



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

## **Fiscal Years 2019-2021 Area Plan on Aging**

### **Fiscal Year 2020 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's why we connect aging with options for living well.



## Fiscal Year 2020 Public Information Document

AgeOptions, the Area Agency on Aging for suburban Cook County, is conducting three Public Hearings on the suburban Cook County Area Plan on Aging for Fiscal Year 2020. 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 Amanda Wojan at (708) 383-0258 at least two days prior to the hearing. If you are unable to attend a Public Hearing or have input after a hearing, please submit your comments to [Amanda.Wojan@ageoptions.org](mailto:Amanda.Wojan@ageoptions.org) by June 3, 2019. Below are the dates and locations of the hearings:

Date	Time	Location
<b>Monday, May 20</b>	10:00-11:30 am	<b>North Riverside Public Library</b> 2400 Desplaines Ave, North Riverside, IL 60546
<b>Monday, May 20</b>	2:00-3:30 pm	<b>Chicago Ridge Public Library</b> 10400 Oxford Ave, Chicago Ridge, IL 60415
<b>Wednesday, May 22</b>	9:30-11:00 am	<b>Morton Grove Public Library</b> 6140 Lincoln Ave, Morton Grove, IL 60053

This Public Information Document summarizes the second year of the three-year AgeOptions Area Plan for Fiscal Years 2019-2021. This Public Information Document is for the reader to use as a tool to stimulate comments and questions at the Public Hearings.

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

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The AgeOptions Area Plan on Aging is a planning, management and grant award document. It encompasses service delivery plans and priority issues over a three-year period from October 1, 2019 through September 30, 2021.<sup>1</sup>

This Public Information Document provides an official summary of the proposed Area Plan on Aging for Fiscal Years 2019-2021. 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 very 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 AgeOptions will take in response to the testimonies. A full report on the above is available upon request.

## AgeOptions The Area Agency on Aging of Suburban Cook County

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### 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** for FY 2015 – 2020 includes the following vision, mission, values and diversity statement.

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

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<sup>1</sup> Fiscal Year 2019 (October 1, 2018 – September 30, 2019), FY 2020 (October 1, 2019 – September 30, 2020), FY 2021 (October 1, 2020 – September 30, 2021)

**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. This nationwide network includes the Administration on Community Living<sup>2</sup> 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), one of 13 Area Agencies on Aging in Illinois. This region is home to more than 2.5 million people.

The older adult population in suburban Cook County is rapidly growing and becoming increasingly diverse. Based on the American Community Survey 2013-2017, there are

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<sup>2</sup> The Administration on Community Living is a part of the federal Department of Health and Human Services

551,754 older adults and 275,830 caregivers<sup>2i</sup> in 130 communities. Based on Census estimates, there are 572,830 older adults in suburban Cook County (as cited by the Illinois Department on Aging). 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 161,932 individuals. A map of our service area is on page 48.

## **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, 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 our 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 over \$18 million annually in federal, state, and private funds. Approximately 86 percent of Older Americans Act and state resources support services through grants and contracts to more than 60 community-based senior service 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 2013-2017, there are **551,754 older adults** in Suburban Cook County.

#### Suburban Cook Facts! Did you Know?

- Older adults make up **21.9%** of total suburban Cook County population, an increase of 17.3% in 2000.
- **Sixteen** other states have smaller older adult populations than suburban Cook County.
- **41.4%** of suburban Cook older adults are householders that live alone.
- Today, **10.4%** of older adults in suburban Cook County are over the age of 85, up from 7% in 1990.
- Nearly **44,000** older adults in suburban Cook County live below the federal poverty level. In 2018, the federal poverty level was \$12,060 annually for a single person and \$16,240 for a family of two.
- More than **14%** of older adults speak English less than very well.

Since 2000, the population of older adults in suburban Cook County as increased by **28.3%**.



In 2000, only 1 in 7 older adults were racially or ethnically diverse. Today, nearly **1 in 3** older adults are racially or ethnically **diverse**.

#### Suburban Cook is Becoming More Diverse!

According to the most recent American Community Survey Data (2013-2017), **28.5%** of the 60+ population in suburban Cook identifies as a racial or ethnic minority:

- **13.3%** are Black or African American
- **6.9%** are Asian
- **7.6%** are Hispanic or Latino

Between 1990 and 2010, the following shifts occurred among those 60 and over in suburban Cook County:

- The Black population increased by **291%**
- The Asian population increased by **372%**
- The Latino Population increased by **560%**

# Area Plan Development

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## Planning Process

To develop the Area Plan on Aging, AgeOptions engages in a variety of activities to assess the needs of older adults, people with disabilities, caregivers, and relatives raising children. The steps and activities of the AgeOptions FY2020 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)
- Consult local experts and groups on needs and service gaps including:
  - Adult Protective Services Supervisors
  - AgeOptions Advisory Council
  - AgeOptions Advocacy Task Force
  - AgeOptions Caregiver Specialists agencies
  - AgeOptions Fatality Review Teams
  - AgeOptions Funded Partners
  - AgeOptions Information and Assistance Team
  - 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
  - Greater Chicago Food Depository Task Force
  - 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
  - Make Medicare Work Coalition
  - Nutrition Partners
  - Older Adult Services Advisory Council
  - Progress Center for Independent Living
  - Senior Medicare Patrol (SMP) partners
- Gather community and participant input including:
  - Community Forums
  - Information and Assistance calls
  - Legislative Breakfasts
  - Visits to funded partners
- Examine Updated Census Data (American Community Survey 2013-2017)
- 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**

- Conduct a unit cost analysis of services and budget rates
- Summarize collected information to identify strengths and gap.
- In the summer of 2018, AgeOptions conducted a survey of information and assistance callers. We gathered information from 117 call and 71 callers participated in the survey, a participation rate of 61%. The highest needs identified were In-home care, affordable housing, transportation, Medicare assistance and nutrition. Almost one third of callers learned of AgeOptions I&A through the Internet. In addition, we asked questions related to food insecurity and hunger. “In the last year, have you worried sometimes about not having access to enough nutritious food?” 35% of callers responded yes. Many of these callers were familiar with SNAP and food pantries, but had never heard of congregate and/or home delivered meals.

**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 2020 Needs Assessment**

AgeOptions uses the results of our needs assessment and planning process to set funding priorities and refine standards for our Request for Proposals. We will continue to use the results of our needs assessment in the development of training and resources for the network, advocacy strategies, increased collaboration and coordination, and special initiatives. During our planning process, a number of issues were presented to us that truly affect the ability to help as many older persons as possible with the available funding, examples of these challenges follow:

**1. Difficulty in Accessing or Maintaining Benefits**

- Slow or Inaccurate Bureaucratic Systems: Consumers are losing or experiencing a lapse in their benefits, unable to get through to Department of Human Services(DHS) offices, and receiving confusing letters in the

mail. DHS offices have been inundated with foot traffic, phone calls and mail.

- **Managed Care**: Clients are assigned to a Managed Care Organization (MCO) but are not be aware or understand the change. Clients often do not understand how to contact their Care Coordinator. MCOs are not assisting with Medicaid applications and redeterminations or referrals and reassessments for Home Delivered Meals; clients are experiencing a lapse in services. Care Coordination Units are not reimbursed for their assistance with MCO clients.
- **Barriers in Accessing Benefits**: Stigma and lack of knowledge are impacting older adults' access to benefits.

- 2. Housing Benefits and Access**: There is insufficient and long waitlists for affordable housing for the older adult population. Older adults may be living in housing that does not meet their needs but cannot afford to move. In addition, some communities are gentrifying and older adults are being pushed out because of the lack of affordable housing.
- 3. Transportation**: There is insufficient available and affordable transportation for older adults to access services and medical appointments within and outside of their community boundaries. Transportation can be a very untimely and costly process for an older adult. We should encourage the development of “outside of the box” solutions such as working with a Park District to use their vehicle on “off times” or partnering with companies such as Lyft and Uber to create senior-friendly ride options.
- 4. Food Insecurity**: Hunger issues for older adults are often overlooked. The minimum \$16 Supplemental Nutrition Assistance Program (SNAP) benefit is not enough to meet people’s needs; supplemental food options, like food pantries and Choice Markets, pose difficulty for those who do not know of them or have difficulties with access (i.e. transportation, inequality, etc.).
- 5. Accessibility of Mental Health Services**: There are limited resources for mental health support and services for the older adult population, especially for those who are homebound
- 6. Gaps in Accessibility of Services**: There are various needs related to the (1) affordability of healthcare services and medications, (2) education and outreach to enhance the understanding and utilization of senior services, (3) inclusive practices and language assistance to be more culturally competent, (4) funding for elder abuse programs and referral systems, and (5) collaboration between existing and non-traditional partnerships.
- 7. Increase in the Minimum Wage**—the cost of providing care in Cook County is more expensive due to the increase in minimum wage. Without a corresponding increase in funding, there will be less service available to older adults.

8. **Grant Accountability and Transparency Act (GATA)** – agencies are concerned that GATA has created expensive administrative burdens which divert limited funding to needless detailed reporting and budgeting.
  
9. **Concerns regarding slow cash flow** – agencies are concerned that state cash flow was slow in FY 2019. It is especially difficult to work to expand programs like home delivered meals when agencies are uncertain when they will receive reimbursement.

### **Changed Based on our Planning Process:**

- AgeOptions will continue to advocate for the Elderly Simplified Application Program (ESAP) to improve the SNAP application and verification process. In addition, we are advocating for changes to the Medicaid system processing
- Require our Nutrition Program agencies to increase their coordination with Farmer's Market Coupons.
- Continued 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.
- Congregate Meal sites have become hubs for information and out-posting sites for programs to increase coordination of services. In addition, we will 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 implemented 21 memory cafes across suburban Cook County to address social isolation and increase referrals to the Aging and Disability Resource Network. Eight of these 21 memory cafes are led by AgeOptions' Targeting Culturally and Linguistically Isolated Persons (TCLIP) agencies, and therefore address issues related to diversity and reaching limited English Speaking older adults.
- Through AgeOptions Food Insecurity Initiative, we will 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 AgeOptions Advocacy Task Force to advocate for a budget that protects services that are important to older adults, and other important advocacy issues such as the September 2019 Reauthorization of the Older Americans Act
- AgeOptions developed a grants portal to assist our agencies to have a management tool and easier budgeting and reporting.

# Initiative Development

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## **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 2019-2021, specifically to “Enhance Illinois’ existing community-based service delivery system to address Social Isolation among Older Adults”. AgeOptions will 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).

Loneliness and social isolation are major issues for older adults and are linked with negative physical and mental health consequences. A recent 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.*

A recent study conducted by 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 implement the Statewide Initiative during the next three fiscal years. Year Two – FY 2020 – AgeOptions will be piloting efforts that were formulated during the planning year of FY2019. Efforts include:

- **Coordination:**

- Development of an in-house AgeOptions Task Force on Social Isolation and expansion to outside organizations by the end of FY2020.
- 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.
- AgeOptions will convene a Social Isolation Summit.
- 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:**

In FY2019 -

- Implemented 21 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. AgeOptions will provide some funding in FY2020 to continue the cafes and increase the use of evidence based programming within our memory café network.
- Provided funds to increase senior focused programming in 17 libraries across suburban Cook County. AgeOptions will issue a request for Letters of Intent for additional libraries in FY2020 or provide it to libraries who have already worked with us if they have new programming ideas and have met previous goals.

Plans for FY2020 -

- Provide opportunities to increase digital literacy among older adults and utilize already existing online platforms to connect seniors, online chat rooms using conference lines and computer support groups.
- 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
- Expand outreach to nontraditional partners, such as funeral homes and hospice facilities, to educate on social isolation risk factors among older adults who have experienced loss.
- If the Social Isolation GRF funding is approved, increase our reach to the homebound older adults by issuing a Request for Letters of Intent for FY 20 programs which address social isolation such as:
  - Implementing a friendly visiting program
  - Implementing a telephone reassurance (i.e. peer telephone support) program
- If the Alzheimer's Disease and Related Disorders GRF funding is approved, require each of our funded Caregiver Resource Centers to have a staff person get trained on Savvy Caregiver and Stress Busters, two evidence based programs that provide support for family caregivers of individuals with Alzheimer's disease and Related Disorders.
- Expand the use of Bingocize throughout our network. Bingocize is an evidence based 10 week program that combines a bingo like game with exercise and health education. The program has been shown to increase older adults' functional fitness, health knowledge and social engagement.
- Expand the use of Mather LifeWay Telephone Topics. Older adults can call a toll-free number to listen to a wide range of discussions and programs including Wellness programs, Education programs, Discussion topics, Music reviews and live performances.
- AgeOptions will implement the "Wits Wisdom" developed by the University of Illinois Extension Program. The brain "exercise" program will be run by volunteers at our Congregate Meal sites and education and recreation grantees.
- Work with two communities to become a "Dementia Friendly Community".
- Continued work with our funded ethnic partners to ensure people are not socially isolated due to language barriers.

## **Local Initiative: Food Insecurity**

AgeOptions local initiative is Food Insecurity, specifically to 'increase food security and reduce hunger in older adults through partnership with cooperating organizations by coordinating efforts to provide access to food, a healthful diet, and nutrition education'.

Food insecurity is a pressing social and public health issue that varies in degree and in its effects on individuals and social groups. In Illinois, 8.6% of Illinois Seniors age 60 and older are food insecure, which means that do not have reliable access to enough affordable and nutritious food. Based on the statewide proportion, we estimate that 44,983 older adults in Suburban Cook County are food insecure<sup>ii</sup>. Food insecurity among older adults varies by ethnicity and impacts minority older adults at a greater rate: 7.3% of whites are food insecure, 17.2% of blacks, and 18.2% of Hispanics<sup>iii</sup>. The

Young-Old are at higher risk for being food insecure: 65% of food insecure seniors are under the age of 69, 39.1% of food insecure seniors are between 60 and 64 years old, and 25.6% of food insecure seniors are 65-69 years old.<sup>iv</sup> Food insecure seniors are at increased risk for chronic health conditions, even when controlling for other factors such as income<sup>v</sup>:

- 60% more likely to experience depression
- 53% more likely to report a heart attack
- 52% more likely to develop asthma
- 40% more likely to report an experience of congestive heart failure

## **AgeOptions Approach to Food Insecurity**

AgeOptions will conduct planning, service coordination, advocacy and program development activities which may include, but are not limited to the following:

- **Coordination:**

- Develop an in-house AgeOptions Task Force on Food Insecurity and then expand it to outside organizations.
- Explore the issue of food insecurity at a local level to 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.
- Convene a Food Insecurity Summit.
- Convene and attend meetings with other agencies involved with nutrition and hunger (e.g. Food is Medicine Work Group, Illinois Cook County Food Access Task Force, Illinois Commission to End Hunger Benefits Access group, etc.)
- Partner with healthcare professionals (e.g. Managed Care Organizations and hospitals) to ensure their clients have access to home delivered meals

- **Advocacy:**

- Advocate for the Elderly Simplified Application Project to simplify the SNAP process
- Continue to create an awareness campaign and lead initiatives to take action on food insecurity.

- **Program Development:**

In FY 2019 -

- Developed a closed loop referral system with two significant healthcare providers - Rush University Medical Center and Oak Street Health - to ensure eligible folks are referred to relevant support programs and services (i.e. congregate meal sites, SNAP benefits). This program will continue in FY 2020.
- Provided educational materials on how to cook healthy, low cost meals. Educated on how to read labels, address sodium concerns, and address nutrition specific health conditions. Materials were distributed at congregate meal sites and are available for use by our library partners and memory cafes.

Plans for FY2020 -

- Continue to improve access to income supports such as LIHEAP, Transportation, affordable housing, and Medicaid and Medicaid Savings Programs, so 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.
- **Outreach:**
    - Increase congregate meal site outreach by sharing information with Dialysis centers, hospitals, rehabilitation centers, 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 hospital systems to ensure that older adults learn about the Title III nutrition programs
    - Continued collaboration and education to Managed Care Organizations to educate them how to refer seniors for Congregate Meals or Home Delivered Meals. Increase SNAP outreach by targeting SNAP-eligible Home Delivered Meal Recipients with a sticker on their food that directs them to an AgeOptions representative to learn more.

## Area Agency on Aging Programs and Services

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### 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. The supportive services listed 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.

- **Education** (new if Social Isolation GRF Funding is approved): Opportunities to acquire knowledge and skills suited to interests and capabilities through formally structured, group oriented lectures or classes.
- **Friendly Visiting** (new if Social Isolation GRF Funding is approved): 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** (new if Social Isolation GRF Funding is approved): 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.

## **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***

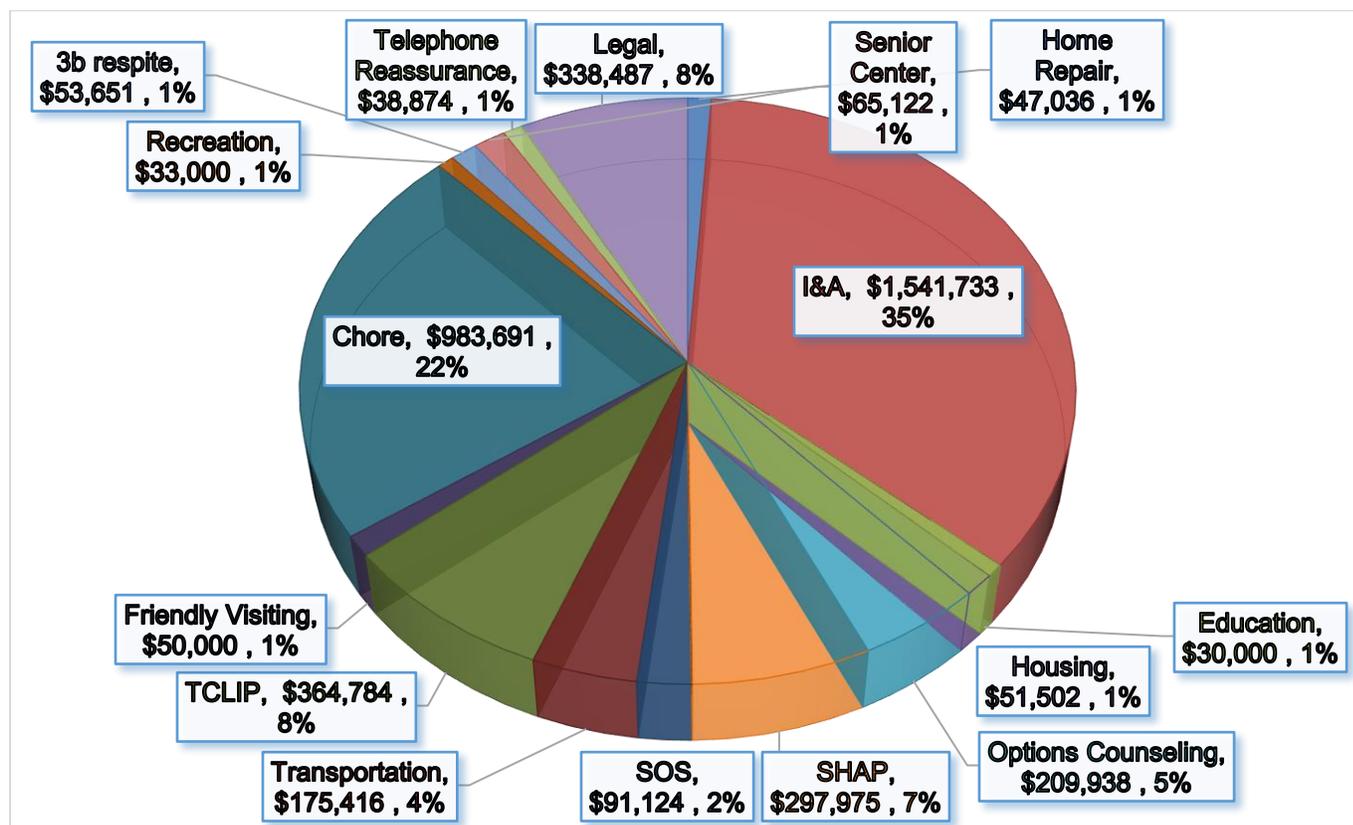
AgeOptions coordinates an area-wide campaign with local agencies to reach older adults and people with disabilities with information about programs that assist with the cost of prescription medications. These programs include Medicare Part D, Low Income

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.

### ***FY 2020 Supportive Services Funding by Service***

As seen in the pie chart (below), 54% of funding for Supportive Services in FY 2020 will be allocated to Aging and Disability Resource Networks, which includes Information and Assistance, Senior Health Assistance Program (SHAP) and Options Counseling.



## **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. These sites offer freshly served, balanced hot meals, education and information on benefits, social engagement and activities.
- **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. AgeOptions funds Home Delivered Meals in all townships except for Barrington; the Barrington Area Council on Aging provides the “Barrington Area Meals with Wheels” program without Title III funding.

For FY 2020, the Governor proposed additional home delivered meal funding. We continue to be concerned that there will be sufficient funds to cover our growing special diets, ethnic meals, second and weekend meals. Agencies are also concerned about the impact of the minimum wage increase on their salaries, salary compression and costs related to catering/food.

- **Senior Farmers Market Coupons:** AgeOptions works with organizations to provide older adults coupons to purchase fresh produce at participating local farmers markets.

## **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 programming such as Take Charge of your Health, Take Charge of Your Diabetes Plus, “A Matter of Balance”/Falls Prevention, Arthritis Foundation Arthritis Exercise Program, Active Living Every Day Physical Activity Program and 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 18 or adults 18-59 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.
- The AgeOptions Caregiver Coordinator assists Caregiver Specialists at designated Caregiver Resource Centers countywide and reaches out to the community.
- AgeOptions has consultants to provide additional training and education programs that are evidence based. We will explore providing additional trainings on “hands on” caregiving issues. If State of Illinois General Revenue Funds are available, AgeOptions and Caregiver Resource Centers provide additional gap-filling services to assist relatives raising children.
- **Proposed new programming:** The Governor’s Budget message included new program funding for Alzheimer’s Disease and Related Disorders. AgeOptions will use these funds in two ways: First, we will require Caregiver Resource Centers to be trained in and provide Savvy Caregiver and Stress Busters, both evidence based programs. Second, Caregiver Resource Centers will have funding to provide gap filling for people with Dementia and their caregivers.

## **Long Term Care Ombudsman Program**

### ***Funded by Title VII of the Older Americans Act***

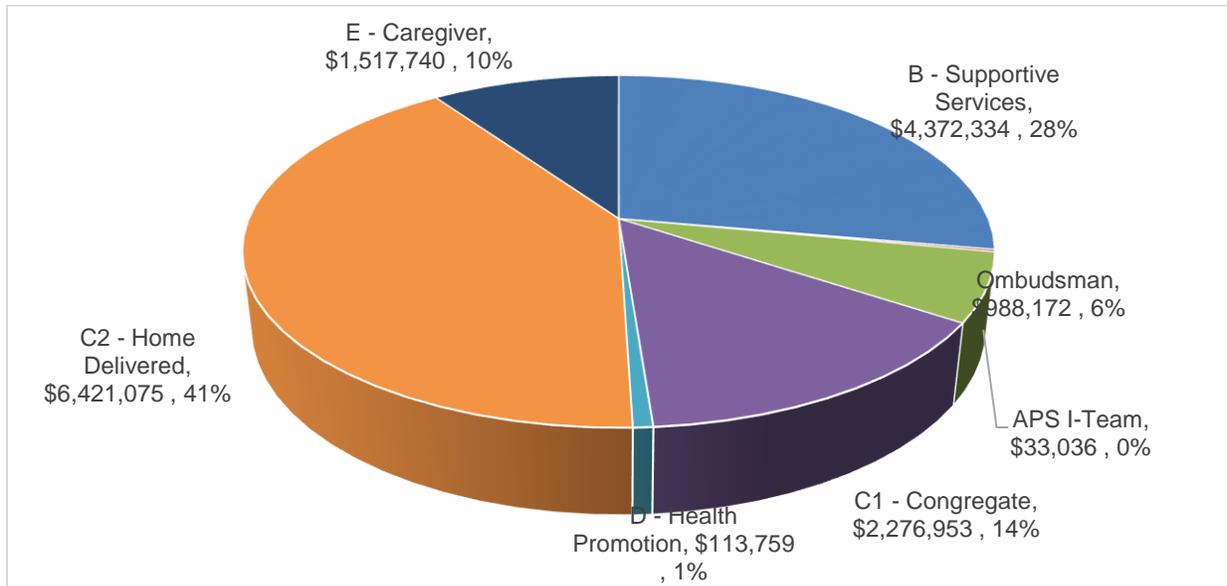
The Long Term Care Ombudsman Program advocates for and on behalf of facility residents ages 60 and older and people with disabilities. The Ombudsman Program promotes quality of life for long-term care residents of nursing facilities by:

- 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

For FY 20, AgeOptions budgeted Long Term Care Provider Funds at the same level as FY 19. These funds support the efforts listed above across long-term care facilities and in the community.

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.

## ***FY 20 Funds AgeOptions Distributes to Grantees by Title***



## **Adult Protective Services Program**

### ***Illinois General Revenue Fund***

The Adult Protective Services Act went into effect on July 1<sup>st</sup>, 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. Specially trained case managers at 10 local Adult Protective Services Provider Agencies:

- 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 suspected 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 monthly Multidisciplinary Teams

Adult Protective Services includes the following:

- **Self-Neglect:** The APS program will fully institute investigations of self-neglect cases in FY 2020.
- **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 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 Department on Aging’s administration of the Community Care Program (CCP). The 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 programs are aimed at assisting seniors to maintain their independence and providing cost effective alternatives to nursing home placement. Services include Adult Day Care, Automated Medication Dispensers, Emergency Home Response and In-home Homemaker services.

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

# Estimated AgeOptions Funding by Service

	FY 20 Funds	FY 20 units	Projected Clients for FY 20
<b>Social Services (Title III-B)</b>			
ADRN/Information & Assistance	\$ 1,541,733	207,002	78,498
ADRN/Options Counseling	\$ 209,938	3,209	1,130
ADRN/SHAP	\$ 297,975	31,303	8,806
Chore	\$ 983,691	45,227	1,580
Education	\$ 30,000	2,400	400
Friendly Visiting Demo	\$ 50,000	720	60
Housing Assistance	\$ 51,502	1,957	359
Legal Assistance	\$ 338,487	5,336	718
Minor Home Repair	\$ 47,036	259	215
Recreation	\$ 33,000	4,800	600
Respite	\$ 53,651	2,567	55
Senior Center	\$ 65,122	0	
Senior Opportunity & Services	\$ 91,124	4,779	1,613
Targeting to Culturally and Linguistically Isolated	\$ 364,784	13,770	4,648
Telephone Reassurance Demo	\$ 38,874	2,500	50
Transportation	\$ 175,416	52,931	1,894
<b>Caregiver Support Services (Title III-E)</b>			
Counseling for Caregivers	\$356,032	4,919	1,150
Counseling for Grandparents Raising Grandchildren	\$11,446	47	16
Gap-filling 60+ caregivers	\$19,611	83	82
Gap-filling Alzheimer's Disease and Related Disorders(ADRD)	\$60,000	88	88
Legal Assistance Relatives Raising Children	\$38,982	827	86
One on One Outreach	\$106,811	2,562	2,145
Respite using 3e funds	\$199,420	2,849	158
Respite using 3b funds	\$200,580	2,865	159
Support Groups for Caregivers	\$75,085	1,338	350
Support Groups for Grandparents Raising Grandchildren	\$14,566	216	50
Training and Education provided by Consultants	\$100,000	602	359
Training and Education for Alzheimer's Disease and Related Disorders	\$130,800	788	470

Training and Education provided by CRC	\$174,408	1,205	719
Training and Education for GRG	\$4,422	52	28
<b>Long Term Care Ombudsman Service</b>			
Ombudsman	\$988,172		
<b>Nutrition Services (Title III-C)</b>			
Congregate Meals	\$ 2,276,953	1,216,093	16,818
Home Delivered Meals (subtotal)	\$ 6,421,075		4,749
Monday - Friday	\$4,781,968	659,582	4,042
Second Meals	\$666,977	91,997	891
Weekend Meals	\$242,130	33,397	489
Special Diets	\$600,000	72,727	559
Ethnic Meals	\$30,000	3,333	44
Shelf Stable	\$100,000	26,667	2,667
<b>Health Promotion/Disease Prevention Title III-D</b>			
Health Promotion	\$113,759	2,931	700
<b>Title VII I-Team</b>			
APS Interdisciplinary teams	\$33,036		

## AgeOptions Funding of Grants and Services

There are three components to AgeOptions grantee's funding:

- Funds provided by AgeOptions:**
  - Federal Older Americans Act
  - State General Revenue Funds
- Funds "matched" by the Grantee:** local support in the form of "Local Cash" and "In-kind". Local cash could be the United Way, Municipal, Donations to agency "general fund" or Township funds. In-Kind support is from volunteers, donated goods and services
- Funds provided by the Clients:** Client contributions/donations/project income for services

### 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. For FY 20, AgeOptions Planning and Service Area (PSA 13) funding formula share is 18.85 (a decrease of 0.23% from the FY 19 level).

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.

## FY 2020 AgeOptions Funding Formula Factors

All figures are from the 2013-2017 American Community Survey

Township	60+	75+	65+ Below 124% Poverty	60+ Minority	60+ Living Alone
	Table: S0101	Table: S0101	Table: B17024	Table: S0102	Table: S0102
Bloom	18,637	5,612	1,955	8,797	4,763
Bremen	23,628	6,883	2,243	8,482	6,704
Calumet	4,007	907	405	3,187	887
Lemont	5,431	1,852	444	309	1,104
Orland	25,620	7,730	1,284	2,511	5,267
Palos	14,836	5,266	1064	1,320	3,680
Rich	18,260	5,199	1,588	10,536	5,707
Stickney	8,070	2,490	873	1,864	2,005
Thornton	33,762	10,173	4,045	23,431	8,980
Worth	34,569	11,373	2,977	6,222	9,365
<b>Total Region One</b>	<b>186,820</b>	<b>57,485</b>	<b>16,878</b>	<b>66,659</b>	<b>48,462</b>
Berwyn	9,271	2,600	957	4,330	2,184
Cicero	9,136	2,368	1,224	6,642	1,426
Leyden	18,908	6,069	1,937	4,765	4,962
Lyons	24,104	7,650	1,758	3,929	5,760
North Proviso	25,939	7,914	3,017	15,726	6,985
Norwood Park	7,721	2,875	743	803	1,733
Oak Park	10,503	2,632	994	3,329	3,254
River Forest	2,442	767	49	362	697
Riverside	3,723	1,130	195	369	1,233
South Proviso	4,977	2,041	476	350	1,784
<b>Total Region Two</b>	<b>116,724</b>	<b>36,046</b>	<b>11350</b>	<b>40,605</b>	<b>30,018</b>
Barrington	4,283	1,032	196	849	666
Elk Grove	19,998	7,238	1,747	3,680	5,541
Evanston	15,259	4,688	1058	4,410	4,640
Hanover	16,417	3,884	1,078	5,319	3,205
Maine	34,478	12,819	3,155	7,758	8,033
New Trier	13,388	4,135	631	1,165	2,733
Niles	31,107	11,012	3,110	9,332	6,575
Northfield	26,274	11,018	1,405	3,442	6,332
Palatine	21,954	6,024	1,271	3,293	5,234
Schaumburg	27,653	7,092	1,363	6,443	5,637
Wheeling	37,399	13,160	3,014	4,263	9,270
<b>Total Region Three</b>	<b>248,210</b>	<b>82,102</b>	<b>18028</b>	<b>49954</b>	<b>57,866</b>
<b>Total Suburban Cook</b>	<b>551,754</b>	<b>175,633</b>	<b>46,256</b>	<b>157,218</b>	<b>136,346</b>

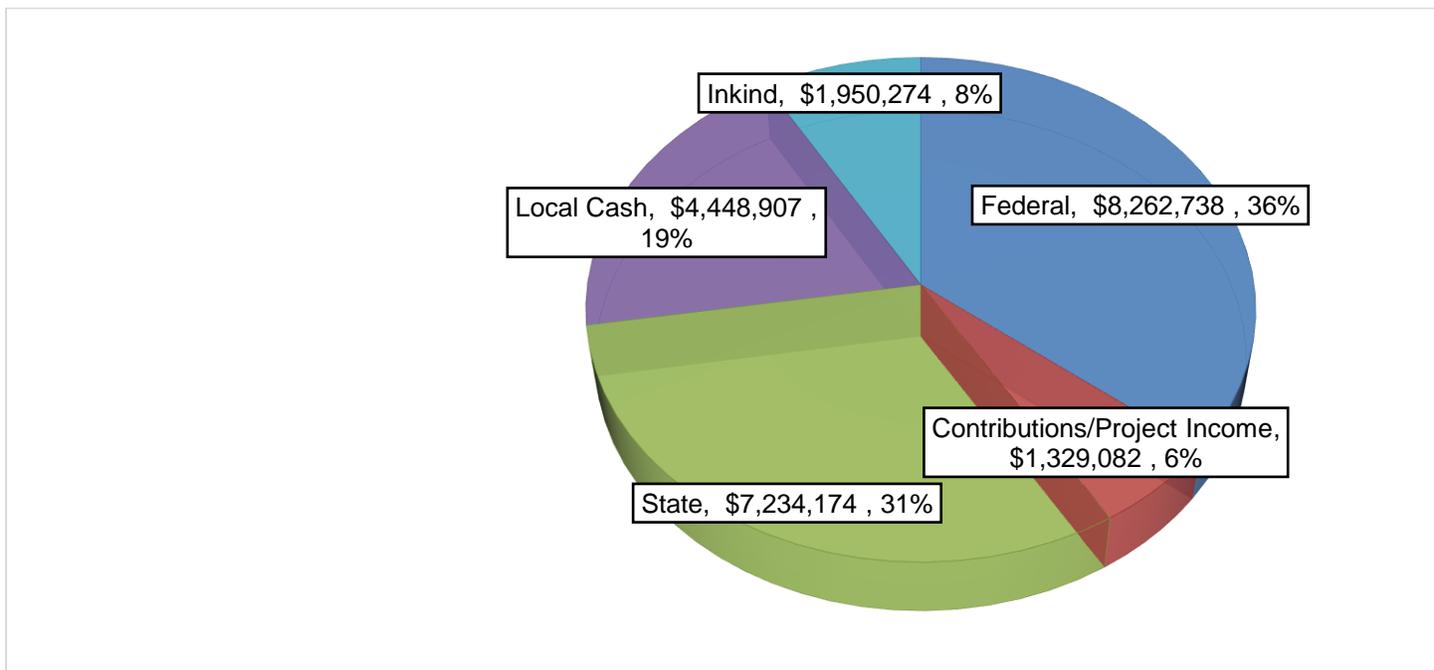
## How AgeOptions Funds are Matched by Local Resources

Page 23 outlines estimated funding levels for services in FY20, along with our projections for the number of clients to be served and units to be delivered. The funding levels include state and federal funding; however, not included in the funding levels are the contributions that agencies receiving funding from AgeOptions make toward the cost of services. Local agencies support the delivery of services through local cash, in-kind, and contributions.

- 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.

### ***FY 20 Estimated Resources for Grants and Services***

As seen in the following pie chart, local cash, in-kind and contributions account for an estimated 33% of total resources used to support aging services in suburban Cook County.



## 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:

Programs	RFP Issued	Date for Service to Begin	Estimated Time Period
Nutrition	Winter 2019	October 1, 2019	FY 20-22
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), Long Term Care Ombudsman	Winter 2020	October 1, 2020	FY 21-23
Care Coordination Unit and Adult Protective Services	To be determined. Will be done in conjunction with IDOA.		
Nutrition	Winter 2022	October 1, 2022	FY 23-25

### **National and State Issues Impacting Fiscal Year 2020 Funding**

**Federal Older Americans Act Funding source: n4a's March 11, 2019 Federal Policy Update:**

President Trump proposed funding the Department of Health and Human Services (HHS), which houses the Administration for Community Living and its Administration on Aging, at \$87.1 billion. This reflects a deep 12 percent cut from current funding. A significant portion of the overall decrease comes from a roughly \$5 billion cut to the National Institutes of Health and from the elimination of critical block grant programs.

The request would fund the Administration for Community Living at \$2 billion, which is slightly below FY 2019 enacted funding. Core Older Americans Act (OAA) programs, **Title III B Supportive Services** and **Title III C Nutrition Services** were flat-funded, preserving recent appropriations increases. However, the funding request for **Title III E Family Caregiver Support Services** was rolled back by \$30 million (17 percent) to \$151 million. This level would eliminate recent funding increases for critical caregiver support programs.

The budget includes other cuts to programming including:

- Elimination of funding or the Elder Justice Initiative
- A 25 percent cut to the State Health Insurance Assistance Program (SHIP), the only federally funded, unbiased Medicare counseling,
- Elimination of the Department of Labor workforce development programs including the Older Americans Act Title V Senior Community Services Employment Program (SCSEP),
- Elimination of the Low Income home Energy Assistance Program which provides financial assistance for utility bills,
- The Social Services Block Grant and The Community Services Block Grant which provide wrap-around services for older adults in many communities.

**State of Illinois General Revenue Fund (GRF):** On February 20, 2019, Governor Pritzker presented his state budget for FY 2020. The Illinois budget over for Aging is as follows:

- Introduced budget of \$1.2 billion includes Illinois General Revenue & Commitment to Human Services Funds, Older Americans Act and SHIP federal funds, and other state funds to support the Long-Term Care Ombudsman and the Senior Health Assistance Program (Tobacco Settlement Funds).
- Introduced budget shifts from the Illinois General Revenue Fund (GRF) to the Commitment to Human Services Fund to help stabilize the Aging Network by improving voucher-to-warrant time.

The following describes the new or additional funding over FY 19 levels proposed for Community Supportive Services – Illinois General Revenue/ Illinois General Funds (GRF) supporting Older Americans Act Services in FY 2020:

**Additional funds:**

- \$2 million for Home Delivered Meals to maintain current meal levels and address current waiting lists
- \$1 million for the Senior Health Assistance Program (SHAP) - this funding will be used to create a performance-based reimbursement system to assist SHAP sites throughout Illinois with the costs of assisting older persons and persons with disabilities with the completion of their Benefit Access Applications
- Additional General Revenue funding to address the minimum wage increase

**New Funding**

- \$1 million for Alzheimer’s disease & Related Dementia services. The Governor’s proposed FY 2020 budget includes \$1 million in Illinois GRF to enhance the National Family Caregiver Support Program by addressing special needs of persons with Alzheimer’s disease and Related Dementias and their family caregivers. Allowable Service Activities include one or both of the following: 1. Evidence-based education programs for caregivers such as Savvy Caregiver and Stress-Busting for Caregivers; and, 2. Supportive Gap-Filling services for persons with Alzheimer’s disease and Related Dementias.
- \$1 million to assist Illinois Area Agencies on Aging implement programs to reduce social isolation among older adults. The Governor’s proposed FY 2020 budget includes \$1 million in Illinois GRF to support Area Agency on Aging activities to address social isolation. Allowable services include newly-developed programs and/or the expansion of existing services.

**Budget Assumptions**

Given the national and state issues affecting FY2020 funding, AgeOptions used the following budget assumptions to estimate a funding level for FY20:

- **Cash Flow:** AgeOptions assumes we will receive the full reimbursement from the State of Illinois for each of the three fiscal years covered in this plan. General Revenue Funds for home delivered meals, ombudsman, GRF matching funds, SHAP and SHIP.
- **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 FY17 is \$913,557 from Congregate Nutrition Services (C1) to Supportive Services (3B).

- **Budget by Title:** All budgets were based on the Illinois Department on Aging (IDOA) draft allocations released March 26, 2019. 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, and Title VII Ombudsman were based on the actual FY 2019 awards from the Administration for Community Living to IDOA. The NSIP allocation is based on the actual FY 19 allocation to IDOA. The State General Revenue Allocations are based on the Governor's proposed FY 2020 budget for IDOA. These allocation amounts may change as the final state budget is negotiated and enacted. The MIPPA for ADRN was estimated at FY 19 levels. SHIP was included in this budget. Long Term Care Provider Fund for Ombudsman was based on FY 19 levels granted to PSA 13.

## **How AgeOptions will Administer Increased or Decreased Funding**

If there are changes in funding levels for FY 20, AgeOptions will either adjust funding in the following ways:

### **Nutrition Services:**

- Increased Nutrition 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, weekend/and or second meals and/or
  - Purchase shelf stable meals for inclement weather days
  - Develop new ethnic Congregate Meal sites
  - Develop a Request for Proposal for distribution of increased funds.
  - 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

- **Decreased Nutrition 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, Title VII - Adult Protective Services, Title VII- Long Term Care Ombudsman, General Revenue Funds for Community-based Services and AgeOptions Direct Service 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 cut back 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.

*\*The period of uncertainty over the past 3 years requires additional flexibility to use funds that may be relinquished by agencies that are not able to compensate for delays or uncertain funding. This means AgeOptions needs to try new approaches in other areas, basically meaning we cannot use our funding formula at all times. We include in both social services and nutrition target demonstration funding to allow that flexibility.*

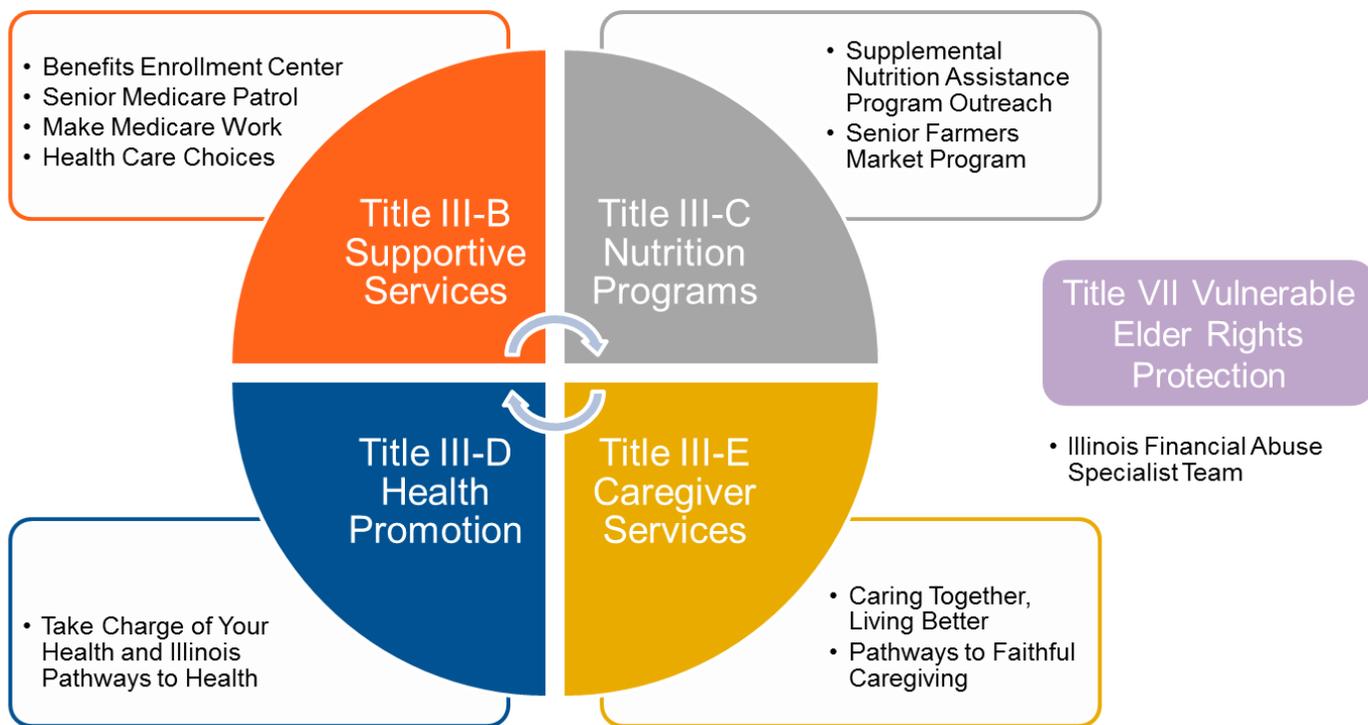
## **Information on Funding Possibilities**

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. See appendix for a description of AgeOptions Signature programs. 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 presented below. The 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 programs under the Older Americans Act.



### **Administrative Funds**

As seen in the table on page 27, 13.89% of the total projected resources for FY 20 are budgeted for administrative related purposes, while 86.11% are distributive funds dedicated to programming. The following Table below provides an explanation of the administrative role of AgeOptions by funding source.

## ***Explanation of AgeOptions' Administrative Role by Funding Source***

Supportive Services ( III-B) Nutrition Services (III-C) Caregiver Services (III-E) Ombudsman (VII) Adult Protective Services (VII)	The Department on Aging provides the allowable administrative allocation so that AgeOptions can perform our statutory duties under the Older Americans Act.
State Title III Match	Designated for administrative functions and represents a statutory responsibility for non-Federal support of AgeOptions
Systems Development	Designated for Area Agencies under a contract separate from the Area Plan on Aging. AgeOptions assists the Department on Aging with activities related to the Community Care Program (CCP) such as monitoring of potential Community Care Program Vendors under the All Willing and Qualified (AWAQ) procurement, technical assistance on CCP forms and billing rejects, and most importantly, efforts to coordinate CCP with other programs and services in our area.
Adult Protective Services	Designated for AgeOptions under a separate contract with the Illinois Department on Aging to perform administrative and coordination functions associated with the Adult Protective Services Program.
Pharmaceutical Assistance (SHAP)	AgeOptions' portion of Illinois Tobacco Settlement funds received to coordinate an area wide pharmaceutical assistance program.

## ***AgeOptions FY 2020 Administrative and Direct Service Funding and Funds Distributed to Grantees***

<b>Funding Source:</b>	<b>Distributive to Grantees</b>	<b>AgeOptions Administrative/Direct Service</b>
<b>Supportive Services</b>		
Title III-B	\$ 2,243,014	\$ 68,899
Title III-B AgeOptions Direct		\$ 955,259
GRF Match	\$ 160,349	\$ 296,984
GRF Non-Match Minimum Wage	\$ 185,987	
GRF Non-Match Social Isolation	\$ 190,800	
GRF Non-Match ADRD	\$ 190,800	
GRF Non-Match original	\$ 1,169,280	
GRF Community Based Equal	\$ 134,708	
Federal MIPPA AAA	\$ 38,876	\$ 4,320

Federal MIPPA ADRC	\$ 34,043	\$ 3,783
MIPPA SHIP		
SHAP	\$ 225,056	\$ 63,477
Systems Development		\$ 31,483
Total Supp. Services	\$ 4,572,913	\$ 1,424,204
<b>Congregate</b>		
Title III-C1	\$ 1,793,342	\$ 504,761
Nutrition Services Incentive Program (NSIP)	\$ 483,611	
Total Congregate	\$ 2,276,953	\$ 504,761
<b>Home Delivered Meals</b>		
Title III-c2	\$ 1,472,715	\$ 267,575
NSIP	\$ 407,320	
GRF proposed increase for FY 20	\$ 431,740	
GRF original	\$ 4,109,300	
Total HDM	\$ 6,421,075	\$ 267,575
<b>Health Promotion</b>		
Title III-D	\$ 113,523	\$ 60,955
<b>Caregiver</b>		
Title III-E (note \$100,000 for consultants for Evidence Based training to assist Caregiver Resources Centers to provide direct services)	\$ 1,091,003	\$ 155,168
3b funds for Caregiver Respite	\$ 200,580	
Total Caregiver	\$ 1,291,583	\$ 155,168
<b>Ombudsman</b>		
Title III-B	\$ 132,052	\$ 14,672
Title VII	\$ 111,286	\$ 12,365
GRF	\$ 569,660	
LTC Provider fund	\$ 175,174	\$ 3,575
Total Ombudsman	\$ 988,172	\$ 30,612
<b>Adult Protective Services</b>		
Title VII APS	\$ 33,036	\$ 3,671
APS Admin		\$ 52,573
Total APS	\$ 33,036	\$ 56,244
Grand Total	\$ 15,496,674	\$ 2,499,519

Note: the cells which are highlighted in yellow are the Governor's proposed new 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 FY20, the Illinois Department on Aging caps AgeOptions use of “Administratively related direct services” at \$2,090,657. The AgeOptions allocation for Title III administratively related direct service is \$742,601 and falls below the maximum cap for FY19. This is \$1,348,056 (65%) less than the maximum amount set by the Illinois Department on Aging.

For FY20, AgeOptions is allocating \$742,601 for Title III-B Direct Service, which includes Advocacy \$208,443; Coordination \$155,895; and Program Development \$378,263. In addition, AgeOptions is allocating \$69,520 of the Program Development to support the Countywide Caregiver Coordinator function. \$100,000 of the direct service funding is to pay for consultants to provide evidence based training and education to caregivers.

## **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 \$143,138 for Title III-B Information and Assistance and \$20,306 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.

**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 and DSMP) and falls prevention programming. For 13 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. To date, under AgeOptions leadership, 11,559 older adults and their families have been reached with the program. Our strong partnerships throughout suburban Cook County will allow AgeOptions to reach a diverse group of older adults across the region.

AgeOptions is a leader in the delivery of evidence-based programs. For example, AgeOptions has been awarded its second ACL CDSME grant to increase the offerings of CDSMP and DSMP across the state and sustain efforts with innovate funding

arrangements with health care providers and other entities. Our website, [ilpathwaystohealth.org](http://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 \$60,955 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.

## **Appendix**

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## **Additional AgeOptions Programs**

**Benefits Enrollment Center:** The National Council on Aging awarded AgeOptions funding for a project that sustains the Benefit Enrollment Center (BEC). 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).

**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 Retirement Research Foundation, Healthy Communities Foundation, and the Westlake Health Foundation, there are currently 7 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 a large Latino congregation, 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 has served over 850 caregivers between July 2015 and February 2019.

In addition to the volunteer-based services, AgeOptions worked with CJE SeniorLife and the CTLB Leadership Council to create a culturally relevant caregiver education program using the University of Illinois Extension "Caregiving Relationships" curriculum. We adapted this program in the spring of 2012 to include exercises developed for CTLB by CJE SeniorLife. These exercises help caregivers think about their faith as a resource to help them overcome common caregiving challenges. In FY13 AgeOptions received a grant from the Helen Bader Foundation to partner with the University of Wisconsin/Wisconsin Alzheimer's Institute to pilot test this adapted curriculum, Paths to Faithful Caregiving, in suburban Cook County as well as in Milwaukee. The feedback from caregivers participating in the pilot was overwhelmingly positive and minor updates were made to the curriculum modules based on attendees' feedback. AgeOptions also

worked with Dr. Madelyn Iris (formerly of CJE SeniorLife) to pilot a Jewish specific version of Paths to Faithful Caregiving, called Ha Derekh. We have also worked with the Bader Foundation and Catholic Charities Milwaukee to pilot a Spanish translation of the curriculum.

**Transition Engagement under the Colbert Consent Decree:** The 2011 Colbert Consent Decree and its implementation plans call for outreach, education and engagement of Medicaid eligible individuals, residing in Cook County long-term care facilities. Specifically, with funding from the Illinois Department on Aging, AgeOptions Transition Engagement Specialists explore and initiate the conversation about transition to community residency and discuss options of Home and Community Based services that will enable independent living. There are current nursing home residents that, with the appropriate services and transitional support do not require 24-hour nursing home care. These individuals are our targeted population to engage, motivate and educate.

In July 2018, AgeOptions received another year of funding to continue the goals and mission of the Colbert Consent Decree and reach- out to 108 Suburban Cook County nursing homes. In performing our outreach efforts, our Transition Engagement Specialists educate nursing home staff, residents and families about the Colbert Consent Decree and refer interested individuals for an assessment.

An integral part of the outreach and education, AgeOptions works with a group of 10 Peer Mentor Volunteers. These volunteers are persons who have successfully transitioned from nursing facilities to community living. Peer Mentors provide a personal testimony to current nursing facility residents during our Colbert outreach.

AgeOptions Transition Engagement is performed in collaboration with our Colbert Consent Decree partners. They are:

Aetna Better Health  
Aging Care Connections  
Catholic Charities-Older Adults & South Suburban  
IlliniCare Health  
Lutheran Social Services of Illinois  
Marillac St. Vincent Family Services  
Metropolitan Family Services  
Sertoma Center  
Thresholds  
Trilogy

To-date, under the Colbert Consent Decree, over 19,000 nursing home residents have been engaged.

**Future Collaborations:** We are excited to work closer, in the new Fiscal Year, with Colbert Entity's comprehensive evaluators. This will allow the AgeOptions Colbert team to find innovative ways to increase the percentage of residents completing evaluations, which will expectantly lead to more successful transitions.

**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:

<http://ageoptions.org/gallery/emergencypreparedness/>. 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.

**Avisery by AgeOptions:** In 1999, AgeOptions launched the Health Care Choices program to educate clients on navigating their health care options. This program laid the groundwork for the Make Medicare Work Coalition (MMW), which we formed with Smart Policy Works and Progress Center for Independent Living in 2006. The goal of MMW is to promote affordable, accessible healthcare options in Illinois and ensure that older adults and people with disabilities can make informed, user-friendly healthcare choices. The MMW Coalition brings together groups that serve older adults and people with disabilities, advocates, and representatives from local, state and federal government agencies and has more than 1,200 members from more than 300 organizations throughout the state of Illinois.

In 2019, the Health Care Choices Program went through a re-branding process. Through this process, the Health Care Choices Program changed its name to Avisery by AgeOptions. Avisery by AgeOptions continues the work of the Health Care Choices Program and continues being one of the lead agencies of the MMW Coalition by providing tools and supports to professionals serving older adults and people with disabilities, enabling them to help their clients access healthcare coverage that allows them to thrive as they age. Avisery educates Medicare consumers, service providers, and policymakers with practical, accessible materials and trainings. Avisery provides this impartial education to professionals through various avenues, including in person trainings, webinars, technical assistance, and informational email alerts. We also work with the media to keep the public informed about important issues and advocate at the state and national level for changes to improve healthcare programs (including Medicare and Medicaid).

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 to 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, Brookfield Police Department, Stickney Public Health District, Illinois Department on Aging, West Suburban Hospital, Suburban Access, Inc., Kenneth Young Center, Equip for Equality, 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

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, staff outreach events, 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 AgeOptions at (800)699-9043 and ask for SMP.

**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.

**AgeOptions Nutrition Innovation – Closed Loop Referral**

In the fall of 2018, AgeOptions was one of five agencies nationwide to receive a two-year grant supporting innovations in nutrition programs and services from the U.S. Administration for Community Living. Rush University Health Systems and Oak Street Health are working with AgeOptions on this project to increase the likelihood that patients who are experiencing food insecurity and/or are at nutrition risk will receive and act upon referrals to community-based resources. The grant also explores the value of a closed-loop referral system using NowPow. The healthcare entities making the referral to address food insecurity as a Social Determinant of Health will be informed of the outcome of the older adult’s participation with the food interventions, and it is anticipated that they will realize the benefit of the food interventions and the information provided to them by closing the referral loop to the older adult patient under their care.

The Nutrition Innovations grant is an integral strategy of AgeOptions’ participation in the Statewide Initiative to address social isolation. Older adults who are at-risk of being food secure are often isolated. Older adult patients of Rush University Oak Park Hospital and its outpatient clinics, inpatient, Emergency Department and participants in the annual Medicare Health Risk Assessment, and older adult patients of Oak Street Health clinics who appear to be at-risk of food insecurity will be referred to AgeOptions for further screening and linkage to community-based nutritional supports. In addition, these same older adults who are referred will be screened and assisted in applying for other government programs such as SNAP and Medicaid, plus the array of programs and services offered by AgeOptions and specifically, Telephone Topics provided under the auspices of Mather LifeWays for health education.

**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.

AgeOptions currently provides facilitator training for organizations interested in building internal capacity for the Take Charge of Your Health and Diabetes programs by certified Master Trainers.

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:** 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.

A memory café is a social gathering in an accessible community location 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. Four of the 21 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.

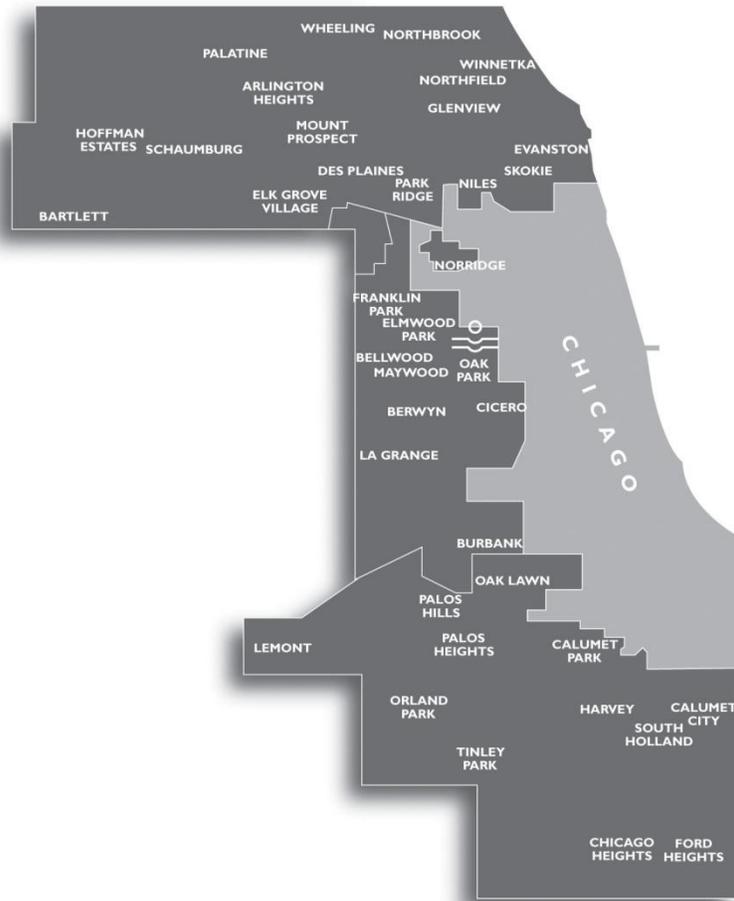
**Expanding Older Adult Programming in Libraries:** AgeOptions provided partner-level and innovator-level stipends to 17 interested libraries across Suburban Cook County. These stipends were distributed to increase library capacity for hosting older adult programming. Innovator-level stipends were meant to provide the capacity to implement entirely new programming within the awarded library. Libraries focused on 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, Take Charge of Your Health, and Savvy Caregiver.

One of the stipulations of the stipend was that the libraries had to host listening sessions to engage their older adult patrons and learn about what programming these seniors wanted to see in their libraries. Many libraries found that they were able to revamp their already existing programming while also adding elements that were of interest to their patrons such as exercise classes, tech-help classes, and social events.

**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](mailto:volunteer@ageoptions.org), or go to the AgeOptions website at [http://www.ageoptions.org/volunteer\\_volunteeropportunities.html](http://www.ageoptions.org/volunteer_volunteeropportunities.html).

<b><u>AgeOptions Board of Directors</u></b>	<b><u>AgeOptions Advisory Council</u></b>
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# AgeOptions Service Area



## Townships Served by AgeOptions

North Region	West Region	South Region
Barrington	Berwyn	Bloom
Elk Grove	Cicero	Bremen
Evanston	Leyden	Calumet
Hanover	Lyons	Lemont
Maine	Norwood Park	Orland
New Trier	Oak Park	Palos
Niles	Proviso	Rich
Northfield	River Forest	Stickney
Palatine	Riverside	Thornton
Schaumburg		Worth
Wheeling		

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



**For more information, please contact:**

1048 Lake Street, Suite 300  
Oak Park, IL 60301-1102

[www.ageoptions.org](http://www.ageoptions.org)

(708)383-0258

(800)699-9043

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<sup>i 2</sup>National Alliance on Caregiving and AARP (2015). Caregiving in the U.S. Retrieved from: <http://www.aarp.org/content/dam/aarp/ppi/2015/caregiving-in-the-united-states-2015-report-revised.pdf>. This report estimates that 14.3% of the adult population aged 18 and older serves as an unpaid caregiver to someone over the age of 50. According to the 2013-2017 American Community Survey (Table: DP05), there are 1,928,696 adults in suburban Cook County, if 14.3% are a caregiver then approximately 275,830 caregivers in suburban Cook County.

<sup>ii</sup> SOURCE: Ziliak, J. & Gundersen, C. (2013). Spotlight on Food Insecurity among Senior Americans 2011. University of Kentucky and University of Illinois.

<sup>iii</sup> "Spotlight on Senior Hunger, Feeding America"

<sup>iv</sup> SOURCE: Ziliak, J. & Gundersen, C. (2013). Spotlight on Food Insecurity among Senior Americans 2011. University of Kentucky and University of Illinois.

<sup>v</sup> Feeding America and National Foundation to End Senior Hunger (NFESH). (2014, March). Spotlight on Senior Health Adverse Health Outcomes of Food Insecure Older Americans.

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**STATEMENT OF NON-DISCRIMINATION**

AgeOptions does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call AgeOptions at (800)699-9043 or (708)383-0258 (Voice).

**FUNDING STATEMENT**

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