



State of Illinois  
Illinois Department on Aging



# FISCAL YEARS 2018 & 2019 ANNUAL REPORT

Respect for Yesterday, **Support** for Today, **Planning** for Tomorrow





## A Message from Director PAULA BASTA

The Illinois Department on Aging (IDoA) is committed to serving and advocating on behalf of older Illinoisans and their caregivers, so it is with great pleasure that I present our Fiscal Year 2018-2019 Annual Report. This report reflects IDoA's mission of providing programs that promote partnerships and encourage independence, dignity and quality of life to the aging population.

Our Department - together with our partners throughout the Aging Network - has remained dedicated to offering a variety of community-based services to older adults and their caregivers. The range of services provided are essential to the members of the aging community and their loved ones. It is to that end, that

this report will highlight how IDoA has:

- Collaborated with sister agencies, network providers and Illinois Universities.
- Ensured vulnerable adults continue to "Age in Place" through the provision of various quality assurance projects.
- Expanded support to older adults and their caregivers by implementing quality programs.
- Restored the lines of communication and relationships with the Aging Network.

The fact is our population is living longer and fuller lives. Since 2000, Illinois' older population (60 years of age and older) has grown from 1.9 million to 2.7 million. It now represents 20 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.

This continued growth reflects an increase in needs for services covered within our largest service, the Community Care Program (CCP), which is designed to help Illinois residents age 60 and older who can no longer perform basic activities of daily living but wish to continue living in their own homes with assistance. The number of persons receiving CCP services and aging waiver services through a Managed Care Organization (MCO) continues to steadily increase; from a caseload of 3,600 in 1980 to more than 102,000 in Fiscal Year 2019. By comparison, in 2009, the CCP program served an average of 56,623 participants each month. This is an 82 percent increase of growth over a decade.

After years of financial turbulence, Governor Pritzker's administration has given IDoA the tools needed to make sure that our obligations are being taken care of, while making investments for the future which assures IDoA's mission of providing high-quality, person-centered care to older Illinoisans and supporting efforts to maintain older adults in their own homes. Older Illinoisans have shaped our state's rich history, and it's our obligation to ensure that they have the services and supports they depend on to live healthy lives.

We look forward to continued collaboration with other agencies and our network partners as we together accomplish 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

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**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.

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## AGENCY OPERATIONS

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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

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- Stabilize the Aging Network by increasing rates for the direct service providers in the Community Care Program
- Expand community-based services that focus on reducing social isolation among older adults and family caregivers
- Collaborate with the Care Coordination Units (CCUs) and sister agencies to maximize Medicaid enrollment and claiming
- Develop specialized services and supports to anticipate the growth in the older adult population with Alzheimer's disease and related dementias
- Ensure vulnerable adults continue to "Age in Place" through the provision of various quality assurance projects

## EMPLOYEES BY ETHNICITY

FY18 EMPLOYEES BY ETHNICITY		FY19 EMPLOYEES BY ETHNICITY	
Ethnicity FY18 Employees (percentage)		Ethnicity FY19 Employees (percentage)	
White	77%	White	74%
African American	10%	African American	12%
Hispanic	11%	Hispanic	12%
Asian	2%	Asian	2%
Other	0%	Other	0%
<b>Total</b>	<b>100%</b>	<b>Total</b>	<b>100%</b>

At the end of FY18, the agency had a headcount of 149 employees. At the end of FY19, the agency had a headcount of 155 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

FY18		
PROGRAM	BUDGET	SPEND
Community Care Programs	\$967,873,000	\$832,684,156
Community Supportive Services	\$122,680,500	\$87,068,260
Central Management	\$13,150,000	\$11,593,536
Elder Rights	\$23,100,000	\$19,723,194
Employment Services	\$4,490,300	\$2,911,394
Training and Staff Development	\$725,000	\$83,815
<b>TOTAL</b>	<b>\$1,132,018,800</b>	<b>\$954,064,355</b>

FY19		
PROGRAM	BUDGET	ACTUALS
Community Care Programs	\$906,535,041	\$859,713,100
Community Supportive Services	\$125,823,021	\$98,784,676
Central Management	\$11,175,438	\$7,191,602
Elder Rights	\$31,550,000	\$19,159,572
Employment Services	\$4,490,300	\$2,908,339
Training and Staff Development	\$475,000	\$9,273
<b>TOTAL</b>	<b>\$1,080,048,800</b>	<b>\$987,766,561</b>

# OLDER AMERICAN SERVICES ACT

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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)18, programs funded by the OAA served more than 498,943 seniors age 60 or older. In FFY19, these programs served 511,065 individuals or approximately 20 percent of Illinois' 2.5 million older adults. 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 FFY18, staff at local sites across Illinois received 736,201 calls from older adults or their caregivers. In FFY19, 708,662 calls were received.

## Nutrition Services

In FFY18, there were 122,405 older adults who received nutrition services and in FFY19, there were 128,905 older adults who received nutrition services. The services include congregate and home-delivered meals. Congregate meals are served weekdays in over 399 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 38 counties. The Senior Farmers' Market Nutrition Program season is July 10 to October 31.

In the summer of 2018, 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 2018, 34,000 SFMNP booklets were distributed and 134,268 checks were redeemed by participating farmers. In 2019, 29,100 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 1,275,666 breakfasts, lunches and supplemental snacks served to approximately 4,963 participants on average per month who were enrolled in ADS during FFY18. In FFY19, 4,870 participants were served 1,267,751 meals and snacks.

## **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 FFY18 and FFY19, the Department served 317 and 319 seniors, respectfully, 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 445,992 trips in FFY18 and 445,869 trips in FFY19 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 FFY18, 32,582 older adults were assisted through the Aging Network's outreach efforts. In FFY19, 30,118 older adults were assisted through 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 100 senior centers statewide in FFY18 and FFY19.

## Legal Assistance

There are 13 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 32,820 hours of assistance to older adults in FFY18 and 32,674 hours of assistance to older adults in FFY19.

## 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 141 Caregiver Resource Centers in Illinois.

## Grandparents Raising Grandchildren

In Fiscal Year (FY18), there were more than 261,652 children under the age of 18 living in a grandparent headed home with more than 80,174 grandparents caring for their grandchildren. In FY19, 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 Illinois Task Force on Grandparents Raising Grandchildren, works to locate, assist and promote awareness of older caregivers who are currently raising their family's children. The Grandparents Raising Grandchildren Program began in 1996 with a grant from the Brookdale Foundation. 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 FY18, 684 Foster Grandparent Program volunteers provided over 734,323 hours of service through 10 projects located throughout the State of Illinois. In FY19, there were 680 volunteers that provided 791,687 hours of service.

# COMMUNITY CARE PROGRAM

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The Department on Aging 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 71,200 elderly individuals each month in FY18 and 71,400 in FY19, 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 FY18, there were 72 ADS sites and in FY19 there were 73 ADS sites that provided community-based services to an average monthly caseload of approximately 2,200 participants per month.

## 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 FY18, an average caseload of approximately 33,200 participants and in FY19, an average caseload of approximately 33,600 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 64,400 older adults in FY18 and 64,700 older adults in FY19.

## 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 FY18, approximately 86,856 older adults received comprehensive care coordination and 88,236 older adults received comprehensive care coordination in FY19.

## 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 112,700 pre-screenings in FY18 and 108,200 in FY19 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 FY18, there were 15 Money Management Programs available in 49 counties in Illinois, and 19,000 business units were provided to 708 participants by volunteers. In FY19, there were 16 Money Management Programs available in 54 counties in Illinois, and 21,000 business units were provided to 739 participants by volunteers.

## ADULT PROTECTIVE SERVICES

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This Department's Adult Protective Services (APS) Program assists people age 60 and older and persons with disabilities age 18 to 59 living in the community, who are victims of abuse, neglect and financial exploitation (ANE). Effective July 1, 2013, IDoA was designated as the single APS agency in the State to respond to reports of abuse, neglect and exploitation of older adults and adults with disabilities who reside in the community. In FY19, APS expanded to include reports of self-neglect (SN) for people age 60 and older and persons with disabilities age 18-59.

Services are coordinated through local agencies that accept reports, complete assessments, and provide casework and follow-up. In addition, the program assists those who self-neglect by working with the individual to arrange for appropriate intervention.

In FY18, the program received 17,085 reports of ANE and in FY19, the program received 21,348 reports of suspected ANE/SN. Trained case workers from 40 designated local agencies worked with victims to prevent further abuse and to arrange for needed services such as in-home care, counseling, medical assistance, legal intervention or law enforcement assistance. Public education also plays a critical role in abuse prevention.

## LONG-TERM CARE OMBUDSMAN PROGRAM

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

The five primary Ombudsman services are: investigative services; regular presence visits; issue advocacy; consultations; and resident and family council support. Quality resident care and residents' rights are top priorities for the Ombudsman Program, which includes 17 Regional LTCOPs. In FY18, there were 63 full-time and 28 part time staff members. In addition, the Program had 73 volunteers. In FY19, there were 70 full-time staff, 23 part-time staff, and 84 volunteers.

In FY18, the Ombudsman Program responded to 7,679 complaints. The majority of the complaints filed were fully or partially resolved to the satisfaction of the resident involved. In addition, the Program handled 29,529 consultations to individuals and made 17,775 facility visits.

In FY19, the Ombudsman Program responded to 8,756 complaints. The majority of the complaints filed were fully or partially resolved to the satisfaction of the resident involved. In addition, the Program handled 31,626 consultations and made 18,416 facility visits.

## HOME CARE OMBUDSMAN PROGRAM

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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 waivers when the rights of the individuals are violated. During FY18-19, the HCO Program responded to 430 requests for information, opened 242 cases related to Home and Community-Based Services Waivers and the Medicare Medicaid Alignment Initiative complaints, and conducted 306 community education sessions.

## COLBERT CONSENT DECREE

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

To expedite the implementation of the Colbert Consent Decree, the Illinois Department on Aging established the Office of Transitions and Community Relations in January 2014. The office uses a collaborative and community-based approach to transition Colbert Class Members living in nursing facilities to an integrated minimally restrictive environment. To live independently in the community, Colbert Class Members are provided with the necessary services and supports.

The Office of Transitions and Community Relations and the contracted agencies transitioned 355 residents of nursing facilities in Cook County to community-based settings in FY18, and in FY19, 307 residents of nursing facilities were transitioned to community-based settings. A total of 2,391 Colbert Class Members have been transitioned since implementation began in 2013.

## SENIOR HELPLINE

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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 FY18, the Senior HelpLine responded to 129,511 calls and in FY19, the Senior HelpLine responded to 132,692 calls. Approximately 53 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 14 percent of the calls received; Medicare counseling, private health insurance and related health coverage plans were 12 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.

During FY18, IDoA processed approximately 108,476 Benefit Access Applications resulting in 68,627 license plate discounts; 42,859 Seniors Ride Free enrollments; and 29,628 Persons with Disabilities Ride Free enrollments. In FY19, IDoA processed approximately 126,181 Benefit Access Applications resulting in 74,078 license plate discounts; 51,652 Seniors Ride Free enrollments; and 36,060 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 Medicare prescription drug plans and Medicare Advantage plans in order to facilitate the best choice for receiving Medicare benefits. During FY18 to FY19, SHIP counselors facilitated enrollments for 144,766 beneficiaries during 190,862 one-on-one confidential counseling sessions. SHIP also provided outreach and education to individuals at community events, health fairs, and the Illinois State Fair. During FY18 to 19, SHIP counselors provided outreach to 139,859 beneficiaries. The Senior HelpLine referred Medicare beneficiaries to more than 300 SHIP certified sites for assistance in the communities where they reside.

## 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, 121 people have been inducted into the Hall of Fame.

## TRAINING AND EDUCATION

CCP Management Training is required by administrative code for new and existing CCP providers. During FY18, five New/Renewal Management trainings were conducted which included 190 individuals from more than 50 agencies. During FY19, six New/Renewal Management trainings were conducted which included 250 individuals from more than 90 agencies. In addition, IDoA provides trainings to new homecare supervisors from CCP In-Home Service Provider agencies. During FY18, 393 supervisors were trained and in FY19, 464 supervisors were trained.

Certification training is provided to new CCU care coordinators. During FY18, 319 care coordinators were trained. In FY19, 346 care coordinators were trained. In FY18, IDoA conducted 11 in-person mandatory trainings to complete recertification for all care coordinators. The focus was on the administration and scoring of the functional assessment tool in order to attain statewide consistency.

In June 2018, IDoA held a three-day statewide conference in Peoria. Sessions focused on topics such as new federal regulations, person-centered planning, managed care expansion and evidence-based programming. The event was attended by more than 400 individuals.

IDoA hosted several webinars that were conducted by staff and out-sourced professionals. Webinars included IDoA policy updates and information on improving the quality of life for older adults. Examples of the topics offered include dementia, falls, hospice and dehydration. During FY18, these webinars were viewed more than 2400 times and in FY19 these webinars were viewed more than 7000 times. IDoA provided continuing education certificates for nursing home administrators, social workers, counselors and nursing professions.

## ACCOMPLISHMENTS

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In August 2018, the Illinois Department on Aging (IDoA) launched an automated critical event reporting system that provides valuable data for evaluation and decision making for future Community Care Program (CCP) development. The Care Coordination Units (CCUs) ensure timely follow up on all critical incidents reported, such as hospitalizations, emergency room visits and falls. The IDoA training team implemented monthly quality webinars to address risk mitigation strategies identified through the critical event reporting system.

IDoA enhanced the quality of care coordination to better serve older adults. Efforts included a focus on evaluating the intensive casework and monitoring services and the feasibility of implementing a six month face to face visit. IDoA also implemented Person Center Planning to align with federal requirements to meet the unique self-directed needs of vulnerable clients. In addition, IDoA met federal requirements for annual redeterminations and initiated the annual face to face visit requirement.

Adult Protective Services (APS) accepted Self-Neglect (SN) reports for the first time in Fiscal Year (FY) 2019. In fact, nearly 5,000 such reports were received. The program's official acceptance of the reports was allowed when funding was appropriated. It is well-established that self-neglect can have grave consequences, including increased mortality, increases in occurrence and severity of chronic diseases, and the loss of savings and even homes. The APS Program is now able to help eligible adults who are unable to perform essential self-care tasks that substantially threaten their health, well-being and safety.

The APS Registry was enabled through Public Act 98-49 and implemented to protect victims or potential victims receiving in-home or community-based services from caregivers against whom a verified and substantiated finding of abuse, neglect, or financial exploitation was made. The APS Registry includes the identity of caregivers who are found, as a result of an APS investigation, to have abused, neglected or financially exploited persons age 60 or over and adults with a disability age 18-59 who reside or were visiting a domestic living situation at the time of the report. The APS Registry is intended to limit caregivers with verified and substantiated determinations from moving from one direct care agency to another.

In order to align with federal rules pertaining to the Ombudsman program that were issued for the first time in 2016, the Office of the State Long-Term Care Ombudsman Program worked to revise 89 Ill Admin. Code 270 (B). The revised state rule took effect on January 1, 2019. Some of the major changes include clarification about conflicts of interest, strengthened language regarding access and disclosure, and specific language on grievances.



# ADVISORY GROUPS

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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. Visit our [website](#) for more information.

## 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.

## **Illinois Task Force on Grandparents Raising Grandchildren**

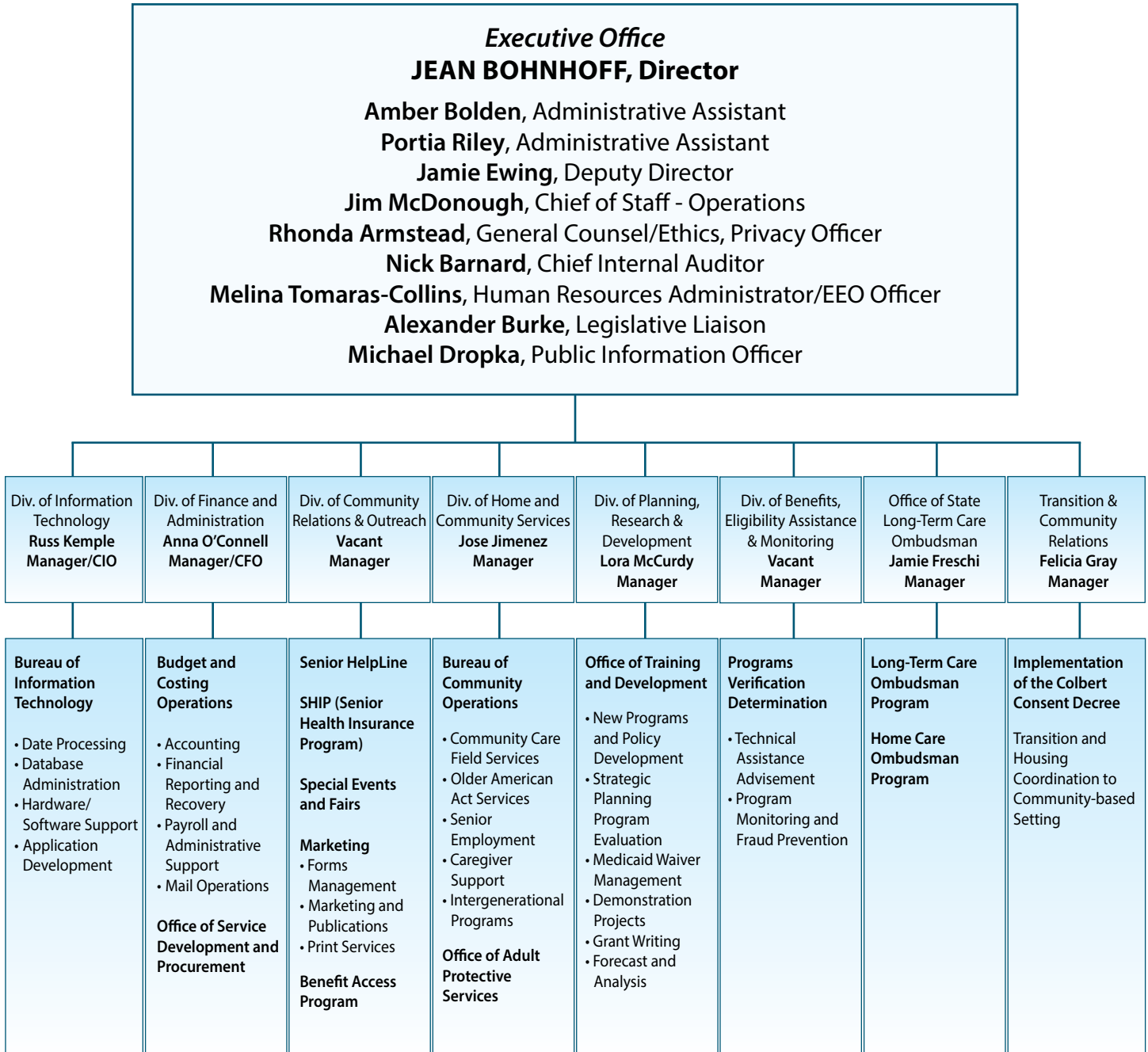
*(Disbanded in FY19)*

The mission of the Task Force is to identify issues, review policies, and assess the needs of kinship caregivers in order to impact services and programs at the state and local levels. The Task Force provides networking opportunities for providers, sponsors conferences, trainings, develops resources and information “Tip” sheets and recommends policy and program revisions to the appropriate agencies. The statewide Task Force is comprised of 100 diverse members. Program personnel collaborate with state agencies including the Departments of Human Services, Children and Family Services, Healthcare and Family Services and Public Health; Area Agencies on Aging; private social service agencies; legal assistance programs; law schools and clinics; extension services; educational advocacy groups; information and referral services; hospitals; clinics; churches; schools; police and social work organizations; and relatives who are raising children. Liaisons at state agencies have worked closely with the program coordinator and providers to assist relatives in accessing services, providing contacts to initiate training, policy and program analysis.

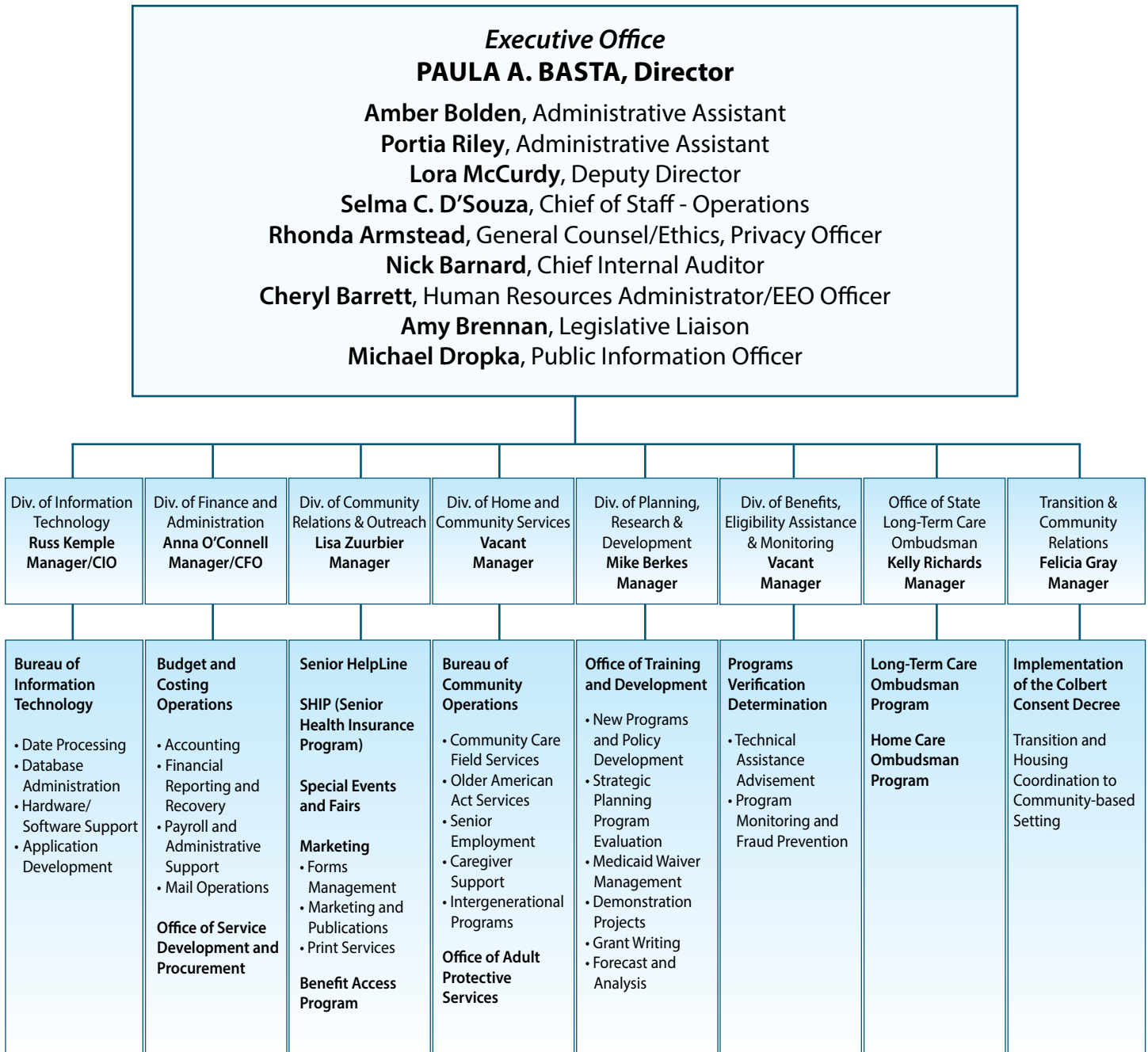
## **Fatality Review Team Advisory Council**

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, 2018



## Illinois Department on Aging Organizational Overview June 30, 2019







**State of Illinois, Department on Aging**

One Natural Resources Way, #100  
Springfield, Illinois 62702-1271  
[www.illinois.gov/aging](http://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).