

# East Central Illinois Area Agency on Aging, Inc.

Planning and Assessment Process  
Executive Report  
For FY 2022



Produced April 8, 2021

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East Central Illinois Area Agency on Aging, Inc.

**COMPILED 2021 PERFORMANCE REPORT**

To the East Central Illinois Aging Network



# East Central Illinois Area Agency on Aging, Inc.

## **A 2021 Performance Report to Constituents on Legal, Nutrition, Caregiver Advisory/Grandparents Serving Grandchildren, and Coordinated Points of Entry/Senior Information Services**

*ECIAAA Mission Statement: We are dedicated to enhancing the quality of life for Older Americans and their families by providing information about and access to a variety of services in their community in the 16 counties of East Central Illinois.*

### **Who We Are**

We are a non-profit organization, founded in 1972, and authorized under the federal Older Americans Act and the Illinois Act on Aging to plan and administer services for older adults, persons with disabilities, caregivers, and grandparents.

We plan, coordinate, and advocate for the development of a comprehensive service delivery system for an estimated 180,000 persons 60 years of age and older, persons with disabilities, caregivers, grandparents and other relatives raising children in communities throughout the 16 counties of east central Illinois.

There are 618 Area Agencies on Aging in the United States, authorized by the federal Older Americans Act. ECIAAA is one of thirteen Area Agencies on Aging authorized by the Illinois Act on Aging and designated by the Illinois Department on Aging. We serve Planning and Service Area 5.

In accordance with the Older Americans Act, ECIAAA targets services to older individuals with greatest economic need, low-income older individuals, and minority older individuals, as well as to older individuals with greatest social need, older individuals with limited English proficiency, older individuals residing in rural areas, individuals with severe disabilities, and older individuals at risk for institutional placement.

Our organization is governed by a Corporate Board comprised of twenty members representing 16 counties. The Corporate Board establishes policies and priorities and makes decisions about programs and funding.

We are also advised by an Advisory Council comprised of up to 32 members, with a majority of members 60 years of age and older. The Advisory Council informs us about the needs and preferences of older persons, persons with disabilities,

caregivers, and grandparents, and provides advice on the Area Plan and senior services.

### ***What We Do***

We plan, coordinate, and advocate for the development of opportunities and services to achieve outcomes that promote the health, strength, independence, dignity, and autonomy of older persons and persons with disabilities, and support families caring for older persons, and grandparents and other relatives raising children.

### ***How We Do It***

An important part of what we do is making grants to community-based organizations to provide direct services to older adults, persons with disabilities, caregivers, and grandparents. This report describes the legal, nutrition, caregiver, and information services these organizations, called Service Providers, are providing and, more importantly, explains how the services are impacting older adults, persons with disabilities, caregivers, and grandparents.

We utilized FY 2019 data as a baseline for planning in a normal service delivery environment. We would be remiss if we did not consider the unanticipated COVID-19 impact during FY 2020. We have highlighted the FY 2020 differences in performance to help us prepare for the unexpected and to showcase how the network adjusted.

### ***Results: A Summary of 2019 Outcomes***

***During FY 2019, Service Providers utilized \$4,827,102 to assist 22,557 older persons. The cost benefit derived by enabling these individuals to continue living in the community versus a nursing facility is immense. The State of Illinois' median cost of care for a semi-private room in a nursing home is \$205/day (Genworth Survey, Daily Median Costs, 2020 Illinois). Assuming a minimum 25% of the 22,557 individuals living in the community we served are at-risk of institutionalization, our services would have saved older persons and taxpayers over \$421 million.***

***Outcome #1: Older adults served by Coordinated Points of Entry/Senior Information Services are empowered to engage in services and improve their quality of life.***

***The Coordinated Point of Entry/Senior Information Services Program provided by the ECIAAA is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.***

***Outcome #2: Caregivers are supported to enable them to continue caring for their loved ones.***

***The caregiver services provided by the ECIAAA are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups to better equip them to cope with the responsibilities of caring for their loved ones. Caregiving services enable older adults to continue living in their homes.***

***Outcome #3: Older adults have improved food security and reduced social isolation.***

***Nutrition services provided by the ECIAAA are improving food security, increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.***

***Outcome #4: Older adults receive specialized legal services to address their legal needs.***

***Legal services provided by the ECIAAA are promoting the independence and financial stability of older persons by increasing their knowledge and understanding of consumer, legal, medical, and financial rights, and responsibilities.***

We have two performance goals that permeate all services and programs:

1. Older Americans will experience reduced social isolation by engaging in all services.

Results: During the course of FY 2019 ECIAAA developed planning committees to reduce social isolation in McLean and Champaign and Vermilion Counties. ECIAAA was able to implement funding for Outreach

targeting Hispanic populations, Outreach with Technology, Telephone Reassurance and Friendly Visiting programs specifically designed to reduce social isolation.

ECIAAA budgeted \$68,300 for programs to Reduce Social Isolation. An additional \$12,135 was allocated from CARES Act funding to support Reducing Social Isolation programs. Programs were implemented in Champaign, McLean, and Vermilion. Service design included Friendly Visiting, Outreach and Telephone Reassurance. Participants were assessed using the UCLA Loneliness Scale.

UCLA Loneliness Scale

UCLA Loneliness Scale	3	4	5	6	7	8	9	Total
Individuals Pre-Tested	26%	14%	13%	16%	8%	13%	10%	108
Individuals Post-Tested	54%	13%	13%	11%	2%	5%	2%	55

- 39% of participants reported Pre-test scores of 3 or 4 “Least Lonely”
- 67% of participants who received a Post-Test reported “Least Lonely”
- Conversely, 23% of participants reported Pre-test scores of 8 or 9 “Most Lonely”
- 7% of participants reported Post-test scores of “Most Lonely”

Informally, in response to COVID-19 service providers extended wellness calls, coordinated grocery delivery, compiled care packages, and implemented web-based programming.

2. Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.

**Results:** ECIAAA budgeted \$83,731 for six organizations to disseminate evidence-based, healthy aging programs. In total, 621 older adults participated in the programs, attending a total of 5,221 individual class sessions. The programs included Chronic Disease Self-Management Program, Diabetes Self-Management Program, A Matter of Balance, Strong

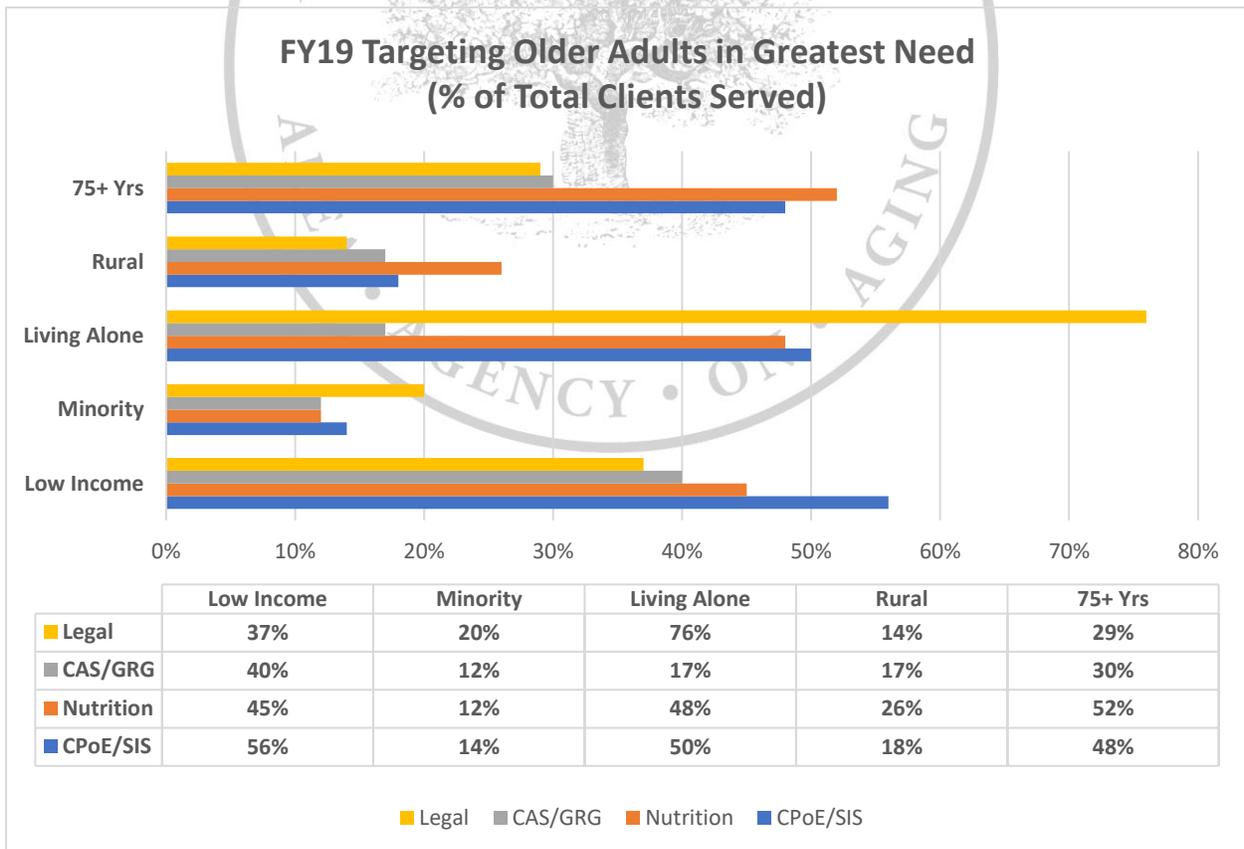
for Life, Aging Mastery and Program to Encourage Active Rewarding Lives for Seniors.

**Cost Benefit:**

In 2013: Report to Congress by the Center for Medicare and Medicaid Services which evaluated Community-Based Wellness and Prevention Programs. A Matter of Balance demonstrated a \$938 savings in the area of unplanned inpatient hospitalizations, skilled nursing facilities and home health. During FY 2019, the 367 participants potentially experienced a savings \$344,246 in healthcare costs.

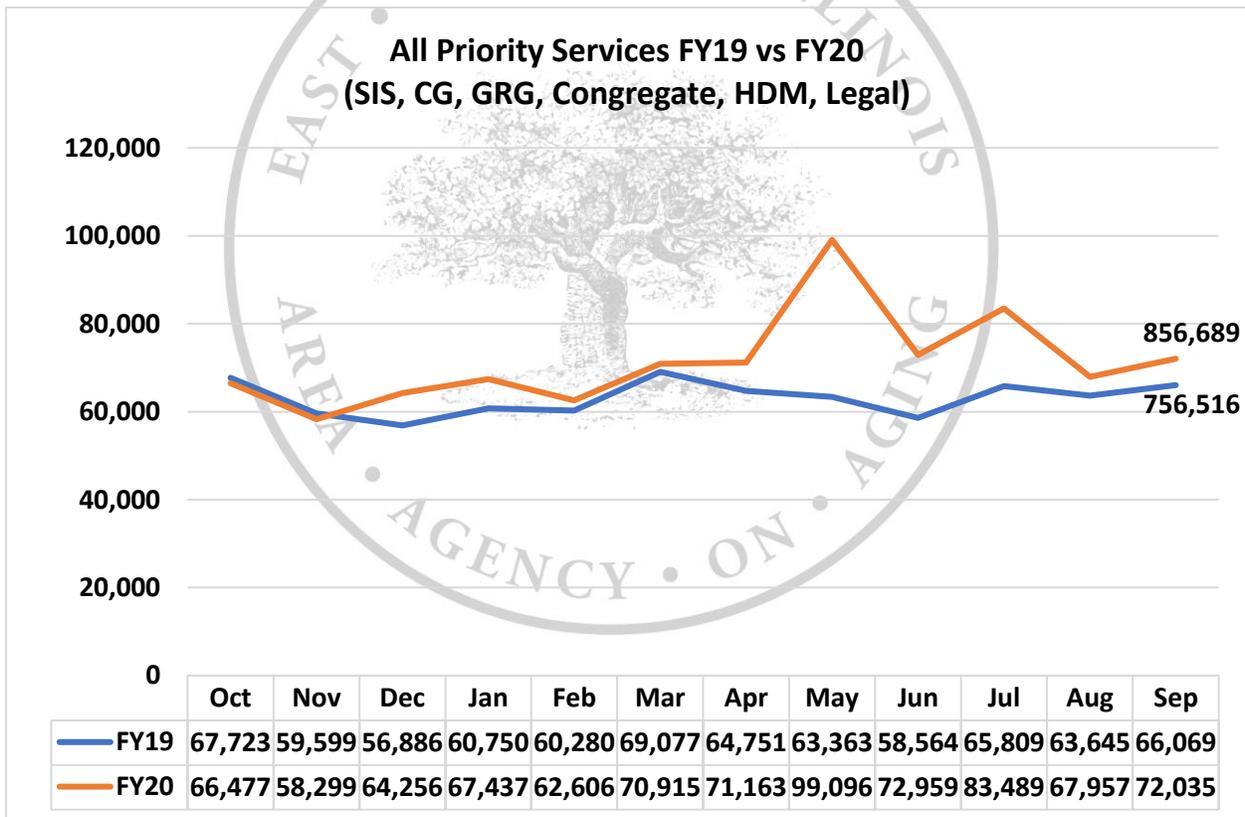
**Targeting Performance:**

In accord with mandates of the Older Americans Act, we also target services to those in greatest need. The chart below depicts the demographic and socio-economic factors that define “greatest need” and reflects targeting outcomes of Service Providers in FY2019.



### *Participants Tells Us How Services Affect Them*

We measure performance through participant feedback and data collected by Service Providers. They utilize the Performance Outcome Measurement Project (POMP) Survey, developed by the Administration for Community Living, to annually solicit feedback from randomly selected participants. The POMP Survey questions are answered by individuals receiving nutrition, caregiver, and senior information services; legal services solicit client feedback but do not use the POMP survey instrument. Several Service Providers also administer additional surveys to collect information that enables us to determine the impact these services are having on older adults in east central Illinois.



**East Central Illinois Area Agency on Aging  
2019 PERFORMANCE REPORT: COORDINATED POINT of  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority in FY2019. The East Central Illinois Area Agency on Aging (ECIAAA) budgeted \$1,036,670 for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

The ECIAAA funded 10 organizations (Service Providers) to provide Coordinated Points of Entry/Senior Information Services throughout its 16-county geographic service area:

- CRIS Healthy Aging Center- Champaign and Vermilion Counties
- Life Center Senior Services- Clark and Cumberland Counties
- Coles County Council on Aging- Coles County
- Community Care Systems, Inc.- DeWitt, Livingston, McLean, and Shelby Counties
- Mid-Illinois Senior Services- Douglas and Moultrie Counties
- Chester P. Sutton Community Center- Edgar County
- Ford County Health Department- Ford County
- Volunteer Services of Iroquois County- Iroquois County
- Macon County Health Department- Macon County
- Piatt County Services for Seniors- Piatt County

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring;

utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilized the Enhances Services Program (ESP) that has since transitioned to the Community Services Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems (AIRS).

**Cost Benefit:** CPOE/SIS Service Providers enrolled older adults in the following programs, saving East Central Illinois Medicare beneficiaries a total of \$2,816,950.50 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
SSA Extra Help (LIS)	549	\$2,745,000*
Medicare Savings Plan	531	\$71,950.50**
<b>TOTAL</b>		<b>\$2,816,950.50</b>

\*based on an estimated savings of \$5,000/year, Source: Social Security Administration;

\*\*based on a savings of \$135.50/month in 2019, Source: Medicare.gov.

Reflects 11 SIS providers performance

***Performance Results: Level of Service and Persons Served***

The CPoE provided 45,420 units/hours of service to 15,567 persons throughout the 16-county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
CRIS Healthy Aging	<i>Champaign</i>	3,623	1,822
CRIS Healthy Aging	<i>Vermilion</i>	4,394	10,426
Life Center Senior Services	<i>Clark</i>	2,066	391
Life Center Senior Services	<i>Cumberland</i>	1,655	331
Coles County Council on Aging	<i>Coles</i>	2,230	1,233
Community Care Systems, Inc.	<i>Dewitt</i>	1,700	641
Community Care Systems, Inc.	<i>Livingston</i>	2,758	732
Community Care Systems, Inc.	<i>McLean</i>	3,628	1,301
Community Care Systems, Inc.	<i>Shelby</i>	1,611	324
Mid-Illinois Senior Services	Douglas	1,644	256
Mid-Illinois Senior Services	Moultrie	1,167	272
Chester P. Sutton Community Center	Edgar	2,828	628
Ford County Health Department	Ford	969	295
Volunteer Services of Iroquois County	Iroquois	2,530	1,193
Macon County Health Department	Macon	4,246	2,238
Piatt County Services of Seniors	Piatt	948	251
<b>TOTAL UNITS &amp; PERSONS SERVED</b>	<b>16 Counties</b>	<b>37,997</b>	<b>22,334</b>

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White – Hispanic	108
American Indian/Alaska Native	169
Asian	200
Black – Non/Hispanic	1,690
Black -Hispanic	54
Black - Ethnicity Missing	0
Native Hawaiian - Other Pacific Islander	10
Other Races	518
<b>TOTAL MINORITY SERVED</b>	<b>2,749</b>
<b>CPoE/SIS Services Participants: Overview</b>	
Rural	2,748
Living Alone	7,886
Low Income	8,842
Low Income – Minority	1,979
Limited English	253
+75 Years Old	7,399

\*Individuals can indicate multiple racial identifications

***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security.*

- Service Providers assisted older adults in applying for benefit programs enabling them to save money on rent and utilities.
- Service Providers counseled and/or assisted older adults with Benefits Access applications providing seniors and persons with disabilities free transit rides and a Secretary of State license plate discount, resulting in an individual savings for standard renewal of \$77 per year.
- 457 persons received assistance for unmet needs totaling \$56,668 in support provided

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.*

- Service Providers counseled and/or assisted older adults in enrolling in Medicaid and Medicare Part D;
  - 1,487 Part D applications were completed saving participants any combination of premiums, yearly deductibles, copayments, and coverage gaps
- Service Providers counseled and/or assisted older adults in making applications for insurance and prescription drug savings such as the Senior Health Assistance Program (SHAP); Social Security Administration's Low Income Subsidy (to receive a reduction on Medicare Part D premiums; Medicare Savings Program (a savings of at least \$135.50/month); Medicare Part B Prevention and Wellness benefit, and other prescription drug assistance program options.

*Older adults are improving their overall health and well-being.*

- By engaging in CPoE/SIS, older adults have access to medical care to maintain or improve their health;
- Service Providers provide older adults with access to evidence-based Healthy Aging programs such as the Chronic Disease Self-Management Program, Diabetes Self-Management Program, and A Matter of Balance falls prevention classes;
- Service Providers refer older adults to congregate meal, home-delivered meal, and home care assistance programs in their communities.

*Older adults are experiencing independence and improved quality of life.*

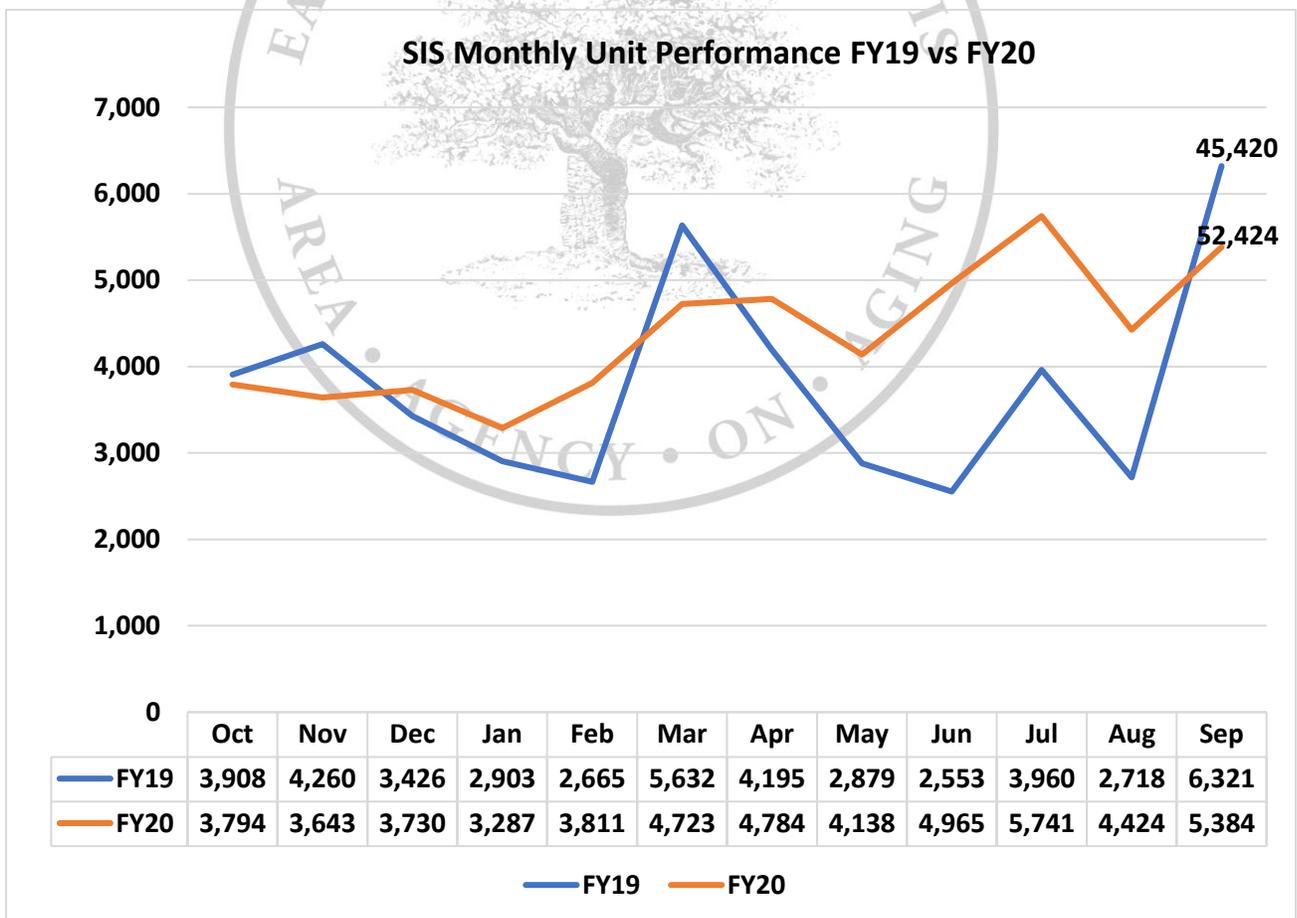
- 99% of participants contacting the CPoE/SIS found the information they were given to be helpful in resolving matters;
- Nearly 64% of the participants contacting the CPoE/SIS were seeking information and 43% requested services;
- 99% of participants were satisfied with the way their call was handled and 99% would recommend the service;
- Follow-up activities by Service Providers ensured that participants had a successful care transition between services and levels of care;

- The provision of Options Counseling enabled older adults to make decisions about living arrangements based upon their needs and the services that are available to them to help them continue living at home;
- By accessing benefit and savings programs, older adults have more money to purchase food, prescription drugs, and other necessities.

### FY 2020 Updates and Impact

Family Service became the designated CPoE in Douglas County.

An additional \$215,430 was allocated to SIS services through CARES Act funding. This funding allowed service providers to continue to deliver services safely through investments in technology and PPE. Funding to support unmet needs increased by \$21,662 through CARES Act and \$62,147 in Illinois COVID-19 Response funding.



**East Central Illinois Area Agency on Aging  
2019 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2019, the ECIAAA budgeted \$323,487 federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG).

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers 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. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

The ECIAAA funded nine organizations (Service Providers) to deliver these services in its 16-county geographical service area:

- CRIS Healthy-Aging Center for Champaign and Vermilion Counties
- Community Care Systems, Inc. for Clark, Cumberland, DeWitt, Livingston, and McLean Counties
- Coles County Council on Aging for Coles County
- Mid-Illinois Senior Services for Douglas, Moultrie, and Shelby Counties
- Chester P. Sutton Community Center for Edgar County
- Ford County Health Department for Ford County

- Volunteer Services of Iroquois County for Iroquois County
- Macon County Health Department for Macon County
- Family Service Senior Resource Center for Piatt County

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** AARP estimated the economic value of family caregiving was \$470 billion in 2017 based on 41 million caregivers providing an average of 16 hours of care per week at an average value of \$13.81 per hour (*Valuing the Invaluable, AARP Policy Institute, Nov, 2019*). Thirty-three percent (33%) of family caregivers report caring for someone who has Alzheimer's disease or other dementias. The total economic value of family caregiving is more than all out-of-pocket spending on U.S. health care (\$366 billion in 2017), and roughly three times the amount Medicaid spent on long-term care services and supports (\$154 billion in 2016).

***Performance Results: Level of Service and Persons Served***

Service Providers provided a total of 5,856 units/hours of CAS service to 768 caregivers, and 3,701 units/hours of GRG services to 307 grandparents:

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
CRIS Healthy Aging	<i>Champaign</i>	968	56	1,202	41
CRIS Healthy Aging	<i>Vermilion</i>	1,450	124	736	80
Community Care Systems, Inc.	<i>Clark</i>	170	33	89	9
Community Care Systems, Inc.	<i>Cumberland</i>	240	51	64	7
Community Care Systems, Inc.	<i>Dewitt</i>	56	11	28	5
Community Care Systems, Inc.	<i>Livingston</i>	41	14	78	4
Community Care Systems, Inc.	<i>McLean</i>	158	125	536	38
Coles County Council on Aging	<i>Coles</i>	403	138	184	52
Mid-Illinois Senior Services	Douglas	235	15	3	1
Mid-Illinois Senior Services	Moultrie	883	17	88	4
Mid-Illinois Senior Services	Shelby	4	1	108	3
Chester P. Sutton Community Center	Edgar	432	36	224	17
Ford County Health Department	Ford	68	8	25	2
Volunteer Services of Iroquois County	Iroquois	178	40	185	21
Macon County Health Department	Macon	302	69	31	8
Family Service	Piatt	268	48	120	15
<b>TOTAL UNITS &amp; CAREGIVERS/PERSONS</b>	<b>16 Counties</b>	<b>5,856</b>	<b>786</b>	<b>3,701</b>	<b>307</b>

***Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
White - Hispanic	4	1
American Indian/Alaska Native	7	1
Asian	8	1
Black – Non/Hispanic	56	47
Black -Hispanic	2	-
Black - Ethnicity Missing	-	-
Native Hawaiian - Other Pacific Islander	-	-
Other Races	17	3
<b>TOTAL MINORITY SERVED</b>	<b>94</b>	<b>53</b>
<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	121	54
Living Alone	145	32
Low Income	270	173
Low Income - Minority	37	32
Limited English	8	7
+75 Years Old	294	35

***Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.*

- 73% of caregivers report they have received education or training, including counseling or support groups, to help them make informed decisions;
- 82% of caregivers report receiving information to connect to the services and resources they need;
- More than 80% of caregivers report that the information and services they receive are helping them;
- More than 91% of caregivers rate caregiver support services as good, very good, or excellent;
- Nearly 77% of caregivers indicate the support has helped them to be a better caregiver;
- 36% of caregivers are providing all the care to their loved ones;
- Most caregivers are spouses caring for a spouse, and nearly 68% of the caregivers live in the same house with the care recipient;
- 77% of caregivers indicate the services they are receiving have alleviated the difficulties of caregiving.

*Caregivers are enabling their loved ones to continue living at home.*

- 76% of caregivers report the program has enabled them to provide care longer
  - 20% of caregivers indicate that without this service, their loved ones would be living in a nursing home
  - 5% say they would be living in an assisted living facility.

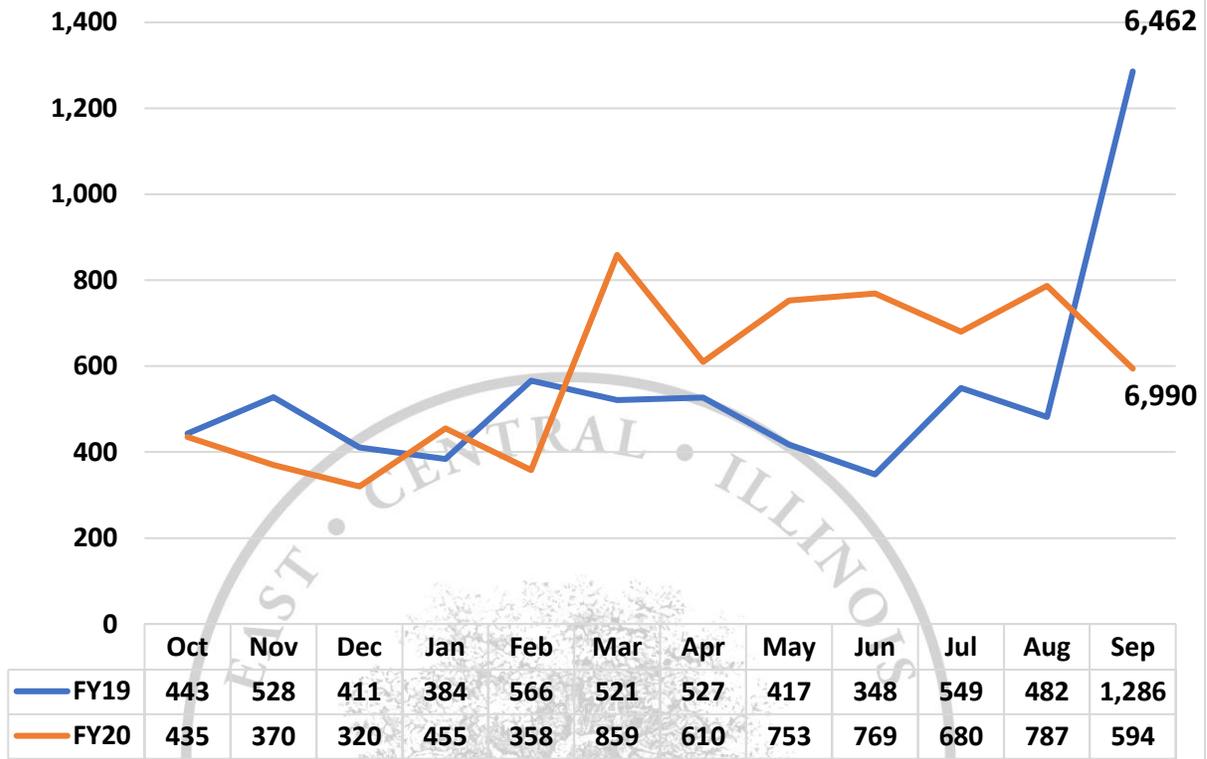
### **FY 2020 Impact**

The state supported implementation of ADRD Gap Filling for unmet needs of persons with Alzheimer’s Disease or Related Dementia allowed 136 persons to received support to remain in the community.

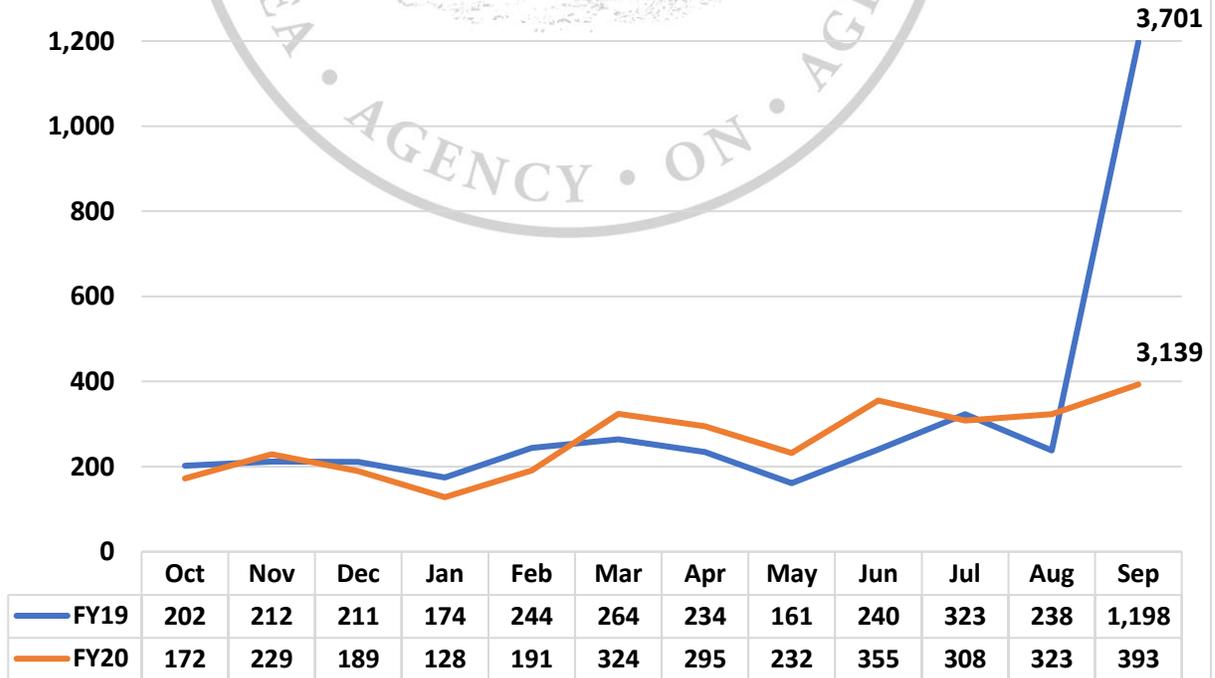
III-E Caregiver and GRG Gap Filling supported 23 persons.

An additional \$223,572 was allocated to Caregiver Advisory Services through CARES Act allowing service providers to invest in technology and PPE to continue to provide services safely.

### Caregiver Monthly Unit Performance FY19 vs FY20



### Grandparents Raising Grandchildren Monthly Unit Performance FY19 vs FY20



**East Central Illinois Area Agency on Aging  
2019 PERFORMANCE REPORT: NUTRITION SERVICES**

***Performance Outcome #3: Older adults have improved food security and reduced social isolation.***

*Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.*

During FY2019, ECIAAA budgeted \$559,526 in federal Older Americans Act Title III-C and Nutrition Services Incentive Program funds for congregate nutrition and \$2,657,853 in III-C Federal and State GRF support for home-delivered meals. Congregate meals are served at familiar locations, such as senior centers, to promote health and reduce isolation; home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

The ECIAAA funded four organizations (Service Providers) to deliver congregate and home-delivered meals throughout its 16-county geographic service area:

- Peace Meal Senior Nutrition Program, sponsored by Sarah Bush Lincoln Health System, provides congregate and/or home delivered meals sites in 14 counties, including Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, McLean, Moultrie, Piatt, and Shelby.
- CRIS Healthy-Aging Center provides congregate meals in Vermilion County and provides home delivered meals countywide.
- Decatur Macon County Opportunities Corporation Elderly Services Program provides congregate and home delivered meals in Macon County.
- Catholic Charities provides Meals-on-Wheels in Decatur and Macon County.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs

assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

**Cost Benefit:**

Home delivered meals are cost effective and help keep older adults healthier and able to remain independent.

Cost of Home Delivered Meals for One Senior for Entire year	Cost of One Day of Hospital Care	Cost of Ten Days in Long Term Care Facilities
\$2,836	\$2,636	\$2,050

Source: Meals on Wheels America, 2020. “Delivering So Much More Than a Meal in Illinois.”

**Performance Results: Number of Meals and Older Adults.** The organizations provided a total of 698,020 meals to 7,836 older adults: 231,019 congregate meals to 4,412 older adults and 467,001 home-delivered meals to 3,460 older adults:

Nutrition Organizations	Total Congregate Meals	Total Congregate Participants	Total Home Delivered Meals	Total Home Delivered Meals Participants
Peace Meal Senior Nutrition Program	139,587	3,000	298,534	2,307
CRIS Healthy Aging Center	19,305	774	75,857	530
Decatur Macon County Opportunities Corp. Elderly Services Program	72,127	638	-	-
Catholic Charities, Meals on Wheels Macon County	-	-	92,610	623
<b>TOTAL MEALS &amp; PERSONS</b>	<b>231,019</b>	<b>4,412</b>	<b>467,001</b>	<b>3,460</b>

***Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
White - Hispanic	16	26
American Indian/Alaska Native	52	40
Asian	52	36
Black – Non/Hispanic	275	445
Black -Hispanic	-	12
Black - Ethnicity Missing	-	0
Native Hawaiian - Other Pacific Islander	2	2
Other Races	124	90
<b>Total Minority Served</b>	<b>521</b>	<b>651</b>
<b>GREATEST NEED: Overview</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
Rural	1,475	545
Living Alone	1,955	1,852
Low Income	1,706	377
Low Income - Minority	296	377
Limited English	61	86
+75 Years Old	2,376	1,966

\*Individuals can indicate multiple racial identifications

***Performance Results: Impact of Nutrition Services***

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

*Participants in the congregate and home-delivered meal programs experience improved food security.*

- Nearly 62% eat at a site daily or at least weekly;
- 36% of congregate meal participants eat at a site daily;
- 56% of congregate meal participants indicate the meal served at the site is their main source of food;
- 16% do not always have enough money or financial assistance to buy food;
- 18% in the past have had to choose between buying food and paying their medical bills and another 14% have had to choose between buying food and paying their utility bills;
- Nearly 14% indicate they had to skip meals because they had no food or money.

*The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.*

- 93% indicate that by participating in the congregate meal program, they see their friends more often;
- Nearly 81% report they have been attending the meal site for one or more years.

*Meal participants are eating healthier, making better food choices, and improving their health.*

- 89% of congregate meal participants and nearly 92% of home-delivered meal recipients report they eat healthier;
- 98% like the meals served at their congregate site- 99% rate the food as good, very good, or excellent, and 86% of home-delivered meal recipients like the way the food tastes either most or all the time;
- 99% of the participants would refer a friend to the program;
- Slightly more than 90% of congregate meal participants indicate they feel better and 82% report improved health;
- 60% of home-delivered meal recipients think their health has improved and indicate they feel better;
- More than 76% of participants report they have either achieved or are maintaining a healthy weight;
- 69% of participants indicate they make more healthful and nutritious food choices because of participating in a congregate meals program.

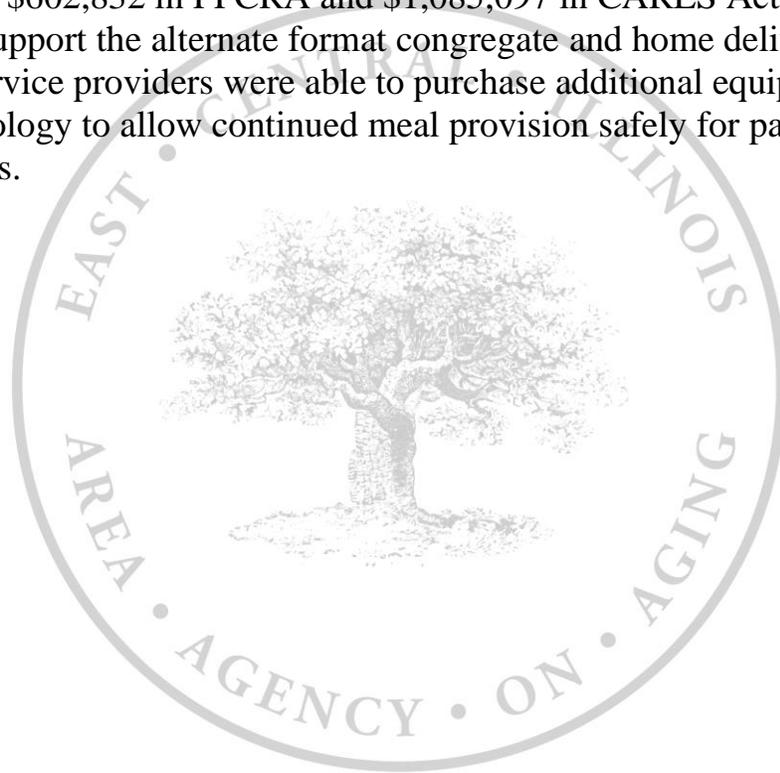
*The nutrition services program is promoting independence and enabling older adults to live at home.*

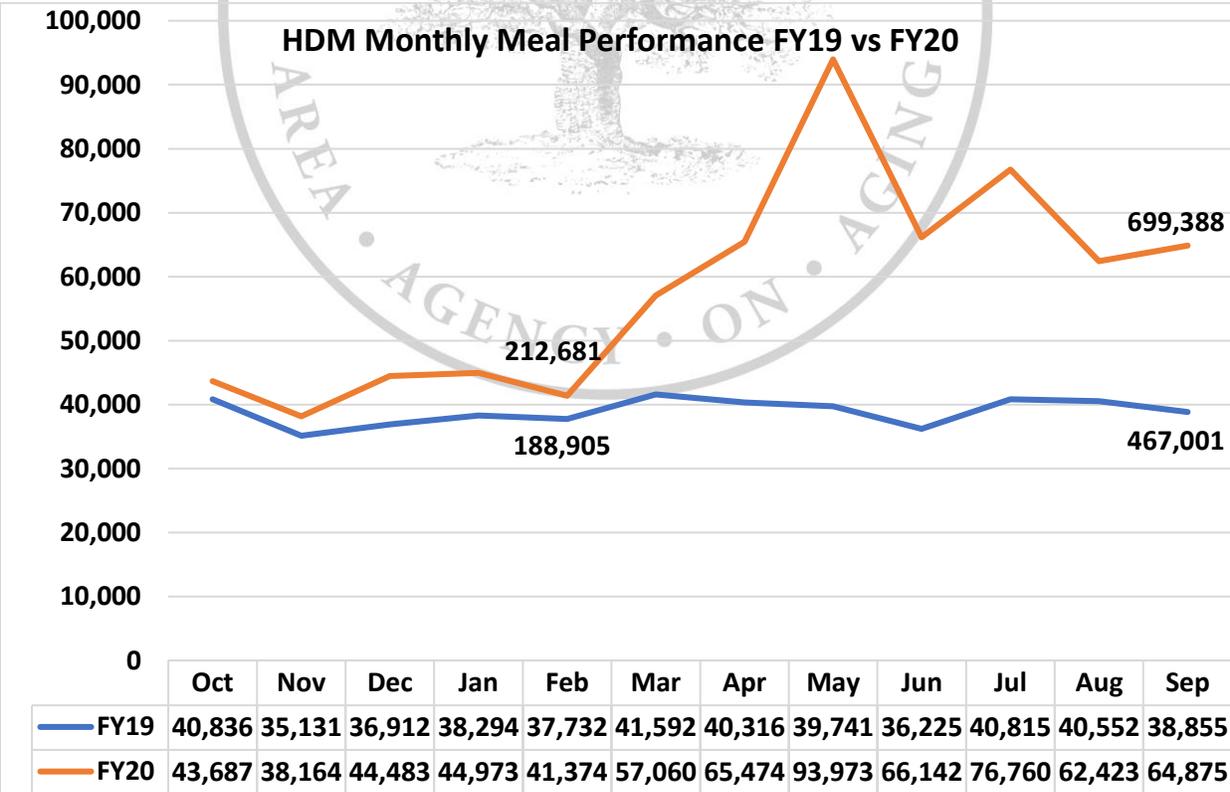
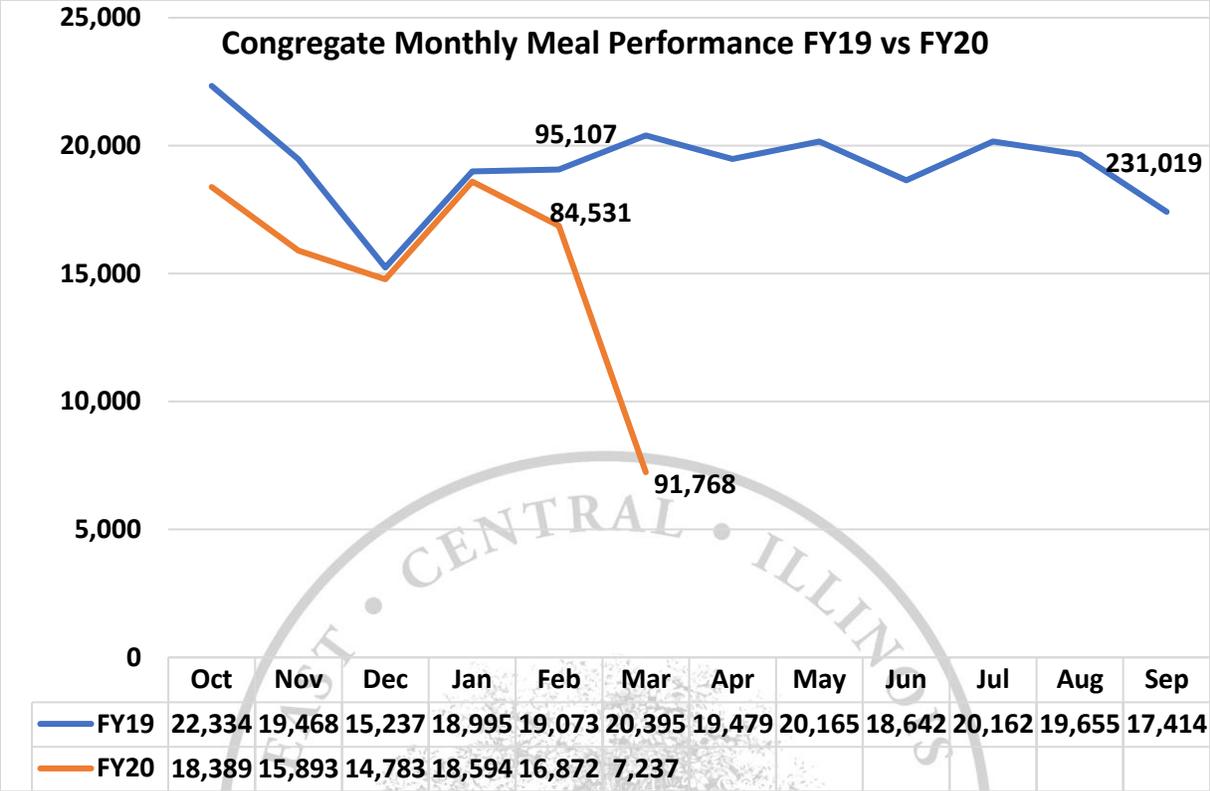
- Nutrition service programs check on home-delivered meal recipients to ensure their well-being;
- More than 86% report that the meals and services they receive at a congregate meal site are helping them to continue living at home.

### **FY 2020 Updates and Impact**

Service provision changes in FY 2020 include the transition of congregate meal provision in Macon County to Catholic Charities.

An additional \$602,832 in FFCRA and \$1,085,097 in CARES Act funding was allocated to support the alternate format congregate and home delivered meal provision. Service providers were able to purchase additional equipment, PPE as well as technology to allow continued meal provision safely for participants, staff, and volunteers.





**East Central Illinois Area Agency on Aging  
2019 PERFORMANCE REPORT: LEGAL SERVICES**

***Outcome #4: Older adults receive specialized legal services to address their legal need.***

*Legal services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are promoting the independence and financial stability of older adults by providing legal advice, representation, and education to increase their understanding of consumer, legal, medical, and financial rights and responsibilities.*

During FY2019, the ECIAAA budgeted \$77,626 in federal Older Americans Act Title III-B funds for legal assistance for older adults. The agency funded two organizations (Service Providers) to deliver legal assistance throughout its 16-county geographic service area: Land of Lincoln Legal Assistance Foundation-serving 13 counties and Prairie State Legal Services serving three counties.

The provision of legal services includes advocating for and assisting with basic civil needs of an older adult. 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.

Legal service programs are required to provide legal advice and representation; inform older adults about the availability and location of their services and case-acceptance priorities; provide community education opportunities on legal issues; prioritize legal assistance for Adult Protective Service cases; attend court hearings and prepare legal documents; provide referral and follow-up for additional services to benefit the client; provide assistance in obtaining public benefits, such as Social Security, Medicare, Medicaid, etc.; and collaborate and consult with other service providers serving the same populations.

***Cost Benefit:*** On average, private attorney fees are 2.4 times the cost of Service Provider-approved hourly rates. Funds provided by the ECIAAA enabled Service Providers to provide 2,913 hours of legal services to older adults. This resulted in a cost savings of \$346,271 when program cost is compared to private attorney fees (*Source: Illinois Legal Aid Society, May 2020*).

***Performance Results: Level of Service and Older Adults Served***

The Land of Lincoln Legal Assistance Foundation and Prairie State Legal Services assisted 539 older adults during FY2019, providing 2,913 units/hours of legal assistance.

Legal Services Organizations	Units	Persons
Land of Lincoln Assistance Foundation	2,307	379
Prairie State Legal Services	606	160
<b>TOTAL UNITS &amp; PERSONS</b>	<b>2,913</b>	<b>539</b>

***Performance Results: Targeting Older Persons in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Legal Services</b>
White - Hispanic	0
American Indian/Alaska Native	4
Asian	0
Black – Non/Hispanic	87
Black -Hispanic	0
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	0
Other Races	8
<b>Total Minority Served</b>	<b>99</b>
<b>GREATEST NEED: Overview</b>	<b>Legal Services</b>
Rural	76
Living Alone	410
Low Income	197
Low Income - Minority	38
Limited English	1
+75 Years Old	155

\*Individuals can indicate multiple racial identifications

## ***Performance Results: Impact of Legal Services***

*Older adults who work with attorneys understand the legal importance of advance directives, and benefit from peace of mind when choosing their future financial and medical decision-makers.*

- The Land of Lincoln Legal Assistance Foundation, which serves 13 of the 16-county service area, drafted and executed Powers of Attorney on behalf of 42 clients
- Prairie State Legal Services assisted 10 older adults with advanced directives.
- Prairie State Legal Services linked 9 low income older adults to volunteer attorneys who prepared advanced directives (these statistics not included in OAA reporting).

*Older adults who work with attorneys understand their rights to health and economic benefits and achieve stability from obtaining or preserving these benefits.*

- The Land of Lincoln Legal Assistance Foundation provided either brief services or extended representation 22 clients in either obtaining or maintaining health and economic benefits;
- Prairie State Legal Services assisted 37 older adults with legal questions or problems related to health or income benefits.
  - Four of these cases were completed with legal representation in appeals that resulted in access to medical benefits that had been wrongfully denied or prevented improper involuntary discharges from nursing home care. These health cases helped older adults reduce medical debt by \$108,290.
  - The involuntary discharge cases involved nursing home residents who had depleted their assets on nursing home care and had applied for Medicaid. The State requires proof of how all assets were used for the previous five years and this can be overwhelming for the nursing home resident and their family members. This may result in denials of Medicaid and threats of removal from the facility. Prairie State handles these cases often based on referrals from the Long Term Care Ombudsman Program.

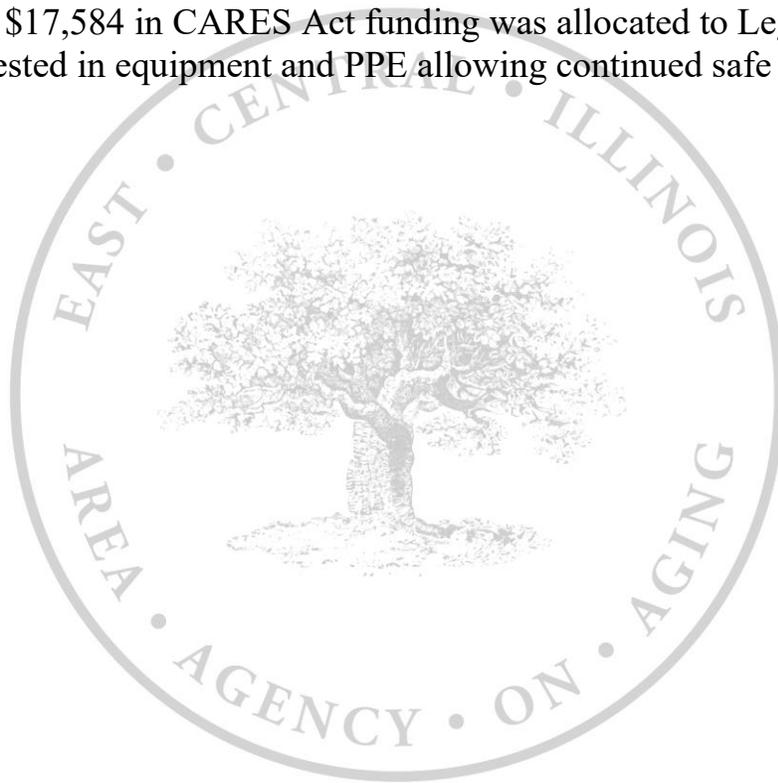
*Older adults who work with legal service attorneys understand their legal and*

*consumer rights, which protects them from unlawful debt collection, promotes financial stability, and lowers stress.*

- Prairie State Legal Services provided legal assistance for 20 older adults with consumer issues.
- The Land of Lincoln Legal Assistance Foundation assisted 30 seniors with consumer matters.

### **FY 2020 Impact**

An additional \$17,584 in CARES Act funding was allocated to Legal Services. Providers invested in equipment and PPE allowing continued safe service provision.



# East Central Illinois Area Agency on Aging, Inc.

## 2019 SERVICE PROVIDER PERFORMANCE REPORTS

*By County*

Senior Information Services/Coordinated Points of Entry  
&  
Caregiver Advisory/Grandparents Serving Grandchildren



**Champaign and Vermilion County  
CRIS Healthy Aging Center  
2019 PERFORMANCE REPORT: COORDINATED POINT of  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2019. CRIS Healthy Aging Center is one of 10 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. CRIS Healthy Aging Center received \$225,274 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds for service in Champaign and Vermilion Counties.

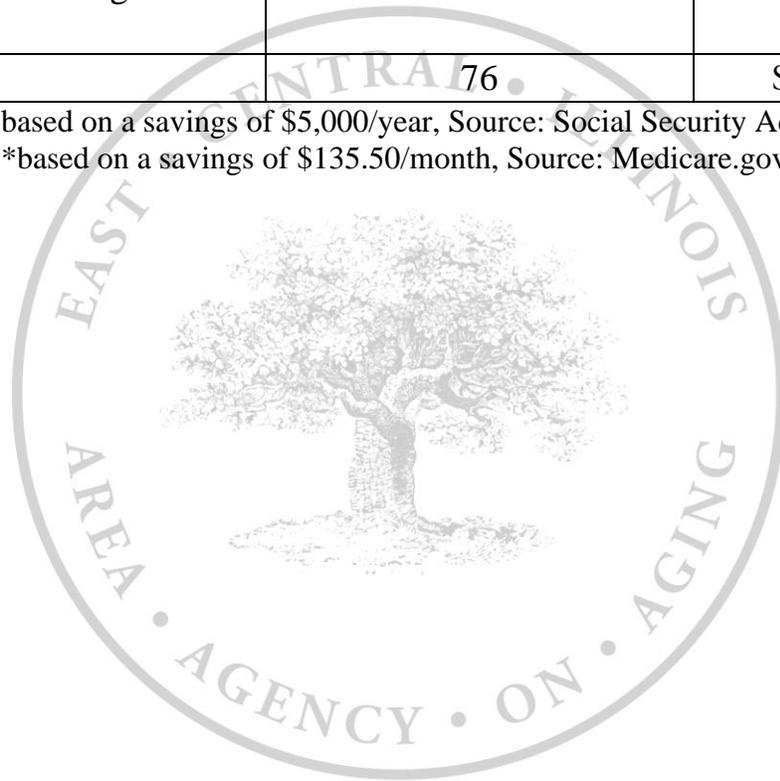
Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** CRIS Healthy Aging Center enrolled older adults in the following programs, saving Vermilion County Medicare beneficiaries a total of \$209,742.50 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
SSA Extra Help (LIS)	41	*\$205,000
Medicare Savings Plan	35	**\$56,910
<b>TOTAL</b>	<b>76</b>	<b>\$261,910</b>

\*based on a savings of \$5,000/year, Source: Social Security Administration

\*\*based on a savings of \$135.50/month, Source: Medicare.gov.



***Performance Results: Level of Service and Persons Served***

CRIS Healthy Aging Center provided 9,308 units of service to 4,609 persons throughout Champaign and Vermilion Counties.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
CRIS Healthy Aging Center	Champaign	4476	2699
CRIS Healthy Aging Center	Vermilion	4832	1910

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	11
American Indian/Alaska Native	5
Asian	1
Black – Non/Hispanic	251
Black -Hispanic	-
Black - Ethnicity Missing	1
Native Hawaiian - Other Pacific Islander	3
Other Races	17
<b>Total Minority Served</b>	<b>289</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	283
Living Alone	917
Low Income	1075
Low Income - Minority	176
Limited English	21
+75 Years Old	897

\*Individuals can indicate multiple racial identifications

## ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security.*

- The CRIS SIS/CPoE program assisted 856 older adults in applying for benefit programs enabling them to save money on rent and utilities;
- Service Providers counseled and/or assisted 495 older adults with Benefits Access applications providing seniors and persons with disabilities free transit rides and a Secretary of State license plate discount, resulting in an individual savings of \$77 per year.
  - Older adults received free and reduced-fare rides from CRIS Rural Transits and Danville Mass Transit.

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.*

- Service Providers counseled and/or assisted 109 older adults in enrolling in Medicaid and Medicare Part D;
- Service Providers counseled and/or assisted 1,918 older adults in making applications for insurance and prescription drug savings such as the Senior Health Assistance Program (SHAP); Social Security Administration's Low Income Subsidy (to receive a reduction on Medicare Parts B and D premiums; Medicare Savings Program (an average savings of at \$105/month for Part B and \$32/month for Part D); Medicare Part B Prevention and Wellness benefit, and other prescription drug assistance program options.

*Older adults are improving their overall health and well-being.*

- By engaging in CPoE/SIS, older adults have access to medical care to maintain or improve their health;
- Service Providers provided 4 older adults with access to evidence-based Healthy Aging programs such as the Chronic Disease Self-Management Program, Diabetes Self-Management Program, and "Strong for Life" exercise classes;
- Service Providers refer older adults to congregate meal, home-delivered meal, and home care assistance programs in their communities.

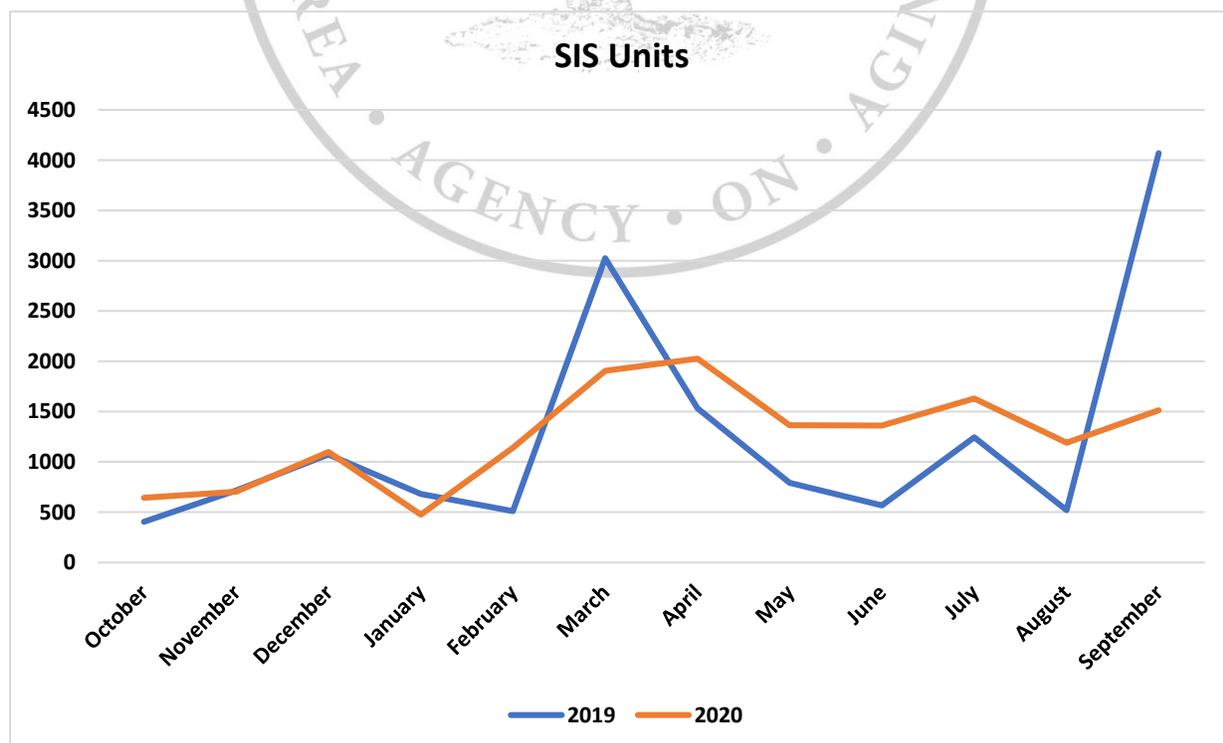
*Older adults are experiencing independence and improved quality of life.*

- 97% of participants contacting the CPoE/SIS found the information they were given to be helpful in resolving matters;
- Nearly 73% of the participants contacting the CPoE/SIS were seeking information and 48% requested services;
- 98% of participants were satisfied with the way their call was handled and 98% would recommend the service;
- Follow-up activities by CRIS Healthy-Aging Center ensured that participants had a successful care transition between services and levels of care;
- The provision of Options Counseling enabled 446 older adults in Champaign and Vermilion County to make decisions about living arrangements based upon their needs and the services that are available to them to help them continue living at home;

Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.

**Results:** CRIS offered the following evidence-based programming in Vermilion County: Savvy Caregiver, and Aging Mastery.

FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery



**Champaign County & Vermilion County  
CRIS Healthy Aging Center  
2019 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

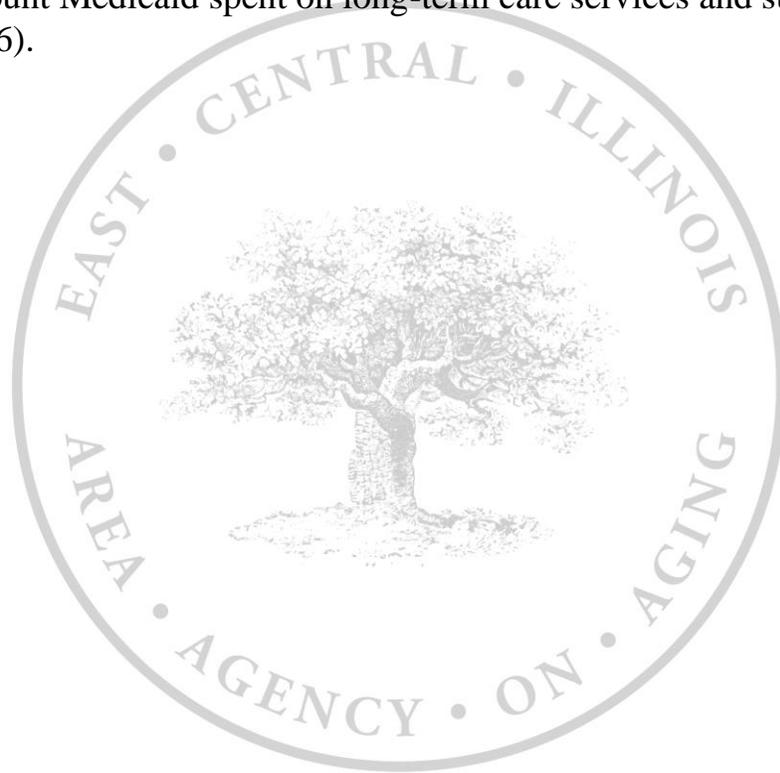
During FY2019, CRIS Healthy-Aging received \$101,870 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Champaign and Vermilion Counties.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers 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. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** AARP estimated the economic value of family caregiving was \$470 billion in 2017 based on 41 million caregivers providing an average of 16 hours of care per week at an average value of \$13.81 per hour (*Valuing the Invaluable, AARP Policy Institute, Nov, 2019*). Thirty-three percent (33%) of family caregivers report caring for someone who has Alzheimer’s disease or other dementias. The total economic value of family caregiving is more than all out-of-pocket spending on U.S. health care (\$366 billion in 2017), and roughly three times the amount Medicaid spent on long-term care services and supports (\$154 billion in 2016).



***CRIS- Healthy Aging Center Performance Results: Level of Service and Persons Served***

CRIS Healthy-Aging Center provided a total of 2,418 units of service to 181 caregivers, and 1,938 units of service to 121 grandparents.

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
CRIS Healthy Aging Center	Vermilion	1,450	124	736	80
	Champaign	968	56	1202	41

***CRIS Healthy-Aging Center Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
White - Hispanic	2	1
American Indian/Alaska Native	0	0
Asian	0	0
Black – Non/Hispanic	28	24
Black -Hispanic	2	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	2	0
<b>Total Minority Served</b>	<b>32</b>	<b>25</b>
<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	22	18
Living Alone	23	5
Low Income	75	63
Low Income - Minority	23	18
Limited English	0	3
+75 Years Old	34	14

\*Individuals can indicate multiple racial identifications

## ***CRIS Healthy-Aging Center Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.*

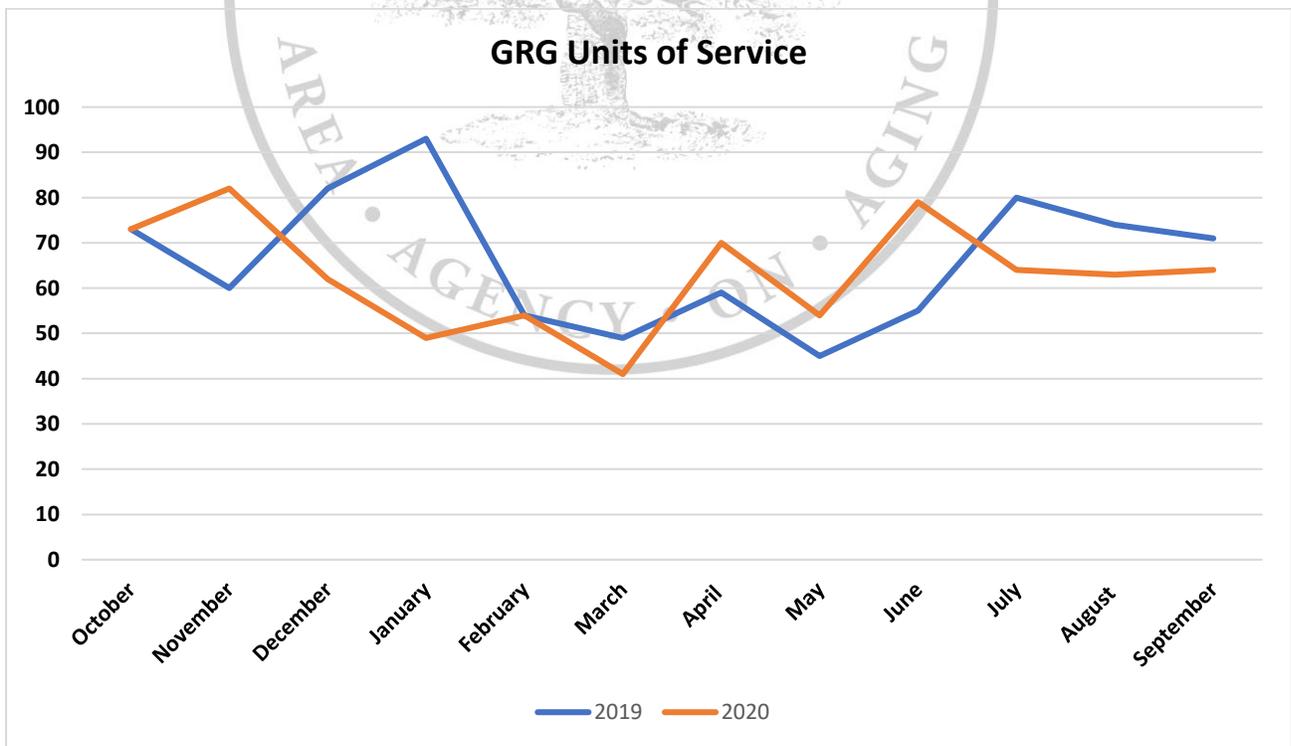
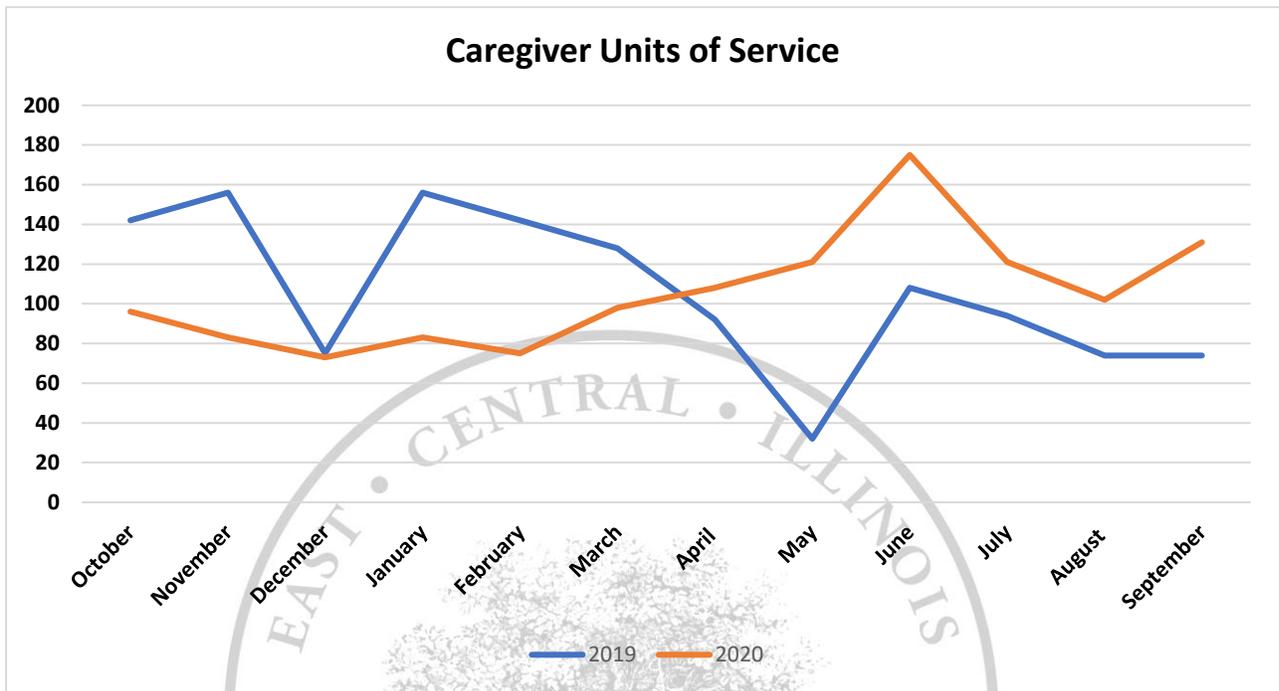
- 70% of caregivers report they have received education or training, including counseling or support groups, to help them make informed decisions;
- 95% of caregivers report receiving information to connect to the services and resources they need;
- 94% say the information and services they receive are helpful, and 63% of caregivers report the information and services they receive are helping them a lot;
- 79% of caregivers rate caregiver support services as good, very good, or excellent;
- 60% of caregivers indicate the support has helped them to be a better caregiver;
- 92.6% of caregivers report that they have received support and assistance from CRIS such that their caregiving role is beneficial to both caregiver and care recipient(s).
- 70.4% of caregivers report that they have less stress when dealing with issues they face caring for their loved one(s) because of the information that the CRIS Caregiver program provides.
- 100% of CRIS Grandparents Raising Grandchildren participants agree that they have received help, support, and knowledge of resources through the GRG program.
- 100% of Caregiver/GRG participants indicate that the CRIS staff has been helpful in providing services and information from all departments at CRIS.
- 60% of respondents report that their health has been improved by information and services provided by CRIS staff.
- 71.4% of Caregiver/GRG clients agree that through the Caregiver program, they are more able to make informed decisions to benefit the welfare of their loved one(s).

*Caregivers are enabling their loved ones to continue living at home.*

- 67% of caregivers report the program has enabled to provide care longer; (POMP #28 and following)
- 44% of caregivers indicate that without this service, their loved ones would be living in a nursing home;
- 18.75% say they would be living in a nursing facility.
- 96.3% of caregivers report that the CRIS caregiver program has provided support to enable them to continue to care for their loved one(s).



## FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery



**Clark County and Cumberland County  
Life Center Senior Services  
2019 PERFORMANCE REPORT: COORDINATED POINT of  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2019. Life Center Senior Services is one of 10 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Life Center Senior Services received \$90,347 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds for service in Clark and Cumberland counties.

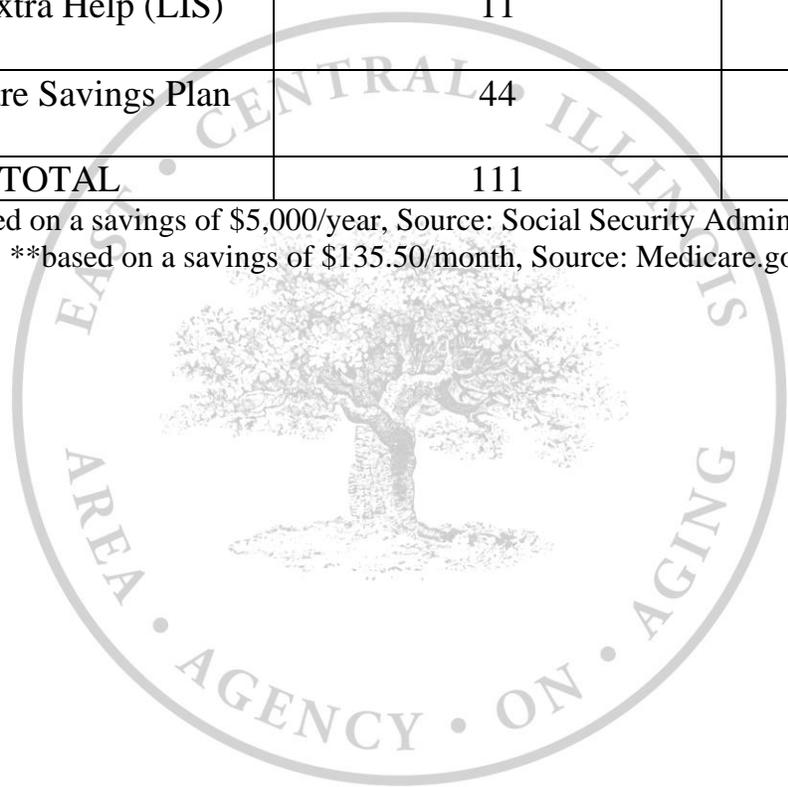
Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** Life Center Senior Services enrolled older adults in the following programs, saving Clark and Cumberland county Medicare beneficiaries a total of \$126,544 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
SSA Extra Help (LIS)	11	*\$55,000
Medicare Savings Plan	44	**\$71,544
<b>TOTAL</b>	<b>111</b>	<b>\$126,544</b>

\*based on a savings of \$5,000/year, Source: Social Security Administration

\*\*based on a savings of \$135.50/month, Source: Medicare.gov.



***Performance Results: Level of Service and Persons Served***

Life Center Senior Services provided 3,721 units/hours of service to 732 persons throughout the Clark and Cumberland county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Life Center Senior Services	<i>Clark</i>	2,066	391
Life Center Senior Services	<i>Cumberland</i>	1,655	331
<b>TOTAL UNITS &amp; PERSONS SERVED</b>		<b>3,721</b>	<b>722</b>

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	1
American Indian/Alaska Native	-
Asian	2
Black – Non/Hispanic	2
Black -Hispanic	-
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	-
Other Races	-
<b>Total Minority Served</b>	<b>5</b>
<b>CPoE/SIS Services Participants: Overview</b>	
Rural	140
Living Alone	385
Low Income	288
Low Income - Minority	4
Limited English	3
+75 Years Old	383

\*Individuals can indicate multiple racial identifications

## ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security.*

Life Center refers older adults to Embarras River Basin Agency (ERBA) and to local churches, including Catholic Charities and the Salvation Army to apply for benefit programs, enabling them to save money on rent and utilities. Life Center counseled and/or assisted 96 older adults with Benefits Access Applications providing seniors and persons with disabilities free transit rides saving \$221 each year with Rides Mass Transit program and a Secretary of State license plate discount, resulting in an individual savings of \$77 in FY 2019.

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.*

Life Center counseled and/or assisted 41 older adults in enrolling in Medicaid and Medicare Part D

Life Center counseled and/or assisted 42 older adults in making applications for insurance and drug savings such as the Senior Health Assistance Program (SHAP); Social Security Administration's Low-Income Subsidy; Medicare Savings Program; *Medicare Part B* Prevention and Wellness benefit, and other prescription drug assistance program options.

*Older adults are improving their overall health and well-being.*

By engaging in CPoE/SIS, older adults have access to medical care to maintain or improve their health. Life Center provided 21 older adults with two classes of A Matter of Balance as well access to evidence-based Health Aging programs, such as Strong for Life Exercise classes at Life Center each week.

Life Center partners with Peace Meal to provide a healthy setting where seniors enjoy fellowship, activities, and congregate meals each weekday.

The daughter of one of our 97-year-old regulars has written us that Life Center provides essential elements, including, "... Sense of community, occasion to socialize with family and friends, opportunities for mental and physical stimulation, and events that mitigate the boredom and isolation that are so often a reality of aging". which allows her to "age in place – gracefully and happily".

“All people, regardless of age or ability, want to feel there is a purpose or value to their lives. The Life Center provides so much of that purpose on a daily basis for many within Cumberland County, not just our mother”.

Life Center referred an estimated two adults each week to participate in Peace Meal Congregate meals, ten seniors to participate in home-delivered meals, and fifteen individuals to participate in home care assistance programs through Community Cares.

*Older adults are experiencing independence and improved quality of life.*

100% of participants contacting Life Center found the information they were given to be helpful in resolving matters.

41% of participants contacting the CPoE/SIS were seeking information and 53% requested services.

100% of participants rated the way their call was handled as Excellent or Very Good and would “definitely” recommend this service to a friend.

100% felt the person they talked to listened carefully to what they needed and understood what they wanted.

100% felt the information they received will help them resolve their stated issue.

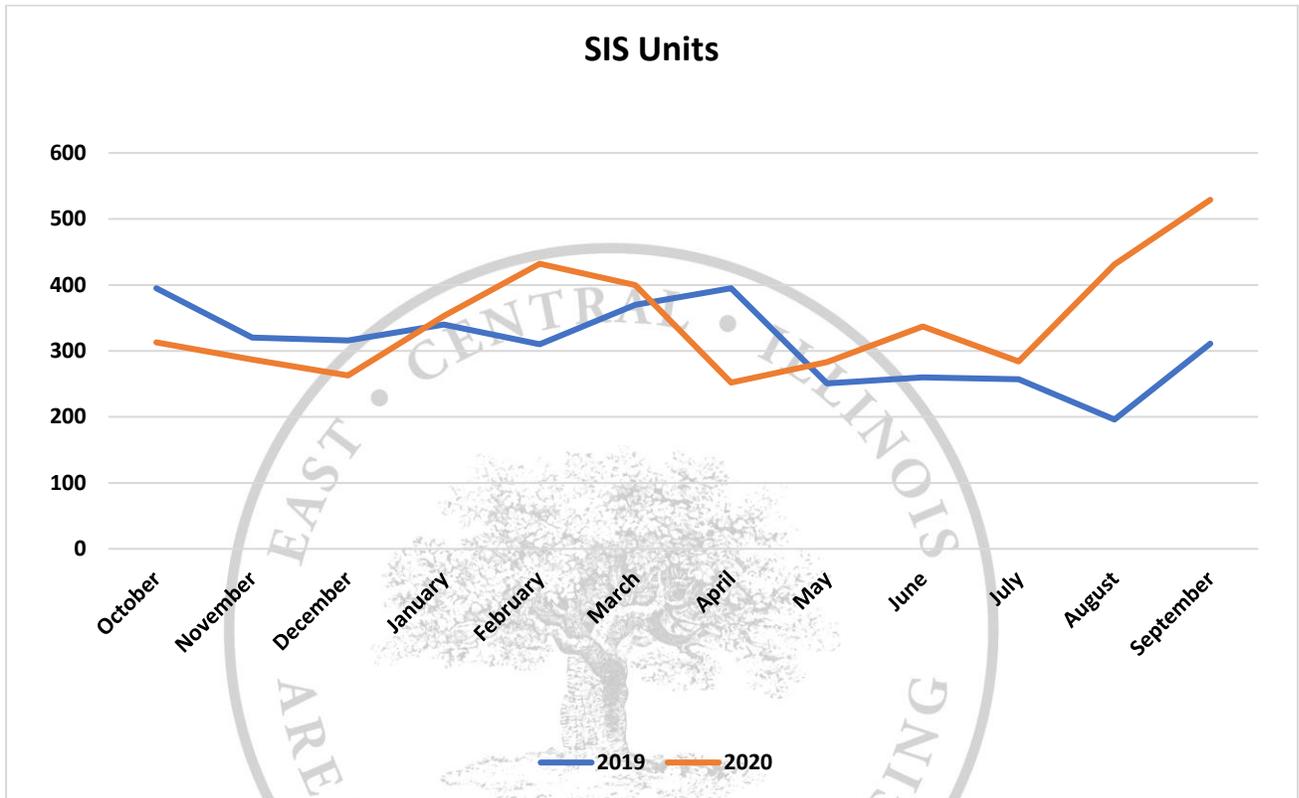
Older Americans will have successful transitions between all services and levels of care.

Life Center was able to provide the information clients were looking for over 93% of the time. This indicates that when referrals were made, clients were transitioned successfully to other services without the need for any additional calls on the part of the client.

Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.

Life Center budgeted \$7,600 to disseminate evidence-based, healthy aging programs, including A Matter of Balance.

## FY 2019 to FY 2020 Comparison of COVID Impact on Service Delivery



**Clark County and Cumberland County  
DeWitt County, Livingston County and McLean County  
Community Care Systems, Inc. (CCSI)  
2019 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

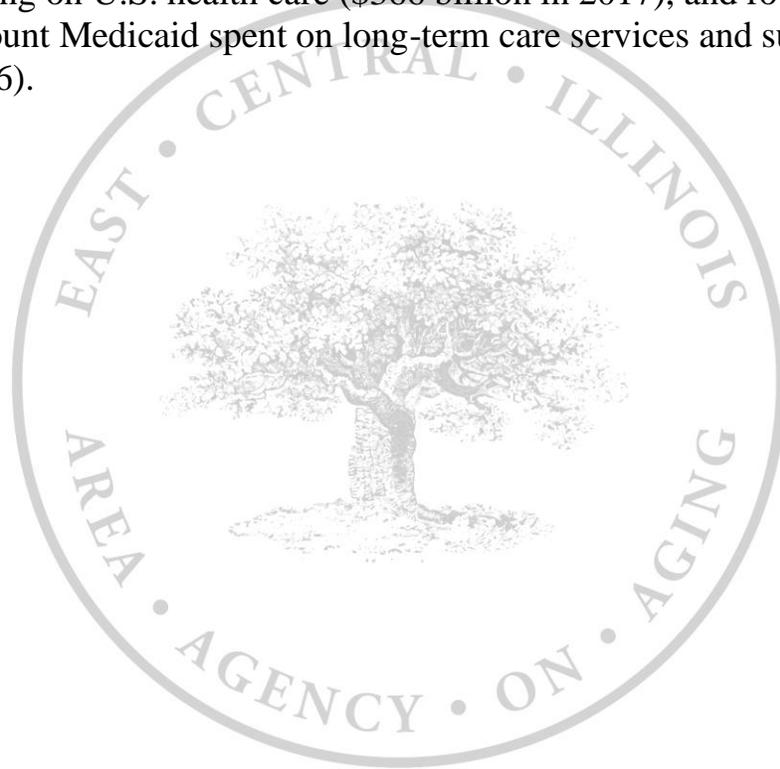
During FY2019, CCSI, Inc. received \$101,888 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Clark, Cumberland, DeWitt, Livingston, and McLean counties.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers 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. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide

Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** AARP estimated the economic value of family caregiving was \$470 billion in 2017 based on 41 million caregivers providing an average of 16 hours of care per week at an average value of \$13.81 per hour (*Valuing the Invaluable, AARP Policy Institute, Nov, 2019*). Thirty-three percent (33%) of family caregivers report caring for someone who has Alzheimer’s disease or other dementias. The total economic value of family caregiving is more than all out-of-pocket spending on U.S. health care (\$366 billion in 2017), and roughly three times the amount Medicaid spent on long-term care services and supports (\$154 billion in 2016).



**CCSI, Inc. Performance Results: Level of Service and Persons Served**

CCSI, Inc. provided a total of 1,273 units of CAS service to 258 caregivers, and 795 units of GRG services to 62 grandparents.

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
CCSI Case Coordination, LLC	Clark	170	33	89	9
CCSI Case Coordination, LLC	Cumberland	240	51	64	7
CCSI Case Coordination, LLC	Dewitt	56	11	28	5
CCSI Case Coordination, LLC	Livingston	41	14	78	4
CCSI Case Coordination, LLC	McLean	766	158	536	38

**CCSI, Inc. Performance Results: Targeting Older Adults in Greatest Need**

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	0	0
American Indian/Alaska Native	1	0
Asian	0	0
Black – Non/Hispanic	12	15
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	3	1
<b>Total Minority Served</b>	<b>16</b>	<b>16</b>
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	35	10
Living Alone	59	10
Low Income	114	47
Low Income - Minority	10	12
Limited English	4	1
+75 Years Old	95	4

\*Individuals can indicate multiple racial identifications

## ***CCSI, Inc. Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.*

CCSI Case Coordination, LLC operates the Caregiver Advisor and Grandparents Raising Grandchildren program in Clark and Cumberland Counties. Our Caregiver/GRG Advisor holds monthly support groups for both Caregiver and Grandparents in each County. In addition, she holds a monthly Memory Café. The Caregiver Advisor in each county, also attends the monthly Interagency Meetings and Dine with a Doc, where active, to spread the word of the programs available. The Caregiver Advisor contacts our Caregivers and Grandparents monthly either by phone or a face-to-face visit and sends out a monthly newsletter to all caregivers.

The Caregiver Advisor has provided resources and referrals on CCP Case Management, Senior Information Services, SHIP Counseling, Home Delivered Meals, transportation, respite, support groups, in-home services, home health, Medicaid, SNAP Benefits, TANF information and Legal Assistance. We work with all Caregivers and Grandparents Raising Grandchildren to help navigate the needed resources and services.

*Caregivers are enabling their loved ones to continue living at home.*

Per surveys we have conducted in FY2019, caregivers are better educated and informed, have adequate support and resources to improve level of care, and are better able to keep care recipients living in their own homes because of caregiving support services received during FY 2019.

In our measurable *goals for education and training*, 70% of those surveyed indicated that they received the help/assistance to connect with needed services and education to make decisions or solve problems.

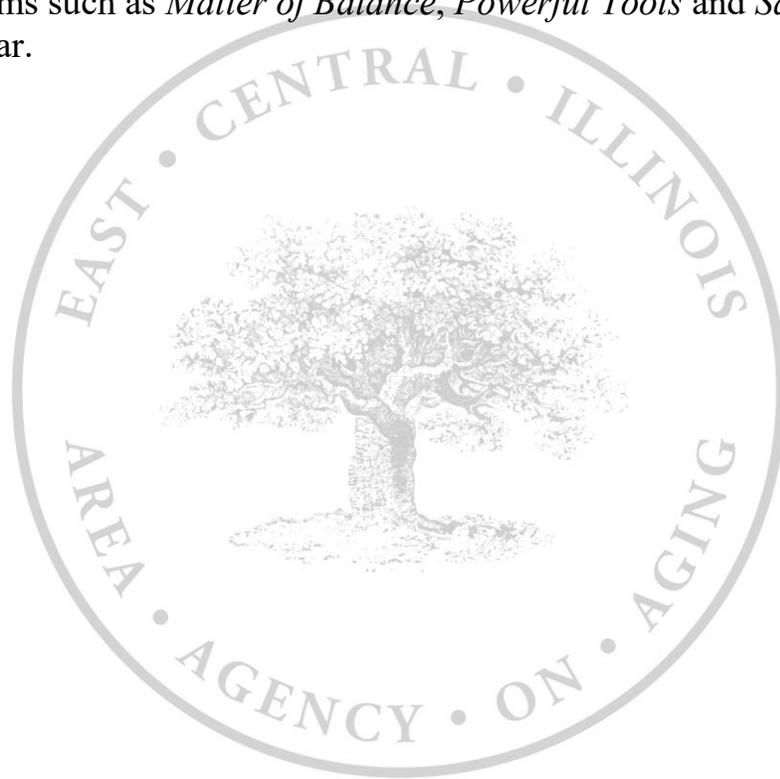
In our goals for *Support for Better Care*, 83% said that the assistance and education helped. Overall, services allowed them to care for recipient longer in the

home, helped alleviate work related issues, and alleviate common stresses of caregiving.

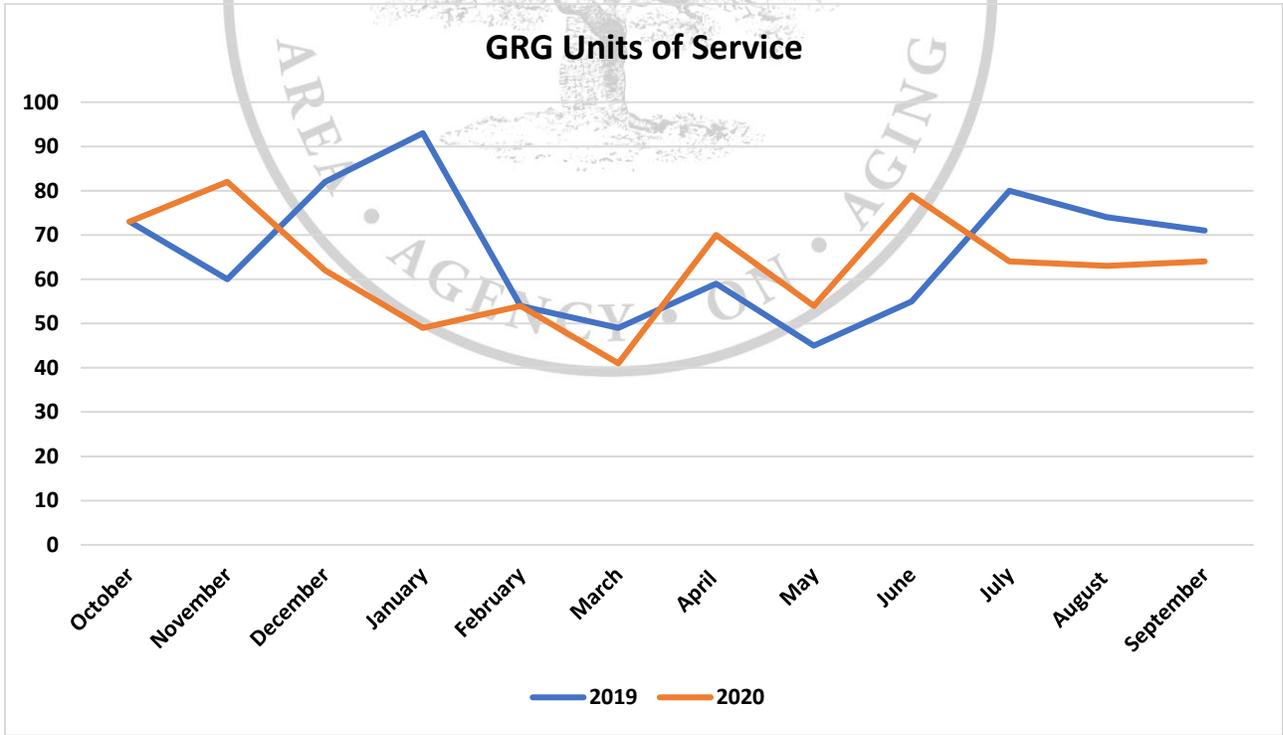
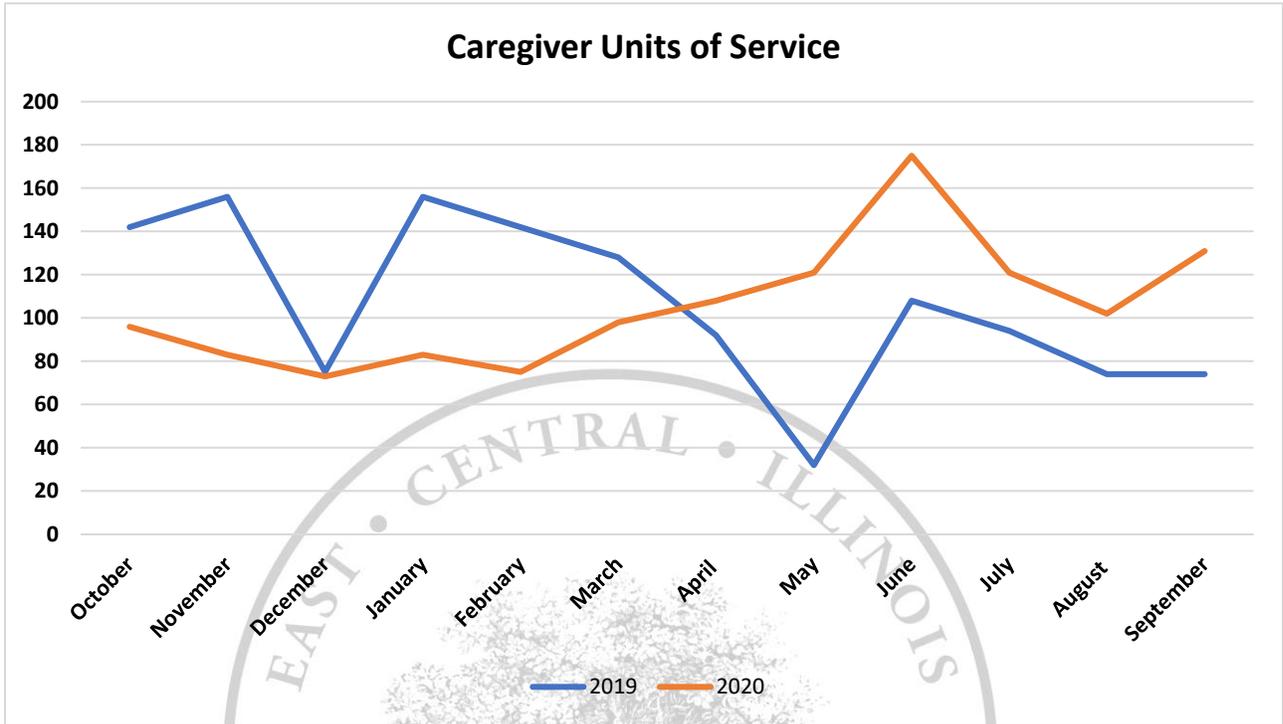
In our goals for *Independence of Care Recipient*, 55% said without services, care recipient would be living in a facility or would have died.

Our overall *Client Satisfaction* was that 100% rated Caregiver Advisory services as good-excellent.

We would like to increase the numbers in each county and will be offering Healthy Aging Programs such as *Matter of Balance*, *Powerful Tools* and *Savvy Caregiver* in the next year.



FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery



**Coles County  
Coles County Council on Aging  
2019 PERFORMANCE REPORT: COORDINATED POINT OF  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2019. Coles County Council on Aging is one of 10 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Coles County Council on Aging received \$68,898 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

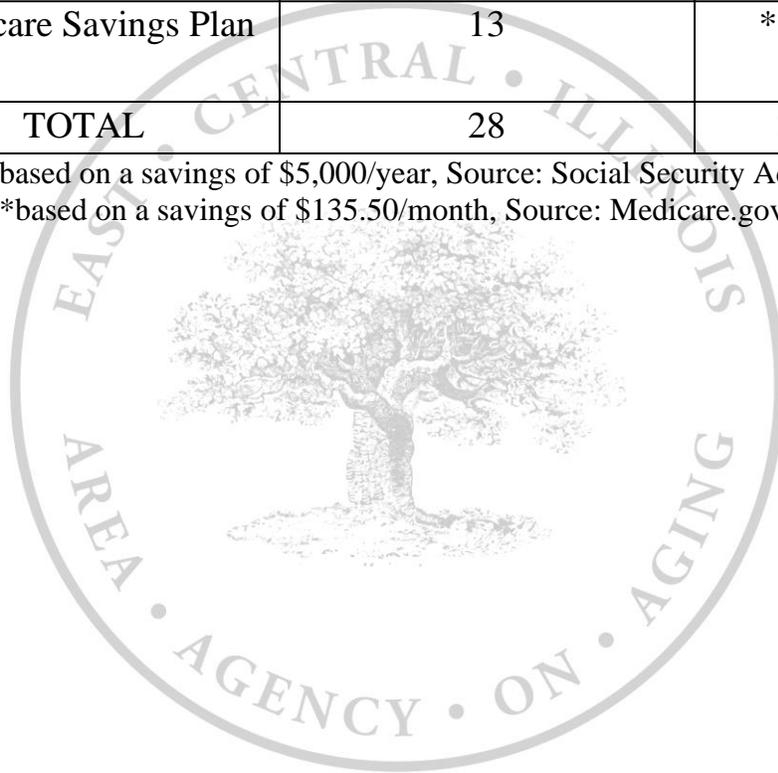
**Cost Benefit:**

Coles County Council on Aging enrolled older adults and those with disabilities in the following programs, saving Medicare beneficiaries a total of \$96,138 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
SSA Extra Help (LIS)	15	**\$75,000
Medicare Savings Plan	13	**\$21,138
<b>TOTAL</b>	<b>28</b>	<b>\$96,138</b>

\*based on a savings of \$5,000/year, Source: Social Security Administration

\*\*based on a savings of \$135.50/month, Source: Medicare.gov.



***Performance Results: Level of Service and Persons Served***

Coles County Council on Aging provided 2,230 units of service to 1,233 persons age 60 and over throughout Coles county and other surrounding counties.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Coles County Council on Aging	<i>Coles</i>	2,230	1,233

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	5
American Indian/Alaska Native	12
Asian	4
Black – Non/Hispanic	17
Black -Hispanic	0
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	1
Other Races	9
<b>Total Minority Served</b>	<b>34</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	162
Living Alone	626
Low Income	267
Low Income - Minority	12
Limited English	9
+75 Years Old	572

\*Individuals can indicate multiple racial identifications

***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security.*

- \*Assistance was provided to 102 unduplicated persons age 59 or less with disabilities with 196 units of service provided.
- \*Completed 383 Benefits Access Applications that provided seniors and persons with disabilities an IL Secretary of State license plate discount, resulting in a potential savings of \$77.00 per year for two years. The total potential savings = \$58,982 for the complete two-year benefit period.
- \*Public Outreach efforts in FY19 included 21 Community Events including the CCCoA Annual Senior Expo and 3 Enrollment Events.

“A Picnic of Benefits” program was presented at the LifeSpan Center providing participants with information and eligibility guidelines regarding Medicare ABC’s, Low Income Subsidy, Medicare Savings Program, Long-term Care, and Medicaid benefits

- \* Telecare is the lead agency for the County Supervisor of Assessments Office. Assistance provided for completion of forms for the Senior Citizens Assessment Freeze Homestead Exemption application and other available Homestead and Property Tax Exemptions
- \*Information, referral, and assistance provided to clients in collaboration with other agencies such as but not limited to Soyland Access to Independent Living (SAIL), ERBA, Catholic Charities, Salvation Army, Veterans’ Community Health Clinic, Veterans’ Administration local Veterans’ Service Officer, Dept. of Human Services, Care Horizons, etc.
- \*Collaboration and referrals with Coles County Regional Planning and Development Commission, USDA Rural Development, and the Coles County Housing Authority
- \*164 Medicare Part D enrollments completed in FY19

*Older adults are improving their overall health and well-being.*

- \*Heartland Senior Line Dancing offered bi-monthly
- \*Senior Education Ministries “Dine with a Doc” program
- \*In partnership with Sarah Bush Lincoln Peace Meal, the LifeSpan Center is a congregate meal site offering meals 5 days week to participants
- \*USDA Senior Farmers’ Market Nutrition Program information and coupons distributed to 160 income eligible clients in Coles County in July 2019
- \*The Coles County Public Health Department held 2 flu shot clinics at the LifeSpan Center in FY19
- \*The U of I Extension Healthy Aging Summit was held at the LifeSpan Center

\*The ABATE Motorcycle Club's Annual Fruit Basket Distribution provided 200 fresh fruit bags that were distributed to clients and participants of the LifeSpan Center

\*EIU Academy of Lifetime Learning presented "Aging & Advocacy: Invisibly Present" at the LifeSpan Center

*Older adults are experiencing independence and improved quality of life.*

- LifeSpan Center Community Education Series offered presentations of "How to Make the Most Out of Your Dr.'s Appointments"; Memory Loss and Cognitive Issues"; "Dementia Behaviors and How to Redirect".
  - "Falls Prevention Awareness" hosted by the LifeSpan Center
  - AARP Safe Driving Class offered at the LifeSpan Center
  - IL Secretary of State "Rules of the Road" held quarterly
- CCCoA sponsors the Dial-A-Ride Public Transportation Program. Telecare provides information and referrals clients in need of transportation in Coles and Douglas County

*Older Americans will have successful transitions and experience satisfaction between all services and levels of care.*

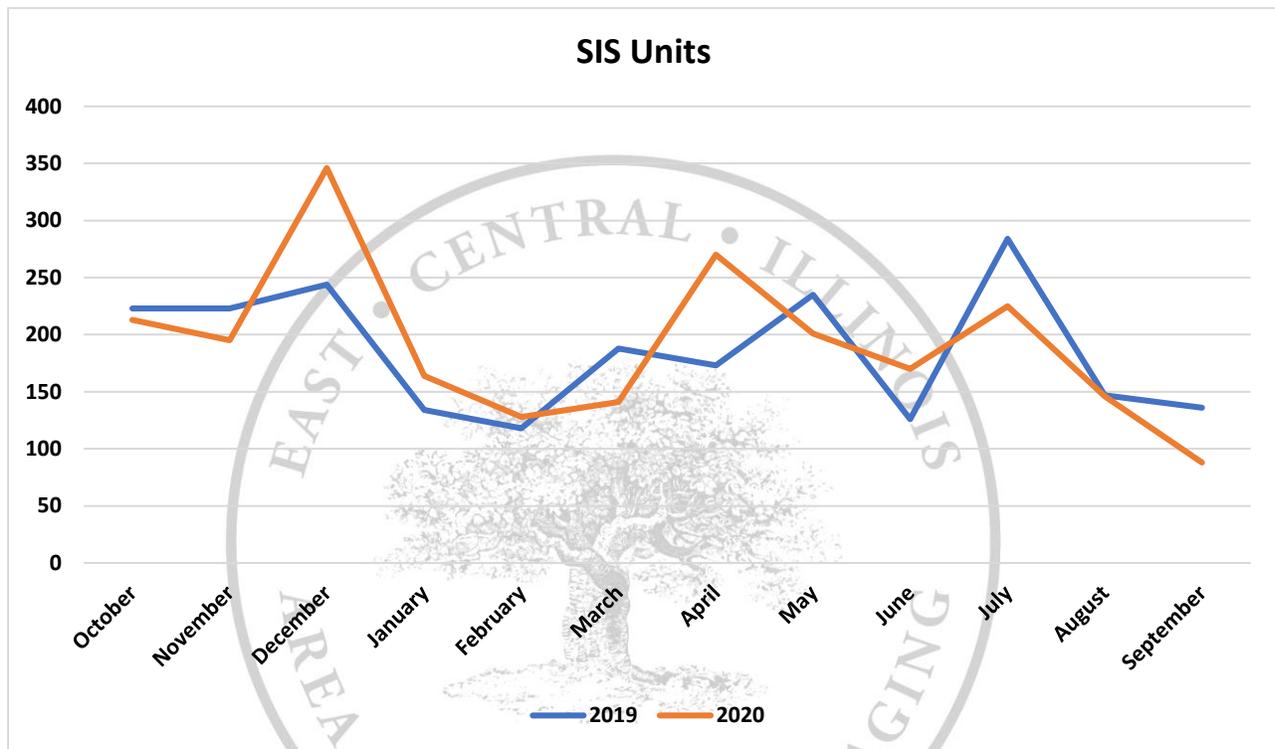
- 172 POMP Surveys completed in FY19 with results as follows:
- 98.83% of respondents received the information from Telecare that they were looking for
- 99.41% of respondents would recommend this service to a friend or colleague
- 100% report that the information received from us was helpful in resolving the issue
- 100% report satisfaction with services provided
- 14 clients participated in Options Counseling in FY19 with follow-up completed
- Formal client referrals were received from Coles County CCU (Care Horizons) and assistance was provided by Telecare as requested for assistance with Benefits Access Applications, Medicare, and Advance Directives

*Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.*

- Evidenced Based Healthy Aging Programs in FY19:
- Arthritis Exercise Classes offered bi-weekly classes

- Other Healthy Aging Programs included Zumba Gold, Zumba Gold Toning, Tai Chi, Qigong Tai Chi
- U of I Extension, "Wits Fitness Brain Exercise Class" offered monthly

### FY 2019 to FY 2020 Comparison of COVID Impact on Service Delivery



### Telecare FY20 Overview:

- Total Unduplicated Clients SIS: 1024
- Total Units of SIS service: 2297
- Total Unduplicated Clients age 59 or less: 87
- Total Units of service age 59 or less: 192
- 1<sup>st</sup> quarter of FY2020 services included the Annual Medicare Open Enrollment, Annual Holiday Luncheon, Coles County Public Health Department Flu Shot Clinic, Veteran's Stand Down, LifeSpan Center's normal programming and healthy aging programs were offered
- Public Outreach efforts in FY20 1<sup>st</sup> quarter included 9 Community Events
- March 2020, as a result of Covid-19 Emergency Directives the LifeSpan Center was closed to the public and staff transitioned to remote services
- Remote assistance was provided by phone, email, mail, and virtual platform

- Outreach and well-check services were prioritized
- Special attention was given to those who were socially isolated, low-income, in need of food or financial assistance
- Through Flexible Community Services funding received, we were able to identify and assist with rent, groceries, appliances, pharmaceuticals, utilities, furnace repair
- Participation in the Census 2020 campaign continued
- Staff participated in an increased number of virtual trainings especially related to Covid-19 updates, remote working strategies, Economic Impact Payments, etc. Updated information was disseminated via social media and “Connections” Newsletter
- Updated information was provided to our clients as needed by phone, email, or mail
- BAA renewal reminder calls and application assistance continued utilizing email, mail and drop off via secure drop box at the LifeSpan Center
- Completion of 265 Benefits Access Applications which resulted in total potential savings for the two-year benefit period= \$61,410
- Assistance continued for Medicare, Social Security, Medicaid, and LIS
- 128 Part D enrollments completed
- A drive-thru event in July with distribution of 128 USDA Senior Farmers’ Market coupon booklets completed
- 2 drive-thru events completed to assist with Coles County Homestead Exemptions
- Staff had the opportunity to participate this year in the National AIRS Conference, National SHIP Conference, and the IL SHIP Fall Conference virtually

**Coles County  
Coles County Family Caregiver Resource Center  
2019 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2019, Coles County Council on Aging received \$27,955 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Coles county.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers 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. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** AARP estimated the economic value of family caregiving was \$470 billion in 2017 based on 41 million caregivers providing an average of 16 hours of care per week at an average value of \$13.81 per hour (*Valuing the Invaluable, AARP Policy Institute, Nov, 2019*). Thirty-three percent (33%) of family caregivers report caring for someone who has Alzheimer’s disease or other dementias. The total economic value of family caregiving is more than all out-of-pocket spending on U.S. health care (\$366 billion in 2017), and roughly three times the amount Medicaid spent on long-term care services and supports (\$154 billion in 2016).

***Coles County Council on Aging Performance Results: Level of Service and Persons Served***

Coles County Council on Aging provided a total of 403 units of CAS service to 138 caregivers, and 184 units of GRG services to 52 grandparents:

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
Coles County Council on Aging	Coles	403	138	184	52

***Coles County Council on Aging Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
White - Hispanic	0	0
American Indian/Alaska Native	1	0
Asian	2	1
Black – Non/Hispanic	3	1
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	1	0
Other Races	1	0
<b>Total Minority Served</b>	<b>8</b>	<b>2</b>
<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	18	3
Living Alone	31	7
Low Income	14	29
Low Income - Minority	0	0
Limited English	0	0
+75 Years Old	70	7

\*Individuals can indicate multiple racial identifications

***Coles County Council on Aging Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

*Caregivers are better-informed about services; connected to services and*

*programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.*

*Caregivers are enabling their loved ones to continue living at home.*

## **FAMILY CAREGIVER RESOURCE CENTER SPECIFIC INFORMATION FOR COLES COUNTY**

### **CAREGIVER EDUCATION AND INFORMATION**

42% received help/assistance to connect with needed services

57% received education to make decisions or solve problems

### **CAREGIVER SUPPORT FOR BETTER CARE**

11 monthly support groups were provided for caregivers of persons with memory loss

Average monthly attendance at memory loss support group was 6

11 monthly support groups combined with informational presentations were provided for caregivers of, and persons with, Parkinson's disease

Average monthly attendance at Parkinson's disease support group was 19

POMP (Performance Outcome Measure Project) survey revealed:

- 100% said program help/assistance helped
- 100% said program education helped
- 70% said program services allowed them to care for recipient longer
- 100% said program services helped alleviate job difficulties
- 100% said program services helped alleviate common stresses of caregiving

### **INDEPENDENCE OF CARE RECIPIENT**

50% said without program services client would be living in the caregiver's home

### **CAREGIVER CLIENT SATISFACTION**

89% as reported in POMP surveys rated services good-excellent

### **GRANDPARENT RAISING GRANDCHILDREN EDUCATION AND INFORMATION**

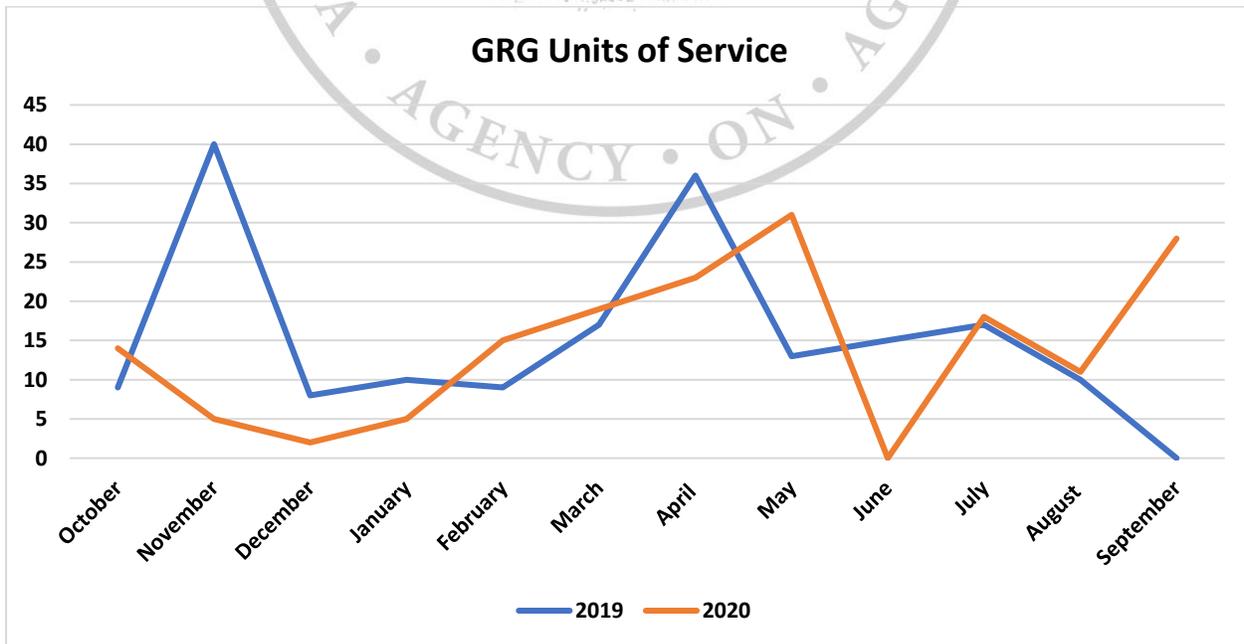
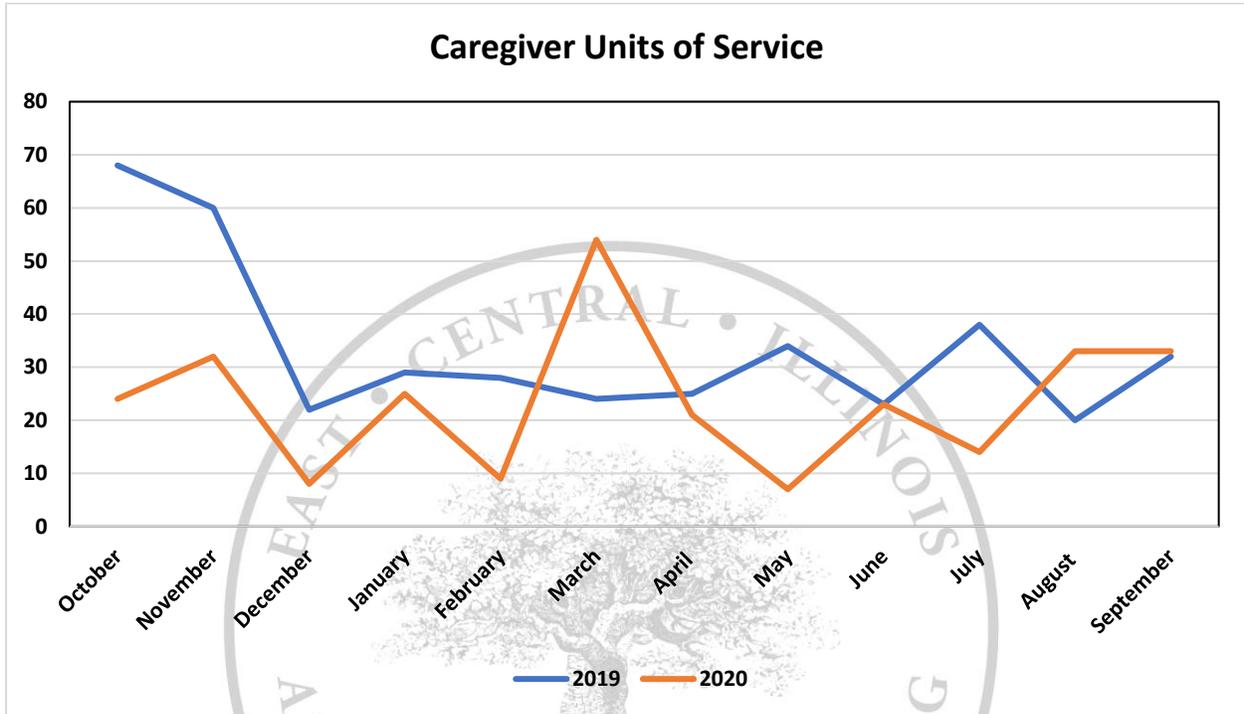
39 GRANDPARENTS were provided services (150% of projections)

65 children benefited from program services

186 contacts or units of service were provided (98% of projections)

4 monthly support groups were help with average attendance of 2 people  
 1 training and education presentation was held with 26 people attending

FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery



**DeWitt County, Livingston County, McLean County and Shelby County  
Community Care Systems Inc.**

**2019 PERFORMANCE REPORT: COORDINATED POINT of  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/  
Senior Information Services are empowered to engage in services and improve  
their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by  
the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older  
adults and disabled persons experiencing financial security, peace of mind, and  
independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2019. Community Care Systems Inc. is one of 10 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Community Care Systems Inc. was allocated \$261,506 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

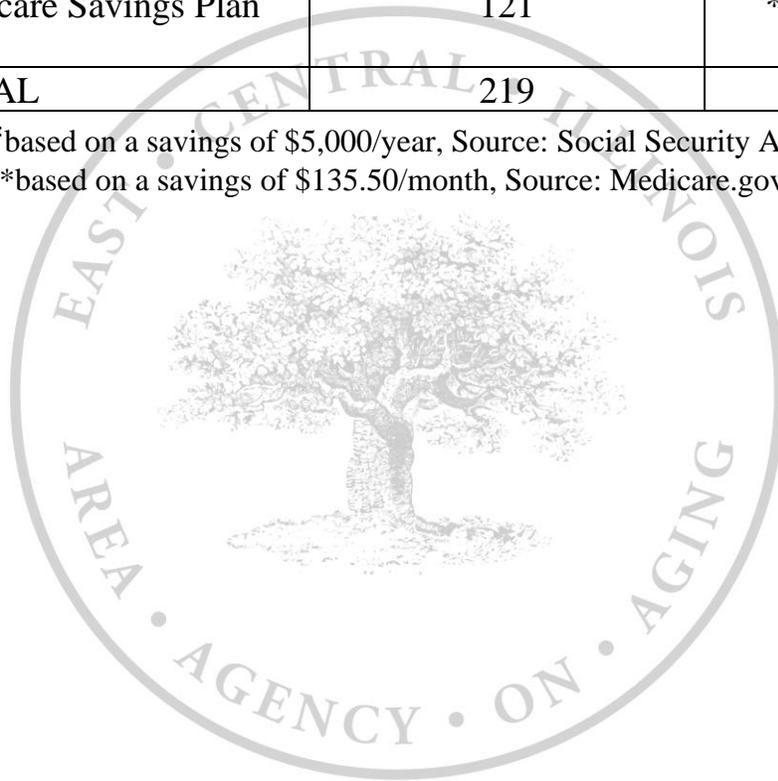
Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Services Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** CCSI- Care Coordination LLC. enrolled older adults in the following programs, saving DeWitt, Livingston, McLean, and Shelby county Medicare beneficiaries a total of \$686,746 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
SSA Extra Help (LIS)	98	*\$490,000
Medicare Savings Plan	121	**\$196,746
<b>TOTAL</b>	<b>219</b>	<b>\$686,746</b>

\*based on a savings of \$5,000/year, Source: Social Security Administration

\*\*based on a savings of \$135.50/month, Source: Medicare.gov.



***Performance Results: Level of Service and Persons Served***

Community Care Systems Inc. provided 9,697 units of service to 2,974 persons throughout the DeWitt, Livingston, McLean, and Shelby county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Community Care Systems, Inc.	<i>DeWitt</i>	1,700	641
Community Care Systems, Inc.	<i>Livingston</i>	2,758	732
Community Care Systems, Inc.	<i>McLean</i>	3,628	1,301
Community Care Systems, Inc.	<i>Shelby</i>	1,611	324
<b>TOTAL UNITS &amp; PERSONS SERVED</b>	<b>4 Counties</b>	<b>9,697</b>	<b>2,974</b>

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	33
American Indian/Alaska Native	136
Asian	146
Black – Non/Hispanic	142
Black -Hispanic	0
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	2
Other Races	29
<b>Total Minority Served</b>	<b>201</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	548
Living Alone	1,797
Low Income	1,690
Low Income - Minority	129
Limited English	34
+75 Years Old	1,361

\*Individuals can indicate multiple racial identifications

***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security.*

Community Care Systems, Inc. assisted 1,232 Disabled or 65 years and older adults in applying for the Benefit Access Application, allowing for a cost savings of at least \$77.00 on their annual license plate renewal and/or a Ride Free RTA Card. The amount of savings for the four counties we serve totals \$196,746.00.

Money saved through the License Plate Renewal discount or ride free RTA card is then available to the disabled and over 65-year-old population to purchase food, pay utilities, and secure housing, resulting in an improved level of financial security.

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.*

- Community Care Systems, Inc. helped 425 Medicare Beneficiaries enroll in a new prescription drug plan with savings custom to each client.

The savings incurred through enrolling in a cost-effective prescription drug plan results in an overall increased sense of well-being because these beneficiaries can afford to purchase and take their medications for chronic health condition management and utilize these funds for other health related expenses, such as preventative health screenings and treatments.

Again, cost savings on prescription drug premiums, deductibles, and copays, means that those served have financial resources available to buy food, pay other health care costs, and maintain their home.

*Older adults are improving their overall health and well-being.*

Community Care Systems, Inc. distributed educational and health information at 104 Community Events in FY2019, reaching a total of 3,133 people. Each county was able to provide programmatic specific information to the senior & disabled citizens in the community to help them improve their overall health and well-being.

McLean County: 67 Events; 2,547 attendees  
DeWitt County: 24 events; 371 attendees  
Livingston County: 6 events; 85 attendees  
Shelby County: 7 events; 130 attendees

*Older adults are experiencing independence and improved quality of life.*

Community Care Systems, Inc. serves as the Case Coordination Unit in both McLean and Shelby Counties, as well as CPOE/SIS in McLean, Shelby, Livingston, and DeWitt Counties in FY2019. Housing multiple contracts helps ease of accessibility to services, making a seamless transition when a senior is in need of home and community-based services. SIS Specialists made 30 referrals for CCP services or Peace Meals in FY2019, in McLean County alone.

Many older adults equate the ability to drive or access transportation with maintaining independence. Community Care Systems, Inc. helped 1,168 older adults in our four counties access discounts through the Department of Motor Vehicles or Rapid Transit Authority, helping ensure they have transportation to conduct needed errands in their community. This lessening of a participant's isolation improves their quality of life.

*Older Americans will have successful transitions between all services and levels of care.*

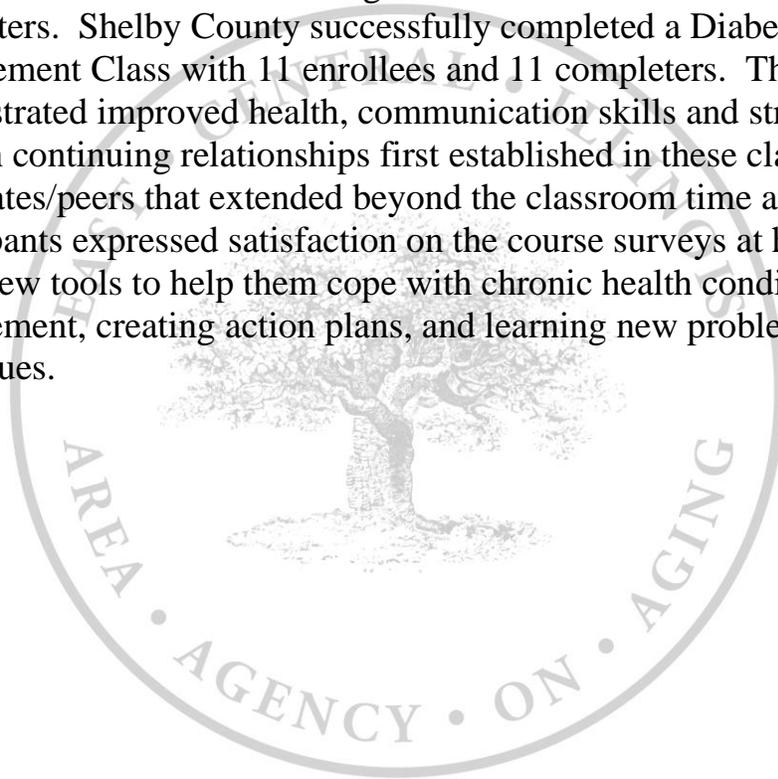
Many older adults are on a Medicaid Spend Down and Community Care Systems, Inc. Senior Information Services Specialists have made this complicated situation more understandable by utilizing online applications, in-person counseling, and case management.

- Our 2019 Pomp survey results indicate that 100% of those polled indicated that they “received the information that they needed” and that they “felt the information would be helpful.”
- Our SIS Specialists also frequently counsel & assist families in the community on the process of applying a loved one for Medicaid so that *they can afford* the level of care they need in a Supportive Living Facility or Skilled Nursing Facility.
- In the responses to our POMP Satisfaction Surveys, 100% of respondents selected that they “would recommend our services to a friend.”

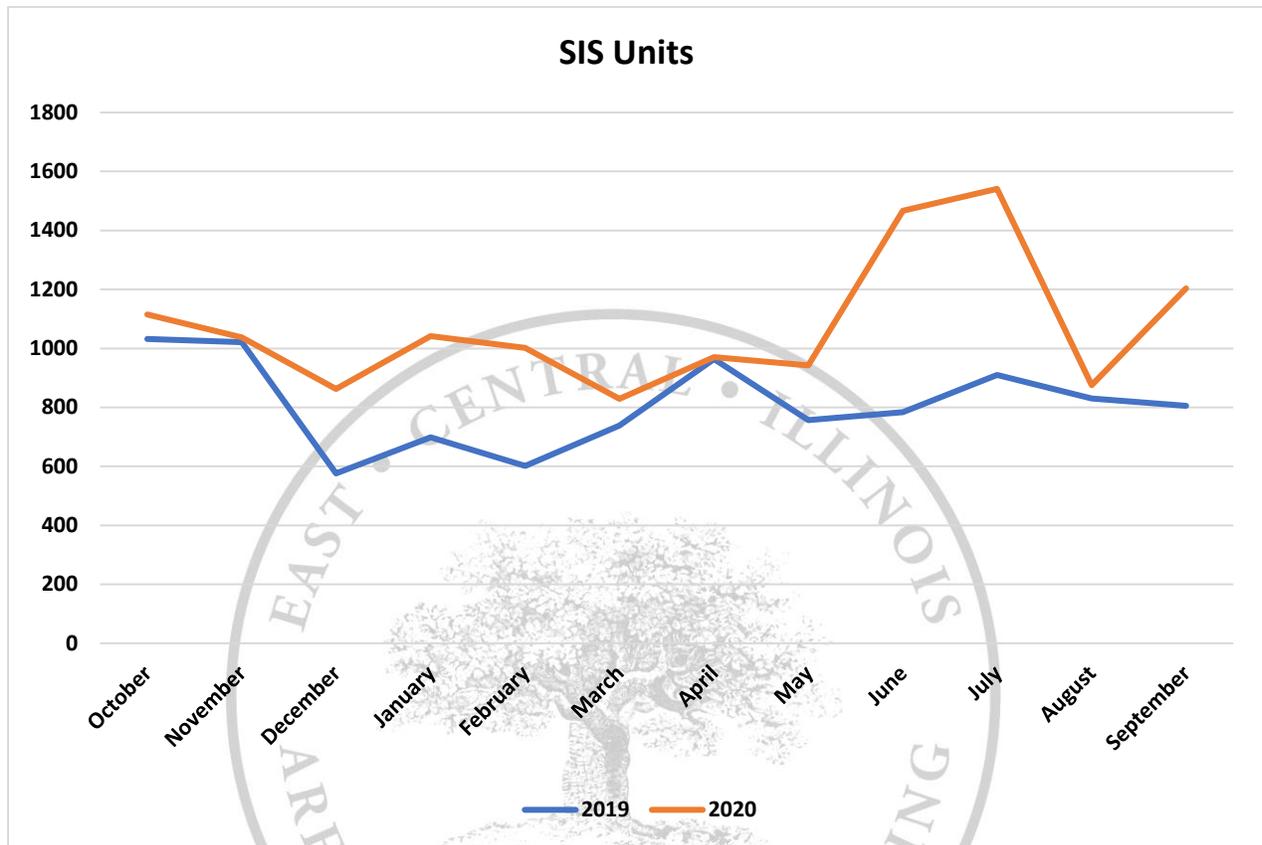
- Whether care is provided in the home or in a more structured setting, we have assisted our clients during the complicated transition process.

*Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.*

In 2019, Community Care Systems, Inc. has trained five staff to teach the Live Well, Be Well, Take Charge of Your Health evidence-based, healthy aging classes. These include both Chronic Disease Self-Management and Diabetes Self-Management Sessions. McLean County SIS successfully ran two Chronic Disease Self-Management courses with 18 enrollees and 10 completers. Shelby County successfully completed a Diabetes Self-Management Class with 11 enrollees and 11 completers. The participants demonstrated improved health, communication skills and stress reduction through continuing relationships first established in these classes with classmates/peers that extended beyond the classroom time and place. Participants expressed satisfaction on the course surveys at having learned about new tools to help them cope with chronic health condition management, creating action plans, and learning new problem-solving techniques.



# FY 2019 to FY 2020 Comparison of COVID Impact on Service Delivery



**Edgar County**  
**Chester P. Sutton Community Center**  
**2019 PERFORMANCE REPORT: COORDINATED POINT of**  
**ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2019. Chester P. Sutton Community Center is one of 10 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Chester P. Sutton Community Center received \$51,573 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

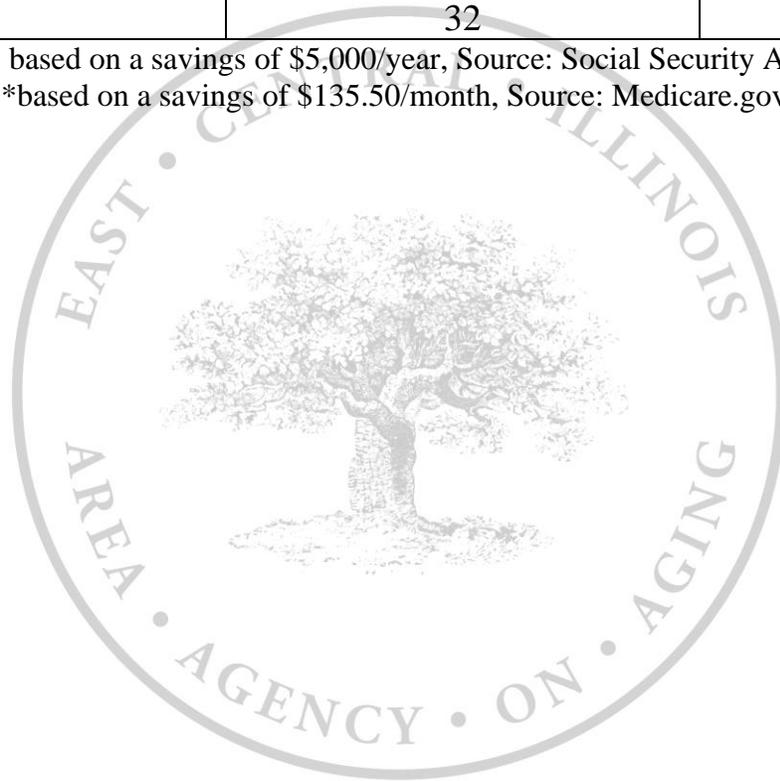
Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** Chester P. Sutton Community Center enrolled older adults in the following programs, saving Edgar county Medicare beneficiaries a total of \$236,665 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
SSA Extra Help (LIS)	20	*\$100,000
Medicare Savings Programs (MSP)	12	\$19,512
Total	32	\$119,512

\* based on a savings of \$5,000/year, Source: Social Security Administration

\*\*based on a savings of \$135.50/month, Source: Medicare.gov.



***Performance Results: Level of Service and Persons Served***

Chester P. Sutton Community Center provided 1,962 units of service to 622 persons throughout the Edgar county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Chester P. Sutton Community Center	Edgar	1,962	622

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	3
American Indian/Alaska Native	-
Asian	-
Black – Non/Hispanic	1
Black -Hispanic	-
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	-
Other Races	-
<b>Total Minority Served</b>	<b>4</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	192
Living Alone	257
Low Income	458
Low Income - Minority	-
Limited English	12
+75 Years Old	311

## ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security.*

The Chester P Sutton Community Center assisted 103 persons with Benefit Access Applications providing a Secretary of State license plate discount resulting in an individual savings of \$77 per year.

The Chester P Sutton Community Center completed 1 Medicare Savings Program applications for an individual savings of at least \$135.50/month. 10 USDA applications were completed for persons to help with home improvements.

The Chester P Sutton Community Center assisted 80 persons with Income Tax help.

The Chester P Sutton Community Center completed 23 Property Tax Exemption applications for older adults.

12 Medicaid application were completed for medical benefits and 10 for Snap Benefits.

23 older adults were assisted with paperwork for their Medicaid spenddown. By accessing these benefits and savings programs, older adults have more money to purchase food, prescriptions, and other necessities.

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.*

The Chester P Sutton Community Center assisted 223 older adults in comparing Medicare Part D Prescription Drug plans and enrolling 90 of those adults in a new plan.

The Chester P Sutton Community Center assisted 3 older adults with completing new Social Security Extra Help applications along with completing 46 Social Security Redetermination application to keep continuing their current status with receiving a reduction on their Medicare Part D Premiums and copays on their prescriptions.

*Older adults are improving their overall health and well-being.*

The Chester P Sutton Community Center provides older adults with training and education meetings. Our Dine with a Doc program meets on a monthly basis and had a total of 203 attendees for FY 19.

The Chester P Sutton Community Center provides access to Healthy

Aging Services. 100% of the participants responded the things they benefited most from these services were more strength, increased health, and socialization.

The Chester P Sutton Community Center refers older adults to congregate meal, home -delivered meals.

*Older adults are experiencing independence and improved quality of life.*

76% of participants contacting Chester P Sutton Community Center were seeking information and 52% requested services.

100% of participants stated they definitely received the information they were looking for.

100% of participants were satisfied with the way their call was handled and 100% would definitely recommend the service.

Older Americans will have successful transitions between all services and levels of care.

The Chester P Sutton Community Center provides Options Counseling enabling older adults to make their decisions about living arrangements based upon their needs and services.

The Chester P Sutton Community Center provides referrals to Cumberland Associates Senior Services.

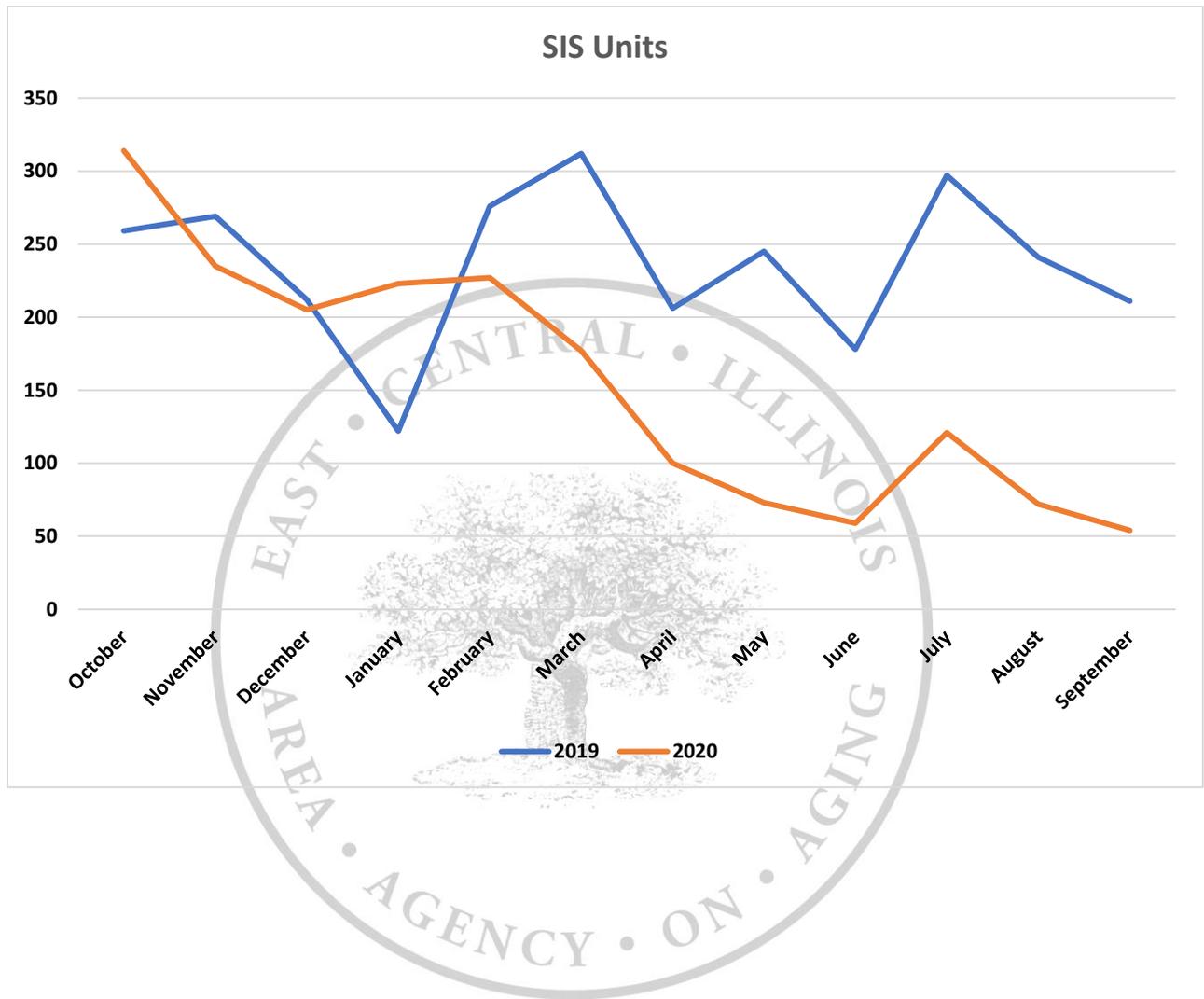
The Chester P Sutton Community Center will follow up with older adults to make sure they had a successful transition between services and levels of care.

Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.

The Chester P Sutton Community Center in conjunction with the Paris Community Hospital had a total of 65 older adults participating in a total of 53 class sessions for the Strong for Life Program.

By engaging in the Healthy Aging Services offered at the Chester P Sutton Community Center, the older adults have stated that what they have benefited from the programs is more strength and overall health improvement.

## FY 2019 to FY 2020 Comparison of COVID Impact on Service Delivery



**Edgar County**  
**Chester P. Sutton Community Center for Seniors of Edgar County**  
**2019 PERFORMANCE REPORT:**  
**CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING**  
**GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

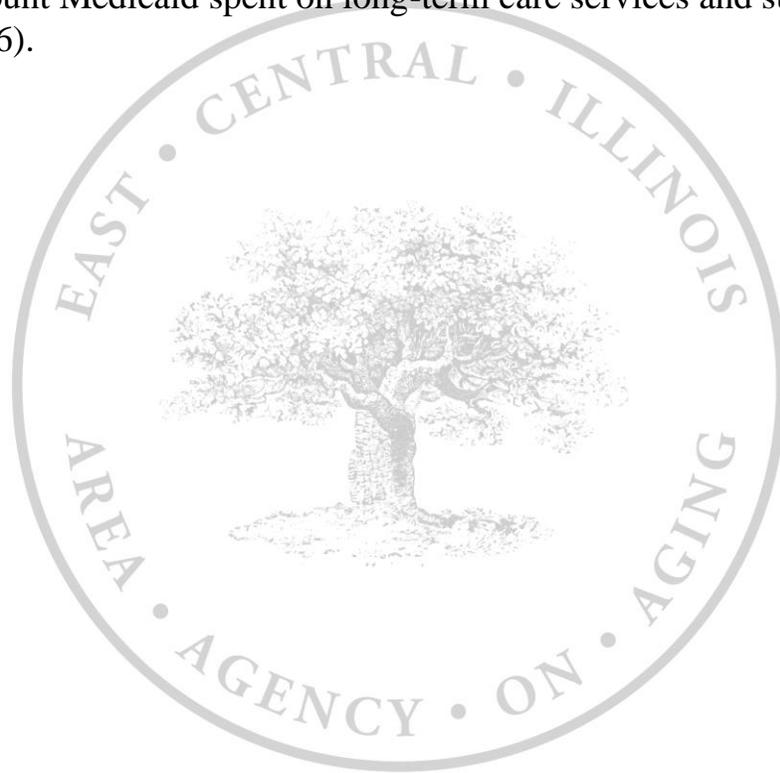
During FY2019, Chester P. Sutton Community Center \$15,398 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Edgar county.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers 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. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** AARP estimated the economic value of family caregiving was \$470 billion in 2017 based on 41 million caregivers providing an average of 16 hours of care per week at an average value of \$13.81 per hour (*Valuing the Invaluable, AARP Policy Institute, Nov, 2019*). Thirty-three percent (33%) of family caregivers report caring for someone who has Alzheimer’s disease or other dementias. The total economic value of family caregiving is more than all out-of-pocket spending on U.S. health care (\$366 billion in 2017), and roughly three times the amount Medicaid spent on long-term care services and supports (\$154 billion in 2016).



***Chester P. Sutton Community Center Performance Results: Level of Service and Persons Served***

Chester P. Sutton provided a total of 432 units of CAS service to 36 caregivers, and 224 units of GRG services to 17 grandparents.

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
Chester P. Sutton Community Center	Edgar	432	36	224	17

***Chester P. Sutton Community Center Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
White - Hispanic	0	0
American Indian/Alaska Native	0	0
Asian	0	0
Black – Non/Hispanic	1	0
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	0
<b>TOTAL MINORITY SERVED</b>	<b>1</b>	<b>0</b>
<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	4	4
Living Alone	6	2
Low Income	15	10
Low Income - Minority	0	0
Limited English	3	2
+75 Years Old	14	0

\*Individuals can indicate multiple racial identifications

***Chester P. Sutton Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

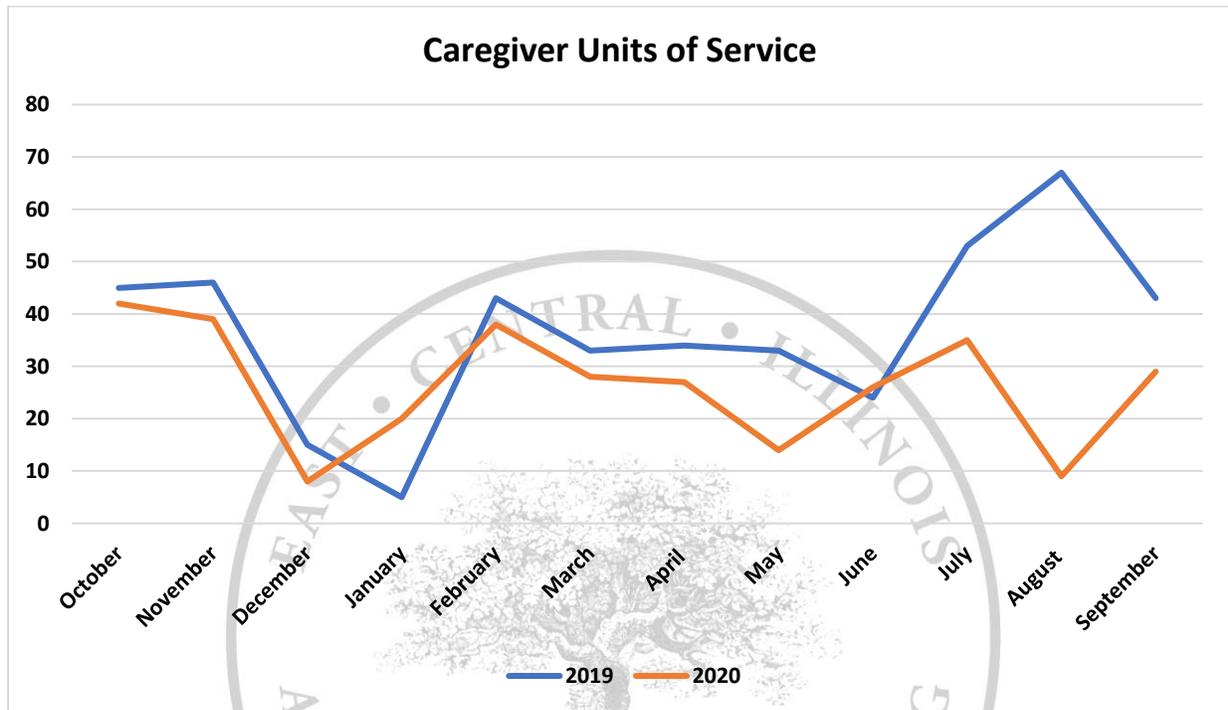
*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.*

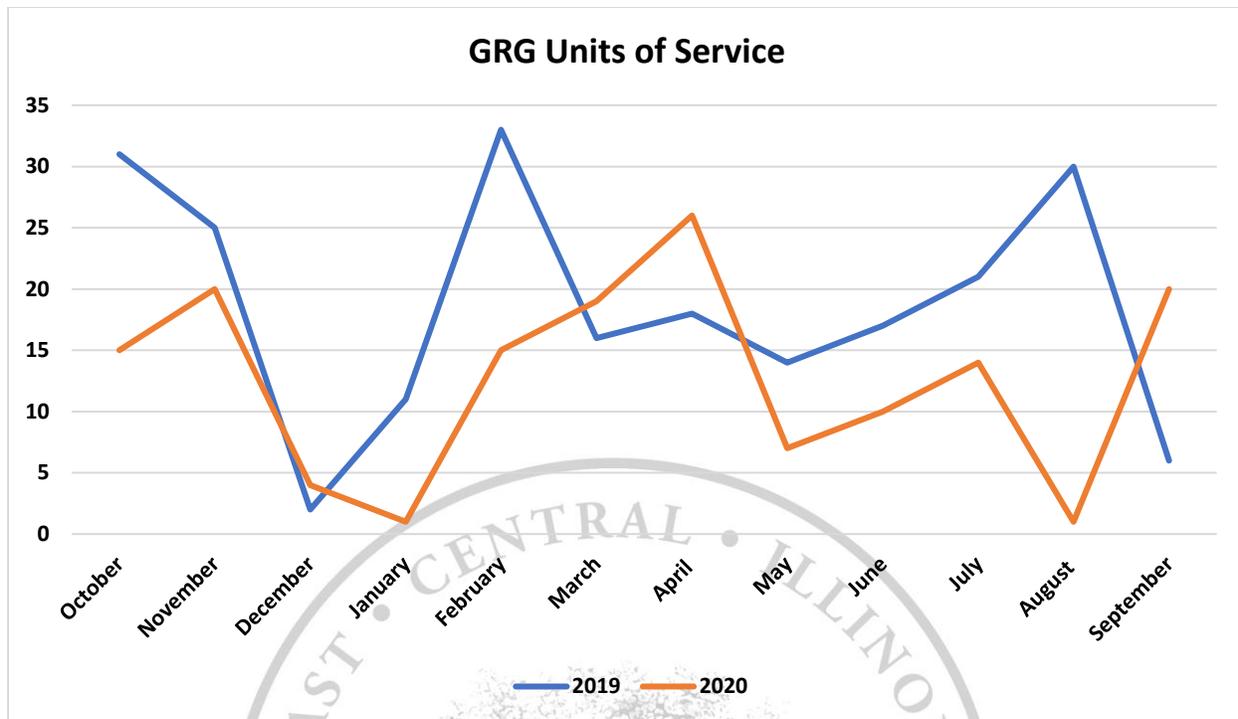
- 70% of caregivers surveyed reported they have received information or referral to caregiver services.
- 100% of caregivers receiving information or referral to caregiver services reported they helped.
- 80% of caregivers surveyed reported they received caregiver training, education, counseling, or support groups.
- 100% of caregiver surveyed reported the caregiver training, education, counseling, or support helped.

*Caregivers are enabling their loved ones to continue living at home.*

- 46% of caregivers surveyed reported the care recipient would be living in a nursing home if services were not available.
- 66% of caregivers surveyed reported caregiver services enabled them to provide care for a longer time than would have been possible without these services.

# FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery





**Ford County  
Ford County Health Department  
2019 PERFORMANCE REPORT: COORDINATED POINT of  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2019. Ford County Health Department is one of 10 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Ford County Health Department received \$42,731 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** Ford County Health Department enrolled older adults in the following programs, saving Ford county Medicare beneficiaries a total of \$84,965 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
SSA Extra Help (LIS)	1	*\$5,000
Medicare Savings Plan	17	**\$27,642
TOTAL	18	\$32,642

\* based on a savings of \$5,000/year, Source: Social Security Administration

\*\*based on a savings of \$135.50/month, Source: Medicare.gov.

***Performance Results: Level of Service and Persons Served***

Ford County Health Department provided 967 units of service to 294 persons throughout the Ford county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Ford County Health Department	Ford	967	294

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	2
American Indian/Alaska Native	3
Asian	2
Black – Non/Hispanic	5
Black -Hispanic	0
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	-
Other Races	12
<b>Total Minority Served</b>	<b>24</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	119
Living Alone	183
Low Income	108
Low Income - Minority	1
Limited English	0
+75 Years Old	159

\*Individuals can indicate multiple racial identifications

## ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security.*

- Ford County Public Health Department assisted older adults and adults with disabilities with programs that provide discounts on utilities
- Ford County Public Health Department assisted 129 clients that were approved for a license plate sticker discount through the Illinois Secretary of State's office resulting in a \$77/year savings
- Ford County Public Health Department assisted Medicare beneficiaries with applying for the Medicare Savings Program that provides coverage for the Medicare Part B premium

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.*

- Ford County Public Health Department counseled older adults on Medicare Part D and assisted individuals with enrolling in a Part D Plan when requested
- Ford County Public Health Department assisted Medicare beneficiaries with applying for Social Security Administration's Low-Income Subsidy program that reduces Part D Plan premiums and prescription copays.

*Older adults are improving their overall health and well-being.*

- CPoE/SIS Services at Ford County Public Health Department engaged older adults and adults with disabilities with access to medical care and maintaining an active role in their healthcare
- CPoE/SIS connected older adults with evidenced base programs like Chronic Disease Self-Management and Strong for Life to provide support and education to manage, maintain and/or improve their health and well-being

*Older adults are experiencing independence and improved quality of life.*

- 100% of participants contacting the CPoE/SIS found the information they were given to be helpful in resolving matters;
- 100% of participants were satisfied with the way their call was handled and 100% would recommend the service;

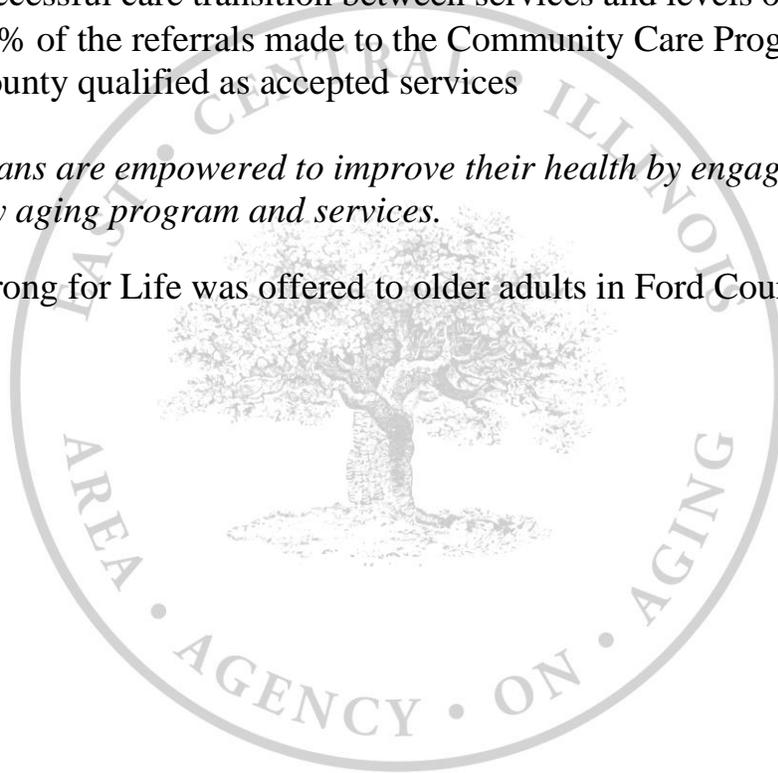
- By using Options Counseling, older adults were enabled to make decisions about living arrangements based upon their needs and the services that are available to them to help them continue living at home;
- By accessing benefit and savings programs, older adults have more money to purchase food, prescription drugs, and other necessities.

*Older Americans will have successful transitions between all services and levels of care.*

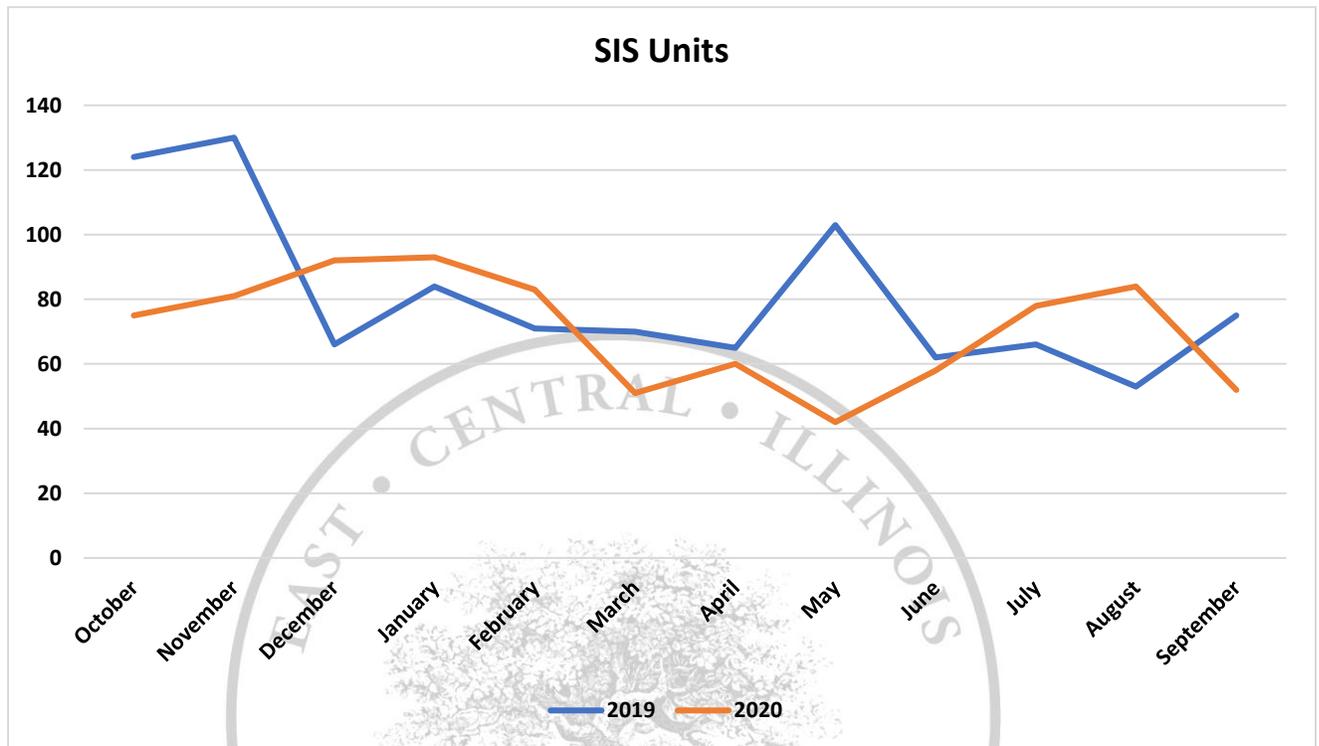
- Follow-up activities by CPoE/SIS ensured that participants had a successful care transition between services and levels of care
- 63% of the referrals made to the Community Care Program in Ford County qualified as accepted services

*Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.*

- Strong for Life was offered to older adults in Ford County



## FY 2019 to FY 2020 Comparison of COVID Impact on Service Delivery



**Ford County  
Ford County Health Department  
2019 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

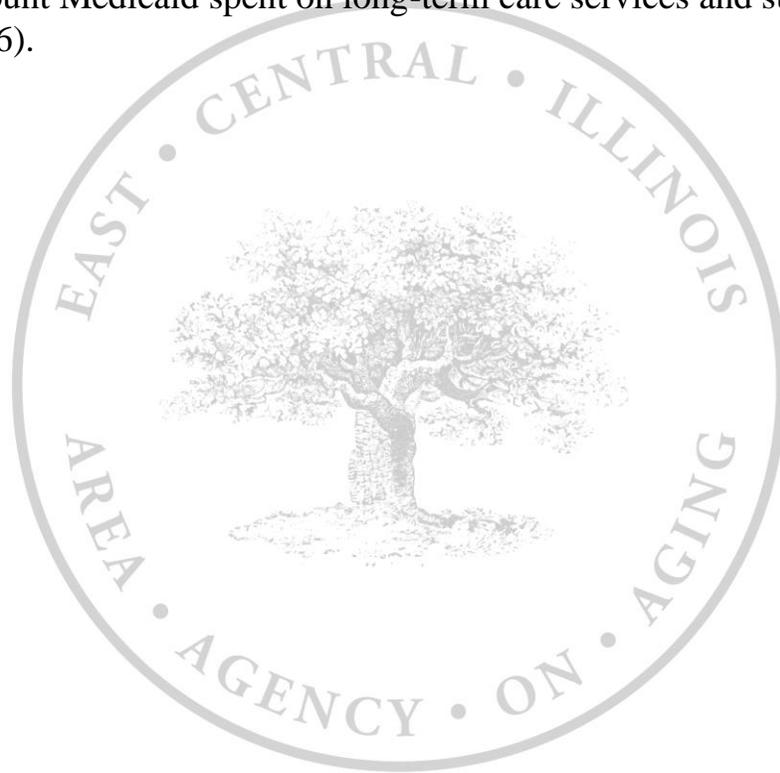
During FY2017, Ford County Health Department received \$10,407 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Ford county.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers 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. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** AARP estimated the economic value of family caregiving was \$470 billion in 2017 based on 41 million caregivers providing an average of 16 hours of care per week at an average value of \$13.81 per hour (*Valuing the Invaluable, AARP Policy Institute, Nov, 2019*). Thirty-three percent (33%) of family caregivers report caring for someone who has Alzheimer’s disease or other dementias. The total economic value of family caregiving is more than all out-of-pocket spending on U.S. health care (\$366 billion in 2017), and roughly three times the amount Medicaid spent on long-term care services and supports (\$154 billion in 2016).



***Ford County Health Department Performance Results: Level of Service and Persons Served***

Ford County Health Department provided a total of 68 units of CAS service to 8 caregivers, and 25 units of GRG services to 2 grandparents:

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
Ford County Health Department	Ford	68	8	25	2

***Ford County Health Department Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
White - Hispanic	0	0
American Indian/Alaska Native	0	0
Asian	0	0
Black – Non/Hispanic	0	0
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	1
<b>Total Minority Served</b>	<b>0</b>	<b>1</b>
<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	4	2
Living Alone	2	1
Low Income	2	1
Low Income - Minority	0	0
Limited English	0	0
+75 Years Old	5	0

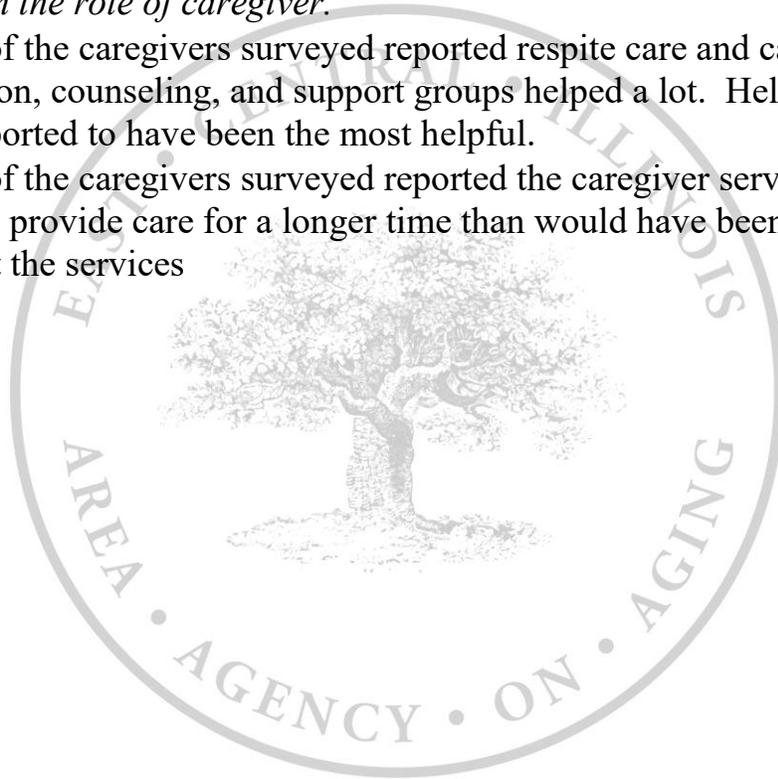
\*Individuals can indicate multiple racial identifications

***Ford County Health Department Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

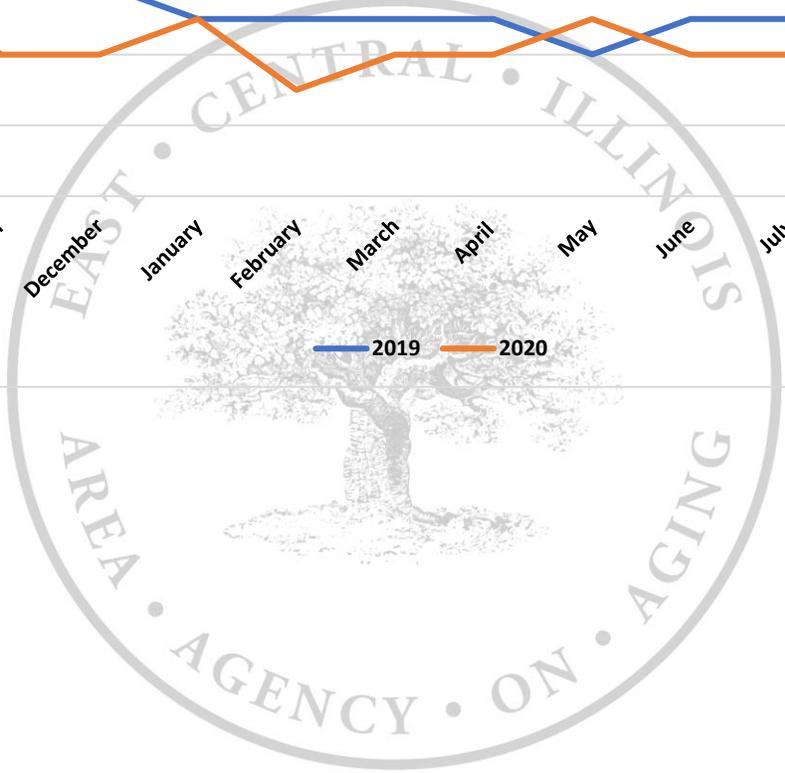
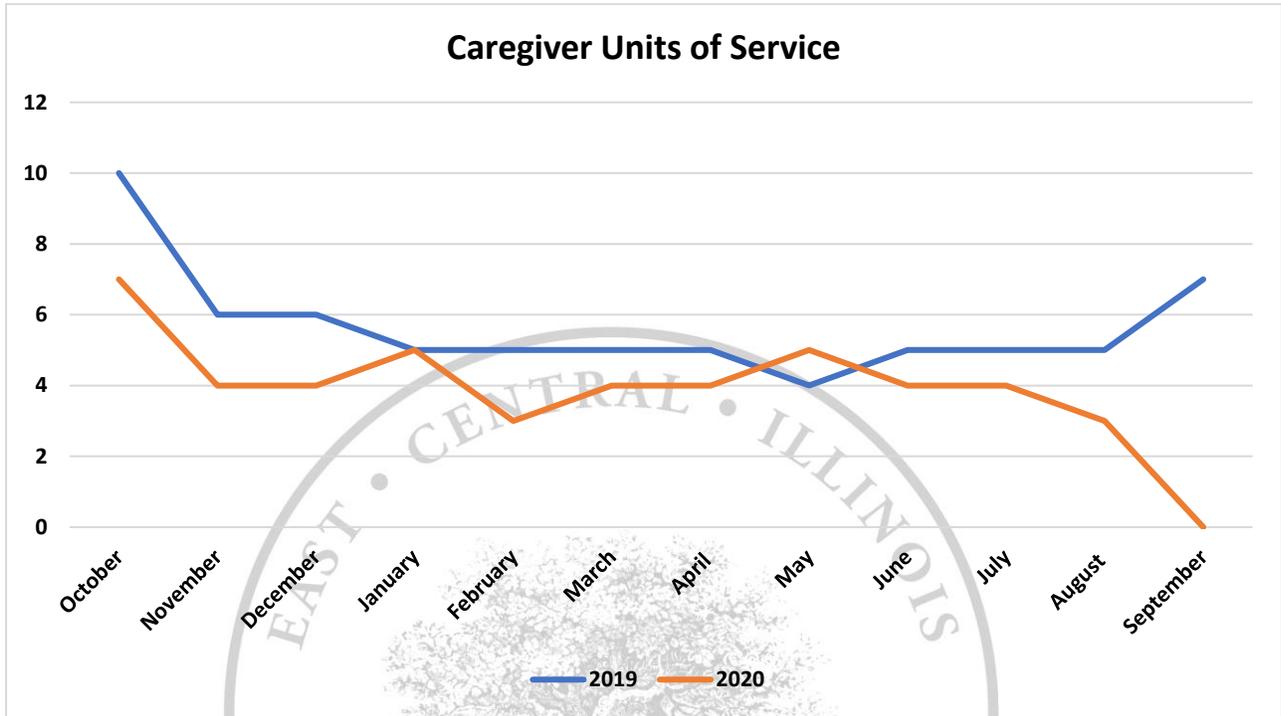
Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.*

- 100% of the caregivers surveyed reported respite care and caregiver training, education, counseling, and support groups helped a lot. Help or information was reported to have been the most helpful.
- 100% of the caregivers surveyed reported the caregiver services enabled them to provide care for a longer time than would have been possible without the services



# FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery



**Iroquois County**  
**Volunteer Services of Iroquois County**  
**2019 PERFORMANCE REPORT: COORDINATED POINT of**  
**ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2019. Volunteer Services of Iroquois County one of 10 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Volunteer Services of Iroquois County received \$61,668 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

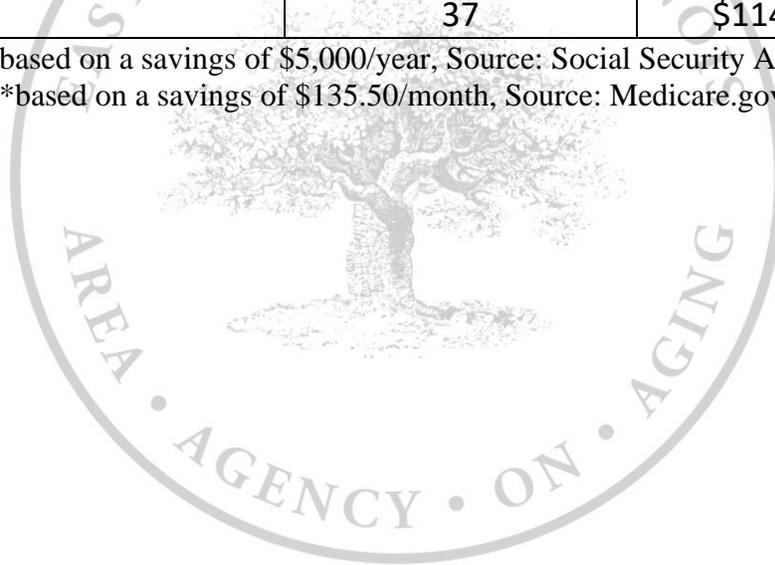
Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Services Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** Volunteer Services of Iroquois County enrolled older adults in the following programs, saving Iroquois county Medicare beneficiaries a total of \$588,780 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
SSA Extra Help (LIS)	16	*\$80,000
Medicare Savings Plan	21	**\$34,146
<b>TOTAL</b>	<b>37</b>	<b>\$114,146</b>

\*based on a savings of \$5,000/year, Source: Social Security Administration

\*\*based on a savings of \$135.50/month, Source: Medicare.gov.



***Performance Results: Level of Service and Persons Served***

Volunteer Services of Iroquois County provided 3,277 units of service to 1,817 persons throughout the Iroquois county geographic service area.

<b>CPOE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Volunteer Services of Iroquois County	Iroquois	3,277	1,817

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPOE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	40
American Indian/Alaska Native	-
Asian	6
Black – Non/Hispanic	33
Black -Hispanic	1
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	-
Other Races	10
<b>Total Minority Served</b>	<b>90</b>
<b>CPOE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	1322
Living Alone	818
Low Income	932
Low Income - Minority	30
Limited English	34
+75 Years Old	987

\*Individuals can indicate multiple racial identifications

## ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security.*

- 142 persons received a \$77 license plate discount for a total savings of \$10,934
- 37 LIS, and MSP applications were completed, for a total projected savings of \$114,146 (details in chart above)

*Older adults are improving their overall health and well-being.*

- 64% people sought to obtain information or services including transportation, housing, health care, meals etc.

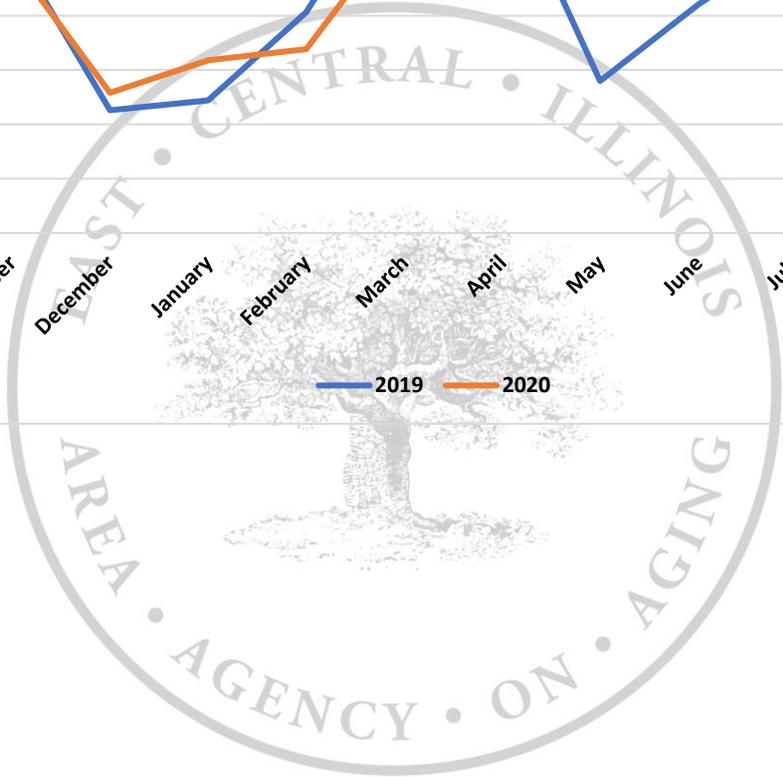
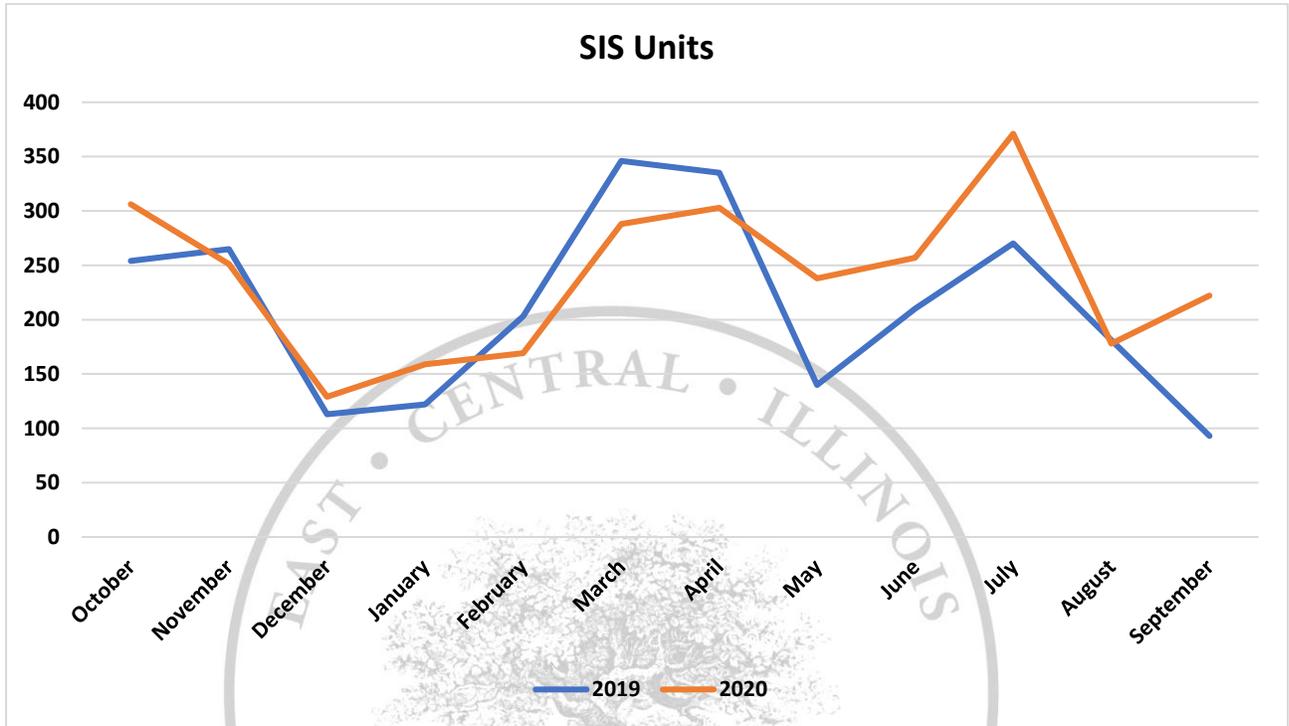
*Older adults are experiencing independence and improved quality of life.*

- 100% of surveyed clients received the information they were looking for
- 99% of surveyed clients thought the information received would be helpful in resolving their issue
- 98% of surveyed clients did not require an outside referral to resolve issue
- 100% of surveyed clients said their call was answered quickly by an actual person

*Older Americans will have successful transitions between all services and levels of care.*

- 39 warm transfers were completed
- 698 people were linked to other services

# FY 2019 to FY 2020 Comparison of COVID Impact on Service



**Iroquois County  
Volunteer Services of Iroquois County  
2019**

**PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

*Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).*

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

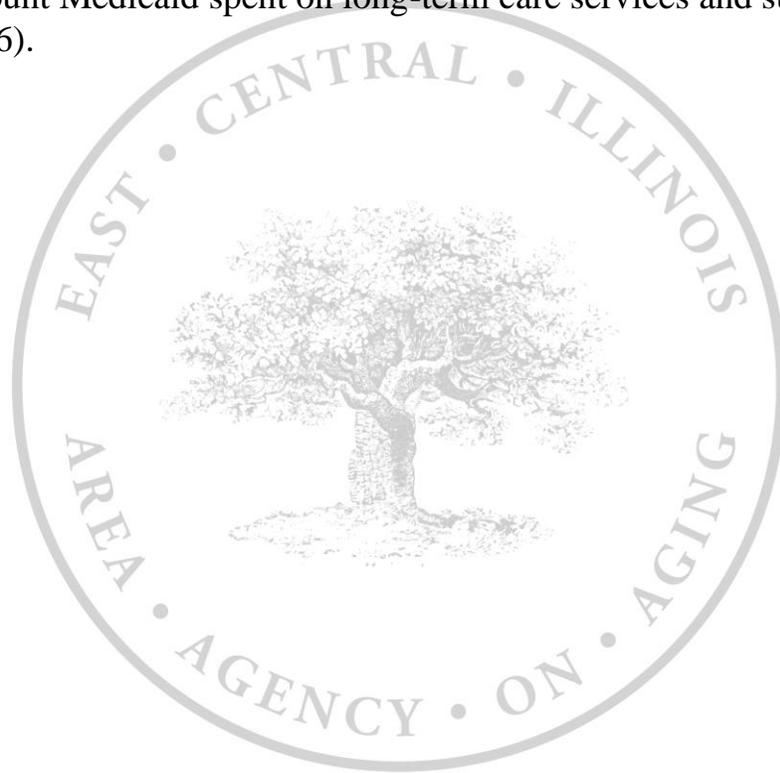
During FY2019, Volunteer Services of Iroquois County received \$21,059 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Iroquois County

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers 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. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** AARP estimated the economic value of family caregiving was \$470 billion in 2017 based on 41 million caregivers providing an average of 16 hours of care per week at an average value of \$13.81 per hour (*Valuing the Invaluable, AARP Policy Institute, Nov, 2019*). Thirty-three percent (33%) of family caregivers report caring for someone who has Alzheimer’s disease or other dementias. The total economic value of family caregiving is more than all out-of-pocket spending on U.S. health care (\$366 billion in 2017), and roughly three times the amount Medicaid spent on long-term care services and supports (\$154 billion in 2016).



***Performance Results: Level of Service and Persons Served***

Volunteer Services of Iroquois County provided a total of 178 units of CAS service to 40 caregivers, and 185 units of GRG services to 21 grandparents:

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
Volunteer Services of Iroquois County	Iroquois	178	40	185	21

***Volunteer Services of Iroquois County Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
White - Hispanic	2	1
American Indian/Alaska Native	0	0
Asian	0	0
Black – Non/Hispanic	2	1
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	1	2
<b>Total Minority Served</b>	<b>5</b>	<b>4</b>
<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	19	14
Living Alone	10	4
Low Income	23	12
Low Income - Minority	2	0
Limited English	1	1
+75 Years Old	12	6

\*Individuals can indicate multiple racial identifications

## ***Volunteer Services of Iroquois County Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

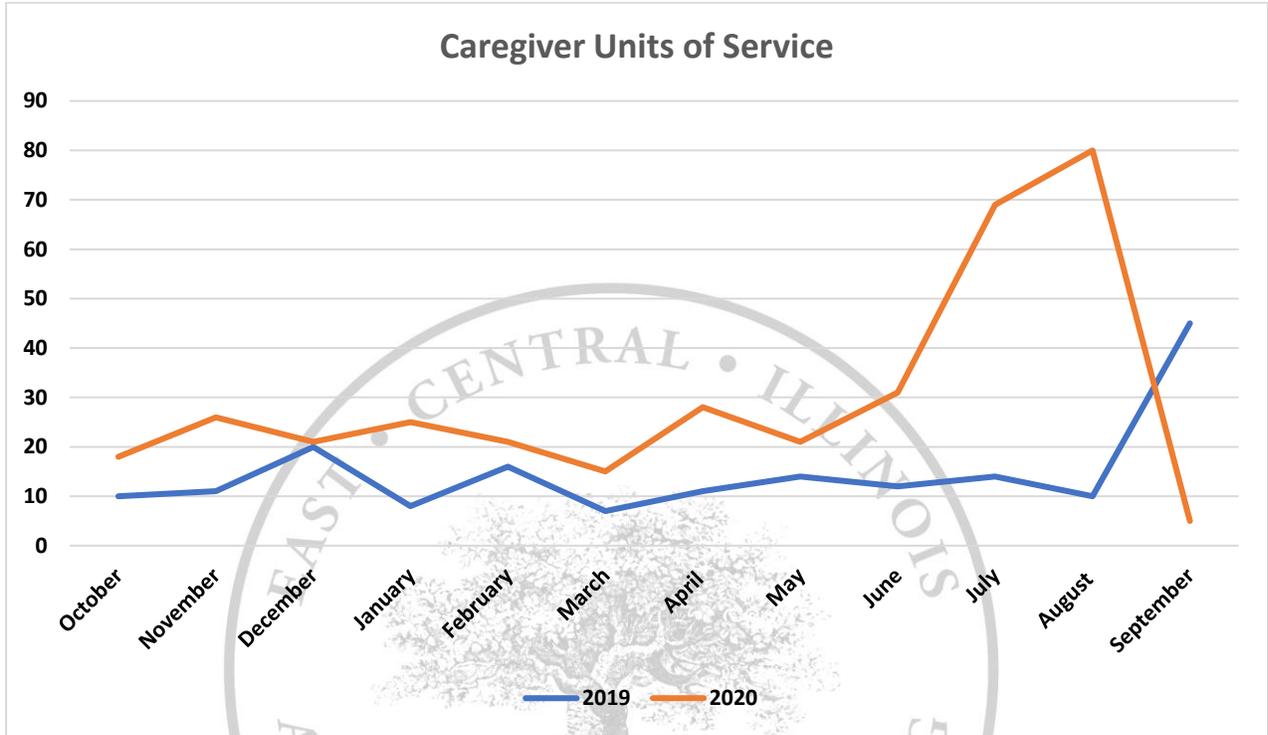
*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.*

- 100% of surveyed caregivers said the help and assistance received from this service helped connect them to information and resources needed to provide care.
- 67% of surveyed caregivers said services helped alleviate common stresses of caregiving
- 100% of surveyed caregivers rated services good to excellent

*Caregivers are enabling their loved ones to continue living at home.*

- 33% of surveyed caregivers said without services the care recipient would be living in a different place- with those caregivers reporting the care recipient would be living with them.

# FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery



**Macon County**  
**Starting Point, ADRC of Macon County/Macon County Health**  
**Department**  
**2019 PERFORMANCE REPORT: COORDINATED POINT of**  
**ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2019. Macon County Health Department is one of 10 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Macon County Health Department received \$105,839 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds for service in Macon County. There are three agencies that are part of the CPOE/SIS in Macon County. They include Chelp and The Decatur Macon County Senior Center along with the Macon County Health Department.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Services Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

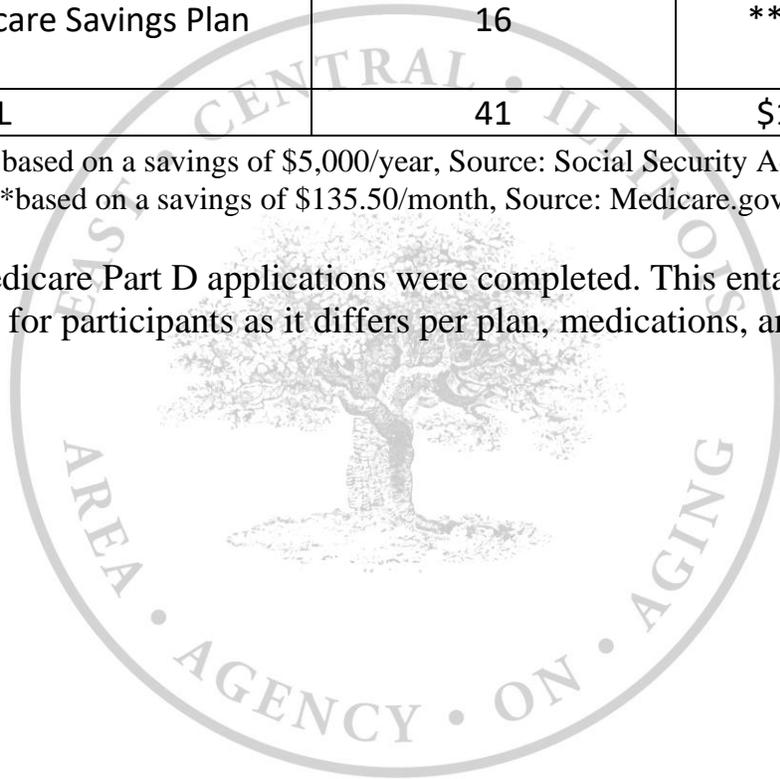
**Cost Benefit:** Macon County Health Department and partners enrolled older adults in the following programs, saving Macon county Medicare beneficiaries a total of \$358,108 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
SSA Extra Help (LIS)	25	*\$125,000
Medicare Savings Plan	16	**\$26,016
TOTAL	41	\$151,016

\*based on a savings of \$5,000/year, Source: Social Security Administration

\*\*based on a savings of \$135.50/month, Source: Medicare.gov.

- 173 Medicare Part D applications were completed. This entails a customized savings for participants as it differs per plan, medications, and participant needs



***Performance Results: Level of Service and Persons Served***

Macon County Health Department and partners provided 4,246 units of service to 2,238 persons throughout the Macon county geographic service area.

<b>CPOE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Macon County Health Department	Macon	4,246	2,238

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPOE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	7
American Indian/Alaska Native	-
Asian	8
Black – Non/Hispanic	535
Black -Hispanic	-
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	-
Other Races	8
<b>Total Minority Served</b>	<b>558</b>
<b>CPOE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	262
Living Alone	1,329
Low Income	1,197
Low Income - Minority	384
Limited English	14
+75 Years Old	1,174

\*Individuals can indicate multiple racial identifications

## ***Performance Results: Impact of CPOE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security.*

For FY19 there were 498 Benefits Access Applications completed. From those applications it saved each client \$77 per year for the license plate discount and \$221 from the Rides Free Program.

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.*

There were 682 Medicare counseling sessions completed, 173 clients enrolled in a Medicare Part D Plan, 11 applications completed for Social Security Assistance Extra Help and 16 enrolled in a Medicare Savings Plan.

*Older adults are improving their overall health and well-being.*

For FY19 the Diabetes Self-Management Class was offered 3 times throughout the year. 9 participants enrolled and completed the DSMP class. 2 classes were successful. One class was in coordination with SIU Physician Services and one was held at the MCHD.

*Older adults are experiencing independence and improved quality of life.*

There were 526 POMP surveys completed on clients for the CPOE programs. 100% of them reported that their call was answered quickly by a person. 100% reported that they received the information they were looking for. 98% thought the information would be helpful in resolving the issue they called about. 97% did not need to be referred elsewhere.

*Older Americans will have successful transitions between all services and levels of care.*

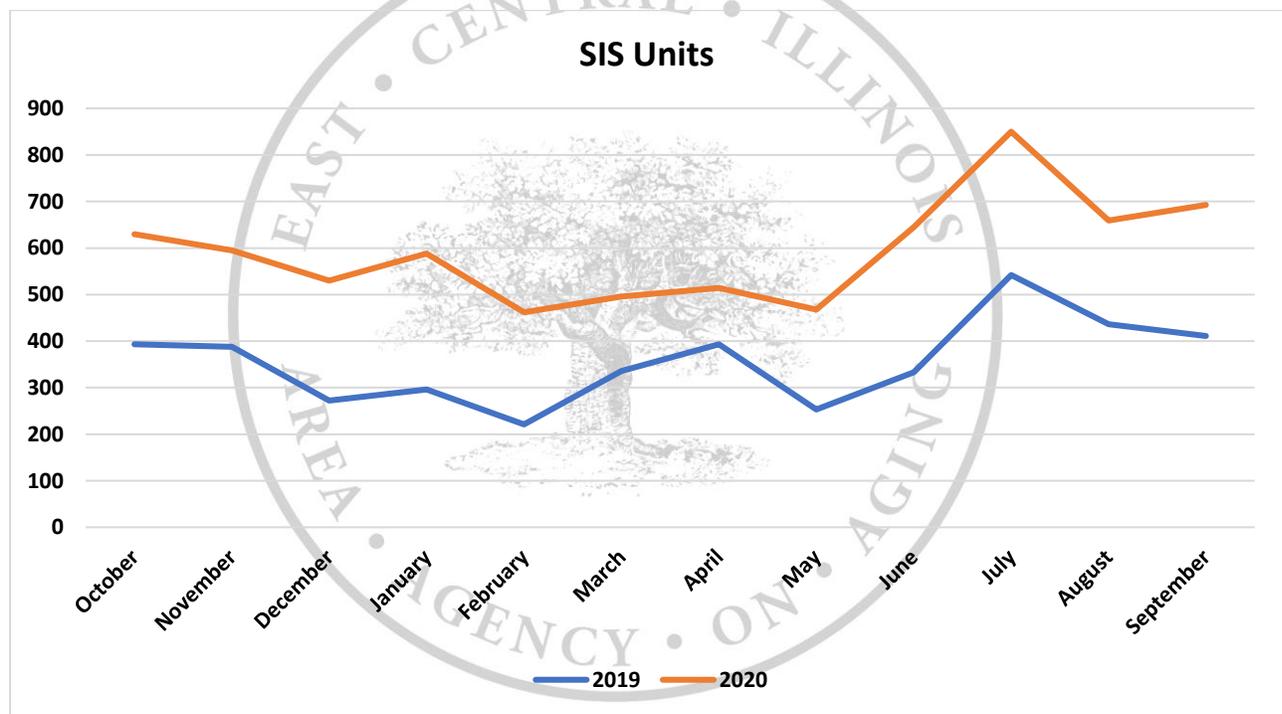
100% surveyed felt that the staff listened well to what the caller wanted  
100% felt the staff understood what the caller wanted  
100% said the staff explained things in a way that could be understood.  
100% had no experience with communication problems with the agency

100% rated services very good to excellent  
100% would recommend the service to a friend or colleague who needs the similar kind of information and assistance.

*Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.*

For FY19 the Diabetes Self- Management Class was offered 3 times throughout the year but only 2 classes had enrolled participants. 9 participants enrolled and completed the DSMP class.

### FY 2019 and FY 2020 Comparison of COVID Impact on Service Delivery



**Macon County**  
**Starting Point, ADRC of Macon County/Macon County Health Department**  
**2019 PERFORMANCE REPORT:**  
**CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING**  
**GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

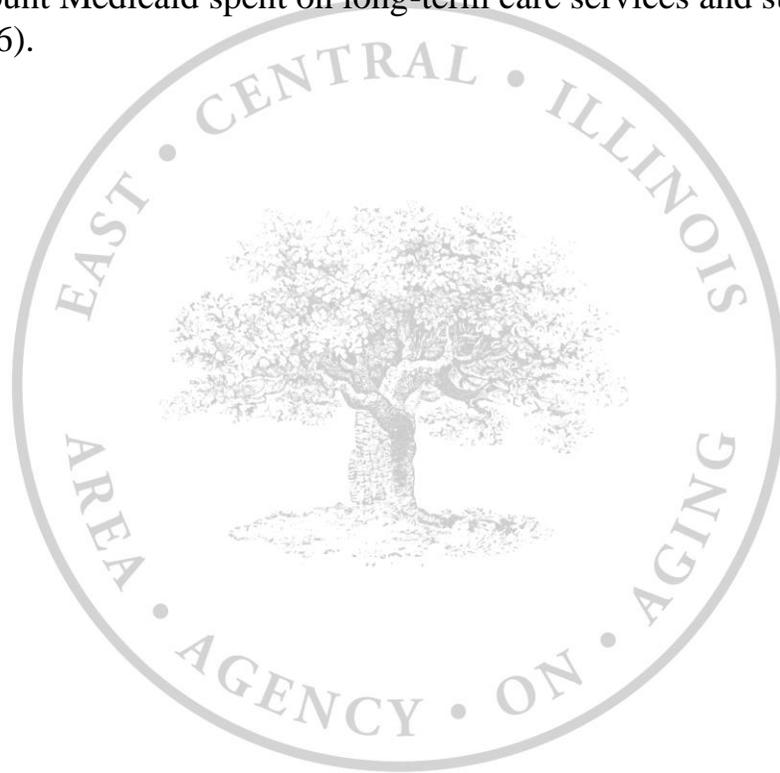
During FY2019, Macon County Health Department received \$53,331 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Macon County.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers 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. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** AARP estimated the economic value of family caregiving was \$470 billion in 2017 based on 41 million caregivers providing an average of 16 hours of care per week at an average value of \$13.81 per hour (*Valuing the Invaluable, AARP Policy Institute, Nov, 2019*). Thirty-three percent (33%) of family caregivers report caring for someone who has Alzheimer’s disease or other dementias. The total economic value of family caregiving is more than all out-of-pocket spending on U.S. health care (\$366 billion in 2017), and roughly three times the amount Medicaid spent on long-term care services and supports (\$154 billion in 2016).



***Macon County Health Department Performance Results: Level of Service and Persons Served***

Macon County Health Department provided a total of 302 units of CAS service to 69 caregivers, and 31 units of GRG services to 8 grandparents:

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
Macon County Health Department	Macon	302	69	31	8

***Macon County Health Department Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
White - Hispanic	0	0
American Indian/Alaska Native	0	0
Asian	0	0
Black – Non/Hispanic	10	6
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	1	0
<b>Total Minority Served</b>	<b>11</b>	<b>6</b>
<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	5	0
Living Alone	11	3
Low Income	18	4
Low Income - Minority	3	3
Limited English	0	0
+75 Years Old	36	1

\*Individuals can indicate multiple racial identifications

## ***Macon County Health Department Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.*

For FY19 the Caregiver Program had 214 clients participate in Memory Café, 5 clients utilized respite services and unfortunately there were no attendees for the Powerful Tools for Caregivers class or the Savvy Caregiver. Surveys were completed on 15 clients throughout the year. For FY19 a “Brunch Bunch” group was started and held at the Macon County Health Department monthly which assisted 17 Caregivers.

- 100% received help or assistance to connect to services and resources that they needed as a caregiver.
- 100% received caregiver training or education, including counseling or support groups, to help make decisions and solve problems in the role as a caregiver.
- 100% of caregivers felt that the information or help they received helped them to connect to services and resources that they needed as a caregiver.
- 100% felt that the training and educations they received as a caregiver helped.

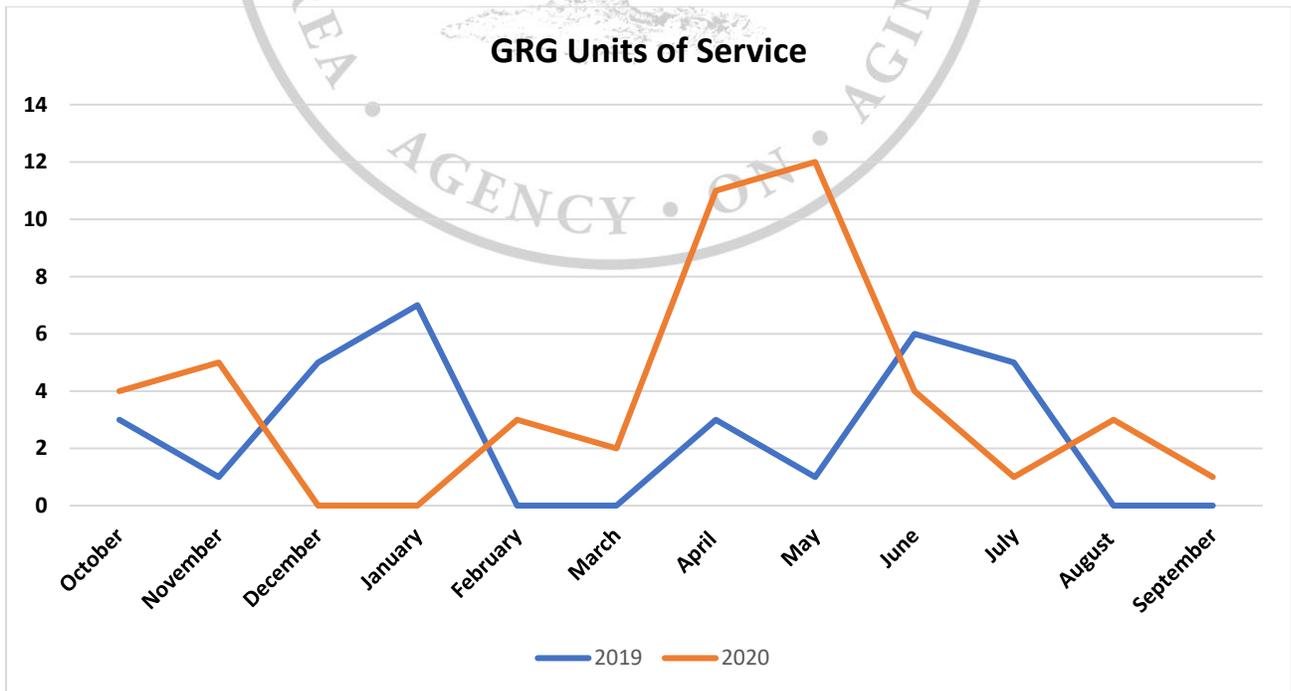
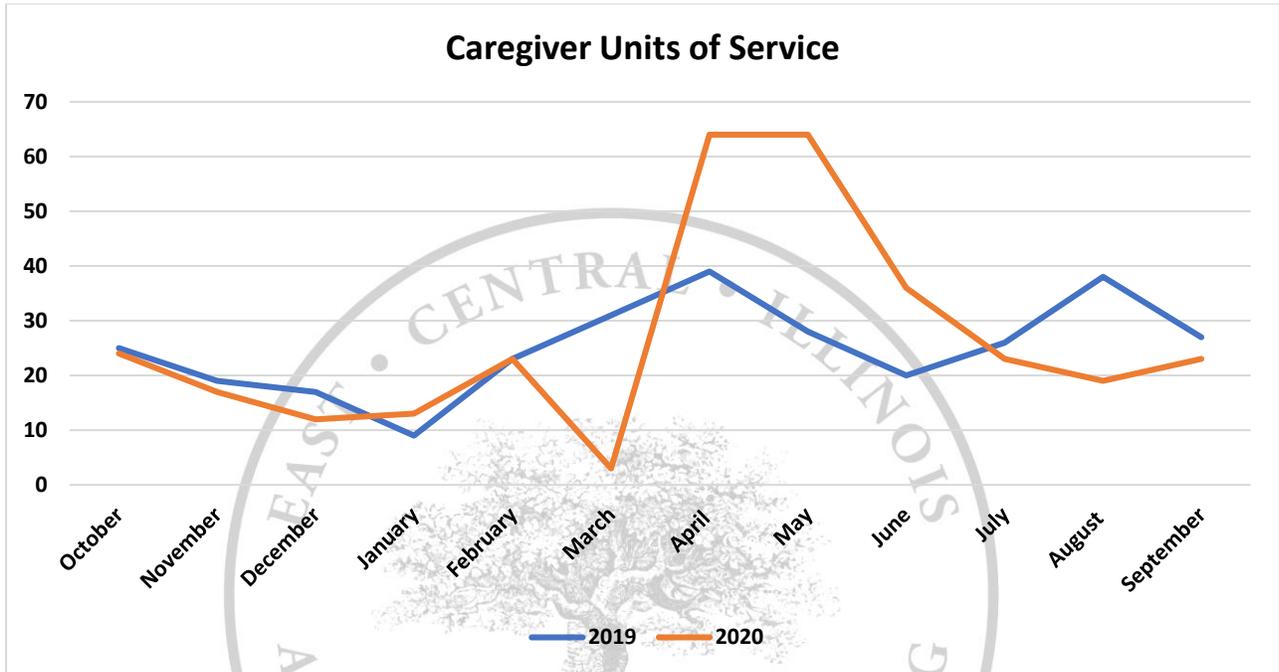
*Caregivers are enabling their loved ones to continue living at home.*

- Of the clients that were surveyed 100% of caregivers felt that the information or help they received helped them to connect to services and resources that they needed as a caregiver.
- 100% felt that the training and educations they received as a caregiver helped.
- 92 % of the caregivers surveyed said that the services enabled them to provide care for their loved one for a longer time than would have been possible without these services.
- 100 % of caregivers interviewed said that the Caregiver Support Services

helped a lot with alleviating common stresses of care giving.

- 92% satisfaction was shown for all respite services. 92% of those surveyed rated services very good to excellent.

FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery



**Moultrie County and Douglas County  
Mid-Illinois Senior Services  
2019 PERFORMANCE REPORT: COORDINATED POINT of  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2019. Mid-Illinois Senior Services is one of 10 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Mid-Illinois Senior Services received \$94,217 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

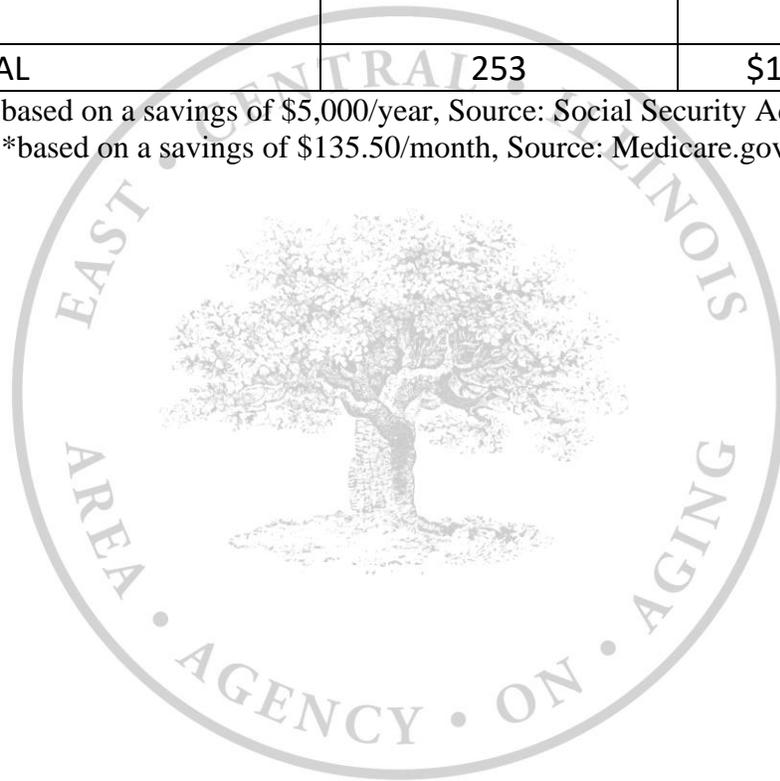
Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** Mid-Illinois Senior Services enrolled older adults in the following programs, saving Douglas and Moultrie county Medicare beneficiaries a total of \$1,163,780 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS # OF ENROLLMENTS	COST SAVINGS COST SAVINGS
SSA Extra Help (LIS)	223	\$1,115,000
Medicare Savings Plan	30	\$48,780
<b>TOTAL</b>	<b>253</b>	<b>\$1,163,780</b>

\*based on a savings of \$5,000/year, Source: Social Security Administration

\*\*based on a savings of \$135.50/month, Source: Medicare.gov.



***Performance Results: Level of Service and Persons Served***

Mid-Illinois Senior Services provided 3,908 units of service to 762 persons throughout the Douglas and Moultrie county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Mid-Illinois Senior Services	Douglas	1,097	234
Mid-Illinois Senior Services	Moultrie	2,811	528
<b>TOTAL UNITS &amp; PERSONS SERVED</b>	<b>2 Counties</b>	<b>3,908</b>	<b>762</b>

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	3
American Indian/Alaska Native	1
Asian	-
Black – Non/Hispanic	0
Black -Hispanic	-
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	-
Other Races	7
<b>Total Minority Served</b>	<b>11</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	127
Living Alone	275
Low Income	306
Low Income - Minority	10
Limited English	10
+75 Years Old	320

\*Individuals can indicate multiple racial identifications

## ***Performance Results: Impact of CPOE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security.*

In 2019 MISS, Inc. completed 425 Benefits Access Applications with a cost saving of \$77, 223 LIS Applications potentially saving \$5,000 annually for each participant, and 25 Medicaid applications

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.*

In 2019, MISS, Inc. assisted with 291 Medicare Part D enrollments, with cost saving custom to each participant.

*Older adults are improving their overall health and well-being.*

In 2019, MISS, Inc. saw 75 participants in healthy aging-evidence based programs we offered. We believe each participant left with a better understanding of how to improve their health which leads to well-being.

*Older adults are experiencing independence and improved quality of life.*

In 2019, MISS, Inc. saw 100% of our surveyed clients receive the information they were inquiring about. 100% of those surveyed thought the information they received from MISS, Inc. would be helpful in resolving their issues.

*Older Americans will have successful transitions between all services and levels of care.*

In 2019, MISS, Inc. had 100% of our surveyed clients calls answered quickly and by an actual person. 93% of those surveyed did not need to be referred to another agency. 100% of our clients surveyed said that MISS, Inc.'s staff listened to them, understood their issues and explained the steps involved to resolve the issue. 100% of those surveyed had no communication issues.

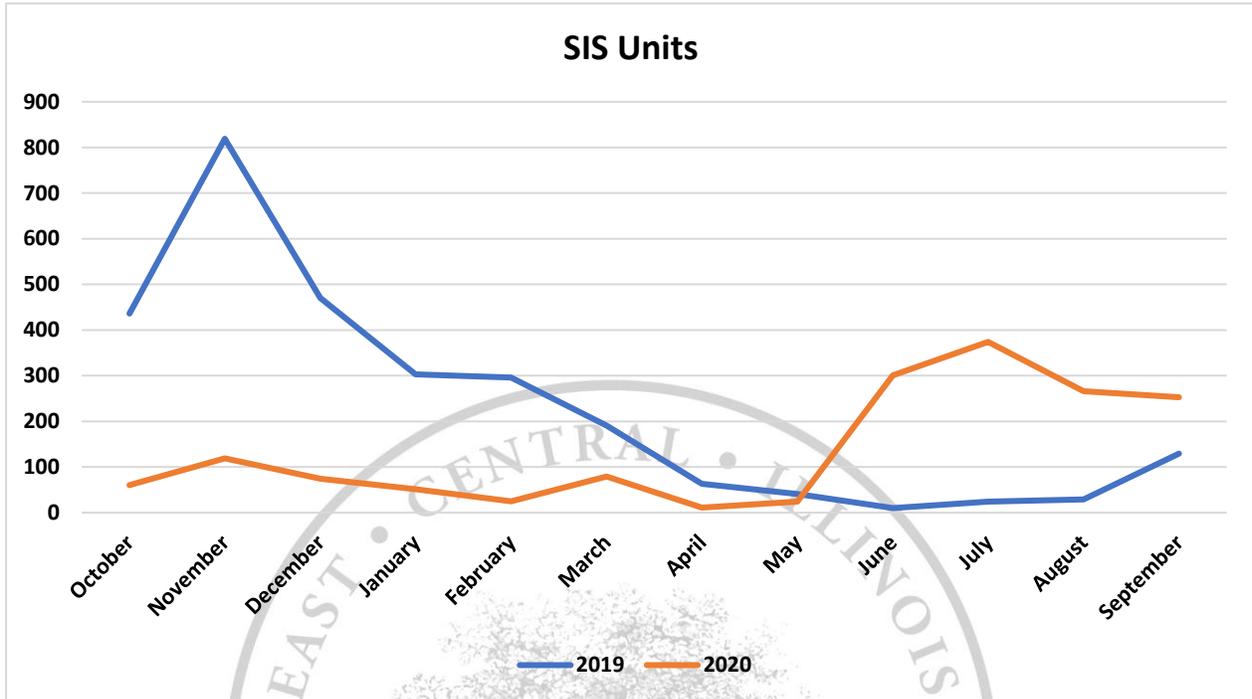
*Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.*

In 2019, MISS, Inc. saw 30 participants in the Take Charge of Your Diabetes program, 30 participants in the Wits Fitness program and 15 participants in the Matter of Balance program to assist in fall prevention.

100% of MISS's SIS/CPoE/ADRC clients surveyed rated our services excellent and that they would recommend us to a friend.



## FY 2019 to FY 2020 Comparison of COVID Impact on Service Delivery



- **March 2020**-Open by appointment only
- Wellness check phone calls weekly to around 250 clients
- New services offered: grocery/necessity shopping/home delivery service-FREE OF CHARGE
- **April 2020**-first round of “essential boxes” delivered to approx. 100 clients
- **July 2020**-second round of “essential boxes” delivered to approx. 100 clients
- **October 2020**-Drive-thru Senior Expo: 200 free meals & informational goodie bags given away to participants

Ending 2019, we closed our Douglas County Senior Services office due to lack of local financial support over the course of several year. Our longtime Senior Information Services employee at that office retired 6 months earlier in March of 2019 and we decided not to hire a replacement for her since we were going to be closing our doors in September of 2019. We had one employee over there for the last 6 months of that fiscal year which is why our service delivery suffered toward the end.

**Moultrie County, Douglas County and Shelby County  
Mid-Illinois Senior Services, Inc.  
2019 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

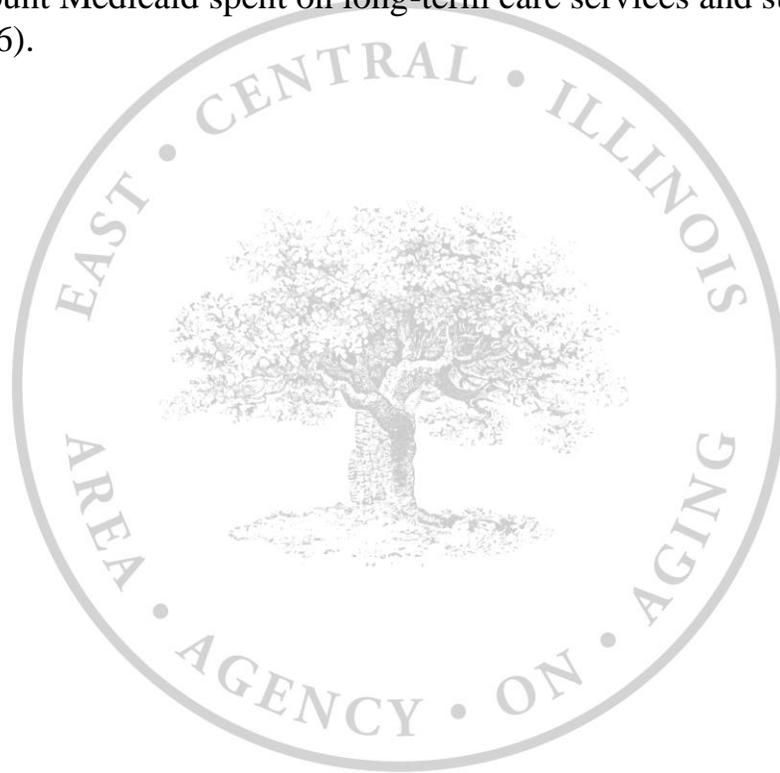
During FY2019, Mid-Illinois Senior Services, Inc. was allocated \$43,938 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Douglas, Moultrie, and Shelby counties.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers 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. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** AARP estimated the economic value of family caregiving was \$470 billion in 2017 based on 41 million caregivers providing an average of 16 hours of care per week at an average value of \$13.81 per hour (*Valuing the Invaluable, AARP Policy Institute, Nov, 2019*). Thirty-three percent (33%) of family caregivers report caring for someone who has Alzheimer’s disease or other dementias. The total economic value of family caregiving is more than all out-of-pocket spending on U.S. health care (\$366 billion in 2017), and roughly three times the amount Medicaid spent on long-term care services and supports (\$154 billion in 2016).



**Mid-Illinois Senior Services, Inc. Performance Results: Level of Service and Persons Served**

Mid-Illinois Senior Services, Inc. provided a total of 1,122 units of CAS service to 33 caregivers, and 199 units of GRG services to 7 grandparents:

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
Mid-Illinois Senior Services	Douglas	235	15	21	3
Mid-Illinois Senior Services	Moultrie	883	17	108	3
Mid-Illinois Senior Services	Shelby	4	1	88	4

**Mid-Illinois Senior Services, Inc. Performance Results: Targeting Older Adults in Greatest Need**

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
White - Hispanic	0	0
American Indian/Alaska Native	0	0
Asian	0	0
Black – Non/Hispanic	0	0
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	0
<b>Total Minority Served</b>	<b>0</b>	<b>0</b>
<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	3	2
Living Alone	1	0
Low Income	5	7
Low Income - Minority	0	0
Limited English	0	0
+75 Years Old	12	2

\*Individuals can indicate multiple racial identifications

***Mid-Illinois Senior Services, Inc. Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

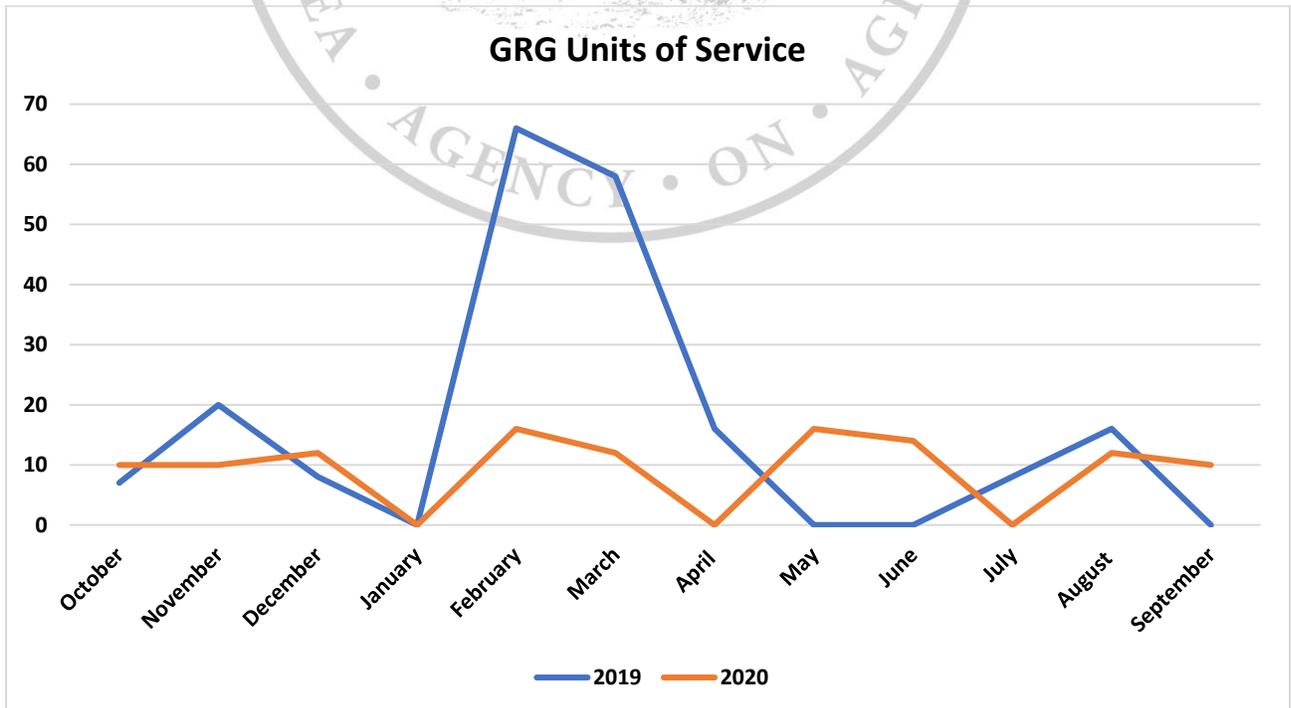
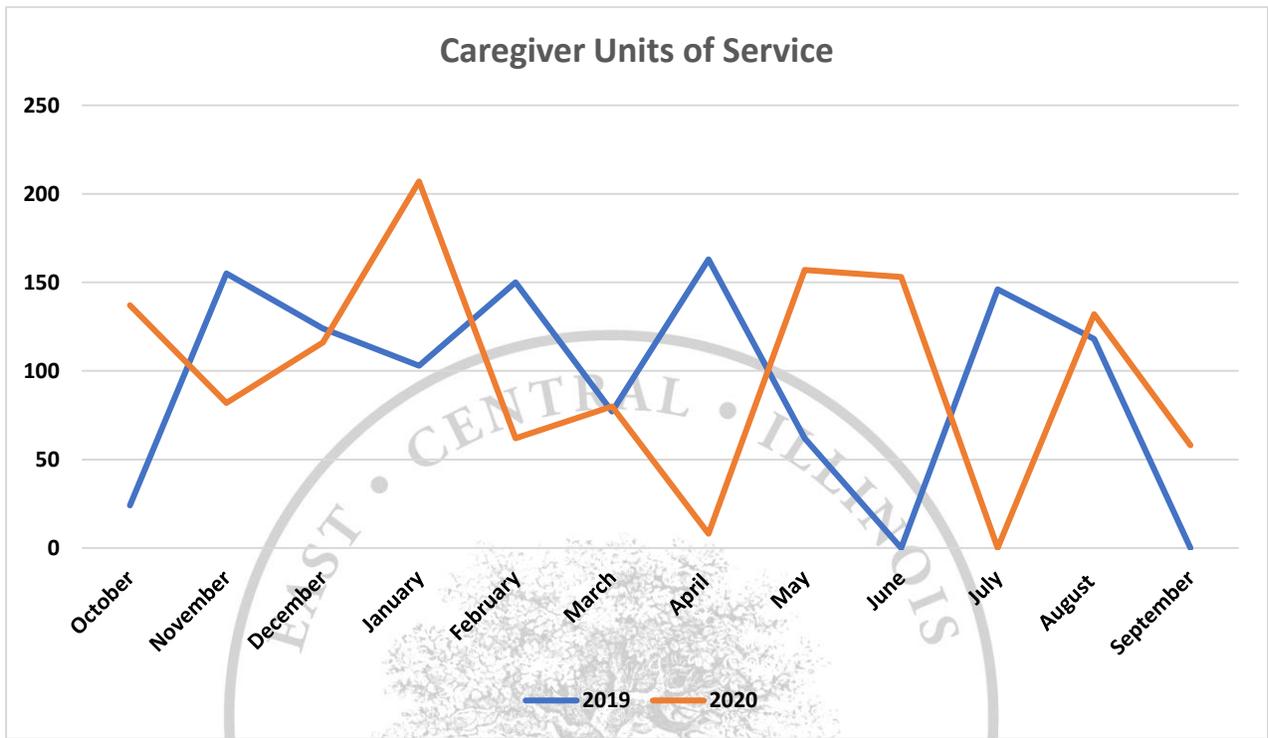
*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver.*

- 100% of caregivers surveyed reported receiving information or referral to caregiver services and training, education, counseling, or support groups.
- 100% reported these services helped a lot.
  - Caregiver Training or education including counseling or support group was reported to be the most helpful.
- 100% of those surveyed rated services as excellent.

*Caregivers are enabling their loved ones to continue living at home.*

- 100% of caregiver surveyed reported services enabled them to provide care longer than would have been possible without them.

## FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery



**Piatt County**  
**Piatt County Services for Seniors**  
**2019 PERFORMANCE REPORT: COORDINATED POINT of**  
**ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2019. Piatt County Services for Seniors is one of 10 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Piatt County Services for Seniors received \$43,051 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

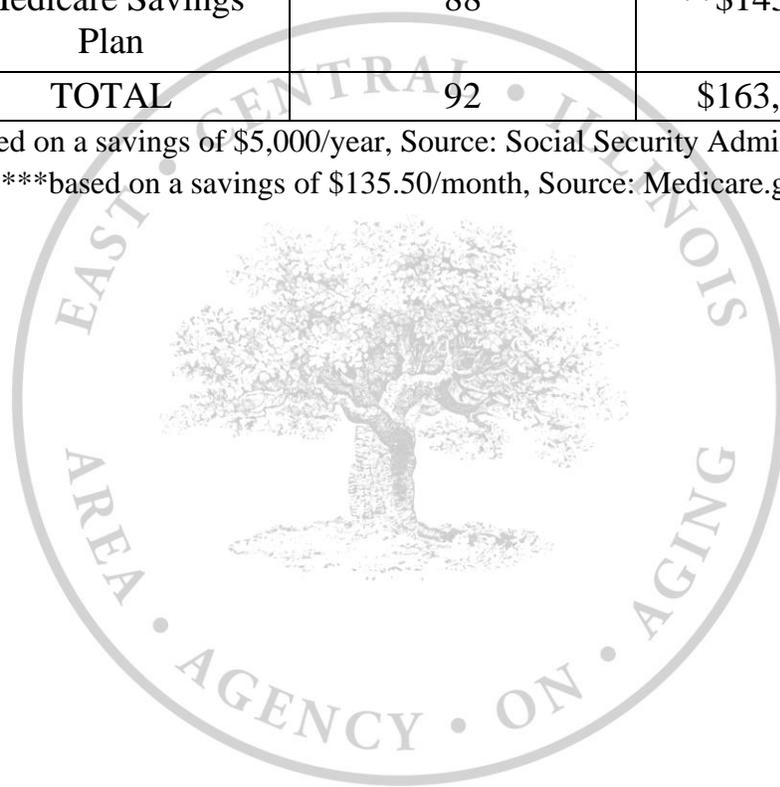
Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** Piatt County Services for Seniors enrolled older adults in the following programs, saving Piatt county Medicare beneficiaries a total of \$163,088 to help pay on other necessities such as groceries, utilities, and home repairs.

PROGRAM	# OF ENROLLMENTS	COST SAVINGS
SSA Extra Help (LIS)	4	*\$20,000
Medicare Savings Plan	88	**\$143,088
<b>TOTAL</b>	<b>92</b>	<b>\$163,088</b>

\* based on a savings of \$5,000/year, Source: Social Security Administration

\*\*\*based on a savings of \$135.50/month, Source: Medicare.gov.



***Performance Results: Level of Service and Persons Served***

Piatt County Services for Seniors provided 948 units of service to 251 persons throughout the Piatt county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Piatt County Services of Seniors	Piatt	948	251

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White – Hispanic	3
American Indian/Alaska Native	2
Asian	1
Black – Non/Hispanic	-
Black -Hispanic	-
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	-
Other Races	4
<b>Total Minority Served</b>	<b>10</b>
<b>CPoE/SIS Services Participants: Overview</b>	
Rural	115
Living Alone	118
Low Income	112
Low Income – Minority	4
Limited English	10
+75 Years Old	163

\*Individuals can indicate multiple racial identifications

***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security.*

PCSS saved \$77/year for 56 clients = \$4,312 for license plate discounts in addition to the cost savings indicated in the table above for LIS and MSP assistance.

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan.*

20 participants were assisted with Part D enrollment in plans that best serve client needs by providing them access to affordable medication and durable medical equipment based on their individual needs.

*Older adults are improving their overall health and well-being.*

Among additional agencies, Piatt County citizens are given referrals to Peace Meals for Home Delivered or congregate meals that improve their health and well-being through improved nutrition as well as Faith in Action for additional support.

*Older adults are experiencing independence and improved quality of life.*

- Through the services and information provided by PCSS, 251 persons maintained their independence and improved their quality of life with in-home services, meals and financial or health information.
- 60% of those surveyed reported they called to get information or obtain services.
- 93.75% received the information they were looking for.
- 100% expected the information received to be helpful in resolving the issue they inquired about.

Older Americans will have successful transitions between all services and levels of care.

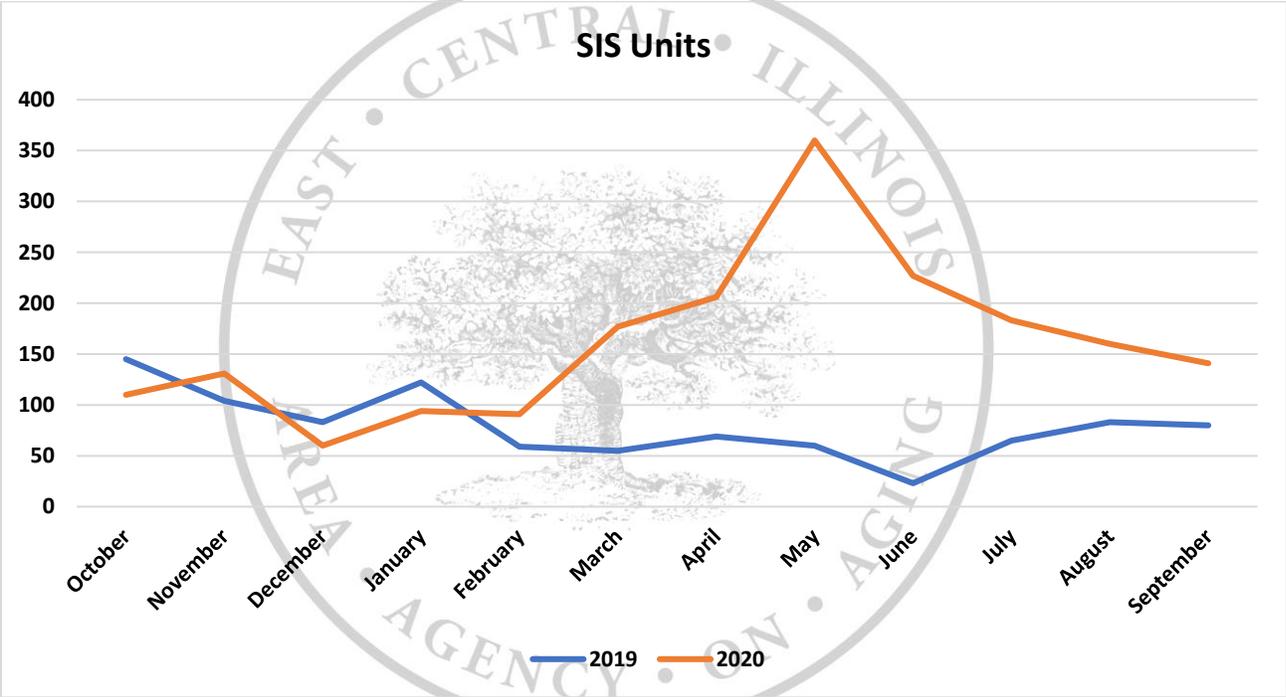
\$143,088 is the estimated savings in 2019 among Piatt County citizens who received help through the Medicare Saving Plan, and approximately \$20,000 was saved through assistance from the Social Security Administration Extra Help program, which reduced the dollars paid for Part B premium and prescription medications. Piatt

County Services for Seniors assisted participants in navigating these services.

*Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.*

Faith in Action satisfies this need in Piatt County.

FY 2019 to FY 2020 Comparison of COVID Impact on Service Delivery



PCSS, in collaboration with other local organization, created a medication and grocery delivery service.

Service launched in March and is still operating.

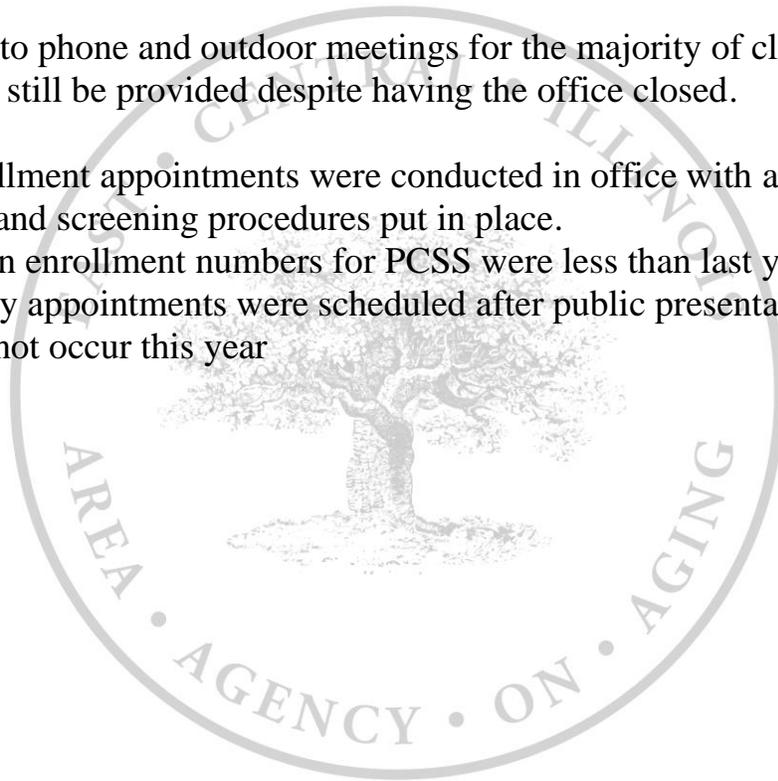
This led to a higher number of SIS units during the peak of the COVID lockdown.

PCSS received numerous requests for food assistance and utilized the majority of additional COVID relief funding to meet the needs of the food insecure seniors in Piatt County.

Switching to phone and outdoor meetings for the majority of clients allowed for services to still be provided despite having the office closed.

Open enrollment appointments were conducted in office with additional sanitizing and screening procedures put in place.

Open enrollment numbers for PCSS were less than last year, but last year many appointments were scheduled after public presentations and those did not occur this year



# East Central Illinois Area Agency on Aging, Inc.

**2019 SERVICE PROVIDER  
PERFORMANCE REPORTS**  
*By County*

**Senior Nutrition Services**



**Counties of: Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, McLean, Moultrie, Piatt, and Shelby**

**Sarah Bush Lincoln Health Center- Peace Meal Senior Nutrition Program  
2019 PERFORMANCE REPORT: NUTRITION SERVICES**

***Performance Outcome #3: Older adults have improved food security and reduced social isolation.***

*Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.*

During FY2019, ECIAAA budgeted \$2,237,011 in federal Older Americans Act Title III-C, Illinois General Revenue Funds (GRF) for home delivered meals and Nutrition Services Incentive Program funds for congregate nutrition and for home-delivered meals support the 14 county service area of Sarah Bush Lincoln Peace Meal Senior Nutrition. Congregate meals are served at familiar locations, such as senior centers, to promote health and reduce isolation; home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

Peace Meal Senior Nutrition Program was one of four organizations (Service Providers) funded by ECIAAA to deliver congregate and home-delivered meals to the following fourteen counties during FY 2019:

Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Iroquois, Livingston, McLean, Moultrie, Piatt, and Shelby.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

**Cost Benefit:** Home delivered meals are cost effective and help keep older adults healthier and able to remain independent.

Cost of Home Delivered Meals for One Senior for Entire year	Cost of One Day of Hospital Care	Cost of Ten Days in Long Term Care Facilities
\$2,836	\$2,636	\$2,050

Source: Meals on Wheels America, 2020. “Delivering So Much More Than a Meal in Illinois.”



***Peace Meal Senior Nutrition Program Performance Results: Number of Meals and Older Adults***

Peace Meal Senior Nutrition Program provided a total of 438,121 meals to 5,307 older adults: 139,587 congregate meals to 3,000 older adults and 288,534 home-delivered meals to 2,318 older adults.

<b>Peace Meal Senior Nutrition Program</b>	<b>Total Congregate Meals</b>	<b>Total Congregate Participants</b>	<b>Total Home Delivered Meals</b>	<b>Total Home Delivered Meals Participants</b>
Champaign	6,821	170	55,297	434
Clark	0	0	5,650	40
Coles	16,051	418	53,941	390
Cumberland	4002	110	12,904	93
DeWitt	6,662	176	13,575	97
Douglas	2,488	79	10,292	89
Edgar	4,918	166	2,522	82
Ford	4,647	73	2,734	36
Iroquois	44,368	803	2,996	24
Livingston	1,034	16	16,714	146
McLean	34,946	615	78,461	599
Moultrie	4,029	148	5,172	52
Piatt	2,080	49	8,202	83
Shelby	7,541	200	20,074	153
<b>TOTAL MEALS &amp; PERSONS</b>	<b>139,587</b>	<b>3,000</b>	<b>288,534</b>	<b>2,307</b>

***Peace Meal Senior Nutrition Program Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
White – Hispanic	16	25
American Indian/Alaska Native	49	38
Asian	47	34
Black – Non/Hispanic	98	171
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	1
Other Races	12	10
<b>Total Minority Served</b>	<b>222</b>	<b>279</b>
<b>GREATEST NEED: Overview</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
Rural	1,137	411
Living Alone	1,249	1,222
Low Income	775	1,083
Low Income – Minority	87	140
Limited English	27	26
+75 Years Old	1,656	1,412

\*Individuals can indicate multiple racial identifications

## ***Peace Meal Senior Nutrition Program Performance Results: Impact of Nutrition Services***

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

*Participants in the congregate and home-delivered meal programs experience improved food security.*

During FY19, 85% of congregate clients reported a continuation of meals for over one year and 60% reported that they participated in the nutrition site at least once each week. Over half of the clients surveyed indicated that Peace Meal was their main source of food.

*The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.*

Congregate clients fellowship with others while participating at the site. Of those surveyed, 89% of congregate clients indicated that they saw friends more as a result of participating in nutrition programs. Home delivered meal clients have reduced isolation through daily contact with a delivery driver. All home delivered meal clients surveyed reported that their delivery driver was friendly and respectful.

*Meal participants are eating healthier, making better food choices, and improving their health.*

Almost 90% of clients surveyed (93% congregate and 93% home delivered meals) reported that they ate healthier as a result of receiving senior nutrition meals. Almost 70% reported improved health. Congregate clients went on to indicate that they made healthier choices as a result of participation in the meal program (67%).

*The nutrition services program is promoting independence and enabling older adults to live at home.*

The vast majority of clients surveyed reported that nutrition services contributed to independence. Seventy-six percent of congregate clients and 91% of home delivered meal clients responded that meals allowed them to remain in their own home.

## FY 2020 Updates

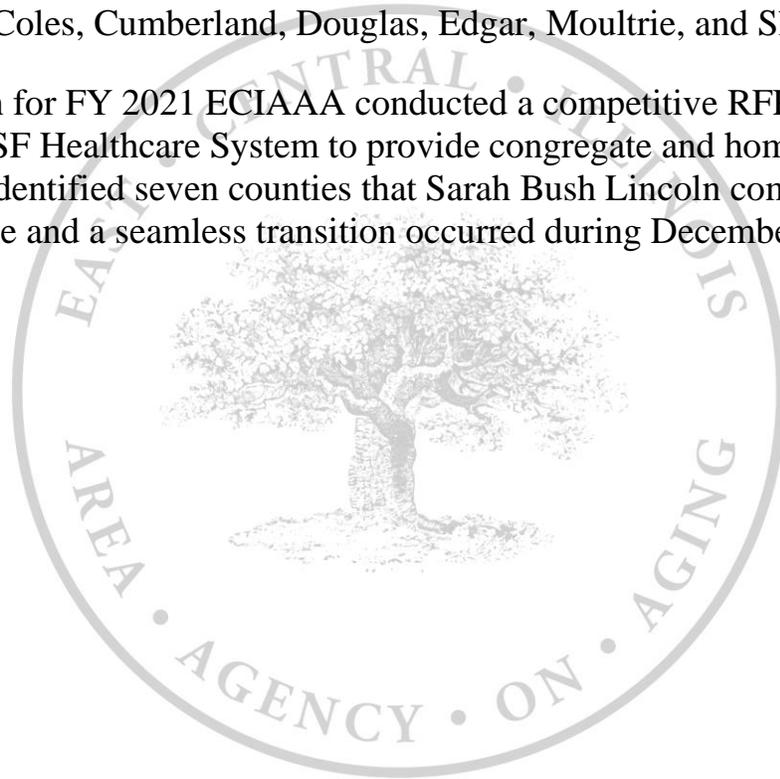
In July of 2020, Sarah Bush Lincoln notified ECIAAA that they would no longer sponsor the Peace Meal Senior Nutrition Program effective FY 2021 for the seven following counties that are outside of their primary service area:

Champaign, DeWitt, Ford, Iroquois, Livingston, Piatt, and McLean.

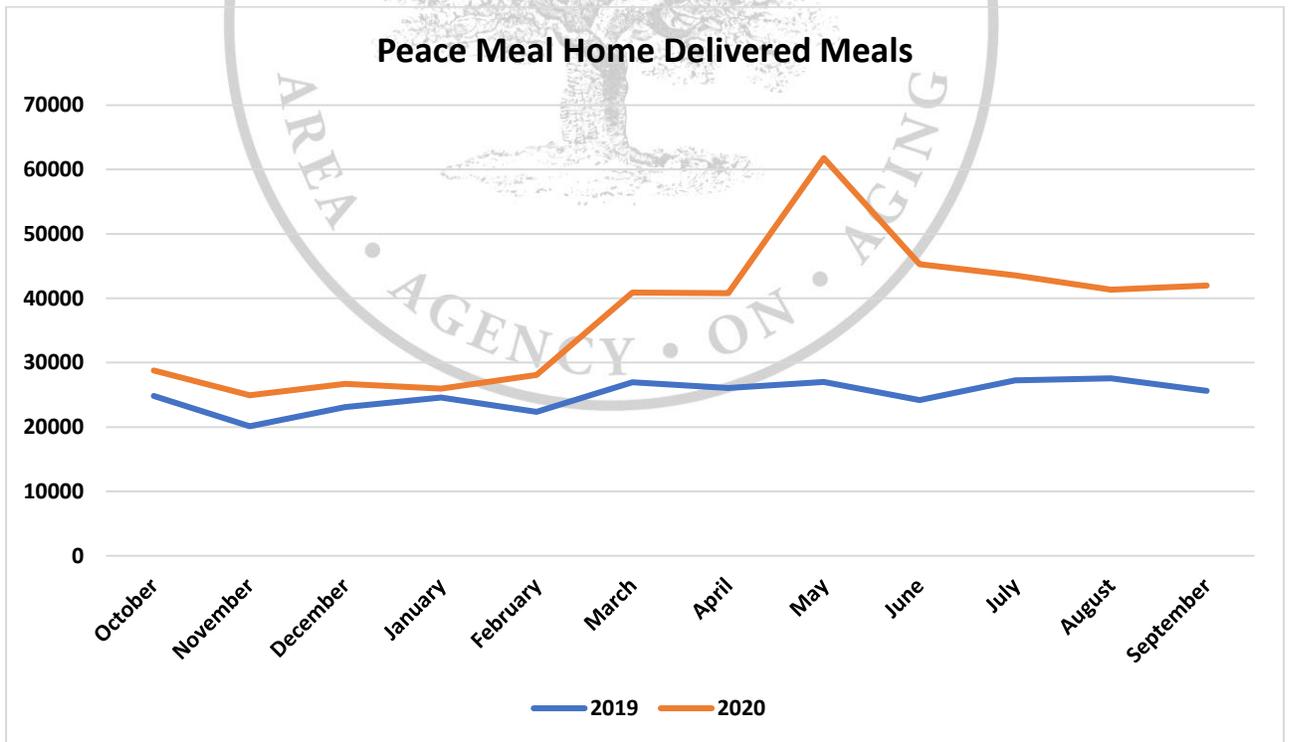
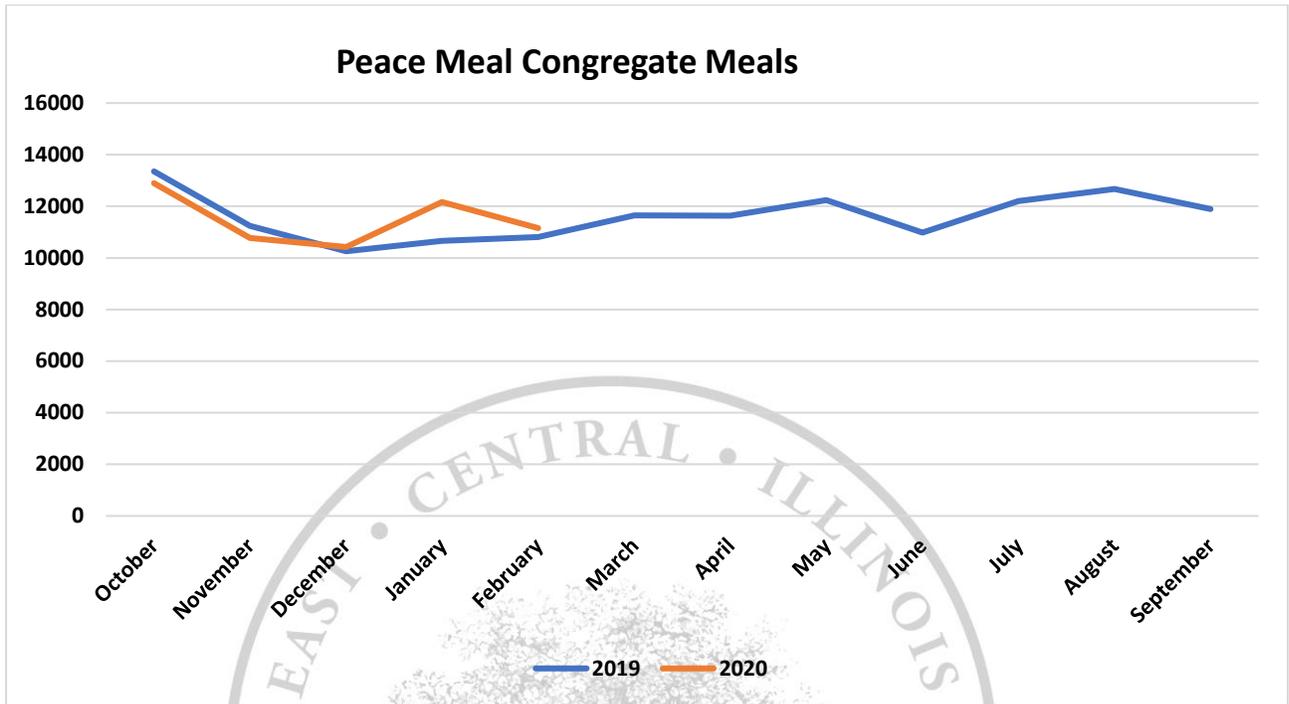
Sarah Bush Lincoln expressed the desire to continue sponsorship in the seven following seven counties:

Clark, Coles, Cumberland, Douglas, Edgar, Moultrie, and Shelby.

In preparation for FY 2021 ECIAAA conducted a competitive RFP process and designated OSF Healthcare System to provide congregate and home delivered meals in the identified seven counties that Sarah Bush Lincoln communicated discontinuance and a seamless transition occurred during December of 2020.



FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery



**Macon County  
Catholic Charities- Meals on Wheels Program  
2019 PERFORMANCE REPORT: NUTRITION SERVICES**

***Performance Outcome #3: Older adults have improved food security and reduced social isolation.***

*Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.*

During FY2019, ECIAAA budgeted \$445,388 in federal Older Americans Act Title III-C, Illinois General Revenue Funding and Nutrition Services Incentive Program funds for home-delivered meals in Macon County. Home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

***Cost Benefit:*** Home delivered meals are cost effective and help keep older adults healthier and able to remain independent.

Cost of Home Delivered Meals for One Senior for Entire year	Cost of One Day of Hospital Care	Cost of Ten Days in Long Term Care Facilities
\$2,836	\$2,636	\$2,050

Source: Meals on Wheels America, 2020. "Delivering So Much More Than a Meal in Illinois."

***Catholic Charities- Meals on Wheels Performance Results: Number of Meals and Older Adults***

The organizations provided a total of 92,610 meals to 623 older adults.

	<b>Total Congregate Meals</b>	<b>Total Congregate Participants</b>	<b>Total Home Delivered Meals</b>	<b>Total Home Delivered Meals Participants</b>
Catholic Charities, Meals on Wheels Macon County	-	-	92,610	623

***Catholic Charities- Meals on Wheels Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
White – Hispanic		2
American Indian/Alaska Native		0
Asian		2
Black – Non/Hispanic		171
Black -Hispanic		0
Black - Ethnicity Missing		0
Native Hawaiian - Other Pacific Islander		1
Other Races		5
<b>Total Minority Served</b>		<b>181</b>
<b>GREATEST NEED: Overview</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
Rural		58
Living Alone		346
Low Income		419
Low Income – Minority		141
Limited English		11
+75 Years Old		336

\*Individuals can indicate multiple racial identifications

## ***Catholic Charities- Meals on Wheels Performance Results: Impact of Nutrition Services***

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

*Participants in the congregate and home-delivered meal programs experience improved food security.*

During FY19, Catholic Charities served 623 persons 92,610 meals which is on average 148 meals per person.

*The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.*

Home delivered meal clients have reduced isolation through daily contact with a delivery driver. Ninety percent of home delivered meal clients surveyed reported that their delivery driver was friendly and respectful.

*Meal participants are eating healthier, making better food choices, and improving their health.*

Almost 95% of clients surveyed reported eating a healthier variety of foods. Nearly 67% reported improved health and feeling better.

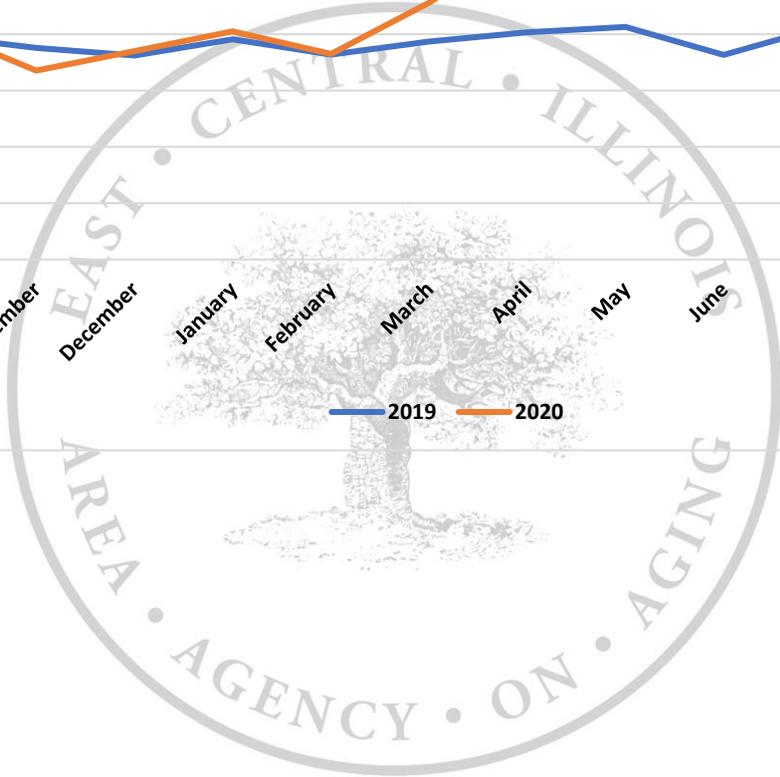
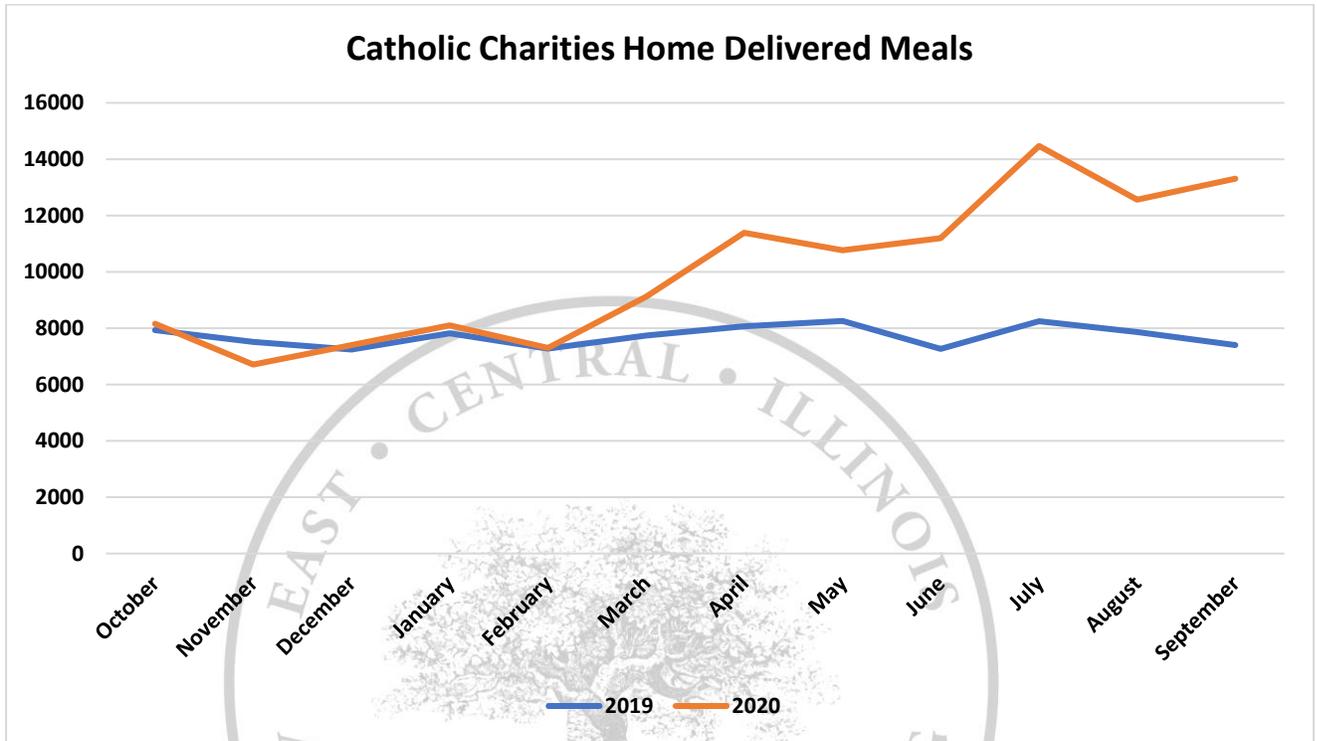
*The nutrition services program is promoting independence and enabling older adults to live at home.*

The vast majority of clients surveyed reported that nutrition services contributed to independence. Nearly 93% of congregate or home delivered meal clients responded that meals allowed them to remain in their own home.

### **FY 2020 Updates**

In March of FY 2020 Catholic Charities began serving alternate format or “carry out” meals to congregate participants. Catholic Charities was formally designated as the Congregate Meal provider during FY 2020.

# FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery



**Vermilion County  
CRIS Healthy-Aging Center  
2019 PERFORMANCE REPORT: NUTRITION SERVICES**

***Performance Outcome #3: Older adults have improved food security and reduced social isolation.***

*Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.*

During FY2017, ECIAAA budgeted \$578,539 in federal Older Americans Act Title III-C, Illinois General Revenue Funds and Nutrition Services Incentive Program funds for congregate nutrition and home-delivered meals to CRIS Healthy-Aging Center. Congregate meals are served at familiar locations, such as senior centers, to promote health and reduce isolation; home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

The ECIAAA funded four organizations (Service Providers) to deliver congregate and home-delivered meals throughout its 16-county geographic service area with CRIS providing these services in Vermilion County.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

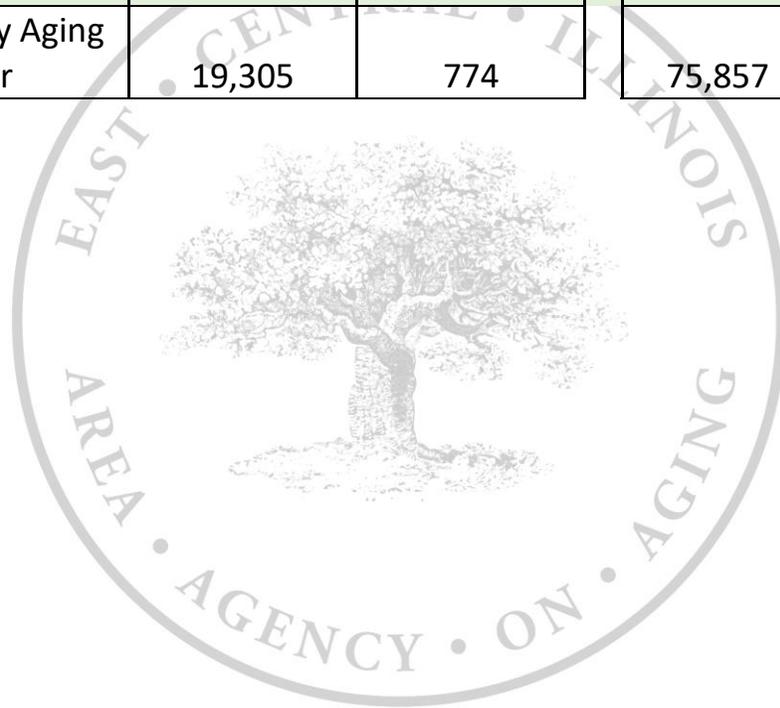
***Cost Benefit:*** Studies are underway to determine the financial benefit of nutrition services, but early studies are linking them to improved health and health care utilization. Brown University's Center of Gerontology and Health Care Research in 2016, showed that the health care costs of Meals on Wheels recipients declined after they enrolled in a home-delivered meals program. Hospitalization costs fell by an average of \$362, \$1155, and \$1356 at the 30-, 90-, and 180-day time periods

following enrollment. Nursing facility costs fell by \$244, \$652, and \$363 over the same time periods respectively.

***CRIS Healthy-Healthy Aging Performance Results: Number of Meals and Older Adults***

The organizations provided a total of 95,162 meals to 1,304 older adults: 19,305 congregate meals to 774 older adults and 75,857 home-delivered meals to 530 older adults.

<b>CRIS Healthy-Aging Center</b>	<b>Total Congregate Meals</b>	<b>Total Congregate Participants</b>	<b>Total Home Delivered Meals</b>	<b>Total Home Delivered Meal Participants</b>
CRIS Healthy Aging Center	19,305	774	75,857	530



***CRIS Healthy-Aging Center Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
White – Hispanic	6	6
American Indian/Alaska Native	1	2
Asian	2	0
Black – Non/Hispanic	67	99
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	1	0
Other Races	10	10
<b>Total Minority Served</b>	<b>87</b>	<b>117</b>
<b>GREATEST NEED: Overview</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
Rural	126	75
Living Alone	372	287
Low Income	527	381
Low Income – Minority	61	91
Limited English	23	48
+75 Years Old	422	218

\*Individuals can indicate multiple racial identifications

***CRIS Healthy-Aging Center Performance Results: Impact of Nutrition Services***

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

*Participants in the congregated and home-delivered meal programs experience improved food security.*

- Nearly 42% eat at a site daily or at least weekly;
- 17% of congregate meal participants eat at a site daily;
- 48% of congregate meal participants indicate the meal served at the site is their main source of food;
- 26% do not always have enough money or financial assistance to buy food;
- 12% in the past have had to choose between buying food and paying their medical bills and another 36% have had to choose between buying food and paying their utility bills;
- 10% indicate they had to skip meals because they had no food or money.

*The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.*

- 88% indicate that by participating in the congregate meal program, they see their friends more often;
- 86% report they have been attending the meal site for one or more years.

*Meal participants are eating healthier, making better food choices, and improving their health.*

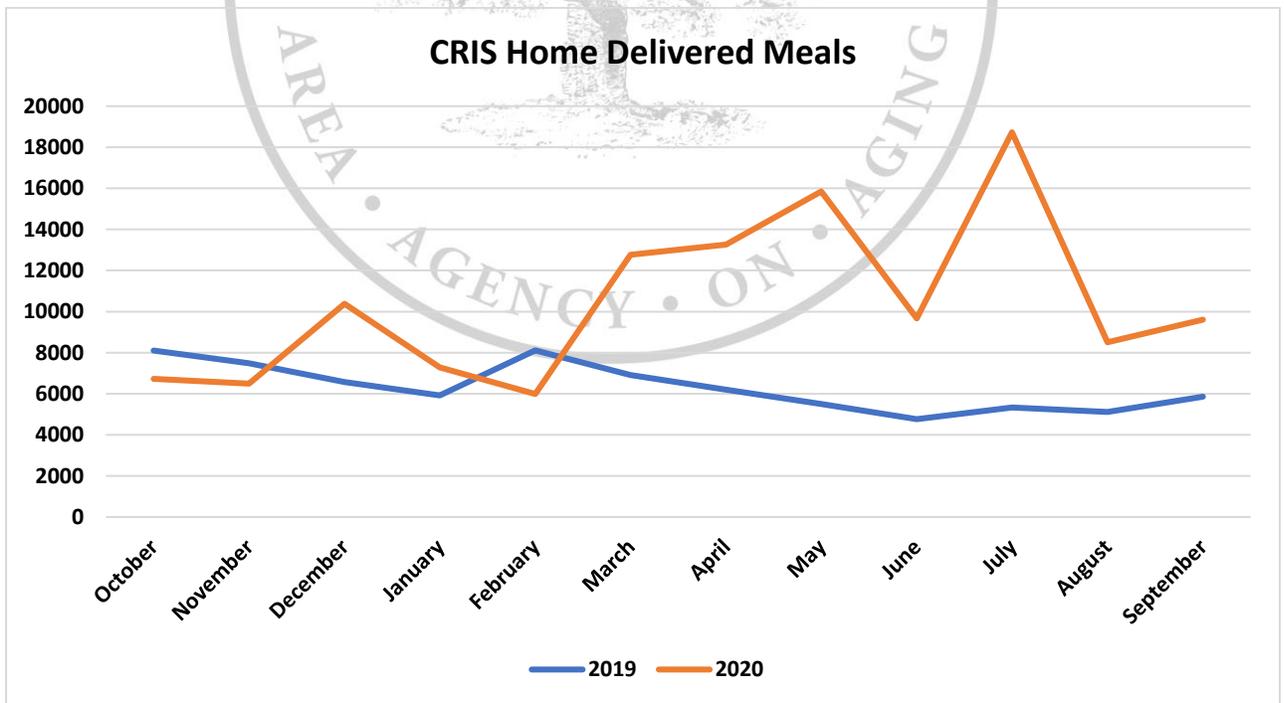
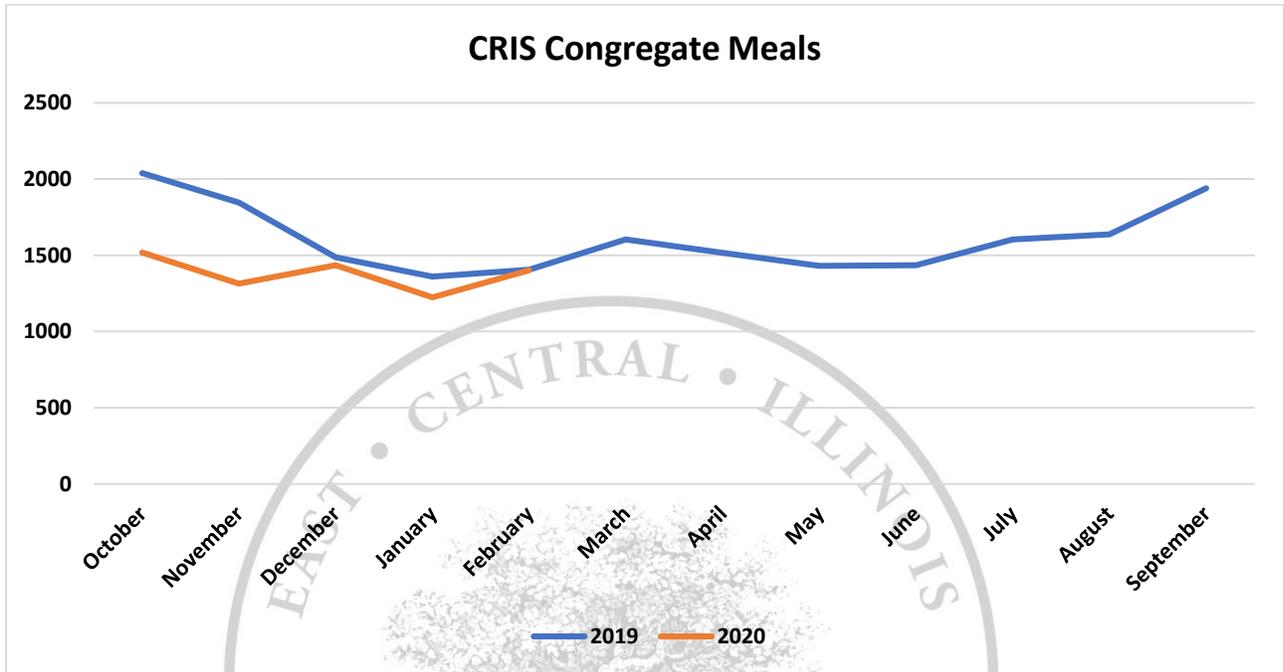
- 85% of congregate meal participants and nearly 89% of home-delivered meal recipients report they eat healthier;
- 99% like the meals served at their congregate site- 96% rate the food as good, very good, or excellent, and 83% of home-delivered meal recipients like the way the food tastes either most or all the time;
- 100% of the participants would refer a friend to the program;
- 81% of congregate meal participants indicate they feel better and 74% report improved health;
- 63% of home-delivered meal recipients think their health has improved and indicate they feel better;
- More than 67% of participants report they have either achieved or are maintaining a healthy weight;
- 72% of participants indicate they make more healthful and nutritious food choices because of participating in a congregate meals program.

*The nutrition services program is promoting independence and enabling older adults to live at home.*

- Nutrition service programs check on home-delivered meal recipients to ensure their well-being (500 calls a week to over 530 HDM participants throughout the year);
- More than 78% report that the meals and services they receive at a congregate meal site are helping them to continue living at home.



FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery



# East Central Illinois Area Agency on Aging, Inc.

**2019 SERVICE PROVIDER  
PERFORMANCE REPORTS**  
*By County*

**Legal Services**



**Counties of: Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Macon, Moultrie, Piatt, Shelby, and Vermilion**

**Land of Lincoln Legal Assistance Foundation, Inc.  
2019 PERFORMANCE REPORT: LEGAL SERVICES**

***Outcome #4: Older adults receive specialized legal services to address their legal need.***

*Legal services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are promoting the independence and financial stability of older adults by providing legal advice, representation, and education to increase their understanding of consumer, legal, medical, and financial rights and responsibilities.*

During FY2019, ECIAAA allocated \$59,664 to Land of Lincoln Legal Assistance Foundation, Inc. in federal Older Americans Act Title III-B funds for legal assistance for older adults. Land of Lincoln Legal Assistance Foundation provides legal services in thirteen counties in East Central Illinois (PSA 05) including Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Macon, Moultrie, Piatt, Shelby, and Vermilion.

The provision of legal services includes advocating for and assisting with basic civil needs of an older adult. 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.

Legal service programs are required to provide legal advice and representation; inform older adults about the availability and location of their services and case-acceptance priorities; provide community education opportunities on legal issues; prioritize legal assistance for Adult Protective Service cases; attend court hearings and prepare legal documents; provide referral and follow-up for additional services to benefit the client; provide assistance in obtaining public benefits, such as Social Security, Medicare, Medicaid, etc.; and collaborate and consult with other service providers serving the same populations.

***Cost Benefit:*** On average, private attorney fees are 2.4 times the cost of Service Provider fees. Funds provided by the ECIAAA enabled Land of Lincoln Legal Assistance Foundation, Inc. to provide 748 hours of solely OAA funded legal

services to older adults. This resulted in a cost savings of \$59,840 when program cost is compared to private attorney fees.

***Land of Lincoln Legal Assistance Foundation, Inc. Performance Results: Level of Service and Older Adults Served***

Land of Lincoln Legal Assistance Foundation, Inc. provided 2,246 hours of legal assistance to 386 persons.

<b>County</b>	<b>Units</b>	<b>Persons</b>
Champaign	587	101
Clark	74	13
Coles	218	37
Cumberland	57	10
DeWitt	51	9
Douglas	89	15
Edgar	107	18
Ford	50	9
Macon	455	78
Moultrie	66	11
Piatt	52	9
Shelby	122	21
Vermilion	318	55
<b>Total Units of Service and Persons</b>	<b>2246</b>	<b>386</b>

***Land of Lincoln Legal Assistance Foundation, Inc. Performance Results:  
Targeting Older Persons in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Legal Services</b>
White - Hispanic	4
American Indian/Alaska Native	2
Asian	0
Black – Non/Hispanic	69
Black -Hispanic	-
Black - Ethnicity Missing	-
Native Hawaiian - Other Pacific Islander	0
Other Races	2
<b>Total Minority Served</b>	<b>77</b>
<b>GREATEST NEED: Overview</b>	<b>Legal Services</b>
Rural	61
Living Alone	285
Low Income	138
Low Income - Minority	24
Limited English	0
+75 Years Old	117

\*Individuals can indicate multiple racial identifications

***Land of Lincoln Legal Assistance Foundation Inc. Performance Results: Impact of Legal Services***

*Older adults who work with attorneys understand the legal importance of advance directives, and benefit from peace of mind when choosing their future financial and medical decision-makers.*

Land of Lincoln attorneys drafted powers of attorney for 42 clients in FY 2019. 93% of the clients who requested help were provided with executed powers of attorney. 94% of those surveyed said they were very satisfied with the attorney’s ability to listen to them, understand them, explain things to them, and show them

respect. 89% of those surveyed said that after Land of Lincoln's help, they very strongly understood the legal issue addressed, felt confident in their decisions, and felt less stress.

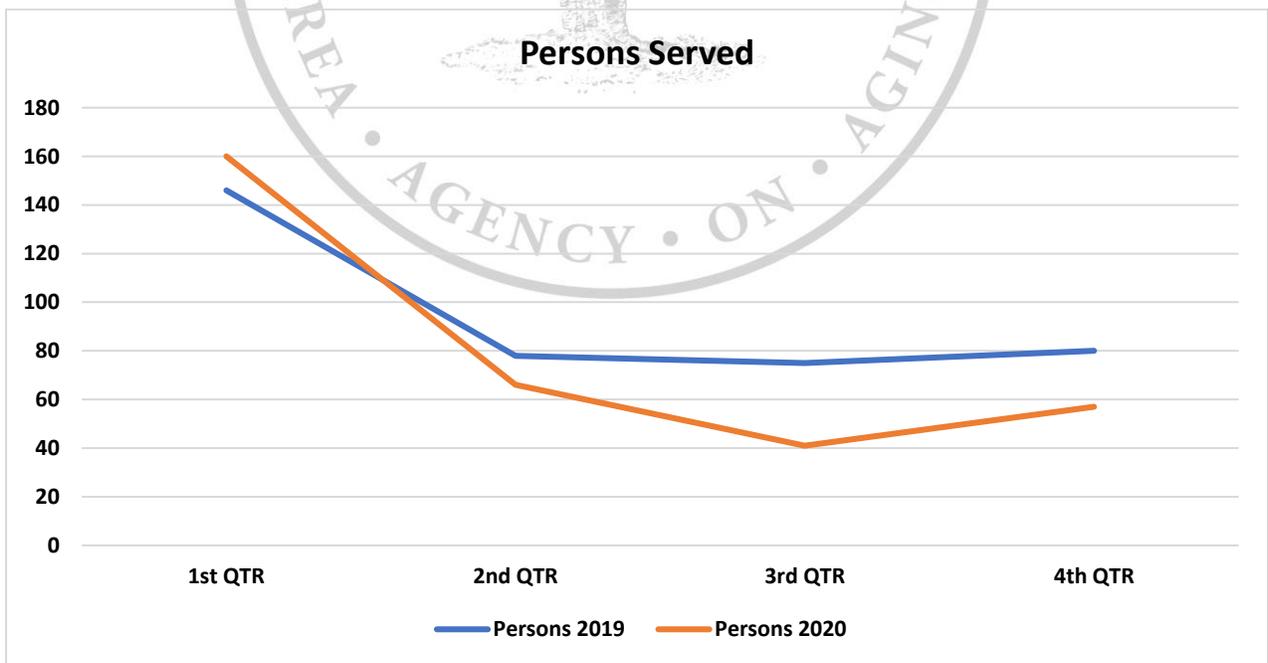
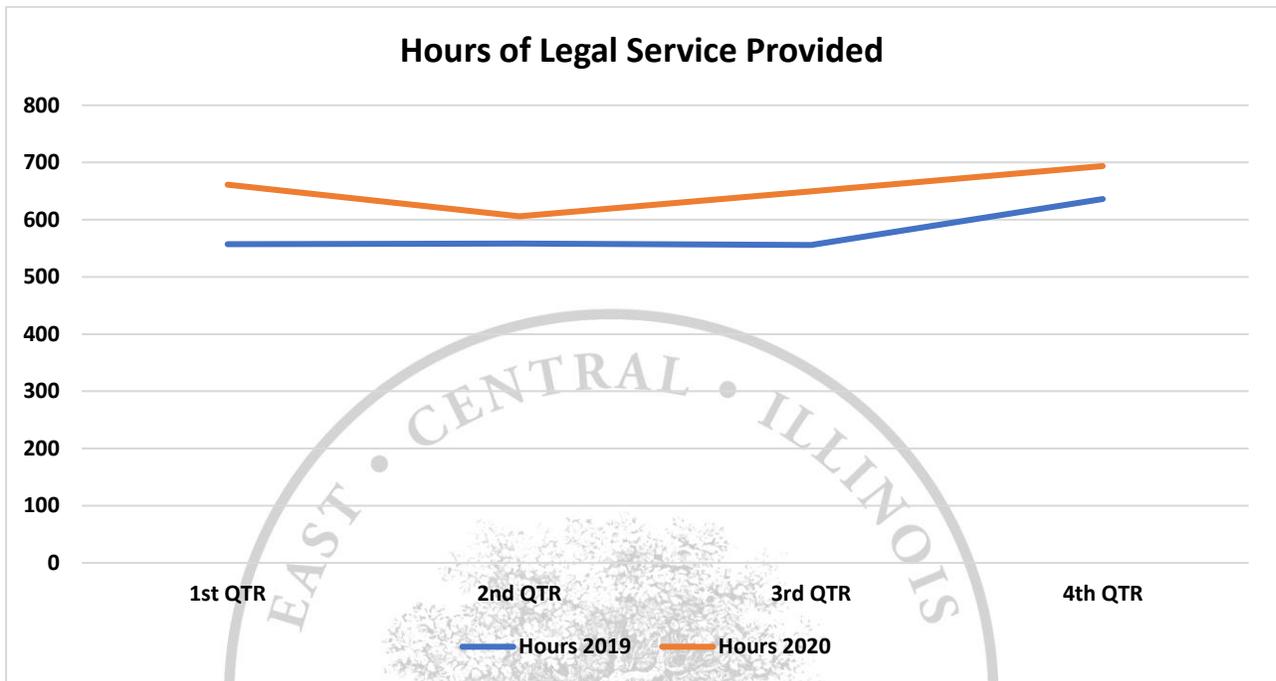
*Older adults who work with attorneys understand their rights to public benefits including medical and financial benefits and achieve stability from obtaining or preserving these benefits.*

Land of Lincoln attorneys provided brief services or extended representation to 22 clients with health and economic benefits cases. This included \$113,476 in economic benefits to clients. Clients included 2 who obtained Medicaid long-term care coverage with large penalty reductions and 1 who obtained a reduction in a Social Security overpayment. Clients reported that they were able to achieve better health stability after Land of Lincoln's assistance and were very likely to recommend our services to others.

*Older adults who work with legal service attorneys understand their legal and consumer rights, are protected from fraud, elder abuse and neglect and financial exploitation, landlord/tenant relationships and unlawful debt collection.*

Land of Lincoln attorneys provided brief services or extended representation to 30 clients facing consumer rights issues. These clients received \$313,258 in economic benefit due to our services, in terms of stopped garnishments and consumer rights enforcement. Clients included 5 who obtained bankruptcies to stop collection actions, 18 who avoided having a debt judgment entered against them, 2 who had their student loans forgiven, 7 who had their consumer debt reduced or eliminated, and 1 who had their medical debt forgiven. Clients reported they were able to achieve better financial stability after Land of Lincoln's assistance and were very likely to recommend our services to others.

FY 2019 to FY 2020 Comparison Indicating COIVD Impact on Service Delivery



**Counties of Livingston, McLean, and Iroquois  
Prairie State Legal Services, Inc.  
2019 PERFORMANCE REPORT: LEGAL SERVICES**

***Outcome #4: Older adults receive specialized legal services to address their legal need.***

*Legal services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are promoting the independence and financial stability of older adults by increasing their knowledge and understanding of consumer, legal, medical, and financial rights and responsibilities.*

During FY2019, ECIAAA allocated \$42,962 to Prairie State Legal Services, Inc. in federal Older Americans Act Title III-B funds for legal assistance for older adults. Prairie State Legal Services provides legal services in Iroquois, Livingston, and McLean counties in East Central Illinois (PSA 05).

The provision of legal services includes advocating for and assisting with basic civil needs of an older adult. 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.

Legal service programs are required to provide legal advice and representation; inform older adults about the availability and location of their services and case-acceptance priorities; provide community education opportunities on legal issues; prioritize legal assistance for Adult Protective Service cases; attend court hearings and prepare legal documents; provide referral and follow-up for additional services to benefit the client; provide assistance in obtaining public benefits, such as Social Security, Medicare, Medicaid, etc.; and collaborate and consult with other service providers serving the same populations.

***Cost Benefit:*** On average, private attorney fees are 2.4 times the cost of Service Provider fees. Funds provided by the ECIAAA enabled Prairie State Legal Services, Inc. to provide 606 hours of legal services to older adults. This resulted in a cost savings of \$64,774 when program cost is compared to private attorney fees.

***Prairie State Legal Services, Inc. Performance Results: Level of Service and Older Adults Served***

Prairie State Legal Services, Inc. provided 606 hours of legal assistance to 160 persons.

	<b>Units</b>	<b>Persons</b>
Prairie State Legal Services- Iroquois	131.1	26
Prairie State Legal Services- Livingston	82.5	22
Prairie State Legal Services-McLean	392.40	112
<b>Total Units of Service and Persons</b>	<b>606</b>	<b>160</b>

***Prairie State Legal Services, Inc. Performance Results: Targeting Older Persons in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Legal Services</b>
White – Hispanic	4
American Indian/Alaska Native	2
Asian	0
Black – Non/Hispanic	18
Black –Hispanic	0
Black - Ethnicity Missing	0
Native Hawaiian - Other Pacific Islander	0
Other Races	3
<b>Total Minority Served</b>	<b>27</b>
<b>GREATEST NEED: Overview</b>	<b>Legal Services</b>
Rural	15
Living Alone	125
Low Income	59
Low Income – Minority	14
Limited English	1
+75 Years Old	38

\*Individuals can indicate multiple racial identifications

***Prairie State Legal Services, Inc. Performance Results: Impact of Legal Services***

*Older adults who work with attorneys understand the legal importance of advanced directives, and benefit from peace of mind when choosing their future financial and medical decision-makers.*

1. 10 older adults received direct legal services related to advanced directives.
2. Prairie State linked 9 low income older adults to volunteer attorneys who prepared advanced directives. (These persons were not included in the statistics for total served)

*Older adults who work with attorneys understand their rights to health and economic benefits and achieve stability from obtaining or preserving these benefits.*

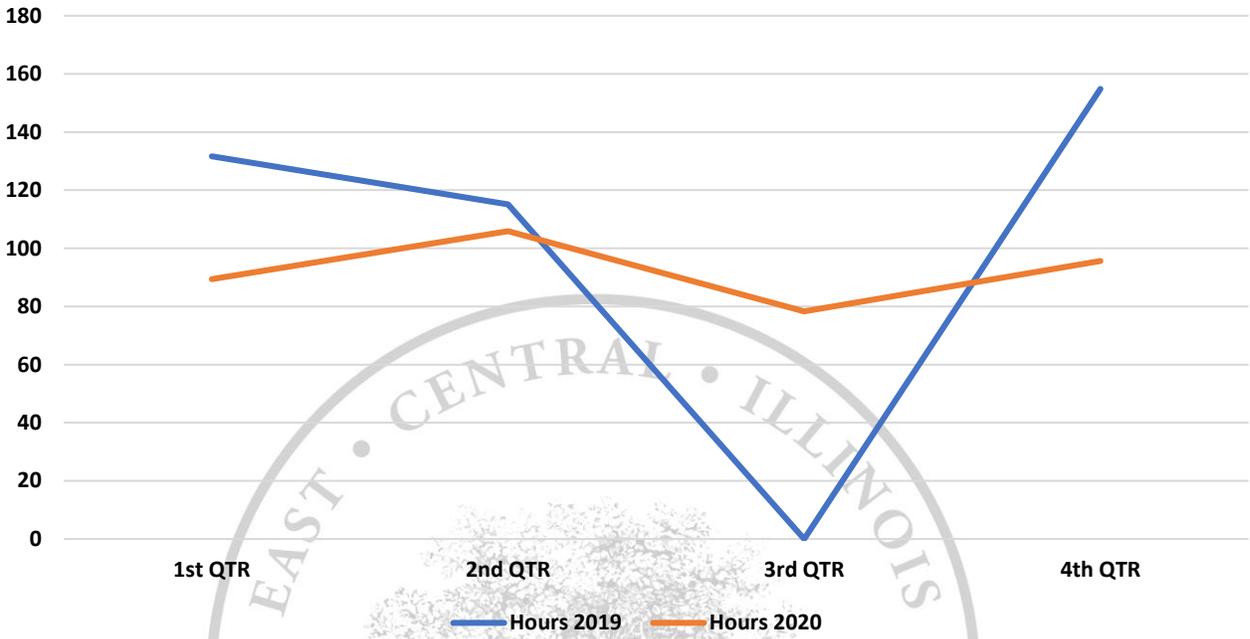
1. Prairie State helped 37 older adults with legal questions or problems related to health or income benefits.
2. Four of these cases were completed with legal representation in appeals that resulted in access to medical benefits that had been wrongly denied or prevented improper involuntary discharges from nursing home care. These health care cases helped older adults reduce medical debt by \$108,290.
3. The involuntary discharge cases involved nursing home residents who had depleted their assets on nursing home care and had applied for Medicaid. The State requires proof of how all assets were used for the previous 5 years and this can be overwhelming for the nursing home resident and their family members. This may result in denials of Medicaid and threats of removal from the facility. Prairie State handles these cases often based on referrals from the Long-term care ombudsmen.

*Older adults who work with legal service attorneys understand their consumer rights and are protected from unlawful debt collection, promoting financial stability, and lowering stress.*

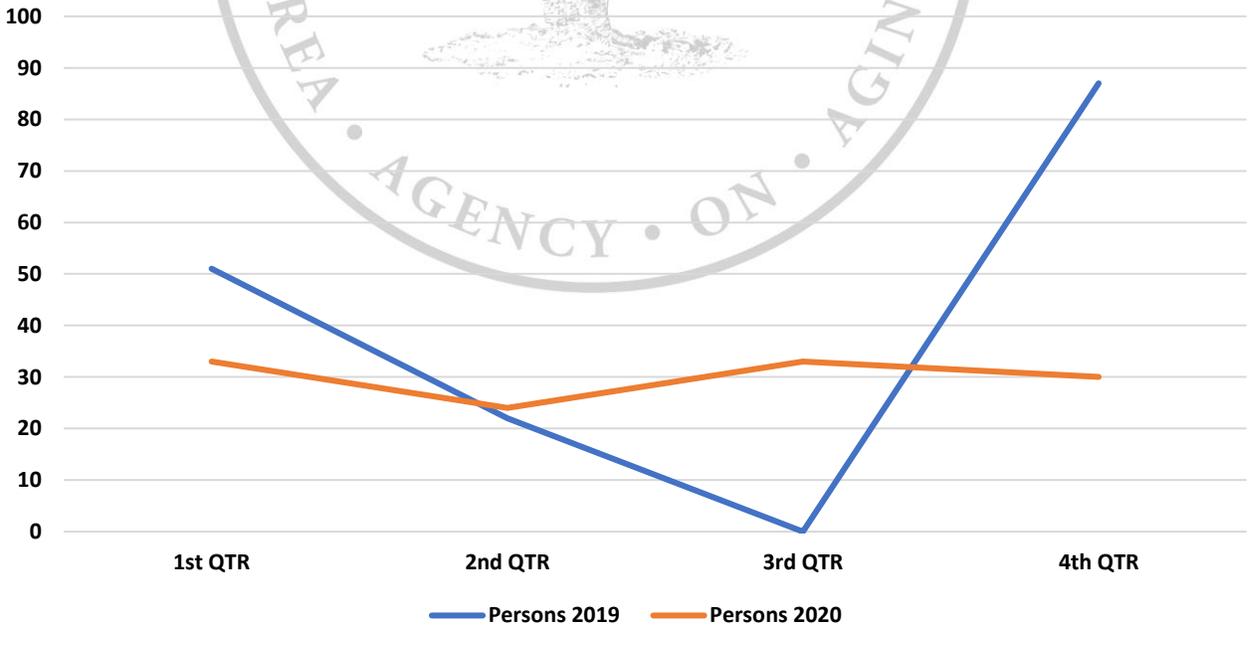
1. Prairie State provided legal assistance for 20 older adults with consumer issues.
2. Prairie State helped 14 older adults with family law issues including representing one older adult who had been the victim of financial abuse.
3. Prairie State helped 65 older adults with housing law issues including representing 7 older adults threatened with eviction. We prevented imminent homelessness in all of these cases and prevented the eviction in 5 cases, and in two cases negotiated a move out agreement that preserved the client's eligibility for subsidized housing in the future.

FY 2019 to FY 2020 Comparison Indicating COVID Impact on Service Delivery

### Hours of Legal Assistance Provided



### Persons Served



# East Central Illinois Area Agency on Aging, Inc.

FY 2020  
COUNTY CONVERSATIONS AREA-WIDE SUMMARY  
and  
SUMMARIES BY COUNTY



**ECIAAAA**  
**wants to**  
**hear from you!**

Have you *or* someone you know...

**Received a home delivered meal?**

**Received help with a Medicare Part D application?**

**Attended a support group for family caregivers?**

**Obtained legal assistance to deal with a public housing issue?**

In these uncertain times, community-based programs serve as a lifeline for older adults, caregivers, grandparents raising grandchildren and individuals with disabilities. During FY2020, the number of vulnerable older adults receiving home delivered meals increased 70%. State and federal funding for these services must be *increased*.

Your voice is vital and must be heard!

*If you have questions, please contact Susan C. Real, Executive Director at*

*309-829-2065 ext. 1218 or by email at [sreal@eciaaaa.org](mailto:sreal@eciaaaa.org).*

# FY 2021

## ECIAAA AREA-WIDE COUNTY CONVERSATION SUMMARY

ECIAAA conducted twelve (12) County Conversations from January 19, 2021 through February 2, 2021.

Total Attendees – 216

Locations – Zoom Virtual Meetings

### **Objective I**

Presented the FY 2019 Performance Outcomes Report to Constituents on Older Americans Act Services - Legal, Nutrition, Caregiver Advisory and CPoE/Senior Information Services.

### **Objective II**

Obtained input from participants how ECIAAA can improve the OAA services provided, and how ECIAAA can improve OAA service delivery.

### **Objective III**

Served as an advocacy platform to inform lawmakers how vital these programs are to their constituents and must be preserved and increased!

### **Questions Asked During the County Conversations...**

HOW CAN WE IMPROVE THE OAA SERVICES PROVIDED?

HOW CAN WE IMPROVE OAA SERVICE DELIVERY?

### **Reducing Social Isolation Programming:**

1. Participants reported the need to increase services to reduce social isolation among older adults.

### **Senior Information Services/Coordinated Points of Entry (SIS/CPoE)**

1. Service Providers and participants support the current SIS/CPoE Service Program Design as originally implemented by ECIAAA in FY 2011, which was continued in subsequent ECIAAA Request for Proposals (RFP) cycles including the ECIAAA RFP cycle for FY 2019 – FY 2021.

2. Increased federal and state funding is needed to respond to the increased demand for services.
3. Participants reported the need for additional funding for Options Counseling services to respond to the increased demand for services.
4. Participants reported the need for additional Flexible Senior Services (AKA gap filling services) to respond to the increased demand in services.
5. Participants reported the need to support older adults register for the COVID-19 vaccine appointments and provide transportation to obtain the vaccine.
6. Participants reported the need for a consistent technology fund to purchase tablets/iPads, smart phones, and improved internet connectivity access for older adults.
7. Participants reported the need to add friendly caller programs and other reducing social isolation programming to the menu of services offered by Coordinated Points of Entry/Senior Information Services.
8. Participants reported SHIP Counselors provide many important services that are not available online or through IDOA's Senior Helpline.
9. Participants reported that individuals with disabilities continue to be a large portion of the SIS customer base. Continue shifting resources from SIS to SHAP and Options Counseling to address the demand for services.
10. Ethnic diversity is increasing in all communities – ECIAAA needs to ensure services are targeting diverse groups.

### **Caregiver Advisory Services**

1. Participants reported that caregivers appreciate the Flexible Senior Services (AKA) gap filling services and Alzheimer's Disease and Related Dementias Gap Filling Services implemented by ECIAAA.
2. Participants reported the continued need to offer online support groups and online Evidence-Based Healthy Aging classes, such as Chronic Disease Self-

Management Programs, Diabetes Self-Management Programs, Matter of Balance, Savvy Caregiver and Stress Busting programs.

3. Participants reported challenges in conducting virtual caregiver support services due to spotty internet connectivity. Reported the need for more resources to support access to technology. Reported that many caregivers respond well to virtual programming, such as support groups, due to not having to find substitute care for the care recipients.
4. Participants reported the need to better promote Caregiver Advisory Services for family/informal caregivers and grandparents/relatives raising grandchildren/children in rural areas.
5. Participants reported the need for increased funding for the ECIAAA-funded Caregiver Advisory Program in counties experiencing ever increasing demand.

### **Nutrition Services**

1. Service Providers and participants reported no recommendations for changes to the current service delivery design for Nutrition Services as originally implemented by ECIAAA in FY 2015, which was continued in subsequent ECIAAA Request for Proposals (RFP) cycles including the upcoming ECIAAA RFP cycle.
2. Participants reported the pressing need to reinstate congregate nutrition sites once it is safe for older adults, post COVID-19 pandemic.
3. Service providers and participants reported that the nutritional needs of rural elders must be met.
4. Participants reported that during post COVID-19 pandemic, more attention needs to be given to increasing nutrition participation in Livingston County.
5. Participants reported that due to the pandemic, the demand for home delivered meals has increased (ECIAAA area-wide by 70% during FY 2020) and funding must be increased to sustain services to address this increased demand.
6. Due to continued increases in state and federal funding to support home delivered meals, the need to eliminate the OAA federal funds transfer from the Congregate Meals (C1) allocation to Home Delivered Meals (C2) has been identified.

## **Legal Services**

1. Service Providers and participants support the current Legal Assistance for Older Adults Service Program Design as originally implemented by ECIAAA that has been established in subsequent ECIAAA Request for Proposals (RFP) cycles, including the ECIAAA RFP cycle for FY 2019 – FY 2021.
2. Participants reported the need to reach homebound older adults needing legal assistance.
3. Legal Service providers reported the consideration to cover lawsuit filing fees.
4. Participants reported the need to better promote services to older adults needing legal assistance.
5. Participants reported the need to increase funding to legal assistance providers to meet the demand for legal services for older adults.

## **Top Ranked Unmet Needs – PSA 05**

1. Transportation
2. Repair
3. Dentures
4. Utility Assistance
5. Money Management
6. Housing Assistance and Transportation Assistance
7. Yardwork
8. Eyeglasses
9. Benefits and Preventative Health

**ECIAAA**  
**COUNTY CONVERSATIONS SUMMARIES BY COUNTY**

**Champaign County – January 29, 2021**

Total attendance: 26 participants

Presenters:

SIS/CPoE & Caregiver Advisory Services – CRIS Healthy Aging, Amy Brown, Laura Gallagher Watkin, Leslie Cooper, Melissa Courtwright

Nutrition – Barbra Wylie, Peace Meal Senior Nutrition

Legal Assistance – Susan Zielke, Land of Lincoln Legal Aid

Champaign County Conversation Results:

Senior Information Services/CPoE:

Amy Brown shared that for SIS and Caregiver, they appreciate the funding they have and they know how hard it is to come by, but they really fall short on how much time they can spend with clients. With the options counseling side taking off, they could make a comprehensive difference in the lives of seniors. They have over 100 people on the waiting list waiting to talk to a SIS counselor, but they wish they had more time to spend with each client. They could also serve more people if they had additional funding. Staff are very busy taking calls and meeting with individuals. The need far exceeds the ability to reach everybody. They do receive a good amount of gap filling for SIS and that helps to address some of those problems. Amy said that there are so many people with emergency needs such as heating repair – one senior was using their oven to heat the house.

Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

Melissa Courtwright said that they wouldn't be able to function without John LaFond's work. They're not afraid to think about the changes they need to make, how to better reach new clients, and how to serve them better. Services increased as people realized that the pandemic wasn't going to go away. They have been keeping regular and consistent contact with clients.

Nutrition Services:

Barb Wylie shared that things could go in several directions post-COVID. Some clients say they will be active again when the pandemic is over. They know that they want to keep congregate meals in their communities, and congregate meals are an opportunity to educate people.

Sheila Greuel agreed that congregate sites provide a place to hold an affordable event, provide education, address social isolation, learn a new skill, or just play cards. Back in the day, Sheila encouraged Peace Meal congregate nutrition sites to be a hub where people can go, especially in the rural areas. Hopefully now that people are acquainted with the meals, there may be an uptick

in congregate nutrition post-Covid and it would be a great way to reduce social isolation. Taking every program and weaving that RSI piece into it could be a way to strengthen these programs. We learned ways to be creative in engaging people during the pandemic.

#### Legal Services:

No improvements discussed

#### Reducing Social Isolation:

Brian Pastor shared that their partnership with CRIS is going quite well. They are still collecting the data from the project, and they were able to shift onto an online platform. The funding has been very helpful to further their relationship with CRIS and get this out into the community. They are doing research in developments and interventions in social isolation, and it's been very helpful to test these projects.

Kathy Rhodes thanked ECIAAA for the funding and thanked CRIS for funding and technology devices. Circle of Friends is doing virtual activities, and they drop off activity packets for clients. Kathy is appreciative of everyone for keeping seniors connected.

#### Community Issues Reported and Open Discussion in Champaign County:

*No Unmet Needs reported*

Emily Reed, Care Horizon CCU, shared that it would be beneficial to have more emergency funding to help people out. They recently used ESS funds to get someone a stove, and they also helped someone with transportation. The biggest problem right now is that home care aid providers don't have enough staff and they are not retaining people. There has been a steady decline since Covid started because they don't want to go into people's homes and clients don't want people coming over. Care Horizon is also not allowed to go into homes right now. Susan emphasized that gap filling, and flexible community service funding became permanent funding streams as a result of previous county convos, so ECIAAA is committed to continuing that advocacy.

#### **Clark County & Cumberland County – January 19, 2021**

Total attendance: 18 participants

#### Presenters:

SIS/CPoE – Sandy Bowman, Life Center of Cumberland County  
Caregiver Advisory Services - Annette Morrison, CCSI  
Nutrition – Barbra Wylie, Peace Meal Senior Nutrition  
Legal Assistance – Susan Zielke, Land of Lincoln Legal Aid

Clark & Cumberland County Conversation Results:  
Senior Information Services/CPoE:

Sandy Bowman – it’s been a difficult year and they are facing the challenges that will be coming. Everyone is thinking about getting vaccinations so that we can be together again.

Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

Annette Morrison shared that there are some challenges with infrastructure of Wi-Fi in Clark and Cumberland counties. There is also hesitancy toward technology from participants. Gap filling funds have been helpful for those under 65 with disabilities. A similar consistent technology-specific gap filling funding stream would be very beneficial. CCSI did many referrals to the Community Cares program, but it was quickly exhausted. In the northern counties, they are able to offer Zoom support groups, and those caregivers found it much easier to attend because they didn’t have to arrange for a baby sitter or transportation and that was a direct benefit to caregivers, so it would be good to look into a consistent technology funding source post-Covid to continue virtual sessions.

Nutrition Services:

Regarded needed funding Barbara Wylie said that they want to receive their share of what is available, and they don’t want to put any additional stress on senior clients.

Community Issues Reported and Open Discussion in Clark County & Cumberland County:

*No Unmet Needs reported*

Darren Bailey said that we did a very good job explaining things. He works with the Southeast Illinois Area Agency on Aging, and he tries to have a presence in senior citizen services. They have a compassion for seniors because the cost of living continues to increase but funding is not increasing. He is always available to listen and learn and carry that message to Springfield. It is very important in the days ahead to get this information out. He added that further north in the collar counties, there is a lot of corporate involvement, but in the 55<sup>th</sup> senate district the economy is lacking, and it’s more dire in these areas to rely on the state budget for assistance. Hearing from us is very important to him.

Phyllis Roate commends PSA 05 and providers for working through the challenges of Covid.

## **Coles County – January 28, 2021**

Total attendance: 16 participants

Presenters:

SIS/CPoE – Misty Lewis, Coles County Telecare

Caregiver Advisory Services – Jean Shobe, Caregiver Resource Center

Nutrition – Barbra Wylie, Peace Meal Senior Nutrition

Legal Assistance – Susan Zielke, Land of Lincoln Legal Aid

### Coles County Conversation Results:

#### Senior Information Services/CPoE:

Marci Heinbaugh reported they have done lots of referrals, kudos to Misti and Amy for helping with benefits access applications. Marci agrees with the social isolation piece. In the beginning of Covid, clients were scared to death and they needed someone to talk to. They did a lot of follow ups with clients from March to May. They hit a wall in which they were doing a lot of training and a lot more outreach to clients, as well as drive-thru events. As for technology, it would be great if the LifeSpan Center and the Council on Aging could come up with a way to continue using these remote platforms for virtual programming. Marci fought technology her whole life but starting March she was thrown into the tech world, and she sees that it could be beneficial to build on what they learned this year, even just to check in with clients and do “coffee hours.” Another big issue is that clients are not recognizing phone numbers, and clients are constantly being told not to give out information or answer the phone if they don’t know the number. The POMP survey is a hurdle in this situation. The questions are very lengthy and it’s not cost-effective to mail them out, so it would be beneficial to re-examine them. Marci reported that POMP surveys are a valuable tool, it’s just a matter of trying to figure out a better way of doing it.

#### Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

Jean Shobe reported everything everyone has mentioned has been on the forefront of what she is thinking. Even in getting her services into the rural communities, her connections with the regional Office of Education have been the strongest in helping to get the word out about their services. This has been their biggest referral system during Covid through which they have been able to provide assistance to meet the needs of GRGs such as remote learning systems or clothes for the grandkids. It’s important to reach those smaller communities. Often times there is a greater number of GRGs willing to reach out for these services.

Sheila Greuel added that when she contacts grandparents or guardians who are going to be quarantined, remote learning is often a need. Caregivers and GRGs need the information and tools to make sure they are getting the help they need to support their care receivers or their grandchildren with remote learning. Sheila just referred someone to SAIL for IUP assistance. The knowledge needs to be advocated for and openly pushed.

## Nutrition Services:

Barb Wylie shared that people talk about Mattoon and Charleston, but small towns like Oakland aren't mentioned often. People are very much aging in place, and even if they have family living nearby, those people are going to Mattoon or Charleston to work. Often times other areas are ignored. Peace Meal has set up some ways to reach those locations, but these areas could use some additional attention.

## Legal Services:

Susan Zielke shared that the reporting process for the next round of FY reporting and grants will have a different focus. They are working on addressing that. The needs of seniors haven't changed, but they are trying to work with Susan and Amanda and staff to make sure that they will cover the right bases for what ECIAAA is looking for. Claire retired and was replaced by Joe Dunker who is the new attorney, and he was ready to hit the ground running when Covid hit. He will be handling the overflow of cases that John LaFond can't handle. This is how they are addressing the retirement of a long-time legal attorney. Working with Amanda and staff has been seamless and having John LaFond around is great because he really knows the area and the clients and is involved in different agency meetings. These meetings, along with home-delivered meals and the on-the-groundwork of case managers are really important in spreading the word about legal services. Senior centers are helpful in getting the word out, but they can't reach those who are homebound. Reaching out to homebound seniors are key.

## Community Issues Reported and Open Discussion in Coles County:

*Unmet Needs reported included senior companionship, dentures, and money management*

In response to senior companionship being the highest unmet need, Sheila Gruel emphasized that there are many rural communities in Coles County in which seniors need to be reached somehow, and there are tremendous resources available, especially in areas with colleges.

Patti Hicks shared that the LifeSpan Center is working on a program in which they are partnering with the EIU Public Health Department on an initiative similar to the 21st Century Good Neighbor Program in which students will be contacting older adults in the community on an ongoing basis. They are excited about eventually turning this into a peer wellness check, as isolation is an ongoing problem that has been amplified by Covid.

Amanda Hyde, ECIAAA inquired if they have any technology or other needs that ECIAAA could help with in implementing the program. Patti responded that EIU reached out to them for this collaboration and they have the technology piece set up. Her biggest concern is the oversight, having someone in communication with the students and making sure that they have the correct training before contacting clients. Patti suspects

that EIU will continue the program, but after the pilot is done, the LifeSpan Center would inherit it and would possibly need some assistance.

Amy Corbin, SAIL – she appreciates their collaboration with the LifeSpan Center in working to meet the need of seniors in Coles County as well as those not within the county line who still receive their services. Amy said that money management is a major need. Amy attended a training on money management hosted by the National Disabilities Institute and suggested that it could be easily tailored to seniors. The training covered the ins and outs of banking institutions, what to look for in terms of fraud, etc. Amy is willing to set up virtual or in-person workshops or help any way she can. Part of the problem is that they often tell their seniors to be cautious, but they don't give them information to support that. For example, they tell them not to answer the phone, but what if the caller is someone who they need to get back to? Amy wants to work with LifeSpan Center to set up a training. She appreciates the collaboration and networking opportunities with the LifeSpan Center that allow her to share information with her consumers such as the VITA program (tax prep). She is happy to do anything to help.

### **DeWitt County & Piatt County – January 19, 2021**

Total attendance: 18 participants

Presenters:

SIS/CPoE – DeWitt County – Annette Morrison, CCSI,  
Piatt County – Megan McKissack, PCSS

Caregiver Advisory Program –  
DeWitt County – Annette Morrison, CCSI  
Piatt County – Julie Schubach & Lynn Wylie,  
Family Service Senior Resource Center

Nutrition – Barbra Wylie, Peace Meal Senior Nutrition

Legal Assistance – Susan Zielke, Land of Lincoln Legal Aid

### **DeWitt and Piatt Counties Conversation Results:**

#### **Senior Information Services/CPoE:**

Annette Morrison shared that it would really help to have some type of consistent fund for technology or internet service for clients who can't afford it. This applies for Healthy Aging classes and caregiver services. It doesn't apply as much to application assistance because a lot of the applications are already online, but people are intimidated because it's so much information. The reassurance of having someone work through it with them is needed because clients worry that they will do something wrong.

## Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

Julie Schubach is always finding ways to collaborate across the different services. This conversation has been helpful in hearing what people are doing and it gives them new ideas, like the app that shows your office phone. Barb has been helpful at disseminating flyers, and respite has been very helpful as well.

## Nutrition Services:

Barbara Wylie reported they're watching for needs and referring people and doing follow up, so when there are opportunities to disseminate information, they don't want to always dump flyers on clients because seniors will eventually not read them but they are still happy and willing to give them out regularly.

## Legal Services:

Susan Zielke – ECIAAA has been greatly supportive when they needed to think about how to support seniors during Covid. Legal services are constantly thinking about how to reach seniors who receive nutrition services. It's easy to reach people at the senior centers, but the more homebound population is harder to reach. They have some ideas on how they can work with nutrition to refer clients to legal if need be.

## Community Issues Reported and Open Discussion in DeWitt & Piatt Counties:

*Unmet Needs Reported included dentures and utility assistance*

Eileen Brewer shared that there is a need for Covid vaccine information distribution.

Susan Real responded that ECIAAA is responsible for getting the information out, and ECIAAA will be sharing their own materials hopefully this week along with materials from the IDoA. Eileen suggested getting the word out through a family member or grandchild. Susan said that the information will be shared with the aging network.

James Keith from United Way appreciates the added knowledge. He would love to attend the Macon County conversation as well.

## **Douglas County & Moultrie County – January 22, 2021**

Total attendance: 17 participants

Presenters:

SIS/CPoE – Moultrie County & Douglas County – Kathi Garvey, Moultrie County Senior Services

Caregiver Advisory Program – Moultrie County & Douglas County – Kathi Garvey, Moultrie County Senior Services  
Nutrition – Barbra Wylie, Peace Meal Senior Nutrition  
Legal Assistance – Susan Zielke, Land of Lincoln Legal Aid

### Douglas and Moultrie Counties Conversation Results:

Senior Information Services/CPoE, Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren, Reducing Social Isolation:

Judy Featheringill (Corporate Board for Moultrie County) shared that the people at the Senior Center are so happy and friendly, they don't dismiss any questions clients have. Judy reported that she is a caregiver and a senior and she had to let go of her job during the pandemic, but once she gets the vaccine, she will help the Senior Center. She shared that her mom did Meals on Wheels when Judy was a teenager, and MOW would do check-ins too.

Kathi Garvey said that she wants to tackle the social isolation issue. They got started with the wellness check phone calls, and she really wants to step up with that to contact people they don't have contact with and get the word out more about their services.

Julie Schubach felt similarly and shared that she appreciates the ability to take on a pilot project and take on miscellaneous things like social isolation and be able to coordinate with different partners. She wants to talk to Kathi to work together to tackle those issues.

Sheila Gruel representing Moultrie County Health Department shared that RSI and friendly calls really make a difference, but evidence-based programs like chronic disease and diabetes self-management and matter of balance also help when people can be together to have an enjoyable learning experience. Those evidence-based programs are important to help reduce social isolation. The Aging Mastery program is also a great program that may draw a different cohort, and it might be a good way to get the "young old" involved as well. Sheila was a part of the steering committee meetings in the 80s when they were developing the Senior Center, and Mid-IL has blown the dream of what it could be out of the water.

Kathi says thank you to the ECIAAA for their hard work and dedication to service providers. We have been a strong partner in Moultrie County for many years.

### Nutrition Services:

Barb recommended that Landon post on his Facebook how important it is to volunteer for Peace Meal as a method to help visibility in volunteerism.

### Legal Services:

Susan Zielke reported that for Legal, things have worked well over the years, and it is in large part thanks to this network. If clients can't get to them, it's because they don't know about them, and working with everyone is really helpful in getting the word out. She wants to echo Susan

Real's statements about the importance of the home delivered meals to the seniors who are homebound, they are the hardest for legal to reach because they don't show up to senior center programming or congregate sites, so this daily contact is really important.

### Community Issues Reported and Open Discussion in Douglas & Moultrie Counties:

*Unmet Needs reported in Ford county included money management transportation and yardwork.*

*No unmet needs reported in Moultrie county.*

Landon Stenger (Chapin Rose's office) thanked everyone for putting the materials together, and he said that it's refreshing to hear about the services. While it's impossible to calculate the value of the intangible amount of good these providers do, the quantified results help legislators see the impact of the budgets. Landon was raised in Moultrie and Douglas counties and his family receives services from these places and he appreciates it. Moving forward, they are entering the new general assembly which was sworn in last week. There were a lot of challenges last year with Covid, their sessions were cut short and they weren't able to do nearly the amount of things they wanted to do. The vaccine is slowly creeping out and they all look forward to getting the senior population fully vaccinated. He would love to see those congregate sites open. They are working with health departments to resolve issues since some long-term care facilities and nursing homes are lagging on vaccine administration. The unemployment fraud cases have been off the charts with so many individuals filing for unemployment, and a lot of fraudsters have used that as an opportunity to fraud taxpayers and file false claims. A lot of seniors were calling them about that issue. The budget is always a big concern. They saw state revenues dip due to Covid, and there was a hole in last years' budget. Chapin is one of the chief negotiators for the Senate Republican Caucus, and right now they are planning for next year. There are not a lot of easy answers, and Chapin values what the senior services provide, and Landon is happy to convey everything back to Chapin, take concerns, questions, issues, etc. as they are here to serve us.

### **Edgar County – February 2, 2021**

Total attendance: 10 participants

#### Presenters:

SIS/CPoE – Amy Ball, Chester P. Sutton Community Center of Edgar County  
Caregiver Advisory Program – Judy Barrett, Chester P. Sutton Community Center  
Nutrition – Barbra Wylie, Peace Meal Senior Nutrition  
Legal Assistance – Susan Zielke, Land of Lincoln Legal Aid

### Edgar County Conversation Results:

#### Senior Information Services/CPoE:

Amy Ball said that the flex gap funding has helped tremendously, especially with the unmet needs mentioned, as they were able to help a couple of clients purchase eyeglasses and dentures

with that money. They have been talking about social isolation and they plan to continue to do the phone tree to reduce social isolation among clients.

### Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

Judy Barrett said that her GRG clients are very appreciative when they receive assistance through the flex gap money. Judy added that they could use more volunteers for the phone tree program. Some GRGs are caregivers as well, and Chester P. could serve more people if they had more funding. Judy said that they put flyers out there about available services but it's possible that some GRGs might be shy about raising their grandkids. Despite the challenges, Chester P. picked up 3 new caregivers and one grandparent during Covid.

### Nutrition Services:

Barb said that nothing in particular stands out for Edgar County, but the more rural the county, the higher the social isolation. They are happy to be a part of any effort to combat social isolation, such as handing out flyers. Barb also added that many HDM clients in Edgar County are GRGs, some even raising great grandkids. Barb hasn't seen anything like it in her career and it's critical to address this need.

### Legal Services:

Susan Zielke said that the key for them is to be able to continue providing services. The demand is high, and John LaFond can't do it all. 35% of their client base consists of seniors, and they are committed to not turning away a senior even when the funding is gone. They rely on providers to try to reach isolated seniors, identify their legal needs, educate them about the availability of legal services, and refer them to legal services.

### Community Issues Reported and Open Discussion in Edgar County:

*Unmet Needs reported include money management, dentures, eyeglasses, and yard work*

Melanie Kluzek, a nutritionist for IDoA, said that this was very informational, and she entirely agrees that there is still room for the congregate program. We shouldn't feel that it's the end of congregate, just maybe the end of how we envisioned it. We need to be innovative in how we can reach seniors to combat social isolation. It's a great mindset to be thinking several years down the road about innovative grants to tackle something that can be used statewide.

### **Ford County & Iroquois County – February 2, 2021**

Total attendance: 13 Participants

Presenters:

SIS/CPoE – Ford County – Lana Sample, Ford County Health Department

Iroquois County – Peggy Gossett, Volunteer Services  
Caregiver Advisory Program – Ford County -Lana Sample, Ford County Health  
Department

Iroquois County – Peggy Gossett, Volunteer Services  
Nutrition Services – Barbra Wylie, Peace Meal Senior Nutrition  
Legal Assistance – Susan Zielke, Land of Lincoln Legal Aid  
Ketura Baptiste, Prairie Legal Services

### Ford & Iroquois Counties Conversation Results:

#### Senior Information Services/CPoE:

Lana Sample shared that they were able to get 211 started in Ford County as a result of the pandemic funding. They received a report for the 1<sup>st</sup> Q showing that they had 40211 calls.

#### Caregiver Advisory Services – Caregivers and Grandparents Raising Grandchildren:

Lana Sample said that having gap funding sooner in the year is very beneficial. Lana also said that respite funds can be a challenge, and their respite for this past year was not enough to cover a day in a nursing home.

Peggy Gossett said that they are looking forward to using TCARE as a tool for caregiver assessment.

#### Nutrition Services:

Shelley Tolly of Peace Meal works a lot with Care Horizon, and they get many referrals from the Ford County Health Department in Paxton. Shelly asked that those referrals keep coming because that helps provide more meals to seniors in Ford County. Shelly said that they also serve Roberts, Melvin, Ludlow, and Paxton – refer clients to Peace Meal and they will try to enroll the client. They added someone from Piper City recently. It's better if several clients are being referred because it's a long trip to make for one person.

Lana Sample responded that they try to make referrals, but because they are such an interestingly shaped county, the HDM piece is a struggle for rural residents. Lana responded that usually she doesn't get a group of people, and it's a struggle to serve everyone. Through the community care program, they are able to provide a lot of refrigerated meals, so those not in the HDM area are very grateful for this.

#### Legal Services:

Ketura Baptiste explained that in the cases when clients are scammed by maintenance workers, if they are over 200% of the poverty line, their lawsuit filing fees are not covered. Ketura asked if there could be some way for clients who are above 200% of the poverty line to have their lawsuit filing fees covered.

Susan Zielke emphasized that the Title III funding is important for services on the ground because seniors are not going to reach legal services without the help of senior centers, SIS providers, nutrition providers, and caregiver advisors.

Lana Sample said kudos to Land of Lincoln Legal Aid for helping a client find out the cause of their debt when no other agency would work with this client.

**Community Issues Reported and Open Discussion in Ford & Iroquois Counties:**  
*Unmet Needs Reported in Ford included money management, transportation, and yard work. There were no unmet needs reported in Iroquois County.*

Lana Sample reported that they lost the money management program when the health department split into Ford and Iroquois County health departments 7 years ago, but people could still benefit from this program in the present.

Peggy Gossett said that they use gap filling to meet needs. They have some good volunteers who provide transportation to locations outside of the county. For eyeglasses and dentures, people have stopped asking, but Iroquois has a list of discounted places that take Medicaid for those services.

LuAnn Armantrout has a long history of being an elder care supervisor for Iroquois and Ford counties. She hopes that the task force will start back up in Iroquois Co to continue the needs assessment. Since they are very rural, they identified transportation and food services as the highest needs so far. She hopes that these efforts will start back up soon. Lou Ann said they were working on a resource book and town hall meetings, but it has all been put on hold. Lou Ann will keep us posted.

### **Livingston County – January 21, 2021**

Total attendance: 19 Participants

Presenters:

SIS/CPoE – Annette Morrison, CCSI

Caregiver Advisory Services – Annette Morrison, CCSI

Nutrition – Barbra Wylie, Peace Meal Senior Nutrition

Legal Assistance – Adrian Barr, Prairie State Legal Services

Livingston County Conversation Results:  
Senior Information Services/CPoE:

Annette reiterated the need for technology, although unsure if infrastructure is something funding can help with, but it can help with trying to introduce more technology to clients and improving their access to it. Annette shared a story about a client who saw an infomercial that only had a website but no phone number, and it shows that people don't realize that a lot of people don't have computer access. Things are not always accessible to seniors this way.

Caregiver Advisory Program: no specific caregiver advisory discussion  
Nutrition Services:

Barb Wylie reported anytime there is some advocacy opportunity, she likes to throw it out there to not forget about seniors. Seniors get shoved off to the side because the focus is often on children and other populations. Keep cuts equitable with other groups because seniors deserve the care and they are going to be a financial drain if they are not given these services to be safe and independent. The new collaboration with OSF is nothing but good, it is an opportunity.

Legal Services:

Adrian Barr said that they don't have any marketing and it's been a struggle to make sure that the community is aware of their services.

Community Issues Reported and Open Discussion in Livingston County:

*Unmet Needs reported included transportation, utility assistance, and dentures*

Deb Karch, from Rep. Tom Bennett's office, expressed that it was really nice to hear about the different services provided in Livingston County and the coordination between different providers. They work very closely with IDoA. Deb shared that they are getting bombarded by senior citizens who either do not know how to use a computer or don't have computer access, so online vaccine registration is their top issue right now. They partner with the health department which is asking residents to go online and register for the vaccine. The health department then responds when it's time to schedule an appointment. Deb is looking for a provider to whom she can direct senior citizens to help them register for the vaccine. Deb also expressed that Rep. Bennett's office wants to partner with agencies to help spread the word about different services available to seniors. They have the ability to put different links on their website as well as Rep. Bennett's Facebook page. Deb will speak with their communications director at Rep. Bennett's request. Deb asked how often this group meets – Susan Real said that during the midst of Covid, everyone came together once a week because we were scrambling. All 16 counties got together to problem solve and think about what to do next. It later transitioned to once a month, and now it's back to the formal quarterly process and we would be happy to have Deb. Deb would be happy to join in to get the updated information on resources and such. They want to be the best partners they can be to help their constituents in any way that would be of value. She is happy to try to leverage resources.

Amanda Hyde asked attendees to talk about interagency meetings – Annette said that they regularly attended Social Services Council at the health department which took place on the 1<sup>st</sup> Wednesday of each month, but that group hasn't adapted to Zoom. She doesn't know the status of that group. Adrian said that the Homeless Coalition meets every 2 months, and the next meeting is in February.

## **Macon County – January 28, 2021**

Total attendance: 17 participants

Presenters:

SIS/CPoE – Becky Edwards, Starting Point/Macon County Health Department

Caregiver Advisory Services – Sally Williams Starting Point/MCHD

Nutrition – Greg Fitzgerald, Catholic Charities MOWs

Legal Assistance – Susan Zielke, Land of Lincoln Legal Aid

### Macon County Conversation Results:

Senior Information Services/CPoE:

See open discussion notes below

Caregiver Advisory Program:

See open discussion notes below

Nutrition Services:

See open discussion notes below

Legal Services:

See open discussion notes below

Community Issues Reported and Open Discussion in Macon County:

*Unmet Needs reported included residential repair, transportation, housing assistance and utility assistance.*

Ron Black asked if anyone had reached out to the Decatur Public transit Authority for transportation or any other local agency for utility assistance. He asked if referrals are being made or if we need to develop a procedure to address those needs.

Susan responded that transportation is sometimes the highest unmet need because public transportation doesn't always meet the needs of seniors who may need more assistance. ECIAAA made sure that gap filling became a permanent funding stream because it can be used to address this need.

Becky Edwards added that Macon County is blessed with resources and services, but sometimes they just come to an end road and they can't find the exact assistance needed. Sometimes people have multiple unmet needs and they might not be able to provide multiple services for one

person. All of the agencies know what resources are available, but sometimes the needed services are just not there, and they've done everything they can. Additional funding like Covid gap filing, ADRD gap filling, and Respite are very helpful for clients when there isn't a program that can help with something like rent or a copay. Covid did financially affect some people.

Sheila Gruel praised Macon County for doing a great job of providing evidence-based programs. Aging Mastery, for example, encompasses a variety of programs that help seniors become well-rounded in maintaining their lifestyle by learning about exercise, finances, art, legal issues, nutrition, etc. These programs provide an opportunity to invite speakers from the community who are experts in these areas. It can pique the interest of a variety of people and become something like a club for elders to participate in and for elders to continue on their journey of lifelong learning.

Greg Fitzgerald said that there is always a need for assistance with paying bills, but overall, the service providers in Macon County work very well together compared to other cities and counties in making sure services are being delivered to clients. Ron Black agreed that this is a strength of Macon County.

Sheila Gruel asked what is causing the shortage of money to pay utility bills – is there a larger low-income group? Do people need assistance with financial literacy and money management? Is the cost of utilities higher in the Decatur area?

Greg responded that they do not assist with bills; they pass it on to another agency. A financial management program would be beneficial to anyone on a fixed income to make their dollars go as far as possible. He also said that there are some people who have an entitlement mindset, believing that if it's free, they should be given it.

Ron said that Starting Point's money management program has been helpful to people who needed it, but you have to look at the specific situation – is it chronic, is it a one-time need, has the person contacted Catholic Charities or Northeast Community Fund? These resources are available, and they need to coordinate with each other to get the word out on what is available and how much is used. Ron also said that Decatur has not recovered from the recession since the 1980s because of the jobs that have left the Midwest.

Becky responded that it's a mix – there are repeat people who need assistance over and over. Starting Point does have a successful money management program and it's amazing how much money people can save when they have assistance and guidance, but it is difficult to get people to reach out for that assistance because clients don't like being told what to do with their money. They get referrals from APS for money management assistance in situations of financial exploitation, but there is a mix of reasons why someone would need cash assistance.

Sheila asked if people for whom it seems to be a chronic thing could be referred to DOVE or the Senior Companion program to increase the money coming into the household each month. Ron also asked if there was a transportation need that was unmet. There is an existing program for those who can't ride the bus, for example for medical appointments in which it's possible to pay

the cab fare with a medical card. You must look at the specific situation to better address the need.

Sally shared an example of a client who needed help with a power bill because she owed \$700 in her sister's name, and it turned out that she had owed a prior \$1800 bill and was making poor financial choices. Another client made \$3000 a month and used it for TV rather than medication and rent, so this indicates that sometimes the problem has to do with chronic issues involving poor choices in money management.

Mary Beth shared that Ameren has a program that assists people with utility bills. Mary has two regular constituents who go through Ameren regularly for utility assistance. Amanda added that Starting Point does a really good job of exhausting other resources first before using gap filling funds as a last resort. They have a statewide database that they use to look up other options. It is their job to know what other resources are out there, and Sally knows the eligibility for them and does everything she can to connect people with assistance they are eligible for.

James Keith, United Way, added that it is key to ask a client whether they are a veteran since this opens up a slew of possibilities and resources. The VA clinic can help with health expenses, making sure everyone's money is being utilized effectively and efficiently. He also highlighted that many of the organizations we mentioned use a program called OASIS which allows each agency to keep track of and see what resources a client has received.

Becky appreciates the continuation of gap filling, ADRD, and respite money.

Leslie Stanberry said that working more closely with United Way is a good idea. They have some money as a result of their van drive, and sometimes the same people come to them for utility assistance because they know it's easier to get money from one provider than another. It's time that we look outside of the aging network and talk to other providers like United Way. DMCSC has been sending a lot of people to Land of Lincoln so more money for Land of Lincoln would be great.

James Keith shared that United Way is working with Susan Zielke and the Decatur Township to establish a permanent location for Land of Lincoln. The Township plans to provide free office space after Covid to allow for a permanent presence of Land of Lincoln in Macon County.

## **McLean County – January 21, 2021**

Total attendance: 24 Participants

Presenters:

SIS/CPoE – Annette Morrison, CCSI

Caregiver Advisory Services – Annette Morrison, CCSI

Nutrition – Barbra Wylie, Peace Meal Senior Nutrition

Legal Assistance – Adrian Barr, Prairie State Legal Services

## **McLean County Conversation Results:**

## Senior Information Services/CPoE:

Annette emphasized that technology is an ongoing major need. For the seniors that voiced an interest in being educated and having access to technology, it is an area where funding can be easily utilized in the future.

## Caregiver Advisory Program:

No noted discussion

## Nutrition Services:

No noted discussion

**Legal Services:** Adrian Barr expressed that there is a need to educate the community about the availability of legal services. Many people don't know about them and it's hard for Prairie State to reach some folks, so if there is a mechanism to get the word out, it would help them out.

## Community Issues Reported and Open Discussion in McLean County:

*Unmet Needs Reported include dentures, residential repair and renovation, and transportation.*

Mike O'Donnell expressed gratitude for these vital services, and he emphasized the urgency and importance of addressing substandard housing. He talked about the West Bloomington Revitalization project in which low income communities, including mobile home parks, receive home repairs or help with finding livable affordable housing.

Doretta Herr emphasized the need for transportation and how to alleviate that need.

Annette shared that often times when they talk to someone who has a transportation need, the current services that are free or low cost are not what they are needing because the senior might need something beyond what FIA can provide, for example rides to Chicago.

Doretta responded that they do provide limited medical transportation to cities like Peoria, Springfield, Chicago, and Saint Louis.

Rick Lewis shared that he needs training on necessary processes and procedures in filling out forms and documents for grants.

Mindy Morgan commented that providers did a great job presenting, and it was very educational and helpful for her to see what the needs are. What's happening in McLean County is phenomenal.

Ruth Ann Lipic shared that she has attended many of these county convos and is thrilled at the depth of these presentations and the growth of these programs. There is a place to go to get together, and we're not letting seniors waddle in their loneliness. It has been a pleasure to be a

part of this for 10 years, watching it grow and expand. To those who are doing the work, thank you so much! Keep it up, dig deeper, expand your services.

Marilyn Morrow shared that every time that she is able to attend one of these meetings, she is blown away by what is happening. She is particularly interested in the social isolation projects and she is delighted that ECIAAA is jumping in on this and she is looking forward to learning more about it and seeing how they can help in some way.

## **Shelby County – January 22, 2021**

Total attendance: 13 participants

Presenters:

SIS/CPoE – Annette Morrison, CCSI  
Caregiver Advisory Services – Kathi Garvey, Mid-Illinois Senior Services  
Nutrition – Barbra Wylie, Peace Meal Senior Nutrition  
Legal Assistance – Susan Zielke, Land of Lincoln Legal Aid

### Shelby County Conversation Results:

Senior Information Services/CPoE:

Annette shared that the response from the last county convos to the need for gap fill and flex com service funding has been fantastic, and if that could continue or grow, it would be very much utilized in Shelby County when someone comes in with financial issues such as needing help with a dental bill, rental assistance, purchase of an electric recliner, or even staying home longer. Those services have been useful, especially when they can help those under 60 with disabilities. Annette also mentioned that technology is a major need in some counties while in others such as Shelby County, participants seem to be a little more resistant to technology, so there might be other priorities that would take precedence in this area.

Caregiver Advisory Program:

Kathi Garvey shared that they could use some help getting the word out about their services so that they can get more CG and GRG clients and stay in touch with people to make sure their needs are met. Kim wanted to share her appreciation for the gap filling funds for adults 55 and under as well as relatives raising grandchildren.

Nutrition Services:

Barbra Wylie shared that Shelby County has reached clients fairly well, but she agrees with Kathi on the need for the education piece to let people know that these services exist. Susan responded that when the legislative aids do work with older adults, they learn from that group, so

we might want to bring them together once a year in a way that is more directed at getting the word out through them.

Legal Services: none noted.

### Community Issues Reported and Open Discussion in Shelby County:

*Unmet Needs reported included transportation, assisted transportation, residential repair and renovation, and social services & follow up.*

Stephen Melega asked whether transportation is the biggest unmet need. They had done a study with CEFS Public Transport System and they found that people often don't know the schedule of public transportation.

Susan Real added that public transportation isn't always what's best for an older adult since they sometimes need more assistance which may include needing someone to wait with them at the doctor's office. The rural public transportation services know this, but it would help if they had escorts at no charge.

Kathi Garvey added that at the Senior Center, they have a caregiver list of people who volunteer to offer their services in the counties served by the Senior Center. The list is updated every year, and they have quite a few volunteers who offer services such as driving seniors to appointments, cleaning, bathing, medication management, etc. but it is all private pay individuals who are not background-checked.

Steve asked if the CCU is hearing the need.

Marsha Johnson responded that the problem with transportation is that they don't have as much notice as necessary for them to be able to take the senior where they need to go, for example if a senior says they need to go to the appointment the next morning. Home care aids aren't always available to do this because they have their own schedules and tasks for the day. The service exists, but it may not be available at that point in time. Furthermore, a lot of seniors need a more assisted service, like someone to walk them into the office, not just to drop them off at the entrance.

Stephen Melega said that the seniors definitely know about the vaccine and they want to receive them, so it's important to keep promoting. Steve said they have vaccinated over 400 people so far.

Amanda asked if they are requiring any web-based registration.

Stephen responded that they are taking down names, phone numbers, and age for a waiting list which is systematically broken down into age groups. Then it's broken down into essential workers, EMS, and first responders. One of the big complaints is that people call, and nobody answers, and the websites don't show any information. They only have so many lines, but they seem to be able to answer them sufficiently.

## **Vermilion County – January 29, 2021**

Total attendance: 26 participants

### Presenters:

SIS/CPoE – Amy Brown, Laura Gallagher Watkin, Leslie Cooper, CRIS Healthy-Aging Center

Caregiver Advisory Services – Amy Brown, Melissa Courtwright, CRIS Healthy-Aging Center

Nutrition – Amy Brown, CRIS Healthy-Aging Center

Legal Assistance – Susan Zielke, Land of Lincoln Legal Aid

### Vermilion County Conversation Results:

#### Senior Information Services/CPoE:

Amy Brown reported that there is a need for improving the ability to respond faster. Leslie monitors the calls and right now there are 128 people waiting to talk to a SIS counselor. 33 of them are waiting for vaccine information, but the other 95 need basic help for housing, connection with other services, food, or a place to stay. They definitely need more gap funding since it's one of the biggest things that really make a difference in helping someone get to where they need to be so that they can stand on their own and move forward. The AIRS and SHIP/SHAP trainings are always helpful. They will also be getting ready to roll out tax assistance in the next few days.

#### Caregiver Advisory Program:

Amy Brown reported that they appreciate the Caregiver Advisory funding, but the program received a drastic reduction in funding. They only have one part-time caregiver advisor now, but the numbers are still as high as before, which means they have less time to dedicate to each caregiver. They try their best to interact with clients, and their team is getting better at options counseling, but they could do a lot more if they had more funding. They also greatly miss the gap money they had last year, and they really could move some mountains to help more with gap services than this past fiscal year. They just don't have the same level of funding this year. They still provide the same services, they have some funding, they have staff, and they very much appreciate that support so that they can meet the needs of so many.

#### Nutrition Services:

Amy Brown stated that there have been many improvements, they had an amazing year, and the AAA's flexibility with unique and creative approaches to providing food for seniors has been valuable. They have had eyes wide open at all these different opportunities. Amy's number one fear is what to do with the high number of people receiving Meals on Wheels once congregate sites reopen. There will be 500 people needing meals, but the funding might go back to the 300-client-level funding. Flexibility to use congregate funding would be helpful for those eager to return to congregate meals. Creativity means more money, the need is very high, and those 500 people don't represent congregate folks as much. There is a lot of new people on the HDM

program. Susan responded that this is a statewide issue. There was an increase in the Illinois General Revenue funds budget for 2020 but not for 2021, so ECIAAA is trying to advocate for an increase for 2022. So many HDM clients received emergency support, but sustaining it is a real concern for everyone.

#### Legal Services:

Susan Zielke – financially, their program has an attorney dedicated to this work – John LaFond. The need of seniors is so much greater, as demonstrated by the fact that seniors are 30% of the clients LL serves. The funding they get is great and helps in addressing core issues, but the funding for one attorney is not meeting the need for all the seniors that need their assistance, and they have to turn to other funding sources. Susan emphasized the importance of the partnership they have with home delivered meal providers because they check in with the seniors who are homebound and don't interact with anyone else. Land of Lincoln is least likely to encounter homebound seniors, but the agencies that do have contact with the homebound seniors can notice issues and refer them to Land of Lincoln.

#### Community Issues Reported and Open Discussion in Vermilion County:

*Unmet Needs reported include residential repair and renovation, housing assistance and adult day care*

Mindy Morgan asked about nursing home residents in the county who may be there temporarily or because of a brief illness – is there a difficulty returning home? It looks like CRIS has the ability to help when the senior is discharged.

Amy Brown responded that when someone is in the nursing home on a temporary basis, like when they are discharged from the hospital after a surgery that requires extended stay in a nursing home, or their health deteriorated because they were a victim of elder abuse and their strength was regained while they were in a nursing home, there is a requirement for a safe return plan. CRIS participates in that process to ensure that the senior receives housing, food, furniture, a ride, and ongoing communication with the caregiver. Generally, this includes home-delivered meals, ensuring that they have a primary care physician, or a new home to move to (including senior housing). They try to work through anything that comes up to get seniors what they need as much as possible so that they have a safe, sturdy foundation. The CCU is one of the main programs that provides home maker services and access to a response system if there is an emergency.

**ATTACHMENT A**

**FY 2021 COUNTY CONVERSATIONS**

**VIRTUAL PARTICIPANT LISTS**



**ATTACHMENT B**

**FY 2021 COUNTY CONVERSATIONS**

**[AGENDA AND SCHEDULE](#)**



**ATTACHMENT C**

**FY 2021 COUNTY CONVERSATIONS**

**[FLYERS FOR EACH EVENT](#)**



**ATTACHMENT D**

**FY 2021 COUNTY CONVERSATIONS**

**PERFORMANCE VERSUS FUNDING CHARTS**



**ATTACHMENT E**

**FY 2021 COUNTY CONVERSATIONS**

**FY 2019 UNMET NEEDS REPORT**

