



1003 Maple Hill Road  
Bloomington, IL 61704-9327  
E-MAIL: [aginginfo@eciaaa.org](mailto:aginginfo@eciaaa.org)  
PHONE: 309/829/2065  
FAX: 309/829-6021

**Susan C. Real**, Executive Director  
**Susan H. Redman**, Deputy Director

## EXPLANATION OF CATEGORIES OF SERVICE

Older Americans Act funded services are available to persons aged 60 and older. No fees are charged for these services. However, participants may voluntarily contribute to the cost of the service. **NO ONE IS DENIED SERVICES BECAUSE OF INABILITY TO CONTRIBUTE.**

**ADULT DAY CARE** – Designed for older persons who cannot be home alone during the day due to physical, social and/or mental impairments. Adult Day Care services include health monitoring, medication supervision, meals, personal care and recreational and therapeutic activities.

**ASSISTED TRANSPORTATION** – Provides personal and physical assistance to individuals who are dependent on others to reach and use community resources.

**CAREGIVER RESOURCE CENTER / ADVISORY SERVICES** – Provides help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual in the form of information, assistance in gaining access to services, individual counseling/consultation and support services to help caregivers and **grandparents raising grandchildren** cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments.

**COMPREHENSIVE CARE COORDINATION** – If you are in need of services, a Case Manager will come to your home and talk with you and your family about your needs and what services are available to meet those needs. An older person in need of services would first meet with a case manager to discuss what kinds of activities he or she can do on their own, as well as those that would require help. The case manager can then identify services that could help the client continue living in their own home. For instance, an individual may need home-delivered meals or transportation to doctor appointments, help with medications, household chores or bathing. The case manager can help arrange these services in a “package” so that the older person can continue to live independently. The case manager is key to developing a plan of care and linking with other agencies that actually provide the care. Designed to help the older person stay in their home as long as possible.

**CONGREGATE MEALS** – Nutritious meals served at familiar locations, such as senior centers, to promote health and reduce isolation.

**ELDER ABUSE** – Assists older persons who are victims of abuse, neglect and exploitation. Trained individuals use existing service systems to assure adequate and timely response to the needs of elder abuse victims and their families.

**HOME CARE AIDE** – Provide assistance with household tasks and/or personal care for older persons who are moderately impaired. Some of the activities may include uncapping of medications and providing water, assisting with personal care, cleaning, doing laundry, preparing meals and assisting with more complex tasks such as meal planning, shopping, escorting the individual to doctor appointments or shopping and/or arranging transportation.

**HOME DELIVERED MEALS** – Nutritious meals provided to older persons who are home-bound because of illness, physical or mental impairment or otherwise isolated.

**HOME HEALTH CARE** – Available to an individual at risk of going to a nursing facility due to health related problems. Services are provided at an individual's home according to a plan of treatment prescribed by a physician. Services may include the following: medication supervision, teaching self-administration of medication, recording vital signs, catheter maintenance, non-sterile dressing changes, medical equipment use, tube feeding, colostomy care, physical therapy, or home health aide services.

**LEGAL SERVICES** – Advocates for and provides assistance with basic civil needs of an older person. Assistance can be provided to help in cases of elder abuse and neglect, financial exploitation, consumer fraud, landlord/tenant relationships and public benefit programs. Criminal, real estate and damage award cases cannot be handled by legal assistance.

**LONG TERM CARE OMBUDSMAN PROGRAM** – Designed to protect the rights and needs of older persons living in a long term care facility (nursing home). The Ombudsman receives, investigates and resolves complaints while protecting the resident's privacy.

**MONEY MANAGEMENT** – Provides trained volunteers to help with organizing bills, writing checks, balancing checkbooks, intervening with creditors and helping sort out medical bills. Volunteers can serve as representative payees, designated by Social Security. Volunteers are screened, trained and supervised by an agency.

**RESPIRE SERVICES** – Provides temporary, substitute care or supervision of a functionally impaired person. Allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

**SENIOR INFORMATION SERVICES** – Provides information to help maintain seniors in the least restrictive environment. Directs callers to agencies that can provide the services they need.

**TRANSPORTATION** – Provides transportation to and from community facilities to receive services.

Counties Served: Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, Macon, McLean, Moultrie, Piatt, Shelby, Vermilion

The East Central Illinois Area Agency on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal Statutes. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information, call the IDoA Senior HelpLine 1-800-252-8966 (Voice and TTY), or contact the Area Agency's Civil Rights Coordinator at 1-800-888-4456.