



Connecting Older Adults with Community-based Resources and Options
The Area Agency on Aging of Suburban Cook County, since 1974



Fiscal Year 2022-2024 Area Plan on Aging

Fiscal Year 2023 Public Information Document

At AgeOptions, we believe that:

- Quality of life is essential to everyone
- Communities that care make a difference
- Knowledge is powerful
- Good choices depend on reliable resources

That is why we connect aging with options for living well.

AgeOptions does not discriminate in admission to programs or activities or treatment of employment in programs or activities in compliance with the Illinois Human Rights Act; the U.S. Civil Rights Act; Section 504 of the Rehabilitation Act; the Age Discrimination Act; the Age Discrimination in Employment Act; and the U.S. and Illinois Constitutions. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information, call 1-800-252-8966 (Voice and TDD), or contact the Area Agency's Civil Rights Coordinator at 1-800-888-4456



PUBLIC HEARINGS on the FY2023 AREA PLAN ON AGING

WE WANT TO HEAR FROM YOU!

- ✓ Learn about our services
- ✓ Share your ideas
- ✓ Help us improve



Choose from 2 sessions below:

| | |
|--|--|
| <p>June 2, 10-11:30am Zoom Link https://us06web.zoom.us/j/87366730626?pwd=Y3oye2lrQVFaIjY1TMUd2NFdkc1FFUT09 Telephone Access – 312-626-6799 Meeting ID: 873 6673 0626, Passcode: 592560</p> | <p>June 3, 10:30-12pm Zoom Link https://us06web.zoom.us/j/88962983280?pwd=aE84L01vSjR3Uj1TT21XTTJ3aXF3dz09 Telephone Access – 312-626-6799 Meeting ID: 889 6298 3280, Passcode: 462490</p> |
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AgeOptions will share virtually on Zoom the proposed FY2023 Area Plan on Aging Public Information Document which outlines how state and federal funding will be used to serve and support older adults, people with disabilities, and caregivers in suburban Cook County.

To request special accommodations (e.g. interpreter), a copy of the Area Plan Public Document prior to the public hearing, or to submit written comments, please contact Peter Byer at (708)383-0258 or peter.byer@ageoptions.org. AgeOptions is the agency designated by the Illinois Department on Aging to plan, coordinate, advocate and fund services for people aged 60 and over in suburban Cook County.

Fiscal Year 2023 Public Information Document

AgeOptions publishes this Public Information Document as the official summary of the proposed **Area Plan** for Fiscal Year 2023. A summary of this document will be presented at Public Hearings (see schedule below).

This Public Information Document summarizes the second year of the three-year AgeOptions Area Plan for Fiscal Years 2022-2024. This Public Information Document is for the reader to use as a tool to stimulate comments and questions at the Public Hearings.

A summary of public comments will be presented to the AgeOptions Advisory Council on June 9, 2022 and to the AgeOptions Corporate Board on June 23, 2022.

Comments on the proposed **Area Plan** for Fiscal Year 2023 as referenced in this Public Information Document may be sent by mail, fax, or e-mail to AgeOptions no later than 4:00 p.m., June 3, 2022, to the following address:

Attention: Peter Byer, Planning and Advocacy Specialist
 AgeOptions
 1048 Lake Street, Suite 300
 Oak Park, Illinois 60301
 Fax: 708.524.0870
 E-mail: Peter.Byer@ageoptions.org

Public Hearings

AgeOptions, the Area Agency on Aging for suburban Cook County, is conducting two virtual Public Hearings on the suburban Cook County Area Plan on Aging for Fiscal Year 2023. The public is welcome and encouraged to discuss and comment on the Plan.

If you need special assistance, a translator, sign language, or other accommodations, please contact Peter Byer at (708) 383-0258 at least two days prior to the hearing. Below are the details of how to access our hearing by phone or by Zoom.

| Date | Time | Website or phone option |
|---------------------------------------|---------------------|--|
| Thursday, June 2, 2022 | 10:00 am – 11:30 am | To attend this session please use this Zoom link; https://us06web.zoom.us/j/87366730626?pwd=Y3oya2ltQVFabG1TMUd2NFdkc1FFUT09 Telephone Access – 312-626-6799 Meeting ID: 873 6673 0626 Passcode: 592560 |
| Friday, June 3, 2022 | 10:30 am – 12:00 pm | To attend this session please use this Zoom link; https://us06web.zoom.us/j/88962983280?pwd=aE84L01vSit3U1JTT21XTTJ3aXF3dz09 Telephone Access – 312-626-6799 Meeting ID: 889 6298 3280 Passcode: 462490 |

| Table of Contents | | Page # |
|---|--|---------------|
| Fiscal Year 2023 Information Document - Schedule of Public Hearings | | 2 |
| Table of Contents | | 4 |
| Statement of Purpose of Public Information Document | | 5 |
| AgeOptions - Description | | 5 |
| Who We Are | | 5 |
| Who We Serve | | 6 |
| What We Do | | 7 |
| Demographics | | 9 |
| Snapshot of Programs and Services | | 10 |
| Area Plan Development | | 11 |
| Planning Process | | 11 |
| Summary of Fiscal Year 2022 Needs Assessment Processes | | 12 |
| Comprehensive Community Needs Assessment | | 12 |
| On-going Assessment of Needs and Service Gaps | | 13 |
| Key Challenges Face by Our Constituents | | 15 |
| Enhancements to Our Planning Process - Advocacy Agenda and Public Forums | | 20 |
| Putting into Action What We Hear | | 21 |
| Statewide and Local Area Plan Initiatives | | 22 |
| Statewide Initiative: Social Isolation | | 22 |
| AgeOptions Approach to Social Isolation | | 24 |
| Local Initiative: Diversity, Racial Equity and Inclusion | | 26 |
| Local Initiative: Approach to Food Insecurity | | 28 |
| Area Agency on Aging Programs and Services | | 30 |
| Supportive Services - Funded by Title III-B | | 30 |
| Emergency Preparedness | | 31 |
| SHAP and MIPPA | | 31 |
| Nutrition Services - Funded by Title III - C | | 32 |
| Health Promotion and Disease Prevention - Funded by Title III - D | | 34 |
| Caregiver Support Programs - Funded by Title III - E | | 34 |
| Long-term Care Ombudsman program - Funded by Title VII | | 36 |
| Adult Protective Services - Funded by IL General Revenue Fund | | 36 |
| Community Care Program - Funded by Medicaid & General Revenue | | 37 |
| Projected Number of Persons to be Served | | 38 |
| Description of Administrative and Direct Services - Funding of Grants and Services | | 39 |
| How AgeOptions Receives Funds | | 40 |
| How AgeOptions Funds Are Matched by Local Revenues | | 41 |
| AgeOptions Procurement Process | | 41 |
| National and State Issues Impacting Fiscal Year 2023 | | 42 |
| Budget Assumptions | | 43 |
| Estimated AgeOptions Funding by Service | | 43 |
| How AgeOptions will Administer Increased or Decreased Funding | | 43 |
| Information on Funding Possibilities | | 45 |
| AgeOptions Signature Programs | | 46 |
| Administrative Funds | | 46 |
| Administrative Direct Service Activities | | 46 |
| American Rescue Plan Act Funds | | 47 |
| Direct Services | | 47 |
| Additional AgeOptions Programs | | 49 |
| Board of Directors and Advisory Council Members | | 57 |
| Contact an Agency in Your Area | | 58 |

Statement of Purpose of the Public Information Document and the Area Plan Public Hearings

The AgeOptions' Area Plan on Aging is a planning, management and grant award document. It encompasses service delivery plans and priority issues for FY 2023 for Planning and Service Area 13.

The purpose of this Public Information Document is to present an outline of our plan to distribute federal and state funding to deliver services to older adults, people with disabilities and caregivers in suburban Cook County. AgeOptions reissues the Public Information Document in the spring of each year to provide detailed information for the upcoming year.

The purpose of the Area Plan Public Hearings is to provide an open forum for the public to make recommendations and comments on this Public Information Document. AgeOptions is interested in receiving feedback about our plan, especially from the people we serve. Comments or questions received will be reviewed by AgeOptions Advisory Council and Board who will consider changes to the Area Plan. AgeOptions prepares summaries of public hearing testimonies from all locations and identifies any actions. A full report on the above is available upon request and when available.

AgeOptions The Area Agency on Aging of Suburban Cook County

Who We Are

AgeOptions is a not-for-profit organization committed to improving the quality of life and maintaining the dignity of older adults and those who care about them. Our purpose is to connect older adults, aged 60 and over, with resources and options for care so that they have a range of choices and the opportunity to live their lives to the fullest.

AgeOptions is nationally recognized for its innovative programming, strong community partnerships, excellent service provision, and powerful advocacy.

AgeOptions Strategic Plan includes the following vision, mission, values and diversity statement.

AgeOptions Vision: *People **thriving** as they age*

AgeOptions Mission: *AgeOptions innovates, partners, and advocates to improve systems and services in order to strengthen communities so people thrive as they age.*

AgeOptions Values:

- **Commitment:** *AgeOptions is committed to the people and communities we serve, our partners and staff. We show it through our fortitude, capacity, dedication, passion, and perseverance.*
- **Integrity:** *AgeOptions strives to align its principles, words and actions. We act with integrity and honesty in the work that we do, through interactions, with clients, partners and funders, and in the decisions that we make. We are accountable to one another and to those whom we serve.*
- **Connectedness:** *AgeOptions is active and engaged with our communities. We believe that we can best serve our mission by listening, partnering and convening.*

AgeOptions Diversity Statement: *The diversity of our organization and communities is a rich asset that strengthens our mission and guides our decisions and direction.*

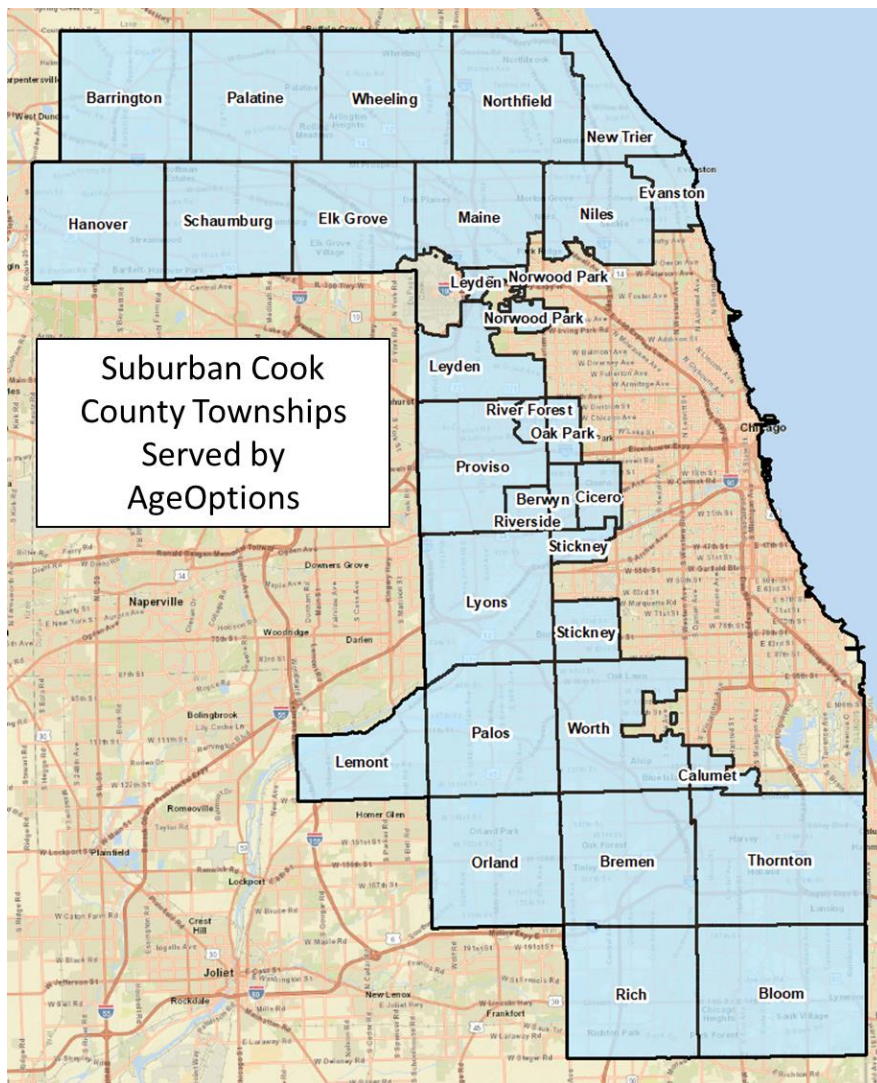
AgeOptions has served older adults and their families throughout suburban Cook County since 1974 as part of a nationwide service network of Area Agencies on Aging. This nationwide network includes the Administration for Community Living¹ at the federal level, the Illinois Department on Aging which is the State Office on Aging at the state level, 620 Area Agencies on Aging (AAAs) nationwide at the regional level, and local community service providers, all working together to serve older adults.

AgeOptions is governed by a Board of Directors, whose responsibilities include setting direction, establishing policies, and allocating resources. Our Advisory Council is comprised of older adults and other professionals interested in aging from across suburban Cook County. The role of the Advisory Council is to advise AgeOptions on the development and implementation of the Area Plan and to serve as an advocate for older persons. A list of our Board of Directors and Advisory Council members can be found towards the end of this document.

Who We Serve

AgeOptions is designated under the federal Older Americans Act and the Illinois Act on Aging as the Area Agency on Aging for the suburban Cook County Planning and Service Area (PSA), #13. AgeOptions is one of the 13 Area Agencies on Aging in Illinois. This region is home to more than 2.5 million people.

¹ The Administration for Community Living is a part of the federal Department of Health and Human Services



The older adult population in suburban Cook County is rapidly growing and becoming increasingly diverse. Based on the American Community Survey 2016-2020, there are 577,962 older adults in 130 communities. A 2019 AARP survey found that 50% of Illinois voters over the age of 40 have experience as a family caregiver. Services are available to all people over the age of sixty and family caregivers of all ages but are targeted to low income, minority, and limited English-Speaking individuals. Last year, AgeOptions and our community partners made a difference in the lives of 297,826 individuals.

What We Do

- **Planning:** AgeOptions assesses the needs of older adults and those who care for them, seeks input from the public in establishing service priorities, tests new service models and develops new programs. AgeOptions helps people access services, stay independent in their homes, provide caregiver support, maintain their rights, age well, have proper nutrition and access to services in their community.

- **Coordination:** AgeOptions coordinates services in working with community partners, many of which receive Older Americans Act grants and contracts from AgeOptions. We receive guidance from the community by listening to our Advisory Council, and our community partners in regularly scheduled meetings designed to assure effective services including Adult Protective Services, Caregiver, Aging and Disability Resource Network, Transportation, Nutrition, and ethnic agency partners. While our programs are concentrated in suburban Cook County, AgeOptions also has direct responsibility for several programs that serve metropolitan Chicago and the entire state of Illinois.
- **Advocacy:** AgeOptions advocates in many ways for older adults, those who care for them, and adults with disabilities. We advocate for benefit programs, services and funding at the federal and state levels. We inform legislators of the impact of legislation on older persons and our service network. We lead an Advocacy Task Force for people interested in aging issues.
- **Program Development:** AgeOptions creates and sustains a variety of innovative programs that respond to the rich diversity of our communities such as work with libraries, memory cafes and other programs listed in the Appendix.
- **Distribute Funds:** Using proven methods of research and planning, AgeOptions is entrusted with distributing funds to a network of local community service providers and agencies across the state who participate in our broader programming. We administer federal, state, and private funds. AgeOptions support services through grants and contracts to more than 70 community-based organizations such as councils on aging, townships and senior centers.

Suburban Cook County Demographics

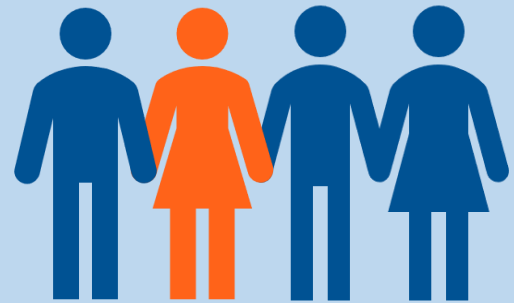
Understanding the Growth in the 60+ Population

Based on the American Community Survey 2016-2020 5-year estimates there are 577,962 **older adults** in suburban Cook County.

Suburban Cook Facts! Did you know?

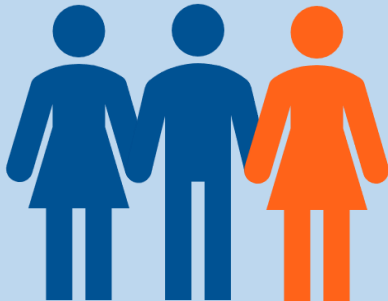
- Older adults make up **23.4%** of total suburban Cook County population
- **Sixteen** other states have smaller older adult populations than suburban Cook County
- **40.8%** of suburban Cook older adults are householders that live alone.
- Today, **10.3%** of older adults in suburban Cook County are over the age of 85
- **Over 46,000** older adults in suburban Cook County live below the federal poverty level.
- More than **14.8%** of older adults speak English less than very well.

Today, nearly 1 in 4 (23.4%) individuals in suburban Cook County are older adults.



The population in suburban Cook County is racially/ethnically diverse!

Almost 1 in 3 (29.4%) individuals in suburban Cook County identify as non-white.



According to the most recent American Community Survey Data (2016-2020) 5-year estimates, **29.4%** of the 60+ population in suburban Cook County identifies as non-white;

- Hispanic/Latino alone – 8.4%
- Black/African American alone – 13.7%
- Asian alone – 7.3%

A Snapshot of AgeOptions' FY 2021 Programs and Services |



Area Plan Development

Planning Process

To develop the Area Plan on Aging, AgeOptions engages in a variety of activities to assess the needs of older adults. This includes active older adults, adults which includes older adults with disabilities, caregivers of older adults, and older adult grandparents raising children. The steps and activities of AgeOptions' FY2023 planning process are outlined below.

Step 1: Assess Needs of the Target Population in suburban Cook County

- Consult studies, reports, relevant regulations and guidelines including (National, State, Regional and local community)
- Consult local experts and groups on needs and service gaps including:
 - Adult Protective Services Supervisors
 - AgeOptions Advisory Council
 - AgeOptions Advocacy Task Force
 - AgeOptions Advisery partners
 - AgeOptions Caregiver Specialists agencies
 - AgeOptions Fatality Review Teams
 - AgeOptions Funded Partners
 - AgeOptions Information and Assistance Team
 - AgeOptions Nutrition Partners
 - Alzheimer's Association Greater Illinois Chapter
 - Caring Together Living Better Partners
 - Chicago Task Force on LGBT Aging
 - Chicago Metropolitan Agency for Planning (CMAP)
 - Coalition for Limited English-Speaking Elderly (CLESE)
 - Community Organizations Active in Disaster (COAD) of Northeastern Illinois
 - Discharge Planners
 - Health Care and Managed Care Organizations
 - Illinois Financial Abuse Specialty Teams
 - Illinois Association of Area Agencies on Aging (I4A)
 - Local, state and federal legislators at the annual Legislative Breakfasts
 - Progress Center for Independent Living
 - Senior Medicare Patrol (SMP) partners
- Gather community and participant input including:
 - Information and Assistance calls
 - Legislative Breakfasts (Held virtually in 2022)
 - Virtual visits to funded partners
- Examine 2020 Census Data and American Community Survey 2016-20 data
- Examination of the latest research and reports from academic journals and local, state and national organizations and initiatives to identify key factors influencing current conditions and determine programmatic considerations
- Review program data
 - Examine demographic, unit and client data by service (NAPIS)

- Review Information and Assistance call trends
- Determine gaps in targeting to those in greatest social and economic need by comparing NAPIS data demographics of clients served to Census data
- Review Significant Development reports from funded partners

Step 2: Evaluate the Existing Service System

- Ongoing processes of conducting unit cost analysis of services and budget rates.
- Routine summaries of collected information to identify strengths and service gaps.

Step 3: Determine Availability of Resources and Alternative Approaches Available to Meet Needs

- Weigh needs versus potential resources and draft a plan
- Get input on draft plan from stakeholders

Step 4: Establish Priorities

- Summarize needs and suggested approach
- Determine priorities with Advisory Council and Board input

Step 5: Plan Modification and Refinement

- Complete Area Plan on Aging Public Information Document
- Conduct regional Public Hearings
 - Modify the plan as necessary based on public input

Summary of Fiscal Year 2022 Needs Assessment Processes

AgeOptions uses the results of our needs assessment and planning processes to set funding priorities and refine standards for our Request for Proposals. These activities are on-going and periodic, and the outcomes of these efforts impact the development of our training, changes in program strategies, resources for the network, advocacy priorities, collaborations, coordination and our special initiatives.

Comprehensive Community Needs Assessment

In 2021 AgeOptions contracted with the University of Illinois at Chicago Department of Disability and Human Development, College of Applied Health Sciences and Rob Paral and Associates to conduct a comprehensive community needs assessment. The last time, the agency undertook such an examination of suburban Cook County was over 30 years ago. As this Public Information Document and FY 2023 Area Plan update is occurring, both research entities are engaged in obtaining and analyzing quantitative demographic data that is available and that is emerging in relationship to the 2020 U.S. Census. Specifically, we anticipate being able to report on:

- Profiles of individual suburban Cook townships.
- Analysis of services delivered by AgeOptions at the neighborhood level.
- Change in major racial/ethnic and immigrant groups.
- Analysis of mortality across groups.

- Projections of population change.
- Estimates for political jurisdictions.

Qualitative data will emerge from surveys, focus groups and key informant interviews and is anticipated to produce current and projected needs of older adults and caregivers. The completion of surveys and participation in the research is targeted to persons 50+ years of age and older adults in the role of caregiver to a person of any age.

In addition, AgeOptions received a grant from the Michael Reese Foundation in 2021 for the purpose of evaluating services through an equity lens. The deliverables in this grant focus on providing insight on out how we can better serve our Black and Brown suburban communities. The research to fulfill this grant will appear as a separate document.

The research to complete the expectations of the Michael Reese grant were woven into the activities of our two research entities conducting the comprehensive community needs assessment. The results of all these efforts are anticipated later in calendar year 2022. The analysis produced could impact programming and priorities in FY 2023.

On-going Assessment of Needs and Service Gaps

Many of the innovative and responsive programs to COVID – 19 will continue in FY 2023 and remain as unique and on-going challenges. Recent data from the Cook County Department of Public Health indicates a high percentage of suburban Cook County older adult residents received an initial dose of the COVID vaccination, the percentage drops significantly for persons who have received subsequent doses of the vaccination. As such, AgeOptions is committed to reach the hard-to-serve and persons challenged in getting out with second doses and booster shots.

Another on-going challenge relates to our nutrition programs that were forced to close and develop the option of take-home meals. While these sites reopened in the spring of 2022, they now offer hybrid options of in-person and take-home meals. Our food pantry in-a-box program offered through Top Box implemented in 2020 continues. For FY 2023, it is planned to morph into the implementation of our Title III C 1.5 federal Administration for Community Living grant. This initiative is the provision of meal boxes meeting federal daily nutrition standards and providing the ingredients and menus for 21 meals per week.

The concept of one-size fits all of service delivery regardless of the type of program and service may be a vestige of the past. The once only traditional means of presenting programs which were largely face-to-face have gone to virtual formats and hybrid models. This is no longer a trend, but a methodology of program delivery that is planned to continue for FY 2023. This is true for our health promotion and education programs.

Program evaluations and surveys indicate that we are, to a large measure, meeting the needs of our current identified older adults and caregivers at this and post COVID times.

However, there is a cohort of the population which we are not reaching. We recognize the need is greater than our capacity and represents the primary driving force in our ongoing processes of program assessments, evaluations and advocacy efforts.

AgeOptions' ongoing assessments and evaluations conducted continue to identify an increased risk of social isolation, food insecurity, diverse needs of diverse communities and service gaps for all our constituent groups including caregivers and care recipients. For these reasons, the three initiatives identified in last year's the 3-Year remain critical areas in which to focus.

The gaps in services for caregivers are apparent whether it is grandparents raising grandchildren, persons in their 40's and 50's providing care to older adults and persons 60+ years of age who are caregivers to even older adults. This need continues to be a driving force in our advocacy efforts for increased funding for caregiver assessments and services. Expanding programs such as our TCare caregiver assessments and tailored focused plans are two ways in which for FY 2023 plans to expand caregiver services.

Specifically, for the planning for FY 2023, several formal and informal surveys and evaluation processes took place. Below are some of the processes that occurred or are currently in-place. In 2022 efforts that impact our FY 2023 planning included:

- AgeOptions encouraged and continues to implement on-going program evaluations conducted by us or by our funded partners. These include collecting data to assess the risk and effects of social isolation by our partnering agencies and through the administration of the UCLA Loneliness Scale. In FY 2022, we increased efforts to collect data for analysis on a per participant basis verses in aggregate form.
- AgeOptions continued to identify food preferences begun in previous years amongst an array of ethnic groups. In FY 2022, the Title III C 1.5 initiative was and continues to be tested at every step of the process to insure it meets participant satisfaction and produces the goals and objectives of the program to meet federal nutrition guidelines, reduces food waste and is cost effective. As these surveys are returned and analyzed, it is influencing meal plans for this initiative, as well as helpful with all our nutrition programs and providers as together we continue to improve participant satisfaction and reduce food waste.
- AgeOptions examined American Community Survey and recent 2020 Census track data for several municipalities to determine locations for possible new congregate dining sites. New sites are currently in-process of development and contracting with the anticipation of serving new communities and replacement of sites in Niles Township that closed. This expansion is planned for FY 2023.
- AgeOptions is currently piloting the option of medically tailored meals at congregate meal sites. During the pandemic, congregate meal sites switched from bulk food deliveries to sealed, individually packaged meals. Recognizing that medically tailored, individual meals would then be possible in congregate settings, in FY 2022, we surveyed current congregate meal site participants and other community members for interest. More than 50% of 439 respondents expressed some level of interest in one of these diets:
 - Diabetic

- Renal
- Lactose Intolerant
- Gluten Free
- Vegetarian
- Mechanically Soft

At the present time, AgeOptions is implementing pilot programs with a small group of congregate sites and one of our caterers to understand how the program can be operationalized and learn how it affects overall meal site participation. Once a model is created from the pilot programs, the plan for FY 2023 is to invite other sites to begin offering medically tailored meals.

AgeOptions anticipates the need to continue to learn, adapt and utilize the information and data regardless of its source to meet the challenges of our constituents.

Key Challenges Faced by Our Constituents

Issues are identified from formal activities described above. In addition, our daily interactions with older adult and caregiver participants in programs or calls to our Information Assistance line; our family of providers whether this be from our provider meetings, reports, presentations and staff conversations; Board and Advisory Council meetings and Advocacy Task Force forums all inform us of key challenges.

The following represents key challenges faced by older adults and caregivers in suburban Cook County. Most of these were identified in our 2022 – 2024 Area Plan. Newly identified challenges are noted.

Difficulty in Accessing or Maintaining Public Benefits

Slow or Inaccurate Bureaucratic Systems: Consumers are losing or experiencing a lapse in their benefits, unable to get through to the Department of Human Services (DHS) offices and receiving confusing letters in the mail with short or no turn-around time. Callers are placed on-hold when using the toll-free hotline numbers. These processes are confusing and frustrating. The pandemic may have exacerbated this challenge as offices have been closed and our constituents are used to face-to-face resolutions of problems. Many would simply go to the local DHS office and speak to a counselor. In addition, our constituents who live on fixed incomes are challenged at the annual reporting of income that essentially has not changed.

AgeOptions is concerned that as waivers for Medicaid redeterminations lift and insureds will be required to up-date and validate their status, this may lead to confusion and lapses in coverage.

Several challenges have been identified when working with Managed Care Organizations (MCO):

- Clients continue to be auto assigned to a Managed Care Organization (MCO) but are not aware or understand this process. AgeOptions has seen most concern with persons enrolled in the MMAI program. Clients often do not understand how to

contact their Care Coordinator. Many of our callers report minimal assistance from their MCO in regards to Medicaid applications and redeterminations. In addition, those enrolled in MCOs are referred to meal programs in much lower numbers than those not enrolled in MCOs. This is particularly disconcerting in relationship to other data regarding food insecurity.

- Nutrition providers report communication challenges. AgeOptions grantee agencies do not know when and if a plan of care has been updated and who is the current assigned care coordinator. MCOs appear to have a high turn-over and as such, new staff do not know and understand the opportunities offered by an Area Agency on Aging and in particular how to access our nutrition programs.
- A cohort of our constituents continue to refuse public benefit programs because of a perceived stigma. This impacts older adults' access to benefits.

AgeOptions staff hears of issues in communication between the federal and state governments related to persons that qualify for Qualified Medicare Beneficiary (QMB); Specified Low-income Medicare Beneficiary (SLMB) and Qualifying Individual (QI) programs. The result is persons who may be eligible are unable to access benefits.

Gaps in General Accessibility of Services:

There are various needs related to accessibility of services. These include: (1) affordability of healthcare services and medications, (2) education and outreach to enhance the understanding and utilization of services to older adults, (3) inclusive practices and language assistance to be more culturally and linguistically competent, (4) funding for elder abuse programs and referral systems, and (5) collaboration between existing and non-traditional partnerships.

AgeOptions has also identified the cohort of undocumented older adults who fall in cracks in Medicaid eligibility. While the state of Illinois has expanded Medicaid health coverage to this population with state General Revenue Funds, these individuals lack coverage for institutional and community-based long-term care services.

Housing Benefits and Access:

There is insufficient affordable housing. Constituents encounter long waitlists for public and subsidized units. Recent inflation and rising costs of living have impacted the housing market too. This may be a cause for a rise in homelessness amongst the older adult population. In addition, many of our older adults are living in housing that does not meet their needs, but they cannot afford to move. Evidence of this is showing-up in our assessments related to food insecurity where persons are seeking food because they are running short of money during the month. Our legal assistance provider and the Cook County Sheriff are reporting higher-than-normal number evictions among older adults especially since last year's moratorium was lifted. AgeOptions is also observing that some communities are gentrifying, and older adults are being pushed-out because of the lack of affordable housing.

Accessing public housing including Section 8 and 202 buildings requires one to contact individual buildings and individual housing authorities. When wait lists do open, there is

a short window in which to apply. It would be helpful if there was a more centralized application system and for AgeOptions and our partnering ADRNs had a common provider portal to assist our constituents in finding affordable housing.

Homelessness (New)

While homelessness is not a new issue, the prevalence amongst older adults residing in suburban Cook County has increased. To learn more about homelessness amongst the suburban Cook County older adult, AgeOptions held a forum in February 2022. It has been hard to identify specific data related to older adult population alone, however from 2015 to 2019, about 20,000 of the 60+ population had extremely low incomes with 50% below the federal poverty line. Additionally, 12,000 of this same cohort had no Social Security or Supplemental Security Income reported. These numbers from the American Community Survey indicate that many of our older adults if not homeless, reside in a very precarious economic situation.

While not traditionally counted as being homeless, our HOPE team's efforts to re-integrate nursing home residents to community residency is also an indicator. Many of the nursing home residents are residing in the institutional setting because of a lack of affordable housing and, permanent supported housing.

Challenges to Aging-in-Place and Need for Home Repair:

Many of our constituents are experiencing financial insecurity. The lack of adequate financial resources is showing-up in food insecurity, but also one's home environments with leaky roofs, inoperable furnaces and unhealthy conditions. Constituents are requesting programs and services that include major as well as minor home repairs. This is showing-up in our callers concerns and in program surveys.

In addition, there are limited options for environmental modifications such as building ramps, widening doors and renovations to kitchens and bathrooms to make them more aging friendly and accessible to persons who may have physical challenges.

Related to the ability to age-in-place is securing home repair vendors who are trustworthy, reliable and honest. Constituents are seeking vendors that will not financially exploit and provide quality work.

With Older Americans Act Title III B funding, AgeOptions provided grants to several agencies to provide one-time home repairs. In 2022, additional ARPA funding has been designated for home modifications. However, as indicated in our assessment activities, more is needed.

Transportation:

A problem that has likely been a concern for the past 50 years is a lack of transportation and in particular, transportation systems that go to where the older adult needs to go. While many of our communities do offer within community transportation, the more

significant challenge is when one's doctor is in another jurisdiction or township. Our older adults report needing to go to a doctor in Indiana or simply in the neighboring township, just a short mile or two away. In general, there is insufficient available and affordable transportation for older adults to access services and medical appointments.

Food Insecurity:

Hunger issues for older adults are often overlooked. Several our various surveys of constituents indicate that persons do not have enough money for food and that our older adults are seeking food, not just for themselves but for their extended families. While the minimum \$16 Supplemental Nutrition Assistance Program (SNAP) benefit was raised in response to the pandemic, it is unknown how long these benefit levels will remain intact. As this document is being written, it appears to be a month-to-month decision by the Governor. Additionally, AgeOptions is optimistic that the Elderly Simplified Application Project (ESAP), a federal demonstration program aimed to increase senior SNAP enrollment through streamlined policies and procedures will help.

In response to the closure of congregate dining sites in the height of the COVID- 19, AgeOptions instituted a boxed food delivery program from a not-for-profit vendor – Top Box. Responses from participants indicate the continued need for this program. Participants are finding this program to help with financial insecurity, and to feed more than the older adult themselves. This raises the need to explore additional funding sources and increased advocacy. As stated elsewhere in this document, this program will be refashioned in 2023 using models currently being tested in our Title III C 1.5 initiative.

Constituents also report residing in food deserts. There is a need for more local grocers and outlets for fresh and healthful foods.

Accessibility of Mental Health Services, Counseling and Services to Address Hoarding:

There are limited resources for mental health support and services for the older adult population, especially for those confined to their home. Home confinement leads to social isolation and increased anxiety, depression and loneliness. A positive result of the pandemic as with all health-related services, is the use of tele-health. While for many this is advantageous, for persons needing counseling or suffering from a more serious mental illness, tele-health is an operational challenge. In addition, one must have access and know how to use the required technology.

In relationship to one obsessive-compulsive disorder is finding resources for persons who are hoarders. Identifying no or low-cost providers to do heavy cleaning is a challenge. Additionally, older adults are seeking professional help to manage the stress and anxiety related to removing the clutter. The environment may also be infested with bed bugs. When AgeOptions staff can find providers willing to help with hoarding, they are less than enthusiastic to help because of the bug infestation.

Funding of Programs/Services and Shortages in the Workforce (New)

2022 has brought new workforce challenges. Increases in state reimbursement rates for programs is beneficial, but as the cost of living escalates, the net effect is a worker shortage. Direct care professionals need a living wage. This workforce dilemma is causing a challenge to AgeOptions and to our aging provider network for college graduate professionals too. Where AgeOptions in previous years may have experienced a plethora of applicants for a position, today we may see only one or two.

AgeOptions is also seeing an increased request from older adults seeking employment. Staff refer to the limited number of resources which includes those funded by Title V of the Older Americans Act.

Access to Technology

As indicated in last year's three-year Area Plan and comments above relating to accessing mental health services, the pandemic illuminated the need of older adults having access to various forms of technology to enhance communication and help mitigate social isolation. Some of our constituents are keen users of technology, while others have no Internet connection and are still using flip phones or have none. AgeOptions has taken several steps to address this gap. Specifically, we:

- Engaged the company UNIPER Care that provides persons with a virtual senior center through their television. This has required training and expense.
- Helped to pay for smart phones and other devices to help connect our participants with virtual programming. This appears to be an issue of equity.
- Expanded the number of local libraries, with particular attention to under-resourced communities to create library lending programs. These programs let older adults check out technology devices with internet hotspots.

Technology literacy is another challenge. Many older adults are resistance to change and try new forms of technology; educating one on how to use it is time consuming and not one system seems to be best for all persons.

Grant Accountability and Transparency Act (GATA)

Agencies are concerned that GATA continues to create expensive administrative burdens which divert limited funding to needless detailed reporting and budgeting.

Financial Insecurity and Risk of Scams and Fraud

Embedded in several of the issues described in this section is an undercurrent of financial insecurity. It is showing-up in housing, food insecurity, home repair and in the other Social Determinants of Health. While this is likely an issue to be addressed in AgeOptions advocacy efforts, it is important that it be mentioned here.

The pandemic may have also increased the opportunity for our older adults to be victims of fraud, scams and abuse.

Needs of Caregivers (New)

Not knowing what or where to go for caregiver services, in addition to expressions of stress and anxiety by caregivers is a frequent refrain from our constituents. The 2023 Illinois Budget includes new funding for caregiver services and will allow AgeOptions to expand our ability and that of our funded provider agencies to assess and plan for the needs of caregivers through our TCARE tailored assessment which focuses on the needs of caregivers in contrast and addition to the traditional assessments that focus on the care receiver. The need however is projected to remain high and more services are needed to fill the resource gap. More respite care is needed.

Enhancements to our Planning Process – Advocacy Agenda and Public Forums

In response to what AgeOptions hears from our constituents, AgeOptions has identified a number of advocacy priorities for 2023. Many of these emanate from collaborations with the Illinois Association of Area Agencies on Aging and US Aging, the national association of Area Agencies on Aging, both of which we are an active and engaged member.

In 2022, AgeOptions advocated for state efforts to strengthen family caregiver support. We were pleased with the state's response to fund \$4 million for FY 2023. AgeOptions plans to continue advocacy for additional revenue in the FY 2024 budget.

Along with direct service support to caregivers, AgeOptions worked on behalf of the Illinois Aging Services (IAS) who is the recipient of a statewide grant from the RRF Foundation to raise awareness among the public and private sectors to the needs of caregivers by establishing a statewide coalition of stakeholders. What we learn through our participation in this coalition will be used to enhance our caregiving services for FY 2023.

AgeOptions supports on-going efforts to meet the growing needs in nutrition programming, mitigating the effects of social isolation, training in the area of Alzheimer's Disease and Related Disorders and the unknown and ever emerging issues related to COVID.

AgeOptions as a PRIME entity provider for the implementation of the Colbert and Williams Consent Decrees is working diligently at engaging current nursing home residents, assessing, planning and transitioning them to community residency. As such we are concerned that policies and procedures need to be looked at regarding the front-door or admission to long-term care facilities. This also includes the adequacy and capacity of home and community-based services, housing and need for more respite services.

Recent national research entities, federal and state reports have brought to the forefront an array of nursing home staffing issues, their less than adequate response to COVID and the need to examine the processes associated with admission processes to long-

term care facilities. At our monthly Advocacy Task Force meetings, we educate, inform and encourage advocacy to increase funding and reform policies and procedures.

In addition to the AgeOptions Advocacy Task Force that takes place each month, we held legislative update sessions via Zoom to inform and hear from members of the Illinois General Assembly and federal government legislators. In addition, AgeOptions helped organize and hold regional legislative forums in collaboration with neighboring Area Agencies on Aging to also learn, inform and listen.

Putting into Action What We Hear

AgeOptions is committed to an ongoing enhancement to our core services and local and statewide initiatives. There are no plans to make formal funding changes to our service delivery system from the previous fiscal year, with the exception of expanding services due to increases in federal, particularly American Rescue Plan Act (ARPA) and state funding. However, we as an agency will continue to pursue new opportunities for grants as they present themselves.

AgeOptions will continue efforts that allow for flexibility in funding streams to ensure that service delivery systems are responsive to emergent needs and are equipped to adapt to post-pandemic needs including but not limited to hybrid models of service delivery.

Lessons learned during the COVID pandemic will continued to be applied to our planning processes and the way services are delivered. In response to the pandemic, many services were provided to our constituents using technology and in virtual formats. Emergent hybrid model of service delivery of a combination of in-person and virtual platforms will continue. Not all older adults are keen users of technology, plus there is much value in face-to-face interactions when addressing loneliness and social isolation.

As stated, the array of assessment and evaluation processes and engagement opportunities of staff with other staff, constituents, Board members, Advisory Council members, advocacy forums are all used to inform our array of programs and services. As a result, the Area Plan for FY 2023 will reflect all of these information gathering streams. Most of these programs were discussed in the AgeOptions 3 Year Area Plan covering FY 2022 through and including FY 2024.

- AgeOptions will expand efforts to address the needs of caregivers through the TCARE tailored assessment directed at the caregiver.
- AgeOptions will continue its efforts to impact the lives of older adults feeling the effects of loneliness and social isolation through UNIPER Care, combining an easy-to-use technology with video meetings through the participant's television, offers a tool to combat social isolation, create active communities and promote a healthy lifestyle.
- AgeOptions will work with community-based organizations and in particular, the Greater Chicago Food Depository to get the word out regarding the Elderly Simplified Application Program (ESAP) whose aim is to improve the SNAP application and verification process. In addition, we will continue to advocate for

changes to the Medicaid system. Require our Nutrition Program agencies to increase their coordination with Farmer's Market Coupons.

- Continue work with Aging Disability Resource Network and Medicaid Managed Care to clarify roles. AgeOptions will expand our work to educate the MCOs about the Aging network with an emphasis on nutritional and wellness programs.
- AgeOptions anticipates that congregate meal sites will continue to be hubs for information and out-posting sites for programs to increase coordination of services post-pandemic. Recognizing that our service delivery models have changed forever, we anticipate using hybrid models of virtual and face-to-face programming. In addition, we will continue to look for volunteer "champions" to educate on and encourage advocacy at a local level.
- Libraries partnered with AgeOptions serve as informational hubs and out-posting sites to increase referrals and cross collaboration within the aging network.
- AgeOptions has 14 memory café partners held at our Caregiver Resource Center that include Aging Caring Connections, Catholic Charities – Northwest, Catholic Charities – South Suburban, Kenneth Young Center, North Shore Senior Center, Oak Park Township Senior Services and Pathlights. Sites specifically Targeting Culturally and Linguistically Isolated Persons (TCLIP) are in collaboration with Arab American Family Services, American Association of Retired Asians, Center of Concern, Hanover, Hanul and Xilin
- Through AgeOptions Food Insecurity Initiative, we will continue to address issues and advocacy related to hunger and outreach to hospitals and MCOs on home delivered meals.
- Working with our partners, AgeOptions will continue the Advocacy Task Force to advocate for a budget that protects services that are important to older adults, and other important aging related federal and state issues. Many of these issues were identified in the previous section related to caregiving, nursing home admission, expanding home and community-based service options under the state's Community Care Program and improving the communication between the federal and state government regarding access to QMB, SMB and QI.

Statewide and Local Area Plan Initiatives

No new initiatives are to be implemented for FY 2023. The following were identified in our 3-Year Area Plan covering FY 2022 through and including FY 2024.

Statewide Initiative: Social Isolation

The Illinois Department on Aging requires all Area Agencies on Aging in Illinois to address Social Isolation as a statewide initiative in their Area Plans for Fiscal Years 2022 - 2024. The goal is specifically to "enhance Illinois' existing community-based service delivery system to address Social Isolation among Older Adults". AgeOptions will continue its work in collaboration with other community-based providers to address social isolation among older adults. The goal is to reduce social isolation among older adults within Illinois and our planning and service area (PSA).

A lesson that was learned during the COVID pandemic is that all of us are vulnerable to social isolation. The requirement to stay-at-home, not see friends and family has caused a great deal of anxiety, sadness and depression. The pandemic has enabled us to appreciate what is an unfortunate common occurrence amongst the older adult population in better times.

Loneliness and social isolation are major issues for older adults and are linked with negative physical and mental health consequences. An AARP review identified a wide range of health outcomes associated with loneliness and social isolation including depression, cardiovascular disease, quality of life, general health, cognitive function and mortality.

Social isolation refers to the objective absence of contacts and interactions between a person and a social network. Thus, socially isolated older adults have poor or limited contact with others and they view this level of contact as inadequate and/or that the limited contact has had adverse personal consequences for them. The AARP Foundation has defined social isolation as the following:

Isolation is the experience of diminished social connectedness stemming from a process whereby the impact of risk factors outweighs the impact of any existing protective factors. A person's lack of social connectedness is measured by the quality, type, frequency, and emotional satisfaction of social ties. Social isolation can impact health and quality of life, measured by an individual's physical, social, and psychological health, ability and motivation to access adequate support for themselves, and the quality of the environment and community in which they live.

AARP documented that an estimated 14 percent of study participants were socially isolated. The AARP study also outlined that, "Socially isolated respondents were more likely to be male, to be white, to live in an urban area, and to have lower household income and wealth" (Flowers, Shaw, Arid, 2017). Other surveys have indicated that gender, education and race/ethnicity were not related to loneliness. Additionally, socially isolated older adults are more likely to experience depression, have five or more chronic illnesses, and have difficulty performing activities of daily living.

The primary risk factors associated with isolation include:

- Living alone.
- Mobility or sensory impairment.
- Major life transitions such as loss of spouse, retirement.
- Socioeconomic status (i.e. low income or limited resources);
- Being a caregiver for someone with severe impairment.
- Psychological or cognitive vulnerabilities.
- Location: rural, unsafe or inaccessible neighborhood/community.
- Small social network and/or inadequate social support; people who do not have close family nearby.
- Language (non-English speaking); and
- Membership in a vulnerable group such as racial or ethnic minority, underinsured or do not have good access to quality health care, LGBTQ, homeless, people who are substance abusers, people with a sensory impairment,

AgeOptions Approach to Social Isolation

AgeOptions will continue to implement the Statewide Initiative for FY 2023 and FY 2024.

Current data indicates a significant percentage of the population that live alone and at-risk of social isolation. The following chart showcases the status of older adults:

| Older Adults in Cook County Living Alone | | | |
|---|--------------------|--------------------|----------------------|
| | 60- 69 Years | 70- 79 Years | 80 Years and Over |
| Lives Alone | 18% | 26% | 38% |
| Does not Live Alone | 82% | 74% | 62% |
| Total | 100% | 100% | 100% |

- **Coordination:**
 - Support the research by NORC at the University of Chicago into the effects of the pandemic on persons at-risk of social isolation being conducted on behalf of the Illinois Association of Area Agencies on Aging with funding from the RRF Foundation.
 - Continue to explore the issue of social isolation at a local level to determine who is already addressing the issue, what is already being done and how the aging network can fit, specifically what resources, relationships and expertise do we bring to the table.
 - Convene and attend meetings with other agencies involved with Social Isolation, such as the Illinois Cognitive Resource Network (ICRN) monthly calls, Memory Cafes, Library meetings.
 - Explore working with the Metropolitan Mayors Caucus to convene an Age Friendly Communities subcommittee that involves relevant stakeholders from across suburban Cook County.
- **Program Development:**
 - Expand the use of UNIPER Care, a TV-based and mobile-based solution for care delivery and social engagement. AgeOptions has set a goal of engaging 500 isolated older adults as users.
 - Implemented 15 memory cafes across suburban Cook County to bring seniors with concerns about their memory and their caregivers together to socialize and learn about dementia in a destigmatized environment.
 - Provided funds to increase senior focused programming across suburban Cook County. AgeOptions issued a request for Letters of Intent for additional libraries in FY2022 and as of April 1, 2022, 10 new libraries have been added bringing our total to 34. The new partnerships represent our DEI efforts to reach communities representing lower socio-economic status, minority

populations and areas with a lower percentage of constituents who have access to the Internet and technologies.

- **Plans for FY2023**

- Provide opportunities to increase digital literacy among older adults through our library program and utilize already existing online platforms to connect seniors, online chat rooms using conference lines and computer support groups.
- Continue to reach persons who are socially isolated and challenged in getting to COVID vaccines and booster shots locations.
- Work with transportation providers to ensure they are addressing issues of social isolation and if funding is available, consider transportation initiatives for older adults, such as potential partnerships with ride sharing companies (i.e. Uber, Lyft)
- Work with congregate sites and home delivered meal distribution points to develop and implement strategic planning innovations to address social isolation
- Continue Thrive with Pride Cafes designed to provide a safe and welcoming space for LGBT+ older adults to gather and connect to resources.
- Continue the Sounds Good Weekly Sing-Along so that older adults can join and online choir with their peers across Chicagoland
- Continue the Good Memories Sing-Along for people with concerns about their memory and their care partners so that there can be a fun and accommodating space to engage with others
- Continue to engage faith-partners through the Caring Together, Living Better caregiver program to engage and support largely African American and Latinx caregivers including support groups and telephone reassurance and the Faith CARES program which engages older adults including technology lending libraries, a friendly visitor phone program, fun clubs and more.
- AgeOptions will continue to provide funding in FY2023 our Memory Cafes and TCLIP agencies encouraging the use of evidence-based programming.
- Use Alzheimer's Disease and Related Disorders GRF to fund Caregiver Resource Centers to have trained staff person to provide Savvy Caregiver and Stress Busting for Caregivers, two evidence- based programs that provide support for family caregivers of individuals with Alzheimer's disease and Related Disorders.
- Expand the use of health promotion and falls prevention programming throughout suburban Cook County. These are group programs that are designed not only to improve health and reduce risk of falls, but foster connectedness among participants.
- In FY 2022, Age Options collaborated with partners from University of Illinois Urbana Champaign, University of Illinois at Chicago, and Illinois Extension to identify program sites in suburban Cook County to assist in the evaluation of the *Wits Workout* brain health program. Specifically, this clinical trial will assess the efficacy of *Wits Workout* to facilitate changes in health behaviors and subjective well-being in participants. In addition, *Wits Workout* programs are also taking place through several participating Congregate Meal sites and education and recreation grantees, with programs led by trained volunteers.

- Continue work with our funded ethnic partners to ensure people are not socially isolated due to language barriers.

Local Initiative: Diversity, Racial Equity, and Inclusion

AgeOptions local initiative is Diversity, Racial Equity, and Inclusion. AgeOptions hopes to infuse a culture in our operation, policies, programs and processes as well as those of our grantee agencies whereby programs and services are delivered through a lens of social justice, sensitivity, awareness, and inclusion, with no racial, ethnic or unconscious bias. In doing so, all staff, participants and clients, regardless of the service, feel welcome, comfortable and empowered to grow.

There has long been a racial and ethnic divide in this country. AgeOptions, as a community-based organization, recognizes the diverse population that it serves and the need to represent and serve our communities. AgeOptions has embarked on a number of initiatives that look inward at ourselves and to our partners. In the article “Diversity Climates in Organizations” published in the journal *Leader to Leader* in January 2021, it states organizations need to improve how they practice diversity and inclusion. The article goes on to state that organizations improve not just by knowing about diversity, equity and inclusion, but by enacting the necessary policies and practices that lead to the development of positive diversity and inclusion climates.

Other sources of the literature offer an array of strategies to address bias. Suggestions include self-examination and exploration into personal bias; education; understanding disparities, particularly in health and opportunity. As such AgeOptions, is taking steps and plans to do more as we intensify efforts to address diversity, equity and inclusion. In large measure, this is clearly a work in progress and one where a more formalized plan will be developed in 2021.

Within AgeOptions

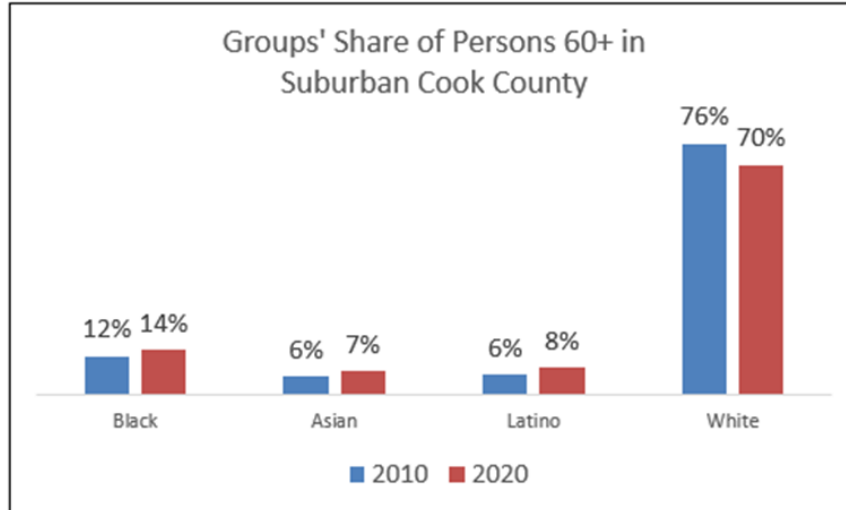
- In 2021, AgeOptions, under the guidance and direction of our Board of Directors, Advisory Council and leadership, the Morten Group was engaged to offer culturally informed solutions to important issues toward achieving equity at nonprofits. In FY 2022 and moving forward in FY 2023, internal committees are engaged in examining policies, procedures and behaviors to create and ensure a culture of DEI.
- AgeOptions Grants Management and Planning Team will explore and encourage a culture of DEI in our next round of provider requests for proposals.
- AgeOptions Human Resources will continue to outreach and engage their efforts at hiring staff reflective of our diverse communities.
- AgeOptions staff will be required to participate in SAGE Care training designed to educate organizations and persons to become culturally competent in relationship to LGBT+ population.

Outreach, Engagement and Programming Directed to our Diverse Communities including Plans for 2023

- For FY 2023, data gathered from our 2021 Comprehensive Community Needs Assessment should provide us knowledge of whom we should outreach and

engage to develop new partnerships particularly in the south suburban communities.

The chart below illustrates the change in the 60+ population over the past decade of Black, Asian, Latino and White in suburban Cook County:



- In 2020, AgeOptions was awarded an Administration on Community Living Nutrition Innovations grant named as Title III C 1.5. Its goal is to fill the gap between Title III C 1 congregate meals and Title C 2 home delivered meals by providing food that when prepared will provide 21 meals per week to persons who have the ability to cook or have a home care aide that can cook, but are challenged by obtaining groceries. The diversity, equity and inclusion feature of this project is that a design of this initiative is that our partnering agencies will represent the African American, Arab, Chinese, Hispanic, Korean and Jewish communities. This is a three-year project with implementation in FY 2022 and tradition to community partners in FY 2023.
- AgeOptions' Senior Medicare Patrol, Library, Memory Cafes, Take Charge and Falls Prevention among other programs are engaged in reaching diverse populations. Many of these programs are offered in Spanish for non-English speaking older adults. For FY 2023, efforts begun in FY 2021 and 2022 will continue.
- The AgeOptions Grants Management division is engaged in seeking to identify more congregate site partners representing additional ethnic groups. These efforts will continue.
- AgeOptions staff hosts monthly Thrive with Pride Cafes engaging the LGBT+ communities. Because of the pandemic, these programs have gone to a virtual environment. These efforts will continue and be evaluated in terms of live and virtual formats. In addition, staff are continuing to explore other opportunities to reach the LGBT+ older adult.

Local Initiative: Approach to Food Insecurity

Food Insecurity as one of the Social Determinants of Health will continue as a local initiative and priority of AgeOptions. Social Determinants of Health are conditions in which people are born, grow, live, work and age that shape their health. The prevalence of food insecurity, which represents a condition, remains high amongst our constituents and as pointed-out in our surveys and research findings conducted on behalf of a number of our programs, it is not only a problem to our older adults, but also to their extended families. Food insecurity is also exhibited in relationship to accessibility and access to healthful food sources, transportation, its effects on health outcomes and limited financial resources. AgeOptions will continue to conduct planning, service coordination, advocacy and program development activities with an eye on food insecurity. We will continue and implement new programs in our attempt to address this systemic challenge.

Coordination:

- Through advocacy efforts with coalitions such as the Food is Medicine Work Group, on-going conversations with the Greater Chicago Food Depository, and the Illinois Commission to End Hunger and the demonstration of specific initiatives, AgeOptions will continue to explore the issue of food insecurity at a local level. This will help us determine who is already addressing food insecurity, what is already being done and how the aging network can fit, specifically what resources, relationships and expertise do we bring to the table.
- Encourage Managed Care Organizations to further understand how food insecurity is impacting their insureds and how AgeOptions and our network of provider agencies and programs can mitigate food insecurity.

Advocacy:

- Continue to create an awareness campaign and lead initiatives to take action on food insecurity.
- Advocate for increased funding for all nutrition programs on the state and federal levels including the inclusion in the next reauthorization by Congress of the Older Americans Act of an additional category of Title III C funding to include meal boxes as we will be demonstrating over the next year under AgeOptions' 2020 Administration for Community Living Nutrition grant.

Program Development and Plans for 2023:

- Advance the ACL Nutrition Innovations Title III C 1.5 initiative that in 2022 is in the implementation phase and for FY 2023 transition to community-based providers.
- Continue to provide educational materials on how to cook healthful, low- cost meals. Educated on how to read labels, address sodium concerns, and address nutrition specific health conditions. Materials to be distributed at all nutrition program venues and made available for use by our library partners and memory cafes.

- Currently AgeOptions is piloting more medically tailored meals at congregate meal sites with the plan to expand in FY 2023 once a model is created from the pilot locations.
- Plans for FY2023 to continue to improve access to income supports such as LIHEAP, Transportation, affordable housing, and Medicaid and Medicaid Savings Programs, in order that older adults no longer have to face the decision to pay another bill rather than buy food.
- Explore the possibility of getting double coupons for Senior Farmers Market and continue Farmers Market outreach.
- Work with congregate nutrition sites to explore the implementation of a volunteer carpooling system to reduce transportation-related barriers to attending sites. Volunteers who drive others to the congregate meal sites could have the incentive of having the suggested donation waived.
- Encourage attendance at congregate meal sites by distributing “coupons” to one’s local meal site at other senior programming.
- AgeOptions is partnering with current and new nutrition-program grantees to expand access to nutrition throughout our service area. Goals are to:
 - Establish new sites in currently underserved areas or populations
 - Expand capacity at existing sites
 - Expand the availability of culturally appropriate

Results to-date:

- New South Asian cuisine site opened in Orland Township
- New general diet meal site in application process, Proviso Township
- New general diet meal site in application process, Bremen Township
- New Halal cuisine in application process, Niles Township
- Expansion of capacity at existing Korean cuisine site at new site, slated to open in late summer, Wheeling Township

Outreach:

- Define and operationalize the participant identification and eligibility criteria currently under development for our ACL Title III C 1.5 initiative
- Increase congregate meal site outreach by sharing information with dialysis centers, hospitals, rehabilitation centers, MCO’s and other healthcare providers.
- Outreach and build partnerships with low-income senior housing, food banks and pantries, Senior Employment Programs, faith community, homeless programs, grandparent groups, hospitals and rehab facilities, and disease groups
- Work with and educate hospital systems to ensure that older adults learn about the Title III nutrition programs
- Continue collaboration and education to Managed Care Organizations to educate them how to refer seniors for congregate meals or home delivered meals.
- AgeOptions will work with community-based organizations and in particular, the Greater Chicago Food Depository and The Illinois Commission to End Hunger (ICTEH) to get the word out regarding the Elderly Simplified Redetermination Process (ESRP) whose aim is to improve the SNAP application and verification process.

Area Agency on Aging Programs and Services

Supportive Services

Funded by Title III-B of the Older Americans Act and Illinois General Revenue Fund

The following services provide older adults with the support they need to remain at home and in their communities as long as possible and prevent premature institutionalization. Supportive services listed below are provided by community service partners and delivered with AgeOptions direction and leadership with the exception of Information and Assistance, which is provided by both AgeOptions and community service partners.

- **Aging Disability Resource Centers funded for Information and Assistance, Options Counseling, Senior Health Assistance Program:** Provides answers to questions and connects older adults, people with disabilities and caregivers to programs and services.
- **Chore/Housekeeping:** Assistance keeping an older person's home clean and functional.
- **Counseling: Personal counsel to help individuals and families cope with personal problems and/or develop and strengthen capacities for more adequate social and personal adjustments.**
- **Education: Opportunities to acquire knowledge and skills suited to interests and capabilities through formally structured, group-oriented lectures or classes.**
- **Friendly Visiting: Volunteers regularly visit and socialize with homebound older adults.**
- **Home Repair:** Minor modifications to allow older adults to remain safely in the community.
- **Housing Assistance:** Information about available housing options for older adults.
- **Legal Assistance:** Assistance in settling non-criminal legal matters, protection of legal rights, advocacy and education.
- **Recreation: Activities which foster the health and social well-being of individuals through social interaction and constructive use of time.**
- **Respite Care:** In-home or out-of-home care to allow family and friends who care for older adults to take some time away from care giving.
- **Senior Centers:** Community centers where older adults gather to enjoy social and recreational activities, dine, attend classes and take part in health and wellness programs.

- **Senior Opportunity and Services:** Identifies at-risk older adults and connects them to existing services and programs.
- **Targeting to Culturally and Linguistically Isolated Persons (TCLIP):** Identifies and connects older adults who speak little to no English with culturally competent services and programs through translation, referrals and assistance in applying for services and benefits. AgeOptions funds TCLIP agencies under the Senior Opportunities and Services (SOS) program and under the Title III-C Nutrition program.
- **Telephone Reassurance: Calls to check in with older adults who are isolated.**
- **Transportation:** Rides for older adults to community centers, dining locations and medical appointments.

Emergency Preparedness

AgeOptions continues to review and revise our Disaster Operations Plan on a regular basis. AgeOptions and our community agencies we fund will use a Continuity of Operations Plan to be able to serve older adults during an emergency when offices may be closed due to a disaster. AgeOptions developed a web page to provide tools and information for the community agencies that we fund, as well as tips and resources for various emergency situations: <https://www.ageoptions.org/support-resources/emergency-preparedness/>. AgeOptions works to increase capacity building among the aging and disability networks when it comes to emergency planning. A member of the AgeOptions Advisory Council is working with AgeOptions planning staff to promote a fire safety routine to be utilized by first responders when they engage with senior community members.

Senior Health Assistance Program (SHAP) and Medicare Improvements for Patients and Providers Act (MIPPA)

Funded by Illinois General Revenue Fund, Tobacco Settlement Funds, Administration for Community Living (ACL) and Centers for Medicare and Medicaid Services

AgeOptions coordinates an area-wide campaign with local agencies to reach older adults and people with disabilities with information about programs that assist with the cost of prescription medications. These programs include Medicare Part D, Low Income Subsidy (“Extra Help”), Patient Assistance Programs and Medicare Savings Programs. SHAP also includes assistance with enrollment into the Benefit Access Program that assists with transportation costs such as Seniors Ride Free, People with Disabilities Ride Free and the license plate sticker discount. Staff at AgeOptions and local community partner agencies conduct outreach, community education and provide one-on-one assistance to older adults applying for all of the above-mentioned programs. SHAP is a mainstay of consumer assistance to identify the best prescription plan

possible, to meet deadlines for applying and to assure annual confirmation that a person's plan will cover their prescription.

SHAP is integrated into the Aging and Disability Resource Network (ADRN), which is comprised of Information and Assistance, Options Counseling and SHAP. All agencies that serve under the Aging Disability Resource Network (ADRN) designation are Senior Health Insurance Program (SHIP) sites. Funding through the Medicare Improvements for Patients and Providers Act (MIPPA) will allow AgeOptions and the Aging Disability Resource Network (ADRN) sites that provide SHAP services to promote Medicare Part B Prevention and Wellness benefits to consumers, caregivers and professionals in suburban Cook County by conducting presentations and disseminating written materials.

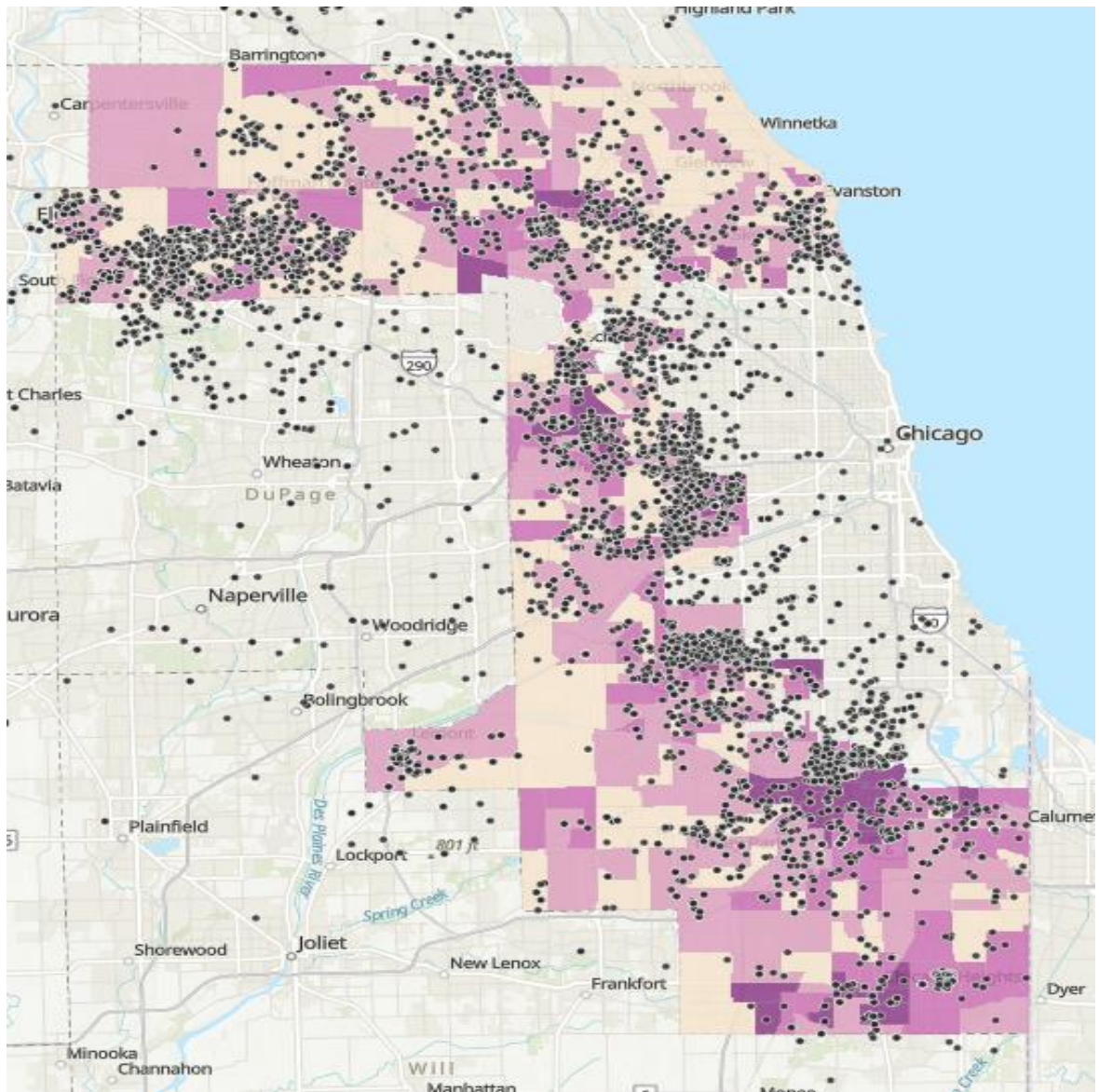
Nutrition Services

Funded by Title III-C of the Older Americans Act, Nutrition Services Incentive Program and Illinois General Revenue Fund for Home Delivered Meals



- **Congregate Nutrition Services:** AgeOptions funds community dining options, often referred to as “congregate meals”, at a variety of locations throughout suburban Cook County. Of these congregate sites, seven offer “ethnic” meals to serve a specific cultural community. All sites offer freshly served, balanced hot meals, education and information on benefits, plus social engagement and activities.

From preliminary research in our Comprehensive Community Needs Assessment, the chart below shows where our congregate dining program participants reside in suburban Cook County.



- **Home Delivered Meals Services:** Provide nutritious meals to older adults who are homebound and unable to shop for groceries or prepare meals on their own. At most home delivered meal programs, volunteers deliver lunchtime meals daily and conduct wellness checks to ensure client safety. We now offer therapeutic diets such as diabetic, gluten free and renal meals throughout our service area. In addition, two programs offer “ethnic” home delivered meals to serve a specific cultural community. [Note that AgeOptions funds Home Delivered Meals in all townships of suburban Cook County except for Barrington; the Barrington Area Council on Aging provides the “Barrington Area Meals with Wheels” program without Title III funding.] Currently, there are no waiting lists for home delivered meals.

- **Emergency Shelf-Stable Meals:** These are provided to all congregate and home-delivered meal clients to ensure each participant has a minimum of five days of shelf stable meals in the event of emergencies, weather-related conditions, pandemics, or civil unrest that would prevent the delivery of their home delivered meals or attendance at congregate meal sites. These meals meet 1/3 of the current Dietary reference Intakes (DRIs). These meals have a six-month shelf life and will be distributed to participants twice a year. Grantee will communicate to participants as to when they should consume an emergency meal. When Grantee has called for three days' worth of meals to be consumed, Grantee will communicate to AgeOptions so that the meals may be replenished.
- **Grocery Delivery:** AgeOptions began bi-monthly deliveries of groceries in mid-FY20. The program targets home-bound clients who are able to and interested in cooking for themselves. The program has proven very popular, cost effective and adaptable to population preferences. This led AgeOptions to seek a three-year grant from the Administration for Community Living to explore how home-delivered groceries could become a sustainable program supported by the Older Americans Act. We are continuing the program as a pilot project under three-year grant.
- **Senior Farmers Market Nutrition Program Coupons:** AgeOptions works with the Illinois Department on Aging (IDoA) and community organizations to distribute Seniors Farmers Market Nutrition Program coupons during the summer months. These coupons can be redeemed by older adults for \$25 worth of fresh produce and fruit at participating local farmers markets.

For FY 2023, AgeOptions will continue our focus to encourage sufficient funds to cover growing need for special diets, ethnic meals, and second and weekend meals.

Health Promotion and Disease Prevention

Funded by Title III-D of the Older Americans Act

AgeOptions will continue to fund a Countywide Health Promotion Coordinator agency which will deliver evidence-based self-management programming such as Take Charge of your Health and Take Charge of Your Diabetes (& Diabetes Plus), Take Charge of Your Pain, Cancer Thriving and Surviving as well as fall prevention programming such as A Matter of Balance, Tai Chi for Arthritis for Arthritis and Falls Prevention, and the Fit and Strong! Program.

The Countywide Health Promotion staff will work with AgeOptions direct service waiver program which provides information and self-management skills for older adults with ongoing conditions and their caregivers using the evidence-based Chronic Disease Self-Management model created by Stanford University.

Caregiver Support Program / Relatives Raising Children

Funded by Title III-E of the Older Americans Act and General Revenue Funds

The National Family Caregiver Support Program serves family and friends who care for persons aged 60 and over or people with Alzheimer's disease (or a related disorder with

neurological or organic brain dysfunction) at any age. The program also provides support to grandparents and other non-parent relatives over the age of 55 who are caring for children under 19 or adults 19-59 years old with a disability. The Caregiver Support Program encompasses the following:

- AgeOptions supports and coordinates counseling, outreach, respite, education and training, support groups, gap-filling services and legal assistance.
- Expands use of funds to provide respite services.
- AgeOptions mandates that all designated Caregiver Resource Centers utilize the Tailored Caregiver Assessment and Referral (TCARE) tool as the standardized assessment for caregiver clients.
- The AgeOptions Caregiver Programs Coordinator assists Caregiver Specialists at designated Caregiver Resource Centers countywide and reaches out to the community to increase awareness of caregiver programs.
- AgeOptions has consultants to provide additional training and education programs such as legal support or how to use assistive technology devices. We continue to explore providing additional trainings on “hands on” caregiving issues. As State of Illinois General Revenue Funds continue to be available, AgeOptions and Caregiver Resource Centers provide additional gap-filling services to assist relatives raising children and caregivers of those with Alzheimer’s disease and Related Disorders (ARD).
- AgeOptions continues to support interdisciplinary caregiver work through Caregiver Collaborative meetings

Continuation of new programming: The recent Governor’s Budget message included funding for Alzheimer’s Disease and Related Disorders. AgeOptions will continue to use these funds in two ways: First, we will require Caregiver Resource Centers to be trained-in and provide annual Savvy Caregiver and/or Stress Busting for Family Caregivers, both evidence based workshop series. Second, Caregiver Resource Centers will have added funding to provide gap filling for people with Dementia and their caregivers; provide respite services and increase the availability of TCARE assessments.

Special note regarding caregiver services: AgeOptions has spearheaded and plans to continue efforts in FY 2023 to expand caregiver assessments through the use of TCARE, a proven tool to assess the needs of the caregiver rather than focus on the care receiver. Through a series of questions, the TCARE assessment tool identifies the specific drivers of the caregiver’s distress. With the stressors identified, an individualized care plan is created to help the caregiver feel more equipped to manage their role and identify of the caregiver. Interventions such as counseling, support groups and respite are put in place to manage stressors and prevent caregiver burnout. These services are offered through our current 10 Caregiver Resource Centers.

In FY 2022, AgeOptions staff was a participant in a statewide team supported by a grant from the National Academy for State Health Policy given to the Illinois Department on Aging. An outcome of this grant is the expansion statewide to 12 out of the 13 Area Agencies on Aging using TCARE and a statewide caregiving brochure that will be available in FY 2023. Additionally, as mentioned under our advocacy efforts, Illinois will see in FY 2023 a statewide Caregiver Coalition in operation that began in FY 2022.

Long Term Care Ombudsman Program

Funded by Title VII of the Older Americans Act

The Long-Term Care Ombudsman Program advocates for and on behalf of facility residents ages 60 and older and adults 18-59 with disabilities. The Ombudsman Program promotes quality of life for long-term care residents of nursing facilities by:

- Resolving resident and family complaints as well as systemic advocacy
- Promoting individualized care
- Promotion and cultivation of best practices
- Promotion of family and community involvement in long-term care facilities
- Outlining resident rights
- Conducting community education regarding the role of the Ombudsman Program
- Supporting the development of resident and family councils
- Providing a regular presence in long-term care facilities

AgeOptions attends the Quarterly Regional Ombudsman Meetings and provides technical assistance to Regional Ombudsman. AgeOptions distributes written materials and conducts presentations in the community, as well as refers complaints to the appropriate Regional Ombudsmen or to similarly appropriate resources.

Adult Protective Services Program

Illinois General Revenue Fund

The Adult Protective Services Act (APS) went into effect on July 1st, 2013. It expanded the Elder Abuse and Neglect program to include investigation of reported cases of abuse, neglect and exploitation for individuals with disabilities ages 18-59. In addition, the APS Act was amended on July 1, 2018 to include investigations of reported self-neglect. A Request for Proposal (RFP) is in process with planned designations for FY 2023 beginning October 1, 2022 running through June 30, 2023. At that time, two year extensions will become available. AgeOptions is currently working with the Illinois Department on Aging on APS procurement.

Specially trained case managers at nine (9) local Adult Protective Services Provider Agencies:

- Receive and respond to reports of adult protective services abuse, neglect, self-neglect, and exploitation
- Provide investigation, intervention and follow up services to victims through partnerships with local law enforcement and service agencies
- Help resolve problems between victims and their substantiated abuser(s), including appropriate service plans to aid individuals in need
- Provide appropriate follow up services through the use of Emergency Intervention Service (EIS) funds
- Organize, conduct and participate in eight multidisciplinary Team meetings per calendar year
- Receive and respond to Suspicious Death Reports

Adult Protective Services includes the following:

- **24/7 Adult Protective Services Hotline:** APS agencies provide 24/7 coverage. Each designated Adult Protective Services Agency created a plan to receive and respond to reports of alleged or suspected abuse or neglect in which an eligible adult is at risk for injury or death, at any time such a report is received, including after normal business hours and on weekends and holidays.
- **Abuse Fatality Review Teams:** AgeOptions coordinates the Suburban Cook County Fatality Review Team (FRT), as required by the Department on Aging. A FRT's purpose is to conduct reviews of adult deaths who were "at risk" because of abusive actions in their homes. This will assist local agencies in identifying and reviewing suspicious deaths of adult victims of alleged, suspected or substantiated abuse or neglect in domestic living situations. The team will also facilitate communications between officials responsible for autopsies and inquests and persons involved in reporting or investigating alleged or suspected cases of abuse, neglect or financial exploitation of at-risk adults and persons involved in providing services to at-risk adults. This multi-disciplinary team meeting reviews cases and may produce actions to ameliorate the negative findings witnessed in the case study, but also bring forth formal recommendations to reevaluate policy, procedures, and standards as performed in the field at local and state levels.

Community Care Program (CCP) / Comprehensive Care Coordination

AgeOptions uses Systems Development Funding to support the Illinois Department on Aging's administration of the Community Care Program (CCP). CCP provides in-home and community-based services to eligible Illinois seniors, age 60 and over with limited assets and assessed need for long term care. The services under CCP are aimed at assisting seniors to maintain their independence, provide cost effective alternatives to nursing home placement and support the ability to age-in-place. Services include Adult Day Care, Automated Medication Dispensers, Emergency Home Response and In-home services provided by home care workers.

As part of the Systems Development grant, AgeOptions provides on-site certification of agencies applying to be CCP vendors for Adult Day Care and home care services on behalf of IDOA under the All Willing and Qualified (AWAQ) procurement provisions.

Projected Number of Persons to be served by AgeOptions' Units and Clients by Service

| Older Americans Act and General Revenue Funded Services (does not include ARPA) | Projected FY 23 units | Projected Clients for FY 23 |
|---|-----------------------|-----------------------------|
| Social Services (Title III-B) | | |
| ADRN/Information & Assistance | 193,867 | 75,000 |
| ADRN/Options Counseling Age 60 and over | 1,200 | 350 |
| ADRN/Options Counseling Age 59 and under | 25 | 14 |
| Chore Housekeeping | 25,000 | 1,000 |
| Education | 4,800 | 1,000 |
| Friendly Visiting (not funded with Title III) | | |
| Housing Assistance (not funded with Title III) | | |
| Legal Assistance | 3,274 | 430 |
| Home Repair | 267 | 200 |
| Recreation | | |
| Respite | 3,800 | 144 |
| Senior Center | | 3,000 |
| Senior Opportunity & Services | 2,000 | 500 |
| Targeting to Culturally and Linguistically Isolated | 13,123 | 4,000 |
| Telephone Reassurance (not funded with Title III) | | |
| Transportation | 22,600 | 1,112 |
| Caregiver Support Services (Title III-E) | | |
| Counseling for Caregivers | 7,500 | 1,800 |
| Counseling for Grandparents Raising Grandchildren | 242 | 100 |
| Gap-filling 60+ caregivers | 50 | 50 |
| Gap-filling Alzheimer's Disease and Related Disorders (ADRD) | 100 | 100 |
| Legal Assistance Relatives Raising Children | 482 | 62 |
| One on One Outreach | 1,378 | 1,242 |
| Respite using 3e funds | 15,000 | 400 |
| Support Groups for Caregivers | 1,338 | 350 |
| Support Groups for Grandparents Raising Grandchildren | 216 | 50 |
| Training and Education provided by Consultants | 250 | 60 |
| Training and Education for Alzheimer's Disease and Related Disorders | 788 | 470 |

| | | |
|--|---|--------|
| Training and Education provided by CRC | 856 | 442 |
| Training and Education for GRG | 68 | 16 |
| Long Term Care Ombudsman Service | | |
| Ombudsman | Data is reported directly to Illinois Department on Aging | |
| Nutrition Services (Title III-C) | | |
| Congregate Meals (“to go” meals counted under HDM during pandemic) | 200,000 | 16,818 |
| Home Delivered Meals | 1,800,000 | 4,749 |
| Health Promotion/Disease Prevention Title III-D | | |
| Health Promotion | 2,931 | 700 |
| Title VII I-Team | | |
| APS Interdisciplinary teams | | |

Description of AgeOptions Administrative and Direct Services - Funding of Grants and Services

There are three components to AgeOptions grantee’s funding:

- 1. Funds provided by AgeOptions:**
 - Federal Older Americans Act
 - State General Revenue Funds
- 2. Funds “matched” by the Grantee:**

Local Cash: includes funding from non-federal sources such as organizations, municipalities, townships, United Ways, etc., that provide direct support for service costs.

In-kind: includes the value of property or services that benefit a grant-supported service and are contributed by non-federal parties.

- 3. Funds provided by the Clients:** includes client contributions that are made toward the cost of the received service.

How AgeOptions Receives Funds

AgeOptions receives allocations of both state and federal funding through the Illinois Department on Aging (IDoA). Funds for programs under Titles III-B Supportive Services, III-C1 Congregate Meals, III-C2 Home Delivered Meals, III-E Caregiver, and Illinois General Revenue Funding for community-based services and home delivered meals are allocated to the Area Agencies on Aging by the Illinois Department on Aging using a weighted, population-based formula. The Department reviews the formula every three years prior to the submittal of a new State Plan on Aging. These funding levels are subject to change.

Specific factors used in the IDoA formula include the number of people in each Planning and Service Area (PSA) represented by each Area Agency:

- Over the age of 60 (41% of funding)
- Over the age of 75 (7.5% of funding)
- 60 + racially/ethnically diverse (10% of funding)
- 60 + in poverty (25% of funding)
- 60 + living alone (7.5%)
- 60 + rural (9% of funding)

Other programs are funded using these factors:

- Ombudsman Program (number of licensed long term care beds and facilities)
- Title III-D Health Promotion (the percent the 60+ population is of the total population and the share of 60+ population in poverty)
- Title VII Elder Abuse and Neglect (number of assigned Multi-Disciplinary Teams)
- Community-Based Services General Revenue Fund (fixed and weighted allocations)
- Senior Health Assistance Program (base plus Medicare recipients)
- Nutrition Services Incentive Program (based on the meals served in the prior fiscal year and the national level of funding available)
- Special or one-time only funds (such as the Illinois General Revenue Funds for gap-filling services for grandparents of any age)

How AgeOptions Distributes Funds

AgeOptions uses a population-based funding formula to determine the maximum available dollars to each area in suburban Cook County for Supportive Services (Title III-B) and Caregiver Services (Title III-E). The factors and weights of AgeOptions funding formula remain the same as previous years:

| Factor | Weight |
|---------------------------------|---------------|
| 60+ | 30% |
| 65+ 124% poverty | 35% |
| 60+ Racially/Ethnically Diverse | 15% |
| 75+ | 10% |
| 60+ living alone | 10% |
| TOTAL | 100% |

Funds are distributed using the formula for each of the 30 townships (with North and South Proviso broken into two areas) in suburban Cook County.

How AgeOptions Funds are Matched by Local Resources

Local agencies support the delivery through local cash, in-kind and contributions that represent a match to state and federal funding.

- **Local Cash**: includes funding from non-federal sources such as organizations, municipalities, townships, United Ways, etc., that provide direct support for service costs.
- **In-kind**: includes the value of property or services that benefit a grant-supported service and are contributed by non-federal parties.
- **Contributions**: includes client contributions that are made toward the cost of the received service.

AgeOptions Procurement Process

AgeOptions maintains a list of organization interested in receiving notices of funding opportunities/Requests for Proposals (RFP). AgeOptions issues Requests for Proposals approximately every three to four years and administers an application or letter of intent process to identify agencies to receive Older Americans Act and State of Illinois funds to provide services. AgeOptions may issue Request for Proposals for the following services and time periods. Note: Each grantee will receive up to a one year award and depending on performance, AgeOptions may offer 2-3 one-year extensions:

| Programs | RFP Issued | Date for Service to Begin | Estimated Time Period |
|---|--|----------------------------------|------------------------------|
| Nutrition | Winter 2024 | October 1, 2024 | FY 25-27 |
| Supportive Services (Title III-B), Health Promotion and Disease Prevention (Title III-D), Caregiver Support Program (Title III-E), and Senior Health Assistance Program/MIPPA (SHAP), | Winter 2023 | October 1, 2023 | FY 24-26 |
| Care Coordination Unit | To be determined. AgeOptions will work in conjunction with IDOA. | | |
| Long Term Care Ombudsman Adult Protective Services | Done in conjunction with IDOA. | October 1, 2022 | FY 23-26 |

National and State Issues Impacting Fiscal Year 2023

Funding

Source: Advancing States and the Illinois Partners for Human Services presentations to the AgeOptions Advocacy Task Force Meeting on April 21, 2022

Federal Policy Update:

At the time of writing this Public Information Document, there is a proposed federal FY 2023 budget. AgeOptions remains optimistic. However the President's budget may not pass as proposed. As a result, AgeOptions is sharing the final appropriations for the FY 2022 federal budget. They are as follows:

- \$15 million increase for Home and Delivered Meals (OAA Title III C 2) \$291.34 million;
- Level funding Congregate Meals (OAA Title III C 1) - \$515.34 million;
- Additional \$1 million for Long-term Care Ombudsman program (OAA Title VII) – 19.95 million;
- Additional \$1 million for Elder Rights Support Activities - \$18.87 million;
- \$118.1 for Independent Living programs, which represent an additional \$2 million from FY 2021 levels:
- An increase of \$1 million for Assistive Technology programs, for a total of \$38.5 million; and
- A total of \$116.4 million for the National Institute on Disability, Independent Living and Rehabilitation Research (NIDLRR), which is an increase of \$4 million from FY 2021.

State of Illinois General Revenue Fund (GRF)

Governor Pritzker's FY 23 budget in relationship to the Illinois Department on Aging is as follows:

- The Illinois Department on Aging budget saw a significant increase form FY 2022 - \$198 million (13.5%) over FY 22
- Community Care Program - \$100.7 million for caseload growth and \$.70/hour rate increase starting on 1/1/23
- Adult Protective Services – \$9.3 million increase (+28% over FY 22) to expand capacity of APS through a combination of grants and new staff
- Home Delivered Meals - \$14million increase (+47% over FY 22) to cover expansion in home delivered meals, covering an additional 260,000 meals to seniors.
- Long Term Care Ombudsman - \$2.4 million increase (+10% over FY 22) to expand capacity of the LTC ombudsman program through a combination of payroll increases and conversion of some existing contract staff to full time employees.
- Family Caregiver Program – new \$4 million for the Family Caregiver Program, to provide support to family members caring for older adults.

In addition, the Illinois Department on Aging FY 2023 budget includes significant increases to address the workforce issue.

- \$14 million to fund a rate increase for Community Care Program (CCP) providers beginning January 1, 2023.
- \$100.7 million funding increase for the CCP to accommodate caseload growth and utilization, with the assistance of increased federal aid.

Budget Assumptions

AgeOptions used the following budget assumptions to estimate a funding level for FY23:

- **Title Transfers:** AgeOptions is allowed to transfer funds among three federal Older Americans Act Programs: Title III-B (Supportive Services), Title III-C1 (Congregate Meals) and Title III-C2 (Home Delivered Meals). These transfers do not affect the total funding available in suburban Cook County, but do allow some latitude in effectively planning programs as well as enable AgeOptions to maintain historical levels of service.

Since the consolidation of Supportive and Nutrition Services in 1978, AgeOptions has transferred funds from Congregate Nutrition Services to Supportive Services and Home Delivered Meals. We are requesting a waiver of the 20% transfer cap between Title III-C1 to Title III-B from the Illinois Department on Aging. The requested transfer for FY22 is \$913,557 from Congregate Nutrition Services (C1) to Supportive Services (3B). This is the same level of transfer as previous fiscal years.

- **Budget by Title:** All budgets were based on the Illinois Department on Aging (IDOA) draft allocations released April 7, 2023. The Title III-B Ombudsman, Title III-B Community Based, Title III-C1 Congregate, Title III-C2 Home Delivered, Title III-D Health Promotion, Title III-E Caregiver, Title VII APS, Title VII Ombudsman and NSIP were based on the actual FY 2021 awards from the Administration for Community Living to IDOA. The State General Revenue Allocations are based on the Governor's **proposed** FY 2023 budget for IDOA. These allocation amounts may change as the final FY 2023 state budget is negotiated and enacted. The MIPPA for ADRN was estimated at FY 22 levels. Long Term Care Provider Fund for Ombudsman was based on FY 22 levels and IDOA projects that they will increase this fund to replace reduced federal funding.

Estimated AgeOptions Funding by Service

How AgeOptions will Administer Increased or Decreased Funding

The following section outlines how AgeOptions proposes to administer increases and decreases in funding for the following programs: Title III-C1 Congregate Meals and Title III-C2 Home Delivered Meals.*

- **Increased Funding:** AgeOptions will determine the amount of funds to be made available for Congregate and Home Delivered Meals either by service area, by demand and/or for targeted populations, using the following in awarding funds.
 - Expand special diet, ethnic, shelf stable, weekend/and or second meals and/or
 - Develop new ethnic Congregate Meal sites
 - Provide Targeted demonstration funding
 - Allow Grantees to submit formal requests and rationale to expand current services within the amounts determined available by AgeOptions. Decisions regarding increases shall be made after considering the rationale, overall performance and support provided to the community by the Grantee and/or
 - Develop a Request for Proposal for distribution of increased funds.

- **Decreased Funding:** If funding to the suburban Cook County region is reduced, and it is necessary to reduce Grantee award levels, AgeOptions will:
 - Redistribute funding if a grantee is not meeting productivity goals.
 - Review each grant based on service levels and/or other performance factors to assure that there will be cost effective service provision that best meets the needs of older adults.
 - Ask the assessing agencies to review the needs of clients who received meals on a short-term basis, e.g. following an illness or surgery, to determine if the meals are still necessary.
 - Review clients who have second or weekend meals to determine if other options are available to them.
 - Prioritize clients based on need and targeting factors such as low income, limited English speaking, living alone and/or minority.
 - Reduce meals in the following order - second meals, weekend meals, Monday through Friday meals and/or special diet meals.

The following section outlines how AgeOptions proposes to administer increases and decreases in funding for the following programs: Title III-B – Supportive Services, Title III-D – Health Promotion, Title III-E – Caregiver, General Revenue Funds for Community-based Services and AgeOptions Direct Service funding and AgeOptions Administration funding.*

- **Increased Funding:** If there is an increase in available funding, based on the level of increase, AgeOptions will determine the amount of funds to be made available either by area, by service and/or for targeted populations and will use one of the following options in awarding those funds:
 - Provide Targeted demonstration funding
 - Provide proportional increases for grantees
 - Allow grantee/contractors to submit formal requests and rationale to expand current services and/or for unit rate increases within the amounts determined available by AgeOptions. Decisions regarding increases shall be made after considering the overall performance and support provided to the community by the grantee/contractor.
 - Develop a Request for Proposal for distribution of increased funds.

- Decreased Funding: If funding is reduced to the suburban Cook County region during a grant or contract year, and it is necessary to reduce grantee award levels, AgeOptions will determine a reduction strategy that may reduce funding to each area on a straight percentage basis, or reduce or eliminate services that are deemed to not be effectively delivered upon such a reduction of funds. AgeOptions reserves the right to establish new criteria for reductions for each extension year.

*Due to unpredictable changes in the local, national and worldwide environment AgeOptions cannot use its funding formula at all times.

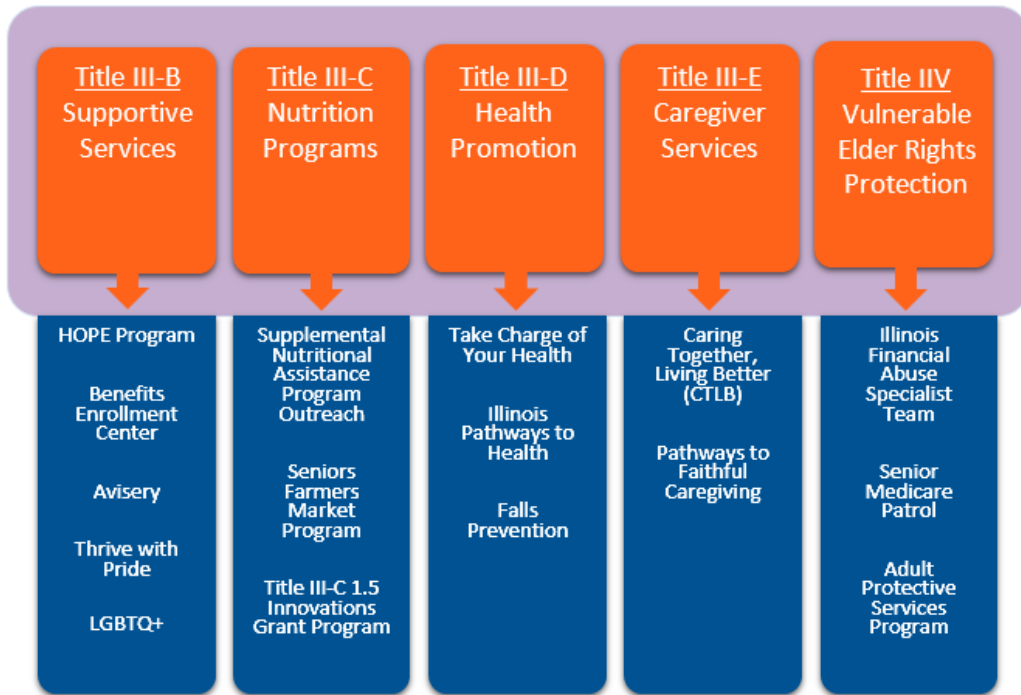
The following section outlines how AgeOptions proposes to administer increases and decreases in funding for the following programs: Title VII - Adult Protective Services, Title VII- Long Term Care Ombudsman:

- Increased Funding: If there is an increase in available funding, AgeOptions will provide proportional increases for grantees.
- Decreased Funding: If funding is reduced to the suburban Cook County region during a grant or contract year, and it is necessary to reduce grantee award levels, AgeOptions apply proportional decreases to grantees. AgeOptions reserves the right to establish new criteria for reductions for each extension year.

Information on Funding Possibilities

While AgeOptions main sources of funding are the federal Older Americans Act and Illinois General Revenue Funds, AgeOptions has made progress in securing grant funds from sources other than the Older Americans Act to enhance current programs and develop new programs. AgeOptions has a variety of innovative programs that respond to the rich diversity of our communities. In addition, AgeOptions Board has a Resource Development Committee and is working to expand fee for service programs related to our non-Older Americans Act programs.

AgeOptions Signature Programs



The Older Americans Act Programs are not equally funded, but their importance is significant and are considered the foundation for all aging services in our region. The associated boxes are

the activities AgeOptions has adopted to assure that our region is doing all we can do to bring services to older persons. The chart below shows how AgeOptions signature programs augment the Title III and Title IIV programs under the Older Americans Act.

Administrative Funds

Administrative Direct Service Activities

The Older Americans Act restricts Agency administration costs to 10% of the Title III allocation and permits Area Agencies on Aging to provide “administratively related direct services” of Advocacy, Coordination, and Program Development. For FY23, the Illinois Department on Aging caps AgeOptions use of “Administratively related direct services” at \$3,130,683. The AgeOptions allocation for Title III administratively related direct service is \$1,297,205 and is 41% of the maximum cap for FY23 set by the Illinois Department on Aging for administratively direct services

For FY23, AgeOptions is allocating for Title III-B Administrative Related Direct Service, which includes Advocacy \$360,664; Coordination \$269,741; and Program Development \$774,788.

American Rescue Plan Act (ARPA) Funds

From October 1, 2021 through September 30, 2024, AgeOptions received \$9,878,235 in ARPA funds. These funds are being distributed with: \$9,454,732 to enhance Older Americans Act Title III funding by designating \$3,112,696 for Title III B, \$2,030,019 for Title III C 1, \$3,045,029 for Title III C 2, \$298,537 for Title III D, \$968,451 for Title III E, \$83,465 For Title VII Ombudsman and \$340,038 for Vaccinations under Title III B. AgeOptions efforts for the use of these funds are being guided by our commitment and initiatives to reach older adults who are socially isolated, persons of color and low-income communities.

Direct Services

Information and Assistance: AgeOptions provides Title III-B and E Information and Assistance responding to the necessity for a central access point to services in suburban Cook County. Negotiating the service system in an area comprised of 30 townships, 130 municipalities and hundreds of providers can be very confusing for an older person or a concerned loved one. The direct service funding for Information and Assistance supports staff at AgeOptions in responding to callers and walk-in clients and through email; maintaining and distributing a wide variety of informational and educational materials; providing technical support to funded partners. AgeOptions maintains a staff person who is a certified Information and Assistance Specialist for Aging and Disabilities (CIRS A/D).

The funding also supports part of the cost of maintaining a computerized resource inventory.

AgeOptions is allocating \$247,667 for Title III-B Information and Assistance and \$30,329 for Title III-E Information and Assistance. We project providing 5,000 units of service to 4,200 clients for III-B and III-E Information and Assistance. AgeOptions uses iCarol, to house our information and assistance resource directory. The iCarol system includes a public resource directory that will be available on our website and we have added the ability to chat with Internet inquiries. In recognition that consumers are increasingly searching online to locate resources, this feature will increase ability to self-serve while also ensuring the information they are receiving has been maintained by a trusted source. We will be adapting new ways to draw in consumers to speak with information & assistance specialists to ensure they are connected to the full range of services available. For example, our updated website increased the visibility on each page to connect help seekers with information and assistance services. In addition, we will be adding an Information and Assistance staff person who is part of our Avisery team and will be dedicated to providing information for people about Medicare and Medicaid and will serve as a subject matter expert for SHIP, SHAP and Information and Assistance Staff.

Health Promotion and Disease Prevention: AgeOptions is requesting a direct service waiver to provide Title III-D Health Promotion and Disease Prevention services through our Illinois Pathways to Health platform which include Take Charge of Your Health

(CDSMP), Take Charge of your Diabetes (DSMP), Take Charge of your Pain (CPSMP) and falls prevention programming to include A Matter of Balance (MOB), Tai Chi for Arthritis and Bingocize. For 18 years, AgeOptions has taken a lead on providing the evidence-based Chronic Disease and Diabetes Self-Management program as well as the Spanish-language Tomando Control de su Salud and Tomando Control de se Diabetes throughout suburban Cook County. In 2019, AgeOptions received an ACL grant to add fall prevention programming to our suite of offerings and 2022 received another ACL grant to expand our programming.

AgeOptions is a leader in the delivery of evidence-based programs. For example, AgeOptions has been awarded its third ACL CDSME grant to increase the offerings of CDSMP and DSMP across the state and sustain efforts with innovative funding arrangements with health care providers and other entities. AgeOptions has also received an ACL Falls-Prevention Grant. Our website, ilpathwaystohealth.org, has become the go-to location to showcase statewide evidence-based programming including the Matter of Balance program and Wellness Recovery Action Plan (WRAP) for Seniors.

As a result of prior grants and activities, AgeOptions has trained a network of workshop facilitators who implement the Take Charge of Your Health and Take Charge of Your Diabetes programs (CDSMP & DSMP) throughout suburban Cook County. AgeOptions works with this network of facilitators (comprised of volunteers and professionals) to ensure fidelity is maintained at each workshop. Each facilitator is also provided technical assistance regarding marketing and outreach to maximize recruitment of participants.

The direct service funding for Health Promotion and Disease Prevention supports staff at AgeOptions to coordinate the Take Charge of Your Health/Diabetes programs (including full compliance with Self-Management Resource Center's program guidelines); provide expert training and technical assistance to workshop facilitators; collaborate with local partners; facilitate Take Charge of Your Health/Diabetes and falls prevention workshops such as Matter of Balance and Healthy Steps in Motion; and expand outreach efforts to engage diverse groups of older adults throughout suburban Cook County. AgeOptions will leverage the Title III-D funds in order to provide a larger program with community and voluntary resources.

AgeOptions is requesting a direct service waiver of \$74,363 from Title III-D to support Take Charge of Your Health programs as well as to provide coordination and publicity of all Title III-D activities in suburban Cook County. We project providing 735 units of service to 150 clients for Health Promotion and Disease Prevention.

COVID Vaccinations: A discussion of these past two years and what may be in store for FY 2023 would not be complete without a specific mention of COVID. AgeOptions with engaged partners held vaccination clinics in FY 2021 and 2022. Also, in FY 2022, an emphasis was made to reach the hard-to-serve and persons socially isolated through a home vaccine program. Data as discussed in other sections of the Public Information Document illuminate the continued need. While suburban Cook County numbers of initial vaccinations is good, many older adults have not yet received follow-

up vaccinations. For FY 2023, AgeOptions plans to continue our home vaccination program and monitor through collaboration with the Cook County Department of Public Health to what appears to be an on-going challenge.

Additional AgeOptions Programs

Benefits Enrollment Center: The National Council on Aging awarded AgeOptions funding for two projects that sustain the Benefit Enrollment Center (BEC) and Senior Supplemental Nutrition Assistance Program Enrollment Initiative. The BEC offers person centered counseling to find, screen and enroll both seniors and persons with disabilities who have limited income and resources into available benefit programs. The primary focus is on the following programs: Medicare Part D Extra Help (or Low-Income Subsidy, LIS), Medicare Savings Programs (MSP), Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Low-Income Home Energy Assistance (LIHEAP).

Senior Supplemental Nutrition Assistance Program (SNAP) Enrollment Initiative: The National Council on Aging awarded AgeOptions funding through the Walmart Foundation for a project that addresses food insecurity among older adults by providing outreach and enrollment assistance into the Supplemental Nutrition Assistance Program (SNAP). The primary focus is on increasing the number of older adults enrolled in SNAP. This funding is used in conjunction with the BEC funding to provide comprehensive benefits outreach and assistance to older adults and individuals with disabilities.

Caring Together, Living Better (CTLB): Caring Together, Living Better focuses on the development of partnerships between faith-based and community organizations to build on caregiver support services already provided through the National Family Caregiver Support Program in the Older Americans Act. Caring Together, Living Better connects difficult to reach caregivers to these services through the faith community and community partners. With the support of the RRF Foundation for Aging, Healthy Communities Foundation, the Westlake Health Foundation, and now the CARES Act of 2020 there are currently 6 partners serving the west suburban communities of Bellwood, Berwyn, Cicero, Maywood, and Melrose Park. Our partners provide volunteer-based caregiver education and support programs including three churches with large African American congregations, one church with both African-American and Latino congregants, and two Latino social service organizations.

Caring Together, Living Better (CTLB) was founded in 2009 by AgeOptions with Weinberg Foundation funding in partnership with South Suburban Senior Services of Catholic Charities, Metropolitan Family Services Southwest and CJE SeniorLife. During its first three years, CTLB provided approximately 241 caregivers of older adults with 3,273 units of volunteer-based services including training and support groups, home-delivered meals, transportation and respite care. Most of the south suburban church-based volunteer programs continue to operate although the south suburban grant funding has ended. Due to overwhelming success in supporting local caregivers, these

programs have become embedded in their organizations and communities and are supported through individual donations, fundraisers, township contributions and other methods. The west suburban replication of CTLB started in 2013, and in fiscal year 2020 alone, served over 3,000 west suburban caregivers and family members, a significant increase from prior years due to high need brought about by the COVID-19 pandemic.

In addition to the volunteer-based services for caregivers, AgeOptions worked with the CTLB Leadership Council to develop programming to reduce social isolation for caregivers and older adult family members during the pandemic. Partners hosted Zoom events to bring people together virtually which focused on activities such as music therapy, chair yoga, and more. Some partners also hosted meal and care package pickup events and COVID-19 testing events in response to increased challenges during the health crisis. AgeOptions continues to strengthen the partnership between CTLB sites and our designated Caregiver Resource Centers to promote referrals and ensure that caregivers and family members that attend CTLB events know they can explore additional resources through their local Caregiver Resource Center or Aging and Disability Resource Center. A representative from the Caregiver Resource Center side of Aging Care Connections in the western suburbs and a representative from the Aging and Disability Resource Center side of Solutions for Care in the western suburbs attend our monthly CTLB Leadership Council Meetings. Each CTLB partner will work with their local Caregiver Resource Center or with an AgeOptions staff member to co-host an Evidence Based Workshop series for their caregivers including such programs as Stress Busting for Family Caregivers and Take Charge of Your Health.

Care Coordination under the Colbert and Williams Consent Decrees (HOPE):

Since late 2020, AgeOptions has served as a PRIME entity under a combined Colbert and Williams Consent Decrees' implementation plan. As a PRIME, AgeOptions together with several of our partnering Care Coordination Units are responsible for nursing home resident engagement where the resident considers transition to the community; a comprehensive assessment of the physical, behavioral and psycho-social needs and potential home and community services to meet these needs when transitioned to community residency; assistance in establishing and setting-up a community residence and follow-up and monitoring of the transitioned class member and former nursing home resident to ensure his/her health, welfare and safety. AgeOptions has branded our work as a PRIME entity, H.O.P.E. representing Home Options Path to Empowerment.

The Colbert and Williams Consent Decrees represent advocates for the rights of nursing home residents to live in the least restrictive environments in line with the 1999 federal Supreme Court Olmstead Decision. There are many residents residing in institutional settings that may have needed the care on day one of admission, find themselves continuing to reside in institutional settings. These residents could do well in the community with the support of community-based and medical and behavioral health services.

Avisery by AgeOptions: Since 1999, AgeOptions has educated professionals and consumers on how to navigate the various health care coverage options available to

older adults. As state and federal governments have sought to increase consumer choice and control health care costs, it has become increasingly difficult for older adults to make informed choices about the insurance options that best meets their needs. While cost is a factor to consider, consumers also need information about: 1) whether current health care providers are in-network; 2) whether medications are covered; 3) deadlines for enrolling in different coverage; and 4) eligibility for financial assistance programs to help cover out-of-pocket costs. The frequent introduction of new health insurance plans and revisions to existing policies adds levels of complexity to the public health insurance benefits system.

To help them make the right choices, older adults rely on health insurance counselors and other professionals in aging services organizations for support. Avisery by AgeOptions provides education, training, and technical assistance to these professionals, enabling them to help their clients access affordable healthcare coverage that allows them to thrive as they age. Avisery provides this impartial education to professionals through various avenues, including trainings, webinars, technical assistance, and informational email alerts.

Through interaction with these professionals and their clients, Avisery gathers data on unintended consequences, barriers to access, and implementation failures that plague the health benefits system. Avisery leverages its relationships with public officials, agency employees, and health plan representatives to resolve situations for individual beneficiaries. Additionally, through participation in advocacy coalitions, Avisery works towards system change at the health plan, state, and federal levels.

In order to diversify our funding and reach new populations with critical healthcare information and assistance, Avisery is utilizing our experience and expertise developed from these 19 years to provide trainings and presentations on Medicare and Medicaid to financial planners, healthcare providers, insurance companies and other for-profit entities on a fee-for-service basis. This fee for service revenue helps ensure our services are affordable and accessible to community-based entities that serve low income, vulnerable older adults and people with disabilities throughout Illinois.

Fatality Review Team: The Suburban Cook Adult Fatality Review Team examines deaths associated with suspected abuse and or neglect of adults with disabilities (ages 18-59) and older adults (ages 60+) residing in Suburban Cook County. The Illinois Adult Protective Services Act ([320 ILCS 20/15](#)) has been amended to outline the team structure and responsibilities. Meetings are coordinated by AgeOptions, occur on a quarterly basis, and adhere the Illinois Open Meetings Act. Term appointed professionals from a multitude of disciplines collaborate to review cases and then provide detailed recommendations to the Department on Aging. This approach incorporates systems-level changes to improve the public response for victims of abuse and or neglect and prevent similar outcomes in the future.

Members include the representatives from the following agencies: Cook County Medical Examiner's Office, Cook County Department of Public Health, Cook County State's Attorney Office, Cook County Office of Public Guardian, Cook County Sheriff Police

Department, Loyola University School of Nursing, , Oak Forest Fire Department, Mount Prospect Police Department, Tinley Park Police Department, Stickney Public Health District, Illinois Department on Aging, West Suburban Hospital, Suburban Access, Inc., Kenneth Young Center, Catholic Charities South Suburban, Equip for Equality, Legal Aid Chicago, Gareda Homecare, Addus Homecare and AgeOptions.

Illinois Financial Abuse Specialist Team (iFAST)

The Illinois Financial Abuse Specialist Team (iFAST) was first assembled in 2013 as a result of the upward trend in the financial exploitation of older adults. This multi-disciplinary collaboration bridges gaps between social service and community-based organizations, county and state law enforcement agencies, financial institutions, legal services and state agencies. Through the unique professional knowledge of each discipline, iFAST aims to detect, reduce, and respond to incidents of financial exploitation among vulnerable adults using a collaborative effort.

Current efforts of iFAST include:

- Building partnerships with financial institutions and other professionals that can share strategic expertise to improve investigations and the resolution of financial exploitation.
- Hosting events for professionals of various disciplines (law enforcement, banking, APS, etc.) to learn from each other and from other experts and identify ways they can better collaborate to address financial exploitation.
- Provide education on how to prevent and address scams and fraud targeting vulnerable adults through “Money Smart for Older Adults” presentations
- Inviting a financial expert to serve on the Fatality Review Team (FRT).

Conducting education sessions that train older adults in recognizing and preventing financial exploitation

Senior Medicare Patrol (SMP)/Empowering Seniors to Prevent Healthcare Fraud:

The SMP Senior Medicare Patrol (SMP) Program is a national program that empowers Medicare and Medicaid beneficiaries to prevent, detect, and report health care fraud. AgeOptions leads the Illinois SMP Program with funding from the Administration for Community Living. AgeOptions is able to reach all areas of Illinois with the SMP message by partnering with the 13 Illinois Area Agencies on Aging, White Crane Wellness Center, Catholic Charities and the Coalition of Limited English-Speaking Elderly.

Trained volunteers and staff give community presentations (in-person or virtually), outreach events/health fairs, and provide one-on-one counseling to Medicare and Medicaid recipients and caregivers on the SMP Message:

- **Protect:** Protect yourself from Medicare errors, fraud, or abuse by never giving your Medicare number to strangers who call or visit your home.
- **Detect:** Learn how to detect potential errors, fraud, or abuse by reading your Medicare Summary Notice or explanation of benefits from your insurance company.

- Report: If you suspect that you have been a target of errors, fraud, or abuse, contact the SMP Hotline at (800)699-9043 and we will return your call within 24 hours.
- If you would like a presentation on Medicare Fraud you can contact us at (800)699-1463 to schedule.

AgeOptions Nutrition Innovation – Title III C 1.5: In the fall of 2020, AgeOptions was awarded another U.S. Administration for Community Living Nutrition Innovations grant. This grant by design is to run for three years and is planned to conclude at the end of FY 2023.

For a number of years, AgeOptions noted a gap between Title III C 1 – Congregate and Title III C 2 – Home Delivered Meals. The gap between these two programs is one where there are older adults who are challenged in grocery and food pantry shopping, but have the ability and interest in cooking. The older adult may also have a home care worker under the state’s Community Care Program who could do the cooking in the older adult’s plan of care, but because of the intensity of needs of other services may not have the time to shop. This gap, AgeOptions coined as Title III 1.5 falling between the other two nutrition programs.

AgeOptions proposed a program that the older adult provided with fresh fruits and vegetables, proteins and starches can create with planned menus and recipes meals to cover 21 meals per week. In addition, to recognize the diversity of our suburban communities, the meal boxes are to be targeted to an array of ethnic communities. Participants in Title III C 1.5 will also be screened for risk of social isolation and linked with resources.

AgeOptions is currently in the midst of Year 2. Year 2 is further testing leading to implementation of the program. In Year 3, we anticipate that the operations will be assumed by our engaged partners. This will occur after the emerging models of this program are well defined, eligibility standards are fully determined and a RFP is announced leading to awarding of contracts.

Through all phases of this initiative is ongoing evaluation to ensure we are meeting the federal nutrition guidelines for daily intake of food, as well as, realizing a high level of satisfaction since one of the project’s goals is to reduce food waste. It is also anticipated that this demonstration will show a cost-effective way of providing meals that is less expensive than prepared food. It is hoped that an outcome of our demonstration will be consideration to add this Title III 1.5 category as a service and funding option under the next reauthorization of the federal Older Americans Act.

Illinois Pathways to Health: AgeOptions developed and owns that statewide network hub for evidence-based health promotion programming. We offer statewide programmatic technical assistance, unified marketing materials including a website, reporting tools and one contract access to this network to health care providers and insurers and others that are interested in offering these programs to their patients/members.

AgeOptions is currently the recipient of two ACL grants to advance our statewide efforts: ACL Chronic Disease Self-Management Education (CDSME) and ACL Falls Prevention. The ACL CDSME grant was awarded to AgeOptions on 4/28/2021 as a 3-year grant.

Take Charge of Your Health Programs: Take Charge of Your Health is an interactive workshop series designed for individuals with ongoing health conditions. This evidence-based program, originally developed at Stanford University, provides information and tools to help individuals manage their health and lead active lifestyles. Workshops meet weekly for 2 ½ hours for six weeks and are led by two trained facilitators. The workshop group consists of no less than ten and no more than twenty participants. Workshop facilitators are often volunteers who have either personal or professional experience with ongoing health conditions. AgeOptions offers four versions of the program at locations throughout suburban Cook County:

- Take Charge of Your Health: Provides information and self-management skills for older adults with ongoing health conditions and their caregivers.
- Tomando Control de su Salud: A culturally adapted Spanish language version of Take Charge of Your Health for older adults with ongoing health conditions and their caregivers.
- Take Charge of Your Diabetes: Provides information and self-management skills specifically for older adults who have diabetes, are diagnosed as pre-diabetic and their caregivers.
- Take Charge of Your Diabetes - Plus: The same program as above, but with a clinical wrap-around program that includes one-on-one assessments and counseling provided by a registered dietitian. Participants must be diabetic and are required to have a physician referral.
- Tomando Control de su Diabetes: A Spanish language version of Take Charge of Your Diabetes for older adults who have diabetes, are diagnosed as pre-diabetic and their caregivers.
- Take Charge of Your Pain: This class is designed for people who have a diagnosis of chronic pain, offering strategies for dealing with their symptoms.
- Cancer: Thriving and Surviving: Provides information and self-management skills for older adults with cancer and their caregivers.
- Workplace CDSMP: A version of Take Charge of Your Health designed to be delivered at a workplace with one hour sessions

Under the ACL CDSME grant, AgeOptions will work with the Coordinated Care Alliance to offer the HomeMeds program so that Community Care Program participants will be screened for adverse drug interactions and can receive a pharmacist review of medications should the initial screening raise concern. Participants in HomeMeds will be referred to health promotion programming.

Falls Prevention Programming

- A Matter of Balance: a program that emphasizes practical strategies to reduce the fear of falling and increase activity levels of older adults

- Bingocize: a program that combines exercise and health information with the familiar game of Bingo
- Tai Chi for Arthritis and Falls Prevention: an evidence-based Tai Chi program designed to reduce the fear of falling, improve relaxation and balance and provide socialization.

AgeOptions currently provides facilitator training for organizations interested in building internal capacity for these program.

Funding for the Take Charge of Your Health Programs come from the Administration for Community Living and Title III-D direct service funding.

Memory Café Programs: In 2018, AgeOptions provided stipends to several of our Older Americans Act funded agencies to pilot 21 memory cafes throughout Suburban Cook County. AgeOptions launched the Memory Café concept to address social isolation among older people and to work towards dementia friendly communities throughout suburban Cook County. The stipend opportunities were for Congregate Meal Sites, Caregiver Resource Centers, and Targeting to Culturally and Linguistically Isolated Persons (TCLIP) Agencies to allow for a demonstration project during fiscal year 2019 with the intent that it would expand throughout our network and continue beyond fiscal year 2019. For FY2022, there are 14 active Memory Cafes. AgeOptions staff is always on the look out to develop more sites.

A memory café is a social gathering designed for people living with dementia, or another form of cognitive impairment, and their care partners to feel welcomed and engaged in their own community. The cafes focus on socialization, engaging activities, education, and entertainment. They are also designed to be spaces where caregivers can connect to a caregiver specialist from one of our Caregiver Resource Centers to learn more about resources outside of the Memory Café that may be available to them.

In response to COVID-19, all cafes transition to a virtual platform. New virtual programming was added to the docket of offerings, such as Ageless Grace, a brain and exercise health program in which AgeOptions' IPHA AmeriCorps member was trained to facilitate.

Six (6) of the 14 funded memory cafes are being implemented by an AgeOptions funded TCLIP agency, and are thus bilingual cafes to meet the needs of the communities they serve. There are memory cafes held in Spanish, Arabic, Mandarin, and Gujarati.

Programming in Libraries: As of April, 2022, AgeOptions provided stipends to 34 public libraries across Suburban Cook County. This represents an expansion of eight (8) over the previous 26. Libraries in low income and majority-minority communities were particularly targeted and encouraged to apply as part of our DEI initiative. Stipends were distributed to increase library capacity for hosting older adult programming and at least 50% of the stipend was designated for technology to help bridge the digital divide during COVID-19. In addition to expanding on technology offerings, libraries created tech-training and educational materials for older adult patrons. Libraries focused on

adapting and expanding programming that would reduce social isolation among their older adult patrons, while also connecting them to available resources within their communities, such as their local Aging and Disability Resource Center. Participating libraries were also encouraged to host AgeOptions' presentations and evidence-based programming, such as Medicare fraud prevention, benefits access, Take Charge of Your Health, and Stress Busters for Caregivers.

Thrive with Pride Cafes: AgeOptions created Thrive with Pride Cafes to combat social isolation among the LGBT+ older adults and caregiver populations. This network of community sites provides social support and vital information to the LGBT+ community. Thrive with Pride Cafes are envisioned as safe spaces for older adults and caregivers to learn more about benefits, share their stories and discuss topics that matter in a safe and affirming environment. Programming is tailored to the needs and interests of participants at each site. Thrive with Pride Cafes are made possible with funding from the Community Memorial Foundation and The Chicago Community Trust.

Uniper Care: Uniper is a virtual senior center delivered to older adults in a low-tech fashion, including their UniTV devices that transforms any television into a virtual portal. In 2020, AgeOptions began a Uniper pilot targeting low-income, socially isolated older adults and caregivers and providing Uniper subscriptions to them at no-cost. As of April 2022, AgeOptions has enrolled 244 older adults and/or caregivers in our Uniper program. Early data from this pilot shows decreases in loneliness, depression and fall risks. Uniper is designed to be socially engaging and connect users with programs and activities that engage them. For more information on Uniper, watch this video: <https://vimeo.com/515443990>

Volunteerism: AgeOptions continues to support a welcoming, flexible and creative volunteer program that effectively engages and cultivates the skills of volunteer to enhance aging services in suburban Cook County. AgeOptions uses volunteers for the SMP program, Benefits Enrollment Center, Take Charge of Your Health, fundraising, iFast, and AgeOptions Board and Advisory Council. For more information about volunteer opportunities, please call at (708)383-0258, email us at volunteer@ageoptions.org, or go to the AgeOptions website at <https://www.ageoptions.org/about-ageoptions/careers/>.

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Contact an Agency in Your Area

Services and programs are available to people with disabilities aged 18 and over and adults aged 60 and over.

| North Suburbs | | West Suburbs | | South Suburbs | |
|--|--|--|--|---|--|
| Barrington, Hanover and Wheeling Townships Catholic Charities-Northwest (847)253-5500 | | Lyons, Riverside and Norwood Townships <i>(including Brookfield and LaGrange Park)</i> Aging Care Connections (708)354-1323 | | Bloom, Bremen, Calumet, Rich and Thornton Townships South Suburban Senior Services of Catholic Charities (708)596-2222 | |
| Schaumburg and Elk Grove Townships Kenneth Young Center (847)524-8800 | | Berwyn, Cicero and Proviso Townships <i>(excluding Brookfield and LaGrange Park)</i> Solutions for Care (708)447-2448 | | Lemont, Orland, Palos and Worth Townships Pathlights (708)361-0219 | |
| Evanston and Niles Townships North Shore Senior Center- Niles (847)864-3721 | | Oak Park and River Forest Townships Oak Park Township Senior Services (708)383-8060 | | Stickney Township Stickney Township Office on Aging (708)636-8850 | |
| Maine, New Trier and Northfield Townships North Shore Senior Center- Northfield (847)784-6000 | | Leyden Township Leyden Family Services Senior Citizen Program (847)451-0330 | | | |
| Palatine Township Palatine Township Senior Citizens Council (847)991-1112 | | <p style="text-align: center;">Type in your address in referral portal to find out your agency and resources near you!: https://services.ageoptions.org/</p> | | | |
| Suburban Cook Cultural Services and Support | | | | | |
| Hispanic/Latino Communities Alivio Medical Center (773)254-1400 | | Arab American Communities Arab American Family Services (708)599-2237 | | Korean Communities Hanul Family Alliance (847)439-5195 | |
| | | | | Indo-Asian Communities Metropolitan Asian Family Services (847)824-9414 | |
| | | | | Chinese Communities Xilin Senior Services (847)607-6555 | |
| Countywide Information and Assistance | | | | | |
| Suburban Cook County AgeOptions (708)383-0258 | | City of Chicago Chicago Department of Family and Support Services - Senior Services (312)744-4016 | | Collar Counties Outside of Cook County AgeGuide (Collar counties) (800)528-2000 | |



For more information, please contact:

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(800)699-9043