



State of Illinois
Pat Quinn, Governor
Illinois Department on Aging
Charles D. Johnson, Director

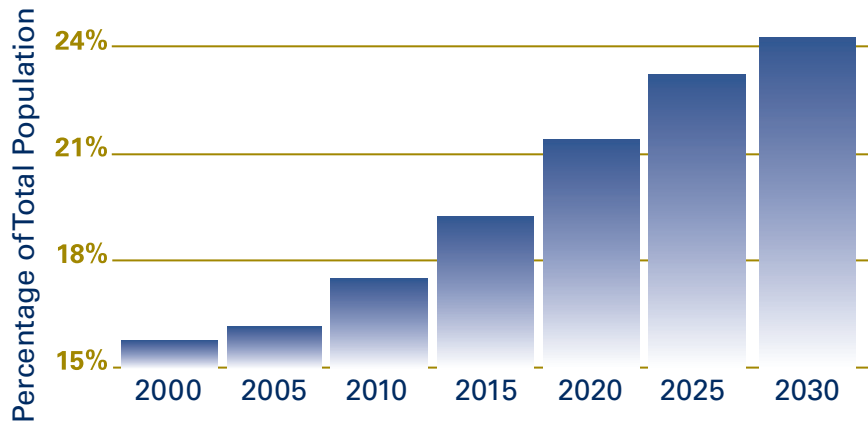


Illinois Department on Aging...
promoting independence, dignity
and quality of life

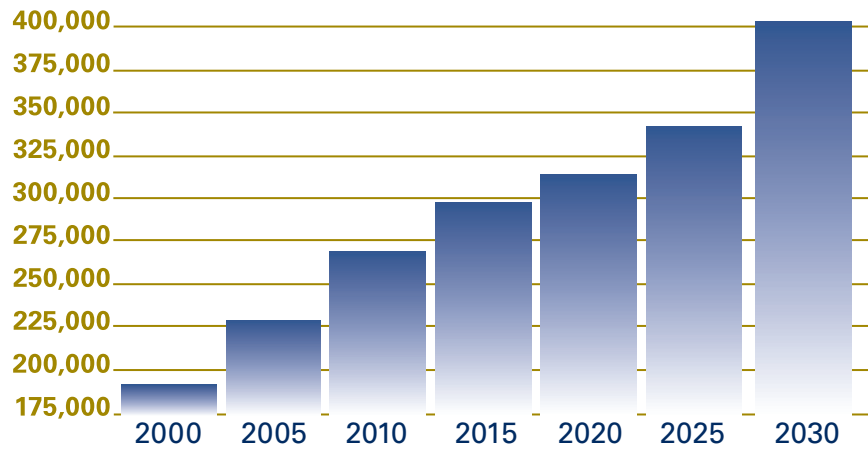
FY 2008 Annual Report



Age 60+ Population in Illinois



Population Growth in Illinois for Persons Age 85 and Older



Source: Illinois Department of Commerce and Economic Opportunity, 2009.

A MESSAGE FROM DIRECTOR CHARLES D. JOHNSON

I am pleased to present the Fiscal Year 2008 Annual Report for the Illinois Department on Aging. I believe that we have made great strides in the recent years working with our partners, the Area Agencies on Aging and hundreds of local service providers, to expand home and community-based services and increase older adults' access to important benefits such as prescription assistance.



However, we face unprecedented challenges. Illinois, like many other states in the nation, is experiencing declining revenue with increased spending pressure. In addition, the population of older adults that we have committed to serve will only increase as baby boomers age and people are living longer.

According to the Illinois Department of Commerce and Economic Opportunity, in 2000 older Illinoisans represented 15.8 percent of the population, but that number is expected to grow to 24.3 percent by 2030. Older adults age 85 and older are the fastest growing segment of the population. It's these individuals who are most likely living with chronic health conditions and needing supportive services.

We must work together to respond to the increasing demand for long-term care service, not only in terms of providing enough care, but also in terms of providing the type of services older adults are likely to need and want. Notwithstanding the challenges, I am sure that through our shared efforts we can continue to improve the quality of life for current and future generations of older Illinoisans.

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VISION

The vision for the Illinois Department on Aging is that, united with local communities and the public and private sector, it will be both a leader and a partner in helping all older Illinoisans and their caregivers achieve an optimum quality of life, assuring independence, dignity, self-sufficiency, health and safety.

MISSION

The mission of the Illinois Department on Aging is to serve and advocate for older Illinoisans and their caregivers by administering quality and culturally appropriate programs that promote partnerships and encourage independence, dignity and quality of life.

SUMMARY OF AGENCY OPERATIONS

The Illinois Department on Aging administers a comprehensive service delivery system to help the State's nearly two million older adults remain independent in their own homes and communities. The Department's Community Care Program (CCP) is designed to assist adults age 60 and older at risk of nursing home placement by providing comprehensive care coordination, adult day and in-home services, and emergency home response. The Department also administers the Circuit Breaker Program, which provides property tax relief to eligible older adults and disabled residents. The Circuit Breaker Program is also responsible for facilitating enrollment in the State's pharmaceutical assistance program, Illinois Cares Rx, which is administered by the Illinois Department of Healthcare and Family Services. In addition, the Department works in partnership with the 13 Area Agencies on Aging to administer community-based programs funded through the federal Older Americans Act such as home delivered meals, transportation, information and assistance, and caregiver support. The Elder Abuse and Neglect and Long-Term Care Ombudsman Programs are other Department programs very important to the well-being of older adults.

STRATEGIC PRIORITIES

- Rebalance Illinois' long-term care system to improve access and enhance community-based services and client-centered options.
- Improve access to better health care benefits and protect elder rights.
- Maximize federal and state funds.
- Promote responsive management and innovation.

Fiscal Year 2008 Budget by Fund

Fund Category	FY 2008 Appropriations (\$ thousands)
General Funds	459,741.2
Other State Funds	8,135.9
Federal Funds	73,140.6
Total	541,017.7

Fiscal Year 2008 Budget by Major Program

Program	FY 2008 Appropriations (\$ thousands)
Home and Community-Based Care	381,973.6
Elder Rights	11,109.7
Circuit Breaker	52,286.9
Supportive Services	84,368.7
Employment Services	3,661.3
Nonrecurring Projects	1,513.5
Training and Staff Development	80.0
Central Management	6,024.0
Total	541,017.7

Fiscal Year 2008 Employees by Ethnicity

Ethnicity	FY 2008 Employees (Percentage)
White	83%
African American	12%
Hispanic	4%
Asian	1%
Total	100%

At the end of Fiscal Year 2008, the agency had a headcount of 157 employees. The Department achieved parity in all workforce categories in accordance with its FY08 Affirmative Action and Hispanic Employment Plans. The Department retained three bilingual Spanish speaking positions in the Senior HelpLine. These employees provided professional programmatic and language expertise to limited English-speaking older adults and their caregivers, helping them to access an array of long-term care services.

**Department on Aging
2008 Accomplishments**

In Fiscal Year 2008 (FY 08), the Illinois Department on Aging continued to work in partnership with the Area Agencies on Aging and hundreds of local service providers throughout the State to fulfill its mission to encourage independence, dignity and quality of life for older Illinoisans. Continued priorities include expanding services to help older adults stay in their homes as they age, protecting the rights of older adults living in the community as well as in nursing homes, and increasing older adults' access to important benefits such as pharmaceutical assistance.

Mandatory Medicaid Enrollment

Public Act 95-0565 (HB652) amended the Illinois Act on the Aging to make significant changes to the Community Care Program (CCP). In FY 08, the Department moved forward to fulfill the requirements of the Act, starting with filing rules proposing that all CCP applicants apply and if eligible, enroll in Medicaid. The Department worked with the Department of Human Services (DHS) and developed training attended by staff of Care Coordination Units and the DHS regional offices.

Revised Nutrition Standards and Menu Requirements

As follow-up to previous amendments to the Older Americans Act and the Nutrition Summit held last year, the Department revised the standards for the congregate meal and home-delivered meal services to incorporate the Dietary Guidelines for Americans and Dietary Reference intakes into the menus. Eight regional trainings were conducted for nutrition services providers.

Seniors Ride Free

In March 2008, Illinois' Seniors Ride Free program went into effect. The program resulted from the historic mass transit funding plan passed by the General Assembly that was amendatorily vetoed to require mass transit agencies statewide to allow older adults, age 65 and older, to use main line and fixed route public transportation for free. In FY 08, the Senior HelpLine responded to more than 19,400 calls regarding the Seniors Ride Free program.

Elder Rights

Elder Rights staff worked with the Illinois Family Violence Coordinating Council and produced an updated "Protocol for Law Enforcement: Responding to Victims of Elder Abuse, Neglect and Exploitation" and an "Elder Abuse Tool Kit for Faith Communities" to foster greater awareness of elder abuse issues and reporting processes for assistance. Both products were made available for statewide distribution.

Long-Term Care Ombudsman Strategic Plan

Enacted in September 2007, Public Act 95-0620 authorized the Long-Term Care Ombudsman Program to serve all residents regardless of age. In response, the Long-Term Care Ombudsman Program developed a strategic plan in 2008 to identify the barriers and strategies for serving the under 60 population. It was recommended that, until adequate funding is appropriated to the Long-Term Care Ombudsman Program, regional programs are allowed to serve the under 60 population through systemic investigations.

Senior HelpLine

The Alliance of Information and Referral Systems, Inc. (AIRS) is a national network of public and private human service organizations dedicated to increasing professionalism in the field of information and referral. In 2008, the Department staff from the Senior HelpLine participated in the development of online training and conference sessions. National AIRS has recognized the Department's information and referral efforts as "best practices" for the Comprehensive Information and Referral Certification.

Circuit Breaker/Illinois Cares Rx Applications

The Department remains committed to increasing the number of Circuit Breaker Illinois Cares Rx applications received over the Internet. With assistance from the Area Agencies on Aging and local provider agencies, more than 235,000 people filed online in 2008 as compared to approximately 190,000 in 2007. The number of online applications has increased significantly since the Circuit Breaker program transferred to the Department on Aging from the Department of Revenue. Prior to the transfer in 2004, only 44,700 applications were received online.

Money Follows the Person (MFP)

The Department continued its role in the Money Follows the Person demonstration award from the federal Centers for Medicare and Medicaid Services (CMS). In the previous fiscal year, it was announced that Illinois would receive an estimated \$55.7 million in federal funding to transition Medicaid-eligible individuals who have lived in a nursing home facility for more than six months back into appropriate home and community-based settings. The Department of Healthcare and Family Services (HFS) is coordinating the efforts of the Department on Aging, Human Services and the Illinois Housing Development Authority (IHDA). Money Follows the Person is expected to be implemented statewide by 2011.

Older Americans Act Services and Elder Rights

Older Americans Act funded programs serve older adults who reside in neighborhoods throughout Illinois. Available programs and services include Information and Assistance, Outreach, Transportation, Legal Assistance, Nutrition services and more. With the support of the Area Agencies on Aging and local service providers, more than 549,588 older adults received services to help them remain independent in their homes and communities during Federal Fiscal Year 2008 (October 1, 2007, to September 30, 2008).

ACCESS PROGRAMS

Information and Assistance

Before older adults can consider what services best fit their particular needs, they need to know as much as possible about the services available. Beginning with a simple telephone call to one of Illinois' local information and assistance providers, an older adult or their caregiver can receive up-to-date information from trained professional staff on a wide range of available programs and benefits.

In Federal Fiscal Year 2008 (FFY 08), information and assistance staff at local sites across the state received 770,975 calls from older adults seeking information on a host of issues including home and community-based service options, pharmaceutical assistance and elder rights. In addition, the Illinois Department on Aging's statewide toll-free information and assistance service, the Senior HelpLine, assisted more than 147,900 callers during the year.

Outreach

Outreach services target older adults in Illinois communities who may be isolated or unaware of the programs and services that are available to them. Outreach staff visit with older adults, or their caregivers, to inform them about the various benefits available and to help them access needed assistance. In FFY 08, 13,309 older adults were offered help through the Aging Network's outreach efforts, thus increasing their chances for receiving beneficial services.

Transportation

Many older adults cannot drive because of hearing, vision or mobility losses, and health conditions. 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, nutritional services, employment opportunities, and friends and families. Through the Department's transportation services in FFY 08, older adults made more than 643,386 trips to and from locations in their communities.

Support for Family Caregivers

The Illinois Family Caregiver Support Program was made possible by the Administration on Aging as a result of the 2000 amendments to the federal Older Americans Act (Public Law 106-501). In FFY 08, the National Family Caregiver Support Program was funded at \$153,439,000 nationally with \$6,021,526 million allocated to Illinois. The program calls for all states, working in partnership with Area Agencies on Aging and local service providers, to offer the following to family caregivers:

- Information about available services;
- Assistance in gaining access to services;
- Individual counseling, organization of support groups, and caregiver training;
- Respite care to enable caregivers to be temporarily relieved from their responsibilities; and
- Supplemental services, on a limited basis, to complement the care provided by caregivers.

Individuals eligible for the program include family caregivers, defined as adult family members or other individuals who provide in-home and community-based care to older adults, as well as grandparents and other relative caregivers of children no more than 18 years of age. The law requires states to give priority consideration to persons in greatest social and economic need, and older adults providing care and support to persons with mental retardation and related developmental disabilities. In FFY 2008, more than 45,600 family caregivers, including grandparents raising grandchildren, were served by the Illinois Family Caregiver Program.

SOCIAL SERVICE PROGRAMS

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 and pharmaceutical assistance, enhance the choices available to older adults in the community. The Department on Aging funds 325 senior centers that serve older friends and neighbors across Illinois.

Legal Assistance

Legal assistance providers advocate for and represent older adults in civil cases. Those cases include elder abuse and 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 help with simple estate planning, prepare living wills and durable powers of attorney, and conduct educational programs regarding legal rights. In FFY 08, Illinois' legal assistance providers contributed 34,964 hours of assistance to older adults.

Nutrition Services

Congregate meals are served weekdays in over 500 sites throughout the state including senior centers, churches, senior housing facilities and community buildings. The program provides a nutritionally balanced meal and may also include nutrition education. Approximately 74,944 older adults benefited through the program in FFY 2008, enjoying more than 2.7 million meals with their peers.

When older adults cannot leave their homes and personally prepare nutritious meals, home-delivered meals are an available option. In FFY 2008, 44,675 eligible older adults received over 7.8 million home-delivered meals.

Typically, federal and state funded meal programs allow for home-delivered meals on weekdays only. Illinois participates in a public/private partnership program known as Meals-on-Wheels Illinois. The program is designed to raise funds for holiday, weekend and emergency meals, helping to fill the “gaps” left by federal and state funded home-delivered meal programs.

Employment Program

The Senior Community Service Employment Program (SCSEP) is a federally funded program designed to assist adults age 55 and older in entering, or re-entering the job market. The program is administered by the Department on Aging through the Area Agencies on Aging and two private contractors, which are responsible for implementing it at the local level.

SCSEP fosters and promotes part-time community service opportunities. Anyone who is at least 55 years old, has a limited income (a figure set by the U.S. Department of Labor at not more than 125 percent of the poverty level) and is capable of performing the tasks involved in the proposed community service assignments, is eligible to enroll in the program. SCSEP places enrollees, usually 20 hours a week at minimum wage, in community service or not-for-profit agencies where they can remain productive and independent in their communities while earning modest incomes.

Participants also receive personal and employment-related counseling to enhance their abilities and skills to increase their job marketability. In FFY 08, more than 505 older adults participated in the program. Approximately 55 percent of the older workers who have received temporary training assignments through SCSEP were transferred to permanent jobs

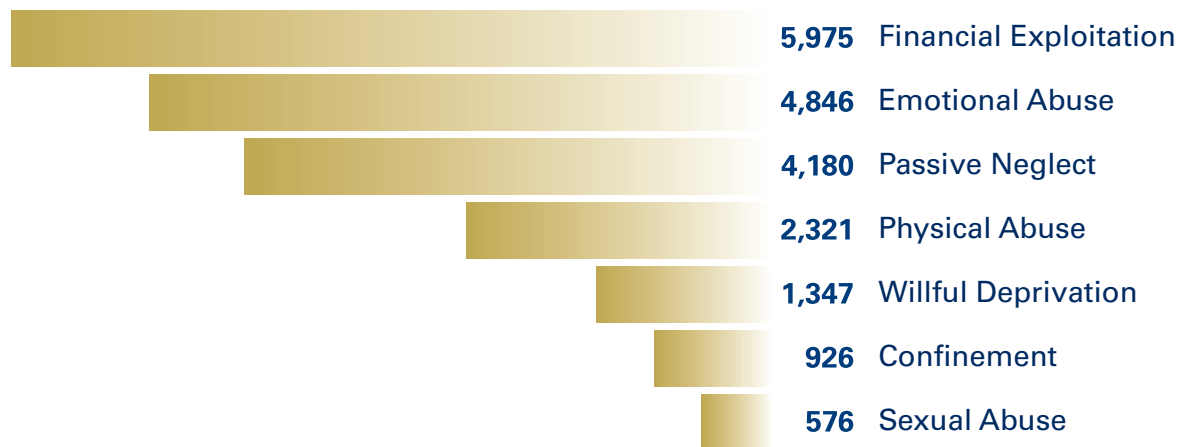
ELDER RIGHTS PROGRAMS

Elder Abuse and Neglect Program

The Illinois Department on Aging administers the statewide Elder Abuse and Neglect Program to respond to reports of alleged mistreatment of older adults 60 years of age or older who live in the community. The Elder Abuse Program is locally coordinated through 43 provider agencies that conduct investigations and work with older adults in resolving abusive situations.

During FY 08, there were 10,583 reports of elder abuse received by the program. Financial exploitation was reported in more than half of the cases (57 percent) and is highly associated with emotional abuse, which represented 46 percent of the reports. The other types of abuse reported included passive neglect, physical abuse, willful deprivation, confinement and sexual abuse. In some cases, more than one type of abuse was reported.

Types of Abuse Reported



Social workers or medical personnel were responsible for reporting one in five cases of elder abuse. Family members reported 20 percent of cases, while victims self-reported in 9.3 percent of all cases. Older adults often need others to report for them in cases of neglect and willful deprivation. Self-reports were most likely to occur in physical, sexual, emotional and financial exploitation cases.

Elder abuse occurs primarily within a family. Three-fourths of the abusers were the spouse (11 percent), child (44 percent) or other relative (22 percent) of the victim. The abusers were slightly more likely to be male as female, even though the majority of caregivers to older adults are women.

In FY 08, alleged victims were older adults between 60 and more than 100 years of age, with the average age of 77. Almost three-fourths of the victims were female, although females represent only 59 percent of the general popula-

tion over age 60. With regard to race, 73 percent of elder abuse victims were white, 21 percent were black and 3 percent were Hispanic.

Illinois Long-Term Care Ombudsman Program

As mandated by the Federal Older Americans Act and the Illinois Act on Aging, the Long-Term Care Ombudsman Program advocates for residents of licensed long-term care facilities. Quality resident care and residents' rights are top priorities for the Department, Area Agencies on Aging and the 16 Regional Long-Term Care Ombudsman Programs, which include 47 full-time employed Ombudsmen and 238 volunteer Ombudsmen.

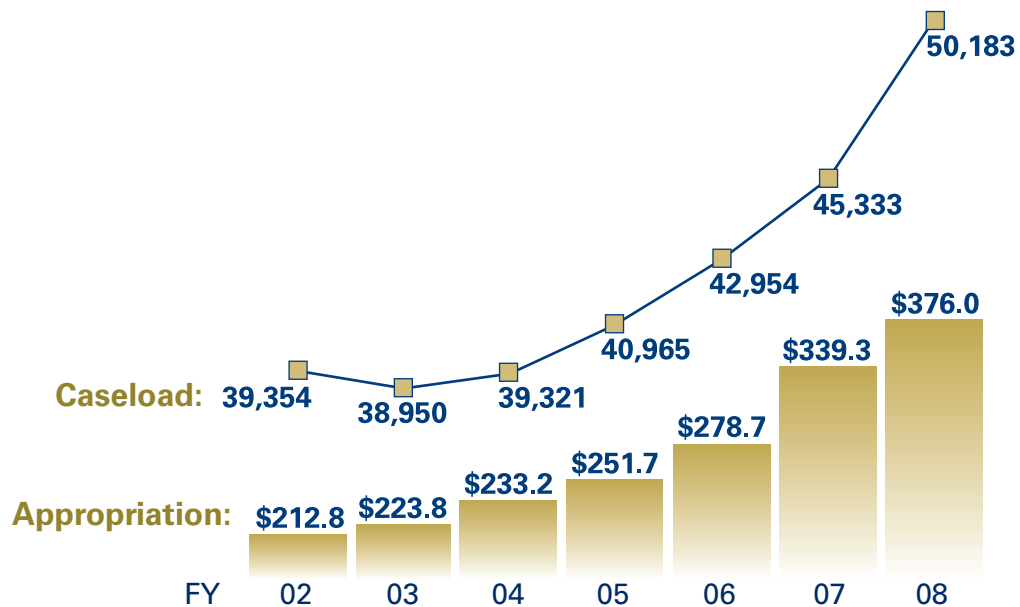
In FFY 2009, the Ombudsman Program responded to 9,718 complaints and made 20,706 visits to nursing facilities. The majority of the cases (69 percent) were fully or partially resolved to the satisfaction of the resident involved. In addition, the Ombudsman Program handled 22,348 consultations with nursing home residents or their family members. Despite no additional funding, the Ombudsman Program continued its push to be visible in Illinois long-term care facilities.

Community Care Program

The Community Care Program (CCP), established in 1979 by Public Act 81-202, provides in-home and community-based care to seniors at-risk of nursing home placement. During FY 08, CCP served an average of 50,183 frail elderly each month, thereby successfully diverting or delaying those individuals from nursing home placement.

To qualify for CCP, an older adult must have less than \$17,500 in assets (home, car, and household furnishings are excluded). This CCP asset level requirement has increased twice since 2004 when it was only \$10,500 so that more seniors at risk of nursing home placement are eligible to receive benefits. Other requirements to participate in CCP include that an individual must be age 60 or older, a U.S. citizen or legal alien, apply for and enroll in medical benefits (Medicaid) and have an assessed need for long-term care (scoring 29 points or higher on the "Determination of Need" form).

CCP Appropriation and Caseload History



The Department on Aging takes a holistic and client-focused view to providing older adults with the services they need to stay at home and in their communities. CCP services include the following:

Comprehensive Care Coordination

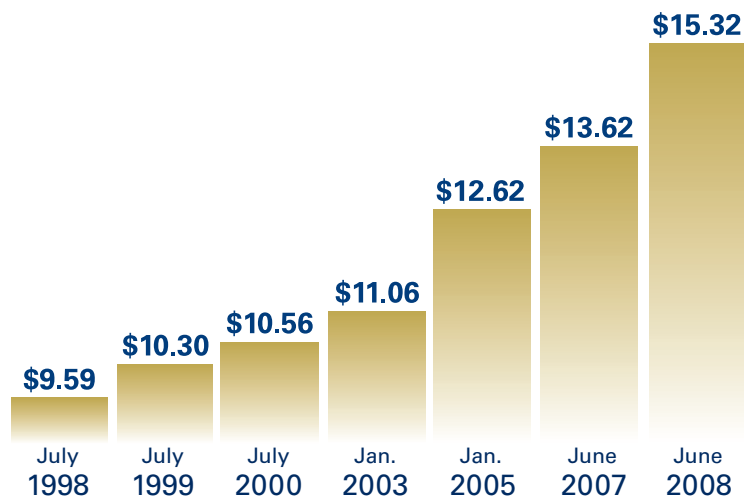
The foundation of the Community Care Program is Comprehensive Care Coordination provided by a statewide network of community-based Care Coordination Units. Comprehensive Care Coordination, implemented in FY 07, is a holistic approach to assessing the needs of older adults to help them access supportive 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 FY 08, more than 41,600 older adults received initial comprehensive assessments.

In-Home Service

Home care aides provide assistance with household tasks that include cleaning, shopping, preparing meals and assisting clients with personal care such as bathing, grooming, dressing, feeding and following special diets. In FY 08, the Department on Aging contracted with 58 in-home service providers to meet the needs of an average monthly caseload of approximately 45,600 older adults. Rates for in-home service have increased dramatically in recent years, from \$9.55 per hour 10 years ago to \$15.32 per hour in FY 08.

In-Home Service Hourly Rate History



Adult Day Service

Adult day service is designed especially for older adults who want to remain in the community but who cannot be home alone during the day due to physical, social or cognitive impairment. Adult day service also provides respite for family caregivers and socialization for isolated adults. Services offered in adult day service centers include health monitoring, medication supervision, personal care and therapeutic activities. Nutritious lunches and snacks are served and special diets are provided.

During FY 08, 90 adult day service sites provided community-based services to approximately 2,500 clients per month. Several of these sites specialize in providing care to clients diagnosed with Alzheimer’s disease and related disorders, while others serve specific ethnic populations.

Emergency Home Response Service

Emergency Home Response Service, implemented in October 2006, allows older adults to summon emergency assistance from a device worn around their necks 24-hours-a-day, 7-days-a-week from their own homes. These devices provide older adults and their caregivers with peace of mind and reduce the need for premature nursing home placement. In FY 08, more than 15,000 clients utilized the service.

Choices for Care

The Department on Aging provides universal nursing home pre-admission screening for all persons age 60 and older seeking admission to a nursing facility. In accordance with state law, all persons seeking admission to nursing facilities must be informed of all available care options prior to admission, regardless of the individual's income, assets or funding source.

Care coordinators from Care Coordination Units 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 FY 08, approximately 93,000 prescreening visits were conducted with persons requesting care or considering placement in a long-term care facility.

Demonstration Projects

■ **Senior Companion** providers offer an array of assistive, supportive companionship services to frail seniors by utilizing volunteers, age 60 or older, who have limited incomes. The focus of these services is to provide economic, psychological and social benefits to volunteers while meeting the needs of older adults and offering respite to family caregivers. Senior companion services are available on a limited basis in six areas of the State. In FY 2008, senior companions served more than 130 clients each month.

■ Recognizing the diverse needs of seniors, the Department awarded \$2 million for **Flexible Senior Services** in FY08. Grant funds were distributed to the Area Agencies on Aging and authorized in conjunction with care coordinators for clients with needs outside the normal spectrum of services available through CCP. Examples of Flexible Senior Services include respite care, home modifications, assistive devices and medication management. These types of additional services allow more seniors to remain independent and living at home without significantly increasing overall costs under CCP. In FY 08, more than 3,000 clients were served.

■ In FY 08, the **Assistive Technology** demonstration funded by the Illinois Housing Development Authority (IHDA) ended. The intent of the demonstration was to help preserve the mobility and/or autonomy of clients by providing assistive technology such as chair lifts, grab bars and walking canes. During the 18-month demonstration, more than 1,200 clients received assistance.

■ The **Enhanced Transition, “Home Again”** demonstration project, initiated in FY 05, moves frail older adults from nursing homes back into the community. In FY 08, this six-site demonstration project was supported with approximately \$1 million from IHDA to support housing service needs. In three years, the Department on Aging has successfully transitioned 348 nursing home residents into community living arrangements.

■ In FY 08, the Department on Aging supported three **Aging and Disability Resource Centers (ADRCs)**. In 2004, the Administration on Aging (AoA) awarded the Department a grant to fund two pilots in Rockford and Decatur. A third pilot, the Oak Park/Forest Park “Suburban ADRC” received funding through an AoA grant in 2007. The ADRCs serve older adults, persons with disabilities and family caregivers with long-term care support needs by providing a single point of entry for accessing public programs and benefits.

■ Situated in several urban and rural areas of the state, the **Comprehensive Care in Residential Settings** demonstration program combines housing, personal and health related services for those who need assistance with activities of daily living. In FY 08, facilities had an average monthly caseload of approximately 200 seniors. This alternative to nursing home residency promotes independence and provides a more cost-effective housing and community-based service option alternative to nursing home care. All facilities involved in the program are licensed under the Assisted Living and Shared Housing Act (Public Act 91-0656). Project sites include Murphysboro, Deerfield, Rockford, Ullin, Herrin, Chicago and Olney.

■ In FY 2000, the **Extended Community Care Options** demonstration project was developed to address the home care aide shortage, which prevented some of Lake County’s CCP clients from receiving authorized levels of service. Under this demonstration project, Catholic Charities contracted with multiple local organizations to provide a variety of services that include home care aide and adult day services, as well as home-delivered meals, money management, laundry, transportation and grocery delivery. The project was designed to provide creative service options to clients. In FY 08, approximately 900 clients were served monthly.

■ The **Managed Community Care** demonstration project completed its 13th year of operation in FY 08. The project is designed to provide a broader range of services more efficiently and cost effectively. The Department’s project

partner, the Council for Jewish Elderly, is paid a set monthly fee for each client served based upon the client's level of impairment, rather than the more traditional fee-for-service model. In addition to in-home and adult day services, available services for eligible clients include home-delivered meals, transportation, medication management, elder rights advocacy, money management and home repair. During FY 08, the program served approximately 500 clients per month.

■ Since FY 1998, the Department and the East Central Illinois Area Agency on Aging have implemented a **Home Delivered Meals** demonstration project that provides meals to CCP clients. In FY 08, the project served approximately 360 clients.

■ The **Transportation Demonstration Project**, which began in 1997, was developed to address problems associated with transporting CCP clients to medical appointments and essential errands. The project provides a transportation option in DeKalb, Pope, Hardin, Gallatin and Saline counties, as well as several other counties in southern Illinois. In FY 08, the project provided over 4,300 rides to approximately 160 clients.

**Circuit Breaker
Illinois Cares Rx**

On July 1, 2004, the Circuit Breaker Pharmaceutical Assistance program transferred to the Department on Aging from the Department of Revenue. Pursuant to Executive Order 2004-3, the Department on Aging assumed responsibility for all functions of the program including the application and enrollment process, as well as administering the customer service toll-free Circuit Breaker line.

The Circuit Breaker program was initiated in 1972 by the Illinois Department of Revenue (Public Act 83-1531) to provide property tax relief to low-income senior and disabled residents. The Circuit Breaker program expanded in 1985 to include Pharmaceutical Assistance as an optional benefit to give low-income seniors and disabled residents access to essential medication. In 1992, the Circuit Breaker program was further expanded to include one reduced license plate sticker annually per qualifying household.

In 2005, pursuant to Public Act 094-0086, Circuit Breaker Pharmaceutical Assistance joined with the Illinois Department of Healthcare and Family Services' (IDHFS) SeniorCare program to form Illinois Cares Rx. The new, combined program was designed to “wrap-around” the Medicare Part D prescription drug benefit that went into effect January 1, 2006.

Illinois Cares Rx consists of two categories — Illinois Cares Rx Basic (formerly Pharmaceutical Assistance) and Illinois Cares Rx Plus (formerly SeniorCare). The property tax rebate and the license plate reduction continue to be benefits of the Circuit Breaker program as well.

If an individual is eligible for Medicare, Illinois Cares Rx helps pay the monthly premium, annual deductible, and cost sharing if enrolled in a coordinating Medicare Part D prescription drug plan. If participants are not eligible for Medicare, they can still receive coverage under both the Illinois Cares Rx Basic and Illinois Cares Rx Plus plans.

In 2008, to participate in Illinois Cares Rx Basic, an individual must have been at least 65 years of age or disabled with a 2007 household income of \$24,808 for a single person and \$32,916 for a married couple. Illinois Cares Rx Basic covers medications to treat the following conditions: Alzheimer's disease, arthritis, cancer, diabetes, glaucoma, heart and blood pressure problems, HIV/AIDS (if eligible for Medicare), lung disease and smoking related illnesses, multiple sclerosis, osteoporosis and Parkinson's disease.

Illinois Cares Rx Plus was available to citizens or qualified non-citizens in 2008 that were at least 65 years of age and met income eligibility requirements, which included a 2007 annual income of \$23,225 for a single person and \$31,264 for a married couple. Illinois Cares Rx Plus covers all classes of medically necessary prescription drugs.

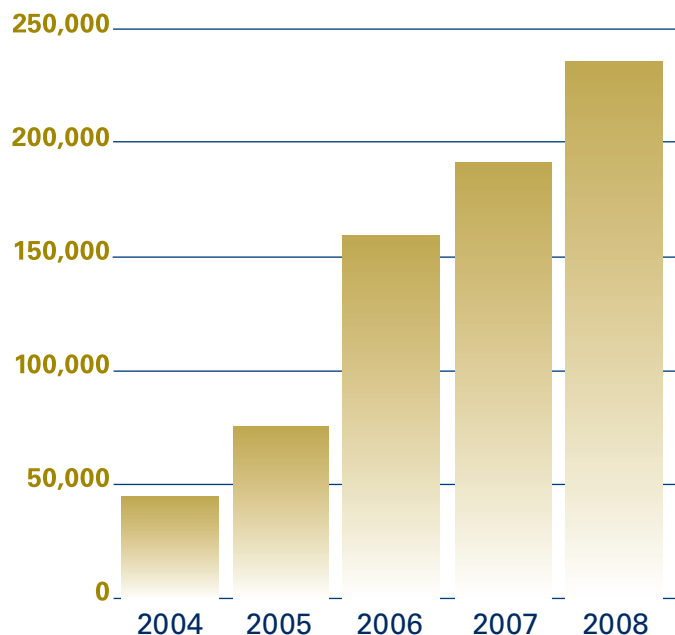
Individuals file just one application (Form IL-1363) to receive the pharmaceutical benefits available through Illinois Cares Rx, as well as a Circuit Breaker grant to reduce their property tax burden, and a \$54 license plate discount from the Secretary of State's Office. However, the income requirements for the benefits differ.

In claim year 2008, the income limit for the Circuit Breaker grant and license plate discount was \$22,218 for a single person household and \$29,480 for a married couple. The amount of the property tax grant is figured by a formula using the amount of property or mobile home tax, rent or nursing home charges paid and an individual's total income.

In calendar year 2008, the number of Circuit Breaker and Illinois Cares Rx applications (Form IL-1363) filed with the Department on Aging was 350,767, with 332,446 of those applications approved for at least one of the three benefits. The total number of applicants enrolled in Illinois Cares Rx was 245,138. The number of applicants eligible for Illinois Cares Rx Basic was 60,917 and the number of applicants eligible for Illinois Cares Rx Plus was 184,221.

The number of Circuit Breaker and Illinois Cares Rx applications filed online continues to increase each year. Last year, the Department received 235,236 applications over the Internet. The number of applications filed online increased from 190,796 in 2007 and only 44,734 in 2004. Those applications are received with fewer errors and can be processed within several weeks compared to paper applications, which take approximately 2 months to process.

On-line Application History



Community Relations and Special Programs

Senior HelpLine

The Department's statewide toll-free Senior HelpLine, 1-800-252-8966, 1-888-206-1327 (TTY) provides information on programs and links older adults and their caregivers to local services. Professionally trained staff assess client needs, send literature and provide written referrals on a range of issues including pharmaceutical assistance, elder rights and home and community-based service options.

In addition, the Senior HelpLine staff answer incoming calls on the dedicated Elder Abuse Hotline (866-800-1409). The staff respond to reports of suspected abuse, neglect and exploitation of older adults and relay the information to the appropriate elder abuse provider agencies for investigation and follow-up.

A new phone system was installed in 2006 to better serve the public. The enhanced system fully automated the Senior HelpLine for the first time since its inception with Interactive Voice Recognition (IVR), allowing callers to check on the status of their Circuit Breaker Illinois Cares Rx applications without the assistance of staff. In addition, with increased funding the Senior HelpLine hired additional bilingual staff members to better respond to limited-English speaking callers.

In FY 08, the Senior HelpLine assisted with the launch of Seniors Ride Free. The Senior HelpLine responded to approximately 19,400 calls regarding the new program that was approved by the General Assembly and directed mass transit agencies statewide to allow older adults, age 65 and over, residing in their transit districts to use main line and fixed route public transit free of charge. Seniors Ride Free went into effect March 2008.

Overall, in FY08 the Senior HelpLine responded to 147,915 calls. The majority of the calls received, nearly 70 percent, were regarding the Circuit Breaker and Illinois Cares Rx programs. The Seniors Ride Free public transit program accounted for 13 percent. The remaining 17 percent of the calls received were from individuals seeking assistance with issues such as the Community Care Program, Elder Rights, and Older Americans Act services including transportation and home-delivered meals.

Outreach

The Department is committed to promoting programs and services that benefit senior Illinoisans. For example, the Department plays the lead role in the statewide pharmaceutical clearinghouse, often working with the Department of Healthcare and Family Services and the Senior Health Insurance Program to make older adults aware of policy changes and updates that may impact their prescription drug coverage.

Each month, the Department hosted a conference call that included the Area Agencies on Aging as well as local service providers committed to ensuring that older adults across Illinois received the pharmaceutical assistance benefits to which they were entitled. The calls provided a forum to keep the Aging Network apprised of developments and to respond to pending issues.

The Department has also extended efforts to update older adults, caregivers and professionals about recent enhancements to the Community Care Program. Press releases and speaking engagements provide opportunities to inform the public about the Aging Network's efforts to transform the long-term care system in Illinois and expand home and community-based service options.

In July 2007, during Elder Abuse Awareness Month, the Department's Elder Abuse Program conducted its third annual Break the Silence campaign. The mission of the campaign is to educate the public about elder abuse and encourage individuals who suspect elder abuse to report it. The annual Break the Silence campaign continues to be successful, with elder abuse reports increasing by nearly 23 percent since FY 2005. It includes outreach efforts such as billboards and mass-transit advertisements, public service announcements and senior community fairs to increase awareness and visibility of this important issue.

During FY 2008, outreach staff coordinated the Department and Aging Network partner participation at 132 events throughout the state. These events provided the opportunity to reach more than 33,800 older adults and their caregivers, helping them to access beneficial programs and services.

Illinois State Fair

Since 1990, the Department on Aging has operated a 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, is open daily. The senior building provides older adults an opportunity to get out of the heat, while taking advantage of informative exhibits, free health screenings and entertaining performances.

The Department staffs the building and manages all activities. This includes arranging and coordinating entertainment and special events, as well as working with the many exhibitors. State agencies and private organizations are available to provide information to attendees about their programs and services.

In FY 08, the State Fair ran from August 10-18. In addition to the exhibits, each day included entertainment and bingo. Department staff members were also on hand to share information about important benefits available to older adults and their caregivers.

St. John's Hospital offered a number of free screenings, including screenings for skin cancer, cholesterol, blood pressure and heart disease. The Illinois Optometrist's Association provided free vision checks for older adults.

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, Governor's Award for Unique Achievement and the Older Workers Awards. In addition, at the annual Governor's Conference on Aging, a number of awards are presented by professional associations to individuals and groups whose accomplishments merit recognition.

Perhaps the most prestigious of the awards is the Senior Illinoisans Hall of Fame, which was initiated by the General Assembly in 1994 to commemorate the achievements and contributions of citizens age 65 or older. Inductees, recognized for their contributions in four areas including community services, education, the work force and graphic/performance arts, are selected each year through a statewide nomination and judging process. In FY 08, four new members were recognized in October during a special ceremony held at the Governor's Mansion.

Training and Education

The Department on Aging is a leader in providing educational opportunities to professionals from aging services agencies. In FY 08, 4,250 individuals participated in Department-sponsored conferences and workshops. The Department hosted conferences and offered training on issues such as caregiving, prescription assistance programs, mental health, Alzheimer's disease and elder rights. Much of the training offered by the Department is made available to social workers, nursing home administrators and other professionals in the aging field for continuing education credits.

The Department's biggest and most comprehensive training event is the annual Governor's Conference on Aging held each December in Chicago. It continues to be one of the largest statewide meetings of professionals who work in the field of aging. In FY 08, the event brought together more than 640 people focused on the issues affecting senior Illinoisans.

Mental Health and Aging

The Department on Aging recognizes that the need for mental health services is a major factor for the health and well-being of older adults. During the past several years, the Department has forged a strong partnership with the Office of Mental Health Services, Illinois Department of Human Services. Both the Aging and Mental Health Service Networks have benefited from sharing information and training.

In April 2008, the Department on Aging hosted the 8th Annual Mental Health and Aging Conference at the Lincolnshire Marriott. As one of the largest events of its nature in the country, the Conference drew more than 400 attendees. The Conference addressed the latest in mental health and aging research and practices, including the treatment of dementia, pain management and depression.

The Department continues to be a member of the Department of Human Services' Advisory Committee on Geriatric Services, which increases awareness of diseases such as Alzheimer's and the need for more coordination among physicians and geriatric case managers.

Grandparents Raising Grandchildren

The Illinois Department on Aging continues to address issues related to the Grandparents Raising Grandchildren program, which began with the award of a two-year, \$10,000 Brookdale Foundation grant in October 1996. Additional financial support from the legislature has allowed the Department to expand the program by establishing additional support groups, providing more grandparents with information and referral assistance, and training professionals to meet grandparents' needs. Grandparents and other relatives over the age of 55 raising their families' children are also eligible for services under the Illinois Family Caregiver Support Program. In FY 08, more than 8,500 relatives received assistance through the Grandparents Raising Grandchildren program.

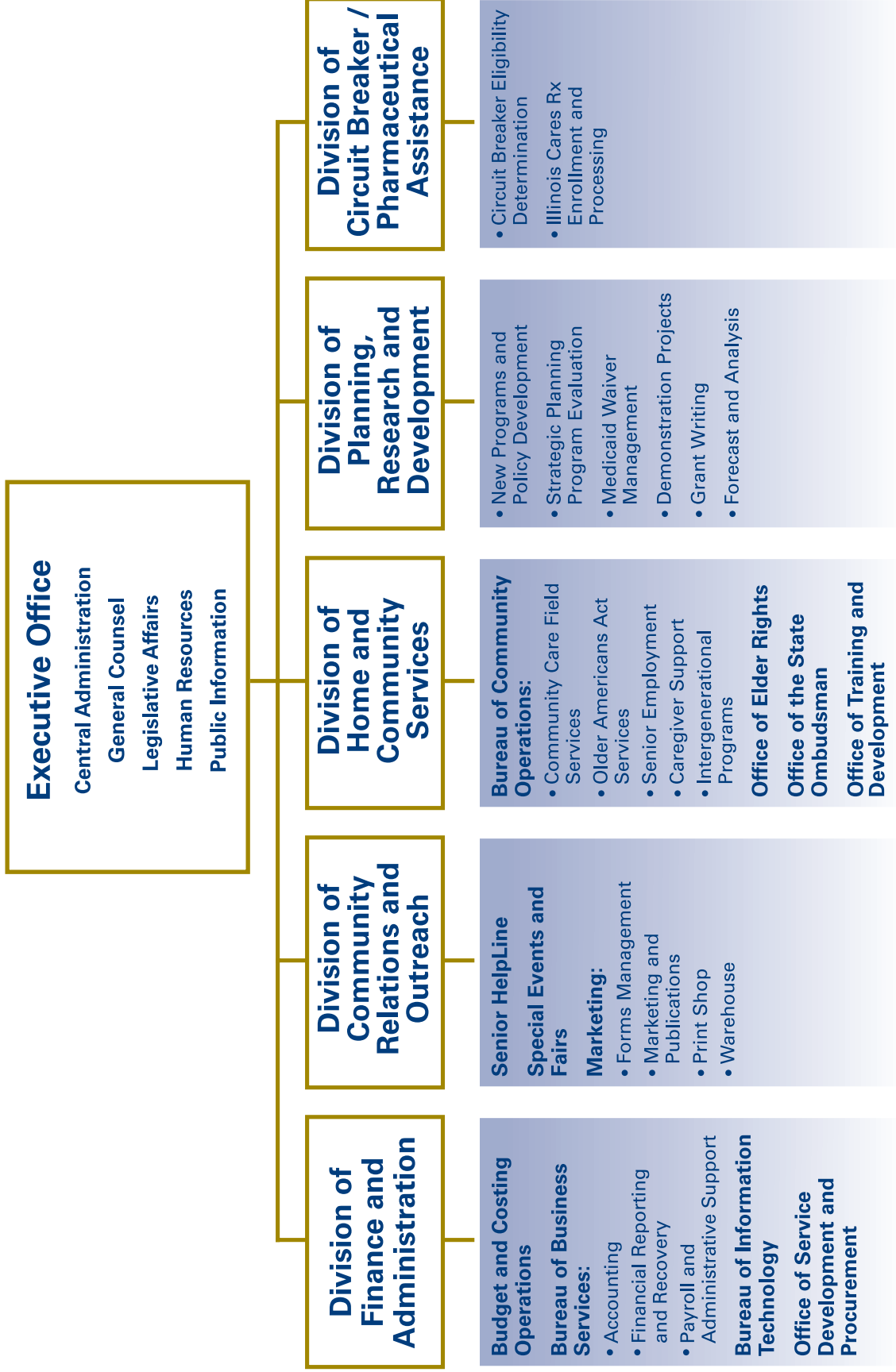
Senior Corps

Senior Corps is a program of the Corporation for National and Community Service which connects adults age 55 and older with volunteer opportunities. In Illinois, Senior Corps partners with the Illinois Department on Aging to fund the Foster Grandparents Program and the Retired and Senior Volunteer Program.

- **The Foster Grandparents Program** provides opportunities for senior volunteers to assist young people with special needs. Many volunteers offer support to children who have been abused and neglected; mentor troubled teenagers and young mothers; help with homework and work in hospitals with special needs children. In FY 08, 740 Foster Grandparents Program volunteers provided over 762,000 hours of services through 11 projects located throughout the state.

- **Retired and Senior Volunteer Programs** throughout Illinois provide a variety of volunteer opportunities to seniors. In FY 08, senior volunteers provided more than 2,643,564 hours of volunteer service to agencies, businesses and organizations in over 23 sites in Illinois. Volunteers contributed hundreds of hours of service to schools, libraries, Head Start, adult literacy and after school programs. RSVP members include skilled carpenters, data entry workers, counselors, nutrition site aides, and income tax aides among others.

Organizational Structure



FY 2008 Annual Report

State of Illinois, Department on Aging

421 East Capitol Avenue, #100, Springfield, Illinois 62701-1789

Senior HelpLine: 1-800-252-8966, 1-888-206-1327 (TTY)

Download this brochure at www.state.il.us/aging in the “News and Publications” section.

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities 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).

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