



State of Illinois
Illinois Department on Aging

ILLINOIS COUNCIL ON **AGING**

ANNUAL REPORT

FISCAL YEAR 2022

INTRODUCTION

The Illinois Council on Aging, (the Council or ICoA) an advisory body to the Illinois Department on Aging (the Department or IDoA), was established by the General Assembly on August 9, 1973 (20 ILCS 105/7.01). The Council is mandated to review and comment on reports prepared by IDoA to the Governor and General Assembly, to review and comment upon the Department's State Plan and on all disbursements of public funds by the Department to private agencies.

The Council is also directed to consult with the Director regarding the operations of the Department, and to recommend to the Governor candidates for appointment as Director of IDoA. In addition, the Council is directed to submit to the General Assembly, the Governor and the IDoA Director, annual reports regarding programs, services and facilities provided to the aging population by state agencies.

The Council is comprised of 31 voting members which includes 23 appointed by the Governor as citizen members, at least 16 of whom should be at least age 60. Members should represent all geographic sections of the Illinois and both political parties. The remaining members are appointed by the General Assembly and include two appointed by the President of the Senate, two appointed by the Senate Minority Leader, two appointed by the Speaker of the House, and two appointed by the House Minority Leader.

ICoA MEETINGS

The Council is directed to meet quarterly, or as often as the Council Chair deems necessary. In Fiscal Year 2022 (FY22), Council meetings will held via WebEx in response to concerns regarding the COVID-19 pandemic. The Council met on the following dates:

- September 28, 2021
- December 9, 2021
- March 22, 2022
- June 28, 2022

STATE ORGANIZATIONS CONSULTATIONS

During FY22, the Council met with experts from the following organizations to discuss programs and services available to older adults in Illinois:

Illinois Commission to End Hunger

The Illinois Commission to End Hunger is a public-private partnership composed of stakeholders from across the state dedicated to the belief that no one in Illinois should ever face hunger. It was established by the Commission to End Hunger Act of 2010 with the purpose of developing an action plan to ensure cross-collaboration among government entities and community partners toward the shared goal of ending hunger in Illinois.

Illinois Department on Aging

IDoA supports older adults to live independently in their own homes and communities. The Department recognizes the importance of programs and services that adapt to meet the needs and ensure the quality of life for an age cohort that continues to increase in longevity. Working with Area Agencies on Aging, community-based service providers, older adults and their caregivers, the Department strives to improve the quality of life for current and future generations of older Illinoisans.

Illinois Department of Healthcare and Family Services

The Illinois Department of Healthcare and Family Services (IDHFS) is responsible for providing healthcare coverage for adults and children who qualify for Medicaid, and for providing child support services to help ensure that Illinois children receive financial support from both parents. HFS administers its programs for older adults under the Illinois Public Aid Code, Title XIX of the federal Social Security Act, and the 1915(c) Home and Community-Based Services (HCBS) Waivers.

Illinois Department of Public Health

The Illinois Department of Public Health (IDPH) serves the state with a mission to promote health through the prevention and control of disease and injury. Its 200 different programs are designed to serve all residents and visitors in Illinois, but the vulnerable elderly are a distinct focus. IDPH provides the foundation for gains in extending the length of human lives and improving the quality of those lives by activities such as setting standards for hospital and nursing home care, checking the safety of recreation areas and public restaurants.

Illinois Association of Area Agencies on Aging

The membership includes the thirteen Area Agencies on Aging (AAAs) in Illinois that independently receive federal and state funding through IDoA and are responsible for awarding this funding to local organizations to provide services. Since the 1970s, each AAA has helped to build a network of aging services at the local level, incorporating the preferences requested by participants. Aging services assist older adults, their caregivers, grandparents raising grandchildren, people with disabilities and veterans.

Administration for Community Living

The Administration for Community Living (ACL) awards more than one billion dollars in grants to states and organizations that provide services and supports for older adults and people with disabilities. Some are awarded in accordance with formulas (mandatory grants) established in legislation, while others are awarded in a competitive process (discretionary grants). ACL was created around the fundamental principle that older adults and people of all ages with disabilities should be able to live where they choose, with the people they choose, and with the ability to participate fully in their communities.

OLDER ADULT PROGRAMS & SERVICES

During the fiscal year, much of the discussion related to the delivery of services to older adults during the COVID-19 pandemic. COVID-19 had tremendous impact on the older adult population and changed the way that agencies delivered services. It also powerfully reinforced older adults' widespread preference to age in place, staying in their current residence and community for as long as possible. In FY 22, ICoA reviewed the following services:

Adult Protective Services

Adult Protective Services (APS) responds to reports of alleged abuse, neglect and exploitation (ANE) of adults ages 60 and older and adults with disabilities between the ages of 18 and 59 who live at home. In addition, the program responds to reports of self-neglect (SN) which refers to a condition that is the result of an eligible adult's inability to perform essential care tasks that substantially threaten his or her own health. In FY22, the program responded to 19,937 reports of ANE/SN. Trained caseworkers working in local agencies throughout the State conducted investigations and worked with the adults to resolve the abusive, neglectful or exploitive situations and arrange for appropriate intervention.

Community Care Program

The Community Care Program (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, emergency home response and automated medication dispenser. CCP served approximately 63,600 elderly individuals each month in FY22, thereby successfully diverting or delaying many of those individuals from entering a nursing facility.

Dementia Program

The IDPH Dementia Program promotes dementia capability through the coordination of high-quality statewide services that support the needs of people in Illinois with Alzheimer's Disease and Related Disorders, their families, and caregivers. The Dementia Program is housed within IDPH's Office of Health Promotion, Division of Chronic Disease. The program facilitates the director-appointed Alzheimer's Disease Advisory Committee (ADAC), which oversees the development and implementation of the Alzheimer's Disease State Plan.

Long-Term Care Ombudsman

The Long-Term Care Ombudsman Program is a resident-directed advocacy program that protects and improves the quality of life for residents in a variety of long-term care settings. The Long-Term Care Ombudsman works to resolve problems of individual residents and to improve the quality of care and the quality of life. In FY22, the Ombudsman Program responded to 7,262 complaints. The majority of the complaints filed were fully or partially resolved to the satisfaction of the resident involved. In addition, the Program handled 34,398 consultations and made 11,074 facility visits.

Older Americans Act

Older Americans Act (OAA) funded programs serve older adults who reside in neighborhoods throughout Illinois. Available services fall into categories of access, in-home and community based services, as well as nutrition, legal assistance, employment assistance and caregiver support. These services are coordinated

through the AAAs and a network of community service providers. In Federal Fiscal Year (FFY) 2022, programs funded by the OAA served more than 400,000 seniors age 60 or older in Illinois. 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.

Senior Health Insurance Program

The Senior Health Insurance Program (SHIP) provides objective counseling, advocacy, and enrollment assistance to Illinois’ Medicare beneficiaries and their caregivers. SHIP counselors are certified to perform personal searches using the Medicare plan finder tool comparing Part D prescription drug plans and Medicare Advantage plans in order to facilitate the best choices for individuals receiving benefits. During FY22, approximately 1000 SHIP counselors assisted more than 90,000 beneficiaries using a hybrid approach of in-person and remote online counseling due to the ongoing COVID-19 pandemic.

Supplemental Nutrition Assistance Program

The Supplemental Nutritional Assistance Program (SNAP), formerly known as Food Stamps, is administered by IDHS for the U.S. Department of Agriculture (USDA) Food and Nutrition Services. SNAP benefits help low-income people buy the food they need for good health. A household’s income, allowable deductions, and expenses are used to determine eligibility.

ICoA DISCUSSIONS/RECOMMENDATIONS

Meetings with experts regarding programs and services furthered the mission of ICoA to promote the well-being of older adults in Illinois. The meetings provided opportunities to gather data, assess service gaps, provide recommendations, and share a common vision to best meet the needs of the older adult population. Highlights from the discussions included the following:

IDoA provided information and sought ICoA input regarding the resiliency of the Aging Network during the COVID-19 pandemic. IDoA shared statistics from March 2020 through June 2021 for review and comment from ICoA that included the following:

- There were 119 CCP providers with 298 contracts that provided a total of more than 45 million hours of service to an average of 54,700 older adults a month;
- IDoA secured more than one million pieces of Personal Protective Equipment (PPE) for the safety of providers and participants, as well as allowed PPE offset payments of \$34 million for service provision to continue;
- Emergency Senior Services (ESS) was implemented as a gap filling service to meet the immediate needs of older adults and covered things such as the delivery of groceries, PPE, and vaccine outreach including transportation to and from vaccination appointments;
- Adult Day Services (ADS) were closed due to the pandemic but offered remote services such as meal preparation, wellness checks and medication monitoring;
- Illinois Cares Connections initiative provided nearly 4,000 bundles of technology and equipment to homebound older adults and persons with disabilities; and
- Home Delivered Meal (HDM) program doubled in participants from approximately 43,000 in FFY 2019 to 89,000 participants in FFY 2020 to meet older adults’ nutritional needs.

ACL shared with ICoA that in FFY 2020, that \$2.2 billion was appropriated in OAA funding and an additional \$1.2 billion in the Family First Coronavirus Response Act (FFCRA) and Coronavirus Aid, Relief, and Economic Security Act (CARES) Act supplemental funding was appropriated for the Aging Network. In FFY 2021, there was \$4.4 billion including \$2.3 billion in OAA appropriations, supplemental COVID funding, as well as funding made available through the Centers for Disease Control and Prevention (CDC) and the American Rescue Plan Act (ARPA) to serve older adults and people with disabilities.

ACL discussed priorities with ICoA including COVID-19 recovery, advancing equity, expanding access to home and community-based services, and building a caregiving infrastructure that includes support for both paid and unpaid caregivers. ACL also sought input regarding the development of a national caregiving strategy in response to the Recognize, Assist, Include, Support, and Engage (RAISE) Family Caregiver Act. The goal is to identify actions that communities, providers, government and others are taking to recognize and support family caregivers.

Social isolation was recognized as a health crisis and that addressing it was a statewide initiative, even prior to Covid-19. It was noted that funding was provided to the AAAs to address challenges and that programs and services have been reinvented to help older adults stay safe, connected and engaged at home.

The AAAs shared efforts to assist individuals impacted by Alzheimer's Disease and related dementias. Services are tailored to caregiver and individual needs and preferences. Services include the use of the T CARE assessment tool which has proven to delay placement in nursing facilities by 18 to 24 months. There was also an overview of the Dementia Friendly Communities initiative that improves quality of life of people with dementia and their family members by promoting inclusion, raising awareness and transforming attitudes.

There was a review of Medicare Open Enrollment that ended on December 7, 2021. Feedback included that the Medicare 2021 Plan Finder needed improvements to be more helpful to beneficiaries when choosing the best plan. This feedback was shared with the Centers for Medicare and Medicaid (CMS) to implement improvements in the future. In addition, concern was expressed regarding misleading Medicare Advantage Plan advertising and the need for providers to be more transparent about costs and benefits in outreach to beneficiaries.

The State Ombudsman shared their initiatives that include increasing awareness of the Ombudsman Program. Efforts included hosting meetings through the Resident and Family Support Council, attended by Ombudsmen, families, residents, people in the aging profession, as well as legislators. ICoA members were requested to help promote the availability of Ombudsmen to speak at community events to further educate the public on the services offered.

IDPH provided an overview of the Dementia Program that promotes dementia capability through the coordination of high-quality statewide services that support the needs of all people with Alzheimer's disease and related dementias, their families and caregivers. Background was provided regarding the Alzheimer's Disease Advisory Committee and the Alzheimer's Disease Illinois State Plan that guides dementia efforts in Illinois. The focus for 2020-2023 is on training, workforce expansion, early detection of dementia, and increasing public awareness of dementia and the resources available in Illinois.

The Illinois Commission to End Hunger, tasked with developing recommendations to end hunger in Illinois, sought input from ICoA regarding how to encourage more older adults to utilize SNAP. ICoA suggestions for increasing utilization included simplifying the application process; educating trusted healthcare partners or religious organizations to assist older adults in applying for benefits; integrating the application with other programs; and revising the dietary requirements to attract others who could benefit.

APS met with ICoA and shared information about initiatives and program expansions. These include using data collection to track the effectiveness of services and making improvements as needed in real time. APS shared that it is in the final developmental stages of new data reporting that will help staff identify deviations in service to discover new training needs to ultimately improve provider agency service levels. APS is also seeking to locate, from programs and resources in other states, existing literature on caseworker safety to define best practices.

IDoA consulted with the Council regarding Diversity, Equity, and Inclusion (DEI) goals and the importance of ensuring that programs administered and monitored by the Department reflect the values of racial equity, cultural competency and diversity. Efforts include expanding language access and increasing the delivery of services to underserved and underrepresented communities of color. In addition, information was shared regarding the creation of the Illinois Commission on LGBTQ Aging. The Commission will examine the impact of laws, policies, and regulations upon LGBTQ older adults and ensure needs and experiences of LGBTQ older adults and those living with HIV are considered and incorporated into decision making.

The Council reviewed and provided comments on the FY 2022-2024 State Plan on Aging as directed by statute. The State Plan on Aging is required by ACL and outlines the IDoA program structure and financial plan for service delivery over a three-year period. It incorporates elements of the 13 Planning Service Area (PSA) plans and includes innovative ideas to ensure older adults are able to live safely in their homes. ICoA will continue to monitor implementation of the State Plan and provide feedback to IDoA to benefit older Illinoisans.

ICOA Membership (As of 6/30/2022)

Department on Aging

Paula A. Basta, M. Div., Director

Community Members

Christie Goleman, Chair
 Kim Hunt, Vice Chair
 Julie Bobbitt, Ph.D., Secretary
 Nancy Chen, Nominating Chair
 Jane Angelis, Ph.D.
 Anthony Frazier
 Rev. Melvin L. Grimes
 Paulette M. Hamlin
 Talat Khan, Ph.D.
 Britta M. Larson
 Susan Lawler
 Phyllis Mitzen
 Sylvia Mahle
 Patricia Marton, Ph.D.
 Robert O'Connor
 Mubarak A. Mirjat, DPT
 Robert Mueller
 Susan Vega

Legislative Members

Senate

Senator Laura Fine (D), 9th District
 Senator Mattie Hunter (D), 3rd District
 Senator Brian Stewart, (R), 45th District
 Senator Dave Syverson (R), 35th District

House

Representative Rita Mayfield, (D), 60th District
 Representative Anna Moeller, (D), 43rd District



State of Illinois, Department on Aging

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Springfield, Illinois 62702-1271
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Senior HelpLine (8:30am – 5:00pm, Monday – Friday):
1-800-252-8966; 711 (TRS)

Adult Protective Services Hotline (24-Hour):
1-866-800-1409

The Illinois Department on Aging does not discriminate against any individual because of his or her race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, gender identity, pregnancy, or unfavorable discharge from military service in admission to programs or treatment of employment in programs or activities.

If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging.

For information call the Senior HelpLine: 1-800-252-8966.