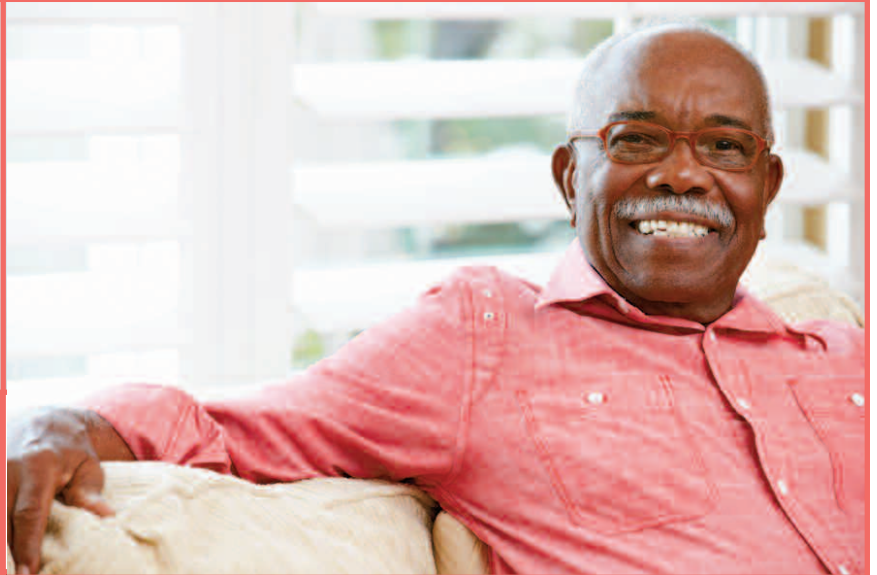




State of Illinois
Illinois Department on Aging

FISCAL YEAR 2016



ANNUAL REPORT

A MESSAGE FROM DIRECTOR JEAN BOHNHOFF

The Illinois Department on Aging is committed to serving and advocating on behalf of older Illinoisans and their caregivers, so it is with great pleasure that I present our Fiscal



Year 2016 Annual Report. This report reflects IDoA's mission of providing quality and culturally appropriate programs that promote partnerships and encourage independence, dignity and quality of life to the aging population.

Facing continued fiscal challenges, our Department – together with our partners throughout the Aging Network – has remained committed to offering a variety of community-based services to older adults and their caregivers. The range of services provided are essential to the members of the aging community and their loved ones.

Over the past decade, IDoA's Community Care Program has increased by 105%. As we look forward, the growth in Illinois' aging population will more than double by 2030 with an expected 57% increase of individuals 60 years of age and older. These continuing growth trends reflect the growing need for alternatives to nursing facility care that promote independence and self-sufficiency, bring dignity and improve quality of life.

As the aging population continues to grow, it is imperative our Department continues to develop a variety of programs and services to meet the escalating needs of older adults. We look forward to continued collaboration with other State agencies and our network partners as we find new ways to improve and diversify services for older adults across Illinois.

Sincerely,

A handwritten signature in black ink that reads "Jean Bohnhoff". The signature is fluid and cursive, with the first name "Jean" being more prominent.

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 (AAA), Care Coordination Units (CCUs), the Senior Health Insurance Program (SHIP), Senior Health Assistance Program (SHAP) sites, senior centers and many other local organizations. These services help seniors 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 the 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, and persons with disabilities age 16-64 with 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.



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OVERVIEW

SUMMARY OF AGENCY OPERATIONS

The Illinois Department on Aging serves and advocates for the 2.4 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 80,000 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 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.

FY 16 BUDGET BY FUND CATEGORY (in thousands)

Fund Category	FY 16 Approp	FY16 Actual Expend
General Funds		\$646,578.3
Other State Funds	\$ 4,545.0	\$ 2,091.9
Federal Funds	\$100,893.0	\$ 62,009.5
Grand Total	\$105,438.0	\$710,679.6

Please note: FY16 spending is higher than actual appropriation since only partial appropriations were passed in that fiscal year. Spending was authorized both through various court decrees and Fiscal Year 17 authorizations used for prior year cost.

FY 16 EMPLOYEES BY ETHNICITY

Ethnicity	FY 16 Employees (percentage)
White	75%
African American	10%
Hispanic	10%
Asian	2%
Other	3%
Grand Total	100%

At the end of FY 16, the agency had a headcount of 144 employees. The Department achieved parity in all workforce categories in accordance with its FY16 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.

FY 16 BUDGET BY PROGRAM (in thousands)

Program	FY 16 Act Approp	FY 16 Actual Expend	Headcount
Community Care Programs	\$1,939.1	\$644,525.3	85.0
Community Supportive Services	\$92,023.8	\$60,540.5	52.8
Elder Rights	\$5,066.9	\$2,342.5	15.0
Employment Services	\$6,408.2	\$3,271.4	1.7
TOTAL	\$105,438	\$710,680	154.5

Please Note: Overall Administrative Costs for the agency are allocated to the various programmatic areas that are supported by these functions.

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 a valuable resource that assists with the delivery of these services. In FY16, programs funded by the OAA served more than 505,900 seniors age 60 and older, or approximately 21 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 very 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 many 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 FY16, information and assistance staff at local sites across the state received 831,126 calls from older adults or their caregivers.

Nutrition Services

During FY16, almost 118,770 older adults received nutrition services. The services include congregate and home-delivered meals. Congregate meals are served weekdays in over 431 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 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 opportunity to check on the welfare of the homebound and are encouraged to 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 the Department on Aging, Area Agencies on Aging and Catholic Charities of the Archdiocese of Chicago. These checks can be redeemed for fresh fruits and vegetables at local farmers' markets in 34 counties. The Senior Farmers Market Nutrition Program season runs July 1st to October 31st.



In the summer 2016 season, checks were distributed in booklets of \$25.00 to seniors age 60 and older, who have a household income not more than 185 percent of the federal poverty income guidelines. Of the 30,500 SFMNP booklets that were distributed, 121,000 checks were redeemed by participating farmers.

The Child and Adult Care Food Program (CACFP)

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 the Illinois Department on Aging. The goal of 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.

Sixty-two ADS Centers throughout the State - approximately 95 percent of the CCP ADS providers - participated in the CACFP. One million, two hundred thousand breakfasts, lunches, and supplemental snacks were served to approximately 3,700 participants on average per month who were enrolled in ADS during FY16.

Senior Community Service Employment Program

The Older Americans Act 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 Senior Community Service Employment Program is a federally-funded program administered through the U.S. Department of Labor based on the Older Americans Act. 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. SCSEP participants must meet the age and income criteria, which is 125 percent of the current federal poverty rate, to qualify for the program.

The Senior Community Service Employment Program 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 Senior Community Service Employment Program is the state GRF program that supports the SCSEP program and local employment opportunities. This program is a small grant to assist local AAAs, community action agencies, and older adult employment organizations with information, assistance, and referrals for seniors to assist in training and/or employment in their local areas. In FY16, the Department served 432 seniors and 1,773 statewide.



Transportation

Many older adults cannot drive because of poor 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 452,238 trips to and from locations in their communities.

Outreach

Outreach services target those older adults in Illinois communities who are difficult to contact and/or are not aware senior services are available. 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 assistance. In FY16, 16,069 older adults 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 screenings - enhance the choices available to older adults in the community. The Department funds 181 senior centers.

Legal Assistance

There are 21 statewide senior legal assistance provider offices that 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; they perform research and conduct educational programs regarding legal rights on a wide variety of legal issues. Illinois' legal assistance providers contributed 33,199 hours of assistance to older adults in FY16.

Caregiver Support

The Caregiver Support Program assists families caring for frail, older loved ones, as well as grandparents or older relatives who are caregivers for children 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 FY16, there were over 200,000 children under the age of 18 living in a grandparent-headed home with more than 97,000 grandparents 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



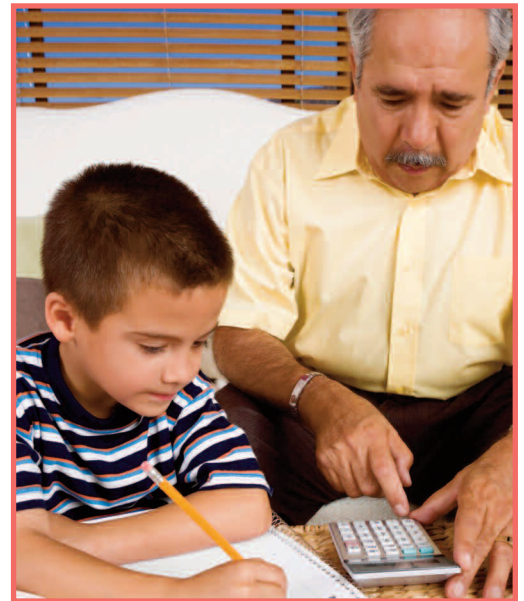
from the Brookdale Foundation. Continued financial support from the legislature and other resources has allowed the Department to continue with established support groups, financial and technical assistance, information and referral assistance to grandparents, conferences and workshops as well as training 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 needs. The program provides a way for volunteers age 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 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 FY16, 685 Foster Grandparent Program volunteers provided over 765,053 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 40 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, income tax aides, newsletter editors and others. In FY16, 7,846 senior volunteers provided more than 1,389,162 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 FY16, CCP

served an average of 83,617 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 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 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 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 FY16, 56 ADS Centers provided community-based services to approximately 2,889 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 FY16, approximately 36,916 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 FY16, IDoA contracted with 111 home care agencies to meet the needs of an average monthly caseload of approximately 76,136 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 FY16, approximately 100,000 older adults received comprehensive care coordination.

Choices for Care

The Department on Aging provides a 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 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.

In FY16, the Department provided prescreening to over 110,000 persons 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 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. In FY16, there were 15 Money Management Programs available in 51 counties in Illinois, where over 20,500 business units were provided to 806 participants by volunteers.

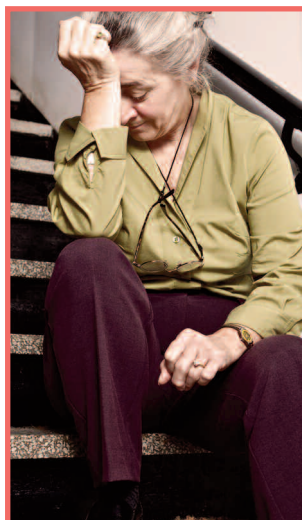
ADULT PROTECTIVE SERVICES

This Department's Adult Protective Services (APS) 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 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

those 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 APS Hotline.

In FY16, the program received 15,924 reports of suspected abuse, neglect or financial exploitation. Trained case



workers 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. Public education also plays a critical role in abuse prevention.

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 Long-Term Care Ombudsman Programs, 55 full-time paid Ombudsmen and 74 volunteer Ombudsmen.



In FY16, the Ombudsman Program responded to 8,432 complaints. The majority of the verified complaints (75 percent) were fully or partially resolved to the satisfaction of the resident involved. In addition, the Ombudsman Program handled 21,479 consultations with nursing home residents or their family members and made 18,036 facility visits.

Public Act 98-0380 grants authority to the Long-Term Care Ombudsman Program by expanding Ombudsman services and supports to serve as advocates to enrollees under the Medicare-Medicaid Alignment Initiative(MMAI), Managed Long-Term Services and Supports (MLTSS) and to Home and Community-Based Services Waiver participants.

COLBERT CONSENT DECREE

The Colbert v. Rauner lawsuit alleged that individuals were 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. 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 which 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. In accordance with the Consent Decree, the Office of Transitions and Community Relations and its partners transitioned 1,100 residents of nursing facilities to community-based settings by January 8, 2016. A total of 1,305 residents of nursing facilities in Cook County were transitioned to

community-based settings by June 30, 2016. Additionally, major progress was made toward the development of the Cost Neutral Plan as the Parties to the Consent Decree worked to complete negotiations at the end of FY16.



BENEFIT ACCESS

The Benefit Access Program offers eligible seniors (age 65 years and older) and persons with a disability (16-64 years of age) license plate renewals at a reduced rate through the Office of the Secretary of State as well as the Seniors or Persons with Disabilities Ride Free Transit Cards, which allows for free rides on fixed-route transit through local transit authorities. Besides age or disability, eligibility is determined



through residency and income utilizing an Internet-filed application. During FY16, the Department on Aging received and processed approximately 116,420 Benefit Access Applications that resulted in 69,170 license plate discounts, 38,891 Seniors Ride Free enrollments and 34,600 Persons with Disabilities Ride Free enrollments.

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, sends literature and provides referrals on home and community-based service options such as in-home services, home-delivered meals, caregiver support, local free transportation services, and Medicare counseling.

In addition, the Senior HelpLine staff answers incoming calls on 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 18-59, living in the community and relay the information to the appropriate APS Provider Agencies for investigation and follow-up.

In FY16, the Senior HelpLine responded to 147,232 calls including 2,211 in Spanish. Approximately 55 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 13 percent of the total calls received. Calls regarding the Community Care Program accounted for nine 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 13 percent of calls received. The remaining five percent of the calls received were from individuals seeking assistance with services such as assistive technology, housing, health, emergency and financial.

SENIOR HEALTH INSURANCE PROGRAM (SHIP)

The Senior Health Insurance Program 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 FY16, SHIP counselors assisted 102,186 Medicare beneficiaries. In addition, SHIP provided outreach to educate individuals about their Medicare benefits during nearly 1,900 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 12-21. Senior Day, held August 15, offered free admission for adults 60 years



of age and older. Special events held in the Illinois Building throughout the fair included the Not So Newlywed Game, Illinois Senior Spelling Bee State Finals, Grandparent/Grandchild Contest and the Illinois Farm

Bureau Young Leader Agri-Quiz Bowl State Competition. Free health screenings and assessments were provided by Illinois Department of Public Health Flu Clinic, SIU School of Medicine, Memorial Medical Center - Orthopedic Department, Comprehensive Stroke Center and Sleep Disorders Center, Taylorville Memorial

Hospital, and Senior Life Solutions to check for conditions such as bone density, sleep apnea, depression, anxiety, high blood pressure, cholesterol, stroke, and cancer risk factors and warning signs.

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 Outstanding Caregiver Awards. The Senior Illinoisans Hall of Fame, initiated by the General Assembly in 1994, is to commemorate the achievements and contributions of citizens age 65 or older. Inductees, recognized for their 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. Since inception, 98 people have been inducted into the

Hall of Fame including FY16 inductees. The new inductees were recognized for their special contributions during award ceremonies within their own communities.

The Outstanding Caregiver Awards were also awarded to recognize a direct care worker over the age of 55, who has provided exceptional direct caregiving through an Illinois nursing facility; Illinois senior housing and supportive living facilities; the Illinois homecare and hospice industries; Older Americans Act or Title III services; or Community Care Program services. In FY16, five caregivers were presented with their awards in the Fall.

TRAINING AND EDUCATION

The Illinois Department on Aging provided trainings to 294 new Homecare Supervisors from Community Care Program (CCP) In-Home Service Provider agencies, and certification training to 238 new Care Coordinators from Care Coordination Units (CCUs).

These trainings were held monthly and offered to agencies statewide via a webinar format. The Department also

provided options for Care Coordinator recertification. CCP Management Training was provided to new CCP providers, and on-going and renewal CCP Management trainings were provided to CCP In-Home Service and Adult Day Service providers in FY16. The Department continued to provide continuing education hours for nursing home administrators, social workers, counselors and nursing professions.

In FY16 the Department implemented additional educational webinars as a cost effective alternative for conferences, primarily due to the lack of a state fiscal year budget. Trainings were provided at no cost to the Aging Network. Education and information were provided by Department staff, in partnership with other state agencies and the Aging Network. The Department continued to focus on training to include quality webinars with a survey and overview on Person-Centered Planning practices; as well as providing quality recordings of Dementia Capable services to families and caregivers. The Department contracted with the Lewin Group to provide in person training to all CCUs for Person-Centered Planning practices. In addition, the Department worked closely with our sister human services state agencies to inform the Aging Network regarding the

Uniform Assessment Tool, and provided informative webinars on Medicaid updates, Colbert Class Members and the Senior Health Insurance Program.

Internal meetings with Department staff discussed and prioritized training needs to the Aging Network. Topics included Nursing Home Deflection, Alzheimer's and Related Dementias, Ombudsman Expansion, Critical Incident Report, and Marketing Policies. In determining and providing training needs, especially regarding the Choices for Care Program, the Department collaborated with the Illinois Health and Hospital Association, Illinois Department of Human Services, Illinois Department of Healthcare and Family Services, and Illinois Nursing Home Administrators Association.

FY16 ACCOMPLISHMENTS:

*B*SAFE Program (Bankers and Seniors against Financial Exploitation)*

During FY16, provider agencies conducted training with 14 banks and financial institutions, which resulted in 323 bank employees being trained. The Department also received reports from financial institutions who conducted 42 trainings with 361 employees; seven trainings were conducted with 100 older adults.

Adult Protection and Advocacy Conference

The Department hosted its 29th Annual Conference on August 24-26, 2015, at the Hilton/Oak Brook Hills Resort in Oak Brook, Illinois. Kathleen Quinn, Executive Director, for the National Adult Protective Services Association, opened up the conference with a presentation on "Adult Protective Services: Out of the Shadows." The presentation focused on the need for recognition and funding by the federal governments to develop a concrete system, which protects adults with disabilities and older adults who are victims of

abuse, neglect and exploitation. Ms. Quinn provided insight on how the tide has been turning in recent years and on the new initiatives, increased awareness, and some genuine hope that the nation will begin to seriously address the widespread and extremely serious problems of vulnerable adults as well as to strengthen the APS programs struggling to protect these victims. Greg Kyrrouac, M.S.Ed., Director of Education and Outreach Programs, Center for Alzheimer's Disease, covered the basics of diseases that cause dementia, including what the diseases do to the brain and the symptoms and behaviors that occur as a result. Shirley Pacey, Blue Tower Training, and Stephanie Campbell, Self-Advocate, presented on communication as the key to effective investigation and service provision for persons with intellectual and/or developmental disabilities. Ann Ford, Executive Director, Illinois Network of Centers for Independent Living, was the conference's luncheon speaker. Participants viewed a video on the history behind the Americans with Disabilities Act (ADA). Ms. Ford was active in the efforts to develop the ADA and get it passed. She remains active in efforts to assure full implementation and considers the ADA the landmark accomplishment of the disability rights movement, but not the end of the struggle. Dr. Holly

Ramsey-Klawnsnik conducted a workshop entitled “Assessing Mental Capacity.” The session focused on the domains or aspects involved with mental capacity, limitations, and potential misuses of brief tests and methods that APS/LTC Ombudsman can utilize when interacting with clients to screen for limitations in capacity to grant informed consent to services and other matters. Troy A. Johnson, MSW, Senior Services Manager, Center on Halsted, conducted a workshop that focused on unique issues faced by 1.5-3 million older lesbian, gay, bisexual, and transgender (LGBT) adults. The goal of the workshop was to help service providers gain knowledge and practical skills in creating services that are LGBT affirming. Jim Vanden Bosch, Executive Director, Terra Nova Films, presented a “behind the scenes” look at the story of Norman (from the films *Elder Abuse: Five Case Studies* and *I’d Rather be Home*) and his experience of living with an abusive family. The conference also offered participants’ updates to Social Security and Medicare, legislative matters, fatality review teams and how APS providers should handle record requests.

Progress on Transitions

Illinois continues to make significant strides in transitioning individuals from institutional settings to the community. Through the Colbert Consent Decree Implementation, the State transitioned 536 individuals residing in Cook County nursing facilities to community-based settings in calendar year 2015. Those transitions assisted the State to achieve a total of 647 Pathways/MFP transitions, exceeding its 2015 federal Pathways/MFP bench mark of 639 transitions of individuals residing in nursing facilities to community-based settings.

Home Care Ombudsman Expansion

The Ombudsman Program continued its efforts to provide advocacy services in home settings. The State has completed its second year of Home Care Ombudsman expansion for the MMAI population under Managed Care and has completed a full year of advocacy on behalf of individuals receiving services under the following Medicaid Waivers: Persons with Disabilities, Persons with Brain Injuries, Persons with HIV or AIDS, and Persons who are Elderly.

Expansion has included serving individuals age 18 and over who are receiving assistance under one of the State’s Medicaid Waivers or Managed Care Organizations (MCOs) providing care coordination under the Medicare-Medicaid Alignment Initiative (MMAI). The program expansion began in the summer of 2014 with 10 Regional Ombudsman Programs (ROPs) in the Greater Chicago Region and Central Illinois Region. In January 2015, the program expanded by including the remaining seven ROPs in the State.

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

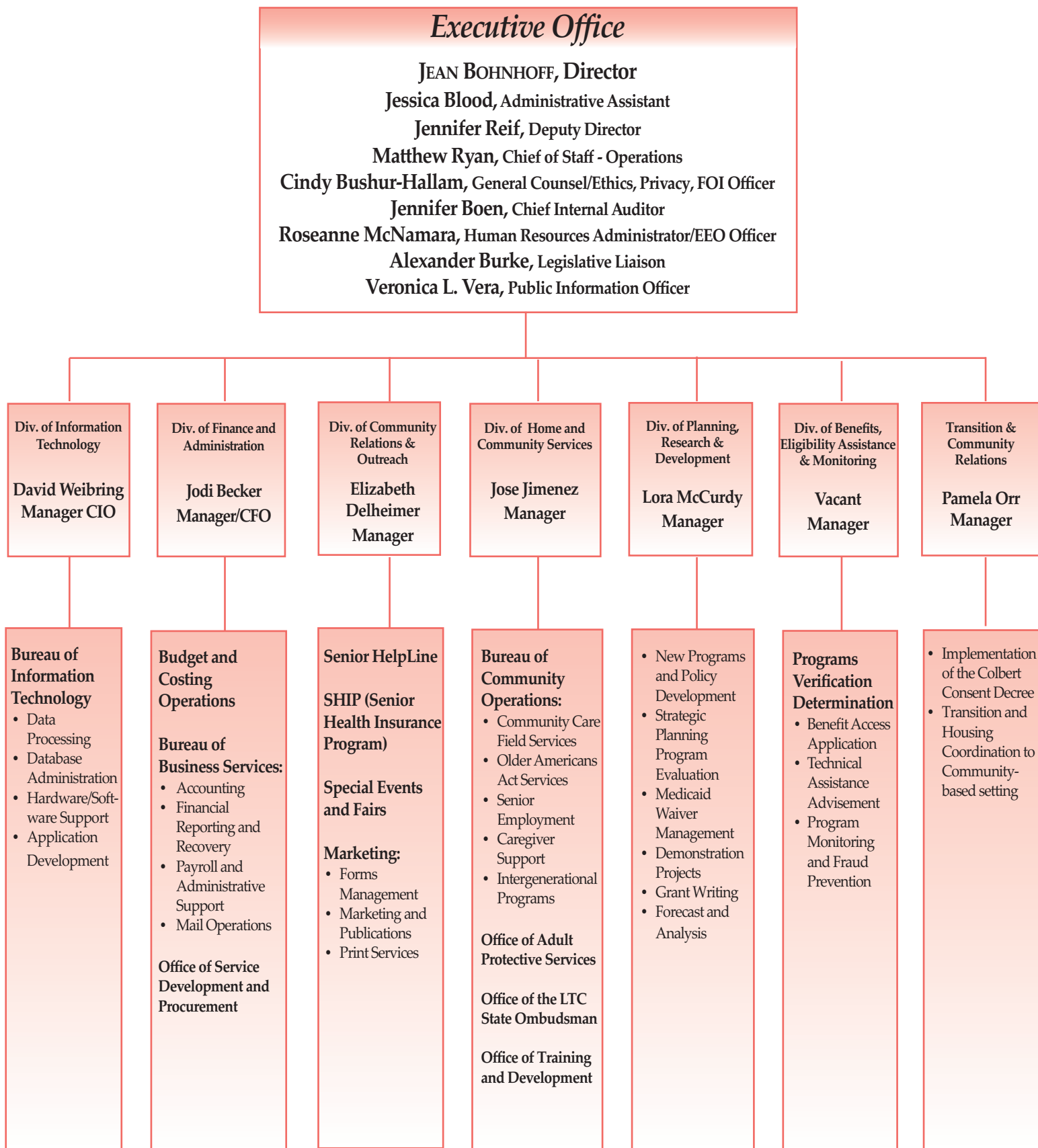
Over the past several years, Illinois has made significant progress toward increasing its spending on community-based services and supports as evidenced by the most recent HFS report which notes Illinois spent 45.6 percent on community-based services (September 2015). The enhanced federal match (\$90.3 M) acquired through the Balancing Initiative Program (BIP) has been re-invested into community-based services to further strengthen Illinois’ rebalancing efforts. As of September 2015, \$69.9 M of the \$90.3 M has been allocated to support innovative and existing community-based programs, including two rebalancing initiatives; the Nursing Home Deflection Pilot and the expansion of Pathways/MFP to individuals with serious mental illness.

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 and the State is also implementing the NWD requirements under the BIP. The six NWD listening sessions provided 490 stakeholders with 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 NWD listening sessions will be included in the NWD Plan as part of the assessment of Illinois’ current NWD system.

Illinois Department on Aging Organizational Overview

July 30, 2016





**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).