E S P

Enhanced Services Program
is a web-based Information & Referral program
for Illinois brought to you by...

Illinois
Association
of Area
Agencies
on Aging

USERS MANUAL

10/1/12

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Illinois ESPweb

INTRODUCTION

The mission of all Area Agencies on Aging (AAoAs) is to develop and coordinate a network of services for older persons and their caregivers within their region. Central to this mission is the provision and support of Information and Assistance services.

To meet the growing demand for Information and Assistance services the Illinois Aging Services (a non-profit association of Agencies on Aging in Illinois) implemented a state-wide information/ referral database called the Enhanced Services Program (ESP).

ESP is a web-based referral program designed to give staff at all subscribing agencies access to a comprehensive list of services throughout the state of Illinois. This in turn will empower seniors, the disabled or their caregivers to make informed decisions on options for care.

OVERVIEW

There are three main components of ESPweb...

Client component

The Client screen is configured to collect client information including health conditions, financial resources, living arrangements etc. An attached client History screen documents the contacts, follow-up date, the final disposition and client satisfaction.

Service component

The Service screen is configured to collect sources of critical information about agency services such as contact information, areas served, fees, eligibility requirements and other information specific to the service.

The Service screen is linked to the Aging and Long-Term Care Taxonomy. Some fields are common to each Service record while other fields are configured specifically for each Primary Category the Service records are associated with. For example, a record for Affordable Housing would have a field 'Amenities' where a record for Home Health Agencies would not.
As listed in the taxonomy, a Primary Category may include one or multiple services. For example, under Housing Options the services included are: Affordable Housing, Assisted Living Facilities, Board and Care, Continuing

Care Retirement Communities, Home Sharing, Housing Authorities, Mobile Home Parks, Senior Housing, Subsidized Housing, and Supportive Living Facilities.

Managing Organizations component

The Managing Organization screen allows for expansion of the provider information to include items such as the organizational structure, staffing characteristics and accreditations.

Other Key ESP features are...

Continuous live updating or providers/services data
Detailed and simple search capabilities for providers/services
Letters, reports, labels available on all components
Client tracking component with service matching and history notes

Authorized staff at each Illinois Area Agencies on Aging (AAoA) will assume responsibility for the collection and accurate entry of provider/service data depending on their assigned regions. The most comprehensive database possible is strived for, though is limited by the resources available and guided by directives from relevant committees and governing bodies. In the interest of protecting the integrity of the data, only authorized AAoA staff can correct or change information entered into the system.

ESP includes the Aging and Long-Term Care Taxonomy , developed by the Illinois Aging Services (IAS), which includes configurations for the screens and providers and services. The Taxonomy is fundamental to the organization and entry of Provider and Provider Service information. The primary categories and specific services are shown in the Service Filter screens of the ESP Service Component and in the Service Match screen of the client component. The taxonomy also drives the customization of the Service screens with the configurations for Service screens directly linked to the categories.

SETTING UP ESP Illinois

Computer Requirements
Internet Explorer 6.0 or higher.
>> Please note that ESP is not compatible with other browsers like Firefox.
>> Additionally ESP will not work with other tool bars like Google, AOL, etc

Screen Resolution: Minimum 1024 X 768
Current version of Adobe Acrobat Reader (for reports) – free to download

Settings: Trusted Sites and Allow Pop-Ups For This Site

1) On the tools menu of your internet browser click on Internet Options
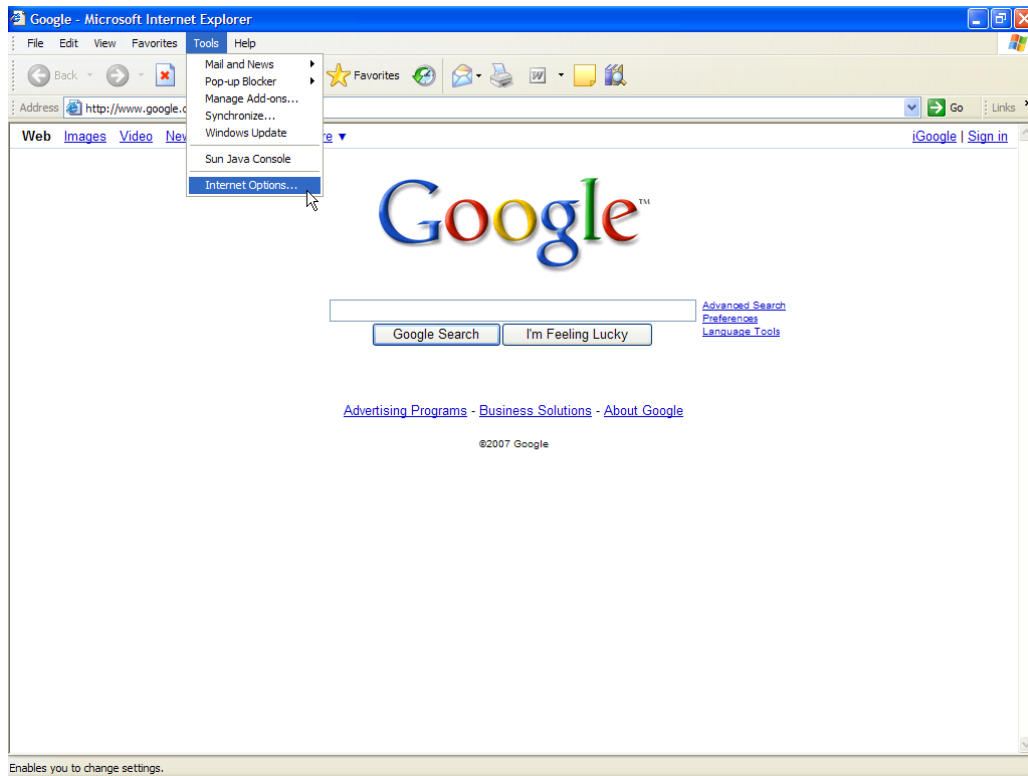
2)   On the Internet Options screen you will see several tabs
        You will first click on the Security tab
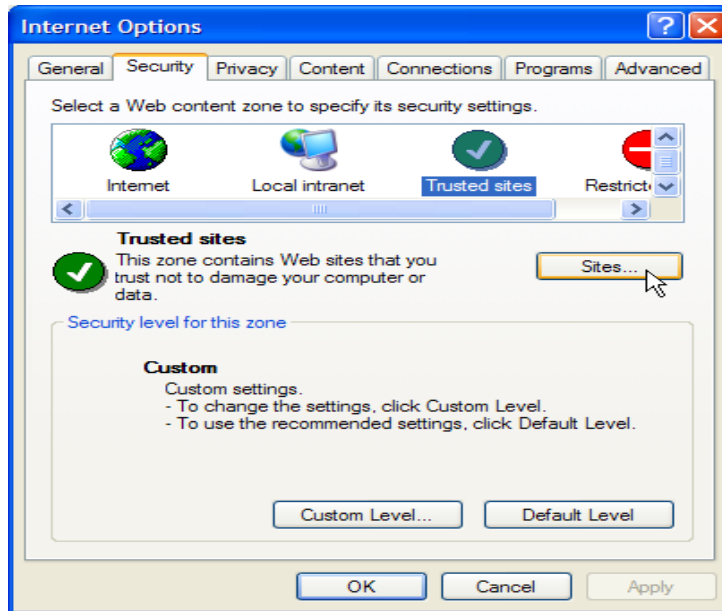
3)   In subsequent window type https://xumasoft.com/esp-il in the field
        'Add this Web site to the zone' and click Add then OK
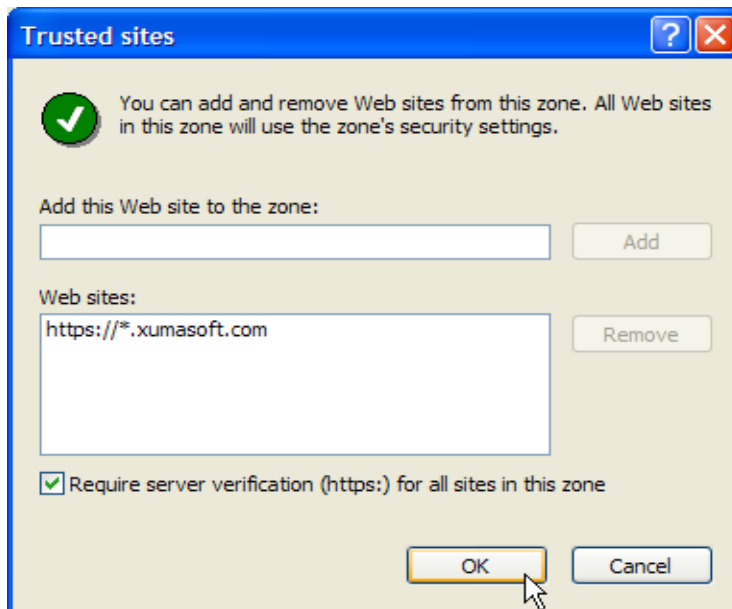
4)   Back at internet options screen click Privacy tab and
           Typically at bottom of next window Pop-Up Blocker Settings
           Click on this button
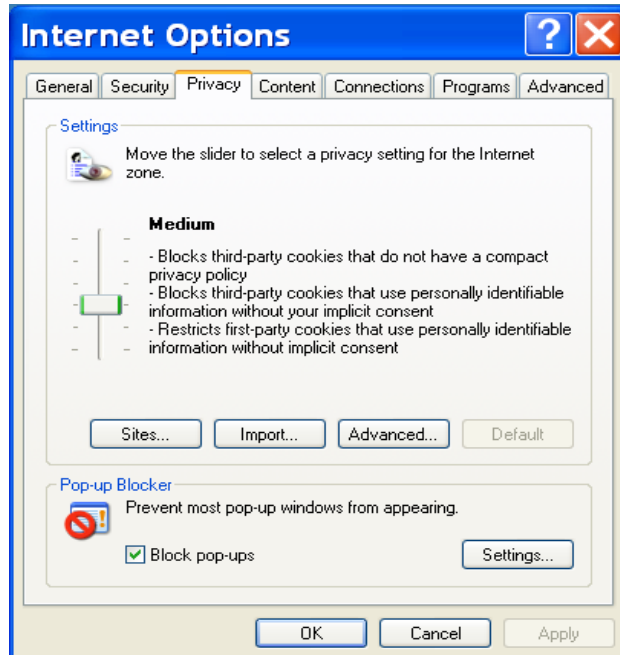
5)   In subsequent window type https://xumasoft.com/esp-il in the field
       'Address of Web site to allow' and click Add then Close
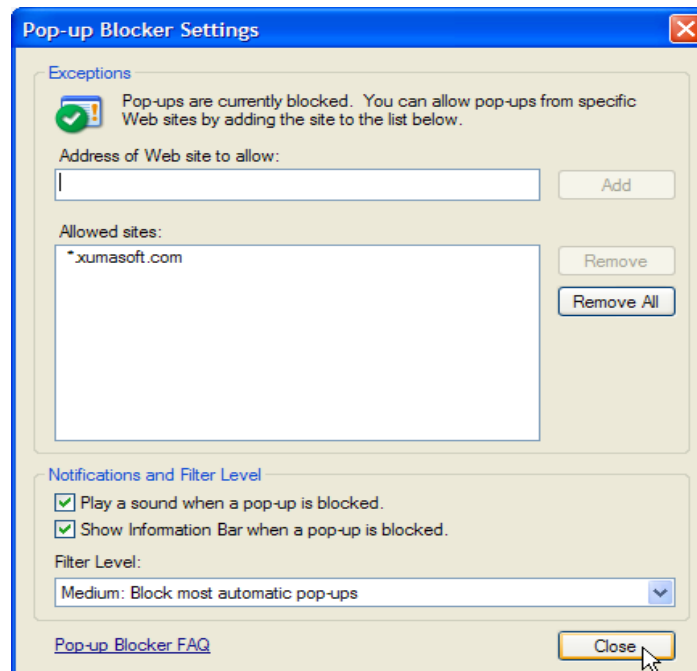
Create a Desktop Shortcut

Point to a blank area of your windows desktop and right-click
Click on New/Shortcut
Enter the URL https://xumasoft.com/esp-il
Click on Next
Type in ESP
Click on Finish

Log-In and Passwords

You will be assigned a User ID and an initial password. When you login for the first time you should immediately change your password to something only you know and can remember.

ESP Passwords must meet the following requirements:

Minimum Length: 8   Maximum Length: 24

At least one character from three of the following four sets:
1) lowercase alphabetic characters a-z
2) uppercase alphabetic characters A-Z
3) numeric characters 0-9
4) special characters ~!@#$%^&*()_+|
    (shifted characters from top row of keyboard only)

Passwords must be significantly different from the previous password.
Passwords must be changed at least once every 90 days.

Remember: Keep your login info as private as possible though it is encouraged that you write it down for reference in case you forget.

You must first save a link to ESP as an icon on your desktop.

To open ESP click on the desktop icon you created which will bring you to the Log-in screen:
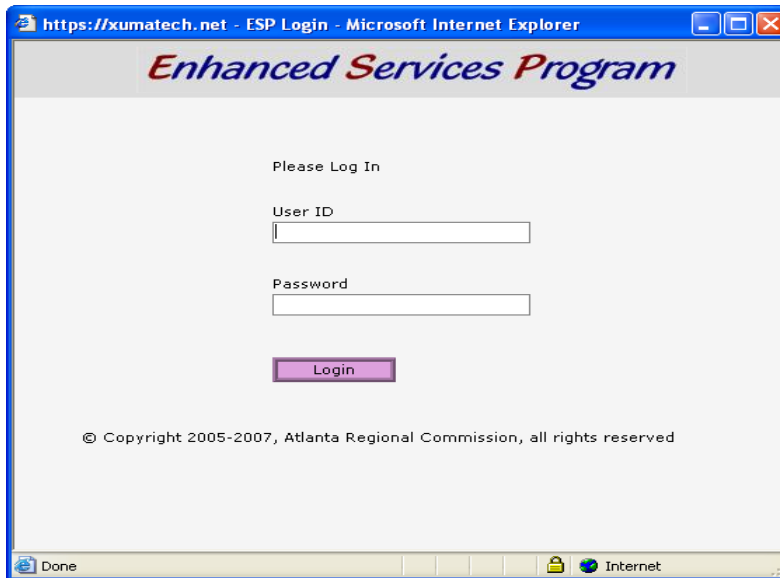
USING ESP

The Welcome screen is the first screen you see when you open ESP. From this screen you can quickly jump from Clients to Services to Managing Organizations. It also allows you to change your password. One feature that should not be overlooked is the link to Help Files, which explain the various features of ESP. Another Help link is identified by a "?" button on the lower left of some pages.
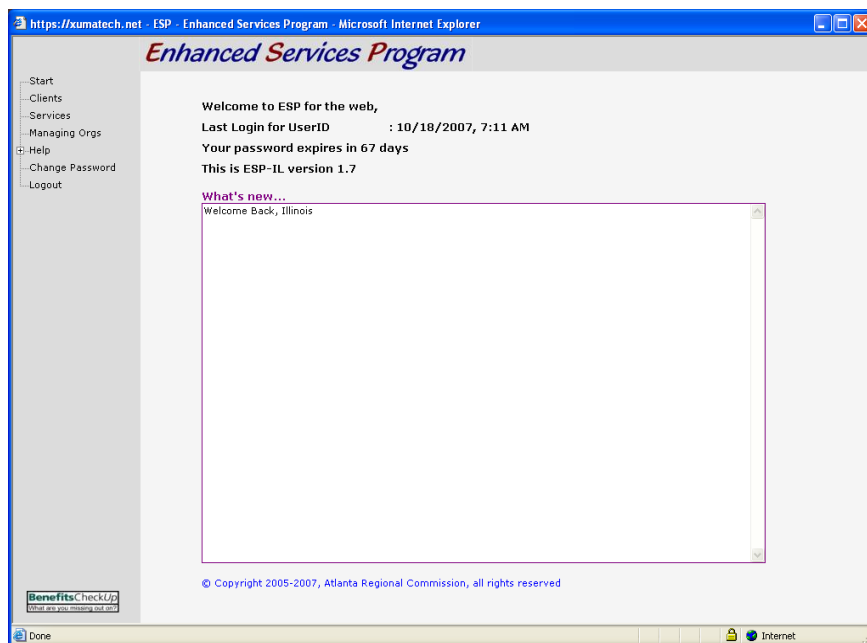
Finding an Existing Client

To edit or add a new Client record, click the Client option on the left border on any screen. This will take you to the Client Filter screen. Each section of ESP uses a Selection Filter for navigating records. Use this form to control the number of records for viewing, for adding a new record, or for opening all records at the press of a button. Use the Client Selection Filter screen to enter criteria for selecting particular Clients. There are nine fields available for general filtering. To search using data for other fields, you may invoke the Query Builder ("Builder" Button).

* *please note that the term Client generally refers to the care receiver though it sometimes may be interpreted as the caregiver (funded under Caregiver Program).*

There are several field names located at the top of the form. Fields listed here depend on the section you are in, i.e. Client fields, Provider fields, etc. When you first open the Selection Filter form, the bottom half of the form appears to be an empty window. Once records are filtered this window will include information about the records that matched the criteria in the fields above.

To filter existing records, you can specify various criteria. Once you have entered the filter criteria, press the Filter! button to see a list of the records that passed through the filter. The browse list of records appears in the bottom half of the Selection Filter form.

Note that you can search for those clients that you have entered yourself by selecting your name from the Counselor pull-down list. In any case, you will only be able to see those clients that you have been authorized to see by your agency.

Client Filter Fields

Last Name: If you know the Client's name, enter the last name here. You may
(Client)   also just type in the first letter or more if you are unsure of the
                   spelling. For example, 'Sm' will find Smith, Smythe, Small, and
                   Smithers.

                   Important: The field Last Name on Client side cannot be blank.
                   Enter a comma if it is unknown

City: Enter the city name to search for Clients living in a particular
                   city. You may also just type in the first letter or more if you are
                   unsure of the spelling. For example, 'Ca' will find Carlyle,
                   Cahokia, Cary.

Zip Code: Enter the zip code to search for Clients living in a particular
                   postal service area..

SS#:   Enter Social Security number to search for that particular Client.

Phone: You can search for the Client's phone number by entering it here.
               This field does not include area code.

Last Name: If you know the Caller's name, enter the last name here. You may
(Caller)   also just type in the first letter or more if you are unsure of the spelling.
               For example, 'Sm' will find Smith, Smythe, Small, and Smithers.
.

Counselor: Enter or select a counselor from the drop down list to search for Client
               records that been added and/or edited with a particular counselor. The
               drop down list includes the names of the counselors entered in Setup.

Service: Enter or select a Service from the drop down list to search for records of
               Clients in need of a particular service. The drop down list includes the
               Services entered in Setup.

County: Enter or select a county from the drop down list to search for records of Clients living in a particular county within Illinois.

Filtered Client List

If you want to perform another filter with new criteria, press the Clear button, re-enter criteria and press Filter.

View: After records have been filtered you can move to a specific record by clicking on the View button in the filter window.

Update: Allows you to replace field values in filtered records. Contact system administrators before using this button.

Reports: You are able to print Client reports from the Client Selection filter by pressing the Reports button. From the report dialog, specify the use of all records or filtered records. For specific instructions on Printing or Previewing reports, refer to Reports.

Export: This function allows you to export Client and Caller records, as filtered, to a local drive in an MS Access (mdb) format. Exported Client and Caller records can then be imported to a local version of ESP or other software that recognizes the file format used in ESP.

Adding a New Client

If adding a new client, click the New button on the bottom left side of the filter screen. This will take you to a new blank record. Simply fill in each field starting with Last Name and First Name at the upper left (refer to figure below). You may use your tab button to tab through each field or use your mouse to click on each field. It is best to fill in as many of the fields as reasonably possible if you have the information. If you do not have the information then just leave the field blank except for Client Name fields where you should at least place comma in field if name is unknown.

Client Record Fields

The Client page consists of general demographic information. The fields are fairly self-explanatory however the list below describes most the fields on Client Page. The Name field is listed first then the rest are listed alphabetically, not by what order they appear.

You will note that there are three types of fields in ESP.
Text Boxes: *Simply type in the information.*
Pull Down: *These have small arrow on right of field allowing you to choose one option form the list given.*
Combo/Grid: *These fields allow user to select one, several or all field options from the given list.*

Name Fields: Begin on the Client / care receivers Last name field and click Save before proceeding.
Do not leave this field blank. If first and/or last name are unknown then just enter a comma.

Address: Home address of the Client. This text field allows you to enter one or more line of street address information. Though you only see about 40 characters on the address line, it can actually hold more. The second line of the address field is formatted for city, state, and zip code. Users should avoid abbreviations and punctuations.

Assets/Resources: A text box for noting any assets or financial resources available to this client.

Caller Data: Enter all data using same protocols
Relationship - The relationship of the Caller to the Care Receiver
Email - An Email address for the Caller

Client ID: A number generated by ESP that sequentially increments with each record added. This field can not be edited. If your agency already has a numbering scheme in place that you prefer to use, you may use the Local ID field located on this screen.

Comments: Generally limited to brief relevant issues and/or contact info.

Configurable 2: Configurable pull-down field available for any use.

Configurable 3 & 4: Configurable combo / grid fields available for any use.

Counselor: Identifies the staff primarily or most recently working with the Client.

County: Use the drop-down list to select the county where either the Client /care-receiver lives and/or for where they want services.

Date of Birth/Age: The Client's date of birth followed by the Client's age as of today Age is calculated by ESP and is not an alterable field.

Date' Added: The date the Client record was first created. When adding a new record, this field defaults to the current date.

'Date' Updated: Date the Client's record was last updated. If change was made and saved this field defaults to the current date.

'Date' Closed: Generally not used at this point.
Date field used to describe the date the Client's case was closed.

Follow-up Dates: Generally not used at this point.

Health Care Coverage: A grid to list health insurance that the Client may have. More than one entry may be made.

Health Conditions: This is a grid to list the Client's health conditions. More than one entry may be made.

History: See Client screen buttons section below

Language: The primary language spoken by the Client.

Latitude/Longitude: These read-only fields are calculated by ESP when you use the Locate button and become useful when searching for service within radius or care receiver's residence.

Living Arrangement: Use this drop-down list to identify the Client's living circumstances.

Local ID: Generally not used at this point. See Client ID.

Monthly Income Range: Use this drop-down list to identify Client's income in relation to certain poverty levels

Other Benefits: This is a grid to identify other benefits that the Client receives. More than one entry may be made.

Outcome: A grid to list the case outcome for the Client.
More than one entry may be made.

Phone 1: Client's main contact phone number. The area code is entered in a separate field. The standard input format for the phone number is 999-9999. The dash must be entered by the user.

Phone 2: A second phone number given for this Client. The area code is entered in a separate field. The standard input format for the phone number is 999-9999. The dash must be entered by the user.

Program: For now this single value field is duplicative of the multi-value field Program Type. Both can be used to identify under what funded program/source that this caller should fall under.

Program Type: Almost the same as Program except it allows for multiple entries.

Region: This field is primarily used for suburban Cook County which uses townships as geographical search criteria.

Service/Date: Lists the Services and Request Dates for this Client.

Social Security Number: Use this field to enter the Social Security number of Client / care receiver.

Source of Call: Identifies from what source caller learned of you agency.

Sources of Income: This is a grid to identify the Client's sources of income. More than one entry may be made.

Type of Case: Identifies what primary population segment that the Client/care receiver falls under.

Mapping or Setting the Location of a Client

The Mapping option in Setup allows you to choose services within a radius of the client's location. You will enter in the address and ESP will find that location and use it for matching. Clicking on the Locate button opens the mapping routine. Verify the client's address and proceed.

Press the Apply button to enter the Latitude and Longitude of the location of the client into the client record.

Client Screen Command Buttons:

Close: Saves the record you are on and returns you to the Client Filter.
After you have filed out a Client page, click on the next tab to fill out that page. After all the pages are filled out, press the Save button.

Copy ("): This button will copy this record to a new record with a new ID number.

Delete: Deletes the current client. You are prompted to confirm that you want to delete the record. This is your only opportunity to undo an error in deleting because ESP does not have an undelete function.

Match: Takes you to the match screen to find referrals that match the needs of the Children associated with this Client. See Matching.

New: Takes you to a new, blank Client record.

Referred: The date the referral was made

Reports: Takes you to the reports form where you can execute several reports on the current record, filtered records, or all records.

Save: Saves the record you are currently working on. It is recommended that you click this often as there is no prompt to save if you exit record.

Service Name: The name of the organization providing the service that was referred.

Service ID: The specific record ID of the service referred.

History: The Client History page is for collecting ongoing and historical data about the Client. This screen has a place to record the contact history with this client and it automatically enters all referrals given to this client under Referral History.

> Activity: A coded list of types of activities to record.

> Counselor: Drop down list for selecting name of staff adding note.

> Date: The date this note was entered; double-click this field to automatically enter today's date.

> Minutes: The number of minutes associated with this activity.

Note: Ongoing case notes about the client.

Referral History: ESP automatically logs all referrals made to a
client; the log is displayed here. Entries in this
log are not editable.

Spell Check Button: Click on this button to check the spelling of the
currently selected Case Note.

Total Minutes: The total of the Case Notes minutes is displayed
here. This field is not editable.

Match Services to a Client

First, make sure that Client Last and First name fields are entered then Save record. At
this point select the services which you wish to match by clicking on the service box.
A pop-up box will be shown by which you can select appropriate services by single
clicking the individual services or by first selecting the category and then identifying
the services.

Add the service to the list.

After pressing the Match button from the Client page, you will see the Match setup screen. This screen is used to select all of the criteria for this particular elder care search.

The following information describes each field on this page.

Match: This item allows you to select which of the options on this list will be used as criteria for matching. All checked items will be used in determining which Providers are a match for this Client. To take off a check mark, click the check box with your mouse.

Location/Distance:
This item is used to indicate how far away ESP will search from the Client's Home, Work, or Other location. To indicate what locations are to be used for the search, select or deselect the check box with your mouse. In the blank text box next to the location, indicate how many miles (or kilometers) you would like to search, up to 25 miles. ESPweb will do a radial search around each selected location using the distance indicated. Distances must be whole numbers between 0-25.

Build: This button will take you to the **ESP Query Builder** where you will be able to add additional criteria to your search.
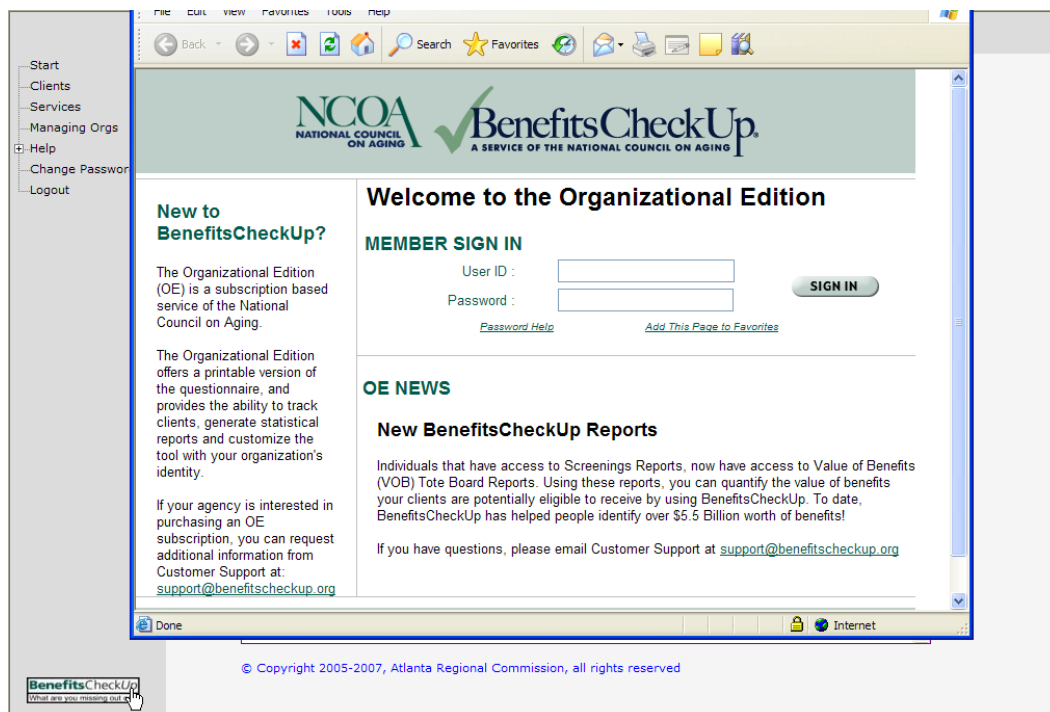
Search: This button will take you to the Match Display screen, where you will view the matches for this search and make referrals.
For more information see Match Display.

Recall: This button allows you to save or restore a specific setup to use in certain matching situations. For example, you may have a setup that does not include region, vacancies, environment, and program to use in cases where you don't expect many matches. To restore a saved Match Setup, select it from the drop-down list. After restoring a match Setup, you may make modifications to it. To create and save a new match Setup, take off the desired check marks and fields. Then type in a name for the new Match Setup and click the Save Setup button. To delete a Match Setup, select the setup, then click the Delete Setup button.

Close: This button will take you out of matching and back to the Client page.

Benefits Checkup

While talking to callers and clients, it is possible to quickly check an individual's eligibility for benefits by clicking on the Benefits Checkup button on the lower left margin of each screen.

Query Builder

Although the most common fields for searching for records are provided to you on the Selection Filter form and Match Setup form, you may want to search on other fields. In this case you will want to use the ESP Query Builder.

The Query Builder is a button labeled with the word Builder. It is found on the Record Selection Filter forms and the Match form. Once the Builder button is pressed, the Query Builder form appears. The fields at the top of the Query Builder are:

Connector: Used to connect two statements together. Either use AND to match both pieces of criteria OR to match either piece of criteria.

Add parentheses around the Field name. You will need parentheses whenever you create a statement that includes ANDs and ORs.

Field: Name of the field used for the comparison. Type in an entry or make your selection from the list of fields provided.

Operator: Used to evaluate the data in the field. Different operators are available depending on the type of field selected. All the available operators and examples are listed below:

Comparison Value: The data in the field you are trying to match.

WHERE : Displays the field search criteria being evaluated in the statement. This field is updated each time the Add button is pressed. Once complete, this statement is transferred to the SQL Where field on the filter form by pressing the Use button. You can directly edit the query being built in the WHERE box; e.g., you can alter a query without using the fields at the top of the Query Builder.

Also on the Query Builder are buttons across the bottom. On the left is the Clear All button. Pressing the Clear All button will remove all text from the WHERE window as well as anything displayed in the fields at the top of the Query Builder.

At bottom center are the Save and Recall buttons. These buttons are used to save the currently displayed query and to recall previously saved queries. When you save a query, you can give it a name and description that will help you and other users find and reuse the query.

At the bottom right, there is the Use button and the Cancel button. The Use button will transfer the text in the WHERE window to the Record Filter. Cancel will take you back to the Record Filter without performing a query.

Query Example

To illustrate the use of the Query Builder we will perform a filter to find Adult Day Services that accept Moderate Stage Alzheimer's Clients. At the Selection Filter, press the Query Builder button.

Once your cursor is on the ESP Query Builder form, click on the down arrow of the field labeled Field. A list of Service fields is shown. Arrow down to the field labeled "Dementia Care." Click once on this field label and the name Dementia Care appears in the Field box.

Next, choose the = (equal to) operator. Move to the Comparison Value field and select "Accepts: Moderate Stage" as the value.

After entering the first piece of your query statement, press the Add button. Now the WHERE field is updated to display our query statement.

Press Use to apply this search criteria to the Client records and you are returned to the Selection Filter form with the matching records in the bottom window.

To modify or add to the filter criteria, select the Connect... drop-down button again. If you begin using the filter form using criteria from the fields provided and then invoke the Query Builder, the form adds all other criteria with an AND connector.

Save a Query

If you find yourself frequently using the same filter over and over again, the filter can be saved so that you simply "Recall" it for use. On the Query Builder screen, click on the "Save" button to save the query.
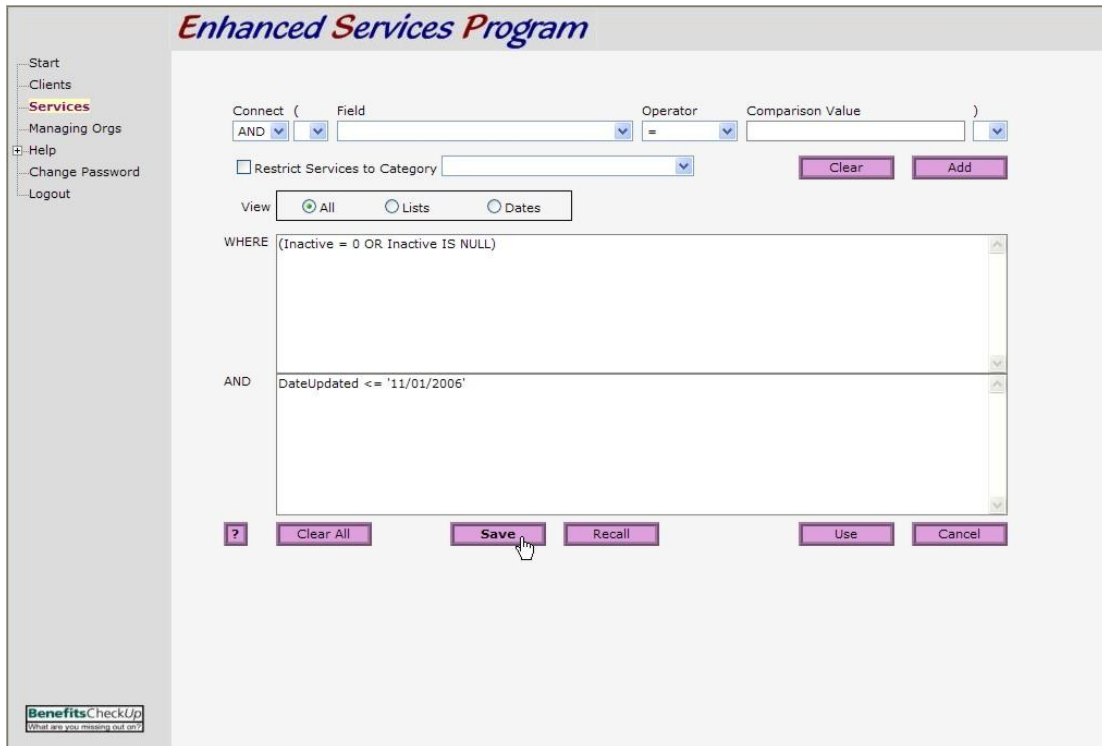
You will need to name the query and put in a description that will remind you of the purpose of the filter.
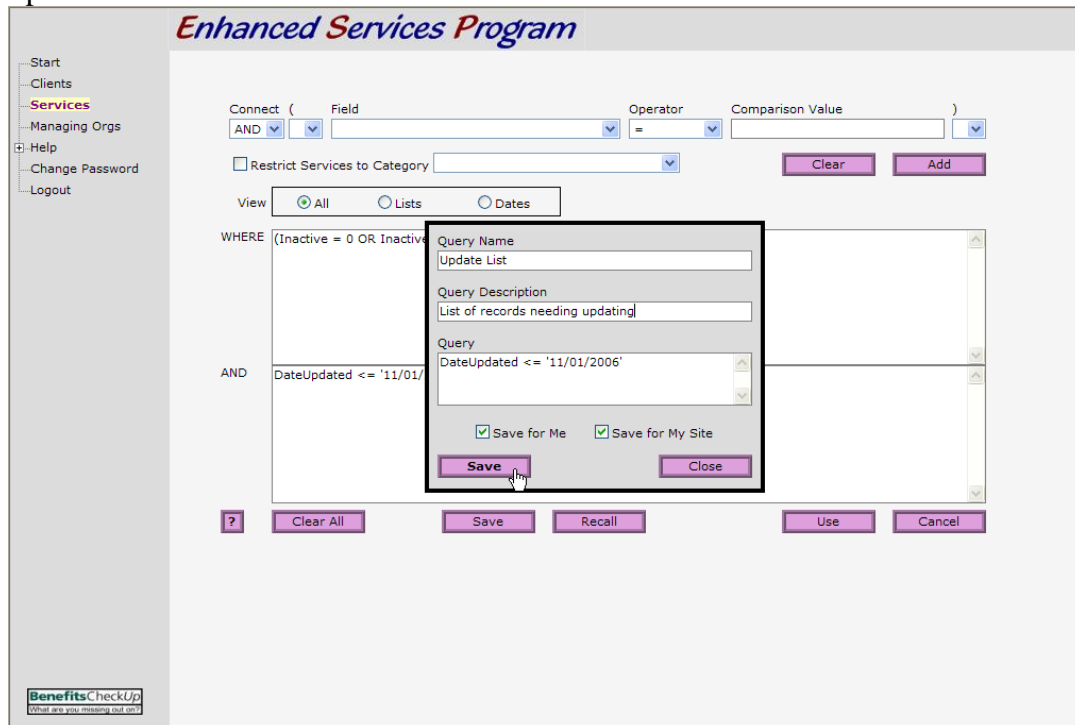
Recalling a Saved Query

To recall a saved query, on the Builder Screen, click the Recall button.
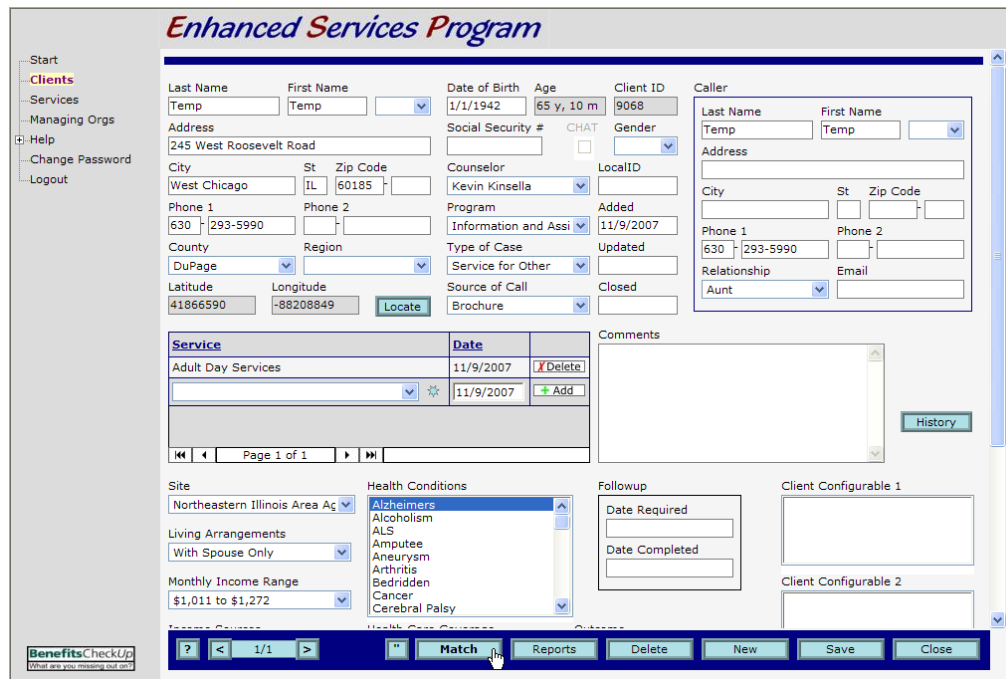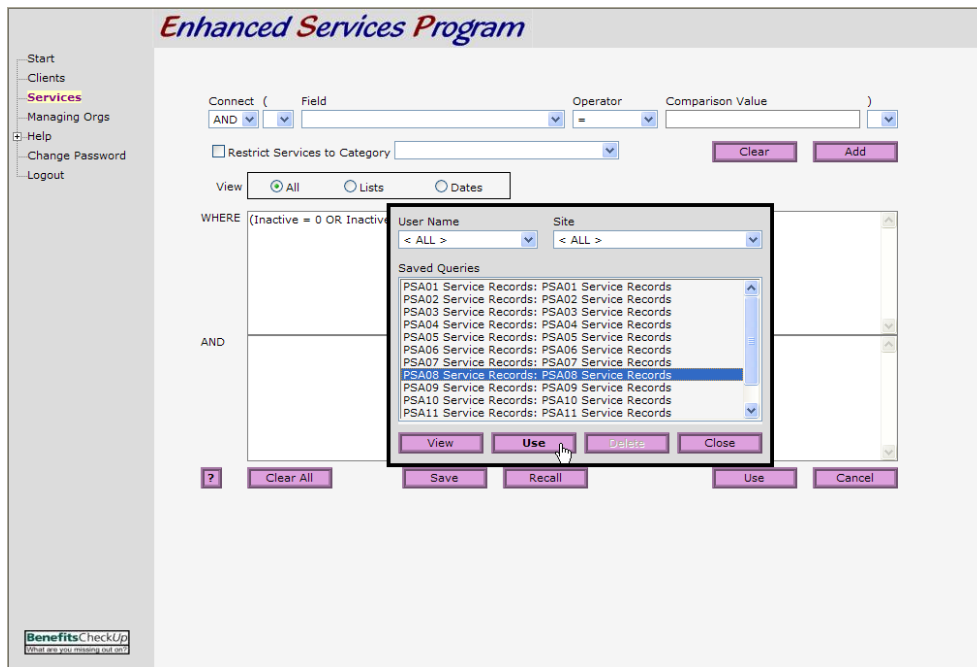
Match Display

This screen shows you all the matches for this current search. It allows you to select matches for referrals and do reports on all matches or selected matches.

Once you get to this screen you can use this browse list as you decide which referrals would be best for this client. Clicking the Organization will take you directly to the Provider's record where you can check vacancy or other information.
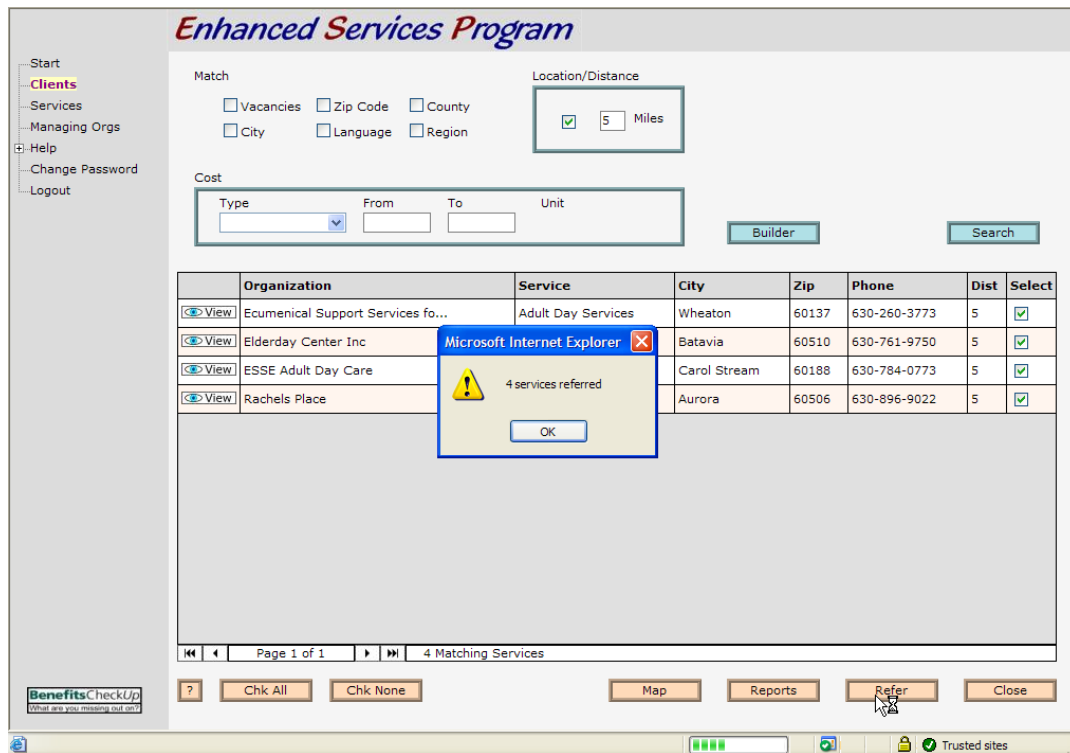
You can also print a referral worksheet from the Reports button. The following explains each item on the Match Display page.

Service - The services provided by the Providers who came up as a match for this search. If the option to pull up only Providers which match all children is selected, this column will be titled, "facility."

Dist - The number of miles/kilometers this match is away from the Home location. If this space has "99" in it, that means this location was not used as criteria in the search.

You can "jump" to the service record directly, by clicking the line of the agency service you are interested in reviewing.

Service Referral Map

When you click on Map, you will see the Match Map Display dialog.

Map - This a map image of the searched area which shows the selected Services and their proximity to Home, Work, and/or Other. The Client Home, Work, and Other locations (if available), are displayed as green squares with the map starting out centered on the Home location.
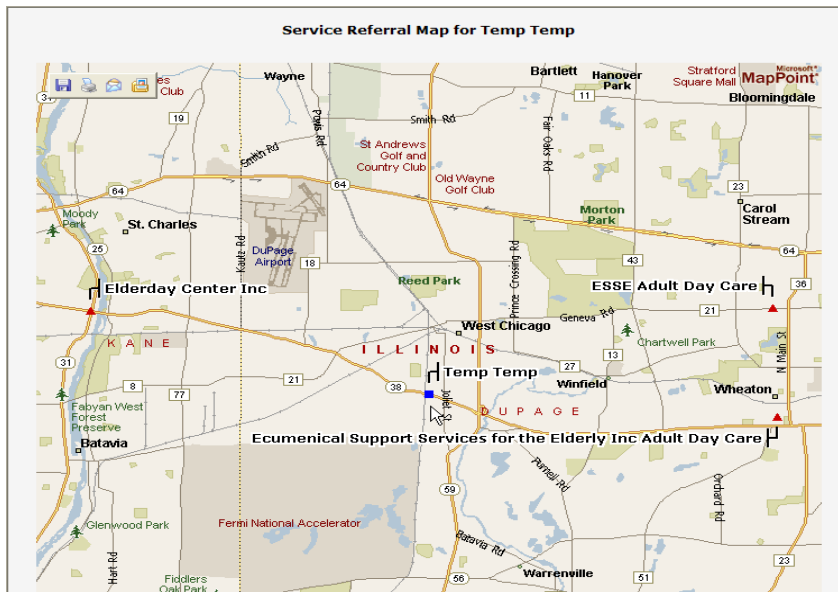
The name of the location is displayed below the blue square (HOME, WORK, OTHER). Selected Services are displayed as red triangles.

Map Width - Initially, the map width is set to 5 miles (what you see in the map window represents five miles from the left edge to the right edge). You can use the arrow buttons to scale the map to display a smaller or larger area. You can also type a width directly into the field to quickly scale to a significantly different size. Use this option to adjust your map so you can see the selected Services.

Map Details Displayed - Selected details are highlighted. You may toggle any of these items on or off by clicking on an item. You will see the map change when you toggle any detail.

Service Referral Worksheet

You can also print a referral worksheet from the Reports button.

	Style	Description	Subtitle	Footing
🗋 Display	Profile	Service Profile	Yes	Yes
🗋 Display	Summary	Basic Listing of Service Records	Yes	Yes
🗋 Display	Summary	Service Referral Worksheet for Client (Condensed)	Yes	Yes
🗋 Display	Summary	Service Referral Worksheet for Client (Detail)	Yes	Yes
🗋 Display	Summary	Service Referral Worksheet for Client (Profile)	Yes	Yes

|◀ ◀   Page 1 of 1   ▶ ▶▶| 5 Reports available

◉ Selected Matches   ○ All Matches

Subtitle [   ]   Footing [▼]

[?] Get Adobe Reader   Adobe Reader is required to view ESP reports; download if for free with this button.   [Close]

Managing Organization Records

Managing Organization Records contain basic information about the provider or parent organization. Each Managing Organization record may be linked to one or more service records. Generally, the address shown for the Managing Organization is the address of the home or lead office, while Service Record addresses are local offices or service sites.

A Managing Organization is associated with one or more services. This page describes the basic characteristics of the Managing Organization.

Organization Name	This is the name of the agency or company.
Type of Agency	Description of the profit status of the agency.
ID	A number generated by ESP that sequentially increments with each record added. The first record added would be number 1.

Address (Location):	Physical location of the Managing Organization. This text field allows you to enter one line of street address information. Though you only see about 30 characters on the address line, it can actually hold much more. The second line of the address field is formatted for city, state, and zip code/postal code. City and state can be set to a default value in Setup.
Phone 1:	Managing Organization's main phone number. The area code is entered in a separate field. Use the Setup function to designate a default value for the area code. The standard input format for the phone number is 999-9999. The dash must be entered by the user.
Phone 2:	A second phone number given for this Managing Organization. The area code is entered in a separate field. Use the Setup function to designate a default value for the area code. The standard input format for the phone number is 999-9999. The dash must be entered by the

user. This phone number has a check box to indicate if it is a TTY number.

Fax: Managing Organization's fax number.

Email: Enter the Managing Organization Email address.

Accreditations: A list of accreditations for this Organization.

Address (Mailing): Mailing address of the Managing Organization. This text field allows you to enter one line of street address information. Though you only see about 30 characters on the address line, it can actually hold much more. The second line of the address field is formatted for city, state, and zip code/postal code. City and state can be set to a default value in Setup, so that when these items are double-clicked, the default values will be filled out.

Contact: The name of a contact person for this Managing Organization.

County: The county where the Managing Organization resides.

'Date' Added: The date this Managing Organization was added to the database.

'Date' Updated: The date this Managing Organization was last updated.

Regions: Select all of the regions served by this Managing Organization. Use the drop-down list to select a Region. Use the ESP Setup function to create a list of regions

Title: The title of the Contact Person.

Local ID: An ID that can be assigned by the using agency.

Tax ID: A location for the Employer ID Number (EIN) of the Managing Organization.

Web URL: The URL of the Web site for this Managing Organizations. Clicking on the Goto button will launch your browser and display the Web page.

Comments:	Comments about the organization.
Locate Button:	Click on the Locate button to lookup the Latitude and Longitude of the Location Address for this Managing Organization.

Managing Organization Selection Filter

Use the Managing Organization Selection Filter to enter criteria for selecting particular Managing Organizations. There are nine fields available for easy filtering. To search using data for other fields, you can invoke the Query Builder.

Name:	Enter the business name of the Managing Organization here. You may use just the beginning word which will pull up any organization names that begin with that word (see figure above)
City:	Enter the city name to search for Managing Organizations located in a particular city.

Zip: Enter the zip code to search for Managing Organizations living in a particular postal service area.

Contact: Enter the name of the contact person to find Managing Organizations with that contact.

Phone: Enter the area code and/or phone number to find the Managing Organizations with that phone.

County: Enter the county or select a county from the drop down list to search for Managing Organizations in a particular county. The drop-down list includes the counties entered in Setup.

Region: Enter the region or select it from the drop-down list to search for Managing Organizations located in a certain region.

Category: To select a group of Managing Organizations based on Service Category, enter the Category or select it from the drop-down list.

Service: To find Managing Organizations by their service code, type in the service or select it from the drop-down list.

All/Active/Inactive: Use these radio buttons to search for active, inactive, or all Services.

Add a Service to a Managing Organization Record

You can add a service to a Managing Organization Record in a number of ways. If the Managing Organization Record already exists, you can start by entering a new record from the Service tab at the left of the screen. On the general section of the Service Record, use the "Select another provider" button, which is next to the Managing Organization name, to select the appropriate Managing Organization.

If no Managing Organization Record exists, it is better to first enter such a record and then enter Service Records, which can be accomplished by clicking on the "Add Service" button on the Managing Organization Record.

Service Records

To filter existing records, you can specify various criteria. Once you have entered the filter criteria, press the Filter button to see a list of the records that passed through the filter. At this point you can either scroll down through all listed or you can open an individual record by clicking on the View button next to it. While in an individual record you can continue to scroll through list. If you want to add other criteria and filter the list even more you may do so. To start a new filter press the Clear button and data in the fields is erased at which point you can reenter your criteria and press Filter again.

You can also use the "category/Service button. This is a sun-shaped symbol located just to the right of the Filter button. Clicking on this displays a screen which lists categories first and then their affiliated services.

Service Filter Screen Sort

You can sort your Service Filter Screen by any of the displayed column headings. To sort by City, for example click on the column heading.

Service Section

At the top of the Service Page is the contact information pertaining to the Service. This form consists of general demographic information.

Organization Name: This is the name of the agency or company that provides the service. No matter which Service screen you are on, the organization name will remain on top.

Service: This is the Service that is provided.

ID: A number generated by ESP that sequentially increments with each record added. The first record added would be number 1.

Address (Location): Physical location of the Service. This text field allows you to enter one line of street address information. Though you only see about 30 characters on the address line, it can actually hold much more. The second line of the address field is formatted for city, state, and zip code/postal code. City and state can be set to a default value in Setup.

Phone 1:   Service's main phone number. The area code is entered in a separate field. Use the Setup function to designate a default value for the area code. The standard input format for the phone number is 999-9999. The dash must be entered by the user.

Phone 2:   A second phone number given for this Service. The area code is entered in a separate field. Use the Setup function to designate a default value for the area code. The standard input format for the phone number is 999-9999. The dash must be entered by the user. This phone number has a check box to indicate if it is a TTY number.

Fax: Service's fax number.

Email: Enter the Service Email address.

             (Note that you can browse filtered records by clicking on the record indicator bar at the bottom on the screen).

Code: The Service Code of the Service described in this record.

Category: A read-only field that indicates the Service Category of the Service described in this record.

Inactive: This check box is to indicate whether or not this Service is inactive. Services can be inactive for several reasons. The General page has a field for tracking why the Service is inactive. Inactivity can be a temporary or permanent state. Services that are inactive will not come up as a match during the match/referral process.

Checked: A check box to indicate that the accuracy of this Service data has been checked by a staff member.

Contact Person: The name of a contact person for this Service.
As general rule we avoid entering this information as it is often to difficult to keep up to date. Instead the specific (if known) or generic position title is entered and the Title field is left blank.

Title: The title of the Contact Person. Typically this field is left blank and the position title is entered into the Contact Person field (see above).

Added: The date this Service was added to the database. Automatically entered.

Updated: The date this Service was last updated. Automatically entered whenever Record has been edited.

Reviewed: The date this Service record was reviewed for accuracy. Manual entry.

Cap: Total capacity of this Service usually in reference to rooms or beds

Vac: Total vacancies for this Service usually in reference to rooms or beds.
As general rule we avoid entering this information as it is often too difficult to keep up to date.

Wait: The number of people on the waiting list for this service.
As general rule we avoid entering this information as it is often too difficult to keep up to date.

Address (Mailing): Mailing address of the Service. This text field allows you to enter one line of street address information. Though you only see about 30 characters on the address line, it can actually hold much more. The second line of the address field is formatted for city, state, and zip code/postal code. .

Reviewed By: The name of the person that last reviewed this Service record for accuracy.

Data Provided By: The person or organization that provided the data for this Service record. This manually entered field typically should say 'provider', 'web', 'flier', etc.

Counties Served: Select all of the counties served by this Service. Use the drop-down list to select a County.

Regions Served: Select all of the regions served by this Service. Use the drop-down list to select a Region.

Payment Sources: Select all of the sources of payment accepted by this service.

Languages: Select all languages that this service provider accommodates. English does not need to be selected as it is assumed.

Cost: A grid containing rows of cost data including the type of cost, the amount, and the cost unit associated with the amount.

Cost Comments: A place to make notes about the cost of this service, usually Information on eligibility, fees, etc.

Detail Section

The detail section located in the middle of a service record displays information configured uniquely for each service category. The 8 or so fields available consist of information specific to the category of the service. Not all fields may be used.

The figure below shows an example.

Configurable Pull Downs: There are six configurable grids on the Service Detail Page. These grids have unique configurations for each Service Category.

Configurable Combo/Grid Boxes: Below the configurable grids are four configurable drop-down lists (combo boxes).

Comments: An unlimited length text field to enter comments about this service.

Local Comments: An unlimited length text field to enter local comments about this service.

General Section

The General Section displays hours of operation and information about the Managing Organization for the displayed service. Note that other services provided by the Managing Organization are also listed.

This section of the form mostly has information regarding service schedule and the parent organization. The list below describes the fields on the General section.

Schedule: This is a set of fields that represent the open and close times for each day of the week. There is also a check mark for each day to indicate 24 hour service.

Latitude/Longitude: These are read only field representing a specific location that is used in distance calculations for the Match process. If the fields are blank, the location has not yet been determined. See the Locate button, below.

Locate: This button is used to look up the Latitude and Longitude of this service based on the Location address on the first page of the Service form.

License ID: The ID of a license that has been issued for this service, if applicable.

License Date: The date the license was issued.

Web URL: The internet address (Universal Resource Locator) of the Web page for this service/provider.

Reason Inactive: A pull-down field listing of reasons that this Service record is considered inactive.

Managing Organization: Displays this service has a main offices and/or parent organization. Usually the managing organization will show multiple services. At this point it is recommended that Users click on the View or Remove buttons of this section.

Reports

The Reports button is located on the Client, Provider, and Matching screens. Different reports are available depending on which screen you are on when the Reports button is selected.

To do a report, select the report you want by clicking on the record selector, category, or description. Next select current record, filtered records, or all records. Enter a subtitle if applicable, select a footing if applicable, and then choose Preview or Print. If you want to do your report on a select group of records, filter your records on the Client or Service Record Selection Filter first. Then click the Reports button.

Email Reports

If you want to email your report or send it to a text or ASCII file, select Send from the File -Send Options menu. The following information describes the items on the report screen.
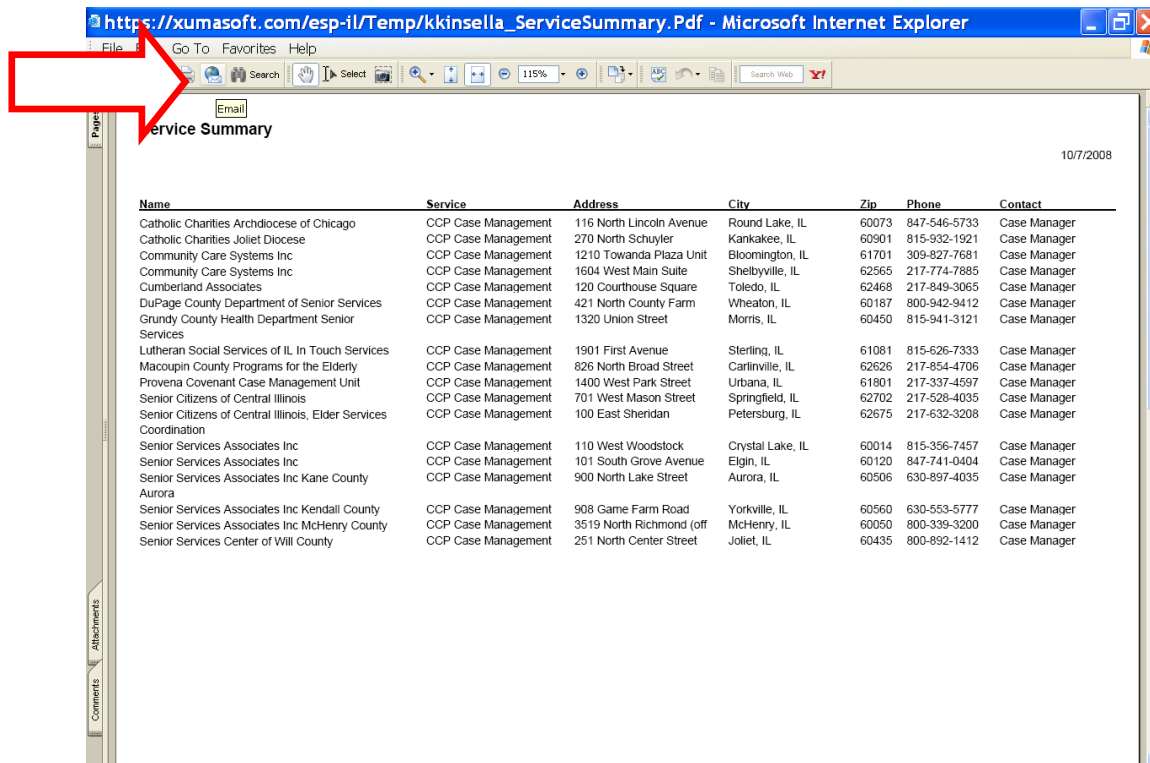
The Record Selector: To select a report, click your mouse on the corresponding record selector.

Category: This column lists all the categories of reports available from this report view.

Description: This column gives a detailed name or description of the report.

Variable Title: This column indicates whether or not a custom subtitle can be added to the report.

Footing: This item allows you to select a custom footer for your report. The items on the Footing drop-down list come from Setup.

Current Record/Filtered Records/All Records:
This option allows you to select what group you want the report to be applied to. To select, click the appropriate radio button.

Subtitle: This field enables you to specify a subtitle for your report. Not all reports will support a subtitle. To add a subtitle, type your subtitle in the text field.

Help (?): This button will give you help on the current topic.

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Revising Service Record Information

If you notice that information on a Service Record is incorrect, and you do not have privileges to change the information yourself, you can use the Revise button at the bottom of the Service screen to print or send an email to the appropriate Area Agency on Aging to correct the record information.
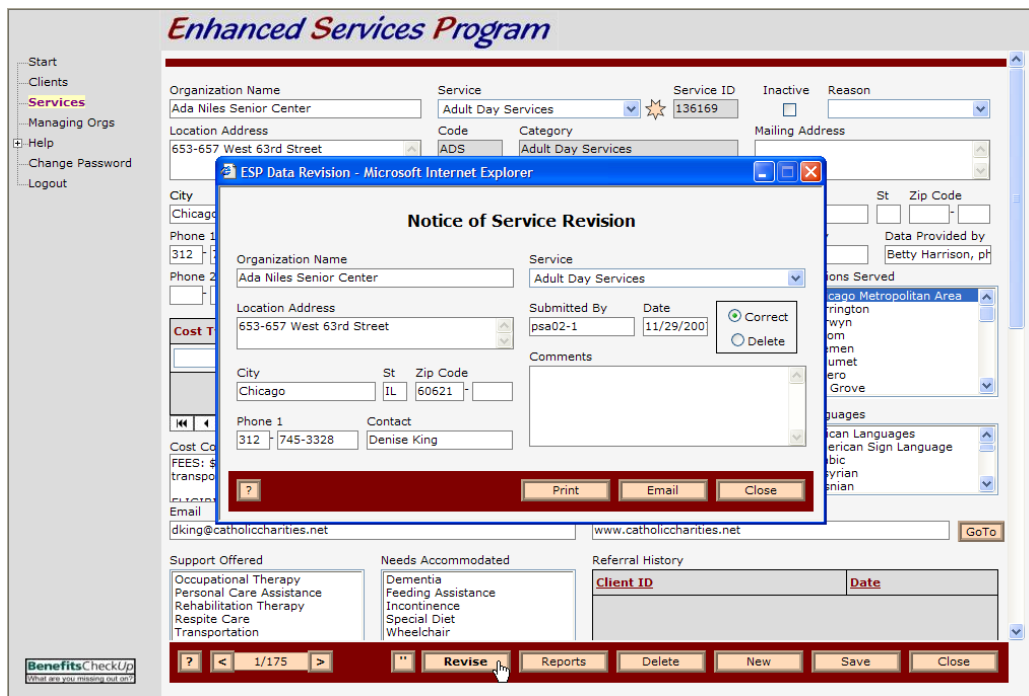
GETTING HELP

ESP has the ability to display a description of most screens.

To search for Help on a particular function of ESP, first search the Help Contents. To access the Help Contents, select Help from the Windows menu located at the very left of the screen.

KEY ESP CLIENT FIELDS

Though all fields on the client side can be valuable certain client fields are key to accurate reporting and are a must for all organizations using the ESPweb client component.

Clients Last Name: The Client's Last Name cannot be blank!
                       If need be enter a comma. This will allow record to be viewed
                       on various reports.

Counselor: Choose your name from the pull-down list.

Program: Enter the appropriate code.
               This may be used in place of or in addition to Program Type field

Type of Case: Enter the appropriate code.

Program Type: Enter the appropriate code(s).
                 This may be used in place of or in addition to Program Type field

History Page Key Fields
Date: Current date automatically entered.

Counselor: Choose your name from pull-down list.

Activity: Enter the type of activity.

DATA ENTRY PROTOCOLS

It's important to maintain data uniformity within the database. While some 'drifting' may be unavoidable, adhering to the same data entry practices improves the viewability and prevents bad coding which could impair the usability of the system.
Therefore all persons entering data anywhere in ESP should follow some basic guidelines.

Following are some general and some specific data entry rules that should be followed.

First and foremost use proper grammar and spelling.
Enter all information as if you were typing an official letter.

You may want to refer to records from other AAoA (PSA02) to guide you.

While not every field needs to be filled in, fill out as many as you can but do not waste time on difficult to obtain difficult information for non-critical fields.

When in doubt about what to enter, leave the field blank.
It is always better to have no information than bad information.

Avoid punctuations (particularly the apostrophe symbol)
While these are harmless within ESP they can cause problems in
the local version which may still be used in conjunction with ESP.

Do not use all caps.

Keep Comments field entries as short as possible, avoiding subjective language (i.e. copying statements from providers which say things like "we have the friendliest staff in the industry", etc).

If you do not know the proper name of contact for a Service or Managing Org plug in a generic title in the Contact field and leave the Title field blank. This makes for better viewing of letter / reports with the current formats in ESP.

TAXONOMY
ESP Illinois

The Taxonomy for ESP includes 45 primary categories and over 200 services. This two-tiered classification system periodically will change to accommodate the ever evolving array of services which, in turn, may effect the configuration of ESPweb.

Adult Day Services
- Adult Day Services
- Day Habilitation Programs

Advocacy Assistance
- Advocacy - Disabled
- Advocacy - General
- Advocacy - Older Adults

Assistive Technology
- Assistive Technology Devices
- Assistive Technology Evaluation
- Assistive Technology Information
- Assistive Technology Providers
- Assistive Technology Training

Benefits Counseling
- Benefits Counseling
- Red Tape Cutters
- SHAP
- SHIP

Caregiver
- Caregiver Assistance
- Caregiver Counseling
- Caregiver Training
- Grandparents Raising
  Grandchildren
- Respite, In-Home
- Respite, Out-Of-Home

Case Management
- Aging Disability Resource Centers
- Case Management

Community Care
- CCP Adult Day Service
- CCP Case Management
- CCP Emergency Home Response
- CCP Homemaker
- CCP Money Management
- CCP Nursing Home Prescreen
- CCP Senior Companion

Consumer Services
- Board and Care Home Complaints
- Consumer Action Groups
- Consumer Protection Services
- Creditor Repayment Counseling
- Insurance Complaints/Fraud
- LTC Facility Complaints
- Mental Health Facility Complaints
- Patient Rights Assistance

Cultural Issues
- Cultural Organizations
- Immigration Assistance
- Translation Services

Educational Programs
- Adult Education
- Citizenship Preparation
- Disability Related Parenting
  Programs
- Elder Hostel Programs
- English as a Second Language
- Enrichment Classes
- Libraries
- Special Education

Emergency Response
Emergency Response Systems

Emergency Services
Disaster Relief
Emergency Clothing
Emergency Financial Assistance
Emergency Food
Emergency Shelter

Employment Services
Employment - Disability
Employment - General
Employment - Older Adults
Ticket to Work Program
Vocational Training

Financial Assistance
Food Stamps & Vouchers
Funeral Services
Health Expense Assistance
LIHEAP
Prescription Expense Assistance
Reverse Mortgage Lenders
Utility Discount Programs

Financial Services
Estate Planning
Income Tax Filing Assistance
Personal Financial Management
Reverse Mortgage Counseling

Geriatric Assessment
Geriatric Assessment

Health Conditions
AIDS/HIV
Alzheimer's Disease
Arthritis
Cancer
Diabetes
Hearing Impairment
Heart Disease
Incontinence
Mental Health

Organ Transplant
Osteoporosis
Other Health Conditions
Parkinson's Disease
Renal Disease
Respiratory/Lung
Vision Impairment

Health Services/Clinics
Dental Clinics
Dialysis Clinic
Health Centers
Immunizations
Specialized Clinics

Health Support Products
Daily Living Aids
Durable Medical Equipment
Specialized Clothing

Healthcare Transitional
Extended Care Facilities
Rehabilitative Care
Subacute Care

Home Based Healthcare
In-Home Dental Services
In-Home Physician Visits
In-Home Podiatrist Visits

Home Based Services
Grocery Deliveries
Hair Dressing
Pharmacy Delivery

Home Care Provider
Companion/Sitter Services
Home Health Agencies
Homemaker Services
Live-In Assistance
Personal Care Assistance

Hospice Care
Hospice Care

Hospitals

General Hospitals
Hospital Based Outpatient Services
Hospital Based Senior Programs
Hospital Based Social Service Dept
Psychiatric Hospitals
Specialty Hospitals

Housing Options

Adult Foster Homes
Affordable Housing
Assisted Living Facilities
Board and Care
Continuing Care Retirement
    Communities
Group Homes for Adults
    w/Disabilities
Home Sharing
Housing Authorities
Mobile Home Parks
Senior Housing
Subsidized Housing
Supportive Living Facilities

Housing Services

Centers for Independent Living
Chore Services
Energy Conservation/
    Weatherization
Home Maintenance/Repair
Home Modifications
Housing Counseling
Relocation/Organization Services

Income Security

Aid to the Aged, Blind, Disabled
Social Security Retirement Benefits
Supplemental Security Income

Information/Referral

Aging Referral Services
Dental Referrals
Disability Referral Service
General Referral
Governmental Referrals

Legal Referrals
Physician Referrals

Insurance Sources

Civil Service
Comprehensive Health Insurance
    Plan
Long Term Care Insurance
Medicaid
Medicare
Medicare Savings Program
Rail Road Retirement
Retired Teachers
Supplemental Insurance

Insurance/HMO

Medicaid HMO
Medicare HMO

Legal Services

Legal - Advanced Directives
Legal - Arbitration/Mediation
Legal - Elder Law Attorneys
Legal - General Services
Legal - Guardianship/Advocacy
Life Care Planning

Leisure/Recreational

Arts and Entertainment
Adapted Recreation
Parks & Recreation
Senior Centers/Programs

Long Term Care Facilities

DD - Intermediate Care Facility
LTC - Intermediate Care
LTC - Mental Health
LTC - Sheltered Care
LTC - Skilled Care

Mental Health

Community Mental Health Centers
Counseling
Crisis Intervention
In-Home Psyche Evaluation

Inpatient Psychiatry
Outpatient Psychiatry
Substance Abuse

Nutrition/Services
Congregate Meals
Home Delivered Meals
Nutrition Counseling

Organizations/Association
Area Agencies on Aging
Government Services
Organizations

Protective Services
Domestic Violence
Elder Abuse and Neglect
General Abuse and Neglect
Ombudsman

Support Groups
AIDS/HIV Support Groups
Alcohol Dependency Support
Groups
ALS/Lou Gehrig's Disease Support
Groups
Alzheimer's Disease Support
Groups
Arthritis Support Groups
Bereavement Support Groups
Cancer Support Groups
Caregiver Support Groups
Chemical Dependency Support
Groups
Diabetes Support Groups
Gambling Addiction Support Group
Grandparenting Support Groups
Head Injury Support Groups
Hearing Impaired Support Groups
Heart Disease Support Groups
Mental Health Support Group
Osteoporosis Support Groups

Other Support Groups
Parkinson's Disease Support
Groups
Renal Disease Support Groups
Stroke Support Groups
Vision Impaired Support Groups

Supportive Services
Friendly Visitors
Telephone Reassurance

Tax Programs
Circuit Breaker
Property Tax Assistance
Sewer Tax Rebate

Transportation Assistance
Demand Response Transportation
Disabled/Handicapped Vehicle
Conversion
Disabled Parking Permits
Driver Safety Programs
Drivers Concerns
Non-Emergency Medical
Transportation
Public Transportation
Transportation Fares/Discounts

Veteran Services
Veterans Benefits
Veterans Hospital/Clinic
Veterans Insurance (CHAMPUS)

Volunteer Services
Volunteer Services

Wellness Programs
Wellness Program

TAXONOMY DEFINITIONS
ESP Illinois

See Attachments A & B for Inclusion / Exclusion Criteria

Adult Day Services

Community-based programs designed to meet the needs of adults with functional impairments. Through a structured and comprehensive program, a variety of health, social and related support services are offered in a supervised and protective setting during some portion of a twenty-four hour day.

Adult Day Services

Community-based programs designed to meet the needs of adults with functional impairments. Through a structured and comprehensive program, a variety of health, social and related support services are offered in a supervised and protective setting during some portion of a twenty-four hour day.

Day Habilitation Programs

Community-based programs that provide long-term personal and social development opportunities within a structured environment for individuals with developmental disabilities who are unable to function independently in social, recreational or employment settings. Services are available on an hourly or daily basis and may include daily living skills instruction, basic education, recreational and social activities, exercises to improve coordination and other forms of developmental support which help participants develop and maintain the functional skills that are required for community involvement, self-advocacy, self-care and employment, if possible.

Advocacy Assistance

Programs that: (1) Seek to influence legislative or regulatory actions to benefit specific interest groups or achieve specific social, political or environmental goals. (2) Intercede on behalf of groups to ensure that they receive the benefits and services to which they are legally entitled and that their rights guaranteed by law are protected and enforced.

Advocacy - Disabled

Programs that: (1) Seek to influence legislative or regulatory actions to benefit disabled individuals or groups or achieve specific social, political or environmental goals. (2) Intercede on behalf of disabled individuals or groups to ensure that they receive the benefits and services to which they are legally entitled and that their rights guaranteed by law are protected and enforced

Advocacy - General
Programs that: (1) Seek to influence legislative or regulatory actions to benefit specific interest groups or achieve specific social, political or environmental goals. (2) Intercede on behalf of groups to ensure that they receive the benefits and services to which they are legally entitled and that their rights guaranteed by law are protected and enforced.

Advocacy - Older Adults
Programs that: (1) Seek to influence legislative or regulatory actions to benefit older adult individuals or groups or achieve specific social, political or environmental goals. (2) Intercede on behalf of older adult individuals or groups to ensure that they receive the benefits and services to which they are legally entitled and that their rights guaranteed by law are protected and enforced.

Assistive Technology
Programs that provide information on, evaluation, training on the use, provide or rent, or otherwise address items or equipment (other than durable medical equipment) to increase, maintain, or improve functional capabilities of individuals with disabilities.

Assistive Technology Devices
Organizations that provide equipment, appliances, products or other items that can maximize the abilities of people with disabilities.

Assistive Technology Evaluation
Programs that assess the current ability to function of people who have disabilities and prescribe or recommend the most appropriate assistive technology product to meet their individual needs including communication/learning aids, control and signaling aids, daily living aids, hearing augmentation aids, mobility aids, prosthetic/orthotic/seating devices, recreational aids, speech aids and/or visual/reading aids.

Assistive Technology Information
Programs that provide information about cognitive/learning aids, control and signaling aids, daily living aids, hearing augmentation aids, mobility aids, prosthetic/ orthotic/seating devices, recreational aids, speech aids, and/or visual/reading aids which enables potential users to evaluate their alternatives and make informed choices.

Assistive Technology Providers
Programs that enable individuals who have physical or sensory limitations to purchase, lease or loan the assistive technology products they require in accordance with an agreement which establishes the length of the arrangement, the daily, weekly or monthly rental cost and other contractual details.

Assistive Technology Training
Programs that provide training for individuals who have physical or sensory limitations and/or for their caregivers which focuses on the care and utilization of the particular type of assistive technology product they require and changes the devices might require in their lives. Assistive technology training may deal with cognitive/learning aids, control and signaling aids, daily living aids, hearing augmentation aids, mobility aids, prosthetic/orthotic/seating devices, recreational aids, speech aids and/or visual aids.

Benefits Counseling
Programs that offer education and/or guidance in navigating the various benefit programs available to older adults, disabled adults, and/or their Family Caregivers. This may include Insurance Claims Assistance or Insurance Counseling.

Benefits Counseling
Programs that offer education and/or guidance in navigating the various benefit programs available to older adults, disabled adults, and/or their Family Caregivers. This may include Insurance Claims Assistance or Insurance Counseling.

Red Tape Cutters
Programs that make use of senior volunteers that will intercede on behalf of individuals to ensure that they receive the benefits and services to which they are legally entitled.

SHAP
Senior Health Assistance Program (SHAP) offices offer information and free help filling out applications for the Illinois Cares Rx (SeniorCare, Circuit Breaker Pharmaceutical Assistance) program (Form IL-1363), Illinois Rx Buying Club and I-SaveRx.

SHIP
Volunteer counselors offer personal counseling about Medicare, Medicaid, private supplemental insurance (medigap) and long-term care insurance. Services include filing claims, helping with Medicare appeals and providing supplemental and long-term care insurance policy comparisons.

Caregiver Services/Support
Programs that support caregivers of functionally impaired adults by providing information about the availability of support services; assisting caregivers in gaining access to support services; providing individual counseling to help make decisions and solve problems. Includes programs designed to provide respite for caregivers. Includes programs that provide support services to grandparents and older individuals who are the primary caregivers to grandchildren.

Caregiver Assistance
Programs or services that sustain a caregiver's role and maintain their emotional and physical health. These may include resource centers, coordination units, information centers. They also may or may not be funded by the national Family Caregiver Support Act.

Caregiver Counseling
Programs or services provided to caregivers to assist them in the areas of health, nutrition, and financial literacy, and in making decisions and solving problems relating to their caregiver roles. This includes counseling to individual caregivers and families.

Caregiver Training
Programs that provide training for family members and other home-based caregivers which focuses on care-related activities such as medication management, personal care and making the home environment safe and barrier-free as well as on stress management and other techniques to help the caregiver take care of him or herself.

Grandparents Raising Grandchildren
Programs that promote, support and assist grandparents and their families in maintaining or reestablishing family ties and family stability where the family has been disputed; especially those ties between grandparents and grandchildren.

Respite, In-Home
Programs that offer temporary, in-the-home caregivers for dependent adults in order to provide relief for regular caregivers. These programs may or may not include personal care assistance.

Respite, Out-Of-Home
Programs that offer temporary, substitute care arrangements for dependent adults in order to provide relief for regular caregivers. These programs may or may not include personal care assistance.

Case Management
Programs that develop care plans for the evaluation, treatment and/or care of individuals who because of age, illness, disability or other difficulties, are unable to arrange for services on their own behalf. Care Management programs assess individual's needs, coordinate the delivery of needed services, ensure that services are obtained in accordance with the care plan, and follow up and monitor progress to ensure that services are having a beneficial impact on the recipient.

Aging & Disability Resource Centers
Programs that create a single, coordinated system of information and access for older adults and people with disabilities who are seeking long term support to minimize confusion, enhance individual choice, and support informed decision-making. ADRC centers serve as a single point of entry to public long term support programs and services. They offer information and counseling regarding available long term support options; assist individuals in determining their eligibility for public long term support programs and benefits including level of care determinations for Medicaid nursing facility and home and community-based service waiver programs; provide short-term case management to stabilize long term supports for individuals and their families in times of immediate need; help people plan for their future long term support needs; and provide information about and referral to other programs and benefits (such as health promotion and disease prevention, transportation services, housing and income support programs) that help people remain in the community.

Case Management
Programs that develop care plans for the evaluation, treatment and/or care of individuals who because of age, illness, disability or other difficulties, are unable to arrange for services on their own behalf. Care Management programs assess individual's needs, coordinate the delivery of needed services, ensure that services are obtained in accordance with the care plan, and follow up and monitor progress to ensure that services are having a beneficial impact on the recipient.

Community Care
An Illinois entitlement program that provides community-based services as an alternative to nursing home care. These services are available to functionally impaired older persons who meet certain eligibility requirements. Included services are Case Management, Adult Day Care, Homemaker, Money Management, and Senior Companion. Organizations called Case Coordination Units screen applicants for nursing home placement, offer community-based service options, and determine eligibility for Community Care Program services.

CCP Adult Day Service
Programs contracted with the state of Illinois designed to meet the needs of Community Care Program eligible adults with functional impairments. Through a structured and comprehensive program, a variety of health, social and related support services are offered in a supervised and protective setting during some portion of a twenty-four hour day. There may be costs for CCP Adult Day Care services depending upon income and assets.

CCP Case Management
Programs contracted with the state of Illinois that develop care plans for the evaluation, treatment and/or care of individuals who because of age, illness, disability or other difficulties, are unable to arrange for services on their own behalf. CCP Case

Management programs determine eligibility for state of Illinois Community Care Program services, assess individual's needs, coordinate the delivery of needed services, ensure that services are obtained in accordance with the care plan, and follow up and monitor progress to ensure that services are having a beneficial impact on the recipient. While there is no cost for CCP Care Management, there may be costs for other CCP services depending upon income and assets.

CCP Emergency Home Response
Programs contracted with the state of Illinois that provide emergency home response service (EHRS) is defined as a 24-hour emergency communication link to assistance outside the client's home for clients based on health and safety needs and mobility limitations. This service is provided by a two-way voice communication system consisting of a base unit and an activation device worn by the client that will automatically link the client to a professionally staffed support center. The support center assesses the situation and directs an appropriate response whenever this system is engaged by a client.

CCP Homemaker
Programs contracted with the state of Illinois that provide assistance with home-related activities such as light housekeeping, grocery shopping, meal preparation and/or limited personal care for Community Care Program participants.

CCP Money Management
Programs contracted with the state of Illinois that provide advice and guidance regarding money management, debt consolidation and repayment programs for Community Care Program participants. May include assessment of income, expenses, debts, taxes and other liabilities, development of a budget and administration of a debt repayment plan.

CCP Nursing Home Prescreen
Programs contracted with the state of Illinois that assist with decisions about long term care. Provides information about eligibility criteria, costs for home and community based services, as well as general information on nursing facility care. If hospitalized and need assistance upon discharge, provides information about service options before leaving the hospital.

CCP Senior Companion
Programs contracted with the state of Illinois that provide volunteer companions that visit isolated Community Care Program participants in their homes. Senior Companions may help read materials, share experiences and monitor an older person's well being. Companions do not perform personal care support.

Consumer Services

Programs that provide for the education and protection of individuals who purchase, use, maintain and dispose of products and services. Included are programs that establish and/or enforce pricing policies, credit reporting and debt collection practices, quality and safety standards for goods and services and other grade practices that affect the consumer; programs that provide information and/or counseling to help consumers manage their finances and make informed credit and purchasing decisions; and programs that provide access for consumers to fair hearings, mediation or binding arbitration when they have complaints regarding consumer products and services and to appropriate remedies when their complaints are justified.

Board and Care Home Complaints

Programs that provide assistance for individuals who want to register complaints regarding the licensing, cleanliness and safety of facilities, treatment of residents, quality of care, excessive fees, unethical or improper conduct of personnel or other inappropriate business practices of board and care residences for adults with disabilities and seniors.

Consumer Action Groups

Organizations whose members have joined together to work for the introduction of new legislation or to promote changes in current laws or practices that will provide more effective protection for consumers. Consumer Action Groups may also encourage the investigation of specific cases in which the interests and/or safety of consumers have been endangered.

Consumer Protection Services

Agencies established to provide consumer education and information and/or to handle consumer complaints. Consumer Protection Service Agencies provide solutions through mediation, arbitration or public pressure.

Creditor Repayment Counseling

Programs that provide direct advice and guidance regarding money management techniques, debt consolidation and/or repayment programs. The services may include assessment of income, expenses, debts, taxes and other liabilities. Some programs develop a budget for basic living expenses, develop strategies for repayment of creditors, and in some cases, administration of the debt repayment plan.

Insurance Complaints/Fraud

Programs that provide assistance for consumers who want to register complaints regarding business practices of companies that sell insurance or settle insurance claims.

LTC Facility Complaints

Programs that provide assistance for consumers who want to register complaints regarding business practices of nursing facilities.

Mental Health Facility Complaints
Programs that provide assistance for consumers who want to register complaints regarding the business practices of inpatient or residential facilities for people who have mental, emotional, or social problems.

Patient Rights Assistance
Programs that provide information, education, advocacy and other forms of assistance which relate to the rights of people who are patients in a physical care or mental health care facility.

Cultural Issues
Organizations that provide advocacy and/or services for people who share a specified culture or national origin.

Cultural Organizations
Clubs, vendors or other organizations that provide services for older adults who share a specified culture or national origin.

Immigration Assistance
Agencies which provide services for people who have recently arrived in this country as refugees or immigrants. May include assistance with citizenship and benefits eligibility, resettlement, advocacy, case management, cultural transition counseling, interpretation and translation assistance, or information and referral to social service providers.

Translation Services
Programs that translate to or from English from other languages. May include services provided by volunteer, staff or peers.

Educational Programs
Programs that provide organized learning opportunities for seniors to continue acquiring knowledge, skills and specialized training by attending college, universities and other educational establishments that have defined curricula and courses of instruction. Also included are special programs designed to increase awareness about various age-related issues through the dissemination of written information, conferences and other educational programs such as, but not limited to, Life Enrichment, the Senior Net Learning Center and Intergenerational Projects. Included are special programs that enable immigrants and limited English speaking persons to participate more fully in American society.

Adult Education
Programs that provide opportunities for adults to develop basic learning or communication skills, complete high school education, expand knowledge in a particular field or discipline, or explore and develop skills in a new area of interest.

Citizenship Preparation
Programs that offer civics courses which are designed to provide prospective citizens with the knowledge and understanding of the United States Constitution and government.

Disability Related Parenting Programs
Programs that provide educational and supportive services for parents with disabilities who want to acquire the knowledge and skills they need to be effective in their parenting role.

Elder Hostel Programs
Programs that combine travel with continued intellectual stimulation for older adults aged 50 years and older. May include courses, touring, and social events. Accommodations and meals are provided either at the participating university or at nearby hotels.

English as a Second Language
Programs that offer opportunities for non-English speaking and limited-English speaking adults to learn English. Emphasis in on developing communication competence in settings in which English is the primary language.

Enrichment Classes
Classes or programs designed to enhance the quality of life of older persons as well as to empower them by providing opportunities to make their lives more meaningful and more rewarding.

Libraries
Programs offered through public libraries for older or impaired persons. Services may include large print books, mailbox books for the homebound, magnifying glasses, and information about special interest programs, exhibits, films, etc.

Special Education
Programs that provide educational services including special placement and individualized programming, instruction and/or support services for exceptional children, youth and/or adults, including those who have hearing impairments, visual impairments, physical disabilities, learning disabilities, mental retardation and/or other developmental disabilities, emotional disturbance, multiple disabilities or speech or language impairments and who need appropriately modified curricula, teaching methodologies and instructional materials in order to learn. Services may

include the development, in partnership with the child's parents, of an individualized educational plan to meet the child's needs and the implementation and review at least annually of each child's plan to determine progress and future needs.

Emergency Response Systems

Programs that provide electronic equipment that connects frail individuals or persons with disabilities with participating hospitals, paramedics, designated family members or other sources of emergency assistance.

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Programs that provide electronic equipment that connects frail individuals or persons with disabilities with participating hospitals, paramedics, designated family members or other sources of emergency assistance.

Emergency Services

Programs which provide temporary emergency financial support and/or supplies of clothing, food, utilities or shelter to individuals to ensure that they are able to meet needs. May include food pantries, homeless shelters, churches, or other agencies which provide short-term assistance. Included are agencies designated to coordinate community response in times of natural disaster.

Disaster Relief

Programs that facilitate the exchange of information and/or provide assistance, usually in the form of search and rescue activities, food, clothing, blankets, temporary shelter, low-interest loans or temporary financial aid, for people who have suffered injuries or incurred losses due to a fire, flood, hurricane, earthquake, tornado or other disaster of natural or human origin.

Emergency Clothing

Agencies which provide short-term or emergency supplies of clothing. May include churches, or other agencies which provide short-term assistance.

Emergency Financial Assistance

Programs that assist with mortgage or rent payments, utility bills or other shelter expenses for persons at risk of losing shelter. Eligibility is usually based on need and limited income.

Emergency Food

Agencies which provide short-term or emergency supplies of food. May include food pantries, churches, or other agencies which provide short-term assistance.

Emergency Shelter
Agencies which provide short-term or emergency shelter. May include churches, or other agencies which provide short-term assistance.

Employment Services
Programs that help people to identify and secure paid or subsidized employment that match their aptitude, qualifications, experience and interests.

Employment - Disability
Programs that provide opportunities for individuals with disabilities to learn and practice work skills in a separate and supported environment. Participants may be involved in the program on a transitional or ongoing basis, and are paid for their work, generally under a piecework arrangement. The nature of the work and the types of disabilities represented in the workforce vary widely by program and by the area in which the organization is located. Individuals participate in center-based employment for a variety of reasons including severity of disability, need for additional training or experience, need for a protected environment and/or lack of availability of community-based employment.

Employment - General
Programs that help people to identify and secure paid employment that match their aptitude, qualifications, experience and interests.

Employment - Older Adults
Programs that help older people to identify and secure paid or subsidized employment that match their aptitude, qualifications, experience and interests.

Ticket to Work Program
A voluntary employment program that increases the choices and opportunities for eligible Social Security disability beneficiaries to obtain employment, vocational rehabilitation and other support services from public and private providers, employers and other organizations without endangering their disability benefits including health care coverage. Beneficiaries receive a Ticket which they may use to obtain services and jobs from state vocational rehabilitation agencies or organizations that have been designated as Employment Networks (EN) by the program. Once a beneficiary assigns his or her ticket to an EN or vocational rehabilitation agency, the provider works with them to develop a written individual work plan which documents desired employment goals and helps the individual return to work or work for the first time. The Employment Network or state rehabilitation agency bills the Social Security Administration (SSA) using the ticket claim account number. The SSA determines eligibility for the program.

Vocational Training
Programs that enable individuals with disabilities, people who abuse drugs or alcohol, or people who have emotional problems to obtain the training and employment experiences they need to achieve economic self-sufficiency. Services may include vocational evaluation, work adjustment, work experience, training in marketable skills and placement in competitive employment or a sheltered work environment.

Financial Assistance

Programs that provide temporary or ongoing financial assistance for low-income individuals to ensure that they have a basic income or that they are able to meet financial needs.

Food Stamps & Vouchers
A federal program that helps low-income people buy food. Non-food items cannot be purchased with food stamps. Persons may use food stamps to contribute to some congregate and home delivered meals programs. Apply for Food Stamps at your local Public Aid office.

Funeral Services
Programs that offer alternative, low cost, or indigent funeral options. Does not include commercial funeral homes. Federal Trade Commission regulations require that funeral homes provide price lists itemizing costs for goods and services. Funeral homes may not falsely claim that embalming or caskets are required by law. In Illinois, embalming is required by law only in cases of communicable diseases, and caskets are not required for cremation or for placement in vaults prior to burial.

Health Expense Assistance
Programs that provide financial assistance for the purchase of necessary durable medical equipment or medical, dental, vision, hearing services for people who cannot afford to pay for the care or equipment. Also includes organizations through which eligible people can obtain services at reduced rates.

LIHEAP
The Low Income Home Energy Assistance Program (LIHEAP) is designed to assist eligible low-income households pay for winter energy services. LIHEAP will provide a one-time benefit to eligible households to be used for energy bills. The amount of the payment is determined by income, household size, fuel type, and geographic location. You do not have to own your home or pay energy bills directly to qualify. Emergency Assistance may be available if your household is disconnected from an energy source or delivery of fuel has been refused.

Prescription Expense Assistance

Programs that provide financial assistance for the purchase of necessary prescription drugs for people who cannot afford to pay for the drugs. Also includes organizations through which eligible people can obtain prescriptions at reduced rates and pharmaceutical companies that provide medicines free of charge to physicians whose patients might not otherwise have access to necessary medicines.

Reverse Mortgage Lenders

Lenders that provide reverse mortgages. Reverse mortgages enable people age 62 and over to convert the equity in their homes into cash or monthly income for any purpose. Repayment is not required until the last surviving borrower dies, sells, or moves. The heirs may repay the loan balance (payments made to the borrower plus accrued interest) by selling the home or by paying off the loan so that they may keep the home.

Utility Discount Programs

Programs that offer special services which help eligible people pay their utility bills.

Financial Services

Programs that provide assistance and services in the form of financial and/or legal counseling. Services may include making arrangements for the disposition of an individual's property upon his or her death, providing a variety of supportive services for individuals who need assistance in completing and/or filing insurance claims, offering advice and guidance for people regarding money management techniques for people who are having difficulty budgeting their money and meeting necessary monthly expenses.

Estate Planning

Programs that make arrangements for an individual's estate, taking into account applicable laws that govern wills, taxes, insurance, property and trusts. Programs attempt to gain maximum benefits while carrying out the wishes for the disposition of the property upon death.

Income Tax Filing Assistance

Programs that provide advice and guidance for people on tax laws, or assist in completing and filing state and federal income tax returns.

Personal Financial Management Info/Counseling

Programs that provide information and/or guidance regarding money management, retirement planning, debt consolidation and repayment programs. May include assessment of income, expenses, debts, taxes and other liabilities, development of a budget and administration of a debt repayment plan.

Reverse Mortgage Counseling
Programs that provide a special type of mortgage that enables older homeowners to obtain cash from the equity in their homes without selling them. The lending institution does not receive title to the home or cash from the sale of it until the older persons die or move away and no longer occupy the home as a principle residence.

Geriatric Assessment
Programs that evaluate the medical and/or psychosocial functioning of an older person, arrive at a diagnosis and identify possible treatments.

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Programs that evaluate the medical and/or psychosocial functioning of an older person, arrive at a diagnosis and identify possible treatments.

Health Conditions
Organizations that provide programs of service, education, research and/or provide information to the general public about a particular disease, condition or disability. These may be at either the national, state or local level

AIDS/HIV
Organizations that provide programs of service, education, research and/or provide information to the public about AIDS/HIV.

Alzheimer's Disease
Organizations that provide programs of service, education, research and/or provide information to the public about Alzheimer's Disease.

Arthritis
Organizations that provide programs of service, education, research and/or provide information to the public about Arthritis.

Cancer
Organizations that provide programs of service, education, research and/or provide information to the public about Cancer.

Diabetes
Organizations that provide programs of service, education, research and/or provide information to the public about Diabetes.

Hearing Impairment
Organizations that provide programs of service, education, research and/or provide information to the public about Hearing Impairment.

Heart Disease
Organizations that provide programs of service, education, research and/or provide information to the public about Heart Disease.

Incontinence
Organizations that provide programs of service, education and research and/or provide information to the public about Incontinence.

Mental Health
Organizations that provide programs of service, education, research and/or provide information to the public about various Mental Health conditions.

Organ Transplant
Agencies that provide programs of service, education and research and/or provide information to the public about Organ Transplants.

Osteoporosis
Organizations that provide programs of service, education and research and/or provide information to the public about Osteoporosis. May include screening.

Other Health Conditions
Agencies that provide programs of service, education and research and/or provide information to the public about a particular Health Condition.

Parkinson's Disease
Organizations that provide programs of service, education, research and/or provide information to the public about Parkinson's Disease.

Renal Disease
Organizations that provide programs of service, education, research and/or provide information to the public about Renal Disease.

Respiratory/Lung
Organizations that provide programs of service, education, research and/or provide information to the public about Respiratory Diseases.

Vision Impairment
Organizations that provide programs of service, education, research and/or provide information to the public about Vision Impairment.

Health Services/Clinics
Outpatient health care facilities and programs that provide a broad range of diagnostic medical care and treatment services, which may include examinations, immunizations, dental care, laboratory and radiology services and health education. Services are usually available on an ability-to-pay basis and target low-income and indigent residents of the community.

Dental Clinics
Programs that specialize in the care of the teeth and oral cavity. Includes prevention, diagnosis and treatment of diseases of the teeth and gums.

Dialysis Clinic
Facilities/organizations that provide Hemo and/or Peritoneal dialysis services. These organizations also may offer other amenities or related services such as in-home dialysis service.

Health Centers
Outpatient health care facilities that provide a broad range of diagnostic medical care and treatment services, which may include examinations, immunizations, dental care, laboratory and radiology services, and health education.

Immunizations
Programs that provide basic and/or specialized outpatient inoculations to protect patients from common diseases.

Specialized Clinics
Programs that provide comprehensive preventive, diagnostic, and treatment services on an inpatient or outpatient basis for individuals who have specific diseases or disabilities.

Health Support Products
Programs that provide equipment, products, supplies or other forms of support which are supplemental to the treatment or rehabilitation of people who have illnesses, injuries, or disabilities; which facilitate the functioning of people who have disabilities; or which are instrumental in the prevention of illnesses, injuries or disabilities prior to their occurrence.

Daily Living Aids
Organizations that provide equipment, products and supplies designed or adapted to assist people who have physical disabilities to perform daily tasks. May also provide supplies to people who have bowel or bladder control problems.

Durable Medical Equipment
Programs/Vendors that provide equipment that can stand repeated use is primarily used to serve a medical purpose and is appropriate for use in the home. The equipment may provide therapeutic benefits or enable people to perform certain tasks that they are otherwise unable to undertake due to certain medical conditions and/or illnesses. Such equipment may include canes, crutches, walkers, wheelchairs, commode chairs, hospital beds, and home oxygen equipment and traction equipment.

Specialized Clothing
Organizations that offer clothing that have been designed for individuals who have physical disabilities.

Healthcare Transitional Facility
Programs designed to provide a continuum of health care outside of a traditional or general hospital setting. Care may be provided in a freestanding or hospital based nursing home or rehabilitation center.

Extended Care Facilities
Health care facilities that provide nursing care for patients whose illnesses cannot be resolved during their acute short-term stay but who no longer need the medical technology offered by a general hospital setting.

Rehabilitative Care
Programs that provide a combination of treatment and education services which are designed to restore maximum functioning, a sense of well-being and a satisfaction level of independence for individuals who have temporary or permanent disabilities.

Subacute Care
Health care facilities that specialize in treating patients who require extensive physiological monitoring, intravenous therapy or postoperative care, intensive rehabilitation, ventilator care, pulmonary rehabilitation or other medically complex interventions.

Home Based Healthcare Services
Programs that make certain types of medical care available for elderly, disabled, ill or convalescent individuals in their own homes.

In-Home Dental Services
Programs that provide dentist services to elderly, disabled, ill or convalescent individuals in their own homes.

In-Home Physician Visits

Programs that provide physician services to elderly, disabled, ill or convalescent individuals in their own homes.

In-Home Podiatrist Visits

Programs that provide podiatrist services to elderly, disabled, ill or convalescent individuals in their own homes.

Home Based Services

Programs that make certain type of personal and instrumental care available for elderly, disabled, ill or convalescent individuals in their homes. These services are designed to help enhance a person's quality of life as well as to prevent or postpone the need for higher levels of care.

Grocery Deliveries

Programs or merchants that accept telephone orders and deliver food and household supplies to the homes of frail elderly or disabled individuals who are unable to shop on their own.

Hair Dressing

Programs that offer the services of licensed beauticians or barbers who are willing to provide services in the homes of elderly or disabled individuals.

Pharmacy Delivery

Services and drugstores that accept prescriptions by telephone and deliver medication to people who are unable to pick it up themselves.

Home Care Provider

Programs that provide nursing care, personal care assistance, homemaker, and companion/sitter services to elderly, disabled, ill or convalescent individuals in their own homes.

Companion/Sitter Services

Programs that provide in-home companionship, socialization, and light housekeeping, such as vacuuming, laundry and meal preparation.

Home Health Agencies

Programs that provide short-term skilled nursing and/or rehabilitative services to homebound persons. Medicare, Medicaid, Veteran's Administration or private insurance may cover these services. An organization must obtain a license. An organization choosing to participate in the federal programs must be certified.

Medicare will pay 100% for services when the doctor orders skilled, intermittent nursing care or rehabilitation services. Medicare will also pay 100% when the doctor orders the services of a part-time home health aide in conjunction with those skilled services. The home health aide will assist with bathing and dressing of the patient and light housekeeping in the area the patient occupies. These personnel remain in the patient's home only long enough to perform their specific tasks.

Homemaker Services
Programs that provide in-home workers to do light housekeeping, including laundry and meal preparation; shopping and errands; assist with self-administered medications; and assist with personal care tasks such as grooming, bathing, and dressing. Such agencies are required to be licensed by the IL Dept of Public Health.

Live-In Assistance
Programs that help people who need 24 hour oversight.

Personal Care Assistance
Programs that offer trained staff who will provide assistance with bathing, toileting, grooming, shaving, dental care, dressing and eating. May also include proper nutrition, home management, housekeeping, ambulation and transfer, and medically-related activities.

Hospice Care
Programs that provide palliative and supportive services for terminally ill people who are in the final stages of illness. Services may include medical care, pain and symptom management, home nurse visitation, care management, counseling and bereavement services. A hospice may be a free-standing facility, a unit in a hospital or other institution, a program of a hospital, agency or institution, or services delivered in the home or residential institution.

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Hospitals

Facilities whose primary purpose is to help people in the community achieve and maintain physical and mental well-being through the prevention, screening, counseling, evaluation and treatment of illness, injuries or disabilities. May include both short and long-term care as well as hospital based services such as senior enrollment programs, social services and physician referrals.

General Hospitals

Health care facilities licensed to operate 24 hours per day and offer diagnostic and treatment services for people who have any of a variety of illnesses or injuries which require immediate, short-term intervention. Some hospitals also provide emergency and critical care.

Hospital Based Outpatient Services

Departments within hospitals that provide basic and/or specialized outpatient diagnostic and treatment services.

Hospital Based Senior Programs

Health care facilities that offer an enrollment program for seniors which may provide information, claims assistance, education and senior wellness programs, and discounts for other hospital services.

Hospital Based Social Service Dept

Programs in Social Service Departments of hospitals that provide support services for patients and family during hospitalization and upon discharge. Includes consultation, coordination of available services for continuing care at home or for stays in short or long-term care facilities.

Psychiatric Hospitals

Stand alone facilities which provide diagnostic and treatment services for individuals who have mental or emotional illness who require hospitalization. Services may include evaluation, 24 hour care, counseling, medication, and an aftercare program following discharge. Programs may also offer a range of outpatient mental health services.

Specialty Hospitals

Health care facilities that provide in patient diagnostic and treatment services for people who have specified medical conditions.

Housing Options
The range of housing alternatives available to older or disabled adults.

Adult Foster Homes
Supervised private family homes that provide alternative family living arrangement for older adults or adults with disabilities who need supervision and personal care (but generally not nursing care) and who do not live with their families. The arrangement provides an opportunity for the individual to become a participating member of the family and the community in which the family resides, and to share in the interaction and responsibilities of being a part of a family. Foster care for older adults and/or people with disabilities may not be available in all states/provinces; and some jurisdictions may permit the provision of rehabilitation services, nursing care and other medical services. Some adult foster homes may specialize in providing care for adults with developmental disabilities, Alzheimer's disease, mental health issues or other specific conditions. Licensing requirements vary considerably from area to area.

Affordable Housing
Housing for rent or purchase that is offered at 'below-market' rates. Typically these residential facilities are rental apartment buildings where a developer is offered tax incentives in return for offering seniors who qualify 'below market' rental rates.

Assisted Living Facilities
Facilities that provide relatively independent seniors or disabled adults with supervision, assistance, and limited health care services in a home-like atmosphere. Assisted living services include 24-hour protective oversight, food, shelter, and a range of services that promote the quality of life of the individual. These facilities are required to be licensed by the IL Dept of Public Health. (Also see Supportive Living Facilities)

Board and Care
A publicly or privately operated residence which is providing room, housekeeping, and meals to fewer than 12 persons who are unrelated to the owners and the managers of the residence.

Community Integrated Living Communities
Programs that provide residential based flexible supports to persons with developmental disabilities in the person's own home or other community settings where eight or fewer individuals live together.

Continuing Care Retirement Communities
Residential facilities which offer a continuum of care designed to meet resident's needs as they change. Residents may be able to move from independent living to personal care or assisted living to nursing home care. Facilities may also provide recreational and social activities, transportation, personal convenience services like beauty salons,

banking privileges and convenience stores. An entrance and monthly maintenance fee may be required. Programs are sometimes called "lifecare."

Group Homes for Adults with Disabilities
Agency-owned or operated facilities that provide an alternative living environment for adults with developmental disabilities, sensory impairments, physical disabilities, emotional problems, multiple disabilities or chronic illnesses such as AIDS who are in need of personal services, supervision and/or assistance essential for self-protection or sustaining the activities of daily living and consequently are unable to live with their own families or in a more independent setting. Group residences for adults with disabilities may be licensed by the state/province and may be distinguished according to the level of service residents require. Service levels depend on the self-care skills residents possess, their limitations in the areas of physical coordination and mobility, and the presence and extent of behavior problems including disruptive or self-injurious behavior.

Home Sharing
Programs that assist people who need a shared housing arrangement.

Housing Authorities
Local housing programs that provide information about eligibility and vacancies in subsidized housing, accept Section 8 applications, provide Section 8 certificates, and/or administer public housing.

Mobile Home Parks
Private residential communities where manufactured housing units occupy rented or purchased lots.

Senior Housing
Residential facilities, apartments and/or planned communities that offer choices appropriate for independent older adults. May include senior adult apartment communities, and retirement communities that offer an individual an opportunity to buy or lease in a community especially designed for older persons.

Subsidized Housing
Programs that make rental housing more readily available to low-income individuals and families through federal and local housing programs.

Supportive Living Facilities
Illinois developed the Supportive Living Program as an alternative to nursing home care for low-income older persons and persons with disabilities under Medicaid. By combining apartment-style housing with personal care and other services, residents can

live independently and take part in decision-making. The Department of Public Aid has obtained a "waiver" to allow payment for services that are not routinely covered by Medicaid. These include personal care, homemaking, laundry, medication supervision, social activities, recreation and 24-hour staff to meet residents' scheduled and un-scheduled needs. The resident is responsible for paying the cost of room and board at the facility.

Housing Services
Programs that assist elderly or disabled people by making essential repairs to their homes to help eliminate health or safety hazards; and/or making modifications to make the home more accessible or functional. Services may also include counseling regarding appropriate alternatives.

Centers for Independent Living
Programs that offer a wide variety of independent living services for individuals with severe disabilities with the objective of helping them to function more independently in family and community settings and to secure and maintain appropriate employment. Services may include information and referral services, referrals for attendant care, attendant recruitment and training programs, independent living skills training, assistance in meeting housing and transportation needs, peer counseling, individual and community advocacy and advice and guidance regarding legal rights and benefits eligibility.

Chore Services
Programs designed to assist frail elderly or disabled individuals with heavy house cleaning chores.

Energy Conservation/Weatherization
Programs that provide assistance in the form of labor and supplies, cash or tax rebates, for homeowners who want to make home improvements designed to reduce energy consumption. May include weather stripping, insulation, wrap for water tanks, double glazed windows, storm windows, or other approved materials. Recipients qualify on basis of income, age or disability.

Home Maintenance/Repair
Programs that provide assistance in the form of labor and supplies for people who need to make essential repairs to their homes in order to eliminate health or safety hazards.

Home Modifications
Programs that pay for, provide labor or supplies, for older or disabled individuals who need to make their homes more accessible. May include installation of ramps, wider doorways, grab bars, or lower cabinets. May also include assessment and recommendations.

Housing Counseling

Programs that provide comprehensive assistance for people who want to rent or purchase housing, including information about buying and rental costs and how to select affordable housing that meets individual needs. May also include information about foreclosures, tenant rights and reverse mortgages.

Relocation/Organization Services

Programs that provide assistance for people who have been displaced from their current homes or rental housing by urban renewal, redevelopment, conversion or demolition of condemned housing. Also included are programs that provide relocation assistance for people whose homes have been damaged or destroyed by a fire, flood, earthquake, hurricane, tornado or other disaster.

Income Security

Programs that provide for economic needs by securing public assistance and support for eligible needy; and by ensuring that retirees, older adults, disabled people and other individuals receive the social insurance benefits to which they are entitled.

Aid to the Aged, Blind, Disabled

A state program that provides cash assistance to low income individuals who are aged, blind or have a disability and need money and medical care. Persons eligible for AABD cash also receive medical assistance through Medicaid.

Social Security Retirement Benefits

A federal program that pays monthly retirement checks for people with appropriate number of Social Security credits. Persons must be age 62 or older for partial benefits or age 65 or disabled for full benefits. If beneficiary is deceased, also eligible are spouses age 62 or older, spouses under age 62 who take care of children under age 16 or disabled, former spouses, children up to age 18, children 18-19 if they are full-time students, and children over age 18 if disabled. Call 1-800-772-1213 to be directed to the proper local Social Security office.

Supplemental Security Income

SSI is a federal program that makes monthly payments to aged, blind and disabled people, including children, who have low income and resources. Under this program, persons receive a monthly check and they may also qualify for Medicaid, paid Medicare premiums and social services. Apply at your local Social Security office.

Information/Referral

Programs whose primary purpose is to maintain information about human service resources in the community and to link people who need assistance with appropriate service providers

and/or to supply descriptive information about the agencies or organizations which offer services.

Aging Referral Services
Provides callers with information and/or referrals to services that pertain particularly to the issues of Older Adults.

Dental Referrals
Programs that link people who are in need of care which involves their mouth, teeth, gums or associated structures with private dentists, orthodontists, periodontists or other members of the dental profession.

Disability Referral Service
Programs that specialize in information of interest to disabled persons and refer callers to providers of services and benefits.

General Referral
Programs that offer general referral services for the public on a wide range of issues.

Governmental Referrals
Governmental sponsored referral services that specialize in information about governmental entitlements and benefits.

Legal Referrals
Programs that specialize in information of legal interest to the public and which refer callers to providers of services and benefits.

Physician Referrals
Programs that maintain information about physician resources in a particular geographical area and which link individuals who are in need of medical services with appropriate resources and/or which provide information about community agencies and organizations that offer physician services.

Insurance Sources
Programs that issue policies in which the insurance company agrees to pay a specified amount to the beneficiary upon the insured person's death or programs that issue insurance policies which indemnify or reimburse policy holders for all or a portion of the cost of hospital or medical care or lost income arising from an illness or injury.

Civil Service

The Civil Service Retirement System administered by the United States Office of Personnel Management. Provides retirement and disability annuities and spousal/survivor benefits for civil servants.

Comprehensive Health Insurance Plan
Health insurance plans for certain eligible Illinois residents who can afford, but are unable to find, adequate health insurance coverage in the private market due to a pre-existing health condition or disability.

Long Term Care Insurance
Private insurance companies and government programs which issue individual or group insurance plans or policies which pay for nursing home care, home health care, respite care, and/or hospice care. Policies may cover all levels of care including skilled, intermediate and sheltered.

Medicaid
A federal program administered by the county that provides comprehensive medical benefits for AFDC, SSI, IHSS and Refugee Cash Assistance recipients; people who have linkage to these programs, i.e., who meet all of the requirements for Medicaid but do no receive a Medicaid grant, usually because of income from another source; and patients in convalescent facilities, regardless of such linkage, whose resources are within allowable limits. People who are eligible for Medicaid are entitled to health care, both in and out of a hospital or nursing home, from the participating health provider of their choice.

Medicare
A federally funded program administered by the Social Security Administration that provides hospital ad medical insurance for people age 65 and older, for disabled individuals who have been entitled to disability benefits for at least 24 consecutive months, and for insured workers and dependents who need dialysis or a kidney transplant.

Medicare Savings Program
Federal programs for low income persons that pays Medicare Part A premiums, deductibles and copayments or Part B Medicare premiums. Includes the Qualified Medicare Beneficiary, the Specified Low-Income Medicare Beneficiary, and the Qualified Individual Programs.

Rail Road Retirement
An independent agency in the executive branch of the Federal Government. The RRB's primary function is to administer comprehensive retirement-survivor and

unemployment-sickness benefit programs for the nation's railroad workers and their families, under the Railroad Retirement and Railroad Unemployment Insurance Acts. In connection with the retirement program, the RRB has administrative responsibilities under the Social Security Act for certain benefit payments and railroad workers' Medicare coverage.

Retired Teachers
An organization of retired educators which serves the needs and interests of members. Offers legal services, dental, long term care, homeowners and auto insurance to members.

Supplemental Insurance
Programs that offer insurance policies, sometimes called "medigap", which cover health care costs not covered by Medicare.

Insurance/HMO
Organizations that provide a comprehensive range of basic and supplemental health care services for a voluntarily enrolled population of a prepaid and fixed periodic basis.

Medicaid HMO
Medical providers or Insurance companies that have entered into a contract with the state of Illinois to provide medical-type services to Medicaid eligible people in a specific geographic area.

Medicare HMO
Insurance companies that have entered into a contract with Medicare to provide Medicare-type services in a specific geographic area. These plans take the place of your regular Medicare benefits and may include additional services not covered in the traditional Medicare package.

Legal Services
Programs staffed by attorneys or paralegal under supervision of an attorney, who offer advice and guidance regarding legal matters and offer suggestions for an appropriate course of action. The attorney may or may not represent the client in court. Includes programs that may identify an impartial third person who is acceptable to all parties involved to facilitate a discussion and aid them in making their own settlement decision, and programs that may make arrangements for an individual's estate.

Legal - Advanced Directives

A written statement about how you want medical decisions made when you can no longer make them. Illinois has three types of advance directives: health care power of attorney, living will, and mental health treatment preference declaration. Community agencies usually have standards forms and in some cases may assist you in completing the form.

Legal - Arbitration/Mediation
Programs that provide an impartial third party who is acceptable to all parties to a dispute. This person presides over or facilitates a hearing at which both parties have an opportunity to be heard, aids them in making their own settlement, or issues an award that both parities have agreed in advance to accept as final.

Legal - Elder Law Attorneys
Programs that are staffed by attorneys who specialize in elder law and who offer advice and guidance to senior citizens about legal matters.

Legal - General Services
Programs that are staffed by attorneys who offer advice and guidance regarding legal matters such as: will preparation, living wills, durable powers of attorney for health care, financial powers of attorney, contract dispute settlements, Medicare or Medicaid appeals, discrimination, landlord-tenant disputes, and other legal matters.

Legal - Guardianship/Advocacy
Programs that address guardianships, process descendant's wills, and settle estates.

Life Care Planning
Programs that provide assistance for people with disabilities and their families who want to develop a comprehensive life plan which ensures a secure future for the person should the parents become incapacitated or die. Components of the plan may include goals for the individual with a disability; protection for the individual's spouse and/or dependent children; decisions regarding place of residence, health care, personal care, education and employment; identification of community resources to meet the individual's needs; provisions for financial security; appointment of an advocate or guardian to support the individual; and preparation of a Last Will and Testament, durable power of attorney, living trust, special needs trust or other legal mechanism for ensuring that the provisions of the life plan will be implemented as required.

Leisure/Recreational
Programs that provide access to a variety of pursuits for people who want to make constructive and satisfying use of their free time. Included are programs that provide facilities, equipment, supplies or instruction that allow individuals to participate in or enjoy the recreational or

artistic activities of their choice. Also included are programs that provide classes for people who want to learn or perfect their skills in a particular leisure-time activity.

Adapted Recreation
Disability Related Sports Programs that provide opportunities for people of all ages with functional or cognitive disabilities to learn, become competitive in and enjoy a wide variety of recreational activities and sports, many of which are played in wheelchairs or have otherwise been modified to accommodate the athletes' disabilities.

Arts and Entertainment
Cultural or artistic programs or events at or sponsored by museums, theaters, concert halls, and similar venues. May include special performances, classes and workshops, or senior performance groups that make the arts accessible to seniors.

Parks & Recreation
Units of local government that sponsor physical and social activities for the public. Some have programs specific to older or disabled persons.

Senior Centers/Programs
Local facilities that offer a broad range of programs of interest to older persons. May include social activities, information services, health screening, travel opportunities, education classes, lunch programs and social service programs.

Long Term Care Facilities
Inpatient health care facilities that provide nursing and custodial care over an extended period of time for individuals who need 24 hour care and supervision according to applicable laws and regulations
.

DD - Intermediate Care Facility
A long-term care facility which is primarily for mobile adults who need physical, intellectual, social, and emotional assistance. These facilities provide an environment approximating the patterns and conditions of everyday life in mainstream society. Such an environment is meant to encourage residents to learn, to interact with the community, and to become less dependent on others.

LTC - Intermediate Care
A long-term care facility for people who need health services and some nursing supervision in addition to help with eating, dressing, walking, or other personal needs. Medicaid may pay for intermediate care, but Medicare never does.

LTC - Mental Health
A long-term care facility that provides treatment to people with a mental illness who need health services and some nursing supervision in addition to help with eating,

dressing, walking, or other personal needs. This includes both state and privately operated facilities.

LTC - Sheltered Care
A long-term care facility that provides personal assistance, supervision, oversight, and a suitable activity program. Provisions are made for periodic medical supervision and other medical services as needed. Such facilities are for individuals who do not need nursing care, but do need the services listed above.

LTC - Skilled Care
A long-term care facility which is staffed to make round-the-clock nursing services available to residents who require them. In Illinois, the Medicaid program pays for care in a skilled nursing facility if a person's physician says such care is needed and the physician's decision is approved by the program. Medicare will pay for up to 100 days in a skilled nursing facility only if a person has spent at least three days in a hospital and such continued care is recommended by the person's physician and approved by Medicare. Medicaid pays for charges incurred after 100 days for those who are eligible for both programs and who continue to need the care.

Mental Health
Programs that provide preventative, diagnostic and treatment services in a variety of community and hospital based settings to help people to achieve, maintain and enhance a state of emotional well being, personal empowerment and the skills to cope with everyday demands.

Community Mental Health Centers
Public neighborhood based outpatient facilities that offer individual counseling and may also offer family counseling and group therapy. May also offer assessment, diagnosis and other mental health services for community residents.

Counseling
Programs that specialize in the treatment of individuals who have mental or emotional disorders. Treatment may utilize therapeutic techniques derived from one or more counseling approaches.

Crisis Intervention
Programs that provide immediate assistance for people in acute emotional distress. These programs address individuals who are in life-threatening situations, or are a danger to themselves or others, or who are unable to cope with problem that requires immediate action.

In-Home Psyche Evaluation
Programs that Provide diagnostic and treatment planning services for people who are experiencing acute or chronic mental or emotional problems. Included is a continuum

of assessment services ranging from a comprehensive in-home psychiatric or in-home psychological evaluation to the administration of one or a combination of psychological tests to examine a particular personality variable.

Inpatient Psychiatry
Programs that provide therapy for individuals who have acute or chronic mental or emotional disturbances and who require full-time hospital care. Services may be provided by licensed social workers, psychologists or psychiatrists and may include individual, group and family therapy, social and recreational activities, and a range of adjunctive therapies.

Outpatient Psychiatry
Programs that provide therapy for individuals who have acute or chronic mental or emotional disturbances but who do not require full-time hospital care. Services may be provided by licensed social workers, psychologists or psychiatrists and may include individual, group and family therapy, social and recreational activities, and a range of adjunctive therapies. Includes Day Treatment programs that provide meals.

Substance Abuse
Short-term in-patient programs that specialize in recover from an addiction. May be provided by freestanding programs, hospital-based or community-based agencies.

Nutrition/Services
Programs that seek to meet the basic nutritional needs of the elderly or disabled by providing improved access to free or low-cost food products including home delivered meals and congregate meals. Includes programs that provide programs of service, education and research and/or provide information to the public about Nutrition. May include screening.

Congregate Meals
Programs that provide meals and social activities for seniors at various community settings. Usually includes meals Monday through Friday. May include special restaurant programs at participating restaurants.

Home Delivered Meals
Programs that provide nutritious meals to homebound elderly. One meal is usually provided Monday -Friday each day. Some programs are able to provide special diets, more than one meal per day, weekend meals, and holiday meals.

Nutrition Counseling
Agencies that provide programs of service, education and research and/or provide information to the public about Nutrition. May include screening.

Organizations/Associations
Programs that promote the interests of a specific trade or profession and provide educational and professional development opportunities under the auspices of a membership, professional or occupational group or association. Some of these programs may also establish standards, which relate to the qualifications and performance of members; may accept and investigate complaints from the public concerning the practices of members; and may maintain a service, which refers the public to member individuals, groups, agencies, or businesses.

Area Agencies on Aging
Public or private nonprofit agencies designated to have the primary task of planning and coordinating programs for Older Adults and/or their Family Caregivers in their respective geographic areas. The Area Agencies on Aging (AAoAs) receive funding from the IL Dept on Aging (IDoA). Like IDoA, the AAoAs are not, as a rule, direct service providers. AAoAs contract with local agencies which provide various services to the Older Adults and/or their Family Caregivers who live in the same community.

Government Services
Programs that serve the public with various relevant functions (i.e.. Social Security, driver's license, etc.) and also regulates business activities. This usually includes establishment of standards, review of applications, administration of examinations, license issuance and denial, certification or accreditation, enforcement of compliance with standards, and revocation of licenses or disciplinary action in cases of noncompliance.

Organizations
Programs that promote the interests of a specific trade or profession and that provide education and professional development opportunities. Some programs may also establish standards for professional members, accept and investigate complaints from the public about member practices, and may maintain referral services to member individuals or organizations.

Protective Services
Programs that investigate and intervene on behalf of a person who is in danger due to physical, emotional, or sexual abuse or is being financially exploited or confined, or who is being neglected. Also intercede on behalf of individuals and or groups to ensure that they receive the benefits and services to which they are legally entitled and that their rights guaranteed by law are protected and enforced. Services may include removal to safer surroundings, authorization of medical treatment or other available services, and/or guardianship proceedings.

Domestic Violence

Agencies which provide services to prevent or treat domestic violence. Services may include spousal abuse counseling for batterers, spousal abuse prevention programs, groups for women and children who live in violent families, and community education.

Elder Abuse and Neglect
Programs that investigate and intervene on behalf of an older person who lives in the community and who is in danger due to physical, emotional, or sexual abuse or is being financially exploited or confined, or who is being neglected. Services may include removal to safer surroundings, authorization of medical treatment or other available services, and/or guardianship proceedings.

General Abuse and Neglect
Programs that investigate and intervene on behalf of an older person who lives in the community and who is in danger due to physical, emotional, or sexual abuse or is being financially exploited or confined, or who is being neglected. Services may include removal to safer surroundings, authorization of medical treatment or other available services, and/or guardianship proceedings.

Ombudsman
Programs that provide assistance for consumers who want to register complaints regarding business practices of nursing facilities. Also intercede on behalf of individuals and or groups to ensure that they receive the benefits and services to which they are legally entitled and that their rights guaranteed by law are protected and enforced.

Support Groups
Autonomous groups of individuals who share a common problem or concern and who meet together on a voluntary basis for mutual support. Members of support groups share their experiences, strengths and hopes and rely on one another for assistance in the group setting. Professionals or peers may facilitate groups.

AIDS/HIV Support Groups
Autonomous groups of individuals with this disease, disorder, impairment and/or their family caregivers who meet together, usually on a regular, voluntary basis. Members share their experiences, insights, progress and look to one another for mutual support in a therapeutic group setting. Professionals or peers may facilitate these groups.

Alcohol Dependency Support Groups
Autonomous groups of individuals with this disease, disorder, impairment and/or their family caregivers who meet together, usually on a regular, voluntary basis. Members share their experiences, insights, progress and look to one another for mutual support in a therapeutic group setting. Professionals or peers may facilitate these groups.

ALS/Lou Gehrig's Disease Support Groups
Autonomous groups of individuals with this disease, disorder, impairment and/or their family caregivers who meet together, usually on a regular, voluntary basis. Members share their experiences, insights, progress and look to one another for mutual support in a therapeutic group setting. Professionals or peers may facilitate these groups.

Alzheimer's Disease Support Groups
Autonomous groups of individuals with this disease, disorder, impairment and/or their family caregivers who meet together, usually on a regular, voluntary basis. Members share their experiences, insights, progress and look to one another for mutual support in a therapeutic group setting. Professionals or peers may facilitate these groups.

Arthritis Support Groups
Autonomous groups of individuals with this disease, disorder, impairment and/or their family caregivers who meet together, usually on a regular, voluntary basis. Members share their experiences, insights, progress and look to one another for mutual support.

Bereavement Support Groups
Autonomous groups of individuals with this disease, disorder, impairment and/or their family caregivers who meet together, usually on a regular, voluntary basis. Members share their experiences, insights, progress and look to one another for mutual support in a therapeutic group setting. Professionals or peers may facilitate these groups.

Cancer Support Groups
Groups that provide opportunities for individuals with Cancer and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Caregiver Support Groups
Groups that offer information on caregiving to help family members, friends and other interested persons learn how to meet the challenges they might face while providing care for an older person.

Chemical Dependency Support Groups
Groups that provide opportunities for individuals who are recovering from Chemical Dependency and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Diabetes Support Groups
Groups that provide opportunities for individuals with Diabetes and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Gambling Addiction Support Group

Groups that provide opportunities for individuals who are recovering from Gambling Addiction and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Grandparenting Support Groups

Groups that provide opportunities for Grandparents Raising Grandchildren to come together to talk, share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Head Injury Support Groups

Groups that provide opportunities for individuals with Head Injuries/Trauma and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Hearing Impaired Support Groups

Groups that provide opportunities for individuals with Hearing Impairment and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Heart Disease Support Groups

Groups that provide opportunities for individuals with Heart Disease and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Mental Health Support Group

Groups that provide opportunities for individuals with Mental Health issues and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Osteoporosis Support Groups

Groups that provide opportunities for individuals with Osteoporosis and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Other Support Groups

Groups that provide opportunities for individuals and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Parkinson's Disease Support Groups

Groups that provide opportunities for individuals with Parkinson's Disease and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Renal Disease Support Group
Groups that provide opportunities for individuals with Renal Disease and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Stroke Support Groups
Groups that provide opportunities for individuals who have had a Stroke and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Vision Impaired Support Groups
Groups that provide opportunities for individuals with Vision Impairment and their family members to come together and share experiences, hopes and offer mutual support. Groups may be led by a peer or a professional.

Supportive Services
Programs that decrease the personal and social isolation of elderly or disabled individuals.

Friendly Visitors
Programs that provide volunteer companions that visit isolated persons in their homes. Friendly visitors may help read materials, share experiences and monitor an older person's well being. Visitors do not perform personal care support.

Telephone Reassurance
Programs that call on a periodic basis to check on the well being of persons. May be staffed by volunteers or paid staff.

Tax Programs
Programs that provide low interest loans, tax deferrals, or Senior Citizens Exemptions to alleviate the tax burden for elderly or disabled individuals on fixed or limited incomes.

Circuit Breaker
The Senior Citizens and Disabled Persons Property Tax Relief and Pharmaceutical Assistance Act is a state program that refunds some of the money paid in property

taxes, mobile home taxes, rent, or nursing home charges. It also can help pay for certain prescription medicines.

Property Tax Assistance
Programs that provide advice on available property tax exemptions, provide appropriate forms, and assist in completing and filing property tax forms. May include assistance with assessment appeals.

Sewer Tax Rebate
This program provides a rebate to senior citizens within the legal boundaries of a municipality. Participants must be seniors and reside within the legal boundary of a municipality offering the program. For further information, contact he local village or township office.

Transportation Assistance
Programs that meet the basic transportation needs of the community including special arrangements for elderly and disabled individuals.

Demand Response Transportation
Programs that provide prescheduled door-to-door (curb-to-curb) transportation for people who are elderly or disabled. Services may include transportation to meet their needs. Programs may include transportation to medical appointments, senior centers and adult day care centers.

Disability Parking Permits
Programs that issue plates, decals or other special devices which allow people who have disabilities to park in designated spaces in public areas or in front of their homes, to park for unlimited periods of time in time limit zones and/or to park in metered parking areas without paying fees. The permits may not apply to commercial loading zones, bus zones, red zones and no parking zones.

Disabled/Handicapped Vehicle Conversion
Programs that provide automobiles or vans which have seats or steering, signaling, gear shift and braking controls that have been modified for use by people who have disabilities; or which help disabled individuals to obtain this type of modification for their own vehicles. Also included are organizations that offer car door openers, car door reachers, gas cap openers, seating restraints, especially designed rear view mirrors and other accessories which can be installed in or used with automobiles or vans.

Driver Safety Programs

Programs that offer courses for individuals fifty-five and older which focus on safe driving practices for older adults. People who successfully complete the course receive certificates that make them eligible for reduced motor vehicle liability insurance.

Drivers Concerns
Programs that deal with issues such as license issuance, state photo I.D., reduced drivers license fee, disabled plates(stickers, etc.).

Non-Emergency Medical Transportation
Programs that provide non-emergency transportation for individuals who require medical services and who, because of limited funds or physical condition, are unable to use other available means of transportation.

Public Transportation
Governmental department responsible for public transportation. Includes para-transit systems.

Transportation Fares/Discounts
Programs that offer discounts or coupons for publicly supported transportation systems. May include support for public taxi systems, dial-a-ride, county, township or city services, or RTA or CTA services.

Veteran Services
Programs which administer federal benefits and services for veterans and their dependents and survivors. Included are Health Care Facilities which provide health care services and federal medical benefits programs that help pay for civilian medical care rendered to the spouses and children of active duty military personnel, to retired military personnel, and deceased personnel.

Veterans Benefits
Agencies which administer federal benefits programs and services for veterans and their dependents and survivors. Services may include advocacy and/or assistance with obtaining burial, disability, or education benefits; home loans; military health insurance; survivors' insurance; or pensions.

Veterans Hospital/Clinic
Facilities which provide health care services to veterans of United States military service (with any discharge except dishonorable) and/or their dependents/survivors. These services may include but are not necessarily limited to general hospital/emergency services, nursing care/hospice, home health care, rehabilitation, respite, mental health, etc. Provided through the Veterans Administration these services

are generally available for free or at a discount depending on the service provided and the patient's eligibility.

Veterans Insurance (CHAMPUS)
The Civilian Health and Medical Program of the Uniformed Services is a federal medical benefits program that helps pay for civilian medical care rendered to the spouses and children of active duty military personnel, to retired military personnel, and deceased personnel.

Volunteer Services
Programs that provide meaningful work opportunities for people who are willing to offer their services on a full or part-time basis for no remuneration or for very low stipends.

Volunteer Services
Programs that provide meaningful work opportunities for people who are willing to offer their services on a full or part-time basis for no remuneration or for very low stipends.

Wellness Programs
Programs designed to educate individuals and/or groups about the connection between good health habits and quality of life. These programs focus on achieving health benefits through positive changes in physical, psychological or social areas of life.

Wellness Program
Programs designed to educate individuals and/or groups about the connection between good health habits and quality of life. These programs focus on achieving health benefits through positive changes in physical, psychological or social areas of life.

Attachment A

General Inclusion / Exclusion Criteria

I.   Inclusion of Providers in ESPweb

The following inclusion criteria are general to all providers. Provider's services can be listed in the ESPweb database if they meet at least one definition of a relevant service in the ESPweb taxonomy and they comply with the following:

- Where relevant a provider must be certified or licensed by the appropriate levels of government where provisions for such certification or licensing exist. Exceptions may apply where a network of providers/services that currently/previously exists and are already listed in ESPweb <u>and</u> new licensing policies are created for such providers and/or their service(s) these providers will remain in the database until the licensing body can provide an adequate list of approved (or disapproved) providers.

- Where relevant a provider must be in compliance with any established, applicable local, state or federal laws and regulations.

- A provider must supply license (business or otherwise) information when requested by ESPweb staff.

- Where relevant a provider must supply requested information about their services for the database in an accurate and timely manner.

- Other inclusion criteria(s) may apply that are particular to a specific service. These may be applied at any time, without notice to providers but subject to majority approval from all ESPweb partner agencies. (See Attachment B)

II. Exclusion of Providers from ESPweb

The following exclusion criteria are general to all providers. Providers will be excluded from the ESPweb database if they do not meet the definition of any service in the ESPweb taxonomy or:

- Have their certification or license revoked by a government or regulatory agency.

- Have their certification and/or organizational membership revoked by a recognized group of peers who set professional standards.

- Neglect to supply requested information and other updates in an accurate and/or timely manner.

- Do not supply a current valid business address and phone number.
  This may include unsolicited materials received for inclusion into database.

- Misrepresent, by omission or commission, pertinent facts regarding their services, organizational structure, or any other relevant information, in any way.

- Agencies or organizations that deny service on the basis of color, race, religion, gender, sexual orientation, ancestry, nationality, or on any other basis not permitted by law.

- Other exclusion criteria(s) may apply that are particular to a specific service. These may be applied at any time, without notice to providers but subject to majority approval from all ESPweb partner agencies. (See Attachment B)

10/29/12

Attachment B

Inclusion / Exclusion Detail

All general inclusion / exclusion criteria (see attachment A) apply to the entire taxonomy. Additional criteria more specific to a certain category or service is listed below.

Adult Day Services
    Adult Day Services
    Day Habilitation Programs

Advocacy
    Advocacy-Older Adults
    Advocacy-Disability
    Advocacy-Other

Assistive Technology
    Assistive Technology Devices
    Assistive Technology Evaluation
    Assistive Technology Information
    Assistive Technology Providers
    Assistive Technology Training

Benefits Counseling
    Benefits Counseling
    Red Tape Cutters
    SHAP
    SHIP

Caregiver
    Caregiver Counseling
    Caregiver Training
    Grandparents Raising Grandchildren
    Respite-In-Home
    Respite-Out-Of-Home

Case Management
    Aging Disability Resource Centers
    Case Management

Community Care
    CCP-Adult Day Care
    CCP-Case Management
    CCP-Emergency Home Response

CCP-Homemaker
CCP-Money Management
CCP-Nursing Home Prescreen
CCP-Senior Companion

Consumer Services
Board and Care Home Complaints
Consumer Action Groups
Consumer Protection Services
Creditor Repayment Counseling
Insurance Complaints/Fraud
Nursing Home/LTC Complaints
Mental Health Facility Complaints
Patient Rights Assistance

Cultural Issues
Cultural Organizations
Immigration Assistance
Translation Services

Developmental Disabilities
DD – Adult Day Services
DD – Case Mgt/Screening
DD – Homes Care Services
DD – Residential Options
DD – Respite
DD – Vocational Programs

Educational Programs
Adult Education
Citizenship Preparation
Disability Related Parenting Programs
Elder Hostel Programs
English as a Second Language
Enrichment Classes
Libraries   *Only those that provide non-typical services of specific value to Seniors. These include but may not be limited to book delivery, senior book clubs.*
Special Education

Emergency Response
Emergency Response Systems

Emergency Services
  Disaster Relief
  Emergency Clothing
  Emergency Food
  Emergency Financial Assistance
  Emergency Shelters

Employment Services
  Employment-Older Adults *Private, Public, Profit, NonProfit Orgs Specifically for OA*
  Employment-Disabled *Private, Public, Profit, NonProfit Orgs Specifically for Specifically for DA*
  Employment-General *Public or NonProfit Orgs Serving General Public*
  Ticket to Work Program
  Vocational Training

Financial Assistance
  Food Stamps/Vouchers
  Funeral Services *Orgs that provide discount or cost saving services*
  Health Expense Assistance
  LIHEAP
  Prescription Expense Assistance
  Reverse Mortgage Lenders *Must be HUD Approved*
  Utility Discount Programs

Financial Services
  Estate Planning
  Income Tax Assistance Program
  Personal Financial Management
  Reverse Mortgage Counseling

Geriatric Assessment
  Geriatric Assessment

Healthcare Transitional Facilities
  Extended Care Facilities
  Rehabilitative Care
  Sub-Acute Care

Health Conditions
  AIDS/HIV
  Alzheimer's
  Arthritis
  Cancer
  Diabetes

Hearing Impairment
Heart Disease
Incontinence
Mental Health
Organ Transplant
Osteoporosis
Other Health Conditions
Parkinson's
Renal Disease
Respiratory/Lung
Vision Impairment

Health Services/Clinics   *Provide low or no-cost services to seniors or general public*
    Dental Clinics
    Dialysis Clinic
    Health Centers
    Immunizations
    Specialized Clinics

Health Support Products
    Daily Living Aids: *Must be Medicare Participating*
    Durable Medical Equipment: *Must be Medicare Participating*
    Specialized Clothing

Hospitals
    General Hospitals
    Hospital Based Outpatient Services
    Hospital Based Senior Programs
    Hospital Based Social Service Dept
    Psychiatric Hospitals
    Specialty Hospitals

Home Based Health Care Services
    In-Home Dental Services
    In-Home Physician Visits
    In-Home Podiatrist Visits

Home Based Services
    Grocery Deliveries
    Hair Dressing   *Include only those who ESP staff are notified about*
    Pharmacy Delivery

Home Care Provider
    Companion/Sitter Services
    Homemaker Services

Live-In Assistance
Personal Care Assistance
Home Health Agencies   *Must be Medicare approved*

Hospice Care
      Hospice Care

Housing Options
      Adult Foster Homes
      Affordable Housing
      Assisted Living Facilities
      Board and Care
      Continuing Care Retirement Communities
      Group Homes for Adults w/Disabilities
      Home Sharing
      Housing Authorities
      Senior Housing
      Subsidized Rental Housing
      Supportive Living Facilities

Housing Services
      Centers for Independent Living
      Chore Services
      Energy Conservation/Weatherization
      Home Maintenance/Repair
      Home Modifications
      Housing Counseling *HUD Approved*

Income Security
      Aid to the Aged, Blind, Disabled
      Social Security Retirement Benefits
      Supplemental Security Income

Information/Referral
Only referral services that are free of charge to the public and where the referral service provider is not directly or indirectly compensated for referrals by providers to which referrals are made.
      Aging Referral Services
      Dental Referrals
      Disability Referral Service
      General Referral
      Governmental Referrals
      Legal Referrals
      Physician Referrals

Insurance Sources
 Civil Service
 Comprehensive Health Insurance Plan
 Long Term Care Insurance
 Medicaid
 Medicare
 Medicare Savings Program
 Rail Road Retirement
 Retired Teachers
 Supplemental Insurance

Insurance/HMO
 Medicaid HMO
 Medicare HMO

Legal Services
 Legal-Advanced Directives
 Legal-Arbitration/Mediation
 Legal-Elder Law Attorneys
 Legal-General Services
 Legal-Guardianship/Advocacy
 Life Care Planning

Leisure/Recreational *Orgs that provide programs specifically for OA & DA*
 Adapted Recreation
 Arts and Entertainment
 Parks & Recreation
 Senior Centers/Programs

LTC Facility
 DD-Intermediate Care Facility
 LTC-Intermediate Care Facility
 LTC-Mental Health
 LTC-Sheltered Care Facility
 LTC-Skilled Care Facility

Mental Health
 Community Mental Health Centers
 Counseling: *Providing services specific to Seniors and/or their Caregivers and/or providing Counseling services at no cost or sliding scale*
 Crisis Intervention
 In-Home Psyche Evaluation
 Inpatient Psychiatry

Outpatient Psychiatry
Substance Abuse

Nutrition/Services
Congregate Meals
Home Delivered Meals
Nutrition Counseling

Organizations/Associations
Area Agencies on Aging
Government Services
Organizations

Protective Services
Domestic Violence
Elder Abuse and Neglect
General Abuse and Neglect
Ombudsman

Support Groups
AIDS/HIV Support Groups
Alcohol Dependency Support Groups
ALS/Lou Gehrig's Disease Support Groups
Alzheimer's Disease Support Groups
Arthritis Support Groups
Bereavement Support Groups
Cancer Support Groups
Caregiver Support Groups
Chemical Dependency Support Groups
Diabetes Support Groups
Gambling Addiction Support Group
Grandparenting Support Groups
Head Injury Support Groups
Hearing Impaired Support Groups
Heart Disease Support Groups
Mental Health Support Group
Osteoporosis Support Groups
Other Support Groups
Parkinson's Disease Support Groups
Renal Disease Support Groups
Stroke Support Groups
Vision Impaired Support Groups

Supportive Services
Friendly Visitors

Telephone Reassurance

Tax Programs
      Circuit Breaker
      Property Tax Assistance
      Sewer Tax Rebate

Transportation
      Demand Response Transportation
      Disability Parking Permits
      Driver Safety Programs   *Must by endorsed, approved or certified by IDoT*
      Drivers Concerns
      Non-Emergency Medical Transportation
      Public Transportation
      Transportation Fares/Discounts
      Vehicle Conversion for Disabled

Veteran Services   *All services specific to veterans or their families and/or services paid by VA. Services provided for vets/their families or funded by VA that are listed elsewhere in the taxonomy (i.e. emergency financial assistance) should NOT be coded as such. In other words do not code Veterans Assistance commission as Emergency Financial Assistance. Only code them as Veterans Benefits then note in Detail screen that financial assistance is provided.*
      Veteran's Benefits
      Veterans Hospitals/Clinics
      Veterans Insurance (CHAMPUS)

Volunteer Services
      Volunteer Services

Wellness Programs
      Wellness Program