



State of Illinois
Illinois Department on Aging



ILLINOIS DEPARTMENT ON AGING
ANNUAL REPORT | **FISCAL YEAR 2020**

Respect for Yesterday,
Support for Today,
Planning for Tomorrow



A Message from Director **PAULA BASTA**

I am pleased to present the Fiscal Year 2020 Annual Report for the Illinois Department on Aging (IDoA). This report reflects IDoA's mission of administering quality and culturally appropriate programs that promote partnerships and encourage independence, dignity, and quality of life.

IDoA—in coordination with our statewide network of aging services providers, community organizations, and other stakeholders—is committed to helping older adults thrive while honoring their care preferences. Empowering older Illinoisans with the choice to age in their own homes has been a longtime goal of the Department, and one that became even more consequential at the start of the COVID-19 pandemic. Adapting to public health guidance, the Aging Network has continued to deliver a range of home and community-based services to older adults, supporting their ability to age in place comfortably and safely.

As we move toward the other side of the pandemic, and as Illinois' aging population grows both in number and diversity, it is imperative that IDoA continues to adapt and expand our programs to meet the evolving needs of those we serve. Older adults have made invaluable contributions to their communities and society, and it's our obligation to ensure they have access to the tools they need to lead full and healthy lives in retirement.

IDoA looks forward to continued collaboration with members of the General Assembly, other state agencies, and our partners in the Aging Network as we explore new ways of respecting yesterday, supporting today, and planning for tomorrow.

Sincerely,

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

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

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 maximizes an individual's ability to remain as independent as possible within their community.

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

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

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

Table of Contents

Letter from Director	3
Mission	4
Agency Operations	6
Strategic Priorities	6
Employees by Ethnicity	7
Budget	7
Older Americans Service Act	7
Volunteer Programs	10
Community Care Program	10
Adult Protective Services	12
Long-Term Care Ombudsman Program	12
Home Care Ombudsman Program	13
Senior HelpLine	13
Benefit Access Program	13
Senior Health Insurance Program	14
Award Programs	14
Training and Education	14
Accomplishments	15
Advisory Groups	15
IDoA Organizational Chart 2020	17

AGENCY OPERATIONS

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

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

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

Unfortunately, far too many older adults or individuals with disabilities experience violations of their rights including abuse, neglect, poor care, isolation and lack of choices and meaningful activities. The Adult Protective Services Program and the Long-Term Care Ombudsman Program, as well as the Home Care Ombudsman Program, are meant to protect individuals from harm and improve the quality of life for residents in the community and long-term care settings.

A final large piece of our mission 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.
- Protect older adults and persons with disabilities by strengthening interagency collaboration to prevent abuse, neglect and exploitation, and increase public awareness.
- Promote responsive management, accountability and advance technologies to meet the needs of the most vulnerable while create efficiencies in statewide systems.
- Expand and ensure equitable access to programs that address the social determinants of health with a focus on identifying and understanding the needs of underserved and diverse populations.

EMPLOYEES BY ETHNICITY

FY20 EMPLOYEES BY ETHNICITY	
Ethnicity FY20 Employees (percentage)	
White	73.20%
African American	13.07%
Hispanic	9.15%
Asian	4.58%
Other	0%
Total	100%

At the end of FY20, the agency had a headcount of 152 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.

BUDGET

FY20		
PROGRAM	BUDGET	SPEND
Community Care Programs	\$969,932,500	\$911,593,900
Community Supportive Services	\$314,128,700	\$110,206,700
Central Management	\$19,014,600	\$11,907,700
Elder Rights	\$32,650,000	\$22,884,100
Employment Services	\$4,490,300	\$3,193,400
Training and Staff Development	\$475,000	\$82,300
TOTAL	\$1,340,691,100	\$1,059,868,100

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) 20, programs funded by the OAA served more than 466,237 seniors age 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 FFY20, staff at local sites across Illinois received 735,236 calls from older adults or their caregivers.

Nutrition Services

In FFY20, there were 144,033 older adults who received nutrition services. The services include congregate and home-delivered meals. Congregate meals are served weekdays in over 39 sites throughout Illinois that include senior centers, churches, senior housing facilities, restaurants and community buildings. The program provides a nutritionally balanced meal that must include 33 percent of the Recommended Dietary Allowances (RDA) established by the Food and Nutrition Board of the Institute of the National Academy of Sciences.

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

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

In the summer of 2020, checks were distributed in booklets of \$25 to seniors age 60 and older, who have a household income not more than 185 percent of the federal poverty income guidelines. In 2020, 28,300 SFMNP booklets were distributed and 112,846 checks were redeemed by participating farmers.

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 the Illinois Department on Aging. 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 1,708,808 breakfasts, lunches and supplemental snacks served to approximately 4,763 participants on average per month who were enrolled in ADS during FFY20.

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 FFY20, the Department served 319 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 301,298 trips in FFY20 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 FFY20, 33,838 older adults were assisted through the Aging Network's outreach efforts.

Senior Centers

Local senior centers have regular operating hours and are often the community's focal point for older adult services. Senior centers provide excellent opportunities for socialization, relaxation and participation in a variety of programs and activities. Senior center services may include congregate meals, transportation, education, counseling, legal assistance and health screenings to assist older adults in the community. The Department funded 103 senior centers statewide in FFY20.

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, Social Security, and pensions. 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 32,881 hours of assistance to older adults in FFY20.

Caregiver Support Program

The Caregiver Support Program assists families caring for frail, older adults, as well as grandparents or older relatives who are caregivers for children 18 years of age and younger. Services include information and assistance, respite, individual counseling, support groups and caregiver training. In addition, supplemental services are provided locally on a limited basis to complement care provided by caregivers. Supplemental services may include assistive devices, legal assistance, school supplies or other gap-filling services to address a short-term caregiver emergency. There are 150 Caregiver Resource Centers in Illinois.

Grandparents Raising Grandchildren

In FY20, there were 208,007 children under the age of 18 living in a grandparent headed home with more than 88,570 grandparents caring for their grandchildren. IDoA, in cooperation with the Kinship Navigator Task Force, works to locate, assist and promote awareness of older caregivers who are currently raising their family's children. The Grandparents Raising Grandchildren Program began in 1996 with a grant from the Brookdale Foundation. Financial support from the Illinois General Assembly and other resources allows IDoA to continue with established support groups, financial and technical assistance, information, and assistance to grandparents. Funding also supports conferences and workshops, as well as training to professionals. There are 81 support groups for Grandparents Raising Grandchildren in Illinois.

VOLUNTEER PROGRAMS

Foster Grandparents Program

Foster grandparents are role models, mentors and friends to children with needs. The program provides a way for volunteers 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 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 FY20, 693 Foster Grandparent Program volunteers provided over 779,105 hours of service through ten 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, and emergency home response. CCP served approximately 63,900 elderly individuals each month in FY20, thereby successfully diverting or delaying many of those individuals from entering a nursing facility.

CCP is a viable and cost-effective alternative to nursing facility care and the number of individuals it serves has increased significantly in the past years. CCP is supported by General Revenue Funds as appropriated by the General Assembly. A portion of the cost for Medicaid-eligible participants is reimbursed to Illinois through a federal 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. ADS 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 FY20, there were 73 ADS sites that provided community-based services

to an average caseload of approximately 2,000 participants per month. Due to COVID-19, effective March 16, 2020, Illinois Executive Orders suspended in-person programming for ADS providers.

To preserve access for clients in light of COVID-19 and the Public Health Emergency, ADS providers began offering remote services (based on participants' plan of care). ADS providers offered various services such as but not limited to meals, wellness checks, medication monitoring and transportation to doctor appointments or grocery shopping. IDoA provided capacity grants to ADS providers for reimbursement.

Emergency Home Response

Emergency Home Response Service (EHRS) is a 24-hour emergency communication link to assistance outside the home for older adults with documented health and safety needs and mobility limitations. This service is provided by a two-way voice communication system consisting of a base unit and an activation device worn by the participant that will automatically link the older adult to a professionally staffed support center. EHRS is a CCP core service provided to improve the independence and safety of participants in their own homes and help reduce the need for nursing home care. In FY20, an average caseload of approximately 29,700 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 101 home care agencies to meet the needs of an average monthly caseload of approximately 57,500 older adults in FY20.

Comprehensive Care Coordination

The foundation of CCP is Comprehensive Care Coordination (CCC) provided by a statewide network of community-based Care Coordination Units (CCUs). CCC is a holistic approach to assessing the needs of older adults to help them access supportive services so they can live safely and independently in the community. This system provides coordination among CCP services and federal Older Americans Act Title III funded services, as well as local service options. In FY20, approximately 87,760 older adults received comprehensive care.

Choices for Care

IDoA provides a universal nursing home pre-admission screening for all person's 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. The Department provided 104,590 pre-screenings in FY20 to seniors who were considering placement in a long-term care facility.

Money Management

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

The program matches trained volunteers with older adults who need help with tasks such as organizing bills, writing checks, balancing a checkbook, intervening with creditors and completing medical forms. Volunteers also serve as

Representative Payees who are designated by the Social Security Administration to manage the monthly benefits of certain beneficiaries.

The CCUs screen, train, match and supervise the volunteers. In FY20, there were 17 Money Management Programs available in 59 counties in Illinois, and 20,090 business units were provided to 683 participants by volunteers.

ADULT PROTECTIVE SERVICES

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

In FY 20, the program responded to 20,800 reports of ANE/SN. Trained caseworkers working in 40 local agencies throughout the State conduct investigations and work with the adults to resolve the abusive, neglectful or exploitive situation and arrange for appropriate intervention. Services may include in-home care, counseling, medical assistance, legal intervention or other assistance.

Public education also plays a critical role in abuse prevention. In FY 20, APS began implementing a grant from the Administration for Community Living of enhancing training and awareness of APS reporting, assessment and service. Further, Governor JB Pritzker convened a multi-disciplinary Elder Abuse Task Force designed to foster collaboration among entities serving older adults in various capacities across the state. It served as a public forum to assess existing protective practices and develop new approaches for increasing public awareness and combatting patterns of abuse.

LONG-TERM CARE OMBUDSMAN PROGRAM

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

The five primary Ombudsman services are: investigative services; regular presence visits; issue advocacy; consultations; and resident and family council support. Quality resident care and residents' rights are top priorities for the Ombudsman Program, which includes 17 Regional LTCOPs. In FY20, there were 69 full-time staff, 16 part-time staff, and 73 volunteers.

In FY20, the Ombudsman Program responded to 6,551 complaints. The majority of the complaints filed were fully or partially resolved to the satisfaction of the resident involved. In addition, the Program handled 29,109 consultations and made 8,664 facility visits.

The COVID-19 pandemic has had a significant and lasting impact on the work ombudsmen do advocating for residents in long-term care facilities. In March 2020, the State Ombudsman issued a directive to stop visiting facilities in person and Ombudsmen across the state began making phone calls and trying to find ways to continue to reach residents without being physically present. In addition to phone calls and virtual visits, postcards were developed and distributed to residents and signs were delivered to long-term care facilities with Ombudsman contact information in attempt to continue to reach residents and their loved ones. In the summer of 2020, Ombudsmen began making outdoor visits to many facilities. While Ombudsmen pressed forward with their advocacy, it was difficult work reaching residents without the ongoing daily presence inside of long-term care facilities during the final quarter of FY20. During this time, Ombudsmen fielded numerous calls and complaints related to residents losing their rights to receive visitors of their choice.

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 FY20, the HCO Program responded to 246 requests for information, opened 132 cases related to HCBS waivers and MMAI complaints, and conducted 101 community education sessions.

SENIOR HELPLINE

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

In FY20, the Senior HelpLine responded to 134,467 calls. Approximately 51 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 15 percent of the calls received; Medicare counseling, private health insurance and related health coverage plans were 13 percent of the calls received; CCP services were 10 percent of the calls received; and OAS services, such as nutrition and transportation, were four 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 FY20, IDOA processed 110,409 Benefit Access Applications resulting in 67,154 license plate discounts; 39,746 Seniors Ride Free enrollments; and 23,069 Persons with Disabilities Ride Free enrollments.

SENIOR HEALTH INSURANCE PROGRAM (SHIP)

The Senior Health Insurance Program (SHIP) provides objective counseling, advocacy, and enrollment assistance concerning Medicare and related health insurance topics for 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 choice for those receiving Medicare benefits. During FY20, SHIP counselors assisted 100,000 beneficiaries despite the inability to conduct one-on-one in-person counseling sessions due to the pandemic. SHIP counselors performed their advocacy and

assistance through skype, zoom, telephone, and email. SHIP counselors were able to give peace of mind to their clients and assist them with the best choice for insurance coverage, as well as an educated choice for a plan that fits their individual needs. SHIP also provided outreach and education to individuals during online community webinars, drive through health fairs, and vaccination clinics. During FY20, SHIP counselors provided outreach to 61,737 beneficiaries. The Senior HelpLine referred Medicare beneficiaries to more than 300 SHIP certified sites for assistance in the communities for a more personalized experience.

AWARD PROGRAMS

IDoA recognizes individuals that have made outstanding contributions to their communities through the Annual Senior Illinoisans Hall of Fame. The Senior Illinoisans Hall of Fame, initiated by the General Assembly in 1994, commemorates the achievements and contributions of citizens age 65 and older. Inductees are recognized for their contributions in four areas including Community Services, Education, Labor Force and Performance and/or Graphic Arts. Inductees are selected through a statewide nomination and judging process. Since its inception, 125 people have been inducted into the Hall of Fame.

TRAINING AND EDUCATION

Conference

In the fall of 2019, IDoA presented the annual conference. The conference *To Serve and Advocate: Strengthening Our Mission* was held at the Peoria Civic Center on September 17-19, 2019.

A celebration of the 40th Anniversary of the Community Care Program (CCP) was held during the conference. To commemorate the ruby anniversary, attendees were encouraged to wear red for the reception and pose for a group photo. Former Deputy Director, Nancy Nelson, provided a short history of the Department's commitment to the success of the CCP. Nancy served as Deputy Director with IDoA for twelve years.

At the conference, approximately 563 professionals from the aging network attended the 48 sessions under the educational tracks: person-centered practices; defeating social isolation; risk mitigation strategies; stronger staff and stronger agencies; and IDoA policy, programs and practices. There was no cost to aging network attendees. Attendee summary included representatives from the following organizations:

Care Coordination Units – 31 percent
 In-Home Services – 28 percent
 Area Agencies on Aging – 12 percent
 Other – 8 percent

Adult Day Services – 6 percent
 Adult Protective Services – 5 percent
 Managed Care Organizations – 4 percent
 State of Illinois – 4 percent

Trainings

FY20 began with an increase in face-to-face training locations for care coordinators. Prompted by overwhelming requests, certification trainings were added in Chicago and surrounding suburbs, as well as downstate. These sessions were attended by 305 new care coordinators. In April 2020, all face-to-face training was halted and in May 2020, training transitioned to remote learning.

In FY20, there were 454 new homecare supervisors trained. There were 18 new provider agencies onboarded to the CCP, including five ADS agencies.

FY20 ACCOMPLISHMENTS

Due to the COVID-19 pandemic, in the fourth quarter of FY 20, IDoA worked with the entire Aging Network to quickly transition to a remote service delivery model. All services were affected with the exception of In-Home Services, Home Delivered Meals (HDMS), and Emergency Senior Services (ESS). The priority was keeping seniors safe and supporting their ability to remain in their own homes.

The Aging Network closed all congregate dining sites and increased older adults' access to HDMs during the COVID-19 pandemic. In June 2020, the Department provided more than one million HDMs, an increase of more than 67 percent from FY19. The Aging Network provided on average 48,000 meals a day.

The Department implemented ESS to address older adult's immediate needs. IDoA contracted Care Coordination Units (CCUs) provided more than 10,000 older adults with access to transportation, medication deliveries, home modifications, grocery shopping and meals.

Through close coordination with the Illinois Emergency Management Administration (IEMA), IDoA secured more than one million pieces of Personal Protective Equipment (PPE) to distribute to the Aging Network. Additionally, the Department provided PPE offset payments and preservation grants to Adult Day Service (ADS) providers to sustain the Aging Network.

IDoA coordinated closely with the Illinois Department of Public Health (IDPH) to develop guidance specific to COVID-19 and to provide continuous, timely outreach to the Aging Network. In addition, IDoA collaborated with the Illinois Department of Healthcare and Family Services (HFS) to obtain increased flexibilities in the Elderly Waiver, Appendix K, to ensure adequate provider capacity.

ADVISORY GROUPS

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

Illinois Council on Aging

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

Community Care Program Advisory Committee

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

Older Adult Services Advisory Committee

The Older Adult Services Act (P.A. 093-1031) created the Older Adult Services Advisory Committee in 2004 to promote the transformation of Illinois' comprehensive system of older adult services. The Older Adult Services Advisory Committee makes recommendations on restructuring initiatives related to rebalancing long-term care including the delivery of services and monitor home-based services to ensure quality of care. The Committee members are appointed by the Directors of the Departments on Aging, Human Services and Public Health and is comprised of 32 members from a variety of statewide associations, senior service organization representatives, citizen members and family caregivers.

Illinois Long-Term Care Council

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

Fatality Review Team Advisory Council

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

Illinois Department on Aging Organizational Overview June 30, 2020





State of Illinois, Department on Aging
One Natural Resources Way, #100
Springfield, Illinois 62702-1271
www.illinois.gov/aging

Senior HelpLine (8:30am – 5:00pm, Monday – Friday):
1-800-252-8966, 1-888-206-1327 (TTY)

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

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).