



State of Illinois  
Illinois Department on Aging

FY2022

ANNUAL REPORT



Illinois Department on Aging

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A MESSAGE FROM DIRECTOR

**To the Honorable Governor JB Pritzker and Members of the General Assembly:**

*On behalf of the Illinois Department on Aging, I am pleased to present our Fiscal Year 2022 Annual Report. This report reflects IDoA's mission of administering quality and culturally appropriate programs that promote partnerships and encourage independence, dignity, and quality of life.*

*IDoA—in coordination with our statewide network of aging services providers, community organizations, and other stakeholders—is committed to helping older adults live safely, comfortably, and independently in their own homes and communities for as long as possible.*

*This year marked the first implementation year of our FY 2022-2024 State Plan on Aging, our most inclusive state plan to date, containing specific goals, strategies, and objectives related to the needs of historically marginalized older adults, including older adults of color, immigrant and refugee older adults, and LGBTQ+ older adults, including older people living with HIV. As you'll read in this report, the Department continues to make progress toward DEIA goals, thereby enhancing the quality and availability of culturally competent aging services.*

*This year, with the widespread availability of COVID-19 vaccines and boosters, the Department undertook efforts to draw older adults back to senior centers, congregate dining sites, and other in-person activities, while encouraging all eligible persons to stay up to date with their vaccines.*

*The Department is also using "lessons learned" during the pandemic to make permanent changes and improvements to our service delivery model, including expanding home-delivered and grab-and-go meal options, as well as strengthening supports for unpaid family caregivers to prevent and address caregiver burnout.*

*IDoA looks forward to continued collaboration with members of the General Assembly, other state agencies, and our partners in the Aging Network as, together, we improve the lives of older Illinoisans and their families.*

Sincerely,

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



## MISSION

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

The Illinois Department on Aging (IDoA) strives for efficient and effective access to services that prevents or delays nursing facility placement and maximize an individual's ability to remain as independent as possible within their community. Our services are delivered through the Aging Network comprised of IDoA, Area Agencies on Aging (AAAs), Care Coordination Units (CCUs), the Senior Health Insurance Program (SHIP) and Senior Health Assistance Program (SHAP) sites, Aging provider agencies, senior centers and many other local organizations.

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

IDoA serves and advocates for our 2.9 million older Illinoisans and their caregivers and looks forward to continued collaboration with our Aging Network partners as we work together respecting yesterday, supporting today, and planning for tomorrow.



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## AGENCY OPERATIONS

Since 2000, Illinois' older population (60 years of age and older) has grown from 1.9 million to 2.8 million. It now represents 22 percent of the population in Illinois. By 2030, it is estimated that the 60 years of age and older population will increase to 3.6 million and will represent 25 percent of Illinois' population.

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

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

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

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

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



## STRATEGIC PRIORITIES

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



## EMPLOYEES BY ETHNICITY

At the end of FY22, the agency had a headcount of 144 employees. The Department achieved parity in all workforce categories in accordance with its Affirmative Action and Minority Employment Plans. The Department will continue to fill vacancies in a timely manner while also securing and retaining a qualified and balanced workforce that is representative of the Affirmative Action categories, pursuant to the State Personnel rules and AFSCME contract provisions.

FY22 Employees by Ethnicity (percentage)	
White	69.44%
African American	15.97%
Hispanic	10.42%
Asian	3.47%
Other	.69%
Total	100%

## BUDGET

Program	FY22 Budget	FY22 Spend
Community Care Programs	\$1,124,224,000	\$1,054,785,720
Community Supportive Services	\$142,903,400	\$52,210,690
Adult Protective Services	\$32,100,000	\$20,209,413
Nutrition Services	\$176,231,200	\$71,307,828
Ombudsman	\$21,100,000	\$6,792,265
Senior Employment Services	\$5,795,100	\$4,390,302
Senior Health Assistance Program	\$2,800,000	\$2,762,097
Senior Helpline	\$6,116,100	\$3,698,167
TOTAL	\$1,511,269,800	\$1,216,156,481



*Illinois Department on Aging is committed to advancing equity and accessibility in its programs and services and improving data collection procedures to support this goal.*



## OLDER AMERICAN SERVICES ACT

Older Americans Act (OAA) funded programs serve older adults who reside in neighborhoods throughout Illinois. Available services fall into categories of access, in-home and community-based services, as well as nutrition, legal assistance, employment assistance and caregiver support. These services are coordinated through the Area Agencies on Aging (AAAs) and a network of community service providers. Many organizations rely on volunteers to help support the delivery of these services. In Federal Fiscal Year (FFY) 2022, programs funded by the OAA served more than 406,924 seniors aged 60 or older. Although the funding is relatively small, these supportive services have a very positive impact on the quality of life of older adults and help them to remain independent in their communities.



## INFORMATION AND ASSISTANCE

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

Information and assistance service providers can also provide information on respite services, in-home services, transportation, home-delivered meals, pharmaceutical assistance, income tax and property tax assistance programs, Medicare, Medicaid and much more. Trained staff are ready to share facts about available services and public benefit programs to help older adults and those who care for them. In FFY22, staff at local sites across Illinois received 742,626 calls from older adults or their caregivers.





## NUTRITION SERVICES

In FFY22, there were 113,448 older adults who received nutrition services. This included 33,932 older adults who received congregate meals and 79,516 older adults who received home-delivered meals. Congregate meals are served weekdays in over 39 sites throughout Illinois that include senior centers, churches, senior housing facilities, restaurants and community buildings. The program provides a nutritionally balanced meal that must include 33 percent of the Recommended Dietary Allowances (RDA) established by the Food and Nutrition Board of the Institute of the National Academy of Sciences.

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

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



## CHILD AND ADULT CARE FOOD PROGRAM

The Adult Day Service (ADS) component is administered at the federal level by the United States Department of Agriculture (USDA) and at the state level through IDoA. The goal of the Child and Adult Care Food Program (CACFP) is to improve the diets of functionally impaired adults and persons 60 years of age and older by providing ADS Centers with reimbursement for nutritious, well-balanced meals. Centers must provide a community-based, non-residential group program designed to meet the needs of functionally impaired adults through an individual plan of care. In lieu of ADS licensure, CACFP approval is met through obtaining a Community Care Program (CCP) contract. There were 778,184 CACFP breakfasts, lunches and supplemental snacks served to approximately 3,617 participants on average per month who were enrolled in ADS during FFY22.



## SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program (SCSEP) is a federally funded program administered through the U.S. Department of Labor based on the Older Americans Act (OAA). The OAA supports community service employment and training opportunities. Funding is provided to SCSEP, also known as the Title V Program, under the OAA and the Senior Employment Specialist Program (SESP). Both programs are administered by the IDoA with the cooperation of the AAAs, community action agencies, and organizations that focus on providing employment services. The service is offered to unemployed, low-income persons who are 55 years of age and older and actively looking for employment. To qualify for the program, SCSEP participants must meet the income criteria, which is 125 percent of the current federal poverty rate. In FFY22, the Department served 320 seniors statewide.



## TRANSPORTATION

Many older adults cannot drive because of poor hearing, vision loss, or other health conditions. Some may not own an automobile. Transportation is the link that ensures older adults' access to the services and opportunities that help them remain independent. Transportation helps older adults access health care, social and nutritional services, employment, as well as family and friends. Through transportation funded services, older adults made more than 326,649 trips in FFY22 to and from locations within their communities.

## OUTREACH

Outreach services target those older adults in Illinois' communities who are difficult to contact and may not be aware of available programs. Outreach staff visit with older adults or their caregivers to inform them about benefits and services, encourage them to participate in programs, and help with enrollment into services. In FFY22, 17,552 older adults were assisted through the Aging Network's outreach efforts.



## SENIOR CENTERS

Local senior centers have regular operating hours and are often the community's focal point for older adult services. Senior centers provide excellent opportunities for socialization, relaxation and participation in a variety of programs and activities. Senior center services may include congregate meals, transportation, education, counseling, legal assistance and health screenings to assist older adults in the community. In FFY22, the Department funded 100 senior centers statewide.



## LEGAL ASSISTANCE

There are six senior legal assistance providers in Illinois that offer services to adults 60 years of age and older. Legal assistance providers advocate for and represent older clients in civil cases particularly those involving abuse, neglect, financial exploitation, consumer fraud, landlord tenant relationships, nursing home residents' rights and conflicts over benefit programs such as Medicare, Medicaid, and Social Security. They also help with simple estate planning, living wills, and powers of attorney. In addition, they perform research and provide education on a variety of legal issues. Legal assistance providers contributed 33,168 hours of assistance to older adults in FFY22.

## CAREGIVER SUPPORT PROGRAM

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

## GRANDPARENTS RAISING GRANDCHILDREN

In 2021, according to the U.S. Census Bureau, there were an estimated 263,890 children under the age of 18 living in a grandparent headed home with more than 71,839 grandparents caring for their grandchildren in Illinois. IDoA, in cooperation with the Kinship Navigator Task Force, works to locate, assist and promote awareness of older caregivers who are currently raising their family's children. The Grandparents Raising Grandchildren Program began in 1996 with a grant from the Brookdale Foundation. Financial support from the Illinois General Assembly and other resources allows IDoA to continue with established support groups, financial and technical assistance, information, and assistance to grandparents. Funding also supports conferences and workshops, as well as training to professionals. There were 1,539 grandparents/other relative caregivers served in FFY22. Of those served, 1,086 were aged 55 or older and 453 were under the age of 55. There were also 2,404 children served.

## VOLUNTEER PROGRAMS

### *Foster Grandparents Program*

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



Volunteers may assist with physical or speech therapy, help with homework or simply be there as a surrogate grandparent. The program helps abused and neglected children; mentors troubled teenagers and young mothers; provides care for pre-mature infants and children with disabilities; provides different generations opportunities to grow together; and improves the lives of children while enriching the lives of volunteers. In FY22, 581 Foster Grandparent Program volunteers provided over 504,780 hours of service through 10 projects located throughout the State of Illinois.



## COMMUNITY CARE PROGRAM

IDoA administers the Community Care Program (CCP). The CCP is a major initiative to prevent the unnecessary institutionalization of people in Illinois who are 60 years of age and older. The program is designed to meet the needs of older adults who have difficulty with household and personal care tasks. CCP services include In-Home, Adult Day, Emergency Home Response and Automated Medication Dispenser Services. CCP served approximately 63,600 elderly individuals each month in FY22, thereby successfully diverting or delaying many of those individuals from entering a nursing facility.

CCP is a viable and cost-effective alternative to a nursing facility. CCP is supported by General Revenue Funds and the Commitment to Human Services Fund as appropriated by the General Assembly. A portion of the cost for Medicaid-eligible participants is reimbursed to Illinois through a federal Home and Community-Based Services (HCBS) Waiver. The Illinois Department of Healthcare and Family Services (HFS), as the state Medicaid agency, has authorized IDoA to manage the Persons who are Elderly Waiver as the operating agency. Participants are evaluated through an initial comprehensive care assessment to determine their need for service and a person-centered plan of care is developed in collaboration with the individual. Six-month visits and annual reassessments are completed face-to-face to ensure ongoing needs are identified and met.

## ADULT DAY SERVICE

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

Services offered in ADS sites include health monitoring, medication supervision, personal care and recreational/therapeutic activities. Nutritious lunches and snacks are served, and special diets are provided. Several centers specialize in providing care to participants diagnosed with Alzheimer's disease and related disorders while others target specific ethnic populations.

During FY22, there were 74 ADS sites that provided community-based services to an average monthly caseload of approximately 1,000 participants.





## 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 CCP 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 FY22, an average monthly caseload of approximately 30,600 participants utilized the service.

## AUTOMATED MEDICATION DISPENSER SERVICE

Automated Medication Dispenser Service (AMD) is a portable, mechanical system for individual use that can be programmed to dispense or alert the participant to take non-liquid oral medications through auditory, visual or voice reminders; to provide notification of a missed medication dose; and to provide 24-hour technical assistance in the participant's residence. The AMD unit is connected to a Department-approved support center through a telephone line or wireless/cellular connection in the participant's residence. In FY22, an average of 130 participants utilized the service each month.



## IN-HOME SERVICE

In-Home Service helps with general household activities such as cleaning, planning and preparing meals, doing laundry, shopping and running errands. In-Home Service Aides assist participants with personal care tasks such as dressing, bathing, grooming and following special diets. IDoA contracted with 158 home care agencies to meet the needs of an average monthly caseload of approximately 55,900 older adults in FY22.

## 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 and supports so they can live safely and independently in the community. This system provides coordination among CCP services and federal Older Americans Act Title III funded services, as well as local service and supports options. In FY22, CCC served approximately 76,000 older adults.



## CHOICES FOR CARE

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

The screening process gives older adults and their families the opportunity to ask questions and to understand community-based services and supports, as well as institutional options for continuing care. In instances of short-term nursing facility placement for purposes of rehabilitation or convalescence, care coordinators may conduct follow-up screenings in the nursing facilities to aid transition back into the community when possible. IDoA provided 102,760 pre-screenings in FY22 to seniors who were considering placement in a long-term care facility.

## SENIOR COMPANION PROGRAM DEMONSTRATION

The Senior Companion program provides an array of assistive, supportive companionship services to seniors by utilizing volunteers, aged 55 or older, who have limited income. Services are available to CCP participants who have been determined to need companionship in conjunction with current In-Home or Adult Day Service. The Senior Companion Program not only assists participants, but it also provides economic and social benefits for the volunteers as well as respite for family caregivers. Senior Companion Services is a program of AmeriCorps Seniors. In FY22, there were three Senior Companion Demonstration Programs covering eight counties in Illinois, and there was an average monthly caseload of 40 seniors utilizing this service.

## MONEY MANAGEMENT DEMONSTRATION PROGRAM

Illinois Volunteer Money Management is a financial services program that matches trained volunteers to assist low-income older adults who have difficulty managing their personal household budgets, paying bills, keeping track of banking records, balancing checkbooks, intervening with creditors, completing medical forms, and handling other issues related to personal finances. The volunteers also serve as Representative Payees who are designated by the Social Security Administration (SSA) to manage the monthly benefits of certain beneficiaries. IDoA-contracted CCUs screen, train, match and supervise the volunteers. In FY22, there were 17 Money Management Demonstration Programs covering 59 counties in Illinois serving 593 participants.

**The Illinois Volunteer MONEY MANAGEMENT PROGRAM**  
is a protective service for limited income seniors who need help managing their finances.

**Who is Eligible?**  
Individuals must be active Community Care Program (CCP) participants and/or have a substantiated Adult Protective Services (APS) case and meet program requirements. Local Program sites will conduct an assessment to determine if the Money Management Program can be helpful. For more information regarding the program and to be referred to a local agency, contact the Illinois Department on Aging Senior HelpLine: 1-800-252-8966 (Voice) 1-888-206-1327 (TTY)

**What Will the Volunteer Money Manager Do?**  
**Bill Payer** volunteers will provide opening and organizing of mail, budget setup, checkbook balancing and bill paying services for seniors who remain in control of their finances, but need some help keeping things in order.  
**Representative Payee** volunteers are appointed by the Social Security Administration to manage monthly benefits of a participant determined incapable of handling his or her own finances. A separate account is opened with checks automatically deposited. The representative payee manages and pays the participants' expenses from this account.

**Program Safeguards**  
► Insurance coverage of participants funds is provided by each individual Money Management local program site.  
► Volunteers are carefully selected, trained and provided ongoing support.  
► Volunteers only work from one designated account with a limit.  
► Volunteer activity and accounts are monitored regularly.

**Local program sites**, contracted by the Illinois Department on Aging, recruit, select, train and match volunteers to assist seniors in managing their finances. Ongoing support and supervision are provided.

**Referrals are made** to the local program site by social service agencies, Area Agencies on Aging, Care Coordination Units, Adult Protective Services Programs, the Social Security Administration, family, friends or other concerned persons. The trained volunteer and local program coordinator meet with each client to explain the program and assess the individuals needs.

**Testimonials:**  
"When you trust someone, you don't have to worry."  
"My son is not calling me asking for money since he knows someone is helping. I feel safer financially."  
"Having this help has been a lifesaver — no more overdrafts at the bank or nasty creditors calling. Now I can finally start saving money."  
— Program Participants



## ADULT PROTECTIVE SERVICES

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

In FY22, the program responded to 19,937 reports of ANE/SN. Trained caseworkers with 38 local agencies throughout the State conducted investigations and worked with adults to resolve abusive, neglectful or exploitive situations and arrange for appropriate interventions. Services provided included in-home care, counseling, medical assistance, legal intervention or other assistance.

In FY22, the APS program expanded collaborations with partner agencies and other civil service entities to enhance service provision and advocacy efforts. A distinct focus on enhancement of collaborations with law enforcement agencies continues with Memorandums of Understanding (MOU) being executed, allowing for a simpler and more cohesive sharing of information to expedite services for clients. Additionally, the Office of Adult Protective Services has secured funding through the American Rescue Plan Act for the aging network to continue to support these developing relationships well into FY23 and beyond.



## 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: investigation; regular presence visits; issue advocacy; consultations; and resident and family council support. Quality resident care and residents' rights are top priorities for the Ombudsman Program, which includes 17 Regional LTCOPs. In FY22, there were 71 full-time staff, 15 part-time staff, and 61 volunteers.

In FY22, the Ombudsman Program responded to 7,262 complaints. Most of the complaints filed were fully or partially resolved to the satisfaction of the resident involved. In addition, the Program handled 34,398 consultations and made 11,074 facility visits.

The COVID-19 pandemic continued to have a lasting impact on the work Ombudsmen do advocating for residents in long-term care facilities. Despite the lasting impacts, Ombudsmen continued to provide in-person advocacy to residents of long-term care facilities.



## HOME CARE OMBUDSMAN PROGRAM

The Home Care Ombudsman (HCO) Program is housed within IDoA's Long-Term Care Ombudsman Office. The goal of the HCO Program is to empower, advocate on behalf of, and protect the rights of individuals who live in the community and receive services to help them stay in their homes. The HCO work to resolve complaints made by, or on the behalf of, persons enrolled in the Medicare Medicaid Alignment Initiative (MMAI) or select Home and Community Based Service (HCBS) waivers when the rights of the individuals are violated. During FY22, the HCO Program responded to 148 requests for information, opened 118 cases related to HCBS and MMAI, and completed 70 community education sessions.

## SENIOR HELPLINE

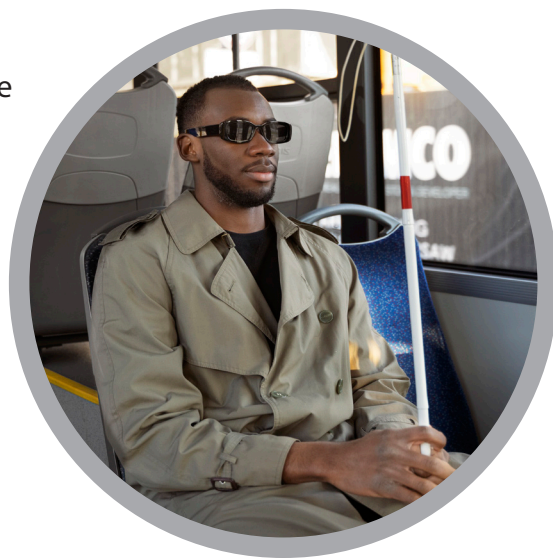
The Department's statewide toll-free Senior HelpLine provides information and links older adults and their caregivers to local services. Professionally trained staff assess individuals' needs and provide referrals to home and community-based service options such as in-home services, home-delivered meals,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

In FY22, the Senior HelpLine responded to 157,702 calls. Approximately 57 percent of the calls received during the period were regarding the Benefit Access Program that determines eligibility for free rides on fixed transit systems and Secretary of State license plate discounts. Elder Rights, including protective and legal services of adults living in the community and long-term care settings, were 13 percent of the calls received; CCP services were 10 percent of the calls received; Medicare counseling, private health insurance and related health coverage plans were nine percent of the calls received; and OAS services, such as nutrition and transportation, were three percent of the calls received. The remaining calls received were from individuals seeking assistance with a range of services including assistive technology, health, and housing.

## BENEFIT ACCESS PROGRAM

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

In FY22, IDOA processed 126,792 Benefit Access Applications resulting in 79,535 license plate discounts; 47,746 Seniors Ride Free enrollments; and 24,400 Persons with Disabilities Ride Free enrollments.





## SENIOR HEALTH INSURANCE PROGRAM (SHIP)

The Senior Health Insurance Program (SHIP) provides objective counseling, advocacy, and enrollment assistance to Illinois' Medicare beneficiaries and their caregivers. SHIP counselors are certified to perform personal searches using the Medicare plan finder tool comparing Part D prescription drug plans and Medicare Advantage plans in order to facilitate the best choices for individuals receiving benefits. Due to the increasing number of Medicare eligible beneficiaries needing assistance in applying for Medicare Parts A and B, counselors also facilitate enrollments by working closely with Social Security Administration (SSA). SHIP counselors utilized the Inflation Reduction Act benefits that cap all insulin drug prices to no more than \$35 per month, savings hundreds of dollars per beneficiary in drug plan costs.

During FY22, SHIP counselors assisted approximately 90,000 beneficiaries using a hybrid approach of in-person and remote online counseling due to the ongoing COVID-19 pandemic. When counselors were unable to meet in person, they performed their advocacy and assistance through Skype, Zoom, telephone, and email to give peace of mind to their clients regarding their best options for insurance. SHIP also provided outreach and education to individuals during community webinars, drive-through health fairs, vaccination clinics, and food pantry pickups. Also, face-to-face events were offered this past year and were popular with retiree organizations and township offices.

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





## AWARDS

IDoA recognizes individuals that have made outstanding contributions to their communities through the annual Senior Illinoisans Hall of Fame, initiated by the General Assembly in 1994. The Hall of Fame commemorates the achievements and contributions of residents aged 65 and older. Inductees are recognized for their contributions in four areas including Community Services, Education, Labor Force and Performance and/or Graphic Arts. Inductees are selected through a statewide nomination and judging process. Since its inception, nearly 150 people have been inducted into the Hall of Fame.

## TRAINING AND EDUCATION

In FY22, IDoA recertified 716 care coordinators while training an additional 316 new care coordinators. During this same time, IDoA trained 512 new homecare supervisors. This was a significant increase from the previous year, as more agencies were expanding to increase older adult care. In addition, during FY22, four new provider trainings were held adding 30 new contracted agencies to provide in-home and adult day services, while four existing agencies renewed their contracts for another three-year cycle.

## ACCOMPLISHMENTS

The Illinois Department on Aging (IDOA) continued to support older adults' health and safety needs during the COVID-19 pandemic. Efforts included collaborating with the Area Agencies on Aging (AAAs) to distribute nearly one million home-delivered meals per month, which represents a 50 percent increase in home delivered meals since March 2020.

The Aging Network provided direct assistance and support to older adults navigating the COVID-19 vaccination process. This included engaging 156,000 older adults in vaccination education and outreach, helping with transportation to vaccine clinics and arranging for vaccinations for homebound individuals.

In FY22, nearly 5,000 older adults received one-time gap-filling assistance through the Emergency Senior Services (ESS) program. This gap filling assistance helped meet the urgent needs of older adults including nutrition, personal hygiene, emergency medical care, transportation and household repairs.

The Illinois Care Connections program provided more than 3,000 technology devices including iPads, tablets, and Wi-Fi spots to older adults to reduce social isolation. Approximately 62 percent of recipients reported experiencing less loneliness after obtaining the technology devices, and 93 percent of recipients reported being satisfied or highly satisfied with the program.

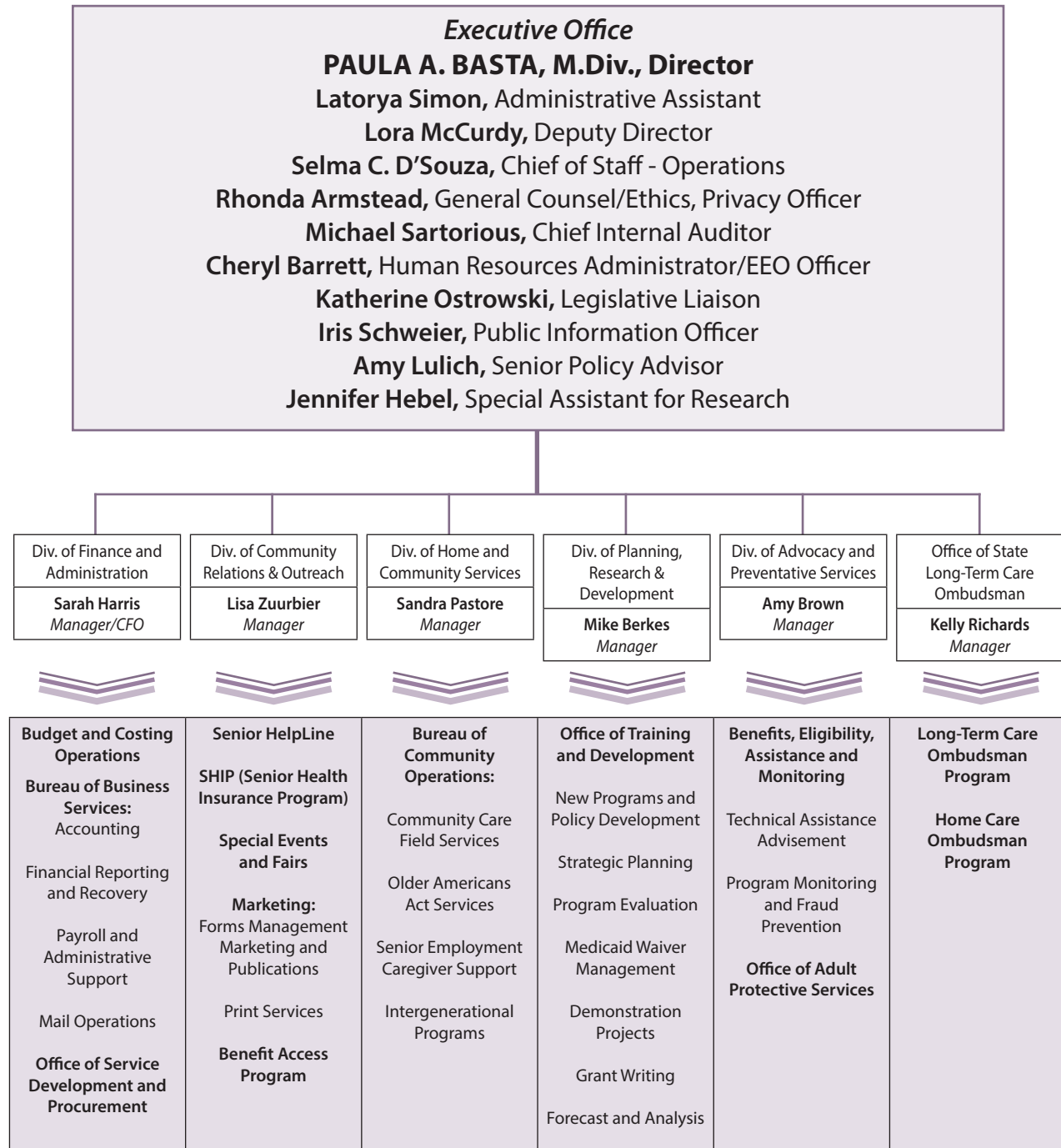
During FY22, Adult Protective Services (APS) training staff conducted 15 simulation trainings with 132 individuals successfully completing the training. Virtual simulation training includes simulating the receipt of intake, staffing with a supervisor, a call back to the reporter, a door-knock exercise at the eligible adult's home, and interviews with both an alleged victim and alleged abuser.

The Office of APS completed implementation of a statewide awareness campaign with partner CBS Community Partnership Division. The theme of the awareness campaign was #Engage2Change and encouraged professionals and the public to recognize and report maltreatment and self-neglect. IDoA partnered with the Illinois Outdoor Advertising Association to place approximately 200 billboards targeting older adults and adults with disabilities.



## Illinois Department on Aging Organizational Overview

### June 30, 2022





**State of Illinois, Department on Aging**

One Natural Resources Way, #100  
Springfield, Illinois 62702-1271  
<https://ilaging.illinois.gov/>

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

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

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

The Illinois Department on Aging does not discriminate against any individual because of his or her race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, gender identity, pregnancy, or unfavorable discharge from military service in admission to programs or treatment of employment in programs or activities. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information call the Senior HelpLine: 1-800-252-8966; 711 TRS.