



## MISSION

To serve and advocate for older Illinoisans and their caregivers by administering quality and culturally appropriate programs that promote partnerships and encourage independence, dignity, and quality of life.

## PROGRAMMATIC DIVISIONS

- ▶ Community Relations and Outreach
- ▶ Home and Community Services
- ▶ Planning, Research, and Development
- ▶ Advocacy and Preventive Services
- ▶ Office of the Long-Term Care Ombudsman



# Response to COVID-19

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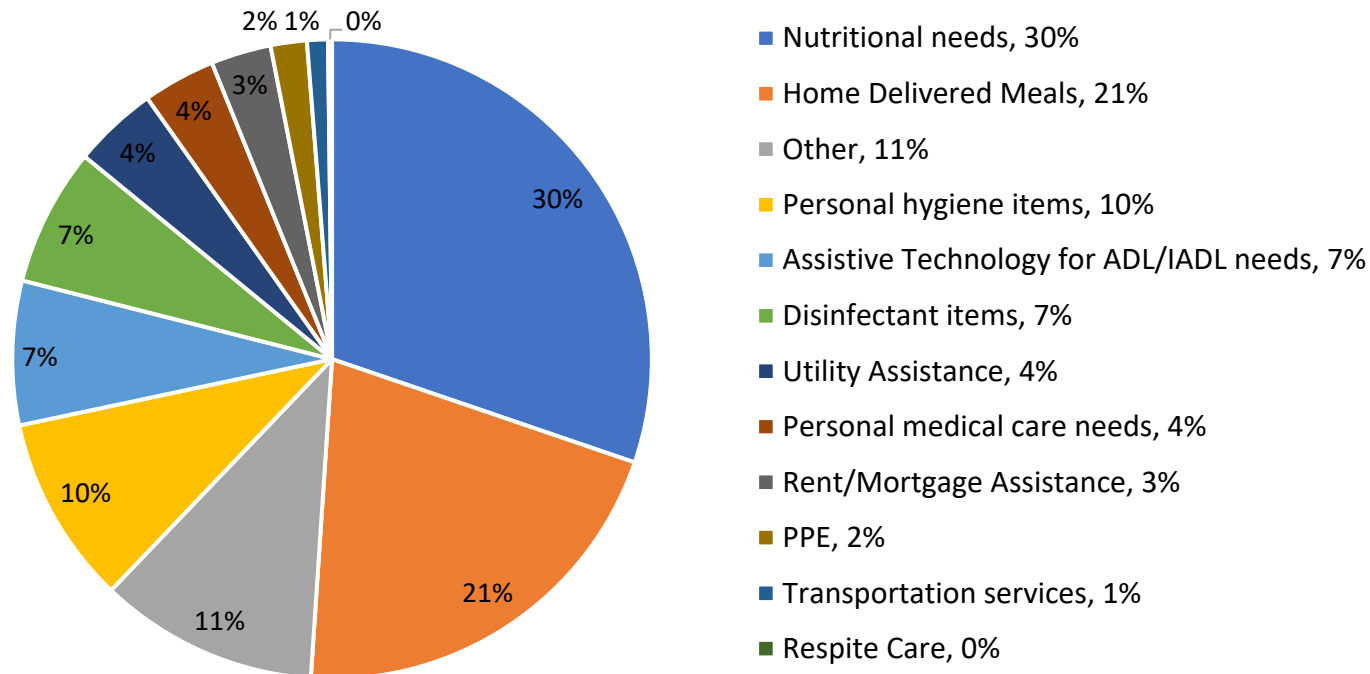
- ▶ During the ongoing COVID-19 pandemic, the Aging Network has continued to support older adults' health and safety by:
  - ▶ Collaborating with our Area Agencies on Aging to distribute nearly 1 million Home Delivered Meals per month, which is a 50% increase since March 2020.
  - ▶ Utilizing federal and state resources to establish the Emergency Senior Services (ESS) gap filling fund, which has allowed for the basic needs (transportation, grocery shopping, meal delivery, hygiene items, etc.) of an estimated 10,000 older adults to be met since the onset of the COVID-19 pandemic.
  - ▶ Addressing social isolation through remote services and the distribution of over 3,000 technology bundles via the Illinois Care Connections program.
  - ▶ Helping more than 32,000 older adults register for and coordinate transportation for vaccinations and booster appointments.

# Sustaining the Aging Network During COVID-19

- ▶ The COVID-19 pandemic forced the Aging Network to pivot to a hybrid model of service delivery. IDoA has prioritized sustaining the Aging Network through the following action steps:
  - ▶ Provided multiple rate increases for Community Care Program providers.
  - ▶ Provided preservation grants to Adult Day Service (ADS) providers to sustain them during COVID-related closures.
  - ▶ Provided flexibility to CCP workforce via federal Appendix K application and approved by CMS under the Persons who are Elderly Waiver.
  - ▶ Collaborated with university officials and public health experts to offer monthly webinars to the Aging Network workforce.
  - ▶ Hosted a virtual one-day conference: Blending Health, Mind, and Community.

# Emergency Senior Services: Gap Filling Funds

- ▶ Just over \$2.1 million was used to meet the emergency needs of over 4,000 older adults in 2021 through individual purchases while additional assistance was provided through bulk purchases and distribution. Assistance ranged from meeting nutritional/meal needs to personal hygiene and disinfectant items, as well as rental, mortgage, and utility assistance to maximize the likelihood older adults can remain safely in their own homes.



# COVID-19 Vaccination Outreach

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- ▶ The Aging Network continues to provide direct assistance and support to older adults navigating the vaccination process.
- ▶ Area Agencies on Aging and Care Coordination Units have engaged an estimated 156,000 older adults in vaccination education and outreach, helping with transportation to vaccine clinics and arranging for in-home vaccinations for homebound individuals.



# Community Relations and Outreach – Availability and Response

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- ▶ IDoA's Senior HelpLine responded to **148,582 calls** from older adults and their family members in calendar year 2021.
- ▶ The Senior Health Insurance Program certified **200 new counselors** to assist with outreach and counseling to the more than 2.2 million Medicare beneficiaries in Illinois.
- ▶ The Benefit Access Program processed **113,720 Benefit Access Applications** determining eligibility for older adults and persons with disabilities to receive a discount on their license plate renewal sticker and ride free on fixed route transit systems.

# Advocacy and Preventive Services (Adult Protective Services)

- ▶ For calendar year 2021, APS responded to **19,879 reports** of abuse, neglect, financial exploitation, and self-neglect providing investigative, case-work, and follow-up services to eligible adults.
- ▶ Significant advancements in training were made including:
  - ▶ Simulation Training held in conjunction with the University of Illinois at Springfield
  - ▶ Trauma Informed Care training and new legislation mandating one hour per year
  - ▶ New Dementia training requirements developed in conjunction with the Alzheimer's Association Illinois Chapter

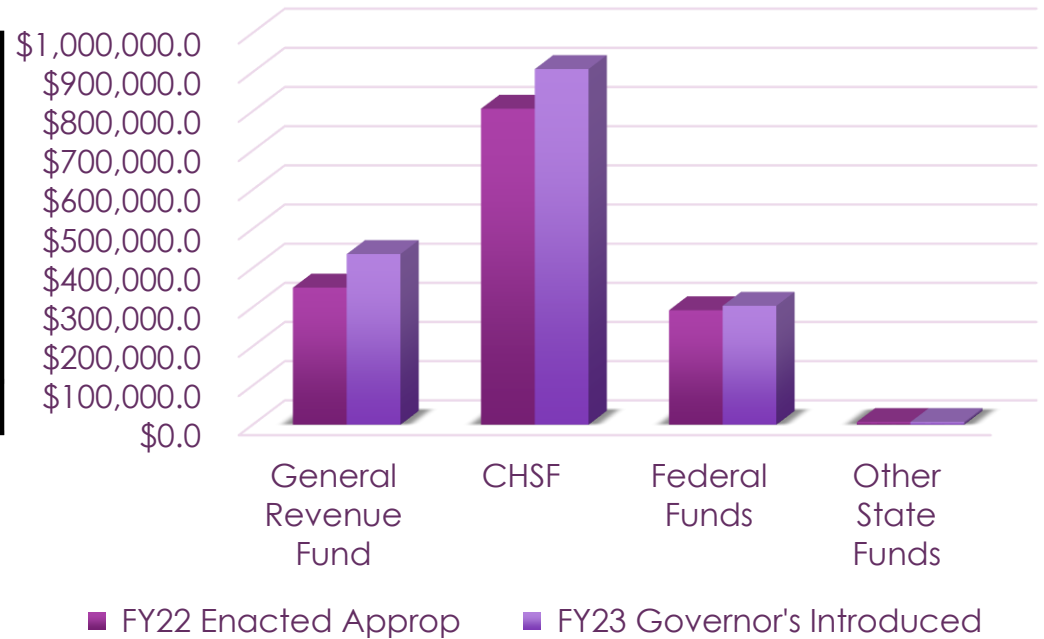


# FY23 Governor's Introduced Budget

**Total All Funds increase of 13.6%**

Fund Name	FY22 Enacted Approp	FY23 Governor's Introduced	Change From FY22 \$	Change From FY22 %
General Revenue Fund	\$349,851.2	\$435,565.7	\$85,714.5	24.5%
Commitment to Human Services Fund (CHSF)	\$806,654.6	\$907,758.7	\$101,104.1	12.5%
Federal Funds	\$292,321.8	\$303,491.3	\$11,169.5	3.8%
Other State Funds	\$6,745.0	\$6,745.0	\$0.0	0.0%
<b>Total All Funds</b>	<b>\$1,455,572.6</b>	<b>\$1,653,560.7</b>	<b>\$197,988.1</b>	<b>13.6%</b>

**FY23 Governor's Introduced from FY22 Enacted**



# FY 23 Governor's Introduced Budget Highlights (IDoA)

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## ▶ Expanding CCP Services

- ▶ Based on COVID “lessons learned” and the success of the Emergency Senior Services Program and the Illinois Care Connections Program as well as data from the Department’s critical event reporting system, IDOA plans to add HCBS services to CCP, including Environmental Modifications, EHRS fall detection technology, and Assistive Technology.

## ▶ Sustaining CCP Workforce

- ▶ Focusing on workforce retention for the in-home workers on 1/1/23, the Governor’s Introduced Budget will increase the in-home rate to \$25.66. This is a \$14M investment of State Funds that will be Medicaid reimbursable and lower the State’s overall contribution to approximately \$10M.

## ▶ **Care Coordination:** The FY23 budget for the Care Coordination line totals \$95.2M. This request includes:

- ▶ Implementation of the rate increases recommended in the CCU rate study completed in December 2020.
- ▶ The CCU Workforce Retention grant which was included in the approved Federal Medicaid Assistance percentage (FMAP) funding.

# FY23 Governor's Introduced Budget Highlights (IDoA)

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## Program Highlights

- ▶ **Home Delivered Meals.** An increase of \$14.2M for Home Delivered Meals in FY23. This additional funding is critical for the program to continue operating at the current capacity as federal COVID-19 related nutrition grants end, the funding will ensure those in need of assistance will continue receiving a nutritious meal and the additional funding will allow for enhancement of HDMs, including:
  - ▶ Expanding the provision of cultural/ethnic meals
  - ▶ Adding medically tailored meals
  - ▶ Provision of two meals per day for older adults determined to be at high nutritional risk
  - ▶ Expanding partnerships with non-traditional meal providers, including restaurants and hospitals

# FY23 Governor's Introduced Budget Highlights (IDoA)

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## Program Highlights

- ▶ **Caregiver Support.** An increase of \$4M to our Area Agencies on Aging to strengthen services to caregivers in Illinois. One of the greatest benefits of these services is to reduce social isolation among older adults and to enhance support for family caregivers to avoid burnout and premature placement in a long-term care facility.
  - ▶ Services provided include, but are not limited to:
    - ▶ Outreach
    - ▶ Respite
    - ▶ Transportation
    - ▶ Legal assistance
    - ▶ Health promotion

# Planning for the Future

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- ▶ It's estimated that the 60+ population will grow by 25% by 2030, and the Department will continue to identify services and support to strengthen the Aging network based on the changing needs of older adults.
- ▶ Developed with extensive stakeholder input, the FY 2022-2024 State Plan on Aging provides a roadmap for the Aging network and incorporates lessons learned during the COVID-19 pandemic, with a focus on equity.
- ▶ The Department continues to focus on diversity, equity and inclusion goals. This includes ensuring that program materials are culturally appropriate and providing unconscious bias training for employees and providers.
- ▶ In the long term, we hope to take some of the best practices and outcomes from successfully implemented programs and expand further. This includes caregiver support and reducing social isolation.

# Meet Catherine

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- ▶ Catherine is a caregiver to her husband, who is living with dementia and requires 24/7 supervision.
- ▶ When she contacted Senior Services of Will County for support, staff was able to use TCARE, a tool to assess caregiver stress, to determine Catherine may be at risk for depression.
- ▶ Catherine now attends counseling and is learning new ways to manage her role as a family caregiver.
- ▶ She credits Senior Services' Caregiver Support Specialist to saving her life.



\*Name has been changed for privacy.

# Meet John

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- ▶ Due to ongoing health issues, John did not have the strength or energy to clean his home.
- ▶ This resulted in John's house being overwhelmed with garbage, and he did not have a working bathroom or kitchen.
- ▶ John's local Area Agency on Aging compiled a team of experts to clean his home, and then their Safe at Home program made necessary modifications to make it livable again.
- ▶ They are also setting him up with ongoing in-home services so John can stay safe and healthy in his residence.
- ▶ John is beyond grateful, and his feelings of sadness and depression have gone away.



\*Name has been changed for privacy.