

# EAST CENTRAL ILLINOIS AREA AGENCY ON AGING



Corporate Board

Advisory Council

Staff

FY 2024 Orientation

# ECIAAA is Your Area Agency on Aging

- Mission: Our mission is to lead and advocate for inclusive resources and services that empower the optimal aging of East Central Illinois' diverse older adults, individuals with disabilities, and their care partners.

# Vision



- Vision: To optimize aging through innovative person-centered services in East Central Illinois.

# Core Principles



## Principle 1: **Lead**

We are committed to leading through collaborative planning, effective communication and oversight, advocacy, and innovative service development to meet the diverse needs of those we serve.

## Principle 2: **Advocate**

We are committed to optimal aging through advocacy that is person-centered, supported to public policy, and provided by adequately funded services.

# Core Principles (Continued)



## Principle 1: **Innovate**

We are committed to encouraging, valuing, and supporting new and creative service ideas that meet the needs of those we serve.

## Principle 2: **Collaborate**

We are committed to strengthening programs and services through inclusive and diverse community partnerships.

# Who We Are

- ❑ ECIAAA is a non-profit organization
- ❑ Founded in 1972
- ❑ Serves over 190,900 older adults and their families in 16 counties (Area 05)
- ❑ One of 618 AAAs in the U.S.; 13 in Illinois
- ❑ *Governed by a Corporate Board of 20 volunteer community leaders*
- ❑ *Advised by an Advisory Council of 32 volunteer community leaders*

# ECIAAA Staff

- ❑ Susan C. Real, Chief Operating Officer
- ❑ Amanda Hyde, Director of Operations
- ❑ Kelly Elsey-Coffey, Controller/IT Manager
- ❑ Laton Schnetzler, Accountant
- ❑ Kathryn Johnson, Community Liaison
- ❑ Nyah Creer, Executive Services
- ❑ John Thornburg, Grants Management Analyst
- ❑ Jennifer Roberts, Service Compliance Coordinator
- ❑ Kimra Shafer, Service Compliance Coordinator
- ❑ Wendy Lisanby, Service Compliance Coordinator
- ❑ Jen Hooker, Service Compliance Coordinator
- ❑ Angie Baker, Regional Ombudsman
- ❑ Ryan Gannaway, Long Term Care Ombudsman
- ❑ Jenelle Bruckner, Long Term Care Ombudsman
- ❑ Christian Weber, Long Term Care Ombudsman
- ❑ Courtney Bun, Long Term Care Ombudsman

# CEO

- Acts as the Chief Executive Officer of ECIAAA and provides leadership for the Agency, both internally and externally, through key relationships with the Corporate Board, management staff, employees, volunteers, providers, legislators, community partners, funders and the media. Through execution of the Agency's Strategic and Area Plan, the Executive Director shall be responsible for the overall direction of the activities of the East Central Illinois Area Agency on Aging.



# Community Liaison

- Works closely with the CEO in representing ECIAAA in the community by engaging with community partners. This position serves as the lead in implementing Area Plan initiatives, program innovations, and community collaborations to support the mission, vision, core principles and organizational goals of ECIAAA's Strategic Plan.

# Executive Services

- Serves as the executive assistant in a combination of administrative and managerial functions to the CEO, including confidential matters, records management, office and facility management functions and systems, meetings, and communications.  
Management of social media, resource database and day-to-day office and facility operations.

# Controller and IT Manager

- Works closely with the CEO in performing daily accounting functions, including accounts payable, payroll, month end closing, preparation of reports and lead role in the annual audit. Responsible for the day-to-day functions related to information technology. Assists in Human Resources in the areas of orientation, completion of forms and other benefits.

# Accountant

- Works closely with the Controller in assisting in the daily accounting function, including accounts payable, filing, month-end, reconciliations, preparation of reports, collection of data and other support in the operations of the Fiscal and Technology Department

# Director of Operations

- This position has oversight in the management of the planning, system design and development, procurement of services and grant management functions of the Agency. Additionally, this position serves on the senior management team supporting the implementation of the goals and objectives in the Agency's Strategic and Area Plans.

# Grants Management Analyst

- This position works closely with key members of the Planning and Grants team in the development and management of grant programs and services. The position under general direction provides analytical assistance in planning, research, and problem-solving, including oversight of special projects, programs and support to the team in conducting monitoring reviews in the field.

# Service Compliance Coordinators

- Works closely with members of the Planning and Program team to implement the goals and objectives in the Area Plan including planning, advocacy, program development and coordination. The position is responsible for community-based planning activities in assigned areas, and for the provision of monitoring, performance evaluations, administrative reviews, technical assistance and interpretation of policies relative to rules and regulations.

# Regional Ombudsman

- Serves as the Regional Ombudsman and is responsible for the day-to-day operation of the regional program, including supervisory responsibilities. The position works to improve the quality of life and care of seniors and represents the rights of residents in long term care facilities and expansion under the Home & Community Ombudsman Program.



# Long-Term Care Ombudsman

- Works closely with the Regional Ombudsman and others on the team to improve the quality of life and care and represents residents of long-term care facilities and participants receiving managed care and medical assistance waiver services, that reside in their homes.

# Area Agencies on Aging (AAAs)

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**Authority &  
Funding**

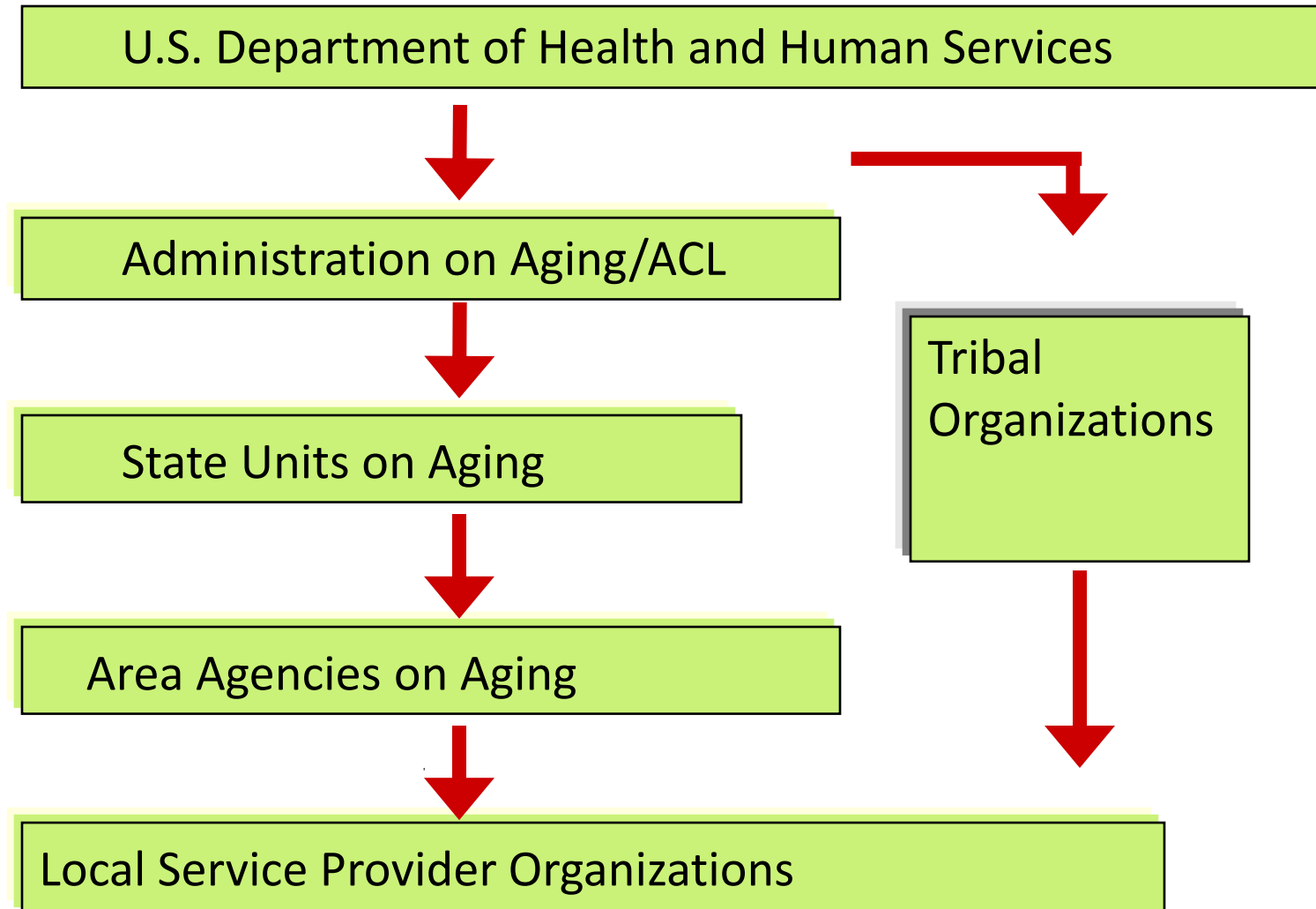
***Historical  
Basis***

# Sources of Authority and Funding

- Area Agencies on Aging in Illinois are authorized under the federal ***Older Americans Act*** (OAA) and the Illinois Act on Aging.
- ECIAAA is designated by the Illinois Department on Aging to serve Planning & Service Area 05.
- Major funding for ECIAAA is made possible with grants of federal ***Older Americans Act*** funds and State Funds from the Illinois Department on Aging

# THE AGING NETWORK

## ESTABLISHED BY THE *Older Americans Act*



# Historical Basis for AAAs

- Building on a successful model of “on-the-ground” organizations charged with helping vulnerable older adults live with independence and dignity in their homes and communities.

# Historical Basis for AAAs

□ All AAAs play a key role in:

- Planning
- Developing
- Coordinating
- Delivering

...A wide range of long-term services and supports.

*The Older Americans Act (OAA) was intentionally designed to mandate AAAs use the flexibility granted by the Act to ensure that local needs and preferences of older adults are taken into consideration in delivering services.*

# What We Do

- Advocacy in Action
- Answers on Aging – Providing easy access to information, assistance, services and supports
- Developing community-based long-term services and supports
- Regional and Community-Based Planning
- Program Development
- Coordination of Services
- Supporting Community Programs on Aging

# What We Do



- ❑ Empowering older adults to uphold their rights
- ❑ Advocacy for residents in long-term care facilities
- ❑ Responding to abuse, neglect and exploitation
- ❑ Grants Administration
- ❑ Quality Assurance & Quality Improvement



# AAA Boards & Advisory Councils

- *“Board service is a form of philanthropy. It is the voluntary giving of your time and talents (and ‘treasure’ of course!) to an organization whose mission you endorse and whose values you share.” ---Kay Sprinkle Grace*
- AAAs do not walk alone, nor do their boards or advisory councils. All have a role to play, in collaboration with each other. Whether your interests lean to governance, policy, strategic planning, or fundraising, there is a home for everyone to serve.
- It is a big job, and an awesome responsibility, but the rewards of serving are huge.

# What is the difference?

- Under the Older Americans Act (OAA), AAAs are directed to establish an Advisory Council. The Advisory Council is charged with furthering the agency's mission of developing and coordinating community-based systems of services for all older persons in the planning and service area. However, as the name suggests, the Council advises—it does not govern.

# Roles, Responsibilities and Rewards

- **1. Corporate Board: Governance (legal and fiduciary)** – Ensuring high quality oversight, ethical and responsible decision-making, accountability and transparency
- *Note:* While the governance responsibility falls exclusively on boards, the following roles apply to advisory councils as well.
- **2. Ambassador to community** – Enhancing the AAA's visibility, expanding the circle of friends

# Roles, Responsibilities and Rewards

- **3. Advocacy** – Championing and representing the interests of the AAA and the clientele it serves
- **4. Development and fundraising** – Ensuring adequate resources to carry out the AAA's mission
- **5. Strategic advising** – Providing strategic support, leadership and expertise to further the AAA's goals

# ECIAAA Corporate Board & Advisory Council Committees

- **Programs & Services Committee** – Consists of members from the Corporate Board
- **Finance Committee** – Consists of members from the Corporate Board
- **Personnel Committee** - Consists of members from the Corporate Board
- **Executive Committee** – Consists of officers of the Corporate Board - Chairperson, Vice-Chairperson, Treasurer and Secretary.
- **Advocacy Committee (Plan to develop 2023)** – Consists of members from both the Corporate Board and Advisory Council

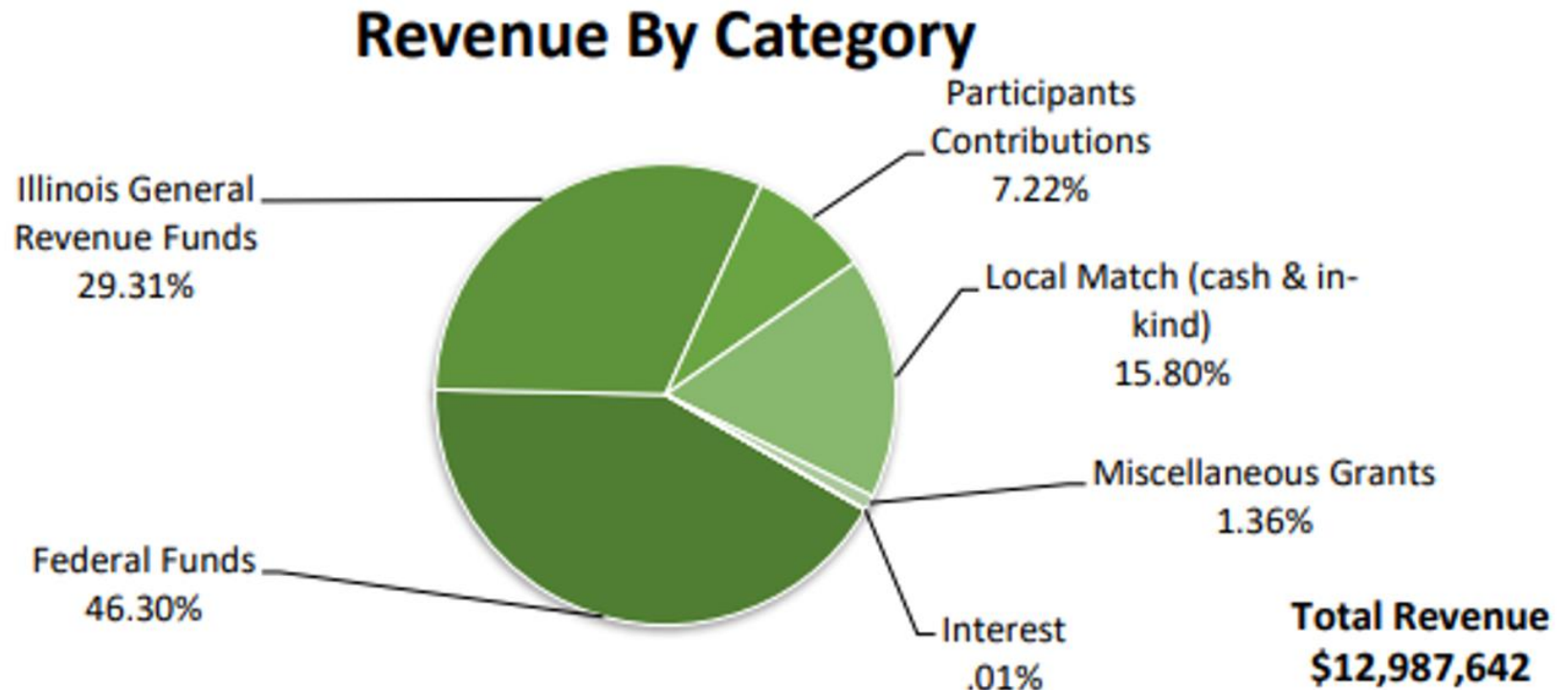
# Core Services under the OAA

- Supportive Services – SIS Providers/Coordinated Points of Entry and Legal Services
- Nutrition – Congregate Meals and Home Delivered Meals
- Caregiver Services – Family Caregivers and Grandparents/Relatives Raising Grandchildren/Children
- Health & Wellness – Healthy Aging/Evidence-Based Programs
- Elder Rights – Adult Protective Services and Long-Term Care Ombudsman Program

# The Aging Network -- East Central Illinois

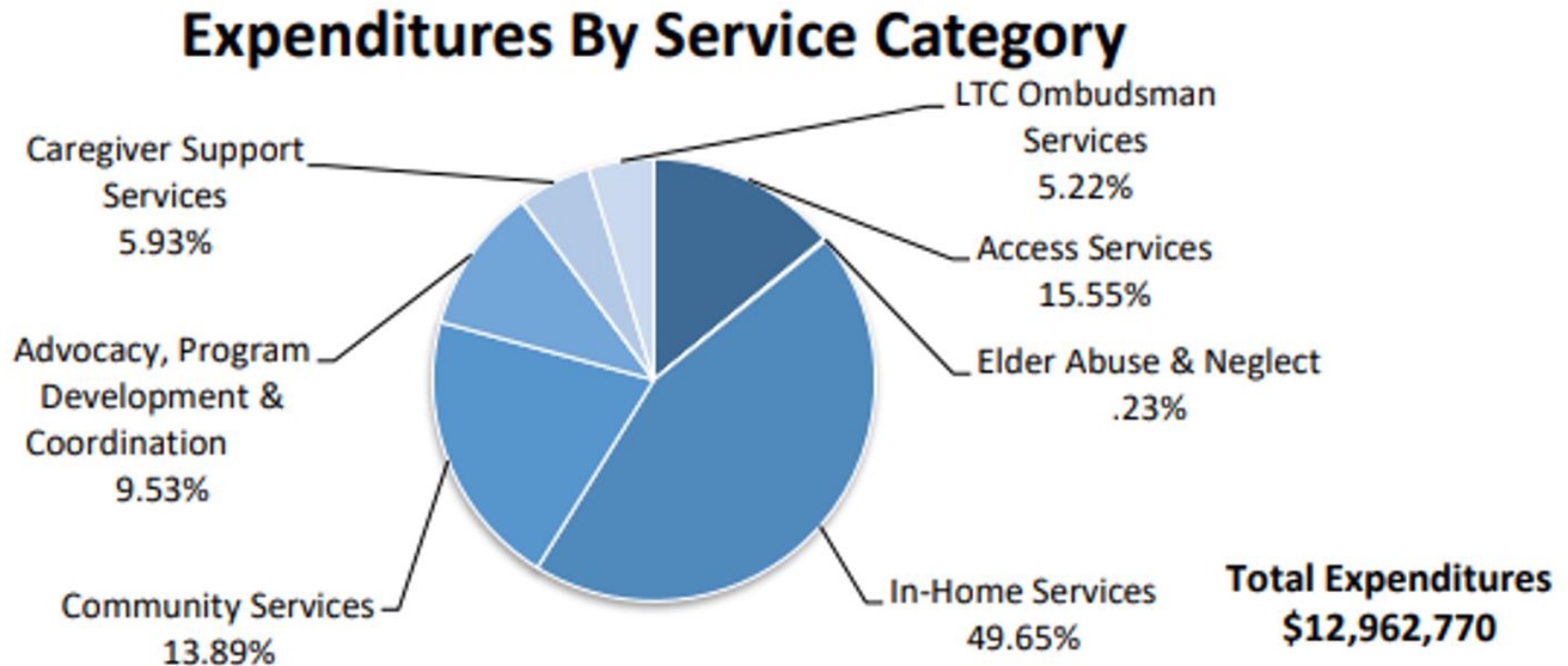
- 22 Older Americans Act Community Programs on Aging
- In 2022... the ECIAAA Aging Network served:
  - 22,064 older adults
  - 634 caregivers
  - 258 grandparents raising grandchildren

# FY 2023 Annual Report





# FY 2023 Annual Report



# ECIAAA-Funded Aging Partners

- ❑ CRIS Healthy-Aging
- ❑ Starting Point
- ❑ Livingston County HD
- ❑ Care Horizon
- ❑ CCSI
- ❑ Decatur Catholic Charities
- ❑ Family Service Senior Resource Center
- ❑ CHELP
- ❑ Volunteer Services of Iroquois County
- ❑ Life Center Senior Services
- ❑ Chester P. Sutton Community Center
- ❑ Piatt County Services for Seniors
- ❑ LifeSpan Center/Coles County Telecare
- ❑ Mid-Illinois Senior Services
- ❑ Land of Lincoln Legal Assistance
- ❑ Prairie State Legal Services
- ❑ SBL-Peace Meal Senior Nutrition
- ❑ Ford County Health Department
- ❑ Iroquois County Health Department
- ❑ ARC of Normal
- ❑ OSF - Peace Meal Senior Nutrition

# ADVOCACY in ACTION

- Area Agencies on Aging have been charged with a mandate to “serve as the public advocate for the development or enhancement of comprehensive and coordinated community-based systems of services in each community throughout the planning and service area.”

# Advocacy for Residents in Long Term Care Facilities

- ECIAAA sponsors a regional Ombudsman Program through a grant with the Illinois Department on Aging and the Office of the State Ombudsman.
- The Ombudsman Program investigates complaints made by or on behalf of residents of licensed long term care facilities, assisted living facilities and supportive living facilities.

# Advocacy: On the National & State Scene

- ECIAAA is a member of the national association of area agencies on aging – ***USAgging***
- ECIAAA is a member of the Illinois Association of Area Agencies on Aging - ***I4A***

# Older Americans Act of 1965



# Older Americans Act (OAA)

## Objectives

- An adequate income in retirement
- The best possible physical and mental health
- Obtaining and maintaining suitable housing
- Full restorative services for those who require institutional care, and a comprehensive array of community-based, long-term care services
- Opportunity for employment with no discriminatory personnel practices because of age.
- Retirement in health, honor, dignity
- Participating in and contributing to meaningful activity within the widest range of civic, cultural, educational and training and recreational opportunities.

# OAA Objectives - Continued

- Efficient community services, including access to low-cost transportation, which provide a choice in supported living arrangements and social assistance in a coordinated manner.
- Immediate benefit from proven research knowledge which can sustain and improve health and happiness.
- Freedom, independence, and the free exercise of individual initiative in planning and managing their own lives, full participation in the planning and operation of community-based services and programs provided for their benefit, and protection against abuse, neglect, and exploitation.



# Why is the OAA important?

- The older population represents 15.2% of the general population, about one in every 7 Americans
- The U.S. population age 85+ and over is expected to double in size by 2040
- By 2040, over 1-out-of-5 Americans, some 80.8 million people, will be 65 and over
- BY 2030, all “Baby Boomers” will be age 65 or older

# Who does the Older Americans Act target?



- ❑ OAA appropriated funding serves all people aged 60 and over, but is targeted to those with the greatest economic or social need.
- ❑ Limited English Proficiency
- ❑ Rural
- ❑ Poverty
- ❑ Minorities
- ❑ 75 Plus
- ❑ Living Alone

# Age Strong, Live Strong

- The mission of ECIAAA is to empower older adults to **Age Strong and Live Strong** – to help them maintain their independence and quality of life.
- Through the implementation of the Area Plan for FY 2023 and beyond, and through the extension of federal and state grant assistance for community programs on aging in Fiscal Years 2022-2024, ECIAAA will continue to pursue the following outcomes:

# *Pursuit of Outcomes*

Outcome #1 - Easy access to information and services

Outcome #2 – Caregivers are supported

Outcome #3 – Improve food security

Outcome #4 – Older adults have their legal needs met

Cross Cutting - Reducing social isolation and loneliness among older adults

Cross Cutting – Healthy-aging/evidence-based programming

# ECIAAA Grant Awards & Area Plan Development

- 1<sup>st</sup> Week in April - ECIAAA Released its Public Information Document Outlining OAA funding and State General Revenue Funding (GRF) for upcoming FY (based on allocations from IDOA)
- 3<sup>rd</sup> Wednesday in April - ECIAAA Meets with the Corporate Board's Finance, Personnel and Executive Committees to review ECIAAA's Operational Budget and review ECIAAA's Audit Reports

# ECIAAA Grant Awards & Area Plan Development

- Last week in April/first week in May--ECIAAA Conducts Public Hearings on its plan to allocate OAA and Illinois GRF funding for upcoming FY.
- ECIAAA is required to describe in detail the proposed plan for services in East Central Illinois based on current allocations for upcoming FY.
- ECIAAA is also required to outline the needs assessment conducted to support fundable services – The FY 2021 County Conversations served as the needs assessment for the FY 2022 – FY 2024 funding cycle.

# ECIAAA Grant Awards & Area Plan Development

- First Wednesday in May - ECIAAA Public Hearing Report presented to ECIAAA's Advisory Council
- Third Wednesday in May – ECIAAA Corporate Board approves the Public Hearing Report and the upcoming FY granting and awarding process.
- Third Thursday in May – ECIAAA conducts a FY Request for Proposal or Extension Workshop for service providers (or new applicants).

# ECIAAA Grant Awards & Area Plan Development

- Third Friday in June – New FY application pages due to ECIAAA
- Fourth Monday in July – ECIAAA Planning & Grants Department review grants and formulate funding recommendations
- First Wednesday in August – ECIAAA Programs & Services Committee reviews staff funding recommendations in thorough detail and formulates final funding recommendations for upcoming FY



# ECIAAA Grant Awards & Area Plan Development

- ***ECIAAA Programs and Services Committee*** will receive a summary of staff's review and evaluation of projects funded by ECIAAA. The Committee will review project performance and proposed applications for funding. The Programs and Services Committee will make recommendations to the Corporate Board on matters of funding and policies affecting programs and services. Meeting type and frequency: face-to-face usually once per year.

# ECIAAA Grant Awards & Area Plan Development

- Third Wednesday of August – ECIAAA Corporate Board approves the funding recommendations contained in ECIAAA's Programs & Services Committee Report.
- ECIAAA releases award notices to service providers and requests revised pages, additional attachments as needed.
- October 1 – Orientation Workshop for Service Providers (review of report forms, release of NGAs/Contracts).

# ECIAAA Area Plan Initiatives

## Statewide Initiative – Reducing Social Isolation Among Older Adults in East Central Illinois

### □ Pilot Projects –

- McLean County – CCSI & ARC of Normal
- Champaign County – CRIS Health Aging, and Family Service of Champaign County
- Vermilion county – CRIS Healthy Aging
- Douglas County – Family Service
- Coles County – LifeSpan Center

# ECIAAA Area Plan Initiatives

- Local Initiative in Area 05:
  - Healthy Aging – helping older adults manage chronic health conditions
    - Take Charge of Your Health: Live Well, Be Well
    - Strong for Life
    - DSMP
    - PEARLS
    - Matter of Balance
    - AgingMastery
    - Bingocize

# ECIAAA Area Plan Initiatives

- Local Initiative in Area 05:
  - Dementia Friendly America Communities
    - Decatur received USAging Designation in 2022
    - Decatur received the Governor's Engaging in Aging Award in November 2023
    - Conducted the planning process in Moultrie County in 2023 and applied for USAging Designation in November 2023

# Adult Protective Services Program

- ❑ ECIAAA - Regional Administering Agency for the Adult Protective Services (APS) Program in Area 05
- ❑ Administer grant assistance to 3 APS Agencies serving 16 counties
- ❑ Responded to over 1,000 60+ & 269 under 60 ANE reports
- ❑ Participate in multi-disciplinary “M” teams
- ❑ Convene annual retreat, coordinate training
- ❑ Promote development of legal assistance and money management services
- ❑ Responded to 364 60+ self-neglect reports and 98 under 60 self-neglect reports.

# LTC Ombudsman Program

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ECIAAA sponsors the Long-Term Care  
Ombudsman Program in Area 05

Serving over 10,000 residents in 154  
licensed health facilities

Regional Ombudsman and 5 FTE  
Ombudsmen

# LTC Ombudsman Program – cont.

## ***Traditional Long Term Care Ombudsman Program-***

- ❑ Has been sponsored by ECIAAA since the mid-seventies
- ❑ It is a resident-directed program that protects and promotes the rights and quality of life for people who reside in long term care facilities.
- ❑ Services are available to residents of any long-term care facility
- ❑ Services include working to resolve complaints
- ❑ Provides a regular presence in facilities
- ❑ Assures the interests of residents are represented to policymakers and governmental agencies
- ❑ Assists in developing family councils in long term care facilities.



# Funding Formula

## ▶ Funding Formula Factors and Weights:

◦ 60+ Population	33%
◦ 60+ Minority	10%
◦ 60+ Living Alone	7.5%
◦ 75+ Population	7.5%
◦ 60+ Poverty	25%
◦ 60+ Rural (Non-MSA)	9.5%
◦ 65+ SSI+OASDI+ 2 or more Disabilities	7.5%

# ECIAAA Administrative Activities

- ❑ Strategic Planning
- ❑ Regional and Community-Based Planning
- ❑ Grants and Contract Administration
- ❑ Competitive Grant/Contract RFP Processes
- ❑ Program Management and Reporting
- ❑ Quality Assurance and Quality Improvement
- ❑ Fiscal Management and Reporting
- ❑ Computer Technology and Systems Support
- ❑ Technical Assistance and Problem Solving
- ❑ Training, such as, webinars

# Contingency Planning

- ▶ If the planning allocation for Area 05 is reduced for a specific revenue source then funds would be reduced for programs or services related to that revenue source.
- ▶ CPoE/SIS will be given the highest priority for sustained or increased funding under the Area Plan.
- ▶ Adjust inter-fund transfers to sustain CPoE/SIS and/or Home Delivered Meals, if necessary and feasible.

# Contingency Planning

- ECIAAA will use additional state funds for home delivered meals to sustain current meal levels, keep pace with rising costs and respond to increased demand for meals, if feasible.
- ECIAAA will use additional state funds for the Long-Term Care Ombudsman Program to comply with statutory requirements and program standards.

# Contingency Planning

- ECIAAA will evaluate the impact of proposed cuts in federal and/or state funds on programs and services targeted to older adults in greatest social and economic need, especially vulnerable older adults who need assistance due to limitations in their ability to carry out activities of daily living and/or being at risk due to abuse, neglect, or financial exploitation.

# Thank You!



- ECIAAA appreciates your commitment to serving older adults, individuals with disabilities, and their care partners in your community.