIP)

The Senior Health Insurance Program's activities align with IDoA's mission to help older individuals maintain their health and independence while remaining in their homes and communities. SHIP provides accurate objective counseling, enrollment assistance and advocacy relating to Medicare, private health insurance and related health



coverage plans. Counseling focuses on specific information or assistance provided in one-on-one confidential sessions with certified counselors trained by the Department.

In addition, SHIP provides outreach to educate individuals about their Medicare benefits through public forums, community presentations, and various publications. In FY15, the Illinois SHIP Program assisted 90,000 Medicare beneficiaries. In addition, SHIP provided outreach to educate individuals about their Medicare benefits during nearly 1,700 events such as public forums, community presentations and in various publications.

ILLINOIS STATE FAIR

Since 1990, the Department has operated the senior building at the annual Illinois State Fair in Springfield. The air-conditioned Illinois Building, which is near the main gate on the state fairgrounds, offers informative exhibits, free health screenings, bingo and entertaining performances.

The Department staffs the building and manages its activities. This included the arrangement and coordination of the entertainment and contests, as well as working with the many exhibitors. State agencies and private organizations were available to provide information to attendees about their programs and services.

The State Fair was held from August 8-17. Senior Day, held August 11, offered free admission for adults 60 years of

age and older. Special events held in the Illinois Building included the Not So Newlywed Game, Illinois Senior Spelling Bee State Finals and the Grandparent/Grandchild Contest. Health screenings were provided by St. John's Hospital, Blue Cross and Blue Shield of Illinois, and the Illinois Lion's Club to check for conditions such as osteoporosis, diabetes, high blood pressure and cholesterol.

AWARDS AND RECOGNITION PROGRAMS

The Department and the Aging Network regularly recognize individuals and organizations that have made outstanding contributions to their communities. Annual awards programs include the Senior Illinoisans Hall of Fame and the Governor's Award for Unique Achievement. In addition, at the annual Governor's Conference on Aging a number of awards are presented by professional associations to individuals and groups whose accomplishments merit recognition.

Perhaps the most prestigious of the awards is the Senior Illinoisans Hall of Fame, initiated by the General Assembly in 1994, to commemorate the achievements and contributions of citizens age 65 or older. Inductees, recognized for the contributions in four areas including Community Services, Education, Labor Force and Performance and/or Graphic Arts, are selected each year through a statewide nomination and judging process. New inductees were recognized for their special contribution at a ceremony held in October 2014 .

TRAINING AND EDUCATION

The Department on Aging is a leader in providing educational opportunities to professionals from aging services agencies. In FY15, approximately 4,700 individuals participated in Department sponsored conferences and workshops. Training focused on issues such as caregiving, prescription assistance programs, mental health, Alzheimer's disease and elder rights. Much of the training offered by the Department is made available to social workers, nursing home administrators and other professionals in the aging field for continuing education credits.

The Department's most comprehensive training event is the annual Governor's Conference on Aging and Disability held in December 2014 in Chicago. It continues to be one of the largest statewide meetings of professionals who work in the aging field. In FY15, the event brought together more than 900 presenters, exhibitors, professionals and consumers who wanted to learn how to best perform their roles serving older adults and adults with disabilities. The conference focused on the latest research, trends and developments in supportive technology and included sessions on person-centered care, Medicare, Balance Incentive Program, Illinois 1115 Waiver, Universal Assessment Tool, family dynamics, dementia, No Wrong Door, finance assistance programs, housing partnerships and generational abuse. The conference featured keynote speaker, Erin McInrue of Age Wave, who discussed significant demographic and economic changes occurring throughout the country and how they affect modern families, and closing session speaker, Jane Barratt, Ph.D., Secretary General of the International Federation on Ageing discussed acceleration of the aging population on a global scale.

FY 2015 ACCOMPLISHMENTS

Increased Investment in the Community Long Term Services and Supports (LTSS) System:

Illinois applied for and received an enhanced (2%) federal match to participate in the Balancing Incentive Program (BIP) to further rebalance the State's long-term care delivery toward home and community-based services. Illinois is projected to receive \$90.3M in enhanced match over the award period (from July 2013 through September 2015) and plans to reduce the overreliance on institutional care through strengthening the community capacity and ensuring that individuals are afforded more community options prior to admission to an institutional setting.

The goal of the BIP project is to rebalance the Long Term Services and Supports (LTSS) system through the continued expansion of community-based services and supports to meet the 50% benchmark of LTSS expenditures being directed to the community system by September 2015. In 2009, Illinois was at 27% benchmark of LTSS expenditures directed to community services and supports. Currently, Illinois is at about 40% benchmark of LTSS expenditures directed to the community.

Progress on Transitions:

Illinois continues to make significant strides in transitioning individuals from institutional settings to the community. The State met its federal Money Follows the Person benchmark for calendar year 2014 by achieving 619 transitions by December 8, 2014, for over 1,700 transitions since inception of the program. Under the Colbert Consent Decree, 522 transitions from institutions to a community-based setting were accomplished in FY15, for a total of 839 Colbert Class Members transitioned to community-based settings by June 30, 2015. It should be noted that approximately 85 percent of the Colbert Consent Decree transitions qualify for enrollment in the federal Money Follows the Person program.

Coordination of No Wrong Door (NWD) Planning Efforts:

The Department on Aging received a three-year NWD planning grant from the Administration on Community Living; the State is also implementing the NWD requirements under the BIP. The six NWD listening sessions gave 490 stakeholders an opportunity to provide State agency staff with key feedback on how these processes should be coordinated to improve access and outreach for consumers that are in need of community-based LTSS. The feedback provided at the listening sessions will be included in the NWD Plan as part of the assessment of Illinois' current NWD system.

*B*SAFE Program (Bankers and Seniors Against Financial Exploitation):*

During Fiscal Year 2015, provider agencies conducted training with 46 banks and financial institutions, which resulted in 769 bank employees being trained. Financial institutions conducted 74 trainings with 522 employees; seven trainings were conducted with 112 seniors.

Adult Protection and Advocacy Conference:

The Department hosted its 28th Annual Conference on August 20-22, 2014, at the Oak Brook Hills Resort in Oak Brook, Illinois. Dr. Laura Mosqueda, Professor of Family Medicine and Geriatrics at the University of Southern California, Keck School of Medicine was the keynote speaker. Dr. Mosqueda presented on red flags that should alert us to the possibility of mistreatment and the need for an interdisciplinary approach. Shirley Pacey, Director, Blue Tower Training, Decatur, Illinois, presented a session on a trauma-informed approach to abuse investigation and how trauma affects persons with a disability. Megan Blomquist, Rape Victim Advocates, and Linda Sandman, UIC Institute on Disability and Human Development, both

from Chicago, presented on understanding sexual violence and how it impacts the lives of survivors with disabilities. Theresa Covington, MPH, National Center for the Review and Prevention of Child Deaths in Washington, D.C., presented on improving the identification, diagnosis, systems response and prevention of fatal abuse in elders. Jason E. Schillerstrom, MD, Associate Professor, Director of Psychiatry Residency Training Program at the University of Texas, discussed the process of assessing decisional capacity in elders referred to a physician for assessment. Marty Richards, MSW, LICSW, Affiliate Assistant Professor, University of Washington School of Social Work in Seattle, Washington presented at the conference luncheon and closing session on keeping hope and heart alive in difficult times and challenges for service providers. The conference was attended by over 400 participants in law enforcement, legal services, social services and long-

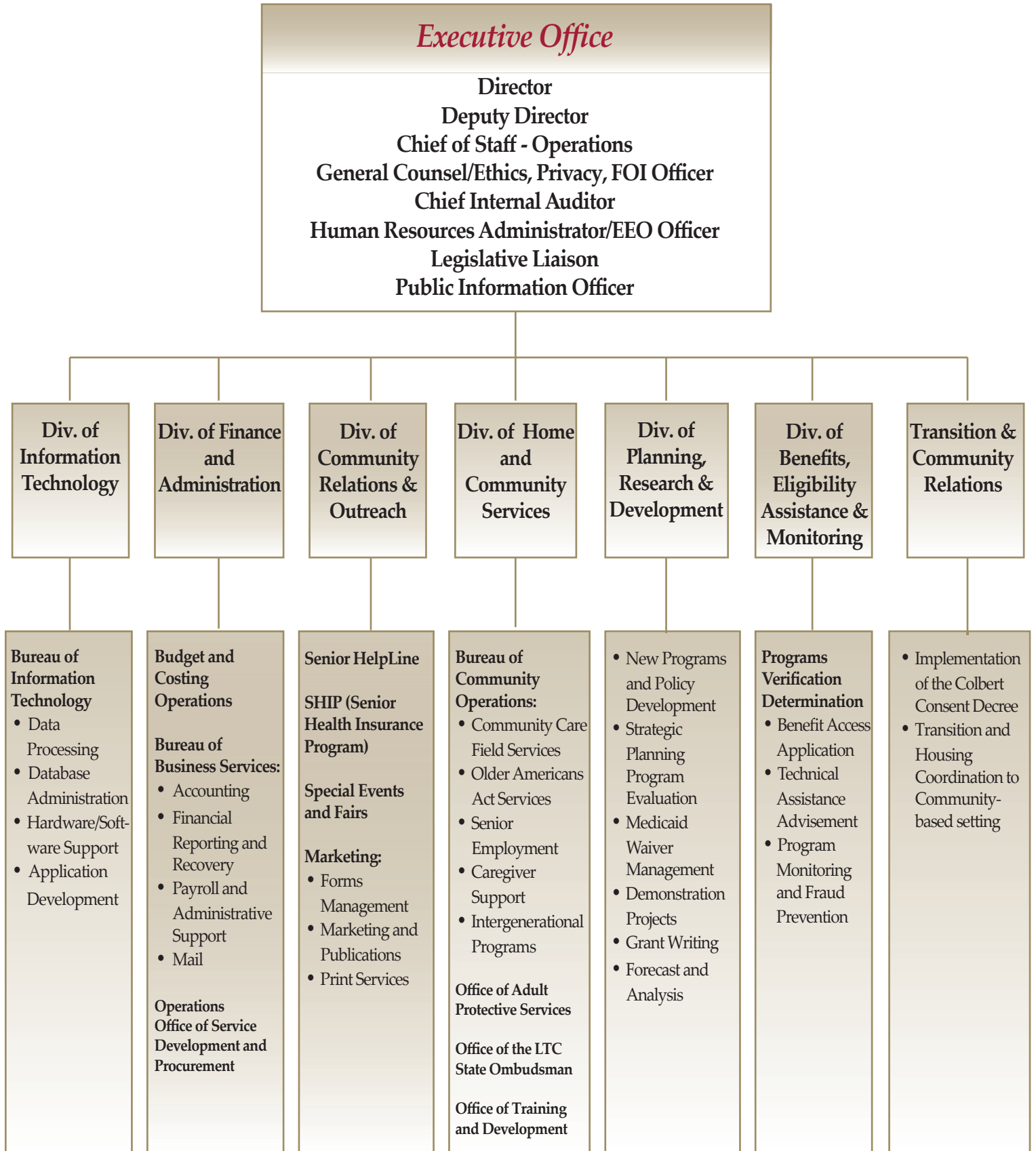


term care ombudsman. The Department also hosted its 3rd Annual Summit on Prevention of Elder Financial Fraud and Abuse. The summit was a full day, packed with information from experts on financial exploitation. Presenters included Manuel Flores, the Acting Secretary of the Illinois Department of Financial and Professional Regulation and Nora Dowd Eisenhower, who joined the Consumer Financial Protection Bureau to serve as the Assistant Director of its Office of Financial Protection for Older Americans, which is dedicated to helping older consumers make sound financial decisions, protect their assets and avoid financial abuse. Terry Savage, nationally known expert on personal finance, the markets, and the economy was the luncheon speaker. Other presenters included Ron Long, with Wells Fargo; Rayleen Pirnie, the Director of Compliance and Fraud for the Electronic Payments Core of Knowledge; C. Steven Baker, the Director of the Federal Trade Commission's Midwest Region in Chicago; and Bruce Reppert, the Assistant United States Attorney in the Southern District of Illinois serving as the Chief of the Fraud & Corruption Section of the office.

Long-Term Care Ombudsman Program:

Recently, Public Act 098-0380 was enacted amending the Illinois Act on Aging to expand the LTCOP into home care and community settings subject to appropriations. Specifically, the new law that was signed in August 2013 authorized the Ombudsman program to, "advocate on behalf of older persons and persons with disabilities residing in their own homes or community-based settings, relating to matters which may adversely affect the health, safety, welfare, or rights of such individuals." In FY15, IDoA completed year two of a three-year federal grant from the Centers for Medicare and Medicaid Services to promote the development of ombudsman services for Medicare/ Medicaid Alignment Initiative (MMAI) beneficiaries. These funds were granted to 10 Ombudsman offices to begin project development activities in covered areas of the state. MMAI beneficiaries include adults 18 and older who receive both Medicare and Medicaid, and are recipients of managed care services through the MMAI demonstration project.

Illinois Department on Aging Organizational Overview





State of Illinois
Department on Aging
One Natural Resources Way, Suite 100
Springfield, Illinois 62702-1271

Senior HelpLine: 1-800-252-8966, 1-888-206-1327 (TTY)
8:30 a.m. to 5:00 p.m. Monday through Friday

24-Hour Adult Protective Services Hotline: 1-866-800-1409
1-888-206-1327 (TTY)

<http://www.illinois.gov/aging>

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).