



# Commission on Government Forecasting and Accountability

July, 2019



**Paula A. Basta, Director**  
**Amy Brennan, Legislative Liaison**  
**Mike Berkes, Planning, Research,  
Development and Training**  
**Jose Jimenez, Home and Community  
Services**

**Chuck Miller, Long-Term Care  
Ombudsman Program**

RESPECT FOR  
YESTERDAY,  
SUPPORT FOR  
TODAY,  
PLAN FOR  
TOMORROW



## Mission Statement

The Department on Aging administers a comprehensive service-delivery system 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**.

*Respect for yesterday, support for today, and planning for tomorrow.*



# Department Overview

- Created in 1973 by Public Act 78-242, IDOA strives for efficient and effective access to services that prevent premature nursing facility placement and maximizes an individual's ability to remain as independent as possible within their community.
- The Department functions at a managed headcount level of 155 consisting of six operating divisions which are:
  - Executive Office
  - Planning Research & Development
  - Finance & Administration
  - Home & Community Based Services
  - Community Relations & Outreach
  - Department of Innovation and Technology.
- The various divisions:
  - **coordinate** the efforts of Illinois' Aging Network on behalf of older adults
  - **serves** as the single state agency to receive funds under the Older Americans Act for community supportive services.
  - **oversee** service providers primarily through planning activities, advocacy, budget development, program management, fiscal monitoring, legislative initiatives, quality assurance monitoring, creating policies and procedures as well as compliance monitoring.



# Department Overview Cont.

- The Department's major programs and services include:
  - Community Care Program (CCP) (Age 60 and Older, Medicaid Waiver)
  - Adult Protective Services (Age 60 and Older, Disabled 18-59)
  - Long Term Care Ombudsman Program (Age 60 and Older, Disabled 18-59)
  - Home Care Ombudsman Program (Age 60 and Older, Disabled 18-59)
  - Benefit Access (65 and Older, Disabled age 16-64)
  - Older Americans Act, Services Program (Age 60 and older) funded services such as:
    - Information, & Referral, outreach, nutritional services, employment services, and transportation, along with other community supportive services
  
- Services are delivered through the Aging Network, comprised of:
  - Area Agencies on Aging (AAA),
  - Care Coordination Units (CCUs),
  - Community Care Program providers (INH, ADS, EHRS and AMD)
  - Senior Health Insurance Program (SHIP),
  - Senior Health Assistance Program (SHAP) sites,
  - Senior centers and nutrition programs
  
- In partnership with the Aging Network, the Department engages in planning activities to identify needs and evaluate the adequacy of existing programs to serve those in the greatest need.



## Division of Planning, Research & Development (DPRD)

- Responsible for monitoring and analyzing program utilization and leading the Department's efforts to rebalance Illinois' long term care system.
- Conducts forecasting & cost analysis for the Community Care Program (CCP).
- Coordinates strategic planning and performance metric reporting.
- Develops, monitors and evaluates CCP demonstration projects.
- Manages the Home and Community Services 1915(c) Medicaid Waiver for the Community Care Program.
- Serves as a resource to Department on the availability of competitive grant opportunities and works with agency staff to prepare grant proposals.
- Coordinates with the Department's division staff to develop training opportunities that respond to the needs of the network.



## Community Care Program (CCP)

- Created in 1979 by Public Act 81-202, the Community Care Program (CCP) serves as a viable and cost effective alternative to nursing home placement.
- Provides services to any person who applies for the program and meets all current eligibility requirements. CCP is one of the 1915 (c) waivers for home and community-based services under the Medicaid Program. Qualifications are:
  - 60 years old or older;
  - U.S. citizens or legal aliens;
  - Residents of Illinois;
  - Have non-exempt assets of \$17,500 or less (Non-exempt assets do not include home, car, or personal furnishings.); and
  - Have an assessed need for long term care (to be at risk for nursing facility placement as measured by the Determination of Need (DON) assessment).
- NOTE: Although the level of income does not affect eligibility for the program, an income level is established for each participant to determine the participant's ability to contribute to the cost of care.

# Community Care Program (CCP)

- Care Coordination Services support older adults ability to remain in their own homes through the assessment process and the development of person centered plan of care. The care coordinator develops the plan of care in collaboration with the older adult and links the older adult to community-based services that are funded by the state and federal government. Care coordinators are based in local agencies which are often referred to as "Care Coordination Units" (CCUs).
- Care coordination services:
  - Older adults in need of home and community-based services first meet with a care coordinator to determine what kinds of daily activities they can do on their own, as well as those that require assistance.
  - Care coordinator identifies services that could support participants to continue living independently.
    - For instance, older adults recovering from a stroke may need home delivered meals or transportation service – or they may need a Homecare Aide to help with medication reminders, preparing meals or household chores.
  - The care coordinator takes the lead in arranging these services and monitoring the implementation of the plan of care in collaboration with the older adult.
  - Care Coordinators also perform pre-admission screenings of all person's age 60 and older seeking admission to a nursing facility.
- Along with Comprehensive Care Coordination to access CCP services, the 4 core services include:
  - In-Home Service
  - Adult Day Care
  - Automated Medication Dispenser
  - Emergency Home Response.

## CCP – Core Services

- In-Home Services

- Assistance with household tasks such as cleaning, planning and preparing meals, doing laundry, and shopping and running errands.
- Homecare Aides also assist participants with personal care tasks such as dressing, bathing, grooming and following special diets

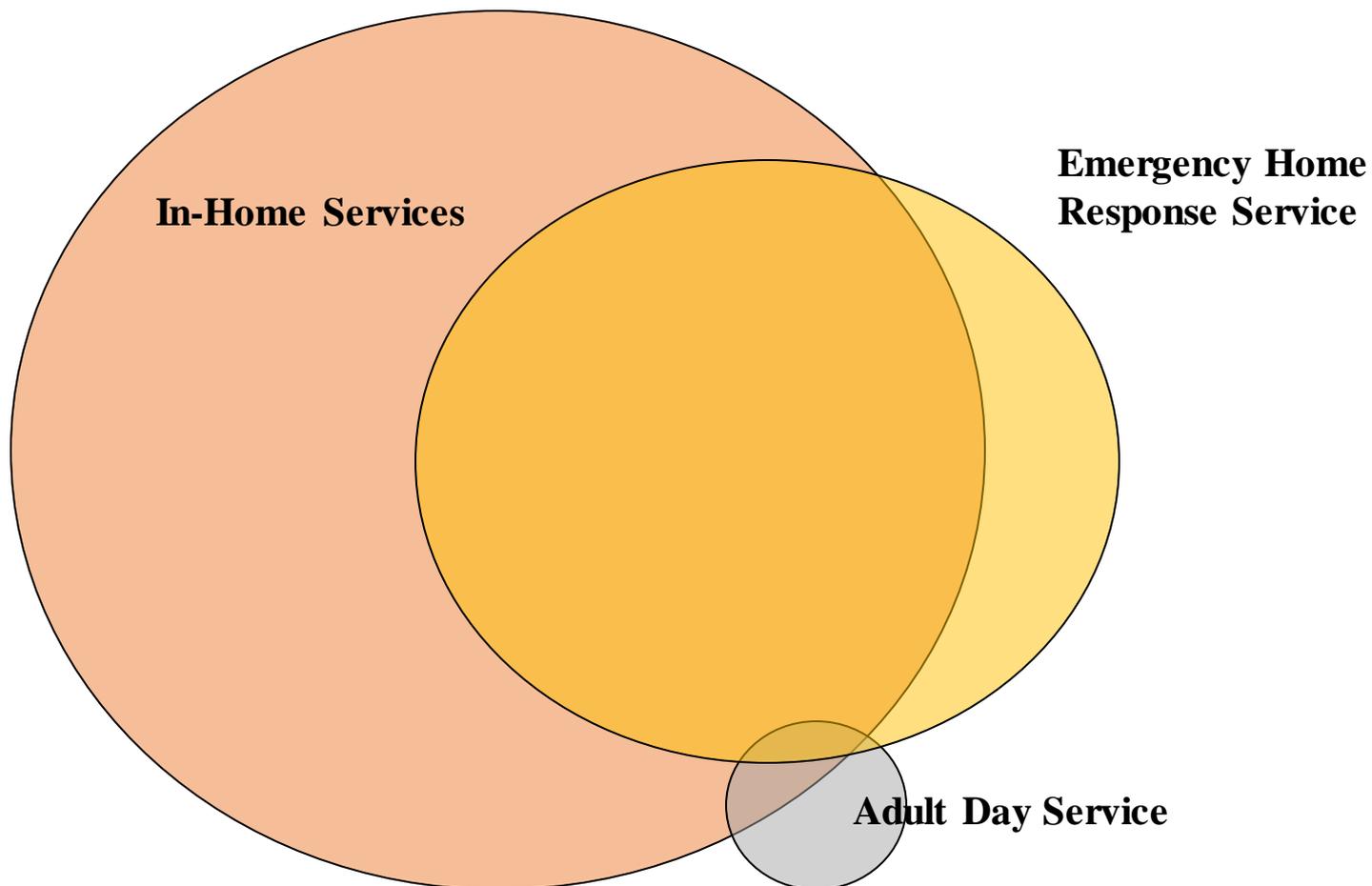
- Adult Day Service (ADS)

- 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.
- Provides respite for family caregivers, especially those who are employed outside the home, and socialization for isolated adults.
- Services offered in adult day service 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 dementia and related disorders.

- **Automated Medication Dispenser (AMD)**
  - Available to eligible participants who need medication reminders to improve medication adherence.
  - Participants must have a Responsible Party to manage/fill medications and respond to alerts sent by the device.
  - a portable, mechanical system that can be programmed to dispense and alert the participant to take non-liquid oral medications in the participant's residence or other temporary residence in Illinois through auditory, visual or voice reminders;
  - to provide tracking and caregiver notification of a missed medication dose; and
  - to provide 24 hour technical assistance to the participant and responsible party for the AMD service in the home. The service may provide additional medication specific directions or prompts to take other medications via other routes such as liquid medications or injections based on individual need.
- **Emergency Home Response Service (EHRS)**
  - 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 client that will automatically link the older adult to a professionally staffed support center.
  - Department is discussing the possibility of including EHRS that includes fall prevention technology.

# CCP Authorized Clients

Client make up – Core Services Received between  
January – June 2018





## **Division of Home & Community Services (DHCS)**

- Administers all field and administrative support functions for the Community Care Program, other state services, and federally funded programs.
- These services include: Comprehensive Care Coordination, In-Home Care, Adult Day Care and Emergency Home Response, as well as other services which are mandated under Titles III and V of the Federal Older Americans Act (OAA) such as: transportation, housing, home delivered and congregate meal service, support to senior centers, and senior employment services.
- The Division works to protect older adults and persons with disabilities through the office of Adult Protective Services.



## **Division of Community Relations & Outreach (DRCO)**

- Develops and carries out the Department's statewide information, education, and advocacy initiatives.
- Plans statewide events that educate the public and the Aging Network about programs and policies that affect older adults and their caregivers.
- Directs the Senior Helpline that links older adults and their caregivers to LTC services throughout the state.
- Designs marketing strategies for special projects and implements outreach efforts at the Illinois State Fair, health fairs and other special events.



## **Benefits, Eligibility, Assistance and Monitoring (BEAM)**

- Process MCO enrollment information from HFS
- Notify CCUs of transfers to MCO, transfers back to CCP
- Assist CCUs, providers and MCO obtain required paperwork and information
- Investigate & resolve issues on MCO cases
- Monitor quality assurance during the process
- Coordinate with HFS on policy and procedures for implementing additional Managed Care initiatives
- Assist CCUs and provider agencies in resolving billing rejects

BEAM Contact information: [Aging.Advisor@Illinois.gov](mailto:Aging.Advisor@Illinois.gov)



# Illinois Volunteer Money Management Program

- The IVMMP provides both bill payer and representative payee services to older adults who need assistance in managing their personal finances. The program serves as a deterrent to nursing facility placement for participants who are enrolled. Additionally, the program serves as critical services to older adults and person with disabilities aged 18-59 that have been victimized by financial exploitation.
- The program utilizes trained volunteers to assist older adults. Services are available to participants that are enrolled in the State's Managed Care Programs.
- Currently, there are 16 money management provider sites in 53 counties throughout the state. All PSA's have at least one program, except for PSA 06, 08, and 12.



## Community Based Services Older Americans Act Programs

- The Department funds a wide range of services with Title III of the Older Americans Act (OAA) funds, which total \$47.4 million in Federal funds and \$33.9 million in GRF through grants to the 13 Area Agencies on Aging.
- These services address needs of senior citizens in four areas:
  - Accessing services (e.g., information & assistance, transportation, and outreach)
  - In-home services (e.g., Home Delivered Meals)
  - Community supportive services (e.g., congregate meals, legal assistance, health promotion), and
  - caregiver services (e.g., respite, information & assistance, counseling and support groups).
- All persons age 60 and over and their caregivers are eligible for services under the OAA, although preference is given to those in greatest economic or social need, low-income minority older adults, those with limited English proficiency, and older adults residing in rural areas.

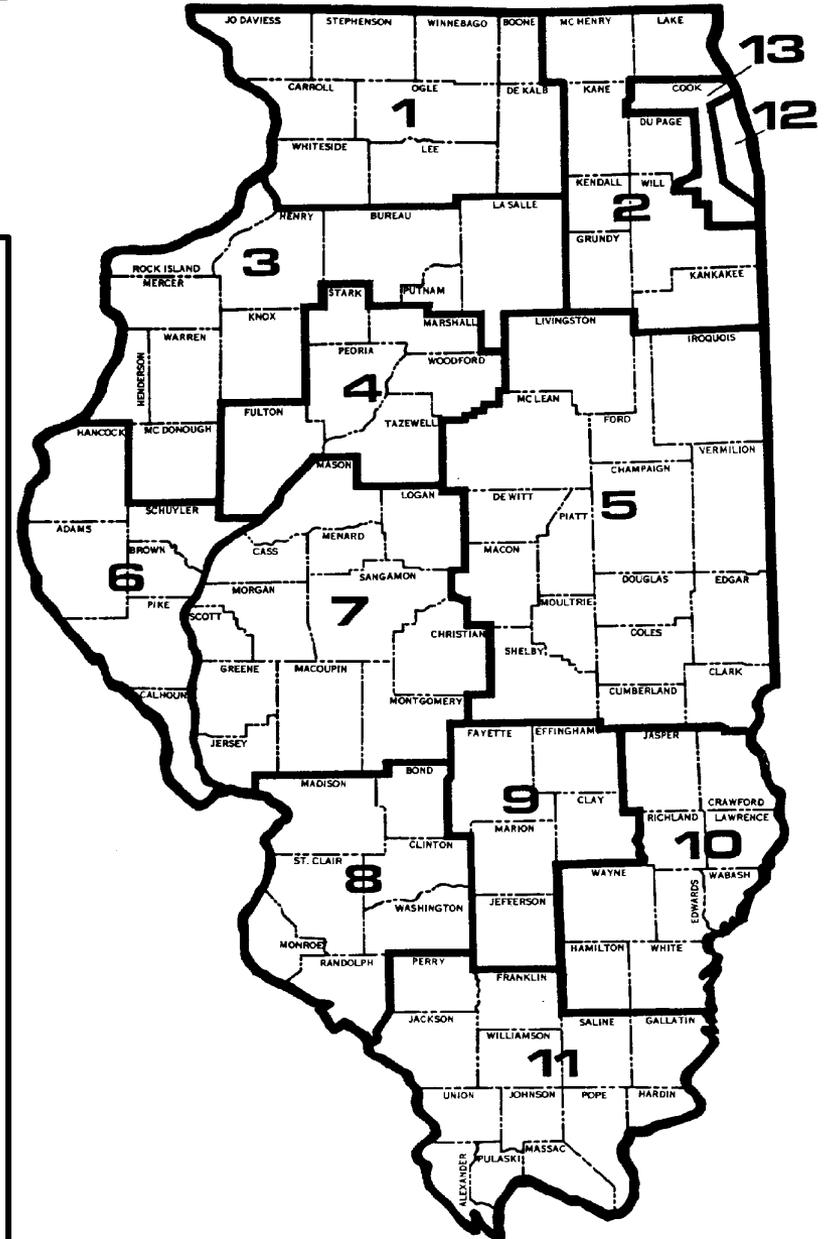


## Department Overview Area Agencies on Aging

- In accordance with federal Older Americans Act regulations, IDOA has divided Illinois into 13 Planning and Service Areas (PSAs). Each PSAs is managed and served by an Area Agency on Aging.
  - 12 not-for-profit corporations and one unit of local government, the City of Chicago.
- Area Agencies have the primary task of planning and coordinating services and programs for older people in their respective areas.
  - The Area Agencies receive funding from the Department based on a formula which takes into consideration the number of older citizens and minorities in that area, as well as the number living in poverty, in rural areas, and alone.
- Area Agencies are not, as a rule, direct service providers.
  - Area Agencies contract with local agencies which provide services to the older people who live in the same community.

# Area Agencies on Aging by Planning Service Areas

- PSA 01 = Northwestern Illinois Area Agency on Aging
- PSA 02 = Northeastern Illinois Area Agency on Aging
- PSA 03 = Western Illinois Area Agency on Aging
- PSA 04 = Central Illinois Agency on Aging, Inc.
- PSA 05 = East Central Illinois Area Agency on Aging, Inc.
- PSA 06 = West Central Illinois Area Agency on Aging
- PSA 07 = Area Agency on Aging for Lincolnland, Inc.
- PSA 08 = AgeSmart Community Resources
- PSA 09 = Midland Area Agency on Aging
- PSA 10 = Southeastern Illinois Area Agency on Aging, Inc.
- PSA 11 = Egyptian Area Agency on Aging, Inc.
- PSA 12 = Senior Services AAA Chicago Dept. of Family and Support Services
- PSA 13 = AgeOptions, Inc.





# Older American Services

- Provided through the Federal Older Americans Act, with support from State funds, these community-based services are offered to persons age 60 plus (age 55-plus for employment programs) throughout Illinois.
- Although donations are encouraged for services such as meals and transportation, there are no fees associated with these programs.
- **Senior Centers**
  - There are about 180 senior centers that work in partnership with the Illinois Department on Aging and the Area Agencies on Aging.
  - Provide services such as meals, transportation, counseling, legal assistance, and health screening.
- **Illinois Family Caregiver Support Program**
  - Over 150 Caregiver Resource Centers are available statewide to assist individuals caring for older relatives or friends. Services which are offered to caregivers include:
    - information
    - assistance
    - respite (temporary relief of caregiving responsibilities)
    - counseling
    - support groups
    - training and education
    - emergency support services.



# Older American Services

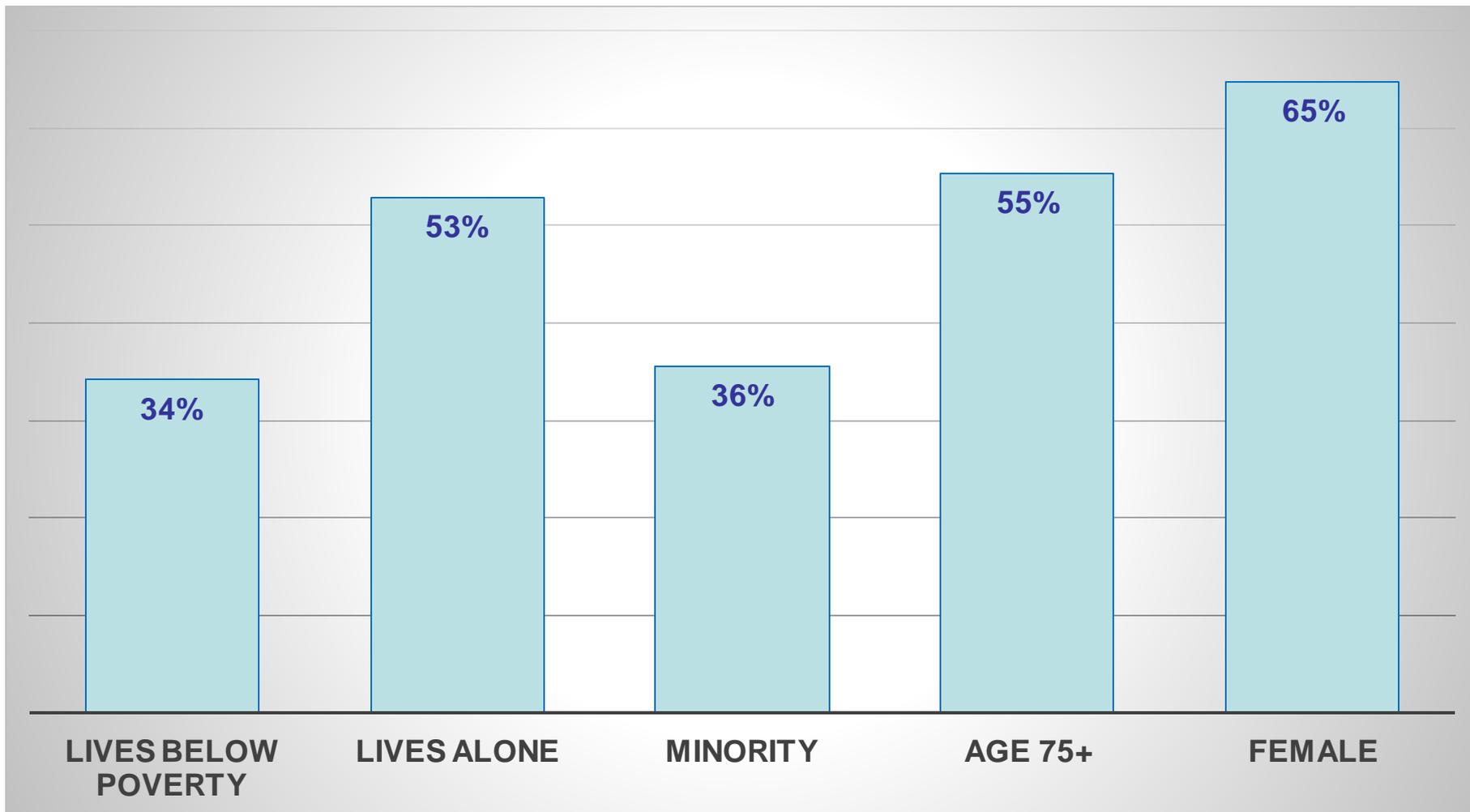
- **Meals**
  - Older adults throughout the state receive congregate and home-delivered meals.
- **Information and Assistance**
  - Every Area Agency on Aging has designated local information and assistance sites, which are often located in senior centers.
- **Transportation**
  - Area transportation systems help older people benefit from trips to and from locations in their communities.
- **Outreach**
  - A face-to-face contact initiated by service provider staff with an older person who does not know about services or cannot utilize needed services.
- **Employment**
  - The Senior Community Services Employment Program fosters and promotes public service assignments for low-income people age 55 and over.



## How Older Americans Act Programs made a difference in FY18?

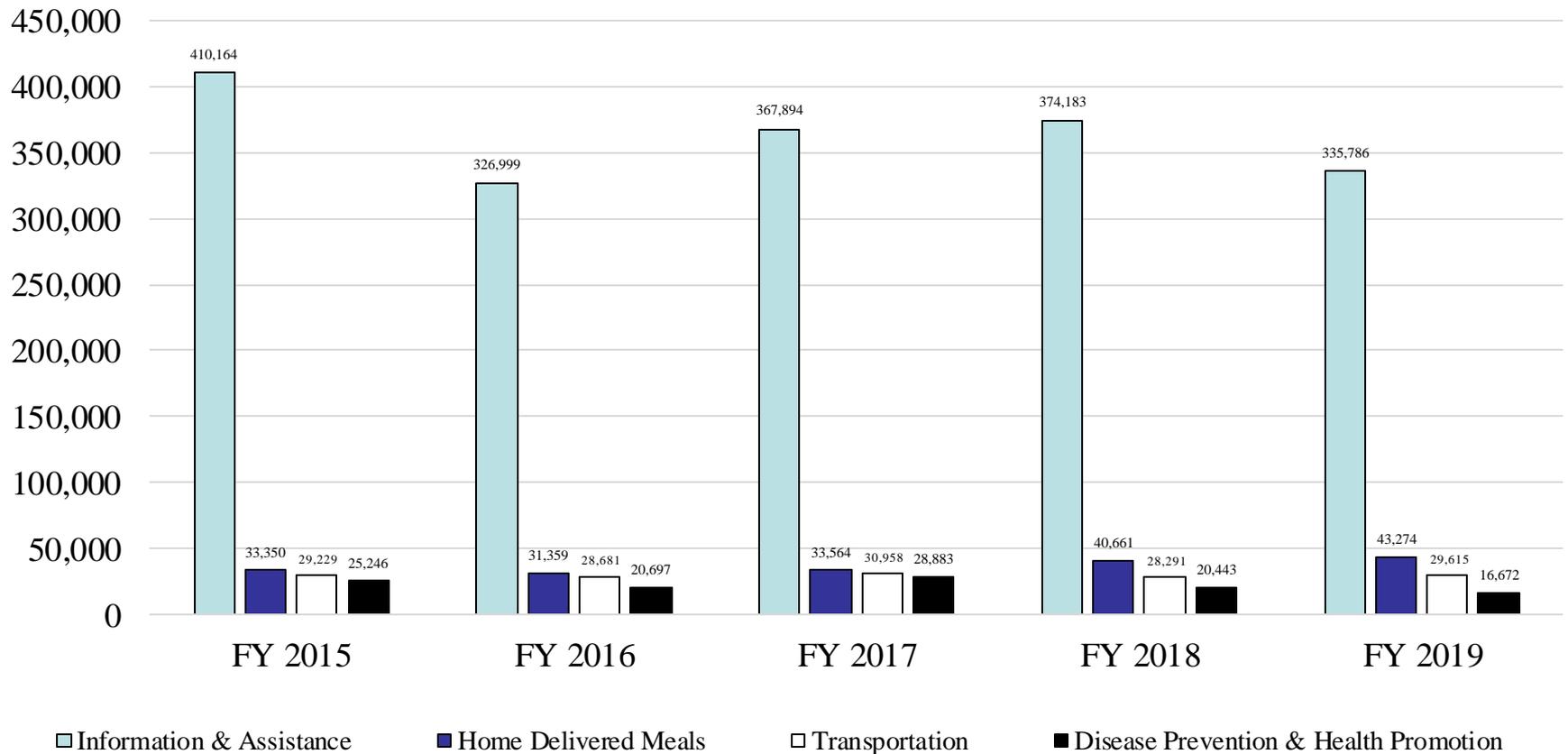
- Older Americans Act funds served 498,943 or 18.5% of the 2.7 million older adults in Illinois.
- 367,966 received information and assistance.
- 81,701 older adults received congregate meals.
- 40,701 persons received over 7 million home delivered meals.
- 29,615 received transportation.
- 50,482 went to and participated in senior center activities.
- 46,646 caregivers received access assistance, counseling and support.
- 6,248 received legal assistance.

# Older Americans Act Services Client Profile

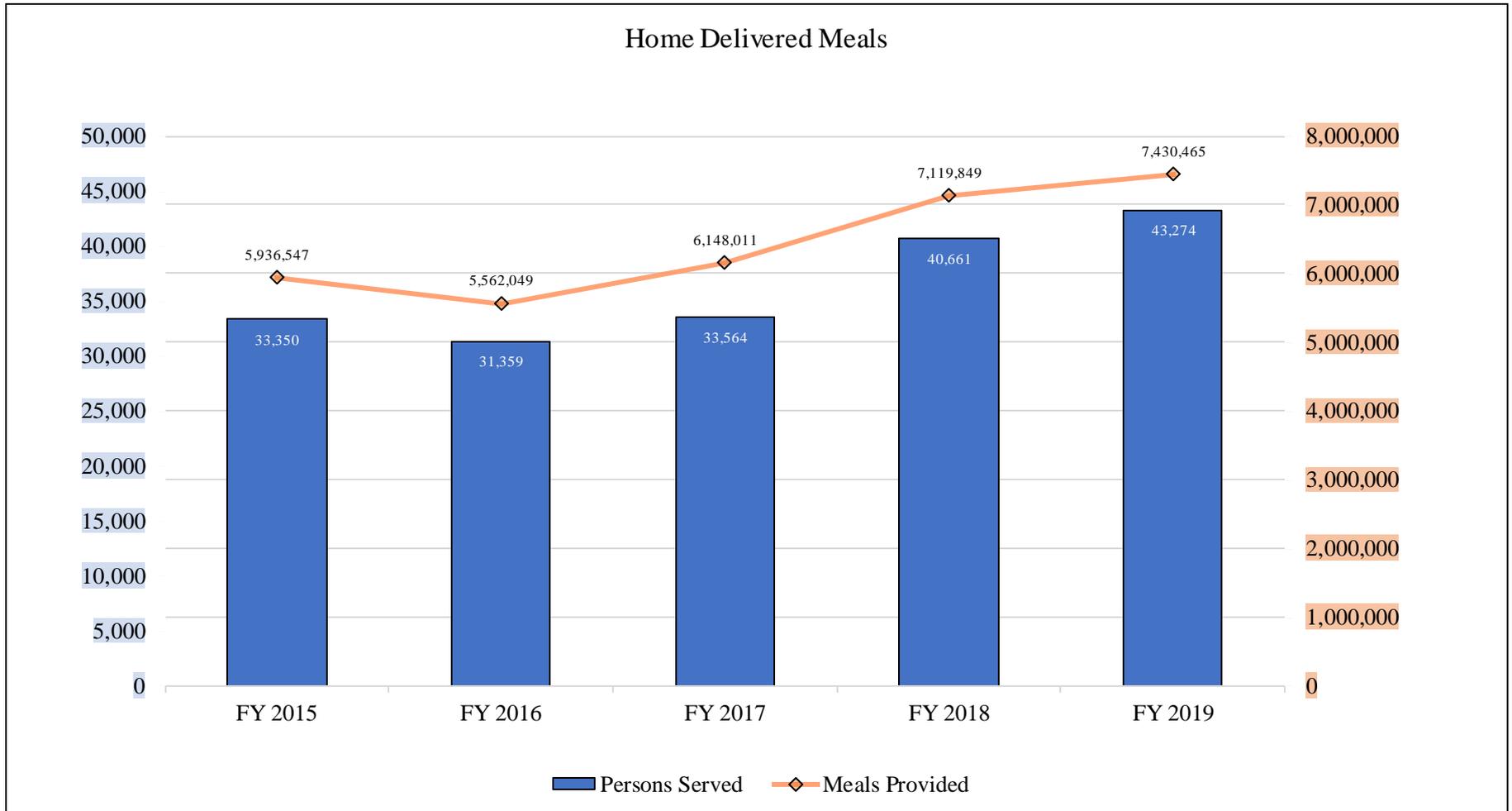


# Older Americans Act Services

**Older American Services Summary of Persons Served**



# Home Delivered Meals

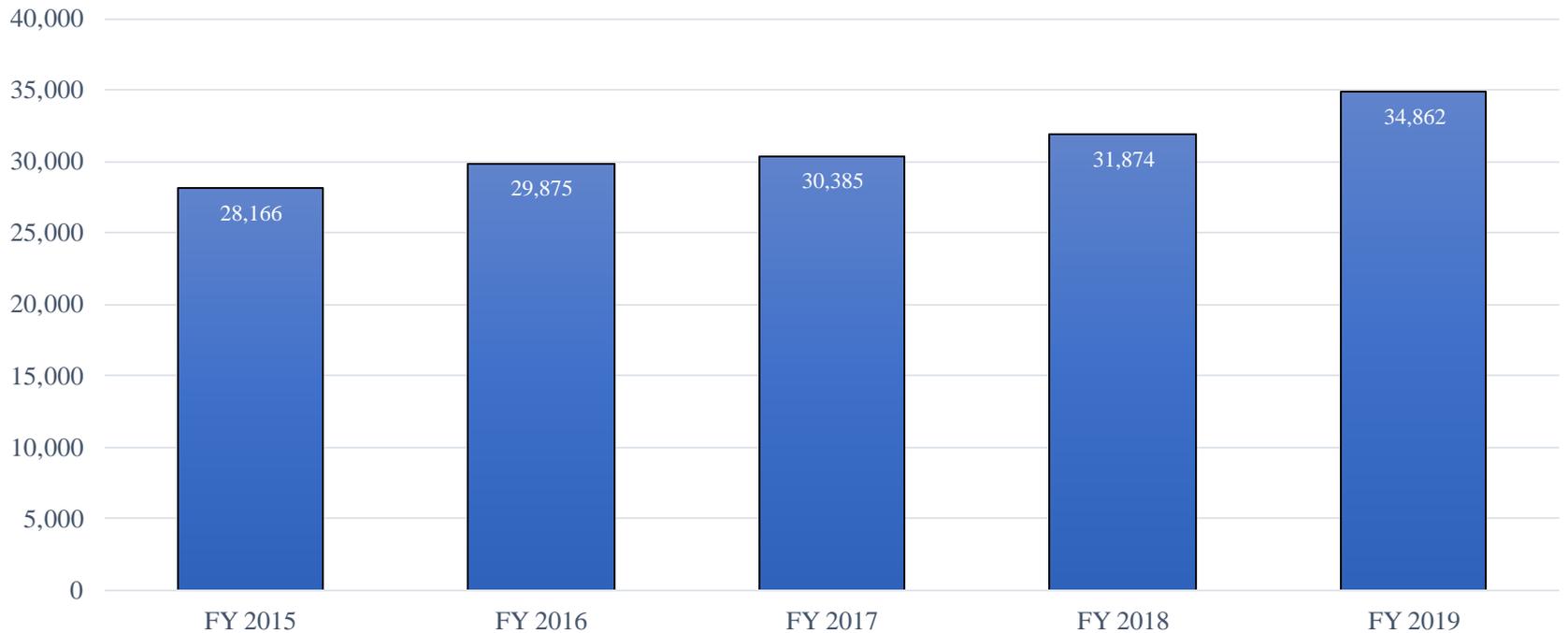


- Established in 2000, the National Family Caregiver Support Program (NFCSP) provides grants to fund a range of supports that assist family and informal caregivers to care for their loved ones at home for as long as possible. NFCSP grantees provide five types of services:
  - information to caregivers about available services
  - assistance to caregivers in gaining access to the services
  - individual counseling, organization of support groups, and caregiver training
  - respite care; and
  - supplemental services, on a limited basis

# Caregiver Support Services



Caregivers Support Services



■ Caregivers Served



## **Grandparents Raising Grandchildren Program**

The Grandparents Raising Grandchildren Program began in 1996 with a grant from the Brookdale Foundation. Additional legislative support has allowed the Department to expand the program, by...

- establishing support groups and providing them with financial and technical assistance;
- providing grandparents with information and referral assistance; and
- training professionals and facilitators to meet grandparents needs.

In FY 2018, 1,275 grandparents and 1,840 grandchildren were served with a \$300,000 GRF appropriation.



## Senior Health Assistance Program (SHAP)

- Over 150 SHAP sites have been developed to conduct public information/education and outreach activities, and to assist older adults in completing their applications for Medicare Part D, IL Cares Rx, and Social Security's Low-Income Subsidy Program (Extra Help), and Medicare Savings Programs.
- Outreach activities also focus on promoting the new Medicare Part B Prevention and Wellness benefits (annual wellness visits and chronic disease screenings) included in the Affordable Care Act. The amount for the line is \$1.8 million and very necessary.
- The months of October-December are very busy for the SHAP sites due to end-of-year enrollment in Medicare Part D. Without the funding, many of the SHAP sites will have major problems providing these services.

The Retired and Senior Volunteer Program (RSVP) provides federal grants to qualified agencies and organizations for the dual purpose of engaging persons 55 and older in volunteer service to meet critical community needs and to provide a high-quality experience that will enrich the lives of volunteers.

In FY 2018, 6,152 volunteers provided 975,690 hours of service in their communities.



## **Foster Grandparent Program (FGP)**

The Foster Grandparent Program provides federal grants to qualified agencies and organizations for the dual purpose of engaging persons 55 and older in to serve as role models, mentors, and friends to children with exceptional needs. The program provides a way for volunteers age 55 and over to stay active by serving children and youth in their communities. Volunteers serve local organizations that help children learn to read and provide one-on-one tutoring; mentor for troubled teenagers and young mothers, and care for premature infants or children with disabilities.

A \$241,400 appropriation provides GRF grant funds to 10 FGP programs to provide match for their federal grants from the Corporation for National and Community Service.

In FY 2018, 684 volunteers provided 780,095 hours of service in their communities.



## Program Responsibilities:

- The Adult Protective Services (APS) Program responds to reports of alleged mistreatment of any Illinois citizen 60 years or older and any adult with a disability age 18-59 who reside in the community. The APS Program also investigates alleged mistreatment of individuals who reside in a facility if the alleged mistreatment occurred outside the facility and not under facility supervision or if there is an allegation of financial exploitation against someone who is not an employee of the facility where the individual resides.
- As of July 1, 2018, the APS Program also responds to reports of self-neglect. An estimated 3,667 reports of self-neglect were received in FY 2019.
- An APS Abuser Registry was established in 2018 that lists the identity of an individual who, while serving in the role of a caregiver, was the subject of a verified and substantiated finding of abuse, neglect, or financial exploitation through an APS investigation.

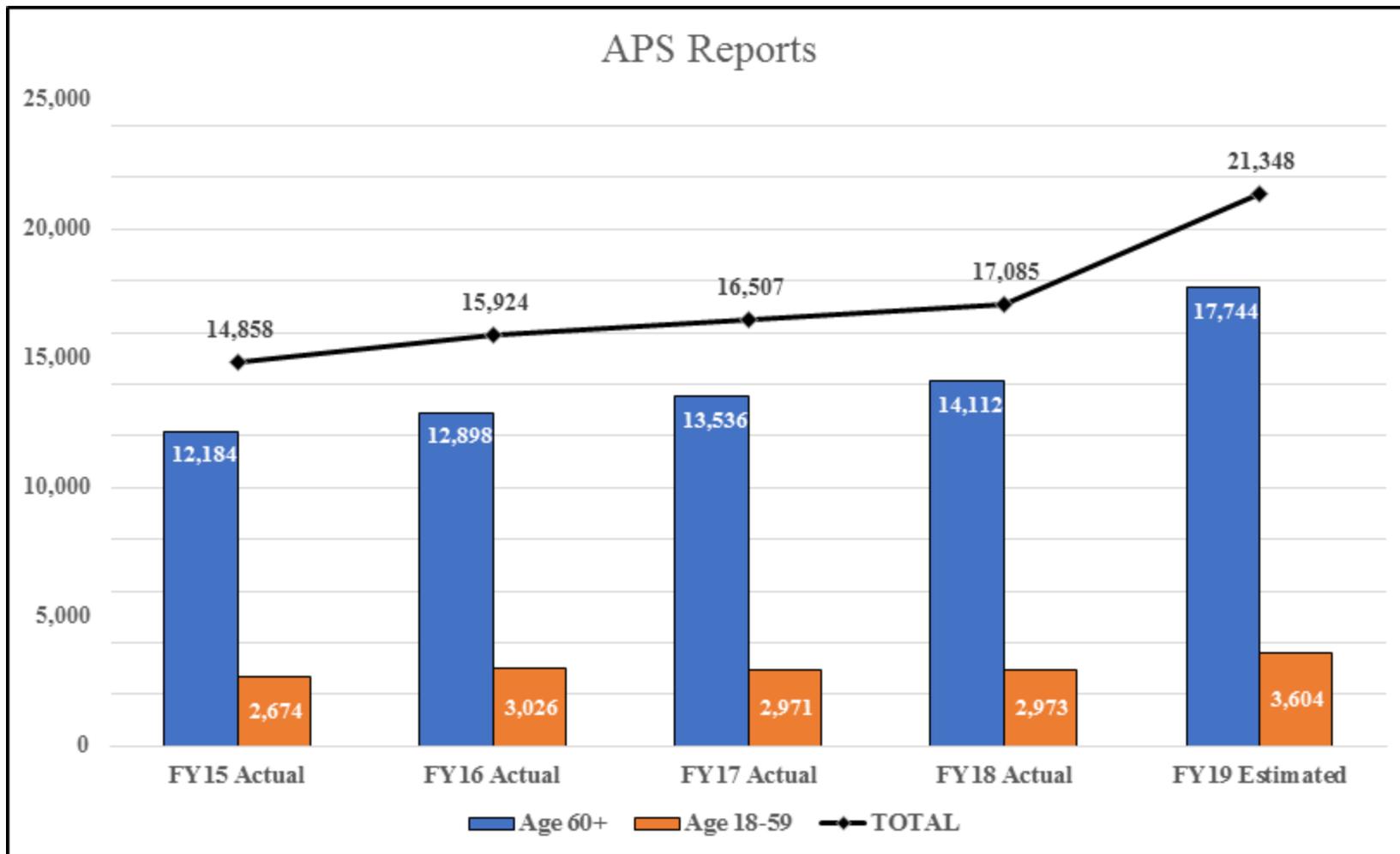


## Program Design:

- Adult Protective Services are locally delivered through 41 provider agencies who are designated by the Department on Aging and the regional Area Agency on Aging

## Program Components:

1. Intake
2. Comprehensive Assessment
3. Case Plan and Interventions
4. Follow-up Monitoring
5. Multi-Disciplinary Teams





## Adult Protective Services Reports by Abuse Type

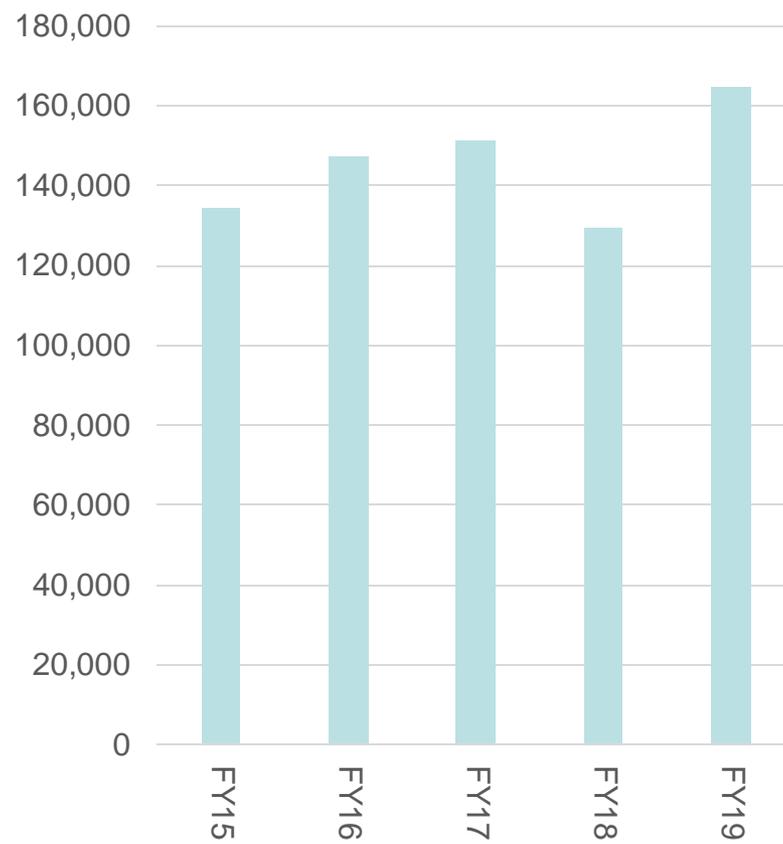


	FY 2017	FY 2018
<b>Total Number of Reports</b>	<b>16,507</b>	<b>17,085</b>
<b>Abuse</b>		
- Physical	23%	21%
- Sexual	5%	3%
- Emotional	40%	38%
- Confinement	8%	7%
<b>Neglect</b>		
- Passive	40%	39%
- Willful	14%	12%
<b>Financial Exploitation</b>	<b>52%</b>	<b>50%</b>



## Senior HelpLine (SHL)

- The SHL was established in 1991 to provide Information & Referral services statewide.
- Staff are located in both Springfield and Chicago offices; and offers bilingual Spanish services
- It links clients to programs and services to the statewide Aging Network through toll-free customer service hotlines (800-252-8966 & 866-800-1409).
- Programs and services include: Adult Protective Services, Comprehensive Case Coordination/Community Care Program, caregivers, legal services, employment, transportation, nutrition, Benefit Access Program, Grandparents Raising Grandchildren Program, Long Term Care Ombudsman Program and public benefit programs.
- The majority of calls relate to the Benefit Access Program and Adult Protective Services.



■ Fiscal Years & Actual Calls Received

- The Illinois Long-Term Care Ombudsman Program (LTCOP) is a resident-directed advocacy program which protects and improves the quality of life for residents in a variety of long-term care settings. Ombudsmen work to resolve problems of individual residents and to bring about changes at the local, state and national levels to improve care.
- Most residents receive good care in long-term care facilities; however, far too many experience violations of their rights including abuse, neglect, poor care, isolation and lack of choices and meaningful activities.
- Trained community ombudsmen regularly visit long-term care facilities, monitor conditions and care, and provide a voice for those unable to speak for themselves. Long-Term Care Ombudsmen make every reasonable effort to assist, empower, represent and intervene on behalf of the resident. Ombudsman work is directed by the resident.



# Long Term Care Ombudsman Program Statistics



	FY16	FY17	FY18
Number of Nursing Home Beds	103,977	102,834	102,992
# of licensed nursing facilities	938	968	967
# of Supportive Living Facility (SLF), shared, and Assisted Living (AL) facilities	581	623	657
# of SLF, shared, AL beds/units	35,450	38,685	40,733
# of complaints investigated - on cases closed during the FY	7,828	8,009	7,919
Regular presence facility visits	17,492	16,536	17,771
Consultations handled	22,959	26,114	29,529
Community education sessions provided	591	439	466
Number of paid FTE ombudsmen	66.64	77.71	81.36
Number of certified volunteers	80	78	76
Number of family & resident councils attended	1,462	1,269	1383
Number of facility in-services provided	105	141	149
Number of continuing education workshops provided	82	116	92
Number of IDPH surveys ombudsmen participated in	353	598	450



## Home Care Ombudsman Program (HCOP)



- The Home Care Ombudsman Program provides advocacy services to older adults and persons with disabilities who live in the community and receive services through select Illinois Home and Community Base Waiver Services Program (HCBS), or who are enrolled in the Medicaid and Medicare Alignment Initiative.
- The Home Care Ombudsmen work to protect the rights of individuals who live in the community and ensure that they received appropriate services to help them stay in their homes and reduce the risk of placement in a long-term care facility.



## Website Information

- Localized provider information as well as programs and services for the Community Care Program, Adult Protective Services Program, Area Agencies on Aging and Care Coordination Units can be found with IDoA's Provider Profile Search Tool.
- The website contains information on programs and services available to older adults and their caregivers, lists of partners and providers statewide, and information about procurement opportunities.
- The Benefit Access Application for free transit ride and license plate discount benefits is also available on the website.

[www.illinois.gov/aging](http://www.illinois.gov/aging)



**24 Hour Report Abuse Hotline**  

**Translate**  
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Search  **SEARCH**

**About Us** ▾ **Benefit Access** ▾ **Community Services** ▾ **Partners & Providers** ▾ **Protection & Advocacy** ▾ **Resources** ▾ **SHIP** ▾

**Welcome**

The Illinois Department on Aging helps older adults live independently in their own homes and communities. As the population ages, services and programs for older adults must evolve as well because longevity means more when quality of life is enhanced. To best serve older adults, we must also serve their families and teach younger people about the realities of aging, so many of our programs have an intergenerational emphasis. Working with Area Agencies on Aging, community-based service providers and older adults themselves, the Illinois Department on Aging strives to improve quality of life for current and future generations of older Illinoisans.

**1**  
**2**



**Click Here**

**Home and Community-Based Service Options**

**ARE YOU LOOKING FOR SERVICES?**  
 You can find information about different services in your area with IDoA's NEW Provider Profile Search Tool!  
 You will be able to find provider information as well as program and services for the Community Care Program, Adult Protective Services Program, Area Agencies on Aging and Care Coordination Units.

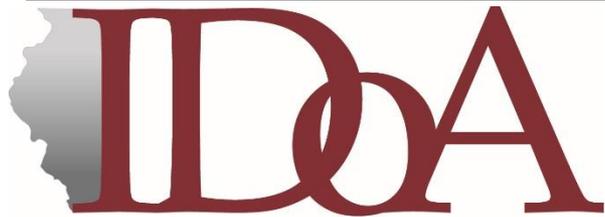
**News**

- [Jun 28 2019 - IL Department on Aging Celebrates Pride, Announces New Inclusive Intake Forms](#)
- [Jun 7 2019 - IL Department on Aging: Elder Abuse Awareness Turns Chicago Purple June 8th - 10th](#)
- [May 29 2019 - IL Department on Aging: Last Call - 2019 Senior Hall of Fame Awards](#)

**IDOA Features**

**Notice of Funding Opportunity (NOFO)**  
 Details about the NOFO can be found on this page [HERE](#).

**Add a Donate Button**  
 Do you want to help raise money for Niles Township Government? Just add a donate button to your post and friends can start



Illinois Department on Aging

www.illinois.gov/aging



# Provider Profile

Select Language | A

Welcome! IL Map Advanced Search Still Need Help? Contact Us => Senior Helpline: 1-800-252-8966 TTY: 1-800-206-1327 aging.ilsenior@illinois.gov

Adult Protective Services: 1-866-800-1409 or 1-888-206-1327(TTY)

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## Provider Profile Search

Welcome to the Illinois Department on Aging Provider Profile Search.

This site can be used to find information on IDoA providers and services. Use your mouse to click a county on the map to find providers and services in that county, or click the "Advanced Search" button below for more search options.

Advanced Search

Use your mouse to click your county on the map below:





## Office of Legislative Affairs

- The Office of Legislative Affairs assists with constituent-related inquiries for all IDoA programs, local providers, and the Aging Network.
- Questions regarding IDoA policies, provider concerns, or pending legislation may also be directed here.
- The following information may be requested in order to investigate a constituent issue:
  - Name
  - Address
  - Phone Number
  - Explanation of Inquiry
  - Names of Third Parties Involved
  - Provider / Tax ID Number (for provider inquiries).



## Contact Information

### **Amy Brennan, Legislative Liaison**

- Chicago Office Phone: (312) 814-5407
- Springfield Office Phone: (217) 558-3918
- Email: Amy.Brennan@Illinois.gov

### **Senior HelpLine (SHL): (800) 252-8966, (888) 206-1327 (TTY)**

- Email: Aging.ILsenior@illinois.gov

### **Adult Protective Services Program (APS):**

- **(866) 800-1409 (24-hour Abuse Hotline), (888) 206-1327 (TTY)**

### **Senior Health Insurance Program (SHIP): (800) 252-8966**

- Email: Aging.Ship@illinois.gov