



IDoA Program & Services Presentation

2023

RESPECT FOR
YESTERDAY,
SUPPORT FOR
TODAY,
PLAN FOR
TOMORROW

Purnell Borders, Outreach Coordinator



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.

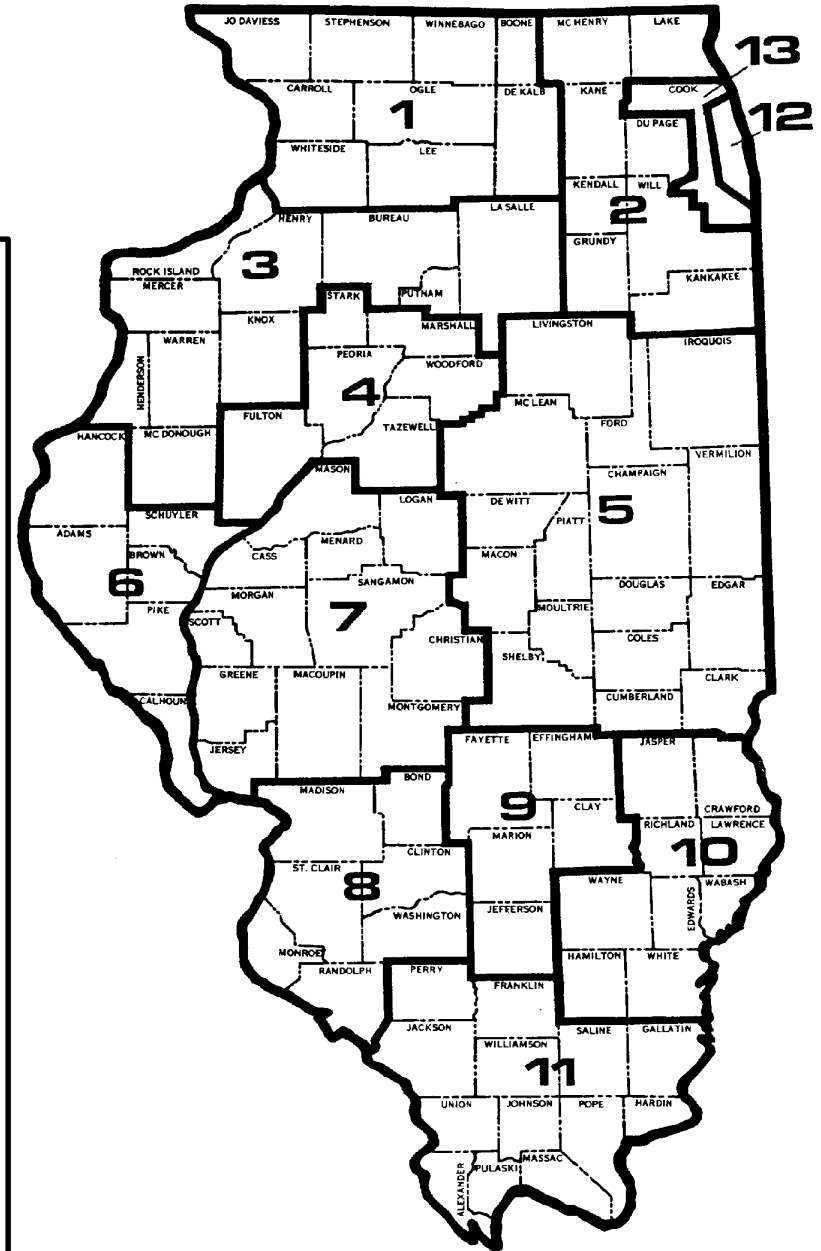


Planning and Service Areas (PSA)

- **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 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 = Age Linc Area Agency on Aging
- 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.





Planning and Service Area (PSA 7)

- **AgeLinc in Springfield, IL**
- 2731 S. MacArthur Blvd., Springfield, IL 62704
- [\(217\) 787-9234](tel:2177879234) | agelinc.org



Program Overview

The Department's major programs and services include:

- **Community Care Program (CCP) (Age 60 and Older)**
- **Adult Protective Services (APS) (Age 60 and Older, or disabled 18-59)**
- **Long Term Care Ombudsman Program**
- **Home Care Ombudsman Program (Age 60 and Older, Disabled 18-59)**
- **Benefit Access Program (65 and Older, Disabled age 16-64)**



Program Overview Continued

- **Older Americans Act (Age 60 and older)**

Funds services such as:

- **Information & Referral**
- **Outreach**
- **Nutritional Services**
- **Employment Services**
- **Transportation as well as other community supportive services.**



Senior HelpLine

The Senior HelpLine was established in 1991 to provide Information & Referral services statewide.

- **Staff are located in both Springfield and Chicago offices.**
- **Bilingual Spanish speaking staff and Propio Language Services are available which offer interpretation and translation services for over 200 languages. It links clients to programs and services through a statewide Aging Network toll-free customer service hotline (800-252-8966 & 866-800-1409).**



Community Care Program (CCP)

- **Established in 1979 by Public Act 81-202, CCP helps senior citizens remain in their own homes by providing in-home and community-based services and supports.**
- **CCP provides services to any applicant who meets all current eligibility requirements.**
- **CCP is one of the 1915(c) waivers for home and community-based services under the Medicaid Program, monitored by Federal CMS.**
- **CCP also supports people who are not on Medicaid.**
- **CCP does not provide medical services. However, care coordination includes linking participants who have medical concerns to the appropriate entity for follow-up.**



Community Care Program (Overview of Eligibility)

- **Age 60 or older;**
- **Residence in Illinois;**
- **U.S. citizen or permanent resident;**
- **Score a total of 29 points on the Determination of Need (DON); at least 15 points under Side A;**
- **Have non-exempt assets that do not exceed the \$17,500 limit (\$35,000 for couples, with both receiving services); and**
- **Agree to submit an application for Medical Assistance (Medicaid) through DHS, or already be currently on Medicaid. And, if application for Medical Assistance is approved, participant must enroll.**

Four Core Services of the Community Care Program

In Home Services

1. **Housekeeping tasks**
 - Routine house cleaning—not heavy seasonal tasks
 - Laundry—participant’s own facilities or outside the residence
 - Shopping
 - Meal planning & preparation
2. **Transportation or escort for essential errands**
3. **Non-medical personal care**
 1. Dressing, bathing and sponge bath, brushing teeth/dentures
4. **Service is for the participant, not other members in the household**



Emergency Home Response (ERS)

24-hour emergency communication link to assistance

A two-way voice system consisting of a base unit and an activation device worn by the participant that will automatically connect the participant to a professionally staffed support center

The support center contacts individuals on the 1st Responder List or emergency assistance as needed

Portable Mechanical Medication Dispenser

- Alerts/reminds participant to take medications. (Even if they are not stored in the device such as insulin.)
- If a dose is missed the device “locks” the missed med after 60 minutes, so individual cannot take it at the wrong time.
- Holds multiple medications in individual compartments, at least seven days supply, dispensing at least four times a day. (Many variations available.)
- 24-hour technical assistance
- Caregiver/responsible party notified of missed doses
- Tracks administered and missed medication doses

Adult Day Service

An ADS is a community-based setting where a participant can spend a portion of the day.

- **not residential facilities; services are not provided 24 hours/day**
- **ideal for participants who cannot be home alone during the day due to a physical and/or mental impairment**
- **provides respite for family caregivers, especially those who are employed outside the home**
- **provides socialization for isolated older adults**
- **purposeful & meaningful activities are offered daily with a scheduled list posted every month; some providers may also offer outings**



Adult Protective Service



- Preventing Abuse of Persons Who Live in the Community
- The Adult Protective Services Program is locally coordinated through [38 provider agencies](#), which are designated by the Regional Area Agency on Aging and the Illinois Department on Aging. Case workers from the Adult Protective Services Provider Agencies conduct investigations and work with adults age 60 or older and adults age 18-59 with disabilities in resolving the abuse, neglect, or financial exploitation situation. All Adult Protective Services caseworkers are trained and certified by the Department.
- Adult Protective Services Program (APS):
(866) 800-1409 (24-hour Abuse Hotline), (888) 206-1327 (TTY)

- **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.**

- In 2013, the Illinois Act on Aging authorized the Ombudsman Program to provide advocacy services outside of the long-term care setting. In 2014, the Home Care Ombudsman Program began providing advocacy and assistance to older persons and persons with disabilities who live in the community.
- These individuals may be enrolled in the Medicare Medicaid Alignment Initiative (MMAI) and receive services from a managed care organization (MCO); or receive services from one of the following Home and Community Based Services (HCBS) Waiver Programs:
 - Persons who are Elderly Waiver
 - Persons with Disabilities Waiver
 - Persons with Brain Injury Waiver
 - Persons with HIV or AIDS Waiver

BENEFIT ACCESS Program

- **The Benefit Access Program determines eligibility for two benefits for seniors and persons with disabilities:**
- **A SECRETARY OF STATE LICENSE PLATE FEE DISCOUNT**
- **FREE RIDES ON FIXED-ROUTE TRANSIT SYSTEMS**
- **Eligibility Requirements**
- **Age 65 or older or disabled**
- **Income guidelines**
- **1 Person \$33,562**
- **2 Persons \$44,533**
- **3 Persons \$55,500**
- **Apply online**
- **<https://webapps.illinois.gov/AGE/BAA/Welcome.aspx>**



Senior Health Assistance Program (SHAP)

There are more than 140 SHAP sites across Illinois that assist older adults and persons with disabilities with their Benefit Access applications.

These sites also assist in completing applications for Medicare Part D, Social Security's Low-Income Subsidy Program (Extra Help), and Medicare Savings Programs.



Senior Health Insurance Program (SHIP)

- **The Senior Health Insurance Program (SHIP) is a free statewide health insurance counseling service for Medicare beneficiaries and their caregivers.**
- **SHIP counselors are trained by the Illinois Department on Aging.**
- **There are approximately 1000 SHIP counselors located at more than 200 sites in Illinois.**
- **SHIP counselors do not sell or solicit any type of insurance.**
- **SHIP counselor activities include:**
 - **Educating consumers and answering questions about Medicare, Medicare Supplement, long term care insurance, Medicare HMO's, private fee-for-service and other health insurance**



Care Coordination Services

When older adults and their families need to make decisions about long term care, care coordination services are available to assist them in making informed choices.

Comprehensive Care Coordination is provided by a statewide network of community-based [Care Coordination Units \(CCUs\)](#). Care coordinators within these agencies arrange for an array of supportive services and make appropriate referrals for older persons who need assistance. Care coordinators determine eligibility, assess and monitor needs, develop individual plans of care, and help older adults and their families decide if, and when, nursing facility placement is appropriate.



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 “grandparent’s needs”.**



Illinois Volunteer Money Management Program

Money Management is a demonstration program at IDoA that utilizes trained volunteers to assist participants with bill payer services and offers Representative Payee services.

All Planning and Services Areas (PSAs) have at least one Money Management program except PSAs 6, 8, 10 and 12.

- **Assist with budgeting/planning**
- **Paying of monthly bills/check writing**
- **Going through mail, resolving issues**
- **Representative Payee services**
- **Debt counseling & assistance**



Senior Community Service Employment Program (SCSEP)

The [Senior Community Service Employment Program \(SCSEP\)](#), also known as the Title V Program, is a federally funded program designed to assist adults age 55 and older in entering or reentering the job market. The program is administered by the Illinois Department on Aging through the Area Agencies on Aging, which are responsible for implementation at the local level.

- The SCSEP Program fosters and promotes part-time and temporary community service opportunities that contribute to the general welfare of the community.
- **Who is Eligible?**
- Anyone is eligible to enroll in the program who...
- is at least 55 years old,
- has a limited income (a figure set by the [U.S. Department of Health and Human Services](#) at not more than 125% of the poverty level), and
- is capable of performing the tasks involved in the proposed community service assignment.



Illinois Care Connections (ICC)

- **Illinois Care Connections (ICC) provides technology devices (iPads, tablets, wi-fi hotspots) to older adults who are experiencing social isolation and loneliness. In March 2020, the Department on Aging received \$1.7 million from the federal government partnership between the Centers for Disease Control (CDC) and the Administration for Community Living (ACL). This funding allowed IDoA, in partnership with the Illinois Department of Human Services, Divisions of Developmental Disabilities and Rehabilitation Services, and the Illinois Assistive Technology Program (IATP), to distribute over 3,000 devices to older adults and persons with disabilities. [View the 2020-2021 final report.](#)**
- **In State Fiscal Year 2022 (FY22), ICC will continue to provide technology devices to older adults, 60 and older, who are participants in the [Community Care Program \(CCP\)](#). In order to be evaluated for a device, a participant must be referred by a CCP provider.**



Farmers Market Program

- The purpose of the Senior Farmers Market Nutrition Program is to promote the routine consumption of fruits and vegetables as a part of the daily diet. Checks for seniors are distributed at local senior facilities through the cooperation of the Illinois Department on Aging, Area Agencies on Aging and Catholic Charities of the Archdiocese of Chicago. These checks can be redeemed for fresh fruits and vegetables at local farmers' markets in (37) counties. Nutrition education materials, including recipes, are also distributed. The Senior Farmers Market Nutrition Program season begins July 10th and ends October 31st.
- To see if you live in a participating county browse the [Senior Farmers' Market Nutrition Program list](#) and/or contact your local [Area Agency on Aging](#) (AAA) for more information.

Legal Services

- **The Department's Legal Services Developer provides technical advice to the Adult Protective Services and Ombudsman Provider Agencies. Practicing attorneys in the Office of General Counsel (OGC) provide legal advice to the Adult Protective Services (APS) Program and Ombudsman Office.**
- **The senior legal assistance provider offices, of which there are 21 around the state, provide legal services to Illinoisans 60 years of age or older. Legal assistance providers advocate for and represent older clients in civil cases – particularly those involving...**
- **elder abuse and neglect, financial exploitation,**



Legal Services Continued

- 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,
- perform research and
- conduct educational programs regarding legal rights on a wide variety of legal issues.

**Each provider serves a specific geographical area, usually several counties.*

- **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**



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.**



Contact Information

Purnell Borders, Outreach Coordinator

- **Springfield Office Phone: (217) 782-0004**
- **Email: Purnell.Bordersiii@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**