

# East Central Illinois Area Agency on Aging, Inc.

## Planning and Assessment Process Executive Report For FY 2025



Final Report – May 14, 2024

## Table of Contents

ECIAAA Compiled 2023 Performance Report – Performance Outcomes.... Page 3

ECIAAA Service Provider Performance Outcomes Reports  
SIS/CPoE and Caregiver Advisory Services by County.....Page 41

ECIAAA Service Provider Performance Outcomes Reports  
Nutrition Services by County..... Page 124

ECIAAA Service Provider Performance Outcomes Reports  
Legal Services by County..... Page 150

FY 2024 COUNTY CONVERSATIONS  
AREA-WIDE SUMMARY  
and Summaries by County..... Page 159

Attachment A .....[FY 2024 County Conversation Minutes by County](#)

Attachment B.....[County Conversations Agenda and Schedule](#)

Attachment C.....[County Conversations Flyers](#)

Attachment D.....[Performance and Funding Trends](#)

Attachment E.....[FY 2023 Unmet Needs Report](#)

Attachment F.....[Highlights of the FY 2024  
ECIAAA Focus Groups](#)

East Central Illinois Area Agency on Aging, Inc.

**COMPILED 2023 PERFORMANCE REPORT**

To the East Central Illinois Aging Network



# East Central Illinois Area Agency on Aging, Inc.

## **A 2023 Performance Report to Constituents on Legal, Nutrition, Caregiver Advisory/Grandparents Raising Grandchildren, and Coordinated Points of Entry/Senior Information Services**

***ECIAAA Mission Statement:*** *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:*** *To optimize aging through innovative person-centered services in East Central Illinois.*

### ***Core 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.*

### ***Core principle #2: Advocate***

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

### ***Core principle #3: Innovate***

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

### ***Core principle #4: Collaborate***

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

## ***Who We Are***

We are a non-profit organization, founded in 1972, and authorized under the federal Older Americans Act and the Illinois Act on Aging to plan and administer services for older adults, persons with disabilities, caregivers, and grandparents.

We plan, coordinate, and advocate for the development of a comprehensive service delivery system for an estimated 180,000 persons 60 years of age and older, persons with disabilities, caregivers, grandparents and other relatives raising children in communities throughout the 16 counties of east central Illinois.

There are 618 Area Agencies on Aging in the United States, authorized by the federal Older Americans Act. ECIAAA is one of thirteen Area Agencies on Aging authorized by the Illinois Act on Aging and designated by the Illinois Department on Aging. We serve Planning and Service Area 5.

In accordance with the Older Americans Act, ECIAAA targets services to older individuals with greatest economic need, low-income older individuals, and minority older individuals, as well as to older individuals with greatest social need, older individuals with limited English proficiency, older individuals residing in rural areas, individuals with severe disabilities, and older individuals at risk for institutional placement.

Our organization is governed by a Corporate Board comprised of twenty members representing 16 counties. The Corporate Board establishes policies and priorities and makes decisions about programs and funding.

We are also advised by an Advisory Council comprised of up to 32 members, with a majority of members 60 years of age and older. The Advisory Council informs us about the needs and preferences of older persons, persons with disabilities, caregivers, and grandparents, and provides advice on the Area Plan and senior services.

### ***What We Do***

We plan, coordinate, and advocate for the development of opportunities and services to achieve outcomes that promote the health, strength, independence, dignity, and autonomy of older persons and persons with disabilities, and support families caring for older persons, and grandparents and other relatives raising children.

### ***How We Do It***

An important part of what we do is making grants to community-based organizations to provide direct services to older adults, persons with disabilities, caregivers, and grandparents. This report describes the legal, nutrition, caregiver, and information services these organizations, called Service Providers, are

providing and, more importantly, explains how the services are impacting older adults, persons with disabilities, caregivers, and grandparents.

### ***Results: A Summary of 2023 Outcomes***

During FY 2023, Service Providers utilized \$7,784,168 to assist 23,237 older persons. The cost benefit derived by enabling these individuals to continue living in the community versus a nursing facility is immense. The State of Illinois' median cost of care for a semi-private room in a nursing home is \$206/day (Genworth Survey, Daily Median Costs, 2021 Illinois). Assuming a minimum 25% of the 23,237 individuals living in the community we served are at-risk of institutionalization, our services would have saved older persons and taxpayers over \$437 million.

#### ***Outcome #1: Older adults served by Coordinated Points of Entry/Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/Senior Information Services Program provided by the ECIAAA is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

#### ***Outcome #2: Caregivers are supported to enable them to continue caring for their loved ones.***

*The caregiver services provided by the ECIAAA are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups to better equip them to cope with the responsibilities of caring for their loved ones. Caregiving services enable older adults to continue living in their homes.*

#### ***Outcome #3: Older adults have improved food security and reduced social isolation.***

*Nutrition services provided by the ECIAAA are improving food security, increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve*



*their health; promoting independence; and enabling older adults to live at home.*

***Outcome #4: Older adults receive specialized legal services to address their legal needs.***

*Legal services provided by the ECIAAA are promoting the independence and financial stability of older persons by increasing their knowledge and understanding of consumer, legal, medical, and financial rights, and responsibilities through the provision of person- centered legal assistance.*

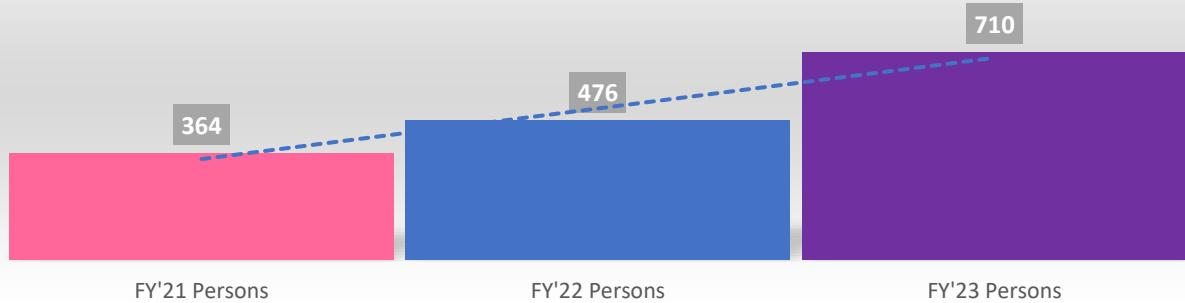
***CROSS-CUTTING PERFORMANCE OUTCOMES***

***First Cross-Cutting Performance Outcome: Older Americans will experience reduced social isolation by engaging in all services.***

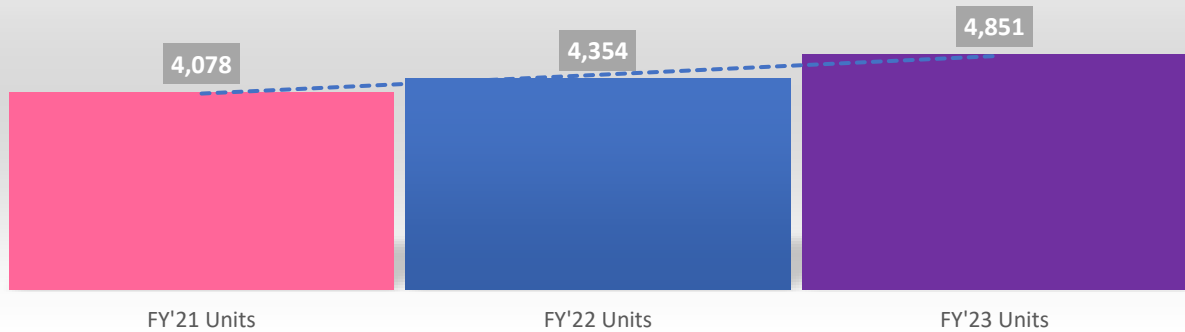
ECIAAA budgeted \$102,725 for programs to Reduce Social Isolation or Social Connectedness Programs in Champaign, Clark, Cumberland, Coles, Douglas, McLean, Macon, and Vermilion Counties. Service designs included Friendly Visiting, Outreach and Telephone Reassurance. Participants were assessed using the UCLA Loneliness Scale.

- CRIS Healthy Aging – Champaign & Vermilion
  - Outreach – Activities include EchoShow devices, Buddy Program, fitness watch that accompanies Fit & Strong classes
- Starting Point at Macon County Health Department – Macon
  - Outreach – Activities include I-Pad and Android Tablets and instructions provided by Decatur Public Library
- CCSI, Case Coordination Unit – McLean
  - Outreach – Activities include Outreach to Hispanic community, Brain Train, Android Tablets
- Catholic Charities – Macon
  - Friendly Visiting & Telephone Reassurance
- Family Service Senior Resource Center – Champaign & Douglas
  - Outreach – Activities include Creativity on Wheels, Creative Senior Connections, Low Vision Groups, Tuscola Tours, Movies at the Moose
- Life Center of Cumberland County – Clark & Cumberland
  - Outreach – Activities include Telephone Reassurance
- Coles County Council on Aging – LifeSpan Center – Coles
  - Outreach – Activities include EchoShow devices
- Normal Township, The ARC – McLean
  - Friendly Visiting & Telephone Reassurance

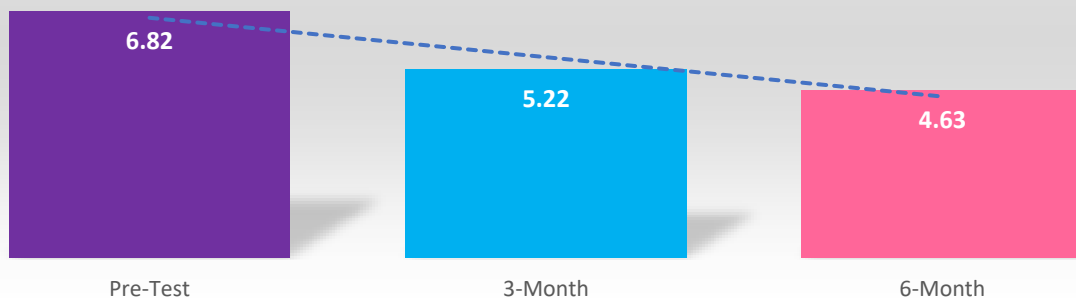
### FY'21, FY'22 & FY'23 Comparison of Persons Served



### FY'21, FY'22 & FY'23 Comparison of Units of Service



### Total Combined RSI Pilot Projects UCLA Scale Scores Averages October 1, 2022 - September 30, 2023





***Second Cross-Cutting Performance Outcome: Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services.***

***Results:*** ECIAAA budgeted \$97,404 for six organizations to disseminate evidence-based, healthy aging programs. In total, 341 older adults participated in the programs, attending a total of 2261 individual class sessions. The programs included Chronic Disease Self-Management Program, Diabetes Self-Management Program, A Matter of Balance, Strong for Life, Aging Mastery and Program to Encourage Active Rewarding Lives for Seniors.

***Performance Outcomes, For Example - A Matter of Balance:***

Falls and fall-related injuries impose an enormous burden on individuals, society, and to the nation's health care system. As the U.S. population ages, the negative impact of falls continues to increase. According to the Centers for Disease Control and Prevention's National Center for Injury Prevention and Control fact sheet:

- More than one third of adults age 65 and older fall each year;
- Among older adults, falls are the leading cause of injury deaths and the most common cause of injuries and hospital admissions for trauma;
- Older adults are hospitalized for fall-related injuries five times more often than they are for injuries from other causes.
- Of those who fall, 20 to 30 percent suffer moderate to severe injuries that reduce mobility and independence and increase the risk of premature death.
- By 2020, the estimated annual cost of fall related injuries for people age 65 and older is expected to reach \$43.8 billion.

***Cost Benefit:***

In April, 2021: Reported by the National Council on Aging - Matter of Balance programs produced a \$938 savings in the area of unplanned inpatient hospitalizations, skilled nursing facilities and home health. During FY 2023, the 231 participants potentially experienced a savings \$314,082 in healthcare costs.

## **ECIAAA Adult Protective Services – Regional Administrative Agency Report**

Adult Protective services works with victims of abuse, neglect, and exploitation, serving individuals who are aged 60 or over, or individuals aged 18-59 who have a disability. These individuals may be more vulnerable due to limitations on physical or cognitive ability. APS follows a holistic approach that centers the client's right to make choices about what will happen in their own lives.

According to state law, Adult Protective Services must be available in every county in Illinois. Ford Co Health Dept provides APS services in Iroquois and Ford Counties. CRIS Healthy Aging provides APS services in Vermilion County. CHELP provides APS services in Livingston, McLean, Macon, and DeWitt Counties. Care Horizon providers APS services in Champaign, Clark, Coles, Cumberland, Edgar, Douglas, Moultrie, Piatt, and Shelby Counties.

The goals of the APS program are focused on client safety, reduction or elimination of abuse, and prevention of future occurrences of abuse. APS cannot act unless the client agrees, except when the client lacks the capacity to make informed choices or to understand the consequences of their decisions. APS is not law enforcement. While APS may cooperate with law enforcement, APS does not make arrests or prosecute crimes. This is the job of the criminal justice system. APS services include a thorough investigation including reviewing records and conducting interviews, a comprehensive risk assessment, and referrals to services. APS assists those who cannot help themselves by making referrals, filling out paperwork, and educating the client about their options. On rare occasions APS may file with the court for guardianship of an individual who cannot care for themselves.

The ECIAAA serves as the Regional Administrative Agency, assisting in oversight of the APS programs in 16 counties. As an RAA, the ECIAAA provides technical assistance, including assisting providers with questions about APS policy or resources. The RAA monitors service provision through annual reviews of APS providers. The RAA monitors provider agencies to ensure compliance with APS standards, as well as monitoring provider staffing, case loads, and service provision strengths and weaknesses. This information is collected in order to advise IDoA on the potential impact of proposed policy changes. Additionally, the RAA administers the Request for Proposal process to designate the best qualified provider agency to serve each county, and make appropriate recommendations to IDoA should a change in provider be necessary.

Adult Protective Services can investigate allegations of physical abuse, emotional abuse, sexual abuse, confinement, abandonment, passive neglect, self-neglect, willful deprivations, and financial exploitation. The abuser must be known to the victim. APS does not have jurisdiction to investigate or intervene in cases of crimes committed by a stranger, fraud or scams, or business malpractice including landlord complaints. Reporters may make anonymous reports and the reporter's identity is protected by state law.

### ***Abuse Reports Investigated in PSA 05:***

- 1,680 reports received in PSA 05 during SFY 2023
- 50% had an indicated finding of abuse

***20% of reports involved a victim:***

- aged 18-59
- 80% of reports involved a victim ages 60 or over

***Types of Cases Reported:***

- Financial Exploitation (27%)
  - Self Neglect (20%)
  - Emotional Abuse (19%)
  - Passive Neglect (14%)
  - Physical Abuse (11%)
  - Willful Deprivation (4%)
  - Confinement (2%)
  - Sexual Abuse (1%)
  - Abandonment (1%)
- 
- 66% of substantiated APS cases are assessed at a “Medium” or “High” risk at intake.
  - 75% of substantiated APS cases are assessed at a “Low” risk level at closure.

***Risk Factors for Abuse:***

- 63% of victims are Female
- 59% are single (widowed, divorced, separated, or never married)
- 82% of victims are white, 11% are Black/African American
- 28% of abusers are the child of the victim, 11% housemate, 9% spouse, 7% parent, 7% grandchild
- Victims under age 60 are more likely to experience self-neglect.
- Victims under age 60 are more likely to experience abuse or neglect by a parent (30%).

***Most typical types of cases:***

**Typical Financial Exploitation Case:** The abuser is an individual who asks the victim for money. This person may or may not be a relative of the victim. Sometime the abuser lives with the victim. Often the abuser uses emotional abuse tactics to make the victim feel guilty. Victim often has limited social supports, and the abuser is one of the few people in their life who visit them. Abuser may have gotten the victim to cut other people out of their life in order to get easier access to funds. The abuser often has a low income, or a substance abuser. The abuser asks for cash, asks for the victim to pay their bills for them, lives with the victim but pays no rent, and may ask the victim to co-sign on a loan or sign over the deed to property.

**Typical Self Neglect Case:** An adult who is not taking care of themselves, is not following through with doctor visits, is not taking medications, home is in disrepair, bills are not paid. This person is usually socially isolated with few supports, few friends or relatives who are willing to provide assistance, or refuses assistance from friends and relatives. Mental illness may be a factor. Person may be homeless and unable to complete paperwork needed to locate stable housing or be unable to be safe in homeless shelter. Dementia may be a factor, person may be confused and may not understand their bills, their medical needs, or how to help themselves. Adults under age 60 with a disability are more likely to be investigated for self-neglect.

**Typical Passive Neglect Case:** Caregiver (friend or relative) is trying to provide care but is overwhelmed by the level of care needed or is not knowledgeable about the care needed. The Caregiver is often a spouse, adult child, parent, other relative, or friend. Caregiver may need to go to work and be unable to provide adequate supervision. Caregiver may have physical limitations and may be unable to lift the victim, turn the victim, or assist with hygiene needs. Caregiver may be stressed and exhausted because they are providing 24/7 care with no break and no support system to help them.

**Typical Physical Abuse Case:** Domestic Violence, between romantic partners, or intergenerational (parent abusing child, child abusing parent, grandchild abusing grandparent). Involves deliberate abuse with the goal of controlling another person's behavior.

**The Typical Abuser:** There is no way to describe the typical abuser, as abusers come from all ages, economic status, and social/ethnic backgrounds. 28% of abusers are the child of the victim. Among victims under 60, the parent or other relative is most likely to be an abuser. Only 11% of abusers live with the victim. Nearly half of all abusers are over the age of 50, half are under 50. Only 4% have a criminal history.

**The Typical Victim:** Most victims (73%) live in their own home; 36% live alone, 43% live with family. About two-thirds of victims are female, largely because females have a longer life expectancy than males. The majority of victims are single; one-quarter of victims are widowed, 14% are divorce and 18% never married. Often the victim has suffered some kind of a loss, such as the death of a spouse or other family member, or loss of health or mobility. Income, social and economic status, gender, and other demographic measures are not indicative of increased risk for abuse. Decreased physical and mental ability, as well as social isolation/lack of support network are the most common risk factors for abuse.

### ***Community Engagement:***

- The strength and efficacy of the APS system relies on strong collaborations with community partners. The ECIAAA helps to promote and facilitate these collaborations.
- **Multi-Disciplinary Teams** are monitored to ensure that APS provider agencies build relationships with community partners.
- **Fatality Review Teams** provide recommendations on best practice, improvements in policy, and prevention strategies.
- **TRIADs** engage law enforcement and community partners in prevention and education.

- **Community Education** to promote knowledge of the APS program.
- Promotion of **World Elder Abuse Awareness Day**.

## **ECIAAA LONG TERM CARE OMBUDSMAN PROGRAM**

The ECIAAA Long Term Care Ombudsman Program serves all 16 counties of east central Illinois. The Ombudsman Program is a resident-directed advocacy program that protects and improves the quality of the life for residents in a variety of long-term care settings. There are 153 facilities in the 16 county territory of east central Illinois. The program is budgeted for a staffing plan of 5.6 full time equivalents.

The focus of the program is to advocate to improve the quality of care and quality of life for residents of long-term care facilities. Ombudsman staff empower seniors and adults with disability to self-advocate. Staff provide information to residents about residents' rights, long term care options, supports and services in nursing facilities and in the community. Staff investigate complaints and concerns, listen to understand issues from the resident's perspective all while maintaining confidentiality.

During the course of FY 2023 extensive systemic advocacy regarding the Personal Needs Allowance was accomplished. ECIAAA Community Ombudmsan, Ryan Gannaway led the charge in organizing letters from residents resulting in an increase in the Personal Needs Allotment from \$30 to \$60. This will have tremendous impact on Medicaid residents in nursing facilities allowing them to purchase those things the facility does not provide and ultimately improve their quality of life.

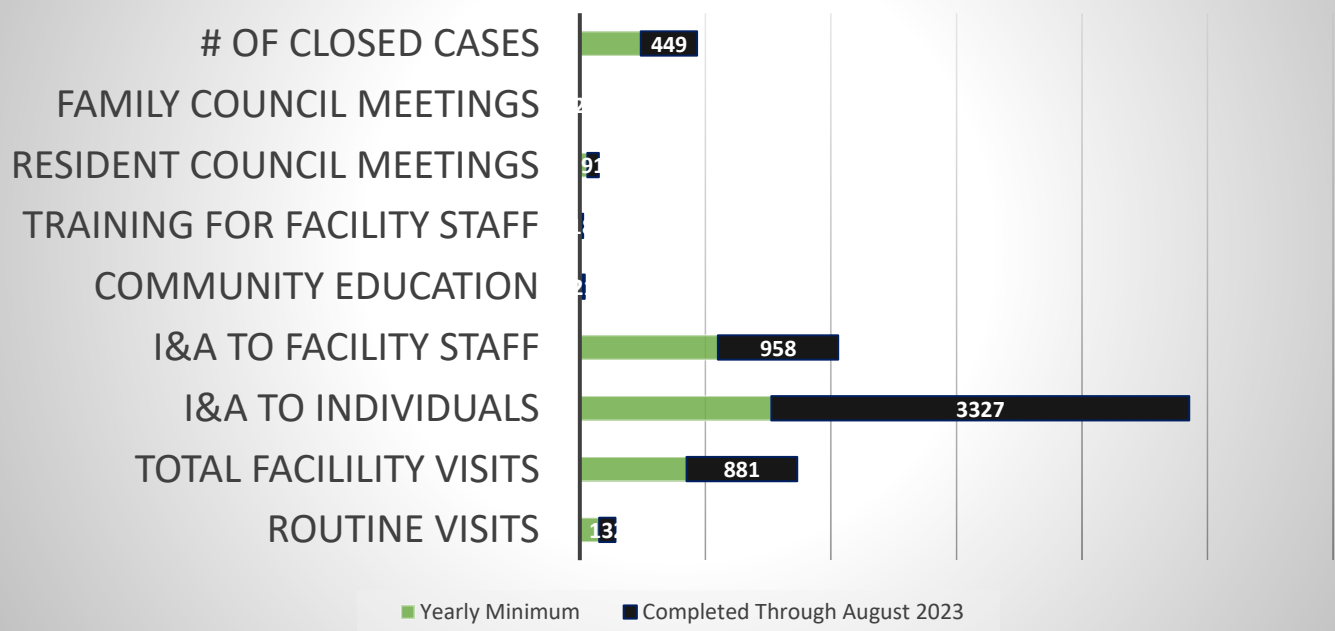
ECIAAA Long Term Care Ombudsman staff completed SAGECare training as a part of our organizational commitment to maintaining Platinum SAGE credentials thus emphasizing the ECIAAA commitment to person-centered and culturally competent service.

The Long Term Care Ombudsman Program is required to at minimum carry out specific program activities throughout the year. The ECIAAA Long Term Care Ombudsman is very proud to exceed many of the annual requirements.



	Yearly Minimum	Completed Through August 2023
Routine Visits	153	132
Total Facility Visits	850	881
I&A to Individuals	1526	3327
I&A to Facility Staff	1100	958
Community Education	18	21
Training for Facility Staff	8	18
Resident Council Meetings	60	91
Family Council Meetings	1	2
# of Closed Cases	486	449

### Comparison of FY 2023 Yearly Minimum Requirements and Actual Performance



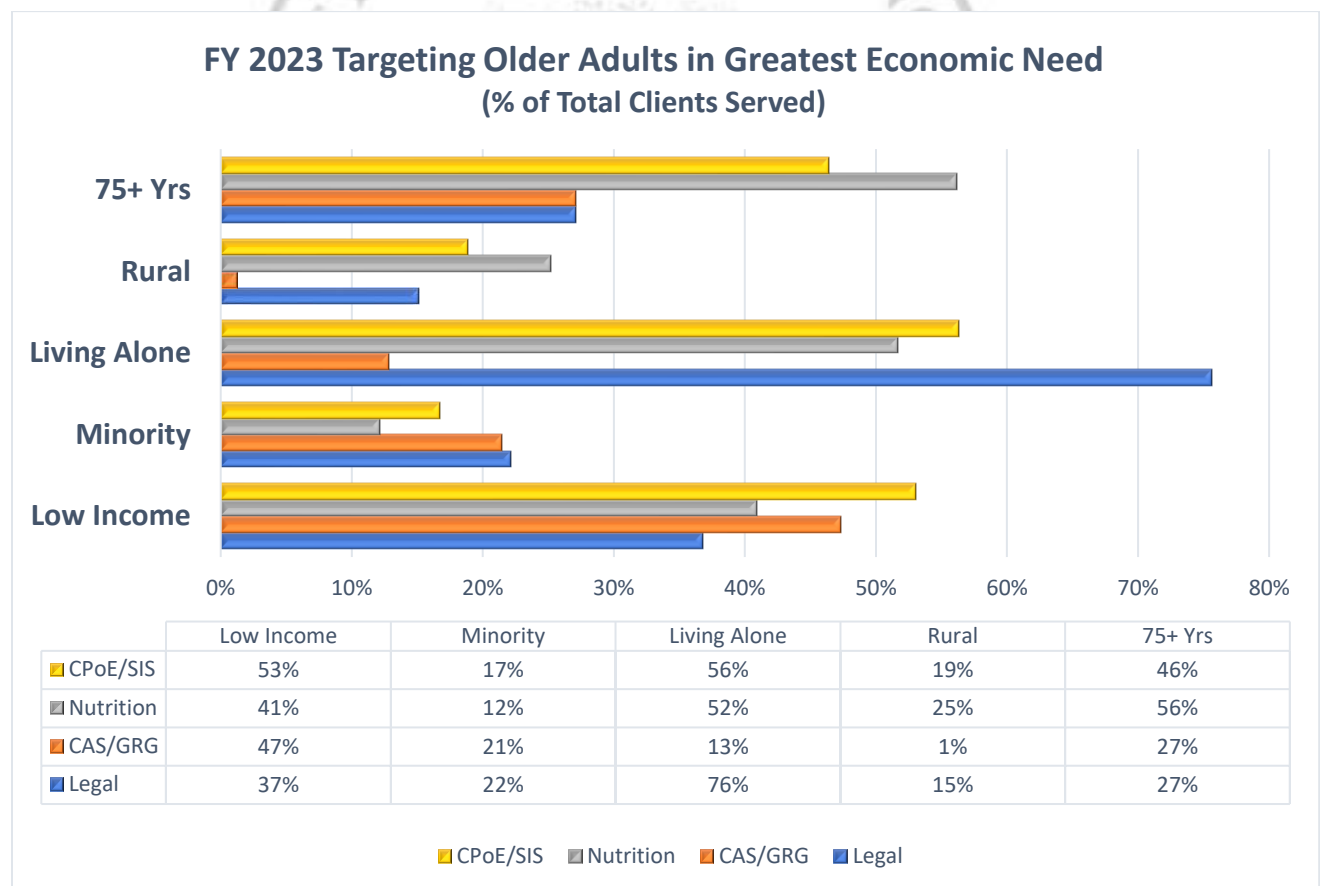


### ***Impact:***

ECIAAAA Long Term Care Ombudsman have successfully supported numerous residents in longer term care settings with a variety of issues from social activities to personal care needs. ECIAAAA Long Term Care Ombudsman empower residents to utilize the care plan process to ensure their needs and voice are documented and their Resident Rights are upheld.

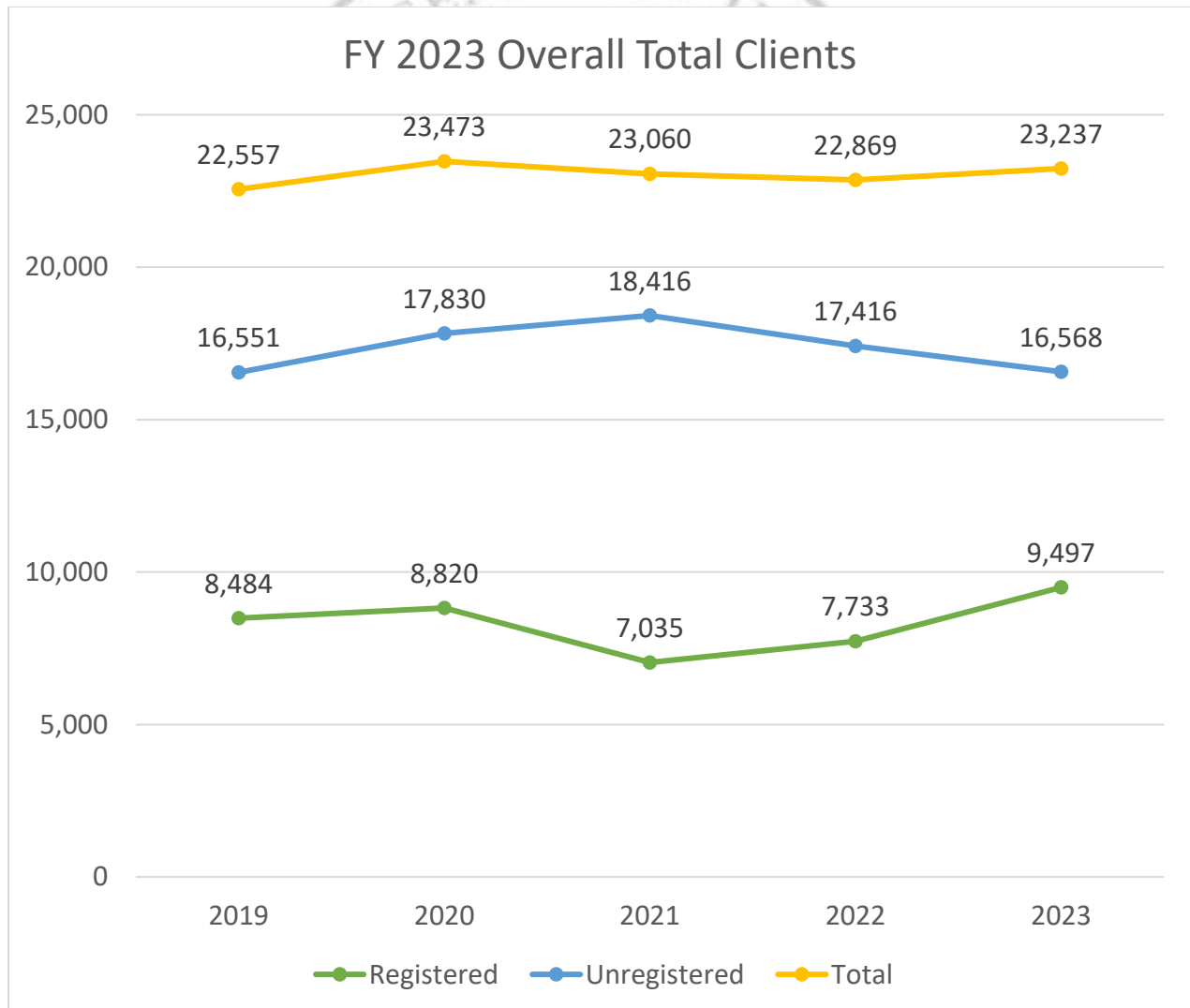
### ***Targeting Performance:***

In accord with mandates of the Older Americans Act, we also target services to those in greatest need. The chart below depicts the demographic and socio-economic factors that define “greatest need” and reflects targeting outcomes of Service Providers in FY2023.



### ***Participants Tells Us How Services Affect Them:***

We measure performance through participant feedback and data collected by Service Providers. They utilize the Performance Outcome Measurement Project (POMP) Survey, developed by the Administration for Community Living, to annually solicit feedback from randomly selected participants. The POMP Survey questions are answered by individuals receiving nutrition, caregiver, and senior information services; legal services solicit client feedback but do not use the POMP survey instrument. Several Service Providers also administer additional surveys to collect information that enables us to determine the impact these services are having on older adults in east central Illinois.



**East Central Illinois Area Agency on Aging  
2023 PERFORMANCE REPORT: COORDINATED POINT of  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority in FY2023. The East Central Illinois Area Agency on Aging (ECIAAA) budgeted \$1,329,707 for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Planning & Service Grants Funds.

The ECIAAA funded 11 organizations (Service Providers) to provide Coordinated Points of Entry/Senior Information Services throughout its 16-county geographic service area:

- CRIS Healthy Aging Center- Champaign and Vermilion Counties
- Life Center Senior Services- Clark and Cumberland Counties
- Coles County Council on Aging- Coles County
- Community Care Systems, Inc.- DeWitt, Livingston, McLean, and Shelby Counties
- Family Service- Douglas County
- Mid-Illinois Senior Services- Moultrie County
- Chester P. Sutton Community Center- Edgar County
- Ford County Health Department- Ford County
- Volunteer Services of Iroquois County- Iroquois County
- Macon County Health Department- Macon County
- Piatt County Services for Seniors- Piatt County

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake

process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilized the Enhances Services Program (ESP) that has since transitioned to the Community Services Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems (AIRS).

**Cost Benefit:** CPOE/SIS Service Providers enrolled older adults in the following programs, saving East Central Illinois Medicare beneficiaries a total of \$1.3 Million to help pay on other necessities such as groceries, utilities, and home repairs.

	FY 2023 Application Submission	Estimated Cost Savings/Benefit
Benefits Access Applications Submitted*	4,289	\$604,749 Seniors/Persons With Disability Ride Free Transit Benefit & Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	107	\$567,100 Cost of prescription drugs like deductibles and copayments
Medicare Savings Program (MSP) ***	77	\$152,367 Assistance with Medicare A&B premiums, deductibles, coinsurance and copayments
Medicare Part D	1,016	Prescription drug coverage
Medicaid	160	Health care coverage

\*Based on \$141 license plate renewal cost savings Source: The Office of the Illinois Secretary of State

\*\*Based on savings of \$5,300/year Source: Social Security Administration

\*\*\*Based on savings of \$164.90/month Source: Medicare.gov

### ***Performance Results: Level of Service and Persons Served***

The CPoE provided 73,445 units/contacts of service to 16,938 persons throughout the 16-county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
CRIS Healthy Aging	<i>Champaign</i>	8,905	1,312
CRIS Healthy Aging	<i>Vermilion</i>	20,123	3,182
Life Center Senior Services	<i>Clark</i>	2,114	408
Life Center Senior Services	<i>Cumberland</i>	1,215	257
Coles County Council on Aging	<i>Coles</i>	3,704	1,501
CCSI-Care Coordination, LLC.	<i>DeWitt</i>	1,521	440
CCSI-Care Coordination, LLC.	<i>Livingston</i>	2,932	724
CCSI-Care Coordination, LLC.	<i>McLean</i>	11,841	2,229
CCSI-Care Coordination, LLC.	<i>Shelby</i>	1,942	393
Family Service	<i>Douglas</i>	1,627	498
Mid-Illinois Senior Services	<i>Moultrie</i>	2,101	388
Chester P. Sutton Community Center	<i>Edgar</i>	1,829	575
Ford County Health Department	<i>Ford</i>	980	323
Volunteer Services of Iroquois County	<i>Iroquois</i>	2,936	1,265
Macon County Health Department- Starting Point	<i>Macon</i>	9,675	3,443
Piatt County Services of Seniors	<i>Piatt</i>	583	248
<b>TOTAL UNITS &amp; PERSONS SERVED</b>	<b>16 Counties</b>	<b>73,445</b>	<b>16,938</b>

### ***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White – Hispanic	145
American Indian/Alaska Native	302
Asian	337
Black	2,317
Native Hawaiian - Other Pacific Islander	116
Other Races	240
<b>TOTAL MINORITY SERVED</b>	<b>2,857</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	3,094
Living Alone	9,411
Low Income	9,068
Low Income – Minority	2,857
Limited English	364
+75 Years Old	7,456

\*Individuals can indicate multiple racial identifications

### ***Performance Results: Impact of CPoE/SIS Services***

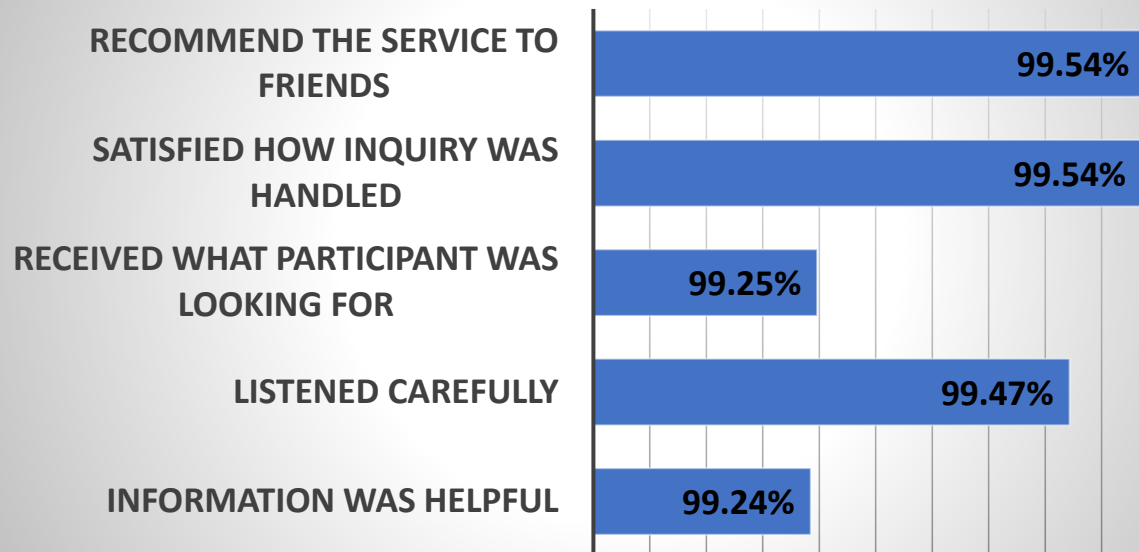
*Older adults and disabled persons experience an improved level of financial security. Measured by application assistance cost savings.*

*Older adults are improving their overall health and well-being. Measured by number of applications for health insurance and benefits.*

*Older adults are experiencing independence and improved quality of life. Measured by participant responses to POMP surveys.*



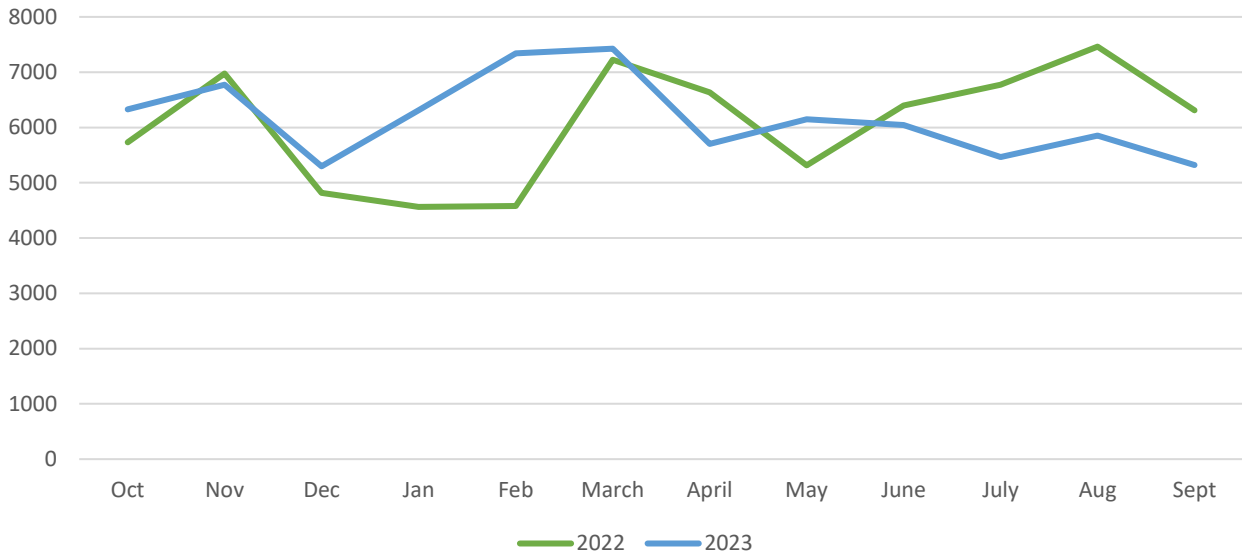
## Information & Assistance POMP Survey Results



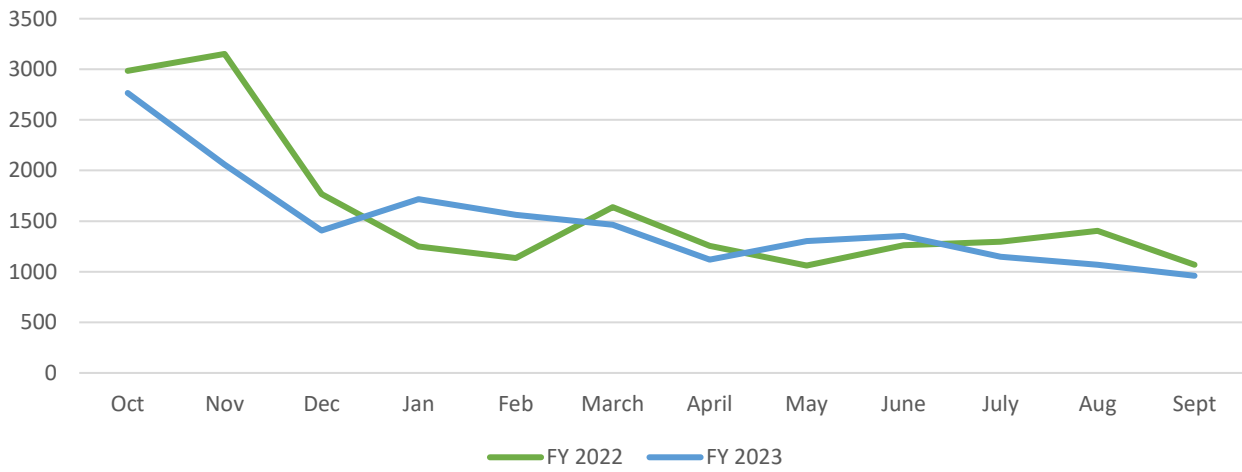
### Updates and Impact

An additional \$120,035 was allocated to SIS services through American Rescue Plan Act (ARPA) funding. This funding allowed service providers to retain existing staff, recruit staff to fill vacancies as well as access additional training to emphasize person-centered and culturally competent service provision. Funding to support unmet needs increased by \$60,000 through ARPA funding.

### SIS Monthly Unit Performance FY 2022 vs FY 2023



### SIS Monthly New Persons Performance FY 2022 vs FY 2023



**East Central Illinois Area Agency on Aging  
2023 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2023, the ECIAAA budgeted \$397,362 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG). FY 2023 was the first year the Area Agency Network received funds through the Illinois General Assembly. An additional \$282,800 in state support was budgeted totaling \$680,162 (a 70% increase) to support the ECIAAA Family Caregiver Advisory Program.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

The ECIAAA funded nine organizations (Service Providers) to deliver these services in its 16-county geographical service area:

- CRIS Healthy-Aging Center for Champaign and Vermilion Counties
- Life Center- Clark and Cumberland Counties
- CCSI-Care Coordination, LLC. for DeWitt, Livingston, and McLean Counties

- Coles County Council on Aging for Coles County
- Mid-Illinois Senior Services for Douglas, Moultrie, and Shelby Counties
- Chester P. Sutton Community Center for Edgar County
- Ford County Health Department for Ford and Iroquois County
- Macon County Health Department for Macon County
- Family Service Senior Resource Center for Piatt County

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** An AARP study found there are over 1.5 million family/informal caregivers in Illinois providing 1.24 billion hours of unpaid work annually with an estimated value of \$17 billion.

This translates to approximately 103,500 family/informal caregivers in East Central Illinois. An estimated value of \$1.17 million in unpaid work annually.

### *Performance Results: Level of Service and Persons Served*

Service Providers provided a total of 6,928 units/contacts of CAS service to 729 caregivers, and 3,603 units/contacts of GRG services to 307 grandparents:

CAS	County	CAS Units	CAS Caregivers		GRG Units	GRG Persons
CRIS Healthy Aging	<i>Champaign</i>	1,206	176		1,023	84
CRIS Healthy Aging	<i>Vermilion</i>	828	111		527	65
Life Center	<i>Clark</i>	30	8		29	6
Life Center	<i>Cumberland</i>	102	20		113	22
CCSI-Care Coordination, LLC.	<i>Dewitt</i>	36	5		34	4
CCSI-Care Coordination, LLC.	<i>Livingston</i>	29	13		46	4
CCSI-Care Coordination, LLC.	<i>McLean</i>	562	125		227	19
Coles County Council on Aging	<i>Coles</i>	116	47		35	19
Mid-Illinois Senior Services	Douglas	1,743	25		30	2
Mid-Illinois Senior Services	Moultrie	412	18		262	10
Mid-Illinois Senior Services	Shelby	276	11		591	10
Chester P. Sutton Community Center	Edgar	344	34		281	11
Ford County Health Department	Ford	231	14		51	7
Ford County Health Department	Iroquois	26	4		36	2
Macon County Health Department	Macon	742	111		214	31
Family Service	Piatt	245	7		104	11
<b>TOTAL UNITS &amp; CAREGIVERS/PERSONS</b>	<b>16 Counties</b>	<b>6,928</b>	<b>729</b>		<b>3,603</b>	<b>307</b>

***Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
White - Hispanic	3	0
American Indian/Alaska Native	3	1
Asian	5	1
Black	116	92
Native Hawaiian - Other Pacific Islander	1	-
Other Races	9	3
<b>TOTAL MINORITY SERVED</b>	<b>133</b>	<b>95</b>
<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	90	41
Living Alone	91	41
Low Income	289	208
Low Income - Minority	97	77
Limited English	8	5
+75 Years Old	221	45

***Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

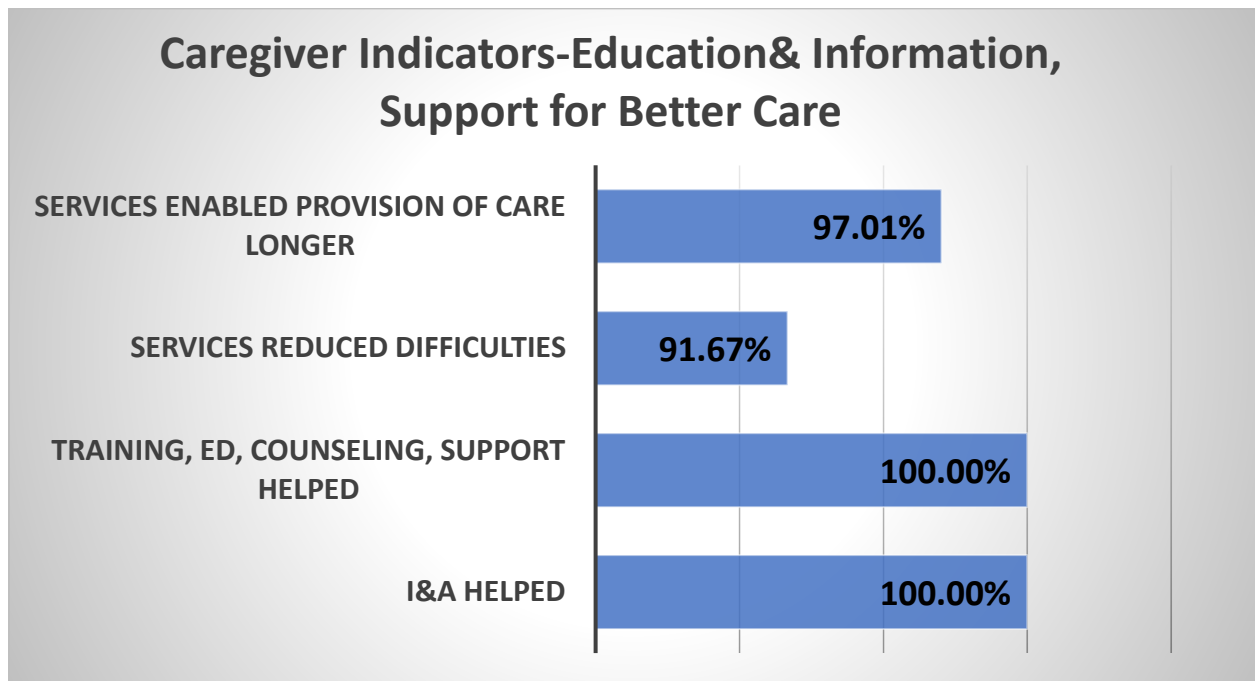
Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver. Measured by participant responses to POMP surveys.*

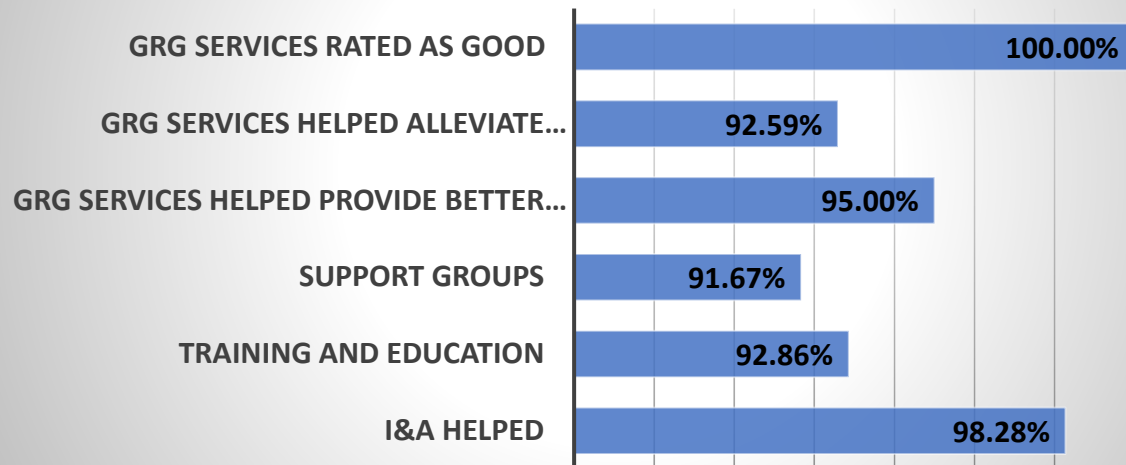


*Caregivers are enabling their loved ones to continue living at home. Measured by participants responses to POMP surveys.*

**NOTE:** Tailored Care (TCARE) data indicates that 94% of caregivers lowered or maintained their intent to place the care recipient and 96% lowered or maintained caregiver stress levels.



## GRG Indicators-Education & Information, Support for Better Care



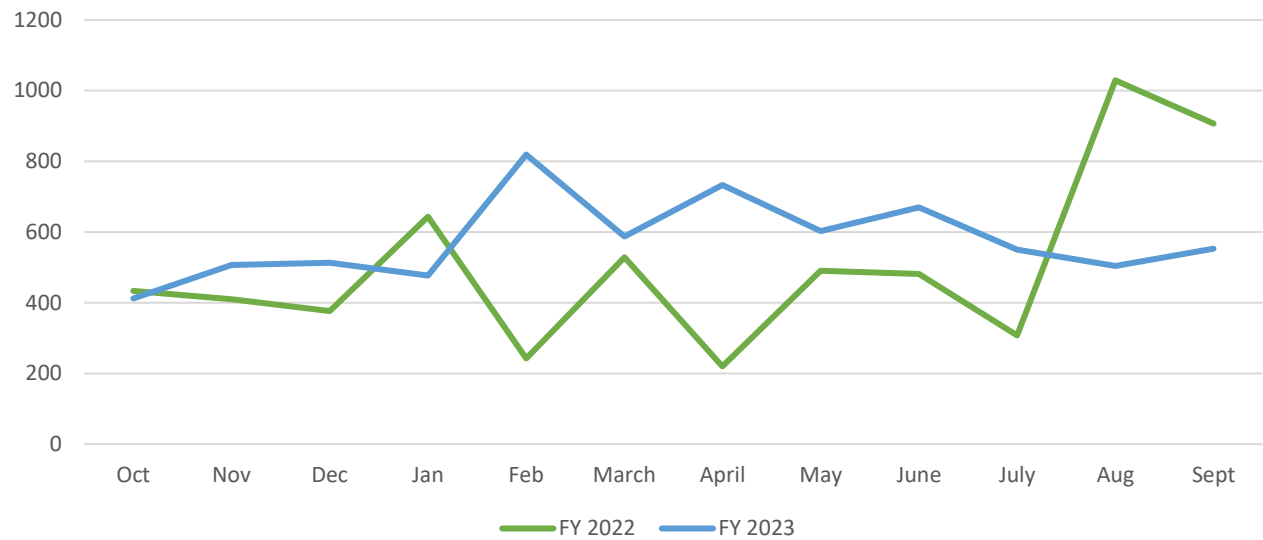
### FY 2023 Updates & Impact

The state supported implementation of ADRD Gap Filling for unmet needs of persons with Alzheimer's Disease or Related Dementia allowed 71 persons to received support to remain in the community.

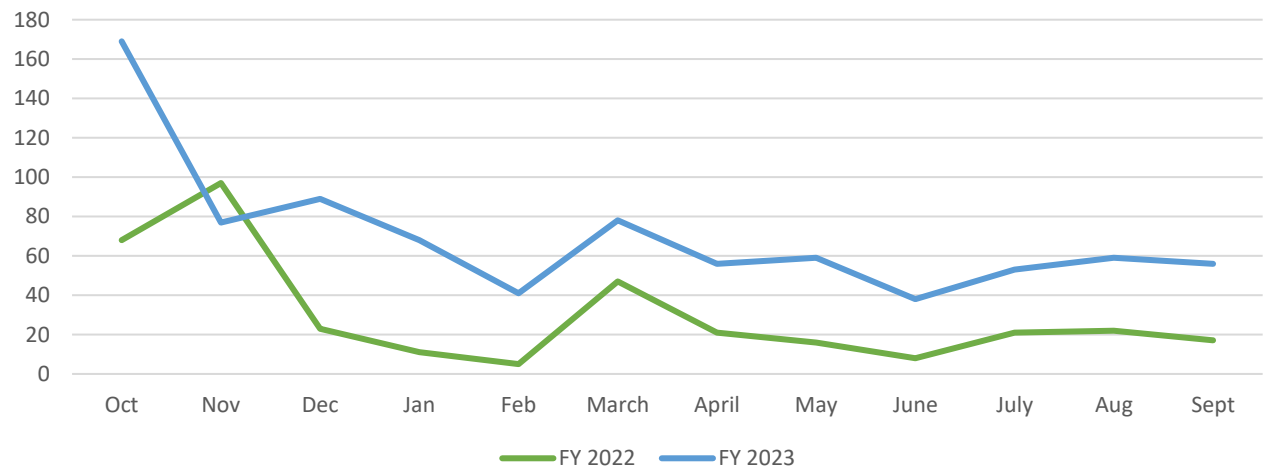
III-E Caregiver and GRG Gap Filling supported 132 persons.

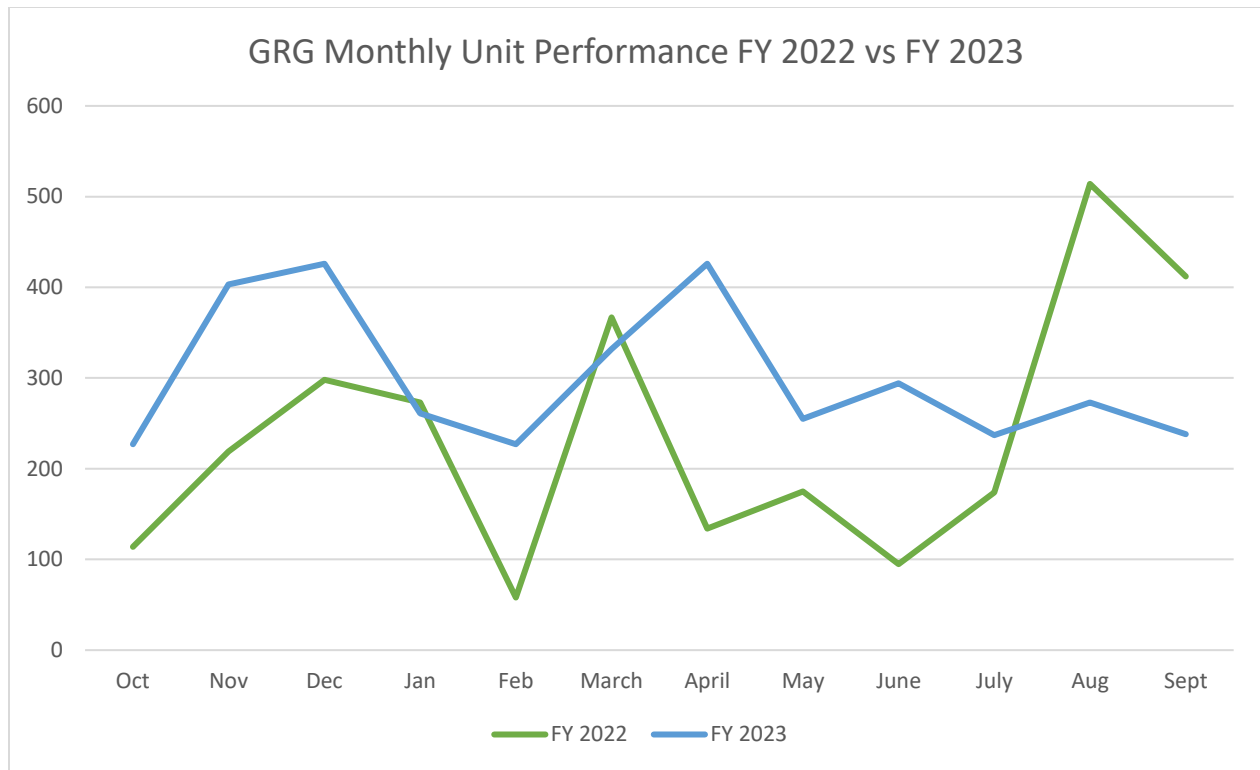
An additional \$20,000 was allocated to Caregiver Advisory Services through ARPA funding allowing service providers access to Dementia Certification Training and Trauma Informed Care Training allowing greater person-centered service provision.

### Caregiver Monthly Unit Performance FY 2022 vs FY 2023



### Caregiver Monthly New Clients FY 2022 vs FY 2023





**East Central Illinois Area Agency on Aging  
2023 PERFORMANCE REPORT: NUTRITION SERVICES**

***Performance Outcome #3: Older adults have improved food security and reduced social isolation.***

*Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.*

During FY2023, ECIAAA budgeted \$928,647 in federal Older Americans Act Title III-C and Nutrition Services Incentive Program funds for congregate nutrition and \$4,291,334 in III-C Federal and State GRF support for home-delivered meals. Congregate meals are served at familiar locations, such as senior centers, to promote health and reduce isolation; home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

The ECIAAA funded four organizations (Service Providers) to deliver congregate and home-delivered meals throughout its 16-county geographic service area:

- Sarah Bush Lincoln Peace Meal Senior Nutrition Program provides congregate and/or home delivered meals sites in 7 counties, including Clark, Coles, Cumberland, Douglas, Edgar, Moultrie, and Shelby.
- CRIS Healthy-Aging Center provides congregate meals in Vermilion County and provides home delivered meals countywide.
- Catholic Charities provides Meals-on-Wheels in Decatur and Macon County.
- OSF Peace Meal Senior Nutrition Program provides congregate and/or home delivered meals sites in 7 counties including Champaign, DeWitt, Ford, Iroquois, McLean, Livingston, and Piatt.

Nutrition programs continued to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs

assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

***Cost Benefit:***

OAA-sponsored nutritious meals are cost effective and help keep older adults healthier and able to remain independent.

Cost of an OAA-Funded Meal for One Senior for Entire year (365 days)	Cost of One Day of Hospital Care	Cost of Ten Days in Long Term Care Facilities
\$2,602	\$2,754	\$2,070

Source: Meals on Wheels America, 2021. "Delivering So Much More Than a Meal in Illinois."

***Performance Results: Number of Meals and Older Adults.*** The organizations provided a total of 864,675 meals to 8,669 older adults: 175,531 congregate meals to 4,373 older adults and 689,144 home-delivered meals to 4,513 older adults:

Nutrition Organizations	Total Congregate Meals	Total Congregate Participants		Total Home Delivered Meals	Total Home Delivered Meals Participants
SBL Peace Meal Senior Nutrition Program	40,388	847		175,045	1,105
CRIS Healthy Aging Center	15,443	1,247		84,880	691
Catholic Charities Meals on Wheels	7,469	152		92,170	679
OSF Peace Meal Senior Nutrition Program	112,230	2,152		336,899	2,038
<b>TOTAL MEALS &amp; PERSONS</b>	<b>175,530</b>	<b>4,398</b>		<b>688,994</b>	<b>4,513</b>



### ***Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
White - Hispanic	38	23
American Indian/Alaska Native	17	19
Asian	32	17
Black	331	610
Native Hawaiian - Other Pacific Islander	1	2
Other Races	15	21
<b>Total Minority Served</b>	<b>424</b>	<b>680</b>
<b>GREATEST NEED: Overview</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
Rural	1,446	794
Living Alone	1,985	2,645
Low Income	1,621	2,052
Low Income - Minority	286	461
Limited English	206	77
+75 Years Old	2,319	2,689

\*Individuals can indicate multiple racial identifications

### ***Performance Results: Impact of Nutrition Services***

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

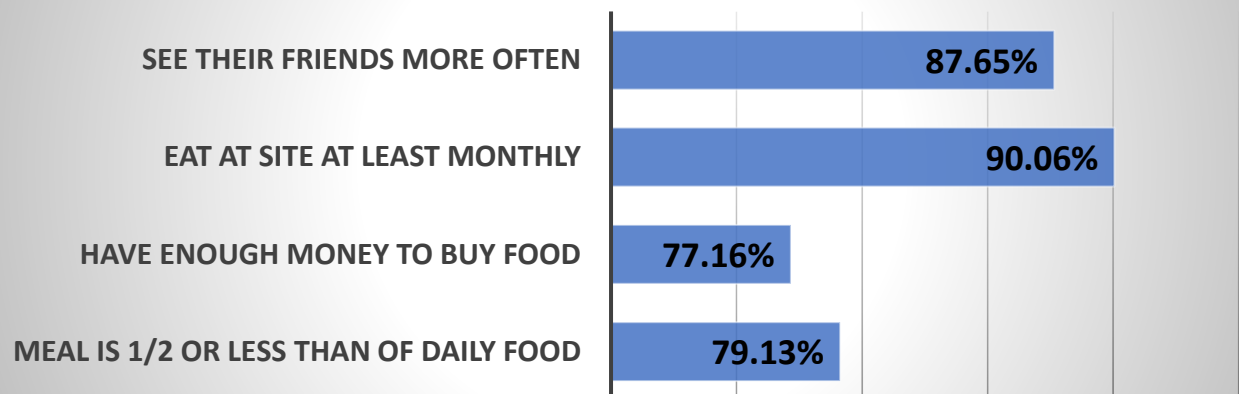
*Participants in the congregare and home-delivered meal programs experience improved food security. Measured by participant responses to POMP surveys.*

*The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults. Measured by participant responses to POMP surveys.*

*Meal participants are eating healthier, making better food choices, and improving their health. Measured by participant responses to POMP surveys.*

*The nutrition services program is promoting independence and enabling older adults to live at home. Measured by participant responses to POMP surveys.*

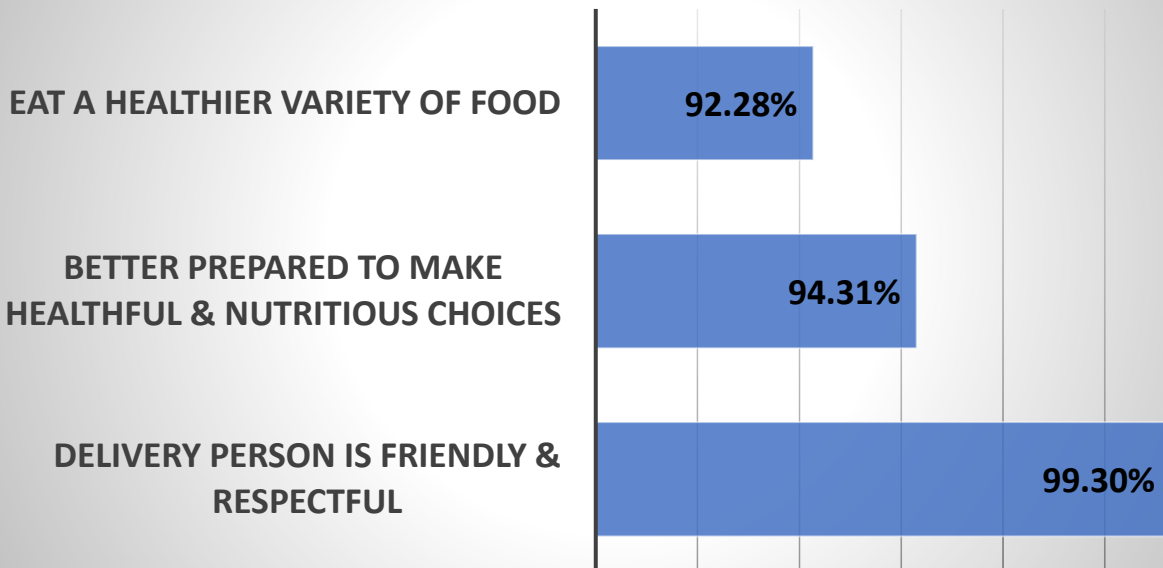
### FY 2023 Congregate POMP Survey



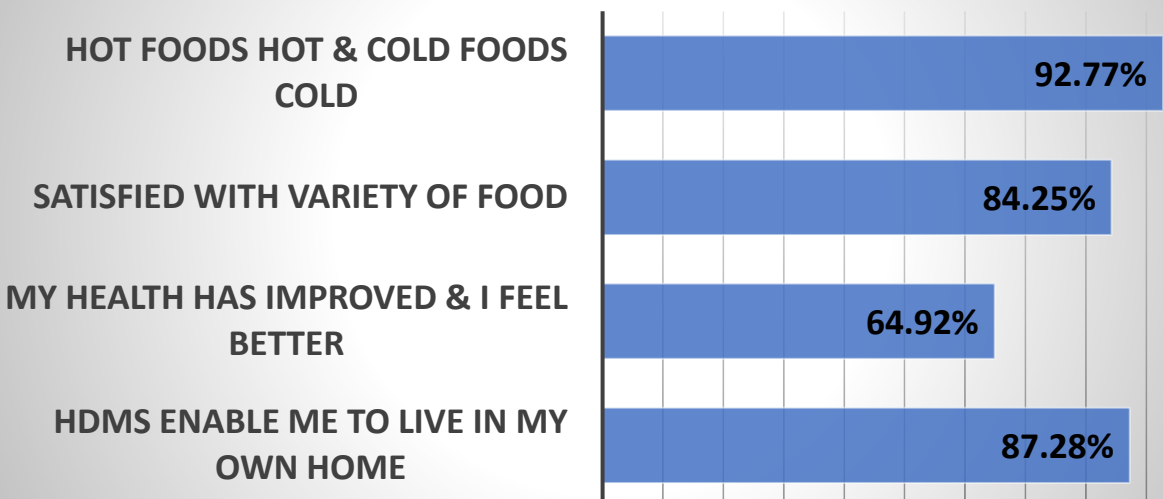
### FY 2023 Congregate POMP Survey Results



### FY 2023 HDM POMP Survey Results

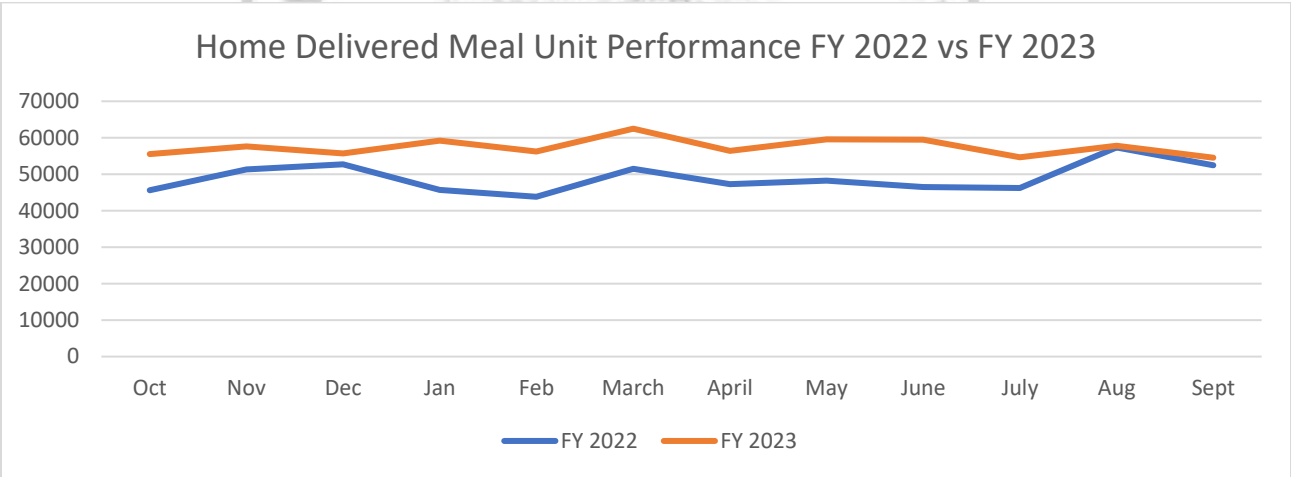
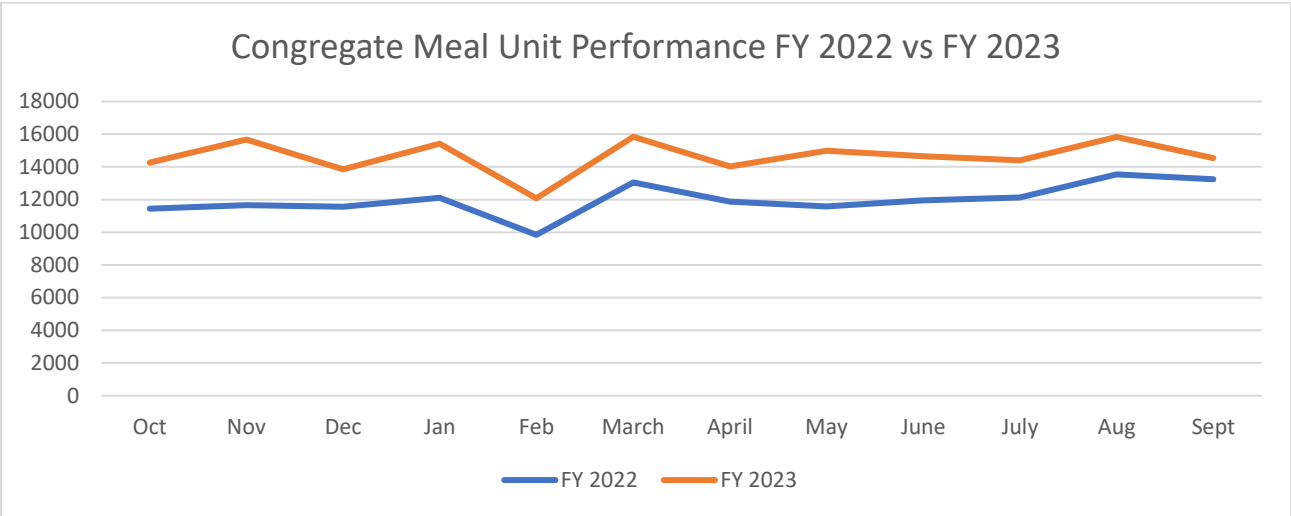


### FY 2023 HDM POMP Survey Results



### Updates and Impact

An additional \$617,232 C1 ARPA and \$874,974 C2 ARPA funding was allocated to support congregate enhancements and secondary home delivered meal provision to those in greatest nutritional risk from FY 2022 through FY 2024.



**East Central Illinois Area Agency on Aging  
2023 PERFORMANCE REPORT: LEGAL SERVICES**

***Outcome #4: Older adults receive specialized legal services to address their legal need.***

*Legal services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are promoting the independence and financial stability of older adults by providing legal advice, representation, and education to increase their understanding of consumer, legal, medical, and financial rights and responsibilities.*

During FY2023, the ECIAAA budgeted \$102,051 in federal Older Americans Act Title III-B funds for legal assistance for older adults. The agency funded two organizations (Service Providers) to deliver legal assistance throughout its 16-county geographic service area: Land of Lincoln Legal Aid serving 13 counties and Prairie State Legal Services serving three counties.

The provision of legal services includes advocating for and assisting with basic civil needs of an older adult. Assistance can be provided to help in cases of elder abuse and neglect, financial exploitation, consumer fraud, landlord/tenant relationships and public benefit programs. Criminal, real estate and damage award cases cannot be handled by legal assistance.

Legal service programs are required to provide legal advice and representation; inform older adults about the availability and location of their services and case-acceptance priorities; provide community education opportunities on legal issues; prioritize legal assistance for Adult Protective Service cases; attend court hearings and prepare legal documents; provide referral and follow-up for additional services to benefit the client; provide assistance in obtaining public benefits, such as Social Security, Medicare, Medicaid, etc.; and collaborate and consult with other service providers serving the same populations.

***Cost Benefit:*** On average, private attorney fees are 2.4 times the legal assistance provider's approved hour rate. Funds provided by the ECIAAA enabled service providers to provide 2,913 hours of legal services to older adults. This resulted in a cost savings of \$346,271 when program cost is compared to private attorney fees (*Source: Illinois Legal Aid Society, May 2020*).

### ***Performance Results: Level of Service and Older Adults Served***

The Land of Lincoln Legal Aid and Prairie State Legal Services assisted 539 older adults during FY2023, providing 2,913 units/hours of legal assistance.

<b>Legal Services Organizations</b>	<b>Units</b>	<b>Persons</b>
Land of Lincoln Legal Aid	1,918.05	343
Prairie State Legal Services	407.20	100
<b>TOTAL UNITS &amp; PERSONS</b>	<b>2,325.25</b>	<b>443</b>

### ***Performance Results: Targeting Older Persons in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Legal Services</b>
White - Hispanic	5
American Indian/Alaska Native	3
Asian	2
Black – Non/Hispanic	77
Native Hawaiian - Other Pacific Islander	0
Other Races	7
<b>Total Minority Served</b>	<b>98</b>
<b>GREATEST NEED: Overview</b>	<b>Legal Services</b>
Rural	67
Living Alone	335
Low Income	163
Low Income - Minority	98
Limited English	4
+75 Years Old	120

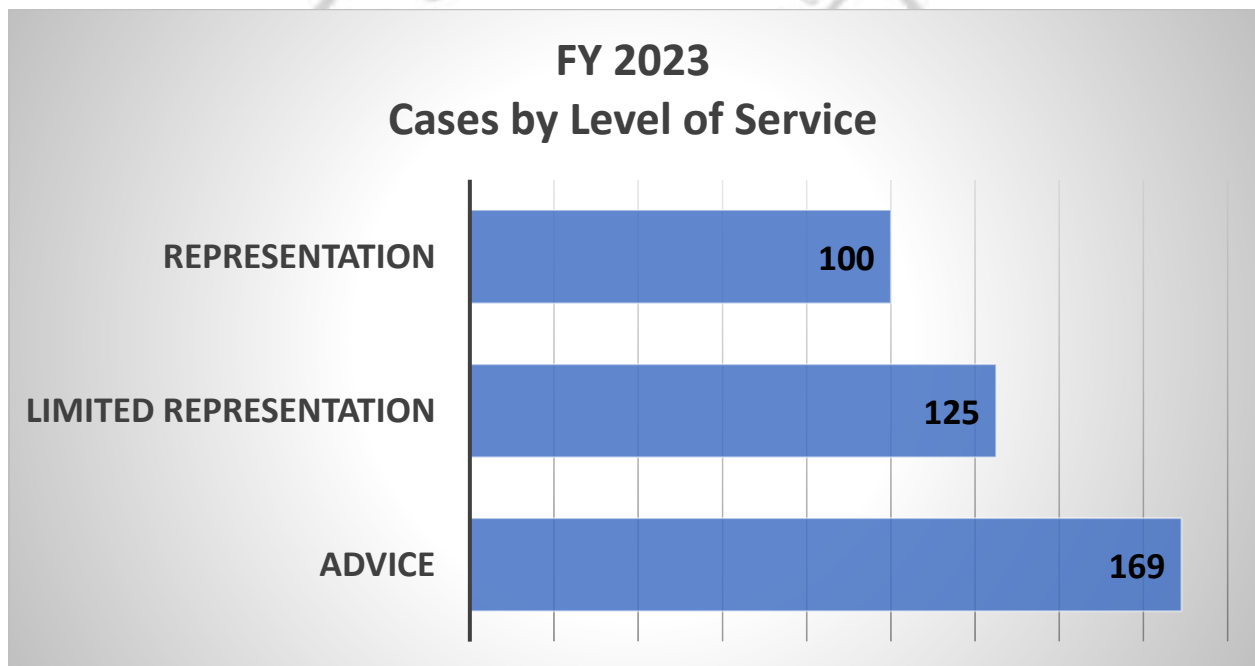
\*Individuals can indicate multiple racial identifications

### ***Performance Results: Impact of Legal Services***

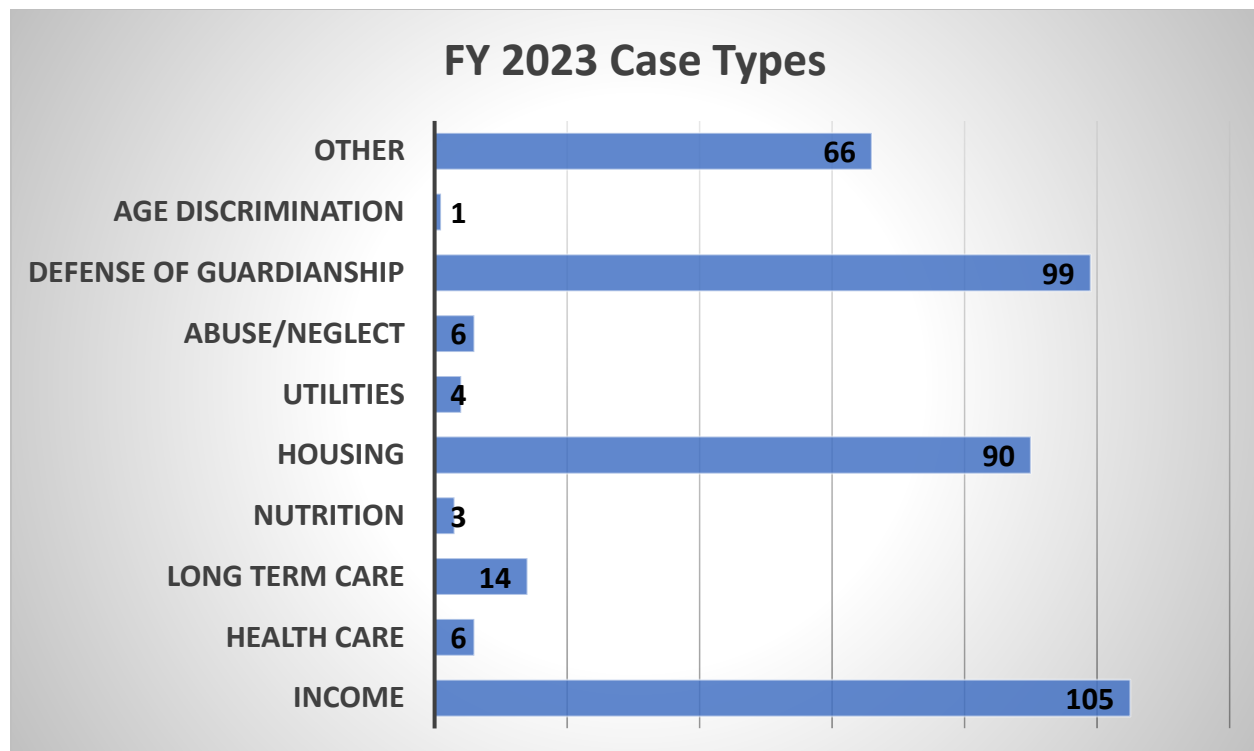
*Older adults who work with attorneys understand the legal importance of advance directives, and benefit from peace of mind when choosing their future financial and medical decision-makers as indicated by person centered service in cases by level of service.*

*Older adults who work with attorneys understand their rights to health and economic benefits and achieve stability from obtaining or preserving these benefits as indicated in case types.*

*Older adults who work with legal service attorneys understand their legal and consumer rights, which protects them from unlawful debt collection, promotes financial stability, and lowers stress as indicated in case types.*







### Updates and Impact

An additional \$50,000 in ARPA funding was allocated to Legal Services allowing legal assistance providers to increase visibility and awareness to those hardest to reach individuals.

# East Central Illinois Area Agency on Aging, Inc.

## 2023 SERVICE PROVIDER PERFORMANCE REPORTS *By County*

Senior Information Services/Coordinated Points of Entry  
&  
Caregiver Advisory/Grandparents Serving Grandchildren



**Champaign and Vermilion County  
CRIS Healthy Aging  
2023 PERFORMANCE REPORT: COORDINATED POINT of  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2023. CRIS Healthy Aging Center is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. CRIS Healthy Aging Center received \$258,640 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds for service in Champaign and Vermilion Counties.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** CRIS Healthy Aging Center enrolled older adults in the following programs, saving Vermilion County Medicare beneficiaries a total of \$185,892 to help pay on other necessities such as groceries, utilities, and home repairs.

	FY 2023 Application Submission	Estimated Cost Savings/Benefit
Benefits Access Applications Submitted	1,154	\$162,714 Seniors/Persons with Disability Ride Free Transit Benefit Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	4	\$21,200 Cost of prescription drugs like deductibles and copayments
Medicare Savings Program (MSP)***	1	\$1,978 Assistance with Medicare A&B premiums, deductibles, coinsurance and copayments
Medicare Part D	24	Prescription drug coverage
Medicaid	10	Health care coverage

\*based on \$141 license plate renewal costs savings Source: The Office of the Illinois Secretary of State

\*\*based on a savings of \$5,300/year, Source: Social Security Administration

\*\*\*based on a savings of \$164.90/month, Source: Medicare.gov.

### ***Performance Results: Level of Service and Persons Served***

CRIS Healthy Aging Center provided 29,028 units of service to 4,494 persons throughout Champaign and Vermilion Counties.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
CRIS Healthy Aging Center	Champaign	8,905	1,312
CRIS Healthy Aging Center	Vermilion	20,123	3,182

### ***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	15
American Indian/Alaska Native	6
Asian	33
Black	1,003
Native Hawaiian - Other Pacific Islander	2
Other Races	76
<b>Total Minority Served</b>	<b>1,135</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	575
Living Alone	2,639
Low Income	2,824
Low Income - Minority	1,135
Limited English	101
+75 Years Old	1,877

\*Individuals can indicate multiple racial identifications

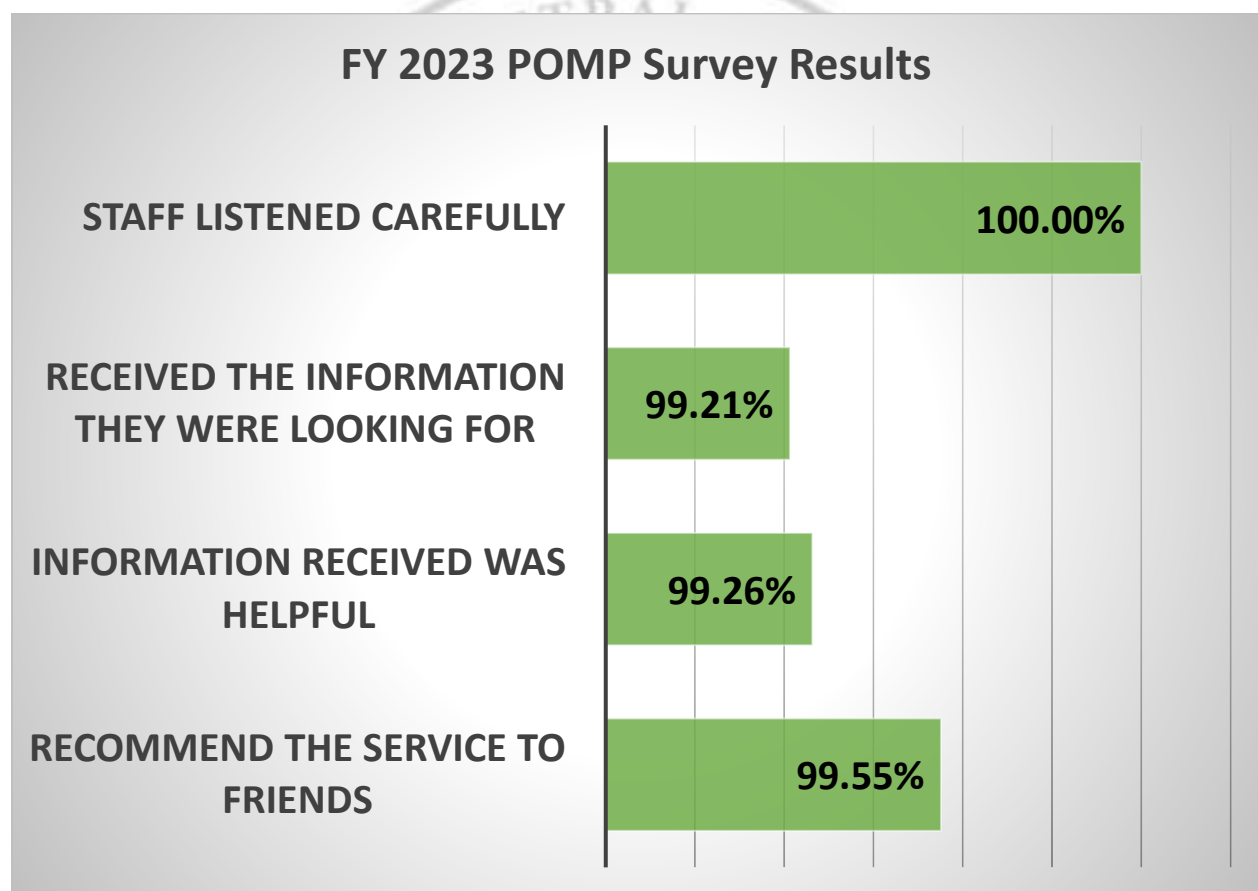
### ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security. Measured by application assistance costs savings.*

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan. Measured by application assistance and participant responses to POMP surveys.*

*Older adults are improving their overall health and well-being. Measured by participant responses to POMP surveys.*

*Older adults are experiencing independence and improved quality of life. Measured by participant responses to POMP surveys.*



**Champaign County & Vermilion County  
CRIS Healthy Aging  
2023 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2023, CRIS Healthy-Aging received \$152,900 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Champaign and Vermilion Counties.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in



their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** An AARP study found there are over 1.5 million family/informal caregivers in Illinois providing 1.24 billion hours of unpaid work annually with an estimated value of \$17 billion.

This translates to approximately 103,500 family/informal caregivers in East Central Illinois. An estimated value of \$1.17 million in unpaid work annually.

***CRIS- Healthy Aging Performance Results: Level of Service and Persons Served***

CRIS Healthy-Aging provided a total of 2,034 units of service to 287 caregivers, and 1,550 units of service to 149 grandparents.

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
CRIS Healthy Aging	Vermilion	828	111	527	65
CRIS Healthy Aging	Champaign	1,206	176	1,023	84

***CRIS Healthy-Aging Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
White - Hispanic	1	0
American Indian/Alaska Native	0	0
Asian	3	1
Black	84	26
Native Hawaiian - Other Pacific Islander	0	0
Other Races	4	1
<b>Total Minority Served</b>	<b>92</b>	<b>28</b>
<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	34	7

Living Alone	42	11
Low Income	171	22
Low Income - Minority	68	28
Limited English	6	1
+75 Years Old	56	19

\*Individuals can indicate multiple racial identifications

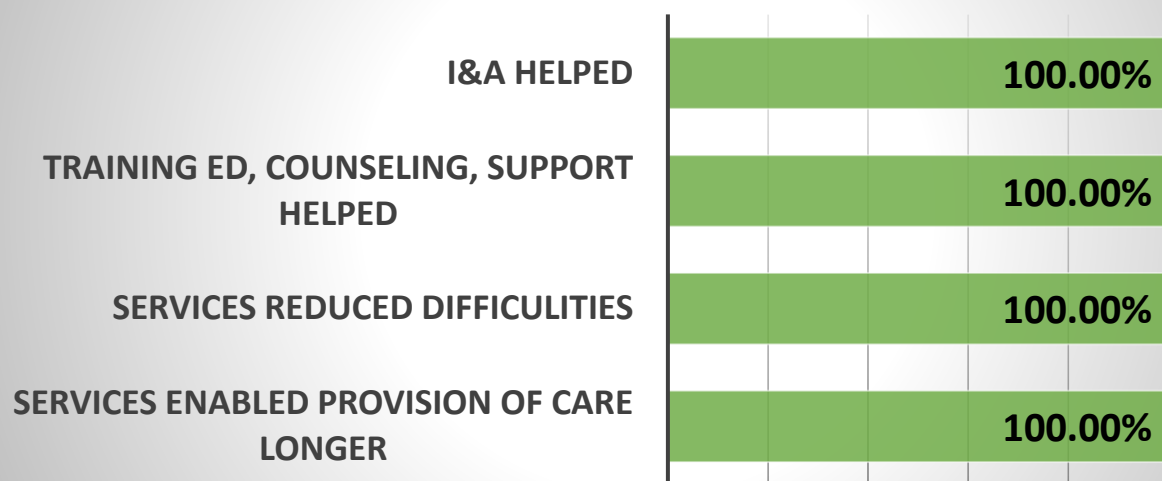
***CRIS Healthy-Aging Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

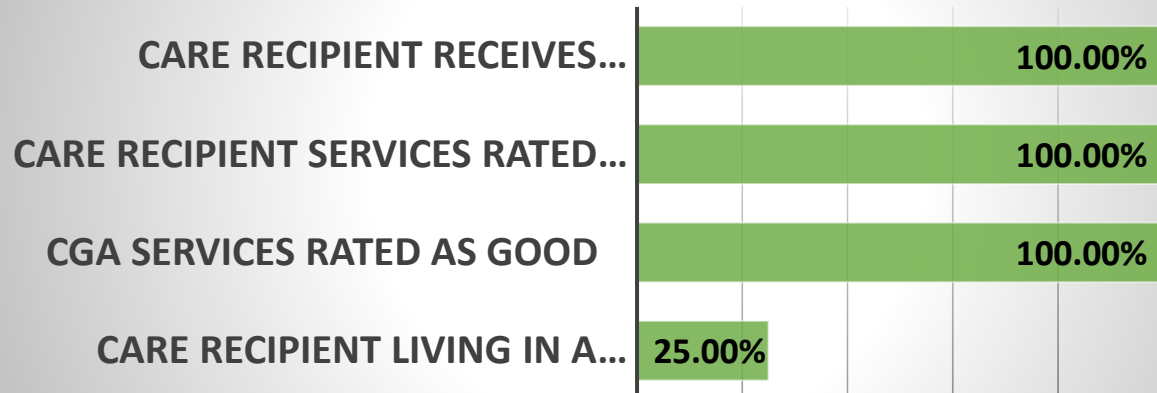
*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver. Measured by participant responses to POMP surveys.*

*Caregivers are enabling their loved ones to continue living at home. Measured by participants responses to POMP Surveys.*

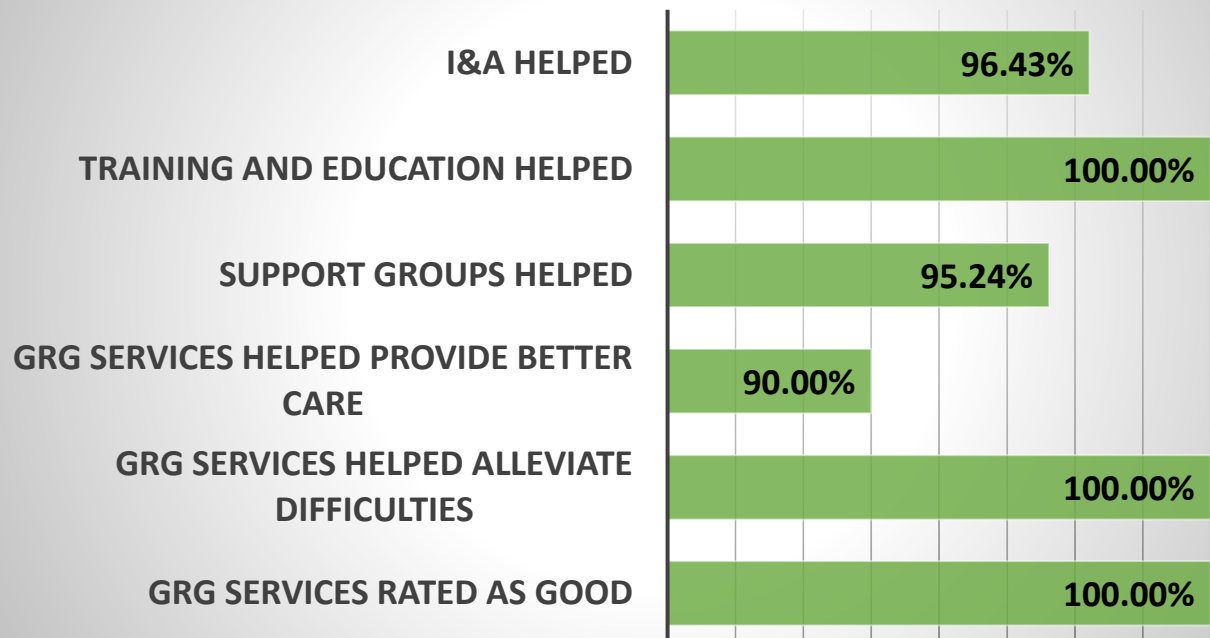
### FY 2023 Caregiver POMP Survey Results



### FY 2023 Caregiver POMP Survey Results



### FY 2023 GRG Survey Results



**Clark County and Cumberland County  
Life Center Senior Services  
2023 PERFORMANCE REPORT: COORDINATED POINT of  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2023. Life Center Senior Services is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Life Center Senior Services received \$110,687 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds for service in Clark and Cumberland counties.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** Life Center Senior Services enrolled older adults in the following programs, saving Clark and Cumberland county Medicare beneficiaries a total of \$61,754 to help pay on other necessities such as groceries, utilities, and home repairs.

	FY 2023 Application Submission	Estimated Cost Savings/Benefit
Benefits Access Applications Submitted*	236	\$33,276 Seniors/Persons with Disability Ride Free Transit Benefit Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	5	\$26,500 Cost of prescription drugs like deductibles and copayments
Medicare Savings Plan (MSP)***	1	\$1,978 Assistance with Medicare A&B Premiums, deductibles, coinsurance and copayments
Medicare Part D	17	Prescription drug coverage
Medicaid	3	Health care coverage

\*based on \$141 license plate renewal cost savings Source: The Office of the Illinois Secretary of State

\*\*based on a savings of \$5,300/year, Source: Social Security Administration

\*\*\*based on a savings of \$164.90/month, Source: Medicare.gov.

***Performance Results: Level of Service and Persons Served***

Life Center Senior Services provided 3,329 units/contacts of service to 665 persons throughout the Clark and Cumberland county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Life Center Senior Services	<i>Clark</i>	2,114	408
Life Center Senior Services	<i>Cumberland</i>	1,215	257
<b>TOTAL UNITS &amp; PERSONS SERVED</b>		<b>3,329</b>	<b>665</b>

***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	3
American Indian/Alaska Native	-
Asian	1
Black	1
Native Hawaiian - Other Pacific Islander	1
Other Races	-
<b>Total Minority Served</b>	<b>6</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	140
Living Alone	367
Low Income	311
Low Income - Minority	3
Limited English	4
+75 Years Old	339

\*Individuals can indicate multiple racial identifications

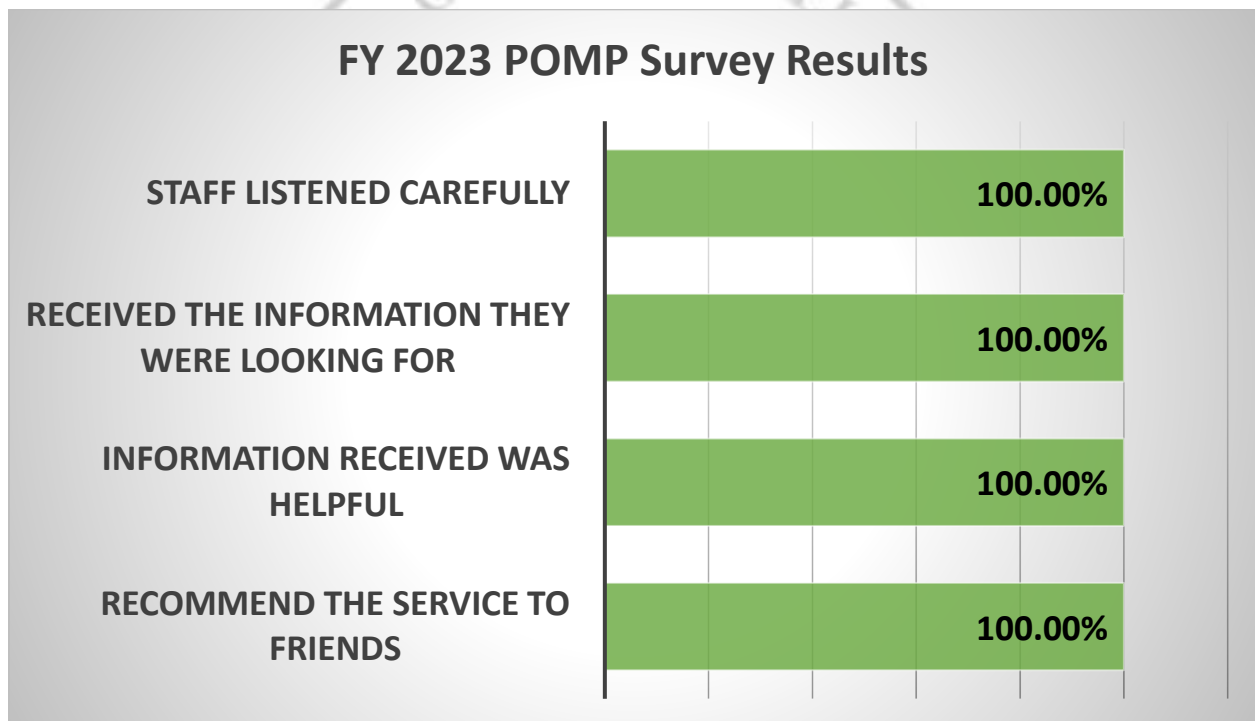
### ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security. Measured by application assistance cost savings.*

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan. Measured by application assistance and participant responses to POMP surveys.*

*Older adults are improving their overall health and well-being. Measured by participant responses to POMP surveys.*

*Older adults are experiencing independence and improved quality of life. Measured by participant responses to POMP surveys.*





**Clark County and Cumberland County  
2023 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2023, Life Center received \$46,966 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Clark, and Cumberland counties.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** An AARP study found there are over 1.5 million family/informal caregivers in Illinois providing 1.24 billion hours of unpaid work annually with an estimated value of \$17 billion.

This translates to approximately 103,500 family/informal caregivers in East Central Illinois. An estimated value of \$1.17 million in unpaid work annually.

***Life Center Performance Results: Level of Service and Persons Served***

Life Center provided a total of 1,273 units of CAS service to 258 caregivers, and 795 units of GRG services to 62 grandparents.

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
Life Center	Clark	30	8	29	6
Life Center	Cumberland	102	20	113	22

***Life Center Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	0	0
American Indian/Alaska Native	0	0
Asian	0	0
Black	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	0
<b>Total Minority Served</b>	<b>0</b>	<b>0</b>
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	3	3
Living Alone	3	4
Low Income	9	16

Low Income - Minority	0	0
Limited English	0	1
+75 Years Old	12	5

\*Individuals can indicate multiple racial identifications

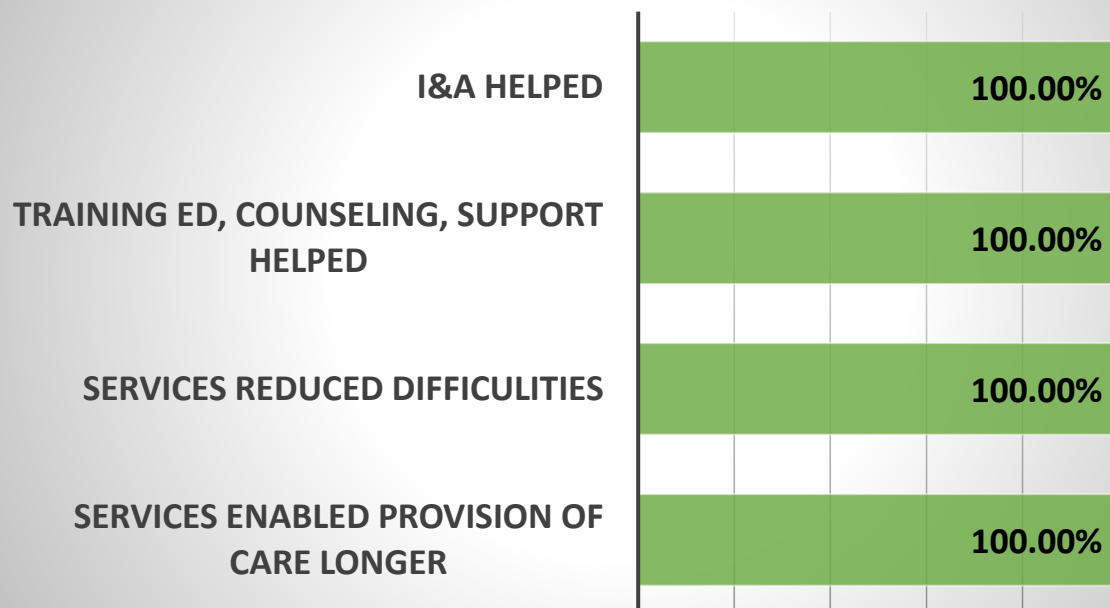
***Life Center Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

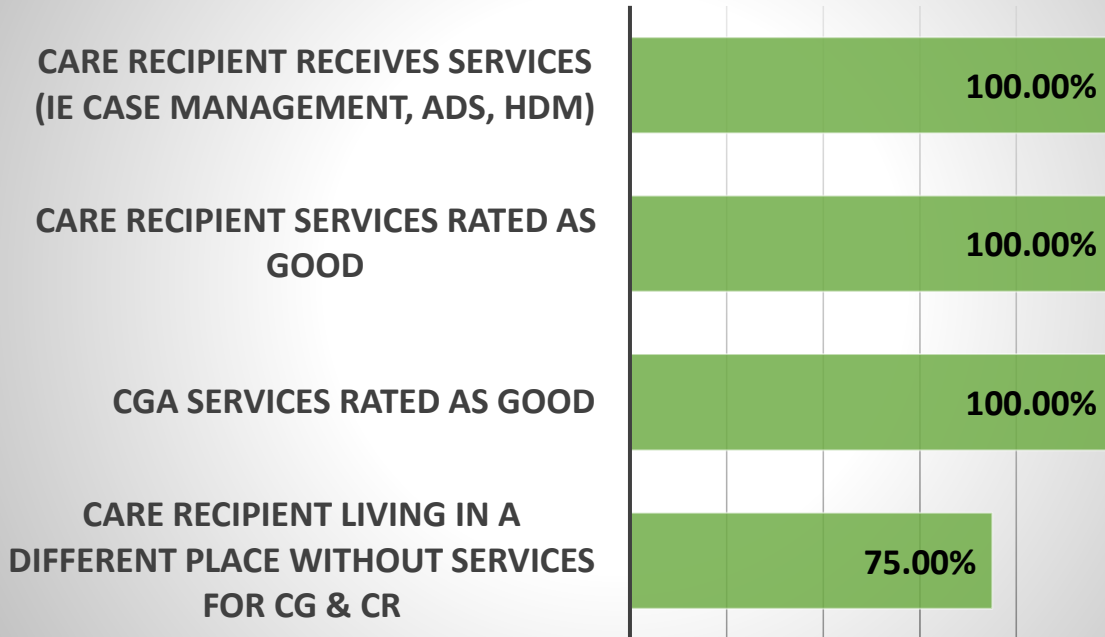
*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver. Measured by participant responses to POMP surveys.*

*Caregivers are enabling their loved ones to continue living at home. Measured by participant responses to POMP surveys.*

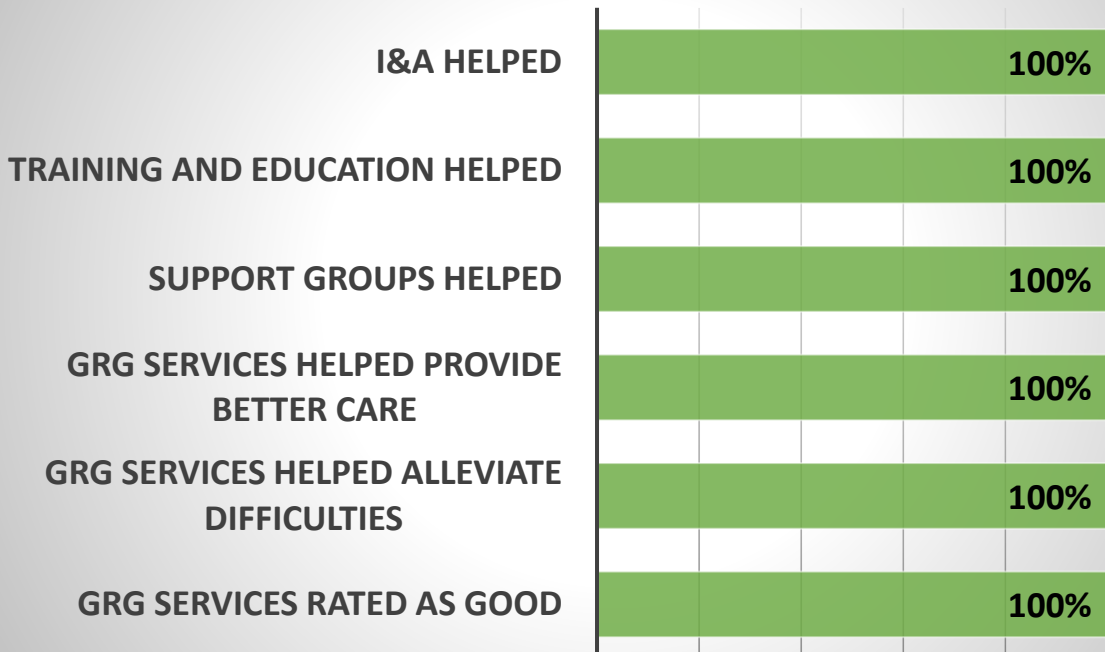
**FY 2023 Caregiver POMP Survey Results**



### FY 2023 Caregiver POMP Survey Results



### FY 2023 GRG Survey



**Coles County**  
**Coles County Council on Aging**  
**2023 PERFORMANCE REPORT: COORDINATED POINT of**  
**ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2023. Coles County Council on Aging is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Coles County Council on Aging received \$70,685 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

***Cost Benefit:***

Coles County Council on Aging enrolled older adults and those with disabilities in the following programs, saving Medicare beneficiaries a total of \$115,157 to help pay on other necessities such as groceries, utilities, and home repairs.

	FY 2023 Application Submission	Estimated Cost Savings/Benefit
Benefits Access Applications Submitted*	300	\$42,300 Seniors/Persons with Disability Ride Free Transit Benefit Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	13	\$68,900 Cost of prescription drugs like deductibles and copayments
Medicare Savings Plan (MSP)***	2	\$3,957 Assistance with Medicare A&B premiums, deductibles, coinsurance and copayments
Medicare Part D	70	Prescription drug coverage
Medicaid	1	Health care coverage

\*based on \$141 license plate renewal cost savings: The Office of the Illinois Secretary of State

\*\* on a savings of \$5,300/year, Source: Social Security Administration

\*\*\*based on a savings of \$164.90/month, Source: Medicare.gov.

### ***Performance Results: Level of Service and Persons Served***

Coles County Council on Aging provided 3,704 units of service to 1,501 persons age 60 and over throughout Coles county and other surrounding counties.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Coles County Council on Aging	Coles	3,704	1,501

### ***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	5
American Indian/Alaska Native	19
Asian	10
Black	31
Native Hawaiian - Other Pacific Islander	0
Other Races	9
<b>Total Minority Served</b>	<b>68</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	154
Living Alone	774
Low Income	544
Low Income - Minority	32
Limited English	13
+75 Years Old	701

\*Individuals can indicate multiple racial identifications



***Performance Results: Impact of CPoE/SIS Services***

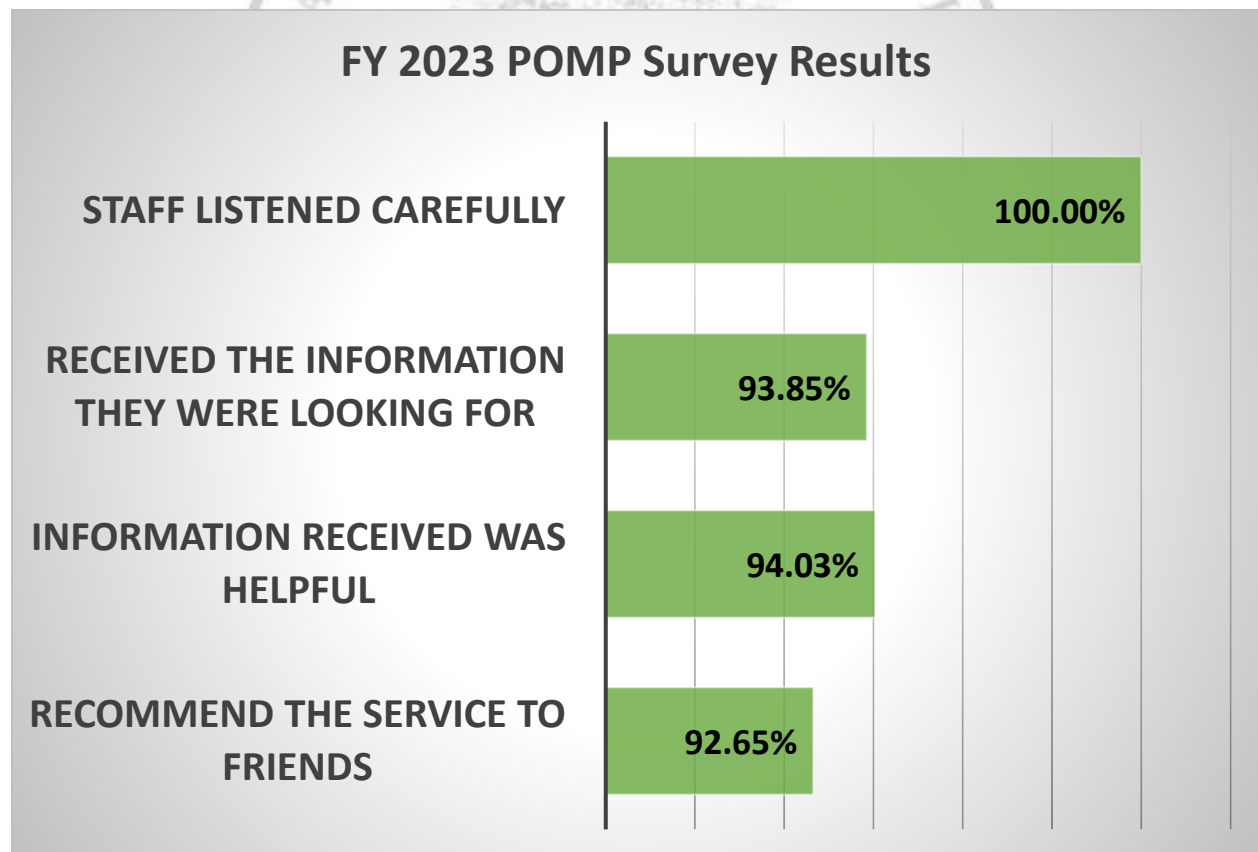
*Older adults and disabled persons experience an improved level of financial security. Measured by application assistance costs savings.*

*Older adults are improving their overall health and well-being. Measured by application assistance and participant responses to POMP surveys.*

*Older adults are experiencing independence and improved quality of life.*

*Older Americans will have successful transitions and experience satisfaction between all services and levels of care. Measured by participant responses to POMP surveys.*

*Older Americans are empowered to improve their health by engaging in evidence-based, healthy aging program and services. Measured by participant responses to POMP surveys.*



**Coles County**  
**Coles County Family Caregiver Resource Center**  
**2023 PERFORMANCE REPORT:**  
**CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING**  
**GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2023, Coles County Council on Aging received \$28,628 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Coles county.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide

Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** An AARP study found there are over 1.5 million family/informal caregivers in Illinois providing 1.24 billion hours of unpaid work annually with an estimated value of \$17 billion.

This translates to approximately 103,500 family/informal caregivers in East Central Illinois. An estimated value of \$1.17 million in unpaid work annually.

***Coles County Council on Aging Performance Results: Level of Service and Persons Served***

Coles County Council on Aging provided a total of 116 units of CAS service to 47 caregivers, and 35 units of GRG services to 19 grandparents:

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
Coles County Council on Aging	Coles	116	47	35	19

***Coles County Council on Aging Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	0	0
American Indian/Alaska Native	1	1
Asian	0	1
Black	0	1

Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	0
<b>Total Minority Served</b>	<b>1</b>	<b>2</b>
<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	6	4
Living Alone	10	1
Low Income	14	11
Low Income - Minority	1	0
Limited English	0	0
+75 Years Old	26	1

\*Individuals can indicate multiple racial identifications

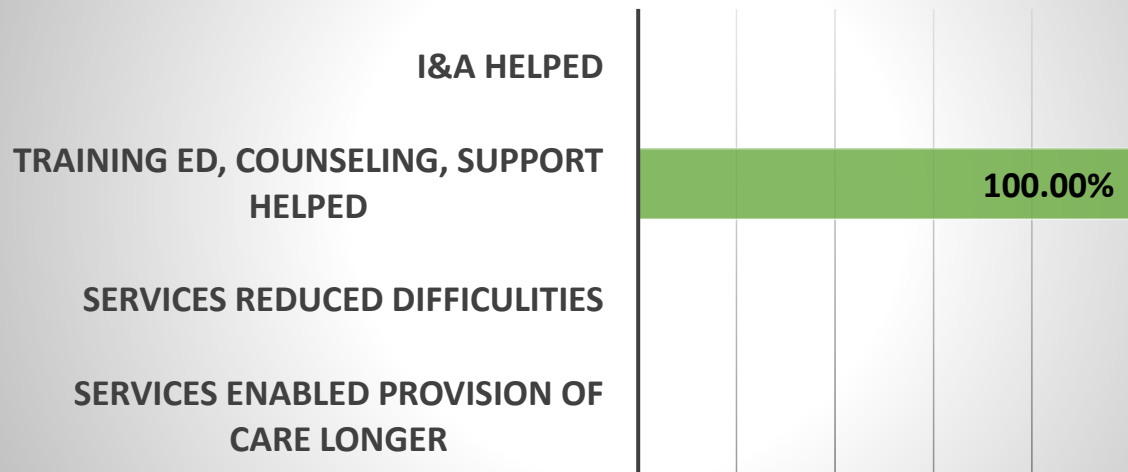
***Coles County Council on Aging Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

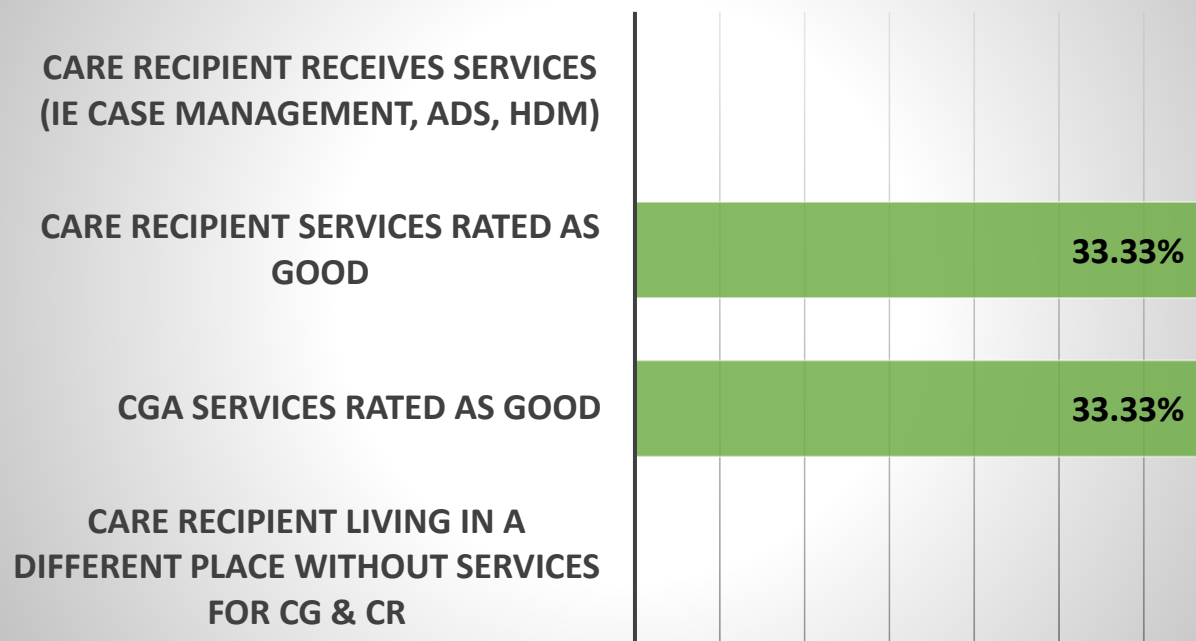
*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver. Measured by participant responses to POMP surveys.*

*Caregivers are enabling their loved ones to continue living at home. Measured by participant responses to POMP surveys.*

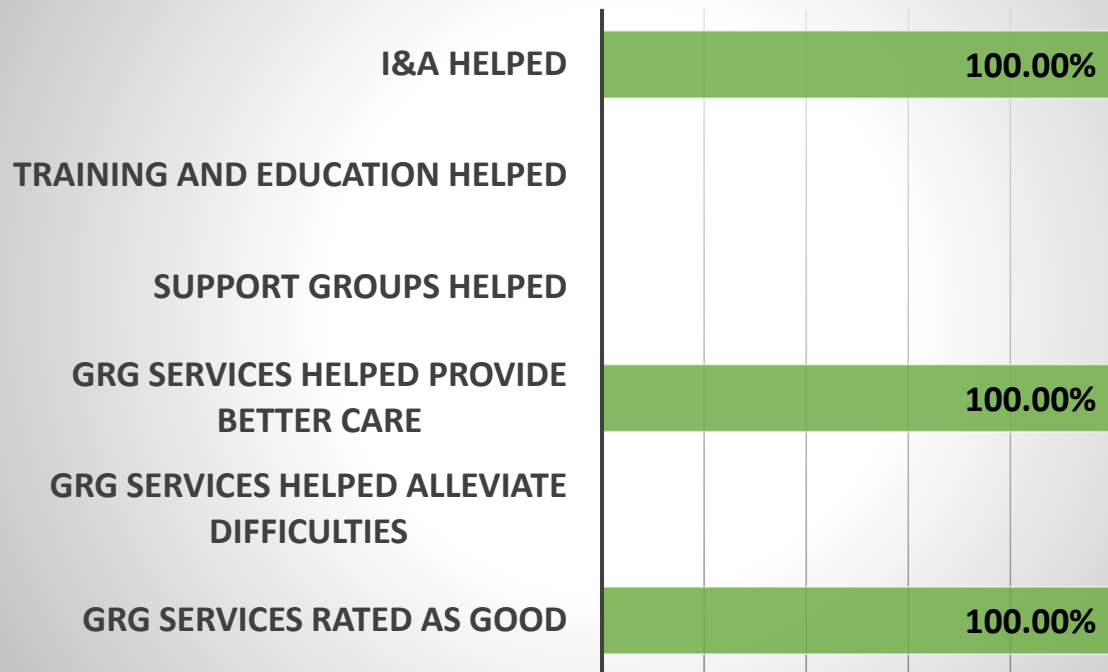
### FY 2023 Caregiver POMP Survey Results



### FY 2023 Caregiver POMP Survey Results



## FY 2023 GRG Survey Results



**DeWitt County, Livingston County, McLean County and Shelby County  
CCSI- Care Coordination, LLC  
2023 PERFORMANCE REPORT: COORDINATED POINT of  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2023. CCSI-Care Coordination, LLC. is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. CCSI-Care Coordination, LLC received \$339,083 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Services Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.



**Cost Benefit:** CCSI- Care Coordination LLC. enrolled older adults in the following programs, saving DeWitt, Livingston, McLean, and Shelby County Medicare beneficiaries a total of \$370,691 to help pay on other necessities such as groceries, utilities, and home repairs.

	FY 2023 Application Submission	Estimated Cost Savings/Benefit
Benefits Access Applications Submitted*	934	\$131,694 Seniors/Persons with Disability Ride Free Transit Benefit Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	38	\$201,400 Cost of prescription drugs like deductibles and copayments
Medicare Savings Plan (MSP)***	19	\$37,597 Assistance with Medicare A&B premiums, deductibles, coinsurance and copayments
Medicare Part D	354	Prescription drug coverage
Medicaid	39	Health care coverage

\*based on \$141 license plate renewal cost savings Source: The office of Illinois Secretary of State

\*\*based on a savings of \$5,000/year, Source: Social Security Administration

\*\*\*based on a savings of \$135.50/month, Source: Medicare.gov.

### ***Performance Results: Level of Service and Persons Served***

CCSI-Care Coordination, LLC provided 18,236 units of service to 3,786 persons throughout the DeWitt, Livingston, McLean, and Shelby county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
CCSI- Care Coordination, LLC.	<i>DeWitt</i>	1,521	440
CCSI- Care Coordination, LLC.	<i>Livingston</i>	2,932	724
CCSI- Care Coordination, LLC.	<i>McLean</i>	11,841	2,229
CCSI- Care Coordination, LLC.	<i>Shelby</i>	1,942	393

### ***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	60
American Indian/Alaska Native	255
Asian	266
Black	399
Native Hawaiian - Other Pacific Islander	111
Other Races	136
<b>Total Minority Served</b>	<b>648</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	629
Living Alone	2,279
Low Income	2,225
Low Income - Minority	544
Limited English	91
+75 Years Old	1,581

\*Individuals can indicate multiple racial identifications

***Performance Results: Impact of CPoE/SIS Services***

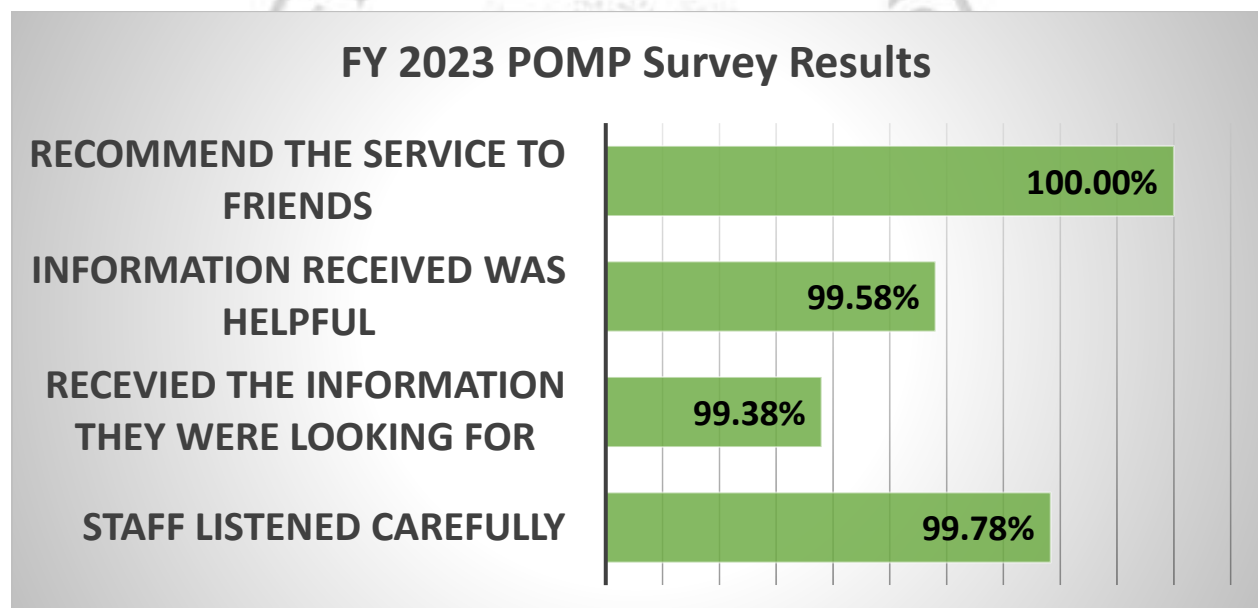
*Older adults and disabled persons experience an improved level of financial security. Measured by application assistance costs savings.*

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan. Measured by application assistance and participant responses to POMP surveys.*

*Older adults are improving their overall health and well-being. Measured by participant responses to POMP surveys.*

*Older adults are experiencing independence and improved quality of life. Measured by participant responses to POMP surveys.*

*Older Americans will have successful transitions between all services and levels of care. Measured by participant responses to POMP surveys.*



**DeWitt County, Livingston County and McLean County  
CCSI- Care Coordination, LLC  
2023 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2023, CCSI-Care Coordination LLC. received \$134,049 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Clark, Cumberland, DeWitt, Livingston, and McLean counties.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide

Options Counseling whereby care plans are developed and caregivers supported in their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** An AARP study found there are over 1.5 million family/informal caregivers in Illinois providing 1.24 billion hours of unpaid work annually with an estimated value of \$17 billion.

This translates to approximately 103,500 family/informal caregivers in East Central Illinois. An estimated value of \$1.17 million in unpaid work annually.

***CCSI-Care Coordination, LLC. Performance Results: Level of Service and Persons Served***

CCSI-Care Coordination, LLC provided a total of 627 units of CAS service to 143 caregivers, and 307 units of GRG services to 27 grandparents.

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
CCSI-Care Coordination, LLC	DeWitt	36	5	34	4
CCSI-Care Coordination, LLC	Livingston	29	13	46	4
CCSI-Care Coordination, LLC	McLean	562	125	227	19

***CCSI- Care Coordination, LLC. Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	1	0
American Indian/Alaska Native	2	0
Asian	2	0
Black	16	8
Native Hawaiian - Other Pacific Islander	1	0
Other Races	3	1
<b>Total Minority Served</b>	<b>21</b>	<b>8</b>
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren

Rural	15	3
Living Alone	19	3
Low Income	46	20
Low Income - Minority	21	5
Limited English	0	0
+75 Years Old	46	1

\*Individuals can indicate multiple racial identifications

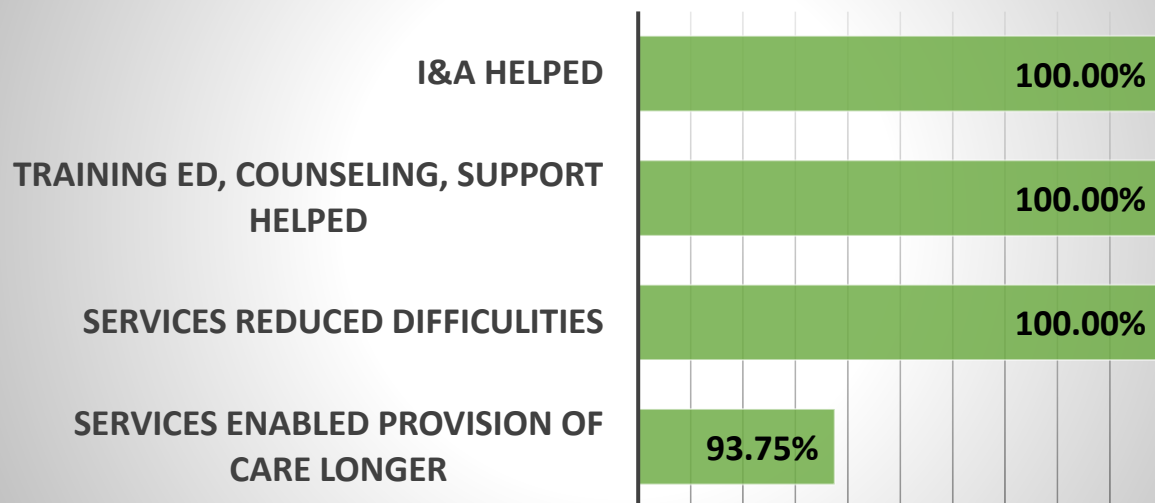
### ***CCSI-Care Coordination, LLC Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

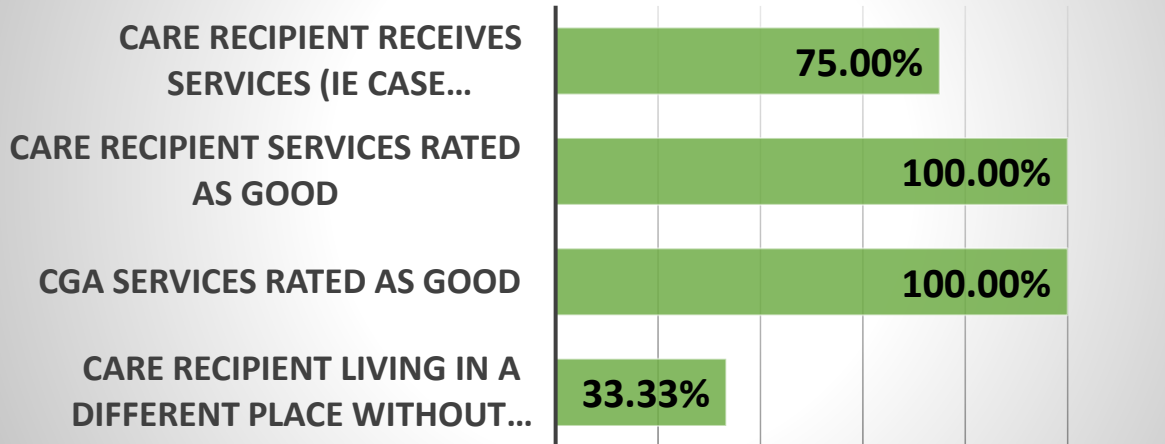
*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver. Measured by participant responses to POMP surveys.*

*Caregivers are enabling their loved ones to continue living at home. Measured by participants responses to POMP Surveys.*

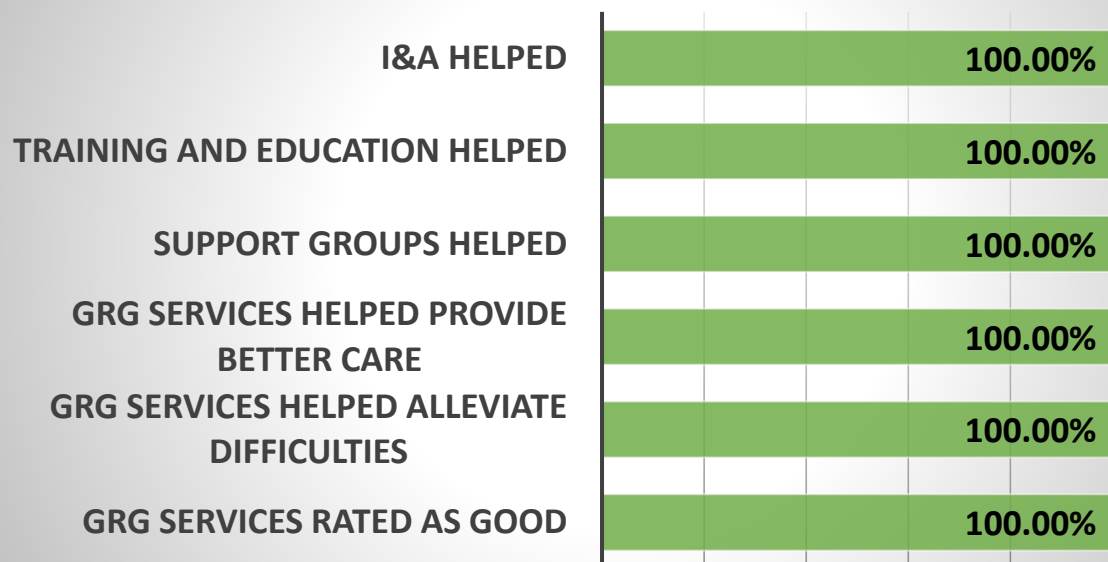
### **FY 2023 Caregiver POMP Survey Results**



## FY 2023 Caregiver POMP Survey Results Continued



## FY 2023 GRG Survey Results





**Douglas County  
Family Service  
2023 PERFORMANCE REPORT: COORDINATED POINT of  
ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2023. Volunteer Services of Iroquois County one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Family Service received \$51,054 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Services Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** Family Service enrolled older adults in the following programs, saving Douglas County Medicare beneficiaries a total of \$15,796 to help pay on other necessities such as groceries, utilities, and home repairs.

	FY 2023 Application Submission	Estimated Cost Savings/Benefit
Benefits Access Applications Submitted*	98	\$13,818 Seniors/Persons with Disability Ride Free Transit Benefit Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	0	\$0 Cost of prescription drugs like deductibles and copayments
Medicare Savings Plan (MSP)***	1	\$1,978 Assistance with Medicare A&B premiums, deductibles, coinsurance and copayments
Medicare Part D	0	Prescription drug coverage
Medicaid	0	Health care coverage

\*based on \$141 license plate renewal cost savings Source: The Office of the Illinois Secretary of State

\*\*based on a savings of \$5,300/year, Source: Social Security Administration

\*\*\*based on a savings of \$164.90/month, Source: Medicare.gov.

### ***Performance Results: Level of Service and Persons Served***

Family Service provided 1,627 units of service to 498 persons throughout the Iroquois county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Family Service	Douglas	1,627	498

### ***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	5
American Indian/Alaska Native	5
Asian	7
Black	6
Native Hawaiian - Other Pacific Islander	0
Other Races	1
<b>Total Minority Served</b>	<b>19</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	96
Living Alone	165
Low Income	177
Low Income - Minority	23
Limited English	7
+75 Years Old	200

\*Individuals can indicate multiple racial identifications

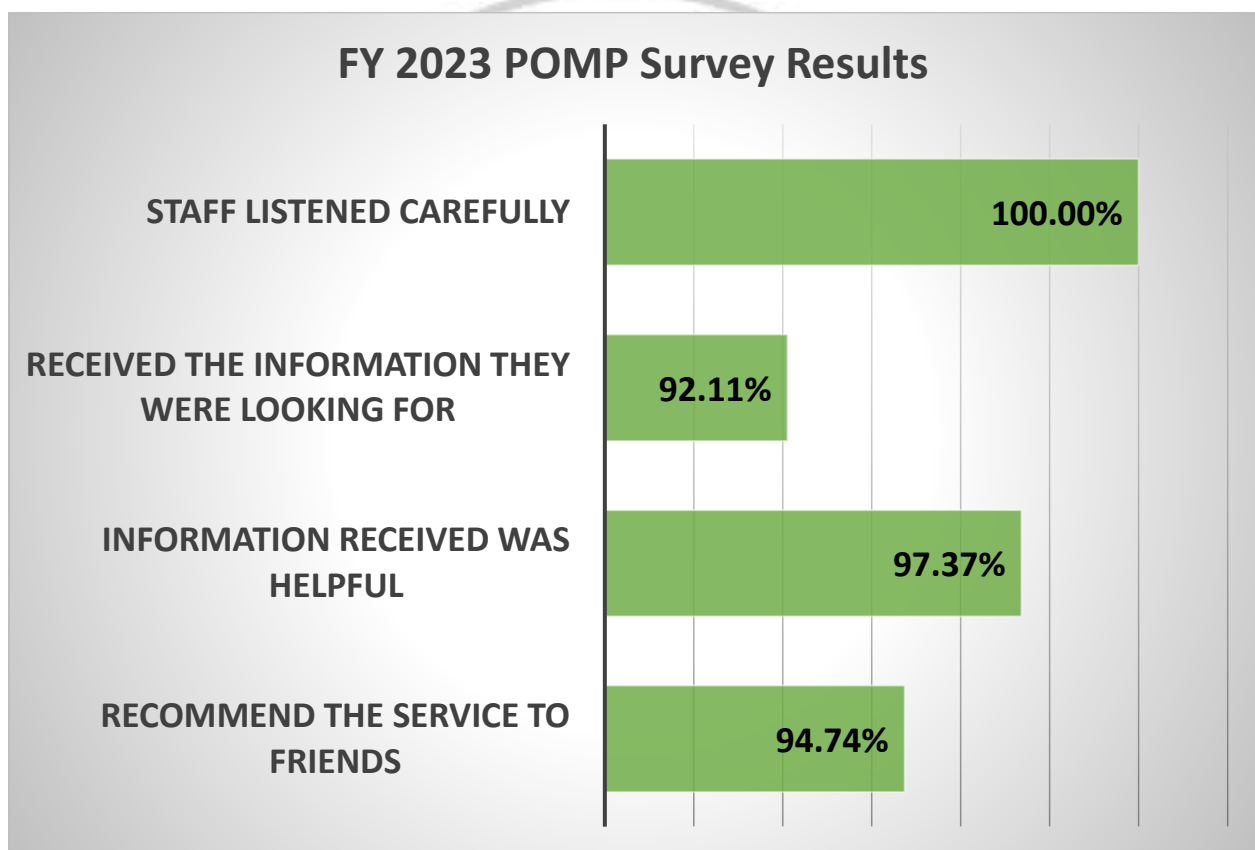
### ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security. Measured by application assistance costs savings.*

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan. Measured by application assistance and participant responses to POMP surveys.*

*Older adults are improving their overall health and well-being. Measured by participant responses to POMP surveys.*

*Older adults are experiencing independence and improved quality of life. Measured by participant responses to POMP surveys.*



**Edgar County**  
**Chester P. Sutton Community Center**  
**2023 PERFORMANCE REPORT: COORDINATED POINT of**  
**ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2023. Chester P. Sutton Community Center is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Chester P. Sutton Community Center received \$63,710 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** Chester P. Sutton Community Center enrolled older adults in the following programs, saving Edgar county Medicare beneficiaries a total of \$75,908 to help pay on other necessities such as groceries, utilities, and home repairs.

	FY 2023 Application Submission	Estimated Cost Savings/Benefit
Benefits Access Applications Submitted*	177	\$24,957 Seniors/Persons with Disability Ride Free Transit Benefit Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	7	\$37,100
Medicare Savings Plan (MSP) ***	7	\$13,851
Medicare Part D	141	Prescription Drug Coverage
Medicaid	11	Health care coverage

\*based on \$141 license plate renewal cost savings Source: The Office of the Illinois Secretary of State

\*\* based on a savings of \$5,300/year, Source: Social Security Administration

\*\*\*based on a savings of \$164.90/month, Source: Medicare.gov.

### ***Performance Results: Level of Service and Persons Served***

Chester P. Sutton Community Center provided 1,829 units of service to 575 persons throughout the Edgar county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Chester P. Sutton Community Center	Edgar	1,829	575

### ***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	1
American Indian/Alaska Native	2
Asian	1
Black	0
Native Hawaiian - Other Pacific Islander	-
Other Races	1
<b>Total Minority Served</b>	<b>4</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	126
Living Alone	281
Low Income	271
Low Income - Minority	4
Limited English	1
+75 Years Old	288

### ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial*



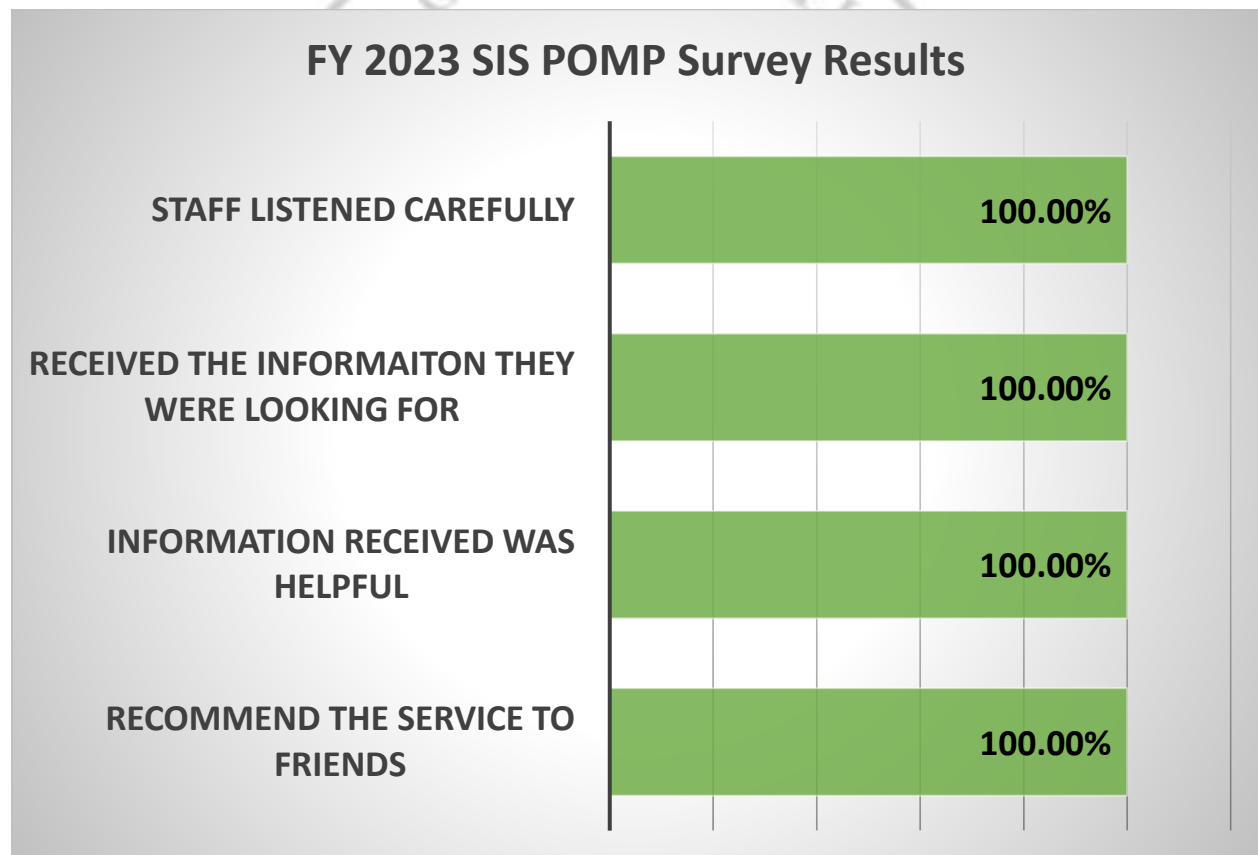
*security. Measured by application assistance costs savings.*

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan. Measured by application assistance and participant responses to POMP surveys*

*Older adults are improving their overall health and well-being. Measured by participant responses to POMP surveys*

*Older adults are experiencing independence and improved quality of life. Measured by participant responses to POMP surveys.*

*Older Americans will have successful transitions between all services and levels of care. Measured by participant responses to POMP surveys.*



**Edgar County**  
**Chester P. Sutton Community Center for Seniors of Edgar County**  
**2023 PERFORMANCE REPORT:**  
**CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING**  
**GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2023, Chester P. Sutton Community Center \$38,347 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Edgar county.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** An AARP study found there are over 1.5 million family/informal caregivers in Illinois providing 1.24 billion hours of unpaid work annually with an estimated value of \$17 billion.

This translates to approximately 103,500 family/informal caregivers in East Central Illinois. An estimated value of \$1.17 million in unpaid work annually.

***Chester P. Sutton Community Center Performance Results: Level of Service and Persons Served***

Chester P. Sutton provided a total of 344 units of CAS service to 34 caregivers, and 281 units of GRG services to 11 grandparents.

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
Chester P. Sutton Community Center	Edgar	344	34	281	11

***Chester P. Sutton Community Center Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	0	0
American Indian/Alaska Native	0	0
Asian	0	0
Black	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	0
<b>TOTAL MINORITY SERVED</b>	<b>0</b>	<b>0</b>
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	7	4

Living Alone	2	0
Low Income	8	9
Low Income - Minority	0	0
Limited English	0	0
+75 Years Old	13	2

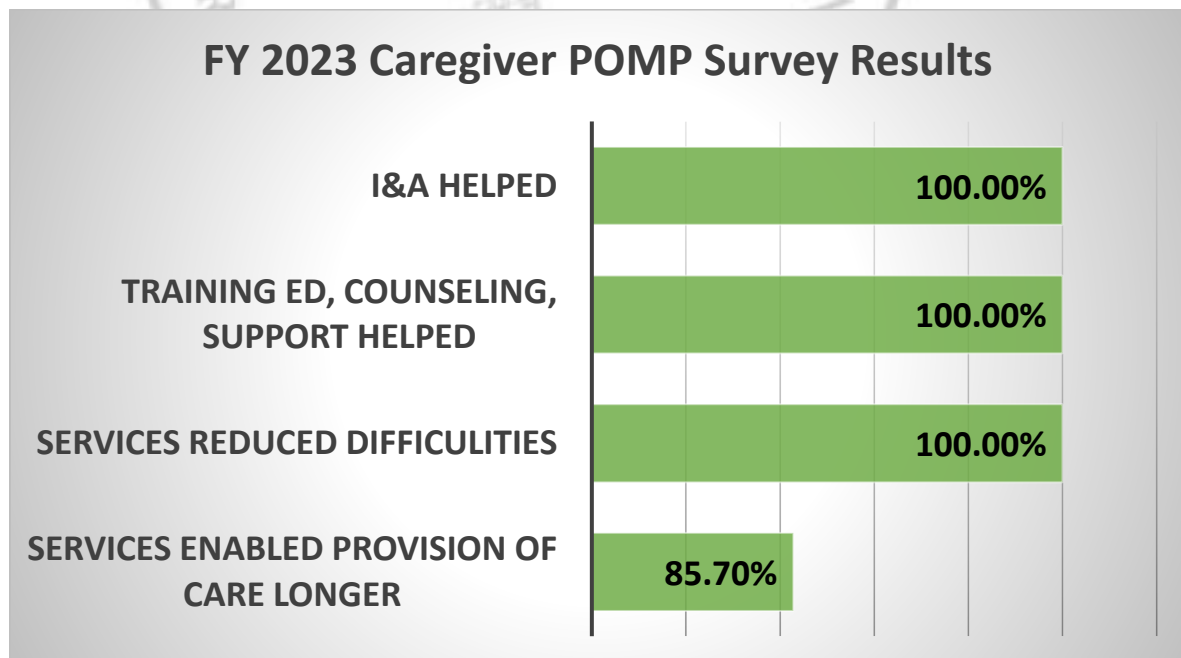
\*Individuals can indicate multiple racial identifications

### ***Chester P. Sutton Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

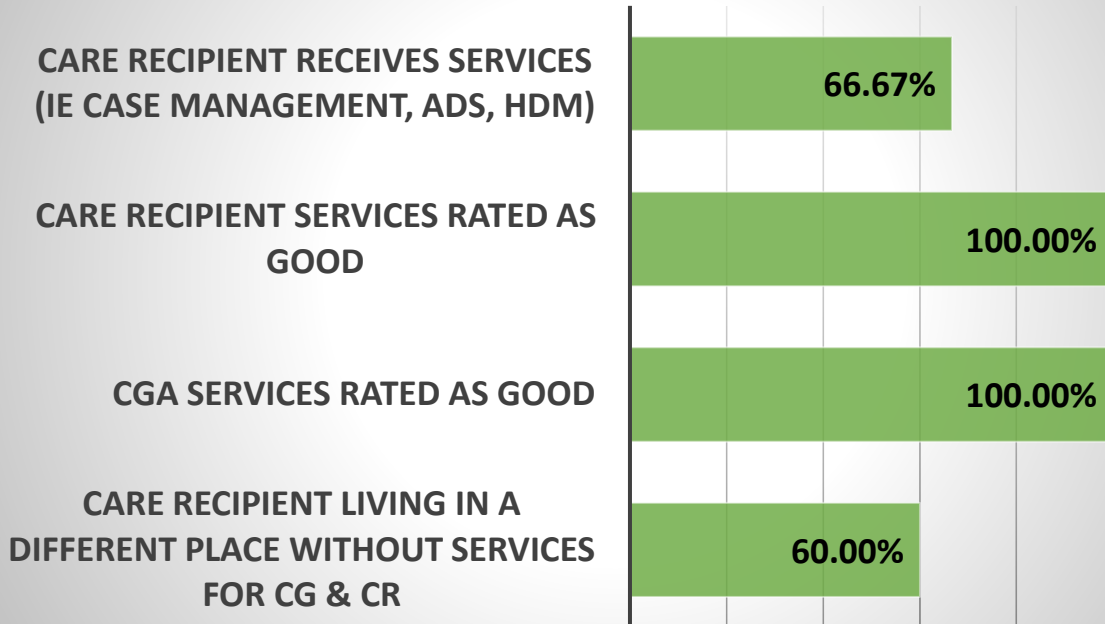
Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver. Measured by participant responses to POMP surveys.*

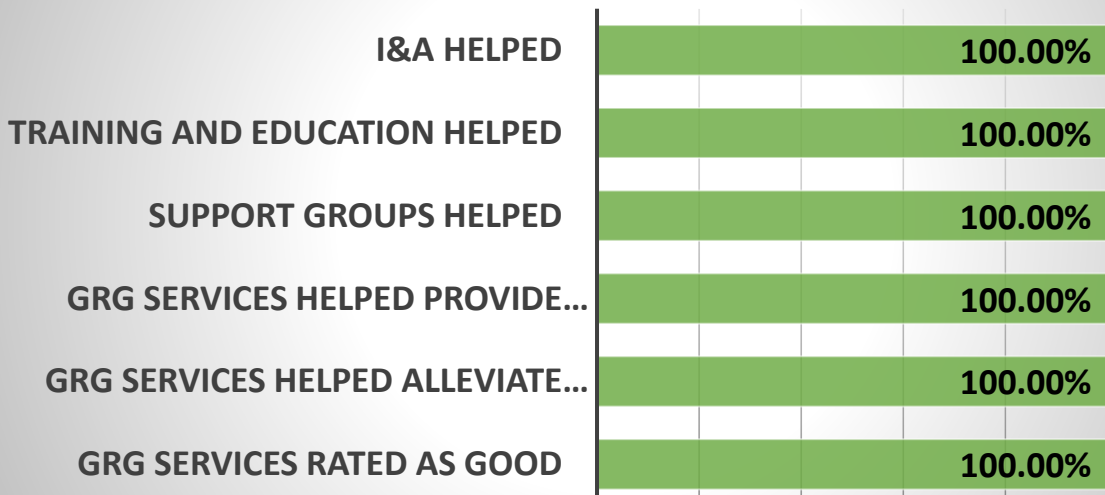
*Caregivers are enabling their loved ones to continue living at home. Measured by participants responses to POMP Surveys.*



### FY 2023 Caregiver POMP Survey Results



### FY 2023 GRG Survey Results



**Ford County**  
**Ford County Health Department**  
**2023 PERFORMANCE REPORT: COORDINATED POINT of**  
**ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2023. Ford County Health Department is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Ford County Health Department received \$45,072 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** Ford County Health Department enrolled older adults in the following programs, saving Ford county Medicare beneficiaries a total of \$57,910 to help pay on other necessities such as groceries, utilities, and home repairs.

	FY 2023 Applications Submitted	Estimated Cost Savings/Benefit
Benefits Applications Submitted*	110	\$15,510 Seniors/Persons with Disability Ride Free Transit Benefit Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	8	\$42,400 Cost of prescription drugs like deductibles and copayments
Medicare Savings Plan (MSP)***	0	- Assistance with Medicare A&B premiums, deductibles, coinsurance and copayments
Medicare Part D	31	Prescription drug coverage
Medicaid	2	Health care coverage

\*based on \$141 license plate renewal cost savings Source: The Office of the Illinois Secretary of State

\*\* based on a savings of \$5,300/year, Source: Social Security Administration

\*\*\*based on a savings of \$164.90/month, Source: Medicare.gov.



### ***Performance Results: Level of Service and Persons Served***

Ford County Health Department provided 980 units of service to 323 persons throughout the Ford county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Ford County Health Department	Ford	980	323

### ***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	6
American Indian/Alaska Native	2
Asian	1
Black	5
Native Hawaiian - Other Pacific Islander	-
Other Races	0
<b>Total Minority Served</b>	<b>13</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	116
Living Alone	186
Low Income	142
Low Income - Minority	13
Limited English	8
+75 Years Old	144

\*Individuals can indicate multiple racial identifications

### ***Performance Results: Impact of CPoE/SIS Services***

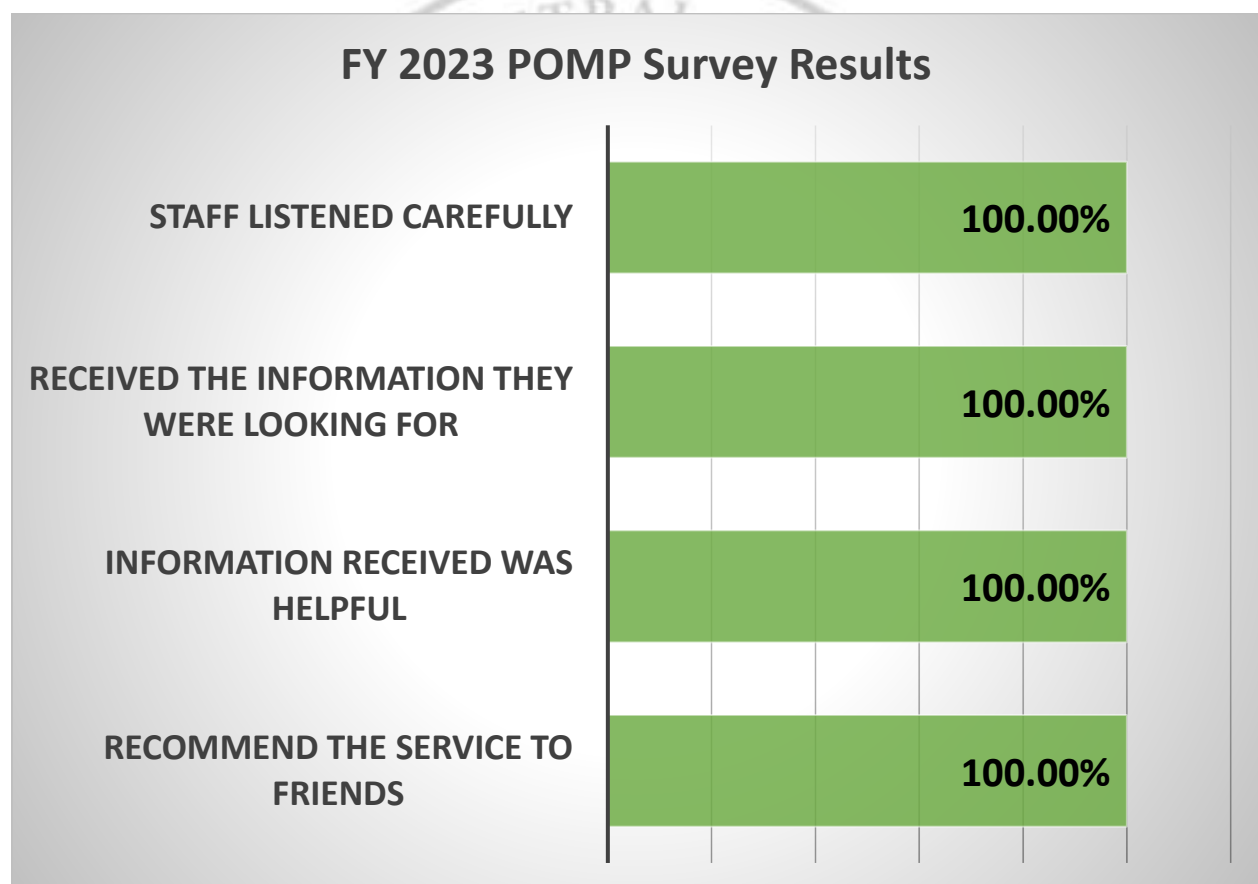
*Older adults and disabled persons experience an improved level of financial*

*security. Measured by application assistance cost savings.*

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan. Measured by application assistance and participant responses to POMP surveys.*

*Older adults are improving their overall health and well-being. Measured by participant responses to POMP surveys.*

*Older adults are experiencing independence and improved quality of life. Measured by participant responses to POMP surveys.*



**Ford County  
Ford County Health Department  
2023 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2023, Ford County Health Department received \$32,763 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Ford county.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** An AARP study found there are over 1.5 million family/informal caregivers in Illinois providing 1.24 billion hours of unpaid work annually with an estimated value of \$17 billion.

This translates to approximately 103,500 family/informal caregivers in East Central Illinois. An estimated value of \$1.17 million in unpaid work annually.

***Ford County Health Department Performance Results: Level of Service and Persons Served***

Ford County Health Department provided a total of 257 units of CAS service to 18 caregivers, and 87 units of GRG services to 9 grandparents:

CAS	County	CAS Units	CAS Caregivers		GRG Units	GRG Persons
Ford County Health Department	Ford	231	14		51	7
Ford County Health Department	Iroquois	26	4		36	2

***Ford County Health Department Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	1	0
American Indian/Alaska Native	0	0
Asian	0	0
Black	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	0
<b>Total Minority Served</b>	<b>1</b>	<b>0</b>

<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	7	4
Living Alone	0	1
Low Income	10	8
Low Income - Minority	1	0
Limited English	2	0
+75 Years Old	6	2

\*Individuals can indicate multiple racial identifications

### ***Ford County Health Department Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

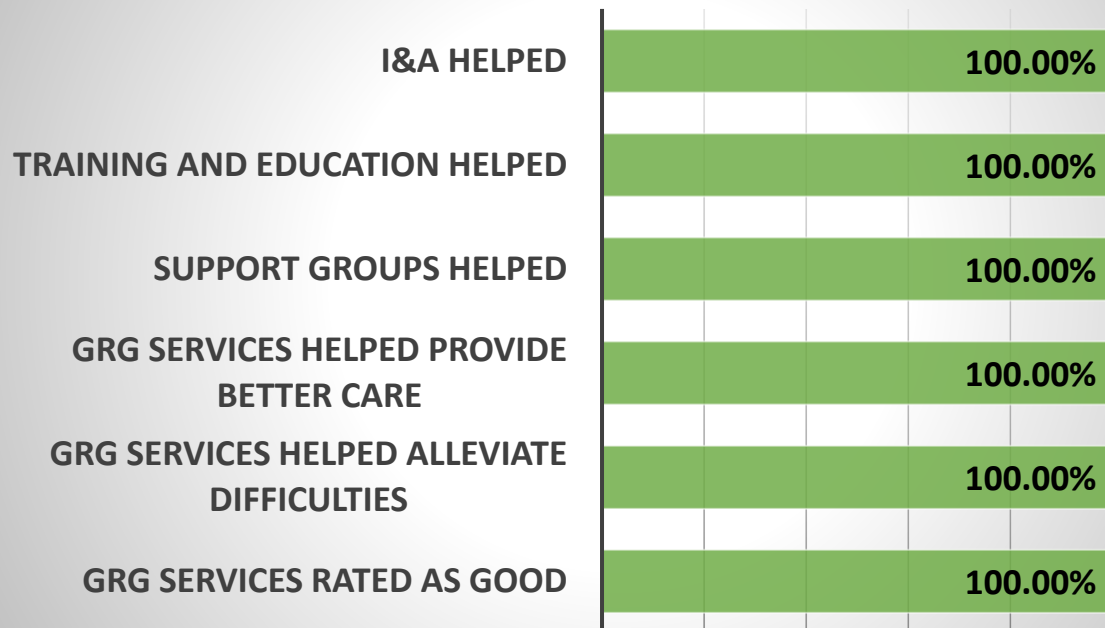
Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver. Measured by participant responses to POMP surveys.*

*Caregivers are enabling their loved ones to continue living at home. Measured by participants responses to POMP Surveys.*

*No caregiver surveys were completed.*

## FY 2023 GRG Survey Results



**Iroquois County**  
**Volunteer Services of Iroquois County**  
**2023 PERFORMANCE REPORT: COORDINATED POINT of**  
**ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2023. Volunteer Services of Iroquois County one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Volunteer Services of Iroquois County received \$72,962 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Services Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.



**Cost Benefit:** Volunteer Services of Iroquois County enrolled older adults in the following programs, saving Iroquois county Medicare beneficiaries a total of \$588,780 to help pay on other necessities such as groceries, utilities, and home repairs.

	FY 2023 Application Submission	Estimated Cost Savings/Benefit
Benefits Access Applications Submitted*	294	\$41,454 Seniors/Persons with Disability Ride Free Transit Benefit Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	12	\$63,600 Cost of prescription drugs like deductibles and copayments
Medicare Savings Plan (MSP)***	21	\$41,554 Assistance with Medicare A&B premiums, deductibles, coinsurance and copayments
Medicare Part D	170	Prescription drug coverage
Medicaid	18	Health care coverage

\*based on \$141 license plate renewal cost savings Source: The Office of the Illinois Secretary of State

\*\*based on a savings of \$5,300/year, Source: Social Security Administration

\*\*\*based on a savings of \$164.90/month, Source: Medicare.gov.

### ***Performance Results: Level of Service and Persons Served***

Volunteer Services of Iroquois County provided 2,936 units of service to 1,265 persons throughout the Iroquois county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Volunteer Services of Iroquois County	Iroquois	2,936	1,265

### ***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	50
American Indian/Alaska Native	4
Asian	6
Black	23
Native Hawaiian - Other Pacific Islander	-
Other Races	7
<b>Total Minority Served</b>	<b>89</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	773
Living Alone	587
Low Income	727
Low Income - Minority	72
Limited English	46
+75 Years Old	637

\*Individuals can indicate multiple racial identifications

### ***Performance Results: Impact of CPoE/SIS Services***

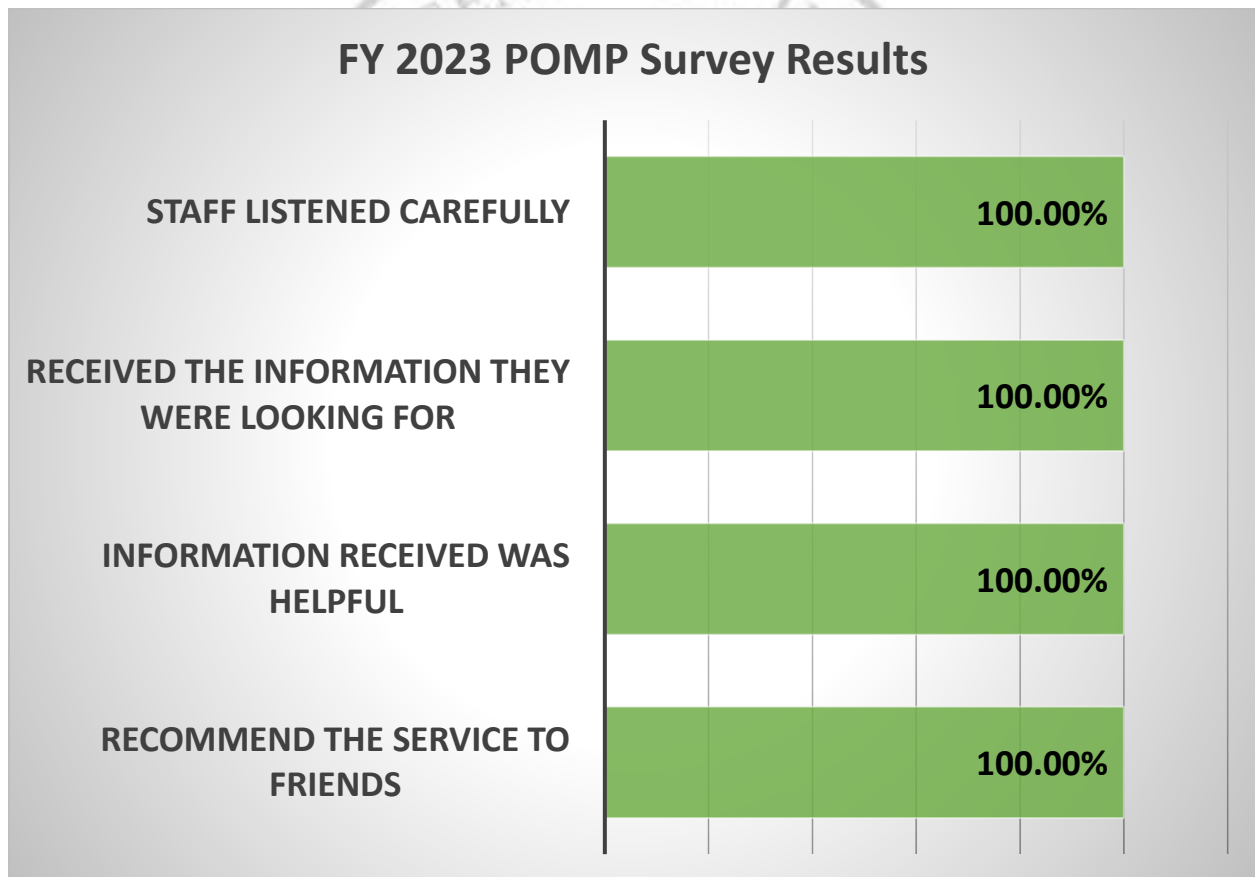
*Older adults and disabled persons experience an improved level of financial*

*security. Measured by application assistance costs savings.*

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan. Measured by application assistance and participant responses to POMP surveys.*

*Older adults are improving their overall health and well-being. Measured by participant responses to POMP surveys.*

*Older adults are experiencing independence and improved quality of life. Measured by participant responses to POMP surveys.*



**Macon County**  
**Macon County Health Department Starting Point/ADRC of Macon**  
**County**  
**2023 PERFORMANCE REPORT: COORDINATED POINT of**  
**ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2019. Macon County Health Department is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Macon County Health Department received \$91,183 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds for service in Macon County. There are three agencies that are part of the CPOE/SIS in Macon County. They include CHELP and The Decatur Macon County Senior Center along with the Macon County Health Department Starting Point.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Services Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

***Cost Benefit:*** Macon County Health Department Starting Point and partners enrolled older adults in the following programs, saving Macon county Medicare

beneficiaries a total of \$248,241 to help pay on other necessities such as groceries, utilities, and home repairs.

	FY 2023 Application Submission	Estimated Cost Savings/Benefit
Benefits Access Applications Submitted*	837	\$118,017 Seniors/Persons with Disability Ride Free Transit Benefit Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	13	\$68,900 Cost of prescription drugs like deductibles and copayments
Medicare Savings Plan (MSP)***	31	\$61,324 Assistance with Medicare A&B premiums, deductibles, coinsurance and copayments
Medicare Part D	134	Prescription drug coverage
Medicaid	85	Health care coverage

\*based on \$141 license plate renewal cost savings Source: The Office of the Illinois Secretary of State

\*\* based on a savings of \$5,300/year, Source: Social Security Administration

\*\*\*based on a savings of \$164.90/month, Source: Medicare.gov.

### ***Performance Results: Level of Service and Persons Served***

Macon County Health Department Starting Point and partners provided 9,675 units of service to 3,443 persons throughout the Macon county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Macon County Health Department-Starting Point	Macon	9,675	3,443

### ***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	1
American Indian/Alaska Native	5
Asian	6
Black	285
Native Hawaiian - Other Pacific Islander	0
Other Races	2
<b>Total Minority Served</b>	<b>295</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	80
Living Alone	589
Low Income	539
Low Income - Minority	210
Limited English	13
+75 Years Old	440

\*Individuals can indicate multiple racial identifications

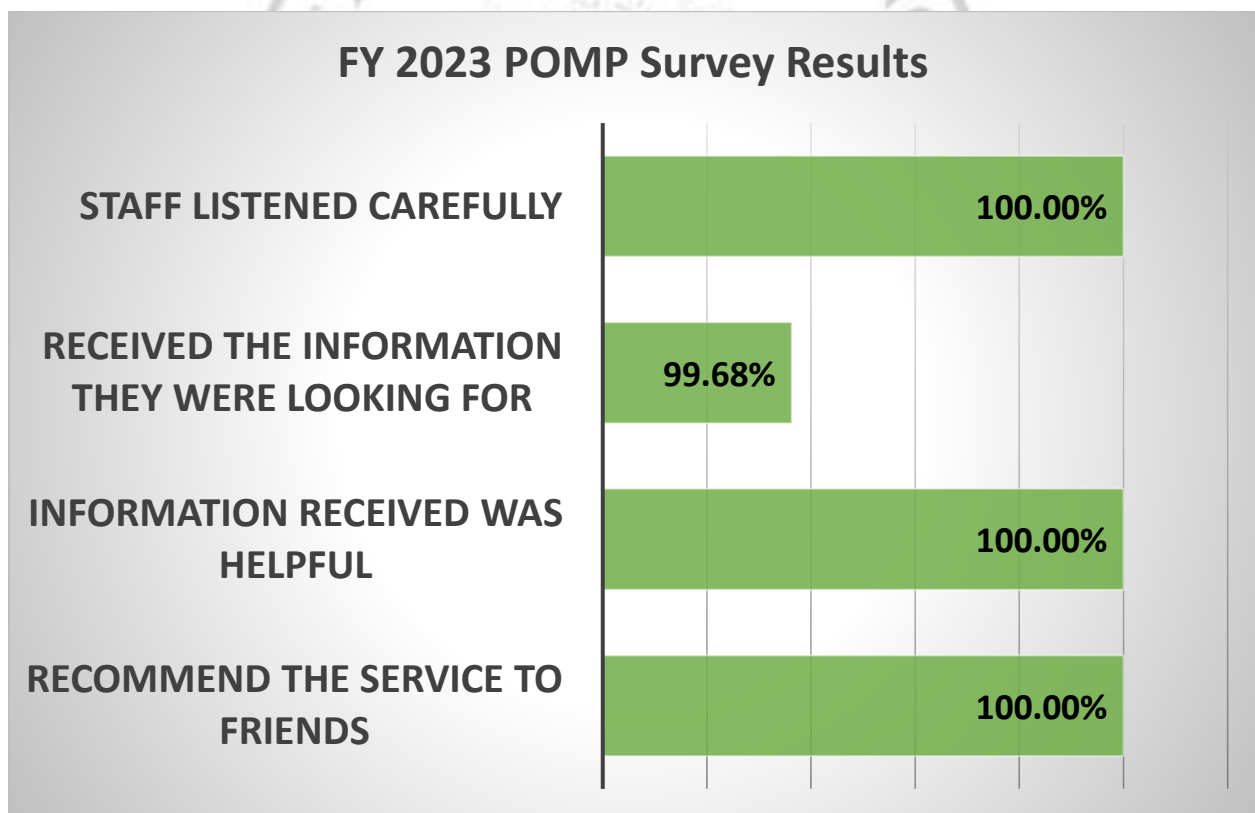
### ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security. Measured by application assistance costs savings.*

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan. Measured by application assistance and participant responses to POMP surveys.*

*Older adults are improving their overall health and well-being. Measured by participant responses to POMP surveys.*

*Older adults are experiencing independence and improved quality of life. Measured by participant responses to POMP surveys.*





**Macon County**  
**Macon County Health Department Starting Point**  
**2023 PERFORMANCE REPORT:**  
**CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING**  
**GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2023, Macon County Health Department Starting Point received \$65,063 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Macon County.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** An AARP study found there are over 1.5 million family/informal caregivers in Illinois providing 1.24 billion hours of unpaid work annually with an estimated value of \$17 billion.

This translates to approximately 103,500 family/informal caregivers in East Central Illinois. An estimated value of \$1.17 million in unpaid work annually.

***Macon County Health Department Starting Point Performance Results: Level of Service and Persons Served***

Macon County Health Department Starting Point provided a total of 742 units of CAS service to 111 caregivers, and 214 units of GRG services to 31 grandparents:

CAS	County	CAS Units	CAS Caregivers		GRG Units	GRG Persons
Macon County Health Department	Macon	742	111		214	31

***Macon County Health Department Starting Point Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	0	0
American Indian/Alaska Native	0	0
Asian	0	0
Black	16	13
Native Hawaiian - Other Pacific Islander	0	0
Other Races	2	1
<b>Total Minority Served</b>	<b>18</b>	<b>14</b>
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren

Rural	8	1
Living Alone	12	5
Low Income	24	15
Low Income - Minority	9	9
Limited English	0	0
+75 Years Old	40	3

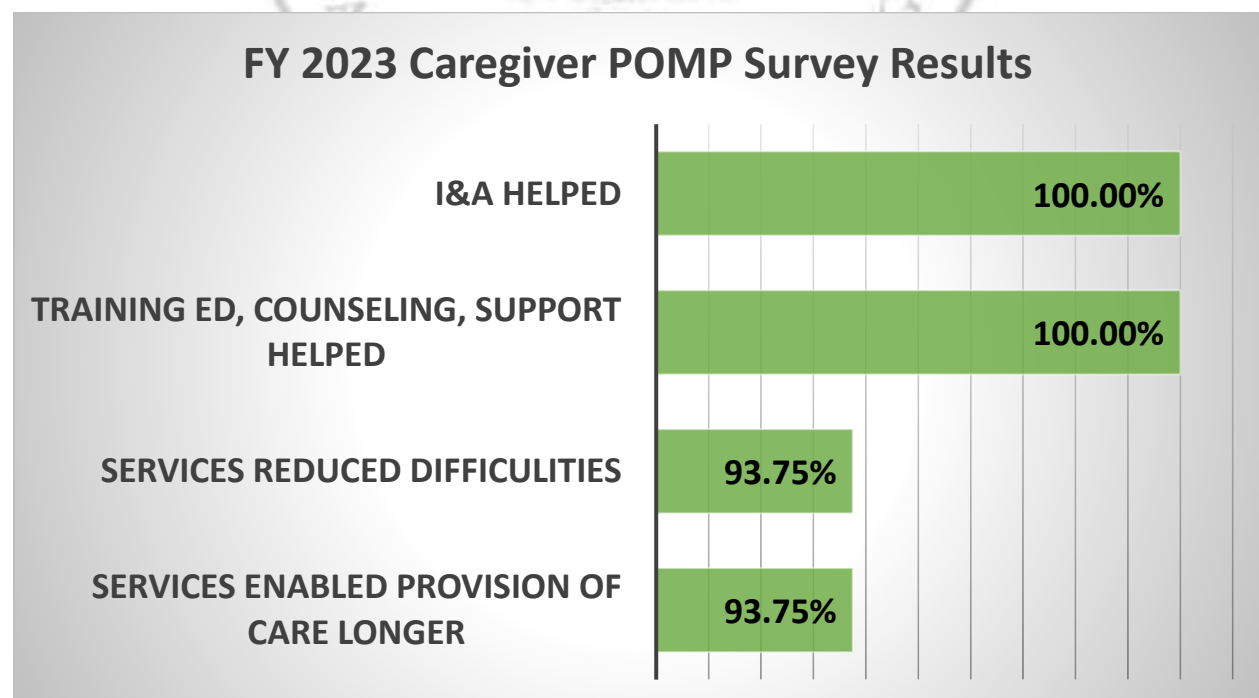
\*Individuals can indicate multiple racial identifications

***Macon County Health Department Starting Point Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

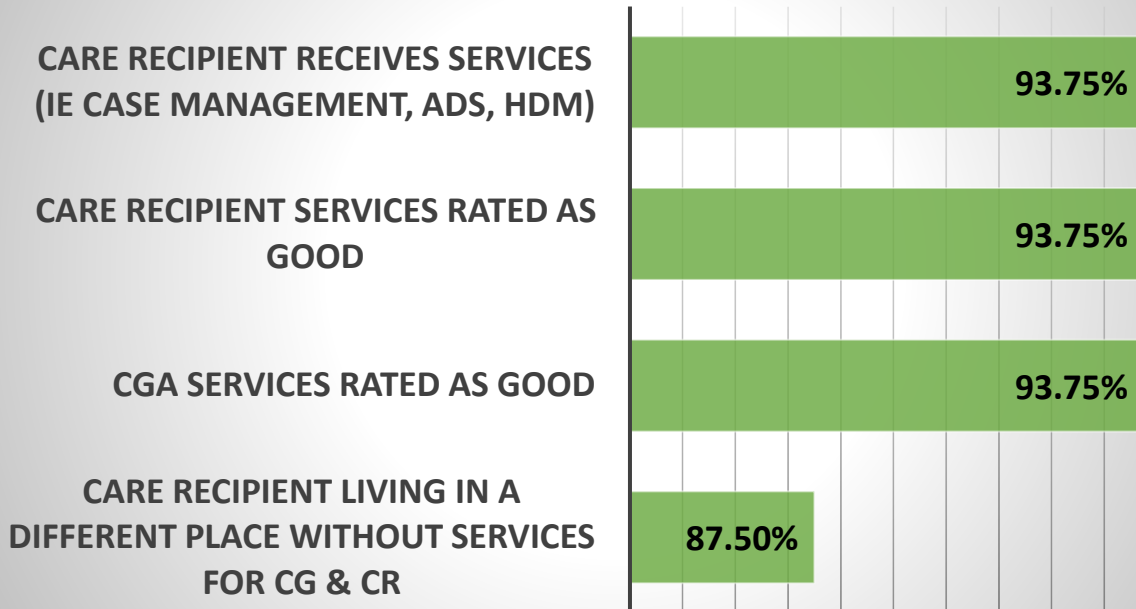
Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver. Measured by participant responses to POMP surveys.*

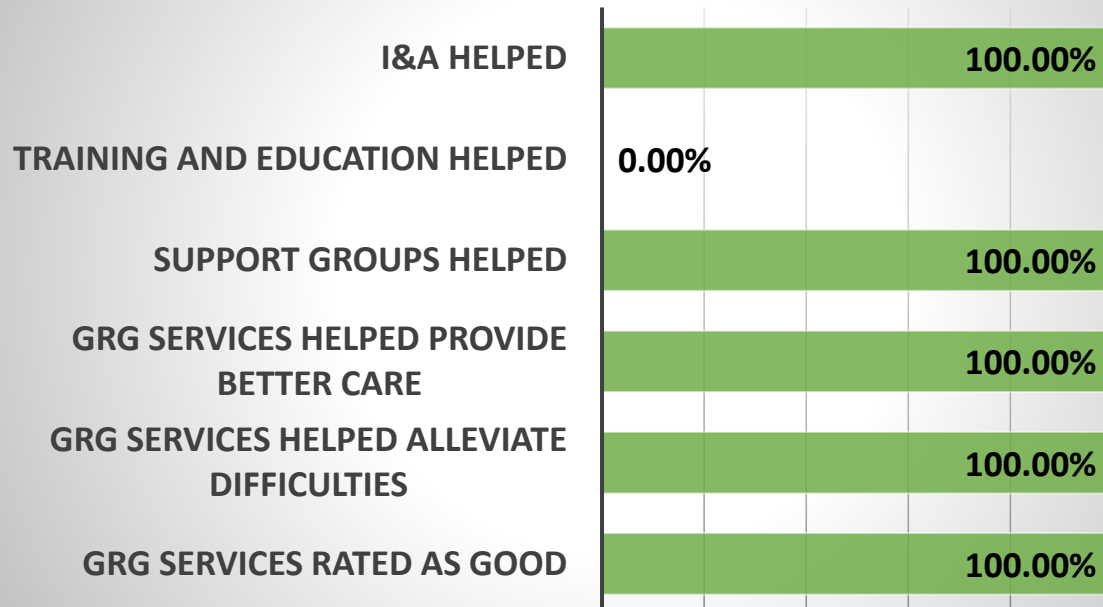
*Caregivers are enabling their loved ones to continue living at home. Measured by participants responses to POMP Surveys.*



### FY 2023 Caregiver POMP Survey Results



### FY 2023 GRG Survey Results



**Moultrie County**  
**Mid-Illinois Senior Services**  
**2023 PERFORMANCE REPORT: COORDINATED POINT of**  
**ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2023. Mid-Illinois Senior Services is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Mid-Illinois Senior Services received \$56,434 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

**Cost Benefit:** Mid-Illinois Senior Services enrolled older adults in the following programs, saving Moultrie county Medicare beneficiaries a total of \$49,944 to help pay on other necessities such as groceries, utilities, and home repairs.

	FY 2023 Application Submission	FY2023 TOTAL Estimated Cost Savings/Benefits
Benefits Access Applications Submitted*	77	\$10,857 Seniors/Persons with Disability Ride Free Transit Benefit Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	7	\$37,100 Cost of prescription drugs like deductibles and copayments
Medicare Savings Program (MSP)***	1	\$1,978 Assistance with Medicare A&B premiums, deductibles, coinsurance and copayments
Medicare Part D	57	Prescription drug coverage
Medicaid	2	Health care coverage

\*based on \$141 license plate renewal cost savings: The Office of the Illinois Secretary of State

\*\*based on a savings of \$5,300/year, Source: Social Security Administration

\*\*\*based on a savings of \$164.90/month, Source: Medicare.gov.



### ***Performance Results: Level of Service and Persons Served***

Mid-Illinois Senior Services provided 2,081 units of service to 320 persons throughout the Douglas and Moultrie county geographic service area.

<b>CPoE</b>	<b>County</b>	<b>Units</b>	<b>Persons</b>
Mid-Illinois Senior Services	Moultrie	2,081	320

### ***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	1
American Indian/Alaska Native	1
Asian	2
Black	0
Native Hawaiian - Other Pacific Islander	0
Other Races	0
<b>Total Minority Served</b>	<b>2</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	102
Living Alone	147
Low Income	131
Low Income - Minority	2
Limited English	1
+75 Years Old	171

\*Individuals can indicate multiple racial identifications

### ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security. Measured by application assistance costs savings.*

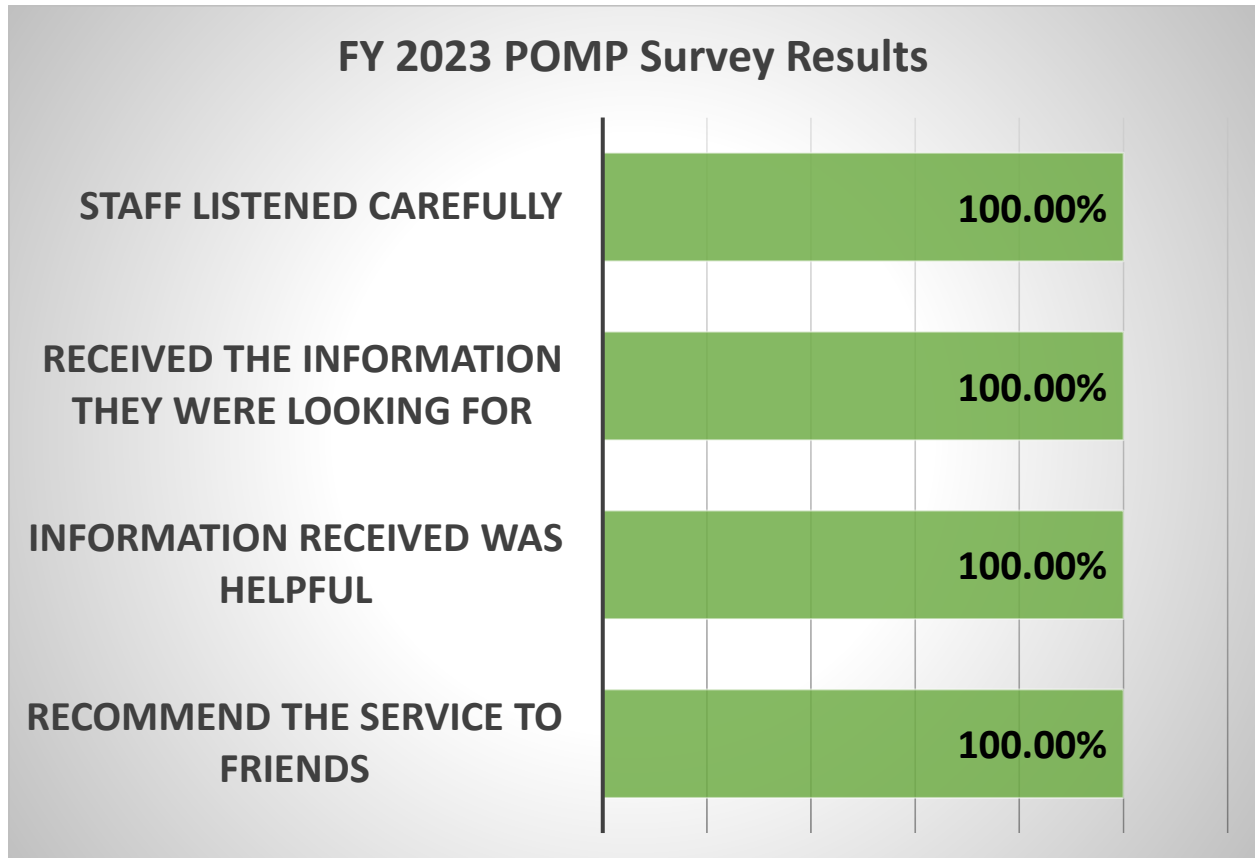
*Older adults are experiencing an increased sense of well-being related to savings*



*incurred through a customized prescription plan. Measured by application assistance and participant responses to POMP surveys.*

*Older adults are improving their overall health and well-being. Measured by participant responses to POMP surveys.*

*Older adults are experiencing independence and improved quality of life. Measured by participant responses to POMP surveys.*



**Moultrie County, Douglas County and Shelby County**

**Mid-Illinois Senior Services, Inc.**

**2023 PERFORMANCE REPORT: CAREGIVER ADVISORY SERVICE  
(CAS)/GRANDPARENTS RAISING GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2023, Mid-Illinois Senior Services, Inc. was allocated \$66,830 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Douglas, Moultrie, and Shelby counties.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** An AARP study found there are over 1.5 million family/informal caregivers in Illinois providing 1.24 billion hours of unpaid work annually with an estimated value of \$17 billion.

This translates to approximately 103,500 family/informal caregivers in East Central Illinois. An estimated value of \$1.17 million in unpaid work annually.

***Mid-Illinois Senior Services, Inc. Performance Results: Level of Service and Persons Served***

Mid-Illinois Senior Services, Inc. provided a total of 2,431 units of CAS service to 55 caregivers, and 883 units of GRG services to 22 grandparents:

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
Mid-Illinois Senior Services	Douglas	1,743	25	30	2
Mid-Illinois Senior Services	Moultrie	412	18	262	10
Mid-Illinois Senior Services	Shelby	276	11	591	10

***Mid-Illinois Senior Services, Inc. Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	0	0
American Indian/Alaska Native	0	0
Asian	0	0
Black – Non/Hispanic	0	0
Black -Hispanic	0	0
Black - Ethnicity Missing	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	0
<b>Total Minority Served</b>	<b>0</b>	<b>0</b>

<b>GREATEST NEED: Overview</b>	<b>Caregiver Advisory</b>	<b>Grandparents Raising Grandchildren</b>
Rural	8	9
Living Alone	3	1
Low Income	7	15
Low Income - Minority	0	0
Limited English	0	0
+75 Years Old	20	4

\*Individuals can indicate multiple racial identifications

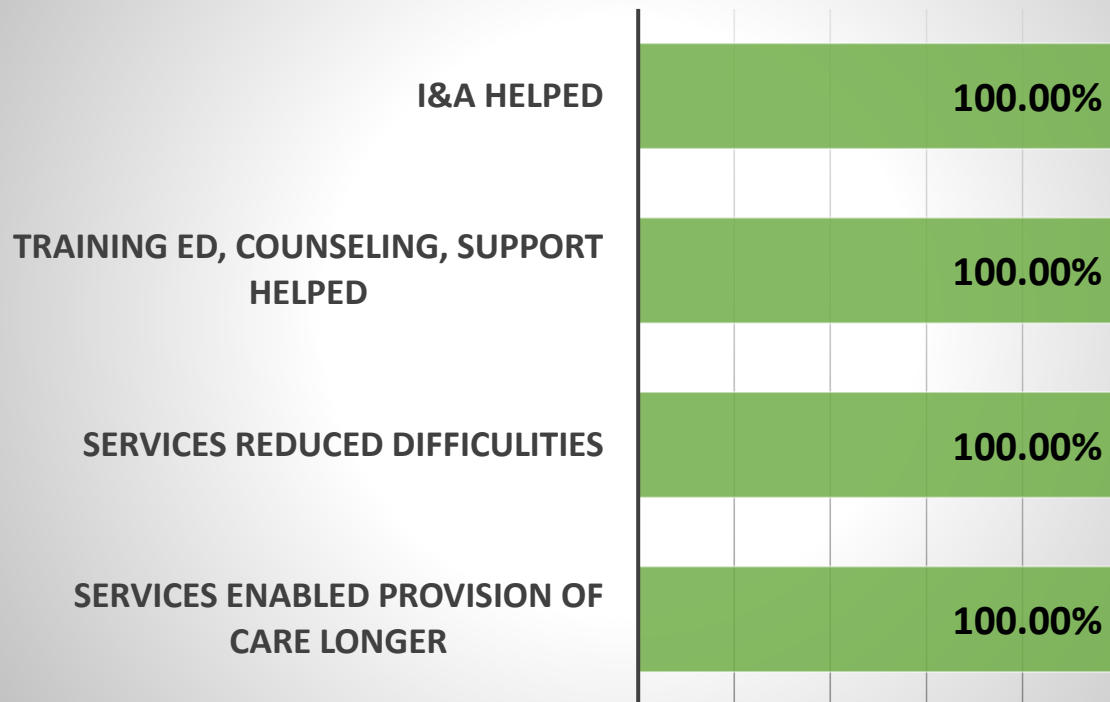
***Mid-Illinois Senior Services, Inc. Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

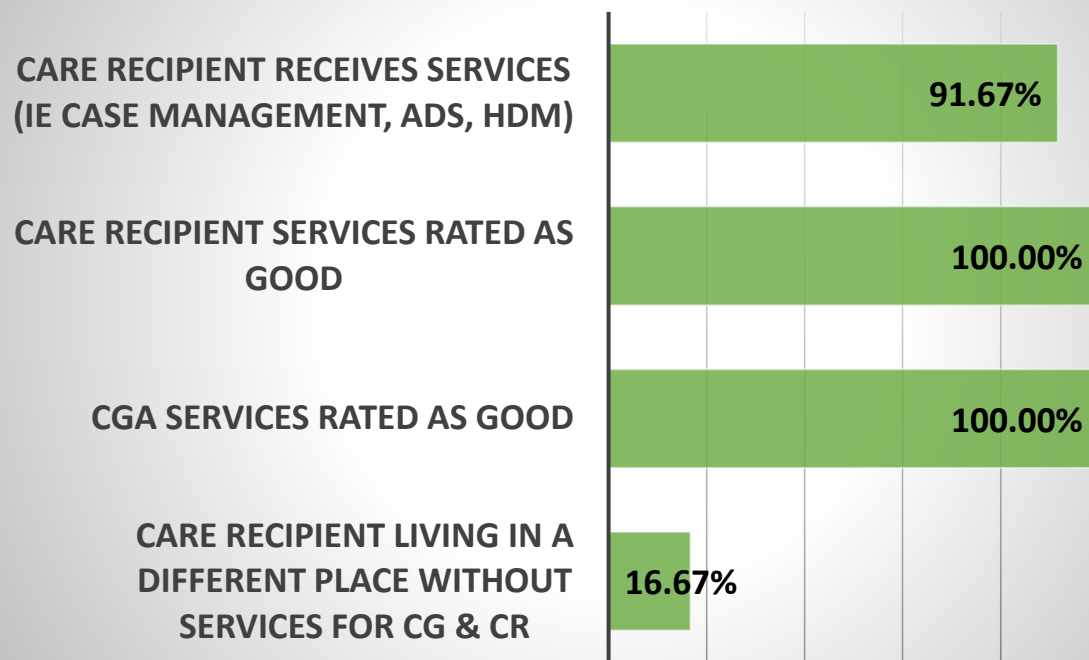
*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver. Measured by participant responses to POMP surveys.*

*Caregivers are enabling their loved ones to continue living at home. Measured by participants responses to POMP Surveys.*

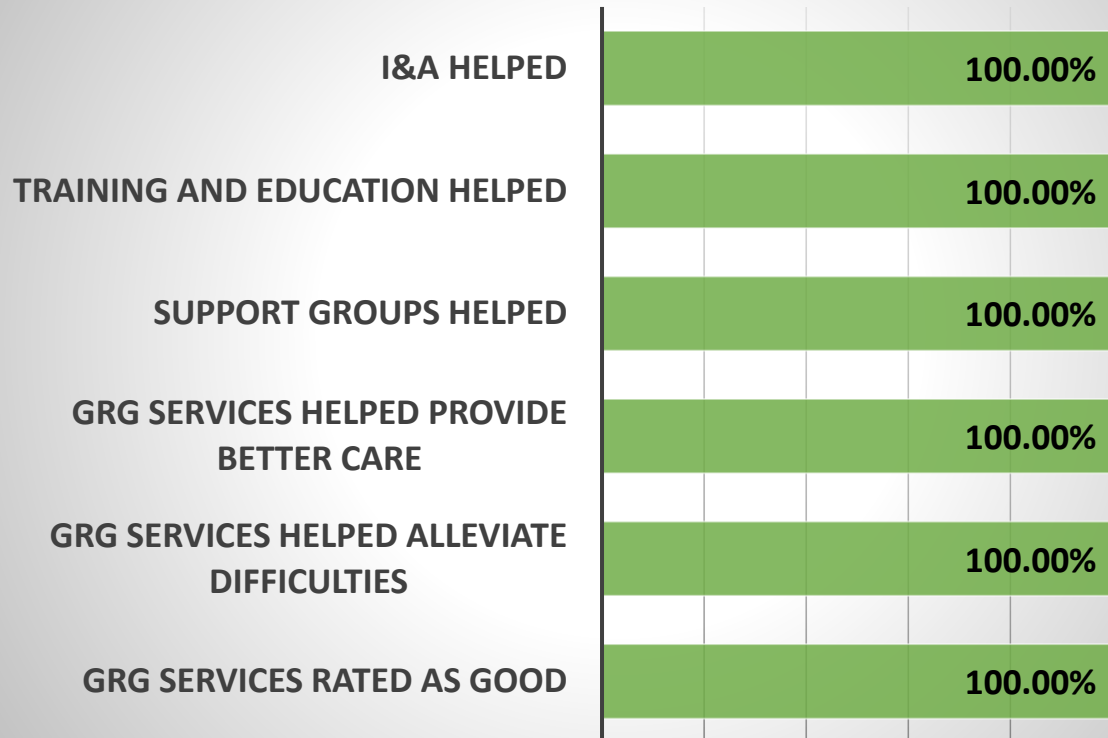
### FY 2023 Caregiver POMP Survey Results



### FY 2023 Caregiver POMP Survey Results



## FY 2023 GRG Survey Results



**Piatt County**  
**Piatt County Services for Seniors**  
**2023 PERFORMANCE REPORT: COORDINATED POINT of**  
**ENTRY/ SENIOR INFORMATION SERVICES**

***Performance Outcome #1: Older adults served by Coordinated Points of Entry/ Senior Information Services are empowered to engage in services and improve their quality of life.***

*The Coordinated Point of Entry/ Senior Information Services Program provided by the East Central Illinois Area Agency on Aging (ECIAAA) is resulting in older adults and disabled persons experiencing financial security, peace of mind, and independence; and improving their overall health, well-being, and quality of life.*

The implementation of Coordinated Points of Entry/Senior Information Services (CPoE/SIS) was the top service funding priority of ECIAAA in FY2023. Piatt County Services for Seniors is one of 11 organizations designated as a Coordinated Point of Entry in the 16 counties of East Central Illinois. Piatt County Services for Seniors received \$52,345 from East Central Illinois Area for CPOE/SIS through a combination of federal Older Americans Act (OAA), Illinois General Revenue Funds (GRF), and Tobacco Settlement Recovery Funds.

Coordinated Points of Entry/Senior Information Services serve as a “central clearinghouse” for adults and persons with disabilities, and their families; provide on-going coordination and connection to services; utilize a standardized intake process; complete referrals and “warm transfers”; provide follow-up monitoring; utilize Options Counseling for participants; engage participants in available programming, such as Plan Finder and Benefits Access; utilize the Community Service Data (CSD) – a statewide resource data base; and provide access to evidence-based Healthy-Aging services. The ECIAAA requires Coordinated Points of Entry/Senior Information Services to have at least one staff member who is certified by the Alliance of Information and Referral Systems.

***Cost Benefit:*** Piatt County Services for Seniors enrolled older adults in the following programs, saving Piatt county Medicare beneficiaries a total of \$36,582 to help pay on other necessities such as groceries, utilities, and home repairs.



	FY 2023 Application Submission	Estimated Cost Savings/Benefit
Benefits Access Applications Submitted*	72	\$10,152 Seniors/Persons with Disability Ride Free Transit Benefit Secretary of State License Plate Discount
SSA Extra Help (LIS) Applications**	2	\$10,600 Cost of prescription drugs like deductibles and copayments
Medicare Savings Plan (MSP)***	8	\$15,830 Assistance with Medicare A&B premiums, deductibles, coinsurance and copayments
Medicare Part D	18	Prescription drug coverage
Medicaid	6	Health care coverage

\*Based on \$141 license plate renewal cost savings Source: The Office of the Illinois Secretary of State

\*\*Based on savings of \$5,300/year Source: Social Security Administration

\*\*\*Based on savings of \$164.90/month Source: Medicare.gov

### ***Performance Results: Level of Service and Persons Served***

Piatt County Services for Seniors provided 583 units of service to 248 persons throughout Piatt County.

CPoE	County	Units	Persons
Piatt County Services for Seniors	Piatt	583	248

### ***Performance Results: Targeting Those in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

<b>CPoE/SIS Services Participants: Minority</b>	<b>Persons</b>
White - Hispanic	0
American Indian/Alaska Native	3
Asian	3
Black	0
Native Hawaiian - Other Pacific Islander	0
Other Races	2
<b>Total Minority Served</b>	<b>5</b>
<b>CPoE/SIS Services Participants: Overview</b>	<b>Persons</b>
Rural	133
Living Alone	125
Low Income	55
Low Income - Minority	0
Limited English	4
+75 Years Old	126

\*Individuals can indicate multiple racial identifications

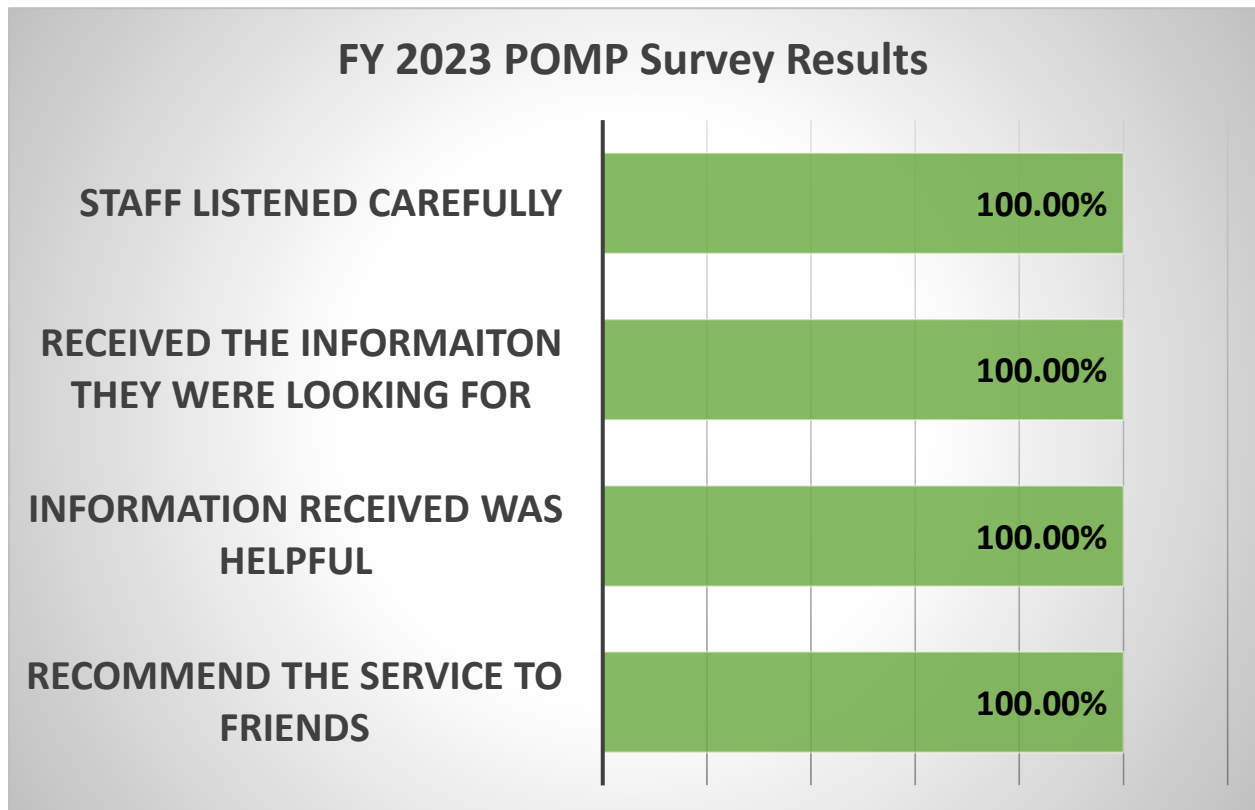
### ***Performance Results: Impact of CPoE/SIS Services***

*Older adults and disabled persons experience an improved level of financial security. Measured by application assistance costs savings.*

*Older adults are experiencing an increased sense of well-being related to savings incurred through a customized prescription plan. Measured by application assistance and participant responses to POMP surveys.*

*Older adults are improving their overall health and well-being. Measured by participant responses to POMP surveys.*

*Older adults are experiencing independence and improved quality of life.  
Measured by participant responses to POMP surveys.*



**Piatt County  
Family Service  
2023 PERFORMANCE REPORT:  
CAREGIVER ADVISORY SERVICE (CAS)/GRANDPARENTS RAISING  
GRANDCHILDREN (GRG)**

***Performance Outcome #2: Caregivers are supported to enable them to continue caring for their loved one(s).***

*The caregiver services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are resulting in caregivers and grandparents raising grandchildren (GRG) accessing programs and services to support them in caregiving roles, and receiving counseling and/or participating in support groups that equip them to better cope with the responsibilities of caring for their loved ones. Caregiving services are enabling older adults to remain in their homes.*

During FY2023, Family Service received \$20,953 in federal Older Americans Act (OAA) Title III-E funds for Caregiver Advisory Services (CAS) and Grandparents Raising Grandchildren Services (GRG) from ECIAAA for service provision in Piatt county.

Caregiver Advisory Services provide help to an adult family member, or another individual, who is an informal provider of in-home care to an older individual. The program is a source of information for caregivers; assists them in accessing services; and offers individual counseling/consultation and support services to help caregivers and grandparents raising grandchildren cope with their caregiving roles and/or develop and strengthen capacities for more adequate social and personal adjustments. Respite services provide temporary, substitute care or supervision of a functionally impaired person. It allows the primary caregiver time away to complete other tasks without disruption of the care of the individual.

To support caregivers and enable them to provide care to their loved ones, Caregiver Support Program Service Providers conduct intake, screening, and follow-up services; organize and facilitate, or refer persons to, appropriate support groups, including support groups for families caring for persons with Alzheimer's Disease and other dementias; conduct training and education on topics such as Grandparents Raising Grandchildren and utilize evidence-based training programs such as *Powerful Tools for the Caregiver* and *Savvy Caregiver*; and, provide Options Counseling whereby care plans are developed and caregivers supported in

their deliberations to determine appropriate long-term care choices for their loved ones.

**Cost Benefit:** An AARP study found there are over 1.5 million family/informal caregivers in Illinois providing 1.24 billion hours of unpaid work annually with an estimated value of \$17 billion.

This translates to approximately 103,500 family/informal caregivers in East Central Illinois. An estimated value of \$1.17 million in unpaid work annually.

***Family Service Performance Results: Level of Service and Persons Served***

Family Service provided a total of 245 units of CAS service to 7 caregivers, and 104 units of GRG services to 11 grandparents.

CAS	County	CAS Units	CAS Caregivers	GRG Units	GRG Persons
Family Service	Piatt	245	7	104	11

***Family Service Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors in the chart below indicate the services are reaching those in greatest need.

GREATEST NEED: Minority	Caregiver Advisory	Grandparents Raising Grandchildren
White - Hispanic	0	0
American Indian/Alaska Native	0	0
Asian	0	0
Black	0	0
Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	0
<b>TOTAL MINORITY SERVED</b>	<b>0</b>	<b>0</b>
GREATEST NEED: Overview	Caregiver Advisory	Grandparents Raising Grandchildren
Rural	2	3
Living Alone	0	0

Low Income	0	1
Low Income - Minority	0	0
Limited English	0	0
+75 Years Old	2	2

\*Individuals can indicate multiple racial identifications

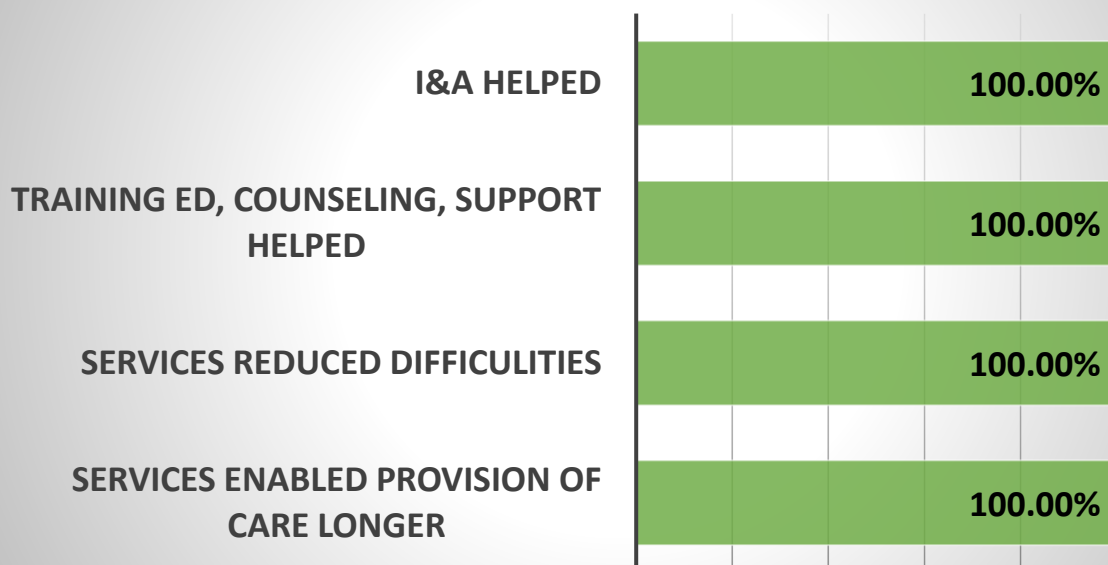
### ***Family Service Performance Results: Impact of the Caregiver Support/Grandparents Raising Grandchildren Program***

Service Providers are responsible for surveying caregivers and grandparents to collect information about them and seek their feedback about the services they are receiving in this program.

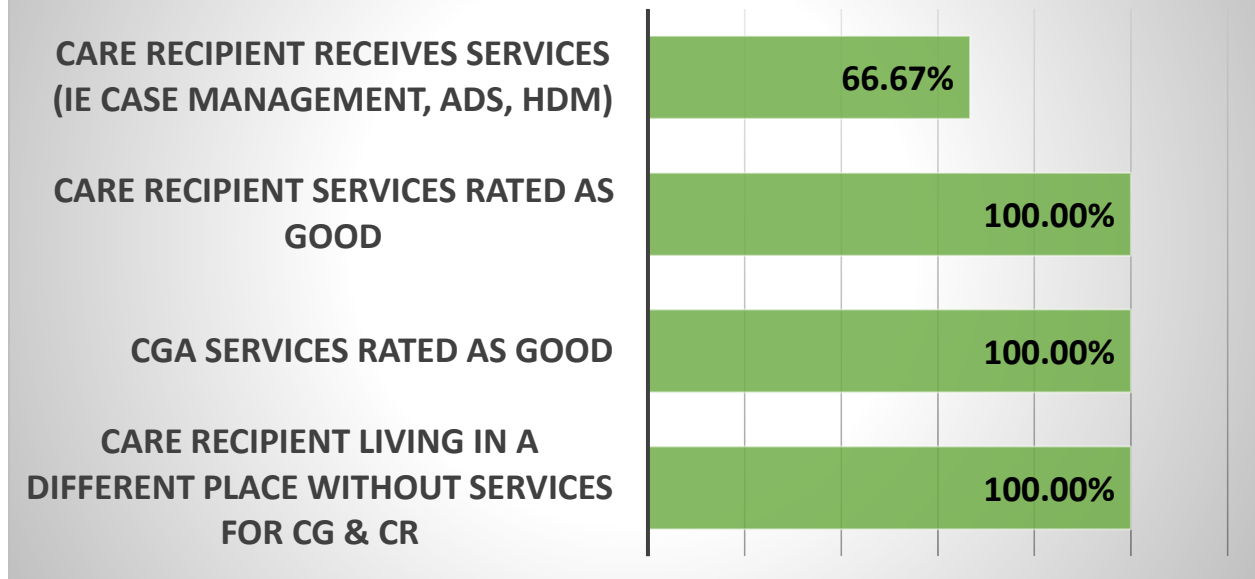
*Caregivers are better-informed about services; connected to services and programs enabling them to continue providing care to their loved ones; and more comfortable in the role of caregiver. Measured by participant responses to POMP surveys.*

*Caregivers are enabling their loved ones to continue living at home. Measured by participants responses to POMP Surveys.*

### **FY 2023 Caregiver POMP Survey Results**



## FY 2023 Caregiver POMP Survey Results



No GRG Surveys were completed.





# East Central Illinois Area Agency on Aging, Inc.

**2023 SERVICE PROVIDER  
PERFORMANCE REPORTS**  
*By County*

**Senior Nutrition Services**



**Counties of: Clark, Coles, Cumberland, Douglas, Edgar, Moultrie, and Shelby**

**Sarah Bush Lincoln Health Center- Peace Meal Senior Nutrition Program  
2023 PERFORMANCE REPORT: NUTRITION SERVICES**

***Performance Outcome #3: Older adults have improved food security and reduced social isolation.***

*Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.*

During FY2023, SBL Peace Meal received \$1,232,942 in federal Older Americans Act Title III-C, Illinois General Revenue Funds (GRF) for home delivered meals and Nutrition Services Incentive Program funds for congregate nutrition and for home-delivered meals support the seven county service area. Congregate meals are served at familiar locations, such as senior centers, to promote health and reduce isolation; home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

SBL Peace Meal Senior Nutrition Program was one of four organizations (Service Providers) funded by ECIAAA to deliver congregate and home-delivered meals to the following seven counties during FY 2023:

Clark, Coles, Cumberland, Douglas, McLean, Moultrie, and Shelby.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

**Cost Benefit:** Home delivered meals are cost effective and help keep older adults healthier and able to remain independent.

Cost of An OAA Funded Nutrition meal for One Senior for the Entire Year	Cost of One Day of Hospital Care	Cost of Ten Days in Long Term Care Facilities
\$2,602	\$2,754	\$2,070

Source: Meals on Wheels America, 2021. "Delivering So Much More Than a Meal in Illinois."

***SBL Peace Meal Senior Nutrition Program Performance Results: Number of Meals and Older Adults***

SBL Peace Meal Senior Nutrition Program provided a total of 215,433 meals to 1,952 older adults: 40,388 congregate meals to 847 older adults and 175,045 home-delivered meals to 1,105 older adults.

SBL Peace Meal Senior Nutrition Program	Total Congregate Meals	Total Congregate Participants		Total Home Delivered Meals	Total Home Delivered Meals Participants
Clark	1013	29		15,051	81
Coles	14,802	234		67,956	451
Cumberland	1,952	59		23,212	118
Douglas	1,655	46		15,604	118
Edgar	5,4572	155		13,181	75
Moultrie	7,581	157		9,620	56
Shelby	7,913	176		30,421	208
<b>TOTAL MEALS &amp; PERSONS</b>	<b>40,388</b>	<b>847</b>		<b>175,045</b>	<b>1,105</b>

***SBL Peace Meal Senior Nutrition Program Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
White – Hispanic	3	6
American Indian/Alaska Native	5	2
Asian	4	1
Black	2	8
Native Hawaiian - Other Pacific Islander	0	0
Other Races	1	0
<b>Total Minority Served</b>	<b>13</b>	<b>15</b>
<b>GREATEST NEED: Overview</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
Rural	308	269
Living Alone	368	579
Low Income	224	506
Low Income – Minority	4	12
Limited English	11	15
+75 Years Old	509	754

\*Individuals can indicate multiple racial identifications

## ***SBL Peace Meal Senior Nutrition Program Performance Results: Impact of Nutrition Services***

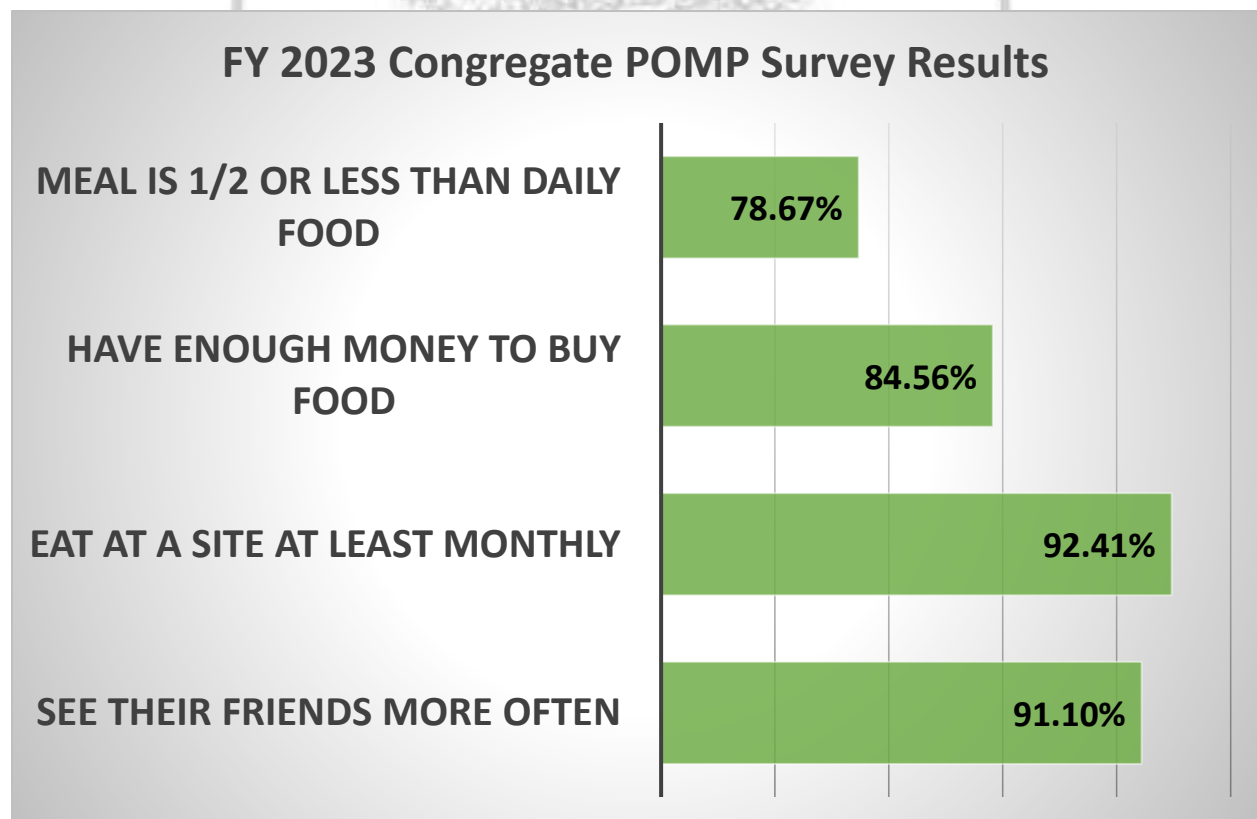
Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

*Participants in the congregate and home-delivered meal programs experience improved food security.*

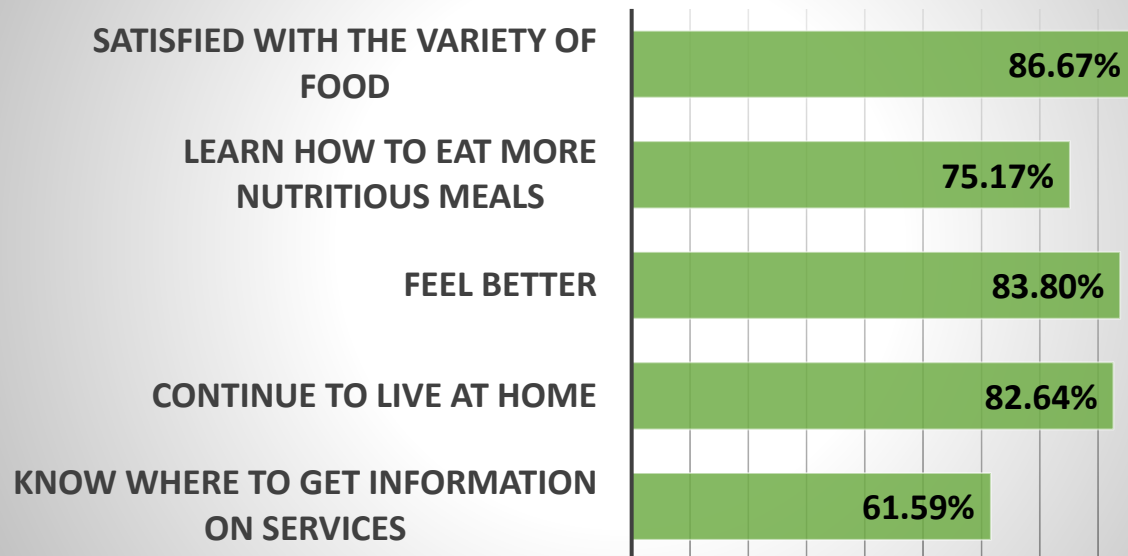
*The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.*

*Meal participants are eating healthier, making better food choices, and improving their health.*

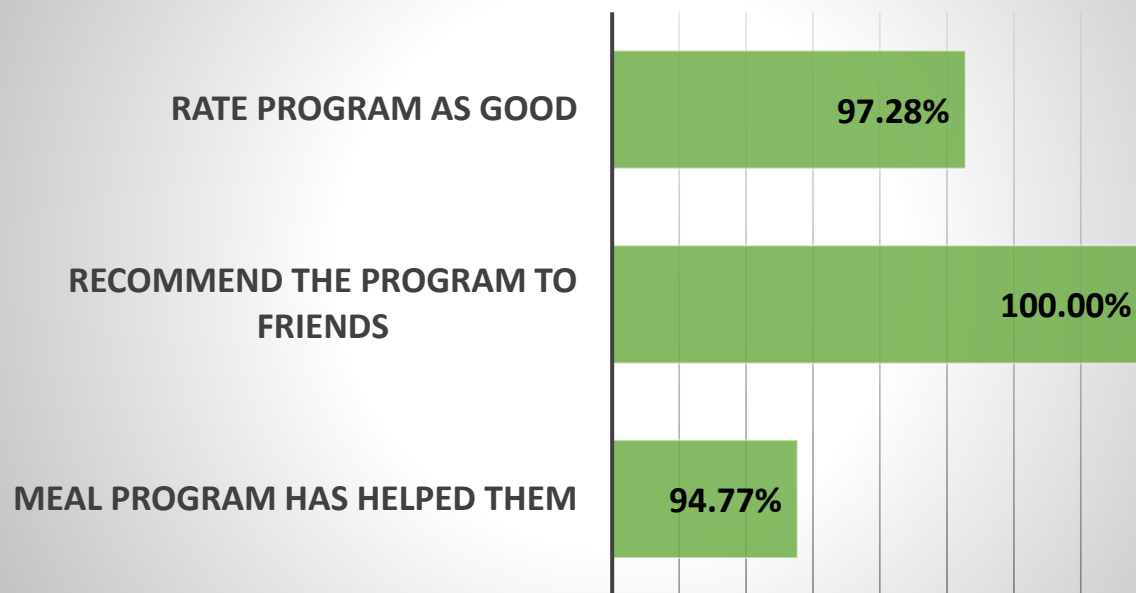
*The nutrition services program is promoting independence and enabling older adults to live at home.*



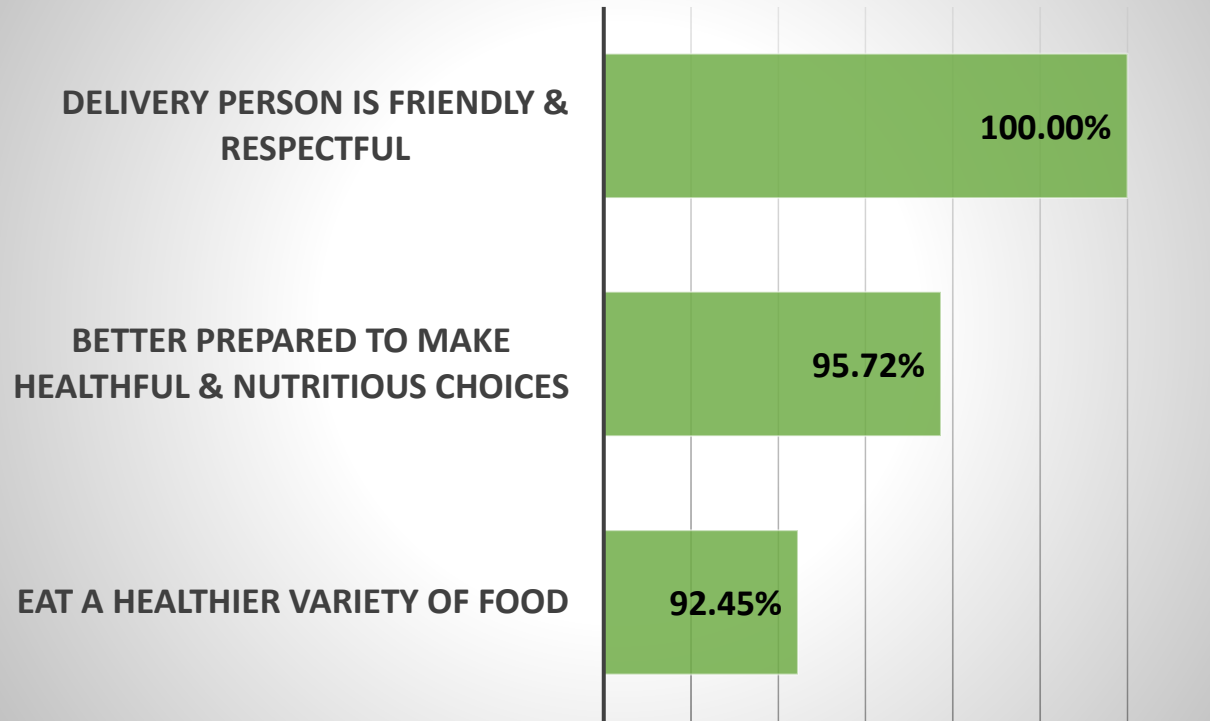
### FY 2023 Congregate POMP Survey Results



### FY 2023 Congregate POMP Survey Results

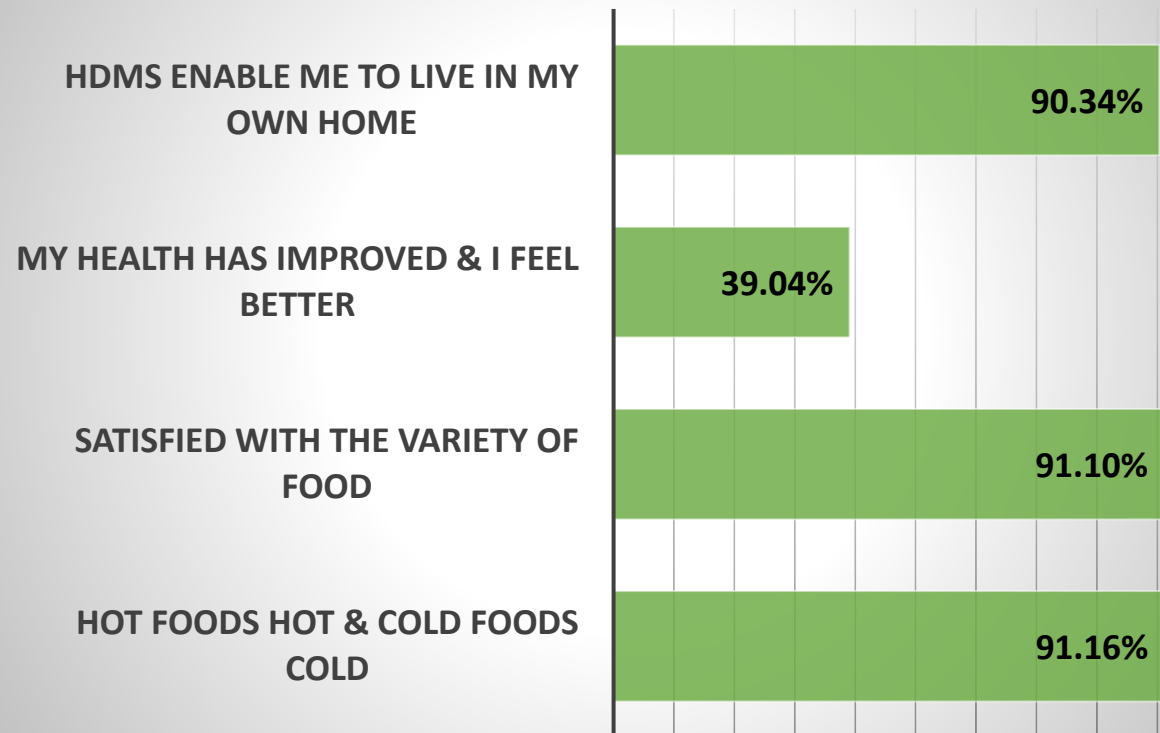


## FY 2023 HDM POMP Survey Results





## FY 2023 HDM POMP Survey Results



**Macon County**  
**Catholic Charities- Meals on Wheels Program**  
**2023 PERFORMANCE REPORT: NUTRITION SERVICES**

***Performance Outcome #3: Older adults have improved food security and reduced social isolation.***

*Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.*

During FY2023, Catholic Charities received \$753,113 in federal Older Americans Act Title III-C, Illinois General Revenue Funding and Nutrition Services Incentive Program funds for home-delivered meals in Macon County. Home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

***Cost Benefit:*** Home delivered meals are cost effective and help keep older adults healthier and able to remain independent.

Cost of an OAA Funded Nutrition Meal for One Senior for Entire Year	Cost of One Day of Hospital Care	Cost of Ten Days in Long Term Care Facilities
\$2,602	\$2,754	\$2,070

Source: Meals on Wheels America, 2021. "Delivering So Much More Than a Meal in Illinois."

***Catholic Charities- Meals on Wheels Performance Results: Number of Meals and Older Adults***

The organizations provided a total of 99,639 meals to 623 older adults.

	<b>Total Congregate Meals</b>	<b>Total Congregate Participants</b>	<b>Total Home Delivered Meals</b>	<b>Total Home Delivered Meals Participants</b>
Catholic Charities, Meals on Wheels Macon County	7,469	152	92,170	831

***Catholic Charities- Meals on Wheels Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
White – Hispanic	1	1
American Indian/Alaska Native	1	1
Asian	1	0
Black	24	187
Native Hawaiian - Other Pacific Islander	0	0
Other Races	0	6
<b>Total Minority Served</b>	<b>27</b>	<b>195</b>
<b>GREATEST NEED: Overview</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
Rural	8	74
Living Alone	116	407
Low Income	87	451
Low Income – Minority	21	157
Limited English	27	4
+75 Years Old	73	401

\*Individuals can indicate multiple racial identifications

## ***Catholic Charities- Meals on Wheels Performance Results: Impact of Nutrition Services***

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

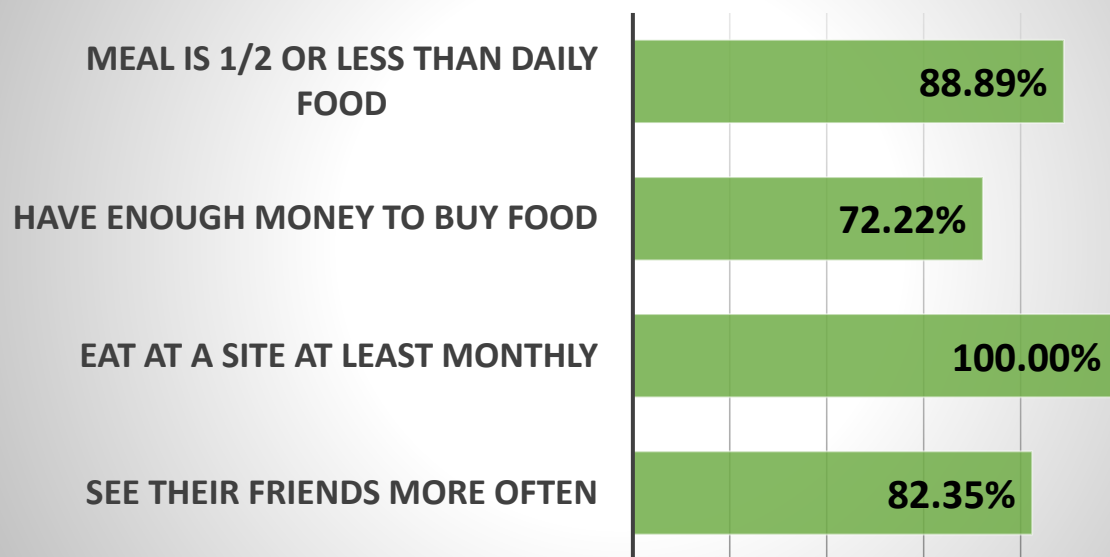
*Participants in the congregate and home-delivered meal programs experience improved food security.*

*The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.*

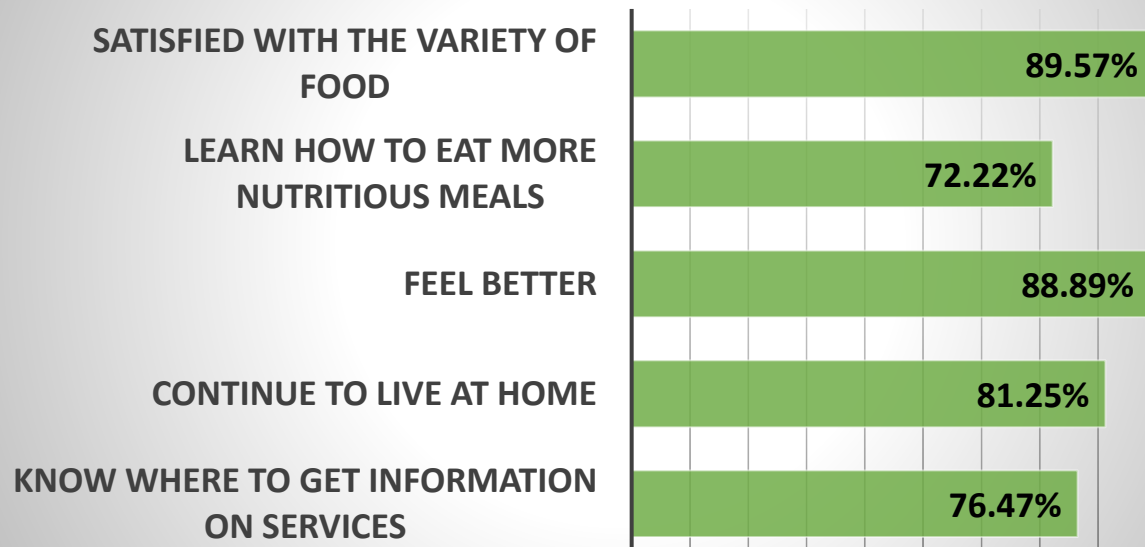
*Meal participants are eating healthier, making better food choices, and improving their health.*

*The nutrition services program is promoting independence and enabling older adults to live at home.*

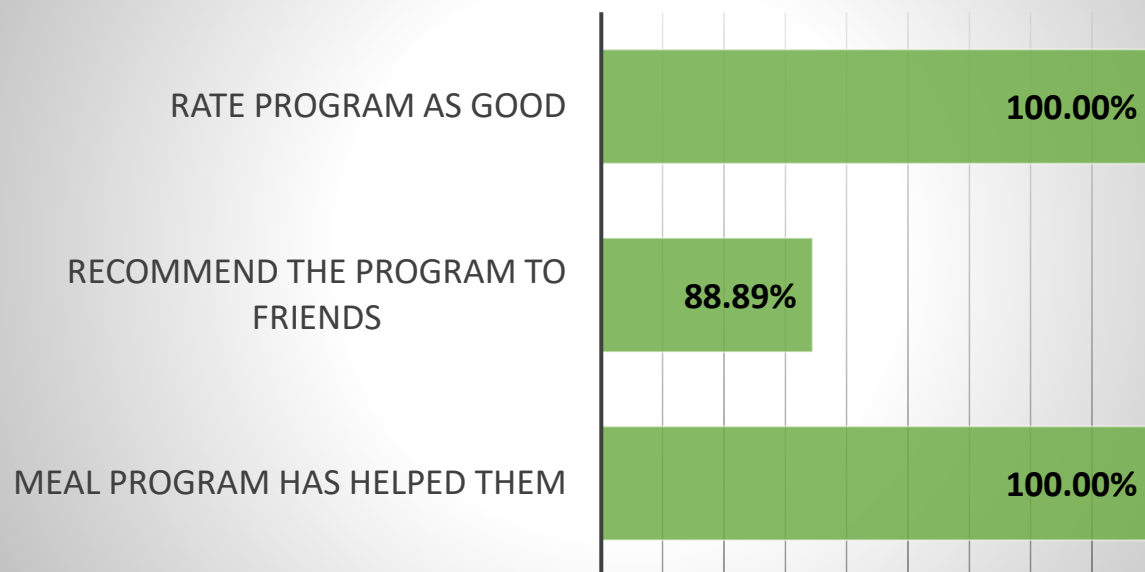
### **FY 2023 Congregate POMP Survey Results**



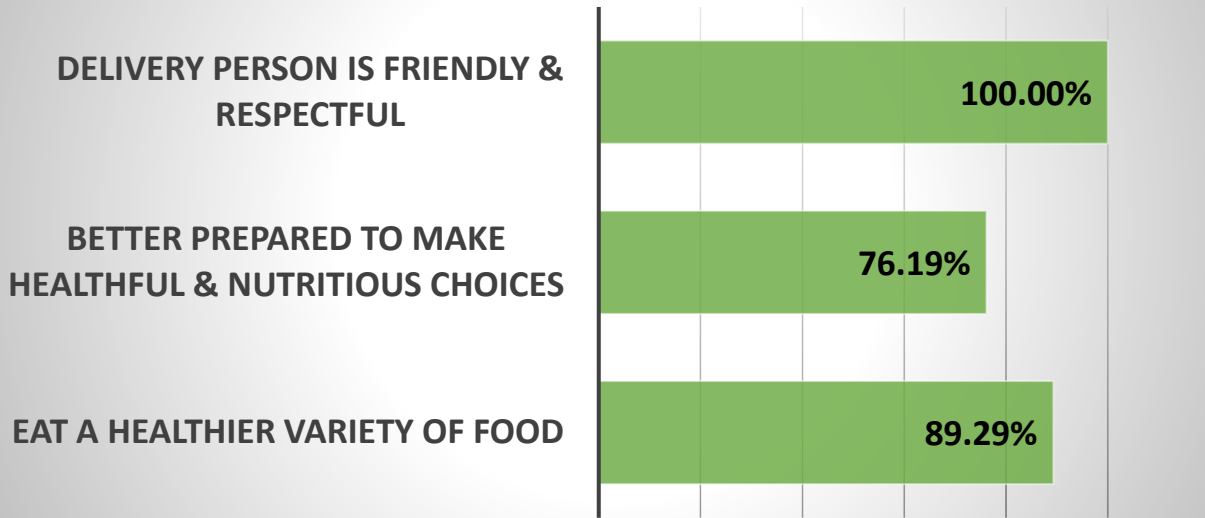
### FY 2023 Congregate POMP Survey Results



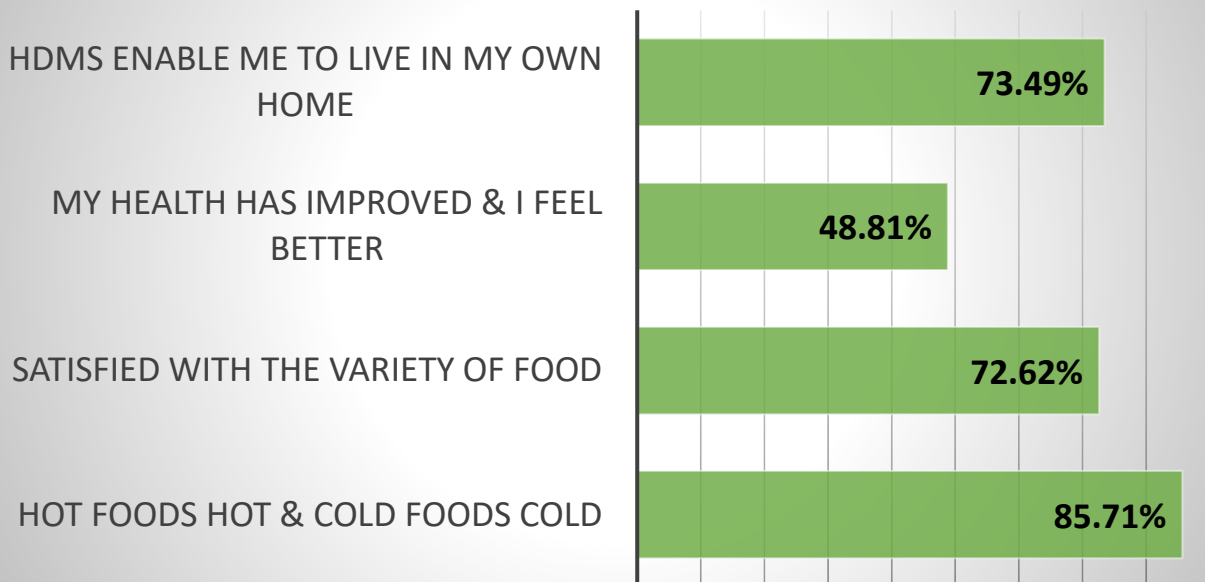
### FY 2023 Congregate POMP Survey Results



### FY 2023 HDM POMP Survey Results



### FY 2023 HDM POMP Survey Results



## Vermilion County

### CRIS Healthy-Aging Center 2023 PERFORMANCE REPORT: NUTRITION SERVICES

***Performance Outcome #3: Older adults have improved food security and reduced social isolation.***

*Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.*

During FY2023, ECIAAA budgeted \$755,187 in federal Older Americans Act Title III-C, Illinois General Revenue Funds and Nutrition Services Incentive Program funds for congregate nutrition and home-delivered meals to CRIS Healthy-Aging Center. Congregate meals are served at familiar locations, such as senior centers, to promote health and reduce isolation; home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

The ECIAAA funded four organizations (Service Providers) to deliver congregate and home-delivered meals throughout its 16-county geographic service area with CRIS providing these services in Vermilion County.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

***Cost Benefit:*** Home delivered meals are cost effective and help keep older adults healthier and able to remain independent.



Cost of an OAA Funded Nutrition Meal for One Senior for Entire Year	Cost of One Day of Hospital Care	Cost of Ten Days in Long Term Care Facilities
\$2,602	\$2,754	\$2,070

Source: Meals on Wheels America, 2021. "Delivering So Much More Than a Meal in Illinois."

***CRIS Healthy-Healthy Aging Performance Results: Number of Meals and Older Adults***

The organizations provided a total of 100,323 meals to 1,938 older adults: 15,443 congregate meals to 1,247 older adults and 84,880 home-delivered meals to 691 older adults.

CRIS Healthy-Aging Center	Total Congregate Meals	Total Congregate Participants	Total Home Delivered Meals	Total Home Delivered Meal Participants
CRIS Healthy Aging Center	15,443	1,247	84,880	691

### ***CRIS Healthy-Aging Center Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
White – Hispanic	10	2
American Indian/Alaska Native	1	1
Asian	0	1
Black	156	137
Native Hawaiian - Other Pacific Islander	1	0
Other Races	11	10
<b>Total Minority Served</b>	<b>179</b>	<b>151</b>
<b>GREATEST NEED: Overview</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
Rural	161	100
Living Alone	541	401
Low Income	843	480
Low Income – Minority	144	121
Limited English	41	34
+75 Years Old	622	341

\*Individuals can indicate multiple racial identifications

### ***CRIS Healthy-Aging Center Performance Results: Impact of Nutrition Services***

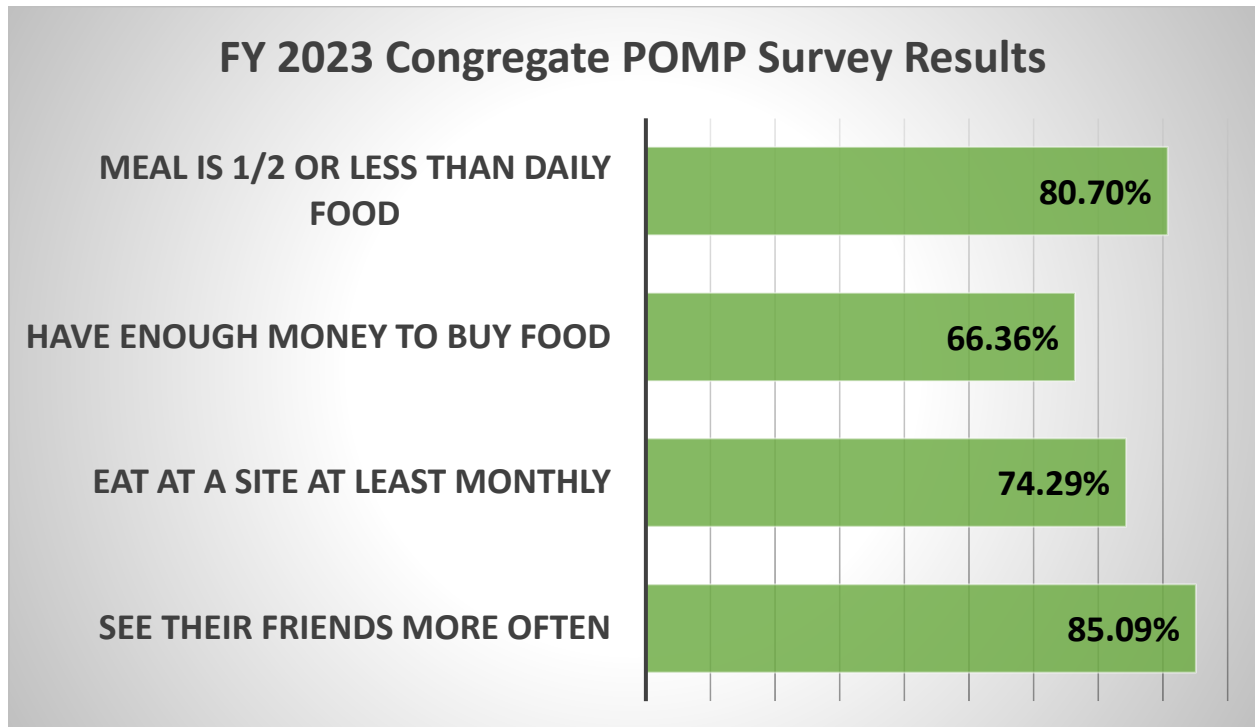
Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

*Participants in the congregare and home-delivered meal programs experience improved food security.*

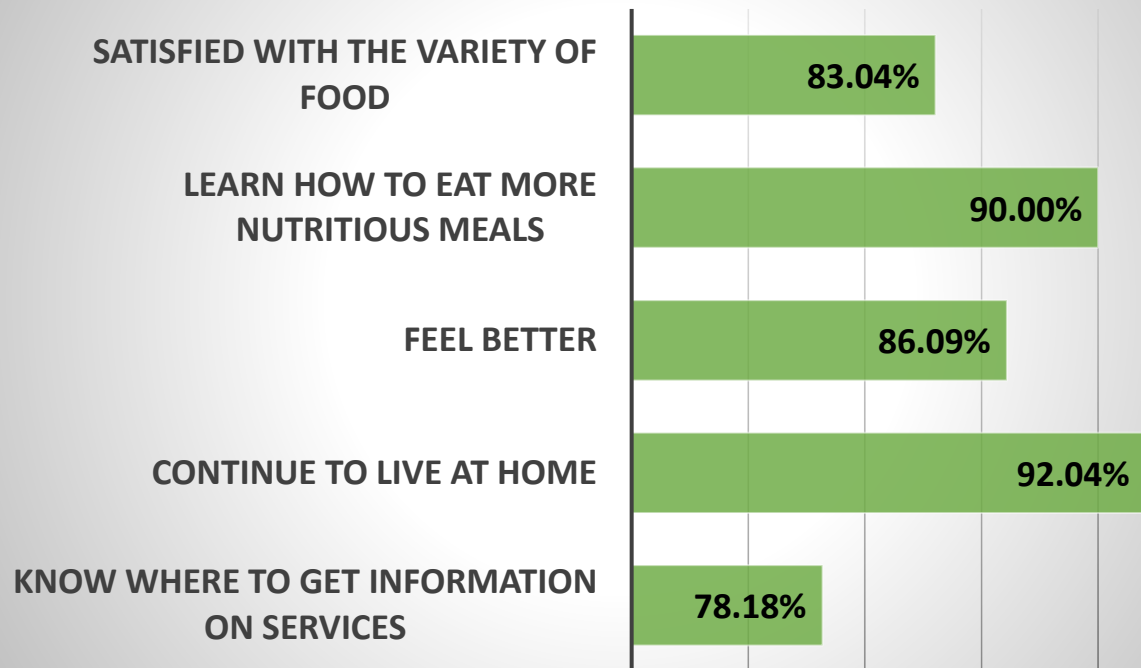
*The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.*

*Meal participants are eating healthier, making better food choices, and improving their health.*

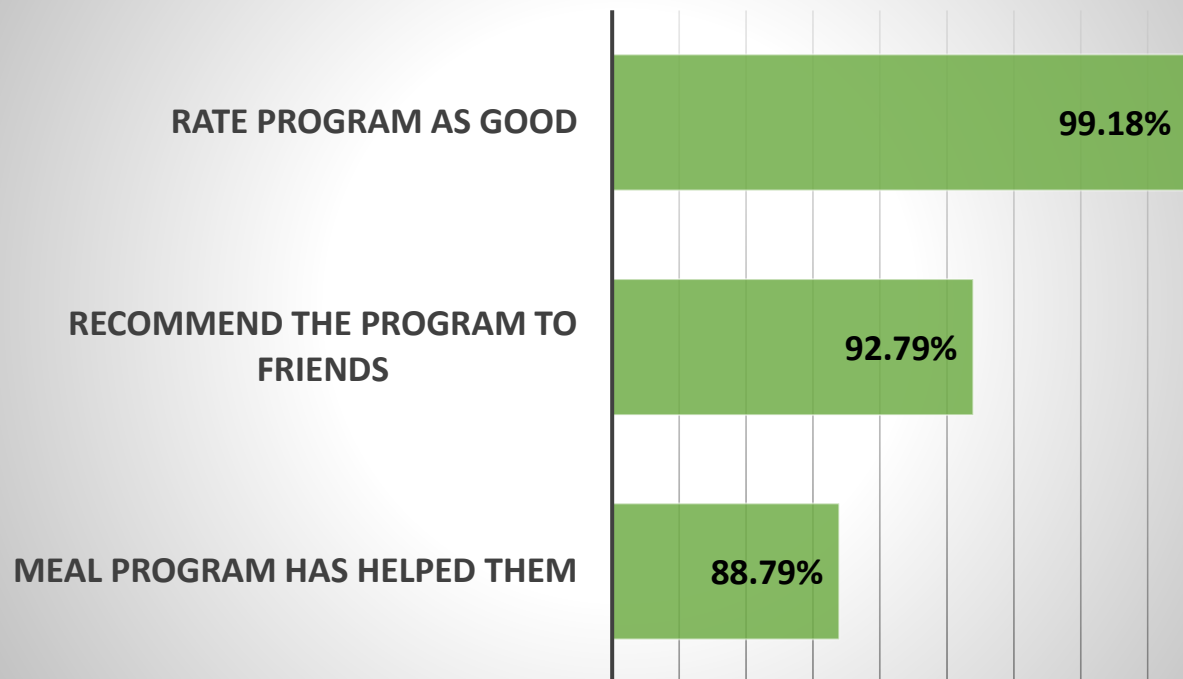
*The nutrition services program is promoting independence and enabling older adults to live at home.*



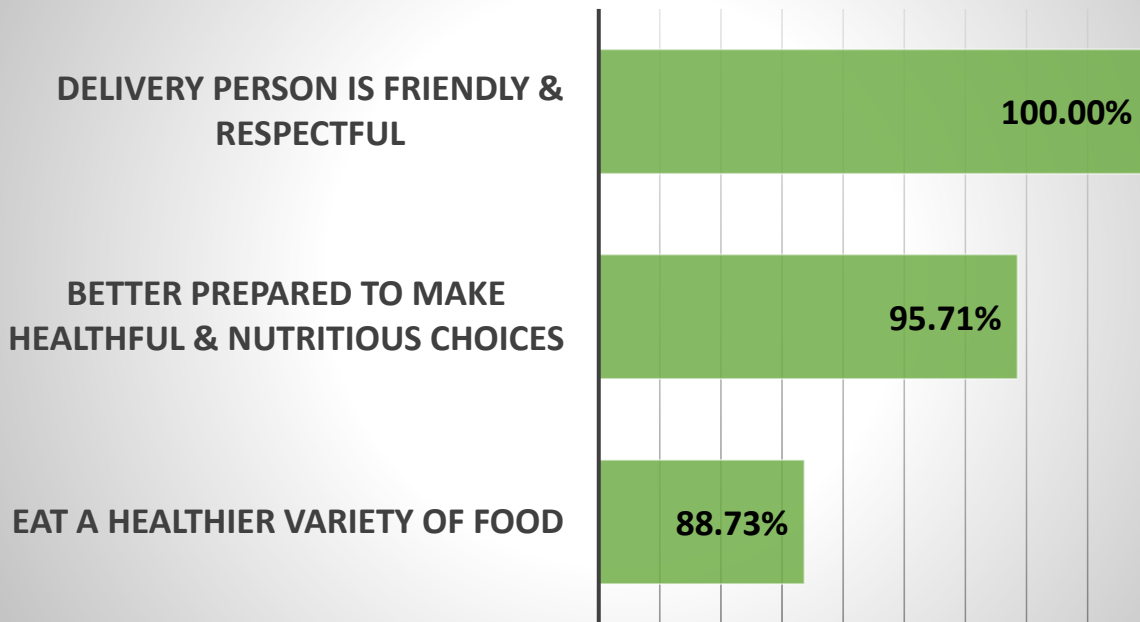
### FY 2023 Congregate POMP Survey Results



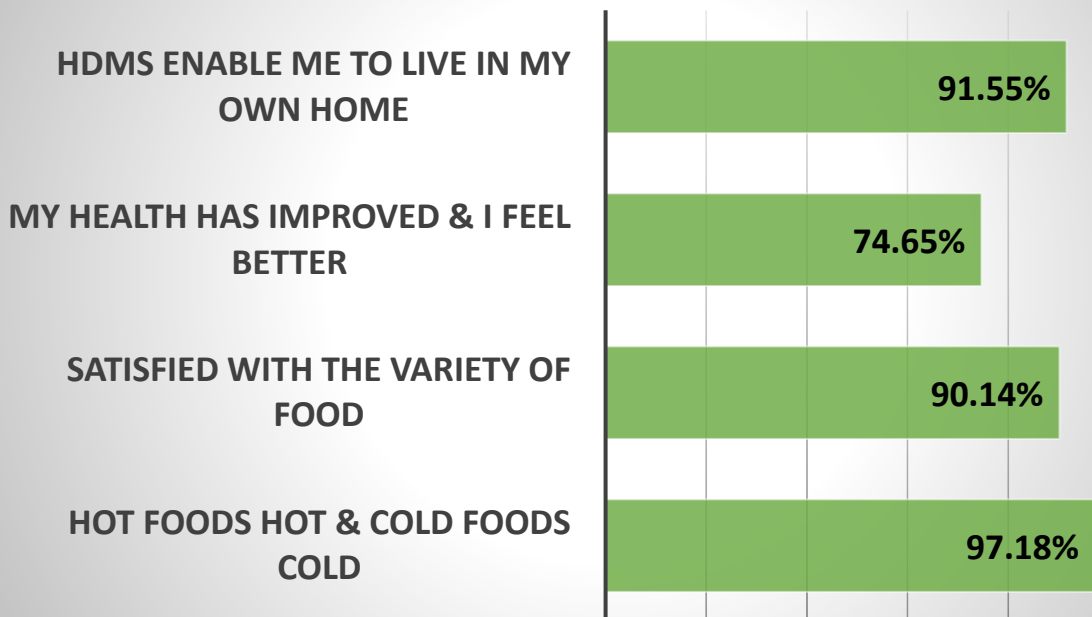
### FY 2023 Congregate POMP Survey Results



### FY 2023 HDM POMP Survey Results



### FY 2023 HDM POMP Survey Results



**Counties of Champaign, DeWitt, Ford, Iroquois, Livingston, McLean, and Piatt**

**OSF Healthcare System- Peace Meal Senior Nutrition Program  
2023 PERFORMANCE REPORT: NUTRITION SERVICES**

***Performance Outcome #3: Older adults have improved food security and reduced social isolation.***

*Nutrition services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are improving food security; increasing opportunities for socialization; reducing feelings of isolation; helping participants to eat healthier, make better food choices, and improve their health; promoting independence; and enabling older adults to live at home.*

During FY2023, OSF Peace Meal Senior Nutrition Program received \$2,701,334 in federal Older Americans Act Title III-C, Illinois General Revenue Funds (GRF) for home delivered meals and Nutrition Services Incentive Program funds for congregate nutrition and for home-delivered meals support the seven county service area. Congregate meals are served at familiar locations, such as senior centers, to promote health and reduce isolation; home-delivered meals are provided to older adults who are home-bound because of illness, physical or mental impairment or otherwise isolated.

OSF Peace Meal Senior Nutrition Program was one of four organizations (Service Providers) funded by ECIAAA to deliver congregate and home-delivered meals to the following fourteen counties during FY 2023:

Champaign, DeWitt, Ford, Iroquois, Livingston, McLean, and Piatt.

Nutrition programs are required to implement creative program design and menu planning that optimize consumer choice; provide consistent meal provision meeting dietary standards; provide a five-day per week meal program; conduct activities to increase socialization and reduce feelings of isolation; provide access to Healthy-Aging services/programs such as A Matter of Balance and Chronic Disease Self-Management; provide nutrition education; conduct individual needs assessments with home-delivered meal recipients to identify operational and safety issues; and conduct wellness checks on home-delivered meal recipients.

**Cost Benefit:** Home delivered meals are cost effective and help keep older adults healthier and able to remain independent.

Cost of an OAA Funded Nutrition Meal for One Senior for Entire Year	Cost of One Day of Hospital Care	Cost of Ten Days in Long Term Care Facilities
\$2,602	\$2,754	\$2,070

Source: Meals on Wheels America, 2021. “Delivering So Much More Than a Meal in Illinois.”





***OSF Peace Meal Senior Nutrition Program Performance Results: Number of Meals and Older Adults***

OSF Peace Meal Senior Nutrition Program provided a total of 449,129 meals to 4,190 older adults: 112,230 congregate meals to 2,152 older adults and 336,899 home-delivered meals to 2,038 older adults.

<b>OSF Peace Meal Senior Nutrition Program</b>	<b>Total Congregate Meals</b>	<b>Total Congregate Participants</b>		<b>Total Home Delivered Meals</b>	<b>Total Home Delivered Meals Participants</b>
Champaign	9,052	179		114,188	679
DeWitt	4,881	119		16,206	115
Ford	5,654	111		9,983	67
Iroquois	54,506	1,055		9,853	46
Livingston	2,286	49		43,106	241
McLean	32,495	548		128,781	782
Piatt	3,356	124		14,782	125
<b>TOTAL MEALS &amp; PERSONS</b>	<b>112,230</b>	<b>2,152</b>		<b>336,899</b>	<b>2,038</b>

***OSF Peace Meal Senior Nutrition Program Performance Results: Targeting Older Adults in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
White – Hispanic	24	14
American Indian/Alaska Native	10	15

Asian	27	15
Black	149	278
Native Hawaiian - Other Pacific Islander	0	2
Other Races	3	5
<b>Total Minority Served</b>	<b>205</b>	<b>319</b>
<b>GREATEST NEED: Overview</b>	<b>Congregate Meals</b>	<b>Home Delivered Meals</b>
Rural	971	351
Living Alone	965	1,258
Low Income	470	615
Low Income – Minority	117	171
Limited English	154	32
+75 Years Old	1,118	1,192

\*Individuals can indicate multiple racial identifications

## ***OSF Peace Meal Senior Nutrition Program Performance Results: Impact of Nutrition Services***

Service Providers are responsible for surveying meal recipients to collect information about those participating in the programs and seek feedback regarding their satisfaction with the food and services. The impact of nutrition services on older adults is depicted in the results of the survey, as follows:

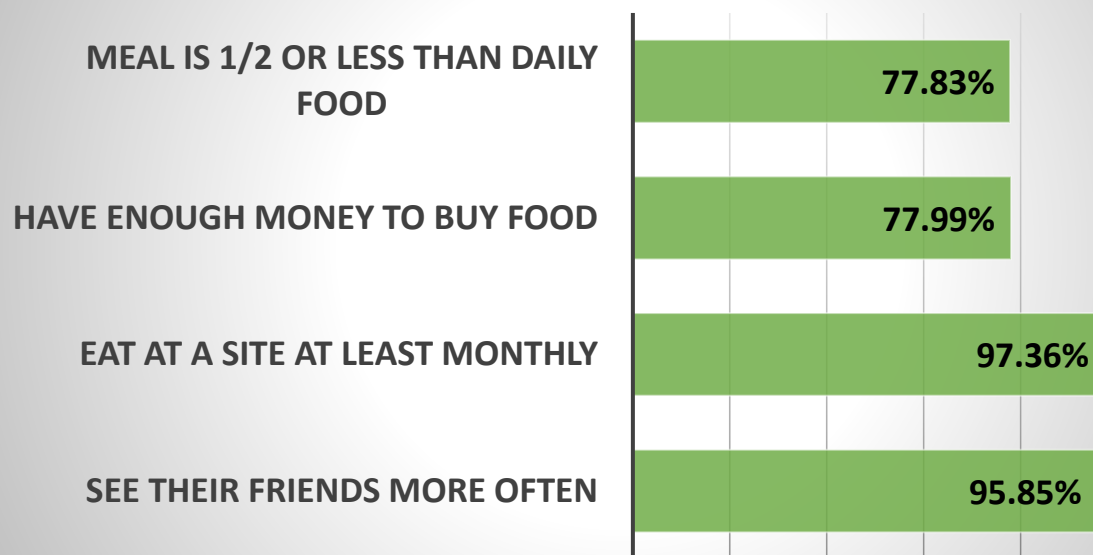
*Participants in the congregate and home-delivered meal programs experience improved food security.*

*The nutrition program provides participants with opportunities for socialization and reduces the isolation of older adults.*

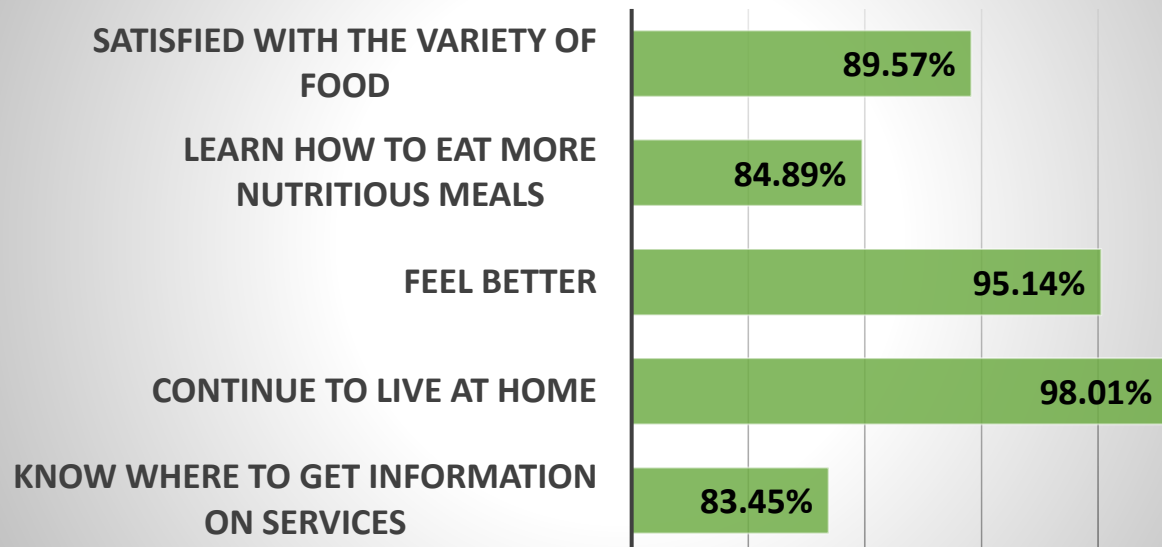
*Meal participants are eating healthier, making better food choices, and improving their health.*

*The nutrition services program is promoting independence and enabling older adults to live at home.*

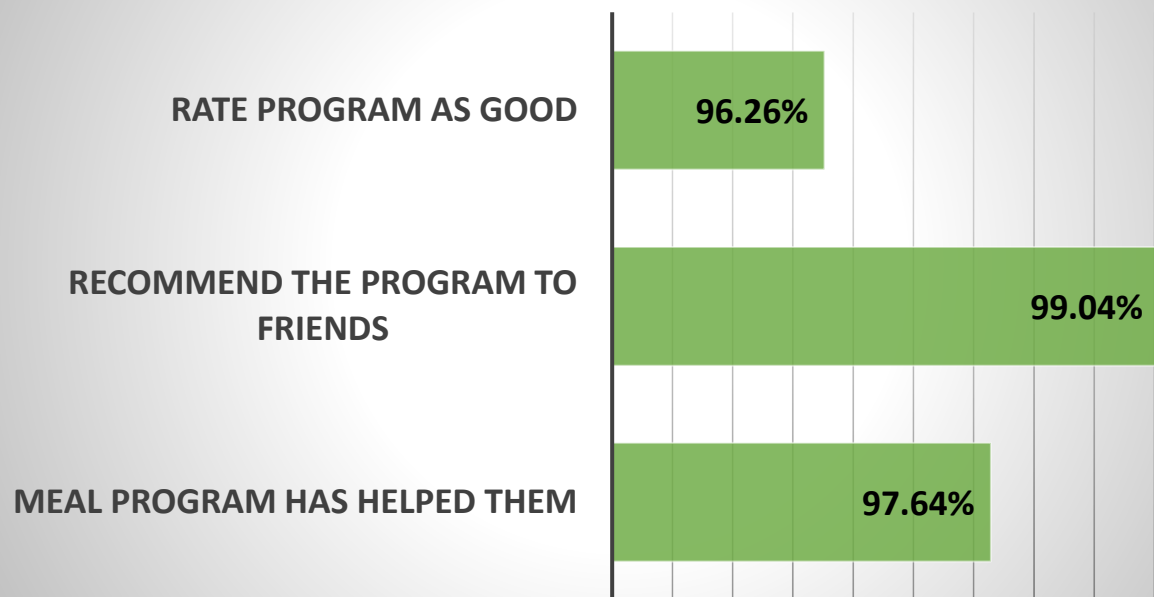
### **FY 2023 Congregate POMP Survey Results**



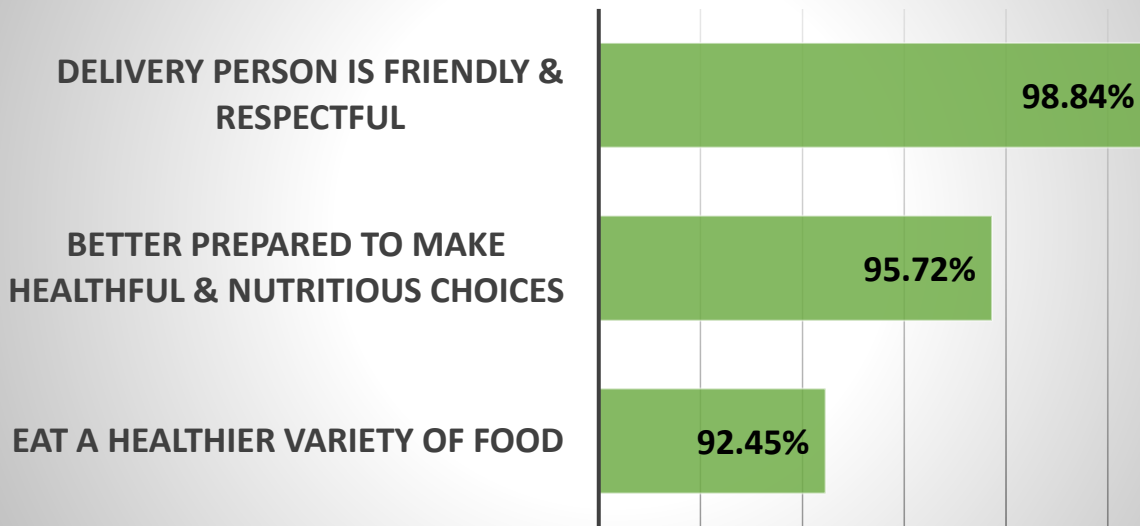
### FY 2023 Congregate POMP Survey Results



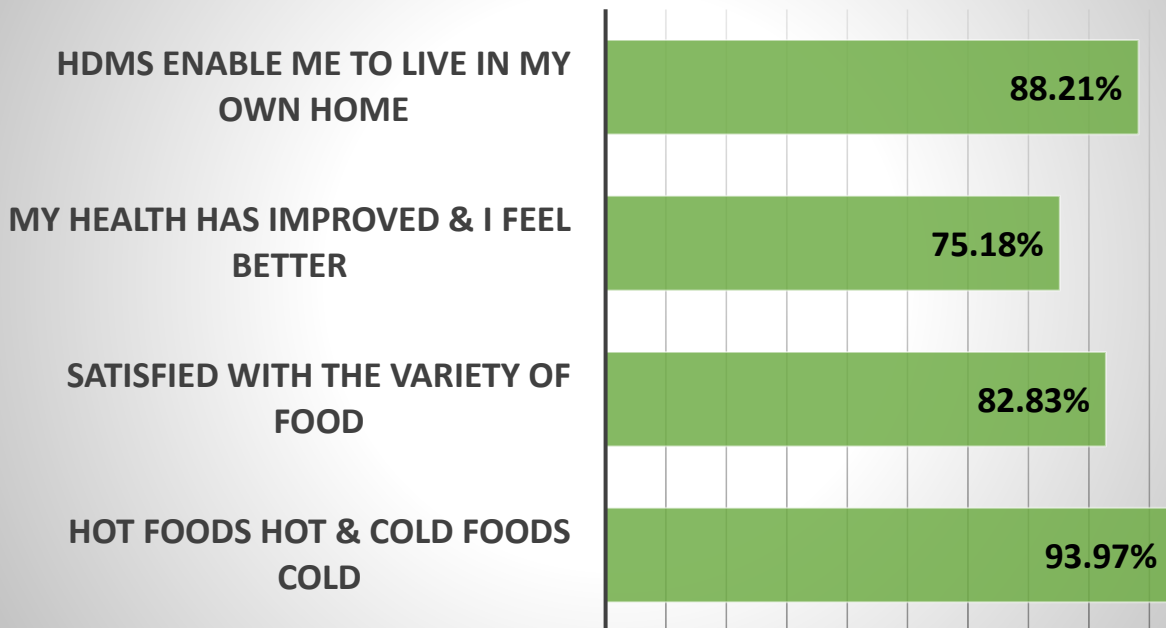
### FY 2023 Congregate POMP Survey Results



### FY 2023 HDM POMP Survey Results



### FY 2023 HDM POMP Survey Results



# East Central Illinois Area Agency on Aging, Inc.

## **2023 SERVICE PROVIDER PERFORMANCE REPORTS** *By County*

### **Legal Services**



**Counties of Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Macon, Moultrie, Piatt, Shelby, and Vermilion**

**Land of Lincoln Legal Aid  
2023 PERFORMANCE REPORT: LEGAL SERVICES**

***Outcome #4: Older adults receive specialized legal services to address their legal need.***

*Legal services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are promoting the independence and financial stability of older adults by providing legal advice, representation, and education to increase their understanding of consumer, legal, medical, and financial rights and responsibilities.*

During FY2023, Land of Lincoln Legal Aid received \$104,090 in federal Older Americans Act Title III-B funds for legal assistance for older adults. Land of Lincoln Legal Assistance Foundation provides legal services in thirteen counties in East Central Illinois (PSA 05) including Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Ford, Macon, Moultrie, Piatt, Shelby, and Vermilion.

The provision of legal services includes advocating for and assisting with basic civil needs of an older adult. Assistance can be provided to help in cases of elder abuse and neglect, financial exploitation, consumer fraud, landlord/tenant relationships and public benefit programs. Criminal, real estate and damage award cases cannot be handled by legal assistance.

Legal service programs are required to provide legal advice and representation; inform older adults about the availability and location of their services and case-acceptance priorities; provide community education opportunities on legal issues; prioritize legal assistance for Adult Protective Service cases; attend court hearings and prepare legal documents; provide referral and follow-up for additional services to benefit the client; provide assistance in obtaining public benefits, such as Social Security, Medicare, Medicaid, etc.; and collaborate and consult with other service providers serving the same populations.

**Cost Benefit:** On average, private attorney fees are 2.4 times the cost of Service Provider fees. Funds provided by the ECIAAA enabled Land of Lincoln Legal Assistance Foundation, Inc. to provide 748 hours of solely OAA funded legal



services to older adults. This resulted in a cost savings of \$59,840 when program cost is compared to private attorney fees.

***Land of Lincoln Legal Aid. Performance Results: Level of Service and Older Adults Served***

Land of Lincoln Legal Assistance Foundation, Inc. provided 1,334.2 hours of legal assistance to 255 persons.

County	Units	Persons
Champaign	128	39
Clark	54.7	5
Coles	156.6	33
Cumberland	14.1	7
DeWitt	15.5	4
Douglas	56.9	6
Edgar	80.6	6
Ford	46.1	7
Macon	337.8	73
Moultrie	32.1	13
Piatt	28.8	7
Shelby	52.1	8
Vermilion	330.9	47
<b>Total Units of Service and Persons</b>	<b>1,334.2</b>	<b>255</b>

### ***Land of Lincoln Legal Aid. Performance Results: Targeting Older Persons in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Legal Services</b>
White - Hispanic	3
American Indian/Alaska Native	2
Asian	1
Black	61
Native Hawaiian - Other Pacific Islander	0
Other Races	5
<b>Total Minority Served</b>	<b>74</b>
<b>GREATEST NEED: Overview</b>	<b>Legal Services</b>
Rural	48
Living Alone	251
Low Income	119
Low Income - Minority	24
Limited English	2
+75 Years Old	107

\*Individuals can indicate multiple racial identifications

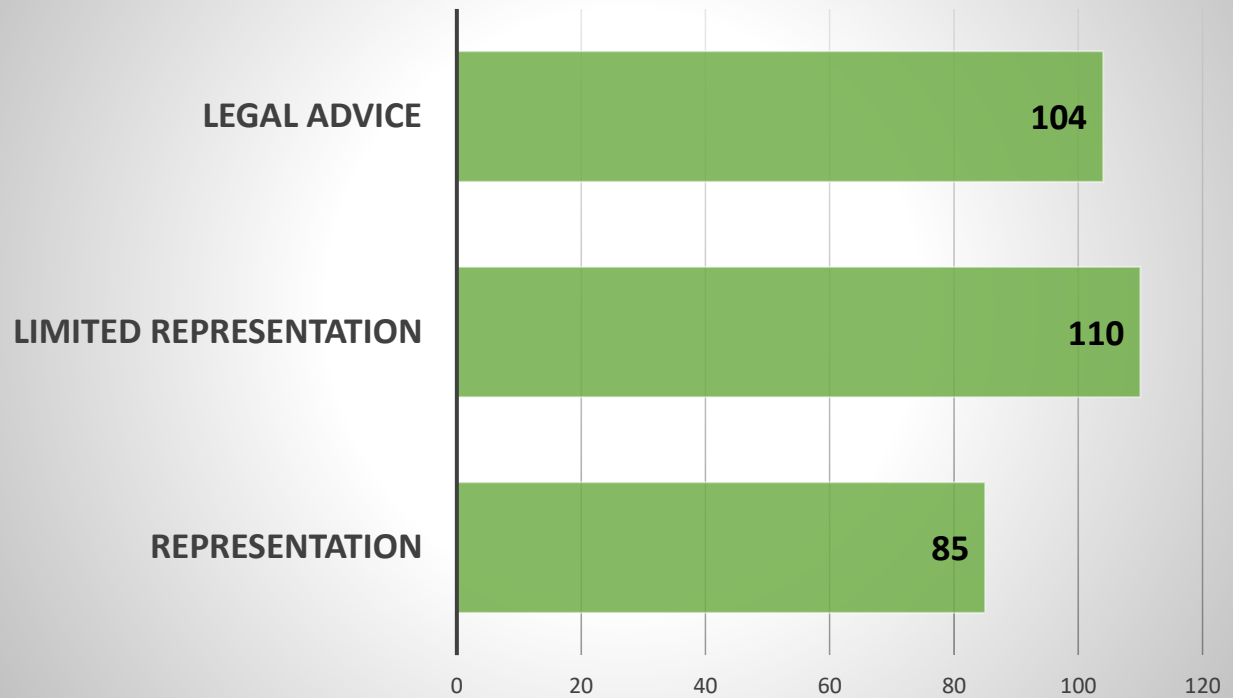
### ***Land of Lincoln Legal Aid. Performance Results: Impact of Legal Services***

*Older adults who work with attorneys understand the legal importance of advance directives, and benefit from peace of mind when choosing their future financial and medical decision-makers.*

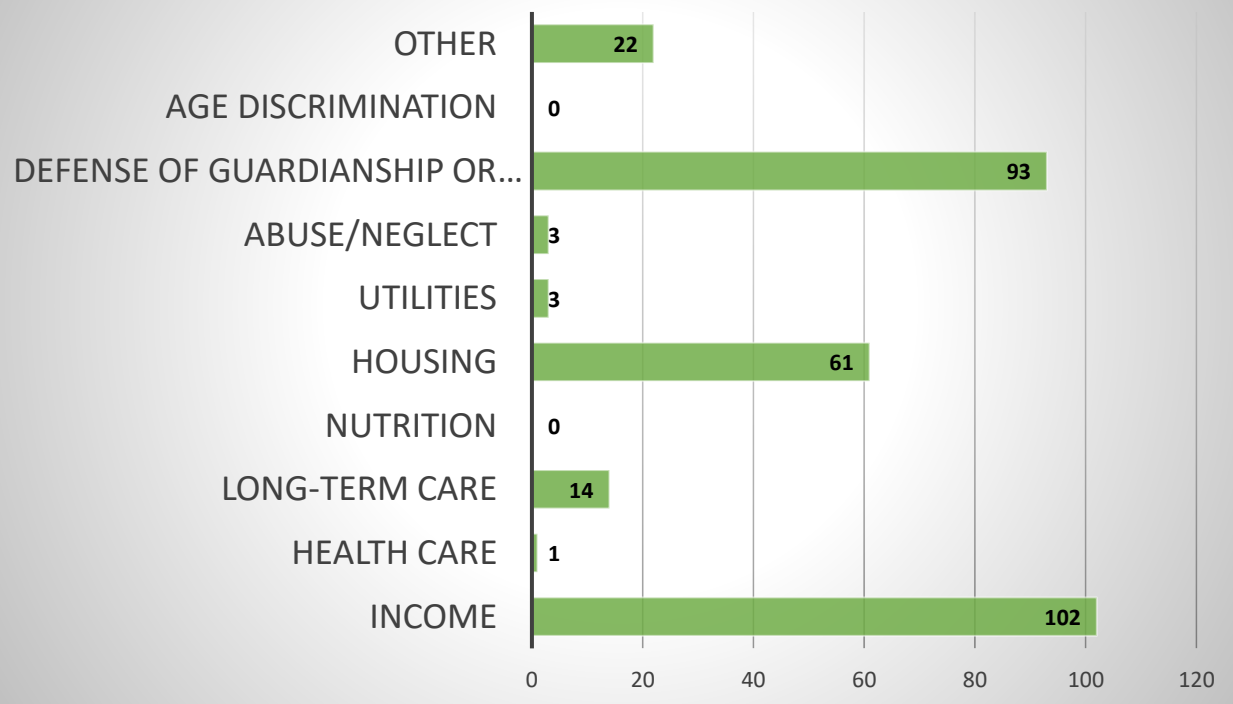
*Older adults who work with attorneys understand their rights to public benefits including medical and financial benefits and achieve stability from obtaining or preserving these benefits.*

*Older adults who work with legal service attorneys understand their legal and consumer rights, are protected from fraud, elder abuse and neglect and financial exploitation, landlord/tenant relationships and unlawful debt collection.*

### FY 2023 Closed Cases By Level of Service



### FY 2023 close Cases by Type of Case



**Counties of Livingston, McLean, and Iroquois  
Prairie State Legal Services, Inc.  
2023 PERFORMANCE REPORT: LEGAL SERVICES**

***Outcome #4: Older adults receive specialized legal services to address their legal need.***

*Legal services provided by the East Central Illinois Area Agency on Aging (ECIAAA) are promoting the independence and financial stability of older adults by increasing their knowledge and understanding of consumer, legal, medical, and financial rights and responsibilities.*

During FY2023, ECIAAA allocated \$34,647 to Prairie State Legal Services, Inc. in federal Older Americans Act Title III-B funds for legal assistance for older adults. Prairie State Legal Services provides legal services in Iroquois, Livingston, and McLean counties in East Central Illinois (PSA 05).

The provision of legal services includes advocating for and assisting with basic civil needs of an older adult. Assistance can be provided to help in cases of elder abuse and neglect, financial exploitation, consumer fraud, landlord/tenant relationships and public benefit programs. Criminal, real estate and damage award cases cannot be handled by legal assistance.

Legal service programs are required to provide legal advice and representation; inform older adults about the availability and location of their services and case-acceptance priorities; provide community education opportunities on legal issues; prioritize legal assistance for Adult Protective Service cases; attend court hearings and prepare legal documents; provide referral and follow-up for additional services to benefit the client; provide assistance in obtaining public benefits, such as Social Security, Medicare, Medicaid, etc.; and collaborate and consult with other service providers serving the same populations.

***Cost Benefit:*** On average, private attorney fees are 2.4 times the cost of Service Provider fees. Funds provided by the ECIAAA enabled Prairie State Legal Services, Inc. to provide 606 hours of legal services to older adults. This resulted in a cost savings of \$64,774 when program cost is compared to private attorney fees.

***Prairie State Legal Services, Inc. Performance Results: Level of Service and Older Adults Served***

Prairie State Legal Services, Inc. provided 407.2 hours of legal assistance to 100 persons.

	Units	Persons
Prairie State Legal Services- Iroquois	33.5	14
Prairie State Legal Services- Livingston	48.6	11
Prairie State Legal Services-McLean	325.1	75
<b>Total Units of Service and Persons</b>	<b>407.2</b>	<b>100</b>

***Prairie State Legal Services, Inc. Performance Results: Targeting Older Persons in Greatest Need***

The demographic and socio-economic factors indicate that services are reaching those in greatest need.

<b>GREATEST NEED: Minority</b>	<b>Legal Services</b>
White – Hispanic	2
American Indian/Alaska Native	1
Asian	1
Black	16
Native Hawaiian - Other Pacific Islander	0
Other Races	2
<b>Total Minority Served</b>	<b>24</b>
<b>GREATEST NEED: Overview</b>	<b>Legal Services</b>
Rural	19
Living Alone	84
Low Income	13
Low Income – Minority	24
Limited English	2
+75 Years Old	13

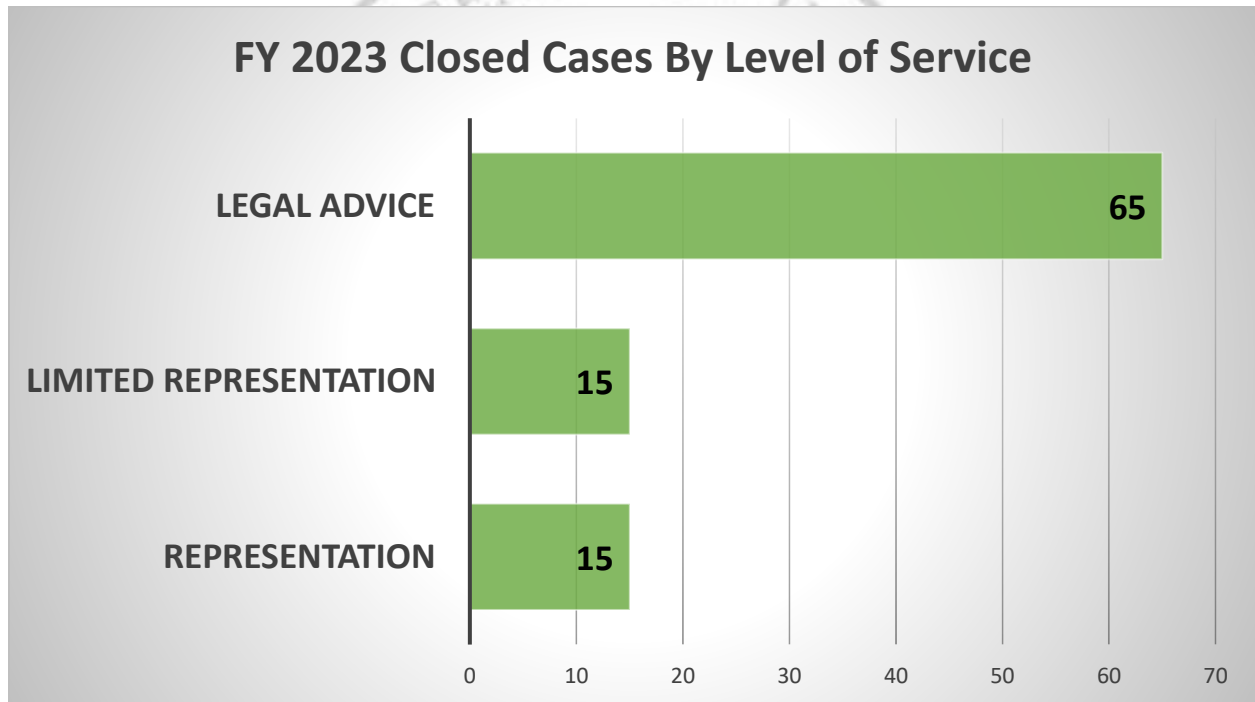
\*Individuals can indicate multiple racial identifications

## ***Prairie State Legal Services, Inc. Performance Results: Impact of Legal Services***

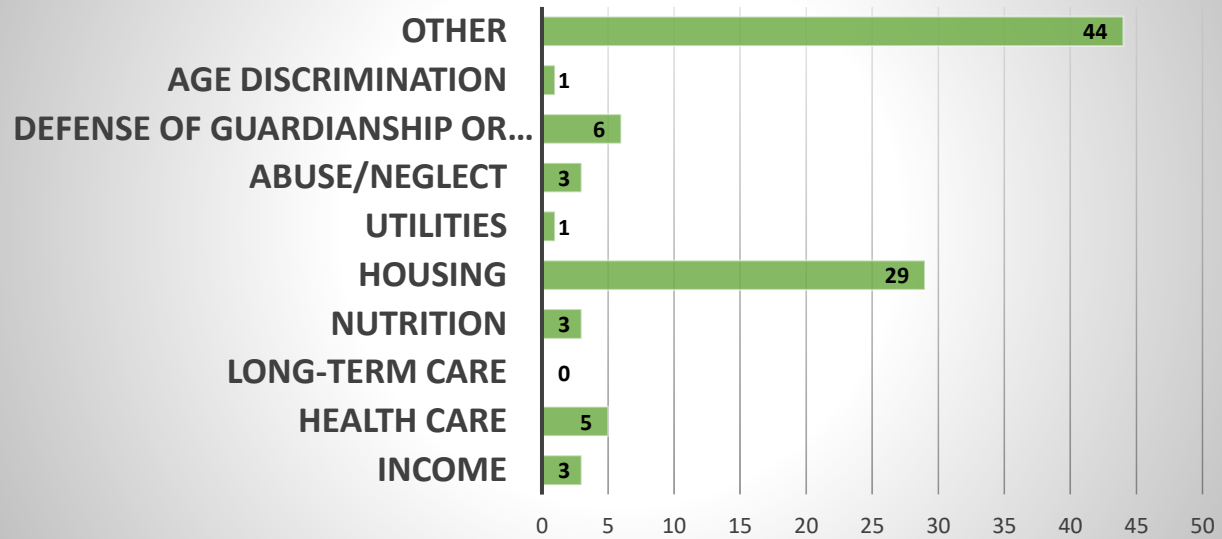
*Older adults who work with attorneys understand the legal importance of advanced directives, and benefit from peace of mind when choosing their future financial and medical decision-makers.*

*Older adults who work with attorneys understand their rights to health and economic benefits and achieve stability from obtaining or preserving these benefits.*

*Older adults who work with legal service attorneys understand their consumer rights and are protected from unlawful debt collection, promoting financial stability, and lowering stress.*



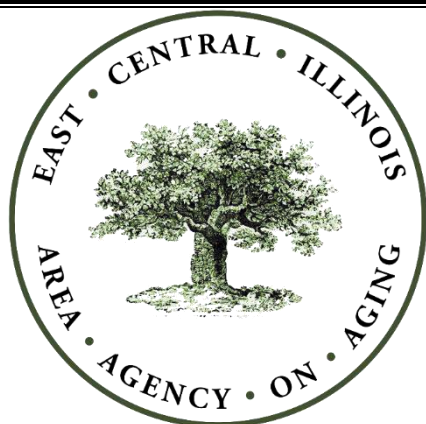
## FY 2023 Closed Cases by Type of Case





# East Central Illinois Area Agency on Aging, Inc.

## FY 2024 COUNTY CONVERSATIONS AREA-WIDE SUMMARY and SUMMARIES BY COUNTY



***ECIAAA  
wants to  
hear from you!***

**Have you *or* someone you know...**

**Received a home delivered meal?**

**Received help with a Medicare Part D application?**

**Attended a support group for family caregivers?**

**Obtained legal assistance to deal with a public housing issue?**

**Experienced abuse, neglect, and/or financial exploitation?**

In these uncertain times, community-based programs serve as a lifeline for older adults, caregivers, grandparents raising grandchildren and individuals with disabilities. As demand for these essential services continues to increase; state and federal support must also increase.

**Your voice is vital and must be heard!**

*If you have questions, please contact Susan C. Real, Chief Executive Officer at*

*309-829-2065 ext. 1218 or by email at [sreal@eciaaa.org](mailto:sreal@eciaaa.org).*

## **FY 2024**

### **ECIAAA AREA-WIDE COUNTY CONVERSATION SUMMARY**

ECIAAA conducted twelve (12) County Conversations from January 23, 2024 through February 9, 2024.

Total Attendees – 300 Participants (200 unduplicated/100 duplicated)

1. *Livingston* – Livingston County Health Department, 310 E Torrance, Pontiac, IL 61764
2. *Piatt & DeWitt* – Kirby Medical ,1000 Medical Center Drive, Monticello, IL 61856
3. *Clark & Cumberland* – Harlan Hall, 603 Locust Street, Marshall, IL 62441
4. *Edgar* – Chester P. Sutton Community Center, 256 W Court Street, Paris, IL 61944
5. *McLean* – ARC Auditorium, 600 E Willow Street, Normal, IL 61761
6. *Ford & Iroquois* – Paxton Civic Center, 601 S. Fall Street, Paxton, IL 60957
7. *Macon* – Decatur Park District–Scovill Activity Center, 3909 W Main Street, Decatur, IL 62522
8. *Champaign* – CRIS Healthy Aging, 4116 Fieldstone Road, Champaign, IL 61822
9. *Vermilion* – CRIS Healthy Aging, 309 N Franklin Street, Danville, IL 61832
10. *Moultrie & Douglas* – Elizabeth Titus Memorial Library, 2 West Water Street, Sullivan, IL 61951
11. *Shelby* – Shelby County Senior Center, 325 E. North Ninth Street, Shelbyville, IL 62565
12. *Coles* – Lifespan Center, 11021 E County Road 800 N, Charleston, IL 61920

#### **Objective I**

Presented the FY 2024 Performance Outcomes Report to Constituents on Older Americans Act Services - Legal, Nutrition, Caregiver Advisory and CPoE/Senior Information Services.

#### **Objective II**

Obtained input from participants how ECIAAA can improve the OAA services provided, and how ECIAAA can improve OAA service delivery.

#### **Objective III**

Served as an advocacy platform to inform lawmakers how vital these programs are to their constituents and must be preserved and increased!

## **Questions Asked During the County Conversations...**

HOW CAN WE IMPROVE THE OAA SERVICES PROVIDED?

HOW CAN WE IMPROVE OAA SERVICE DELIVERY?

### **Reducing Social Isolation Programming**

1. Participants reported the need to increase services to reduce social isolation (i.e. improved connectedness) among older adults. Pilot programs have been launched in Champaign, Clark, Coles, Cumberland, Douglas, Macon, McLean and Vermilion Counties. However, all counties in PSA 05 could benefit from such programs.
2. Based on preliminary results of an IDOA pilot project in Coles County, more older individuals have expressed their lack of social and family connections.

### **Senior Information Services/Coordinated Points of Entry (SIS/CPoE)**

1. Service Providers and participants support the current SIS/CPoE Service Program Design as originally implemented by ECIAAA in FY 2011, which was continued in subsequent ECIAAA Request for Proposals (RFP) cycles and will be continued during the ECIAAA RFP cycle for FY 2025 – FY 2027.
2. Federal and state funding has remained stagnant since FY 2011, increased funding is needed to respond to the growing demand for services.
3. Participants expressed appreciation for the availability of Flexible Senior Services (i.e. gap filling services) at the beginning of the fiscal year. However, participants reported the need for increased funding additional to respond to the increased demand in services.
4. Participants reported SHIP Counselors provide many important services that are not available online or through IDOA's Senior Helpline.
5. Participants reported that individuals with disabilities continue to be a large portion of the SIS customer base. Options Counseling added to the SIS/CPoE Program area wide has helped address the demand for services.
6. Ethnic diversity is increasing in all communities – ECIAAA needs to ensure services are targeting diverse groups.
7. It was a consistent theme that the ECIAAA Aging Network needs to do a better job of reaching out to older adults. ECIAAA is in the process of establishing a messaging and public relations plan to help promote the

Senior Information Services/Coordinated Point of Entry services throughout PSA 05.

### **Caregiver Advisory Services**

1. Service Providers and participants support the current Caregiver Advisory Program Design as originally implemented by ECIAAA in FY 2002, which was continued in subsequent ECIAAA Request for Proposals (RFP) cycles and will be continued during the ECIAAA RFP cycle for FY 2025 – FY 2027.
2. Participants reported the need to establish Kinship Care programs facilitated – allowing grandparents/relatives raising children of all ages (not just 55+) access to support services.
3. Participants reported that caregivers appreciate the Flexible Senior Services (AKA) gap filling services and Alzheimer’s Disease and Related Dementias Gap Filling Services implemented by ECIAAA.
4. Participants reported the need to better promote Caregiver Advisory Services for family/informal caregivers and grandparents/relatives raising grandchildren/children throughout PSA 05.
5. Participants reported the need for increased funding for the ECIAAA-funded Caregiver Advisory Program due to the growing demand for services.

### **Nutrition Services**

1. Service Providers and participants reported no recommendations for changes to the current service delivery design for Nutrition Services as originally implemented by ECIAAA in FY 2015, which was continued in subsequent ECIAAA Request for Proposals (RFP) cycles and will continue during the upcoming ECIAAA RFP cycle (FY 2025 – FY 2027).
2. Service providers and participants reported that the nutritional needs of rural elders must be met.
3. Increased funding is needed to sustain the ARPA initiative of targeting a second meal to nutrition clients assessed at higher risk.
4. Participants reported the need to better promote the OAA-funded Nutrition Programs throughout PSA 05.

### **Legal Services**

1. Service Providers and participants support the current Legal Assistance for Older Adults Service Program Design as originally implemented by ECIAAA that has been established in subsequent ECIAAA Request for Proposals (RFP) cycles and will continue during the ECIAAA RFP cycle for FY 2025 – FY 2027.

2. Legal assistance providers reported they have added outreach staff to increase their presence throughout PSA 05. Participants reported the continued need to reach homebound older adults needing legal assistance.
3. Participants reported the need to better promote services to older adults needing legal assistance.
4. Participants recognized the importance of providing legal assistance to victims of abuse, neglect and exploitation.
5. Participants reported the need to increase funding to legal assistance providers to meet the demand for legal services for older adults.

#### **Adult Protective Services (APS)**

1. Social isolation is a major risk factor among victims of abuse, neglect and exploitation.
2. ECIAAA needs to continue promoting awareness and training to members of law enforcement throughout PSA 05.
3. ECIAAA needs to continue supporting the development of TRIADs throughout PSA 05.
4. The collaboration between APS providers and legal service providers needs to increase when working with victims of abuse, neglect and exploitation.

#### **ECIAAA Regional Long-Term Care Ombudsman Program**

1. Legal service providers have assisted an increased number of residents of long-term care facilities facing involuntary discharge action. Continued collaboration is needed.

#### **Transportation Services in PSA 05**

1. The need for transportation services for older adults was a consistent theme at all twelve (12) county conversations.
2. Participants reported that current urban/rural public transportation programs are not able to address the need for person-centered, assisted transportation that many older adults require.

#### **Top Ranked Unmet Needs – PSA 05**

1. Adult Day Care (956)
2. Transportation (129)
3. Residential Repair and Renovation (59)
4. Utility Assistance (43)
5. Dentures (33)
6. Assisted Transportation (32)
7. Housing Assistance (18)
8. Eyeglasses (16)
9. Homemaker (15)
10. Yardwork/Snow Removal (11)



11. Legal Assistance (6)
12. Benefits and Preventative Health (5)
13. Money Management (5)
14. Pest Control (5)
15. Senior Companion (4)
16. Emergency Response (3)
17. Prescription Drug Assistance (1)
18. Medication Management (1)
19. Health Promotion Program (1)
20. Telephone Reassurance (1)
21. Pet Sitting (1)

## ECIAAA COUNTY CONVERSATIONS SUMMARIES BY COUNTY

### **Champaign County – February 6, 2024**

#### **CRIS Healthy Aging, Champaign, IL**

Total attendance: 32 Participants (22 unduplicated/10 duplicated)

#### Presenters:

SIS/CPoE – Jazmen Eison, CRIS Healthy Aging  
Caregiver Advisory Services – Laura Gallagher-Watkin, CRIS Healthy Aging  
Nutrition Services – LeAnn Woodmancy, Peace Meal Senior Nutrition  
Legal Assistance – John LaFond, Land of Lincoln Legal Aid  
Adult Protective Services – Jennifer Roberts, ECIAAA  
Long Term Care Ombudsman – Angie Baker, Regional Ombudsman, ECIAAA

#### Champaign County Conversation Results:

##### Senior Information Services/CPoE:

**Jazmen Eison** feels the biggest issues/hurdles are transportation and food insecurity.

**Laura Gallagher Watkin** would like more Gap resource money. When CRIS had more gap money during COVID they were able to help more people then and those people still have needs so are having to say no to several people that are still calling.

**Kathi Rhoades** is excited about the resource guide Skye is working on. Kathi thinks it will be helpful to people in finding resources.

**Skye Satz** stated that Aging Services of Champaign County is working collectively on a resource guide with over 200 agencies represented to identify what resources are available in the area.

**Susan Real** thanked Skye for working on the resource guide. Susan then asked the Advisory Council President and our board member if there are any SIS/CPoE tweaks think need to make for FY'25.

**Joan Dixon** stated could not think of anything.

**Ahmed Albayati**, Client of CRIS moved from New York and only knew one person in the Champaign area. That person looked online and found info on CRIS. Ahmed came to CRIS for

assistance. CRIS assisted him in getting all the services he needed. Ahmed feels like CRIS is family to him and that everyone at CRIS is ready to help.

### Caregiver Advisory Services/Caregivers and Grandparents Raising Grandchildren:

**Vennie Ewing**, who is a caregiver, said she would like ECIAAA to give as much support to CRIS as possible as CRIS has been very helpful to her with an Alzheimer's spouse.

**Maureen Tan**, who is a caregiver, said she is the beneficiary of services of caregivers of those with dementia, that her husband is almost 86 and was diagnosed with dementia about 12 years ago. As he declines her ability to work and socialize has declined. Although she went to Circle of Friends for their caregiver support group it was wonderful but what she found was that all the discussion was how do we deal with issues regarding the care recipient/ focused on the person with dementia. She said a shocker for her was the respite funding. She feels like respite funding saved her life and sanity- felt like she could breathe. She felt like she could stop for a minute and think about what she needed. It was a break. It was like she could think again. Stressbusting class she said was one of best things she has ever done because entire focus is on solving issues the caregiver is having and how the caregiver is dealing with stress. Feels they are fabulous programs but not sure how to do the outreach to get those not looking for the service yet. Many times, caregivers do not start looking for services or until they are thinking about long term care or when have a breakdown. A few years back 5, 6, or 7 years ago she investigated services at CRIS and at that point there wasn't anything at CRIS that was going to work for her at that time. She didn't think to look again to see that funding and services had changed. She said there is a whole group of us who have never even considered that kind of outreach or help. I don't know how to solve that problem but think it is a problem.

**Susan Real** stated caregivers need to identify as caregivers. In a marriage union it is until death do us part and I am going to care for my spouse, and it is just part of what we do. The caregiver program launched in 2002. How we get the word out to caregivers has always been a challenge because of the challenges, the misinformation, the not self-identifying, the who do you call, all these competing things on tv as there is a market for caregivers. The messaging really must resonate so there are efforts to improve that messaging not only locally and regionally but are looking at statewide awareness campaign.

**Cathy Beard**, who is a caregiver, found CRIS through an outside event. Cathy stated that CRIS has been nothing but immense help. CRIS shows there is somebody out there on our side.

**Skye Satz** suggested a way to do better is to do programming for care receivers - to have safe spaces for them to coexist so that care givers can attend support groups.

### Nutrition Services:

**LeeAnn Woodmancy** stated that OSF Peace Meal is targeting second meals, reassessing clients, and if they do qualify for second meals that they are providing them. Does not feel any gaps or modifications needed for ECIAAA to improve on. Can always use extra funding.

**Nita Skeels** agreed that funding is crucial as the cost of food and transportation has gone up. On congregate side getting people back together post COVID has been a challenge one modification implemented is option to allow for carry out.

**Skye Satz** was curious if funding allows for shelf stable delivery in tandem with hot home delivered meals.

**LeAnn** stated that is something OSF Peace Meal is willing to look into.



**Nita Skeels** said the current options available are extra frozen meals for those who have a need and have emergency meals that are shelf stable available. If the delivery driver notates someone is food insecure, they take them extra frozen meals, so they have them for the weekend.

**Nicole Dowling** shared that Family service has Food for Seniors program that serves 200 per delivery twice a month through RSVP food program. Despite food prices going up have still been able to maintain and grow their registry currently. Nicole gave a shout out to Julie Schubach who does reducing social isolation and stated that Julie has put together activity boxes that help reduce social isolation. Julie does a painting activity project each month as well. We talk about collaborations and that is one way we can collaborate. Family caller program continues. OSF collaborates with Family Service on that project. Have volunteers calling folks everyday and proud of how it is maintained having that one-on-one connection. Family Service is also collaborating with RSVP.

**Joan Dixon** spoke on the number of volunteers that assist with RSVP. 500 RSVP volunteers who are seniors that provide 75,000 hours a year of unpaid work for non-profits.

**Cristean Thompson** has heard some clients say they need groceries not a hot meal.

### Legal Services:

**John LaFond**- John shared the only gap he sees is that no longer have funding for representing those younger caregivers that are assisting seniors that need representation since the older adult is unable to make decisions for themselves. If a younger person is not financially eligible for legal services through Land of Lincoln, then may not be able to assist since no longer have that funding.

### Transportation:

**Susan Real** stated She doesn't want to gloss over the transportation issue. We recognize that transportation ranks as the #1 need. So, know that there is rural public transportation and urban mass transit. Discussed the importance of documenting the unmet needs for transportation in the unmet needs report. Susan asked about the assisted transportation scenario providers have been seeing.

**CRIS Staff** discussed issues have with transportation - don't have transportation for those that need assistance for rides. One way CRIS is trying to help with the issue is by finding volunteer rides or a caregiver in their family or friend circle that can help them get transferred into a vehicle or go to doctor appointment with them, so it doesn't eliminate them from getting a ride.

**Nicole Dowling** said Family Service lost the transportation company (Quality Med) who provided Medicaid and MCO rides. They went out of business so that is a huge deficit. Nicole has spoken with another company on how they could become Medicaid eligible. Family Service does volunteer rides, but they are not ADA accessible.

**Susan Real** stated we have active representation on the Human Services Transportation Plan (HSTP). This is the kind of information we need to bring to that group. Thank you for sharing the information. Susan asked Nicole Dowling if she plans to stay on the HSTP.

**Nicole Dowling** responded that she plans to stay on the HSTP.

Adult Protective Services – No recommendations for program changes.

Long Term Care Ombudsman – No recommendations for program changes.

## **Clark County & Cumberland County – January 25, 2024**

### **Harlan Hall**

Total attendance: 26 participants (16 unduplicated/10 duplicated)

#### Presenters:

SIS/CPoE – Becky McCarter, Life Center of Cumberland County  
Caregiver Advisory Services - Twon Smith, Life Center of Cumberland County  
Nutrition – Barbra Wylie, Peace Meal Senior Nutrition  
Legal Assistance – Abigail Kauraut, Land of Lincoln Legal Aid  
Adult Protective Services – Jennifer Roberts, ECIAAA  
Long Term Care Ombudsman – Angie Baker, Regional Ombudsman, ECIAAA

#### Clark & Cumberland County Conversation Results:

##### **Senior Information Services (SIS/CPoE):**

**Twon Smith** stated that more awareness and advertising is needed.

**Becky McCarter** described how transportation in small towns is challenging as the space in between the locations is significant. RIDES does a great job but the need is large.

##### **Reducing Social Isolation:**

**Becky McCarter** reported that the Friendly Visiting/Caller program is great but a lot of potential participants turn it down.

**Community Member** stated she is working on a broadband committee that has a survey that is launching tomorrow. She further explained that an area is not considered to be served if you don't meet a threshold.

**Susan Real** extended an invitation to join the Reducing Social Isolation meeting that occurs every other month.

##### **Caregiver Advisory Services/Caregivers and Grandparents Raising Grandchildren:**

**Tootie, Community Member** reported volunteers are needed to take people to doctors appointments. Marshall Rehab doesn't have a van anymore.

##### **Nutrition Services:**

**Barbra Wylie, SBL Peace Meal** shared the need for marketing and inquired about interagency meetings that occurred before the pandemic and expressed interest in getting connected with those meetings that have reconvened.

**Jenna Yager, Rides Mass Transit** reported she coordinates the mailing list for the Interagency Meeting for Clark and Cumberland County and agreed to put her email in the chat for any persons interested in joining. [jenna.yager@ridesmtd.com](mailto:jenna.yager@ridesmtd.com)

Legal Services – Consensus on the necessity for increased PR efforts to promote awareness of the program.

Transportation – No recommendations for program changes.

Adult Protective Services – No recommendations for program changes.

Long-Term Care Ombudsman – No recommendations for program changes.

## **Coles County – February 9, 2024**

### **LifeSpan Center, Charleston, IL**

Total attendance: 27 participants (17 unduplicated/10 duplicated)

#### Presenters:

SIS/CPoE – Marci Heinbach, Coles County Telecare

Reducing Social Isolation – Kim Edwards, Coles County Telecare

Caregiver Advisory Services – Connie Gonzalez, Caregiver Resource Center

Nutrition – Barbra Wylie, Peace Meal Senior Nutrition

Legal Assistance – Jenna Hall, Land of Lincoln Legal Aid

Adult Protective Services – Jennifer Roberts, ECIAAA

Long Term Care Ombudsman– Angie Baker, Regional Ombudsman, ECIAAA

#### Coles County Conversation Results:

##### **Reducing Social Isolation (Improved/Engaged Connections):**

**The Caring Companions** tech-based program initially faced challenges with staffing shortages and lack of expertise in device development and usage training. However, with the provision of 8 Echo Show devices in May FY23, the program has since flourished. Initially starting with 13-14 participants, it now accommodates 30-40 individuals. The devices serve multiple purposes, including medication reminders, music, games, recipes, and AI interactions. The program has designated staff dedicated to its operation and has witnessed significant participant engagement. Participants express feeling personally addressed when the device bids them goodnight, highlighting the rewarding nature of observing their utilization and benefits derived from the technology.

**Dana Neihaus, IDoA Dept Coordinator** questioned the process of accepting participants and the choosing of those involved with the pilot projects.

**Susan Real** explained counties have RSI programs, limited amount of money so only area wide for now with who covers this program.

**Kathryn Johnson** added that Douglas County serves now as well as SIS/CPoE services.

**Community Caregiver** questioned how someone can sign up. **Kim Edwards** stated that they can call LifeSpan Center and a representative will be on the line to assist with the process.

**Community Caregiver** also inquired if the device could assist with a medicine reminder. **Kim Edwards** said yes, and they can get more information at the number (271) 639-5150.

**Sheila Gruel** emphasized the significance of Echo Show and tech outreach as effective tools for RSI in Coles County. She acknowledged the challenges posed by limited internet service or access in certain areas and proposed a flexible approach, suggesting that a portion of the outreach include one-on-one, in-person visits and phone calls tailored to individual needs.

**Dana Niehaus, IDoA** highlighted the importance of taking proactive measures in abuse prevention, such as implementing discounted license stickers for active engagement. She emphasized the significance of pattern recognition, noting that a common response indicating potential vulnerability to abuse is when individuals report having no friends or family who spend time with them, or if no one is nearby. Additionally, she stressed the value of friendly calls as a means to reach out to isolated individuals who may be experiencing various forms of abuse, advocating for further steps to ensure their well-being.

**Susan Real** recognized there is always an issue with isolation and the need to take things a step further. With a limited budget allocated for all eight projects, there's a recognition of the necessity to efficiently manage resources and address program needs. For instance, the RSI project, intended for 700 people, operates within a challenging budget of only \$69,000, necessitating extensive negotiation efforts. Despite constraints, efforts persist in utilizing UCLA scoring to underscore the demand for RSI programs. Moreover, **Amanda Hyde, ECIAAA** has managed to extend some funding to supplementary initiatives as required, demonstrating a commitment to program expansion and adaptation.

## Transportation:

**Kaycie Sander, Director of Dial-A-Ride** verbally shared the comment she submitted in writing:

*Public Transportation has always been a need in the communities that we serve. I was asked to comment today about Dial-A-Ride Public Transportation so that everyone may be able to gather a better understand of our services, our funding, and our operations.*

*Dial-A-Ride is the transportation provider for both Coles and Douglas counties. In Coles County, we offer two different types of services. The door to door or demand response service requires riders to call and schedule their transportation. This service will pick up a passenger at their requested pick up location and drop them off at their requested location. Fares depend on the age and distance of the person traveling for the reservation-based service. The other service offered in Coles County is our deviated fixed route called the Zipline. This service acts like a bus route that you would see in larger cities. There are designated boarding and deboarding locations in Mattoon and Charleston. This service does not require a reservation and only costs a dollar each time a rider boards with the exception of the transfer riders at the LifeSpan Center. Douglas County only has the reservation-based service at this time.*

*In FY23, Coles County Dial-A-Ride performed 41,350 trips total. 16,411 of those trips were from the Zipline and 24,939 trips were from the reservation-based service. Sounds great right?*

*Unfortunately, we also had to deny 1,940 trips in FY23. I think the denials alone show the need for transportation in Coles County.*

*I often get several questions as to why we can't get more buses, why can't you extend your hours, why can't you take more trips, and why do I have to make a reservation. I wanted to explain our funding a little to make more sense of it for those that are wondering these same questions.*

*Dial-A-Ride is funded by passed through 5311 federal funds and Downstate Operating Assistance Program (DOAP) funds from the state. The 5311 federal grant money is a stagnant amount meaning it does not increase or decrease from year to year. The DOAP funds increase by 10% each year if the grantee is able to expend the entire amount the previous year. This is where Dial-A-Ride has trouble. For the money awarded, a match requirement is needed. Match can be secured through donations to the program and from service contracts which are*



*contractual agreements between Dial-A-Ride and community programs to get their clients transportation to and from requested locations. For every \$1.00 earned in match, we are able to spend \$2.86 dollars. As you can see match generation is a crucial component to making our program successful and able to grow in the future. This is also the reason why we require reservations. We have to be able to use our resources responsibly and schedule as many trips as we can. Furthermore, community involvement and support is critical to Dial-A-Ride and all transportation providers for that matter.*

*Buses are always a topic of discussion as well. It is not as easy as going to a bus lot and buying a bus. I must also add that due to inflation the prices of a 14-passenger buses have doubled in recent years. The Illinois Department of Transportation (IDOT) releases a grant each Spring with the exception of 2019, 2020, 2021, and 2023 for each transportation provider to secure new buses. However, you may only ask for a bus for one of two reasons, if a bus that we currently have in our fleet is documented as unsafe or in poor working condition or if the bus has exceeded a certain mileage threshold. In this case, we are allowed to request a replacement bus. We can also request an expansion bus if a new service is being introduced. In the event that a provider does not have any buses that are unsafe, have not reached the mileage threshold, or the service is not expanding, an agency will not qualify for a bus.*

*Recently, Coles County Regional Planning and Development Commission was awarded \$90,000 to perform a transportation study for Coles County. A survey was mailed to most Coles county residents encouraging participation. The results will allow regional planning to develop a transportation plan and goals that can be used by Dial-A-Ride in the future for potential funding opportunities for operations. Just to be clear, the \$90,000 was awarded to Regional Planning to conduct the survey. The award amount did not go to the Dial-A-Ride Program. I hope this information helped to clear up some confusion for some of you today and if you have any questions, please feel free to reach out to me or grab some brochures about our services!*

**Susan Real** informed that CPoE funding for transportation ended after the Department of Transportation secured funds to support it independently, rendering OAA funding unnecessary; the limited funding available was insufficient to meet the demand or enhance senior transportation, necessitating a shift in priorities.

**Linda, Illinois Public Transportation System** was the recipient of additional rural downstate operating funds, emphasizing the importance of retaining Title 20 funds and the continued necessity of AAA funding.

**Nutrition Services – Rising concerns over food costs increasing.**

**Caregiver Advisory Services/Caregivers and Grandparents Raising Grandchildren– Necessary to have an increase in availability of services.**

**SIS/CPoE – No recommendations for program changes.**

**Adult Protective Services – No recommendations for program changes.**

**Long-Term Care Ombudsman – No recommendations for program changes.**

**Legal Services – No recommendations for program changes.**

## **DeWitt County & Piatt County – January 24, 2024**

### **Kirby Medical Center, Monticello, IL**

Total attendance: 28 participants (20 unduplicated/8 duplicated)

#### Presenters:

SIS/CPoE – DeWitt County – Annette Morrison, CCSI

Piatt County – Caroline Cornell, PCSS

Caregiver Advisory Program – DeWitt County – Annette Morrison, CCSI

Piatt County – Marsha Townsen, Family Service  
Senior Resource Center

Nutrition – LeAnn Woodmancy, Peace Meal OSF - Senior Nutrition

Legal Assistance – Jenna Hall, Land of Lincoln Legal Aid

Adult Protective Services – Jennifer Roberts, ECIAAA

Long Term Care Ombudsman, Angie Baker – Regional Ombudsman, ECIAAA

#### DeWitt and Piatt Counties Conversation Results:

##### **Senior Information Services/CPoE:**

**Annette Morrison** stated that transportation is the largest need in Dewitt County. One way of trying to meet the need is by assisting with vehicle repair costs. For those who do not drive there is the possibility of community-based services so refer to Care Horizon. She is seeing more people in Dewitt Co needing ramps and medication assistance: Referrals have increased.

##### **Caregiver Advisory Services/ Caregivers and Grandparents Raising Grandchildren:**

**Annette Morrison** stated staff member Rebecca Wheat has created support groups, is reaching out and attending community meetings. She has noticed since COVID the aging network has not kept in touch -she is bolstering the network and is getting word out on services they can offer and is making referrals and collaborating.

**Caroline Cornell** stated need more community outreach to bring about awareness of the services they provide. Unmet needs Lawn and snow removal.

**Marsha Townsen** remarked she would like to have more collaboration work together with those Services in Monticello and Piatt. Expressed difficulty has had in finding a nursing home that is willing to do short term placement for respite care. Discussed issue with respite provider staff stating respite care only available through nursing home.

**Annette Morrison** commented on Respite Care that CCSI uses facilities, private pay home care agencies, and private individuals for respite as long as they are willing to pay \$10 for their required background check.

**Susan Real** stated there may be some confusion on the part of Respite staff that will be addressed.

##### **Nutrition Services:**

**LeeAnn Woodmancy** commented that Area Agency has been unbelievably helpful in their nutrition program. Can't say anything to improve on. Collaborating with other agencies for referrals. The only gap is Second meals for those who are food insecure.

#### Legal Services:

**Jenna Hall** stated the biggest obstacle is awareness that they exist and of the services that they provide. Some seniors do not realize can benefit by speaking with an attorney or the rights they have. Lincoln Legal many times gets into the situation near the end. If had been involved earlier on at the beginning the client may have had more options available and outcomes are usually better. Does depend on partners for referrals.

#### Adult Protective Services:

**Charles (Charlie) Stobaugh, CHELP APS** reported that community awareness is huge and there is need to dispel myths and misinformation regarding APS. Attends monthly coalition meetings to explain what APS is. Offered to speak with organizations. Only 1 organization has taken him up on it that is in Farmer City. Believes that information is Key.

**Joan Dixon, ECIAAA Corporate Board Member** suggested Charlie reach out to Rotary Clubs to speak at.

**Kelly Burton, Warner Hospital** wrote in Zoom Chat an encouragement for those present to attend the DeWitt County Coalition Meeting as well as it provides so many resources. Please feel free to reach out with any questions or needs at [Kelly.burton@warnerhospital.org](mailto:Kelly.burton@warnerhospital.org)

**Jennifer Roberts** stressed importance of community education to understand what APS is so can make good referrals and to bring about more awareness among seniors in the community.

#### Long Term Care Ombudsman Program:

**Angie Baker** reported that the Personal Needs Allowance recently increased, said to keep on advocating, mentioned Staffing issues and the reduced census at some LTC facilities.

**Joan Dixon, ECIAAA Corporate Board Member** brought up the issue of lack of Medicaid beds especially in Champaign County. Joan stated that 3 nursing homes had been shut down and the properties sold.

#### Transportation Services:

**Emily Dobson, Piatt County Representative for ECIAAA Advisory Council** and a **senior resident of Piatt** asked if Piatt County has a coalition and if not, can we start one? Stated she moved to Piatt County and is not seeing much available think Piatt County needs outreach. Emily stated she is the chair of the regional transportation committee and can tell you Piatt County has one of most wonderful transportation systems in the USA in her opinion, but she is aware that it is a problem in other places. The committee is working on the problem of Medicaid transportation as many managed care Medicaid providers are not providing that transportation, local advocacy by getting some fact sheets and are going to start approaching local legislatures and additional Advocacy with IDOT and governor's office to improve rural transportation.



## Community Issues Reported and Open Discussion in DeWitt & Piatt Counties:

**James Keith, United Way** in the Zoom chat provided the following comments and resources:

*If you would like to join the monthly DeWitt County Social Services meeting, please email me at [jkeith@uwdecatur.org](mailto:jkeith@uwdecatur.org). IRIS on line referral system is available in DeWitt and Macon Counties. If you want more information about an existing referral system that is HIPPA compliant please email me at [jkeith@uwdecatur.org](mailto:jkeith@uwdecatur.org). Always ask your clients if they are veterans. Connecting with the VA is an AMAZING resource for veterans. If you need help with VA enrollment, please contact your county Veterans Assistance Commission (one in Piatt but part-time and Macon County). DeWitt County veterans can access through McLean County or Macon County. Don't forget about 211. 211 is a phone-based resource connector and all you have to do is dial 2-1-1. 211 is available in DeWitt and Piatt Counties. If a resource exists in these counties and the organization has the resource listed in 211 then an individual will be directed to where those resources are located. There is a version of a Piatt County meeting through the Monticello United Methodist Church. You can reach out to Elizabeth Fairchild at [liz4fairchild@gmail.com](mailto:liz4fairchild@gmail.com). Please share this slide deck with me at [jkeith@uwdecatur.org](mailto:jkeith@uwdecatur.org).*

**Nicole Dowling, Family Service** believes that the rebranding and marketing efforts by ECIAAA will be beneficial.

**Jamie Boas, U of I Extension** stated that The U of I extension nutrition educator has created a Home bound newsletter for seniors and would be happy to print it out and distribute them to where needs to be - focus is on nutrition and wellness. U of I Extension assisted with Christmas party at congregate meal site in Macon County which was a great connection as U of I extension can come to sites and do programs. Offering if have a group can come out and do programs. Discussed some programs Mentioned master gardeners and nutrition as way to get kids and older adults together. Can pass that information through the network.

**Tammy Buse, U of I Extension** stated U of I Extension can help bolster social moral social interactions. It can help seniors have some time away to do activities with grand kids. Cooking with Grandma. Planting a garden with Grandpa.

**Susan Real** remarked U of I extension is a goldmine of information and that those interactions Tammy mentioned help reduce social isolation.

## **Douglas County & Moultrie County – February 8, 2024**

### **Elizabeth Titus Memorial Library, Sullivan**

Total attendance: 24 participants (16 unduplicated/8 duplicated)

#### **Presenters:**

SIS/CPoE – Moultrie County & Douglas County – Kathi Garvey, Moultrie County Senior Services

Caregiver Advisory Program – Moultrie County & Douglas County – Kim Weber, Moultrie County Senior Services

Nutrition – Barbra Wylie, Peace Meal Senior Nutrition  
Legal Assistance – Doug Smothers, Land of Lincoln Legal Aid  
Adult Protective Services – Jennifer Roberts, ECIAAA  
Long Term Care Ombudsman – Angie Baker, Regional Ombudsman, ECIAAA

### Douglas and Moultrie Counties Conversation Results:

**Sheila Greuel** reported she is glad to see an increase in Caregiver Advisory Services funding. There has been impact on availability of services due to the diminishing workforce. There continues to be a need for Respite to support family caregivers. There is a need for help with marketing as many people don't know what services are available.

**Community Member** reported that people don't know and she tells people she goes to the Senior Center for exercise classes.

**Community Member** thanked all for their work and it warms her heart to know what's available.

**Nicole Dowling** reported the continued need for RSI funding as isolation comes in many forms.

**Sheila Greuel** reported the Dementia Friends America helps with reducing social isolation and loneliness.

### **Edgar County – January 25, 2024**

#### **Chester P Sutton Community Center, Paris, IL**

Total attendance: 15 participants (4 unduplicated/11 duplicated)

#### **Presenters:**

SIS/CPoE – Amy Ball, Chester P. Sutton Community Center of Edgar County  
Caregiver Advisory Program – Judy Barrett, Chester P. Sutton Community Center  
Nutrition – Barbra Wylie, Peace Meal Senior Nutrition  
Legal Assistance – Abigail Kauraut, Land of Lincoln Legal Aid  
Adult Protective Services – Jennifer Roberts, ECIAAA  
Long Term Care Ombudsman, Angie Baker, Regional Ombudsman, ECIAAA

### Edgar County Conversation Results:

**Amy Ball** reported that GAP filling has been extremely beneficial in helping clients. Her main barrier is the lack of recognition by older adults of the programs offered by the community center. **Susan Real** responded that the ECIAAA will continue working on methods to increase messaging to bring a greater awareness to older adults.

**Barbra Wylie** stated that SBL Peace Meal has excellent communication with other providers and those relationships have remained strong. She feels that a greater need of awareness needs to be brought to the Peace Meal program starting with local physicians or churches. **Susan Real**

responded the ECIAAA has tried and will continue meeting with hospitals in order to educate them about the nutrition programs.

**Judy Barrett** stated she has been distributing flyers to bring awareness to the caregiving advisory program. She feels she has been doing a great job meeting expectations of the program yet has struggled with getting clients to utilize respite.

**Amanda Hyde** inquired if there is an opportunity to present at support groups in case a loved one needs long-term care assistance and for them to know there are advocates for them.

**Judy Barrett** feels some of the grandparents' raising grandchildren feel embarrassed in coming forward to reach out for assistance. **Susan Real** identified an idea for messaging of "you are not alone" to remove the stigma of grandparents raising grandchildren.

**Barbra Wylie** reported home delivered meals clients will sometimes express guilt in receiving their meals. She feels the congregate program is missing out on the takeout component which is costing them the opportunity of gaining new clients. She believes that adults should have the choice in where and how they want to consume their meals. She also reported in historically rural and unserved areas participation has grown due to a creative approach of making their own frozen meals and finding innovative ways in growing the congregate program.

**Jennifer Roberts** stated that bringing awareness to the APS program is the biggest barrier she currently is facing.

**Angie Baker** reported that for the ombudsman's program her team has done a great job with branding and successfully meeting the client's needs. She believes that it is all in the approach when you are an advocating for someone. **Susan Real** acknowledged the ongoing transportation issue many providers are identifying as a barrier and inquired about transportation options in Edgar County.

**Amy Ball** responded that Faith and Action offers transportation and a local hospital is now offering transportation to and from doctors' appointments.

### **Ford County & Iroquois County – January 31, 2024**

#### **Paxton Civic Center, Paxton, IL**

Total attendance: 28 Participants (20 unduplicated/8 duplicated)

#### **Presenters:**

SIS/CPoE – Ford County – Tracie Teske, Ford County Health Department  
Iroquois County – Amanda Hyde for Peggy Gossett,  
Volunteer Services

Caregiver Advisory Program – Ford & Iroquois - Becky Beck, Ford County  
Health Department

Nutrition Services – Barbra Wylie, Peace Meal Senior Nutrition

Legal Assistance – Jenna Hall, Land of Lincoln Legal Aid  
Ketura Baptiste, Prairie Legal Services

## Nutrition Services:

**Jason Bunting, State Representative** noted that 84% of respondents in the nutrition program know where to get services. He asked how does this compare to past years? Is the message about these services getting out? **Susan Real** responded that there is a concerted effort to improve messaging, to get the word out. People don't know about the service until they need it. The ECIAAA is conducting focus groups in order to do a better job of messaging. **Nita, OSF** stated that every month they pick a topic to highlight at Congregate sites. **Amanda Hyde** highlighted data points from Nutrition, 22% rely on the meal for more than half of their daily meal consumption and don't have the ability to buy the food they need. There is a great need for funding for nutrition programs.

**Nita, OSF** stated that during COVID there was a carry out option at Congregate sites and asked if this will continue. **Susan Real** stated that we must wait for direction from the Dept on Aging. **Amanda Hyde** responded that carry out is a viable option, however it must be counted differently depending on the amount of socialization the individual receives. **Nita, OSF** wanted to know if this will continue for the future. **Amanda Hyde** stated that currently it is indefinitely in place.

## Caregiver Advisory Services/ Caregivers and Grandparents Raising Grandchildren:

**Becky Beck** stated that we have a lot of grandparents under the age of 55 who are raising grandchildren. Funding is only for those over the age of 55, which limits assistance available to those under 55. She also stated that a lot of seniors watch TV, and would recommend that tv ads be included in publicity plan. **Susan Real** stated that we are limited in our funding, we are not able to purchase television spots. We will be more creative and look at radio, print media, and social media.

## SIS/CPoE Services:

- **Tracie, FCHD SIS** stated that more education for her as a SIS coordinator is helpful. The more education she can offer the seniors, the better.
- **Judith** had a question about program promotion and outreach. She doubted whether seniors will access social media and recommended focus on TV and radio, such as promoting programs on talk shows.

## Legal Services:

- **Jenna Hall** stated that we have 2 caseworkers in our office, started the program during 2021, the caseworkers help clients access services that are connected to their legal case (housing applications, income such as SNAP, and other general support). We would like to be able to have those caseworkers be able to work with seniors through a senior grant. They are currently not able to provide the full scope of their services to seniors because the funding is not available for that.

### Adult Protective Services:

- **Cindy Wiback, Care Horizon APS** stated that increased funding is important. The cases have become more complicated. Don McCall with FCHD APS stated it is always a challenge to connect services with clients, stated that the State is doing an evaluation of the entire APS program, which he hopes that will produce some changes. He was on a focus group yesterday and is hopeful about the process. He was able to share his concerns there.

### Long-Term Care Ombudsman:

- **Angie Baker** stated that retaining staff is the number one issue in long term care at this time. We need a better solution other than reporting them for not meeting the resident needs, which penalizes them when their staff is already at a low point. Staff turnover has a huge impact on resident morale and on staff morale.

Transportation Services – No recommendations for program changes.

### Livingston County – January 23, 2024

#### Livingston County Public Health Department

Total attendance: 18 Participants (8 unduplicated/10 duplicated)

#### Presenters:

SIS/CPoE – Annette Morrison, CCSI

Caregiver Advisory Services – Annette Morrison, CCSI

Nutrition – LeeAnn Woodmancy, Peace Meal OSF Senior Nutrition

Legal Assistance – Adrian Barr, Prairie State Legal Services

Adult Protective Services – Jennifer Roberts, ECIAAA

Long Term Care Ombudsman Program – Angie Baker, Regional Ombudsman

### Community Issues Reported and Open Discussion in Livingston County:

**Adrian Barr** proposed the idea of Prairie State staff reconnecting with Ombudsman and APS staff in Prairie State's territory to facilitate referral and coordination between agencies.

**Jennifer Roberts** reported coordination difficulties between APS and MCOs due to high turnover of case worker staff.

**Annette Morrison** reported seeing an increased need for financial assistance to aid with personal transportation and an overall lack public transportation options for clients. Annette also reported seeing an increased need for affordable housing assistance, especially in Livingston County where resources are especially limited.

**LeeAnn Woodmancy** reported a need to increase meal counts to clients deemed to be food insecure.

**Annette Morrison** expressed appreciation of receiving the Respite contract in Livingston County because it will help streamline the use of Respite funds for their Caregiver Advisory clients.

**Karen Donovan** expressed need for increased public awareness of older adult services available.



## **Macon County – February 1, 2024**

### **Decatur Park District- Scovill Activity Center**

Total attendance: 27 participants (18 unduplicated/9 duplicated)

#### **Presenters:**

SIS/CPoE – Becky Stewart, Starting Point/Macon County Health Department

Caregiver Advisory Services – Becky Stewart, Starting Point/MCHD

Nutrition – Amanda Honn, Catholic Charities MOWs

Legal Assistance – Doug Smothers, Land of Lincoln Legal Aid

Adult Protective Services – Jennifer Roberts, ECIAAA

Long Term Care Ombudsman – Angie Baker, Regional Ombudsman, ECIAAA

#### **Community Issues Reported and Open Discussion in Macon County:**

**Teresa Smith, MCHD** stated that she would like to see a PEARLS program and more funding allocated toward supporting the mental health of seniors.

**Amanda Hyde** responded the Area Agency is working on allocating funds to assist PEARLS providers to run the program virtually at a minimum. She understands there is a huge need and is going to maintain efforts growing that program.

**Ron Black, ECIAAA Corporate Board** stated that there is a need for collaboration between Social Services and asked how Social Services are fostering those relationships?

**Becky Stewart** responded that All In: Inter-Agency Meeting has been a successful way of making new connections and looks promising with a previous attendance of 60 plus.

**Teresa Smith, MCHD** stated she makes referrals with other providers through an email chain.

**Amanda Honn, Catholic Charities** noted she has noticed a decline in in-person meetings and believes it is because the leaders of the services have become younger and are not seeing the value in the physical meeting aspect.

**Susan Real** responded how the need for collaboration is needed and supported by the Area Agency and that it is necessary for the Agency to keep tabs on its growth.

**Katie Eytension, Decatur Public Library** shared that meeting spaces for non-profits are free and offered at the local library. Part of their strategic plan this year is to focus on providing more senior services. She is currently trying to assist homeless seniors that don't know where to begin when it comes to receiving mental health or disability services. Many of them would love to become productive members of society but they don't know where to start.

**Amanda Honn, Catholic Charities** responded that she is going to send her information of the inside out program.

**Jennifer Roberts** verified that APS is aware of the homeless crisis of veterans and disabled individuals.

**Charlie Stobaugh** stated these individuals that are drug users or struggle with mental health tend to be hard to house. He also mentioned a common barrier is to get people diagnosed. It is very difficult and there is approximately a 2-month waiting list. He tries to help people the best he can but sometimes the barriers present themselves and it can be very challenging.

**Treleane Smtih, Empowerment Opportunity Center** mentioned that the organization she works with Empowerment Decatur offers housing and support for those struggling with disabilities.

**Alexa McCoy, UoI Extension** stated that she would like to connect with people offline. She is also passionate about supporting the homeless population.

**Becky Stewart** mentioned a barrier she sees within all services is that the majority of seniors she works with have never heard of the provided programs and feels awareness of the programs needs to be more of a priority.

**Susan Real** responded that the agency is working diligently towards building a multi-faceted branding component and PR campaign. This will include social media, radio, television etc.

**Nicki, Community Member** says she would love to bring back presentations to the senior center regarding legal services.

**Doug Smothers, Land of Lincoln Legal Aid** said a barrier he faces is a lack of staff and new hires.

**Ron Black, ECIAAA Corporate Board** announced the Salvation Army has started offering Congregate meals to help reduce social isolation.

### **McLean County – January 30, 2024**

#### **ARC (Activity Recreation Center) of Normal, IL**

Total attendance: 27 Participants (20 unduplicated/7 duplicated)

#### **Presenters:**

SIS/CPoE – Marsha Johnson, CCSI

Caregiver Advisory Services – Marsha Johnson & Angie Raymer, CCSI

Nutrition – LeeAnn Woodmancy, Peace Meal OSF Senior Nutrition

Legal Assistance – Adrian Barr, Prairie State Legal Services

Adult Protective Services – Jennifer Roberts, ECIAAA

Long Term Care Ombudsman Program – Angie Baker, Regional Ombudsman, ECIAAA

#### **SIS/CPoE Services:**

**Marsha Johnson** stated they do a lot of outreach but could still do more, want to get more established outreach to all counties they service, being at various sites helps visibility and



identifying people in need. She would like to have a dedicated specialist to run Health Aging Program to directly help support other centers if can commit to one person who handles this.

**Mike O'Donnell, Faith in Action** stated he is a Volunteer Driver and one barrier is how to get information in clients hands for what they need when they need it, and these volunteer drivers served 197 who needed transportation to appointments and they spend time with older adults and have opportunity to let them know where to go for help in community, can make referrals for services to them letting potential clients know about these services. Mike stated the SHIP Program is undervalued by citizens and with a need to get out service program information to help with seniors needs, SHIP should collaborate with a unit of government to be part of educational process.

**Susan C. Real** acknowledged there are better ways to message our programming and need for a public relations plan and hope to accomplish this as well, to help aging market and enforce these services are here.

**Karen Herbsleb, OSF Peace Meals** stated they hand out flyers such as open enrollment for Medicare, Balance of Matter, etc.

#### Caregiver Advisory Services/ Caregivers and Grandparents Raising Grandchildren:

**June Middlebrooks, Community Grandparent** stated age should not apply to only 55+, not a lot of funding available and there are several children in this program, would like to see Kinship Care facilitated in McLean County, and to get information out there to get more people who are raising grandchildren aware of these services.

**Susan C. Real** stated ECIAAA collaborates with Illinois Family Caregiver Coalition which will help McLean County and recognize there is a better way for improvement.

#### Nutrition Services:

**LeeAnn Woodmancy** commented that working on recognizing those second meals which are very important especially during bad weather to make sure those people have meals available if at high nutritional risk, funding is available for second meal if meet this need; Karen with OSF Peace Meal – clients ask for cake or treats and why it is not provided, LeeAnn states cookies are now provided, emergency meals are sent to congregate sites if they are needed; Jess Ray – connecting folks with this need

**Mike O'Donnell, Faith in Action** – community health improvement plan in collaboration with Carle and OSF, healthy eating and active living plans and wants Peace Meal to get recognized by sending in latest statistics and can these slides be provided to Erin Kennedy who is in charge of these plans, Faith In Action provides assist with grocery shopping and transportation to them, impact that shopping program is having on community 61701 especially which is high nutritional risk area and to show need and provision of supports

#### Legal Services:

**Attorney Adrian Barr** stated they have added outreach staff to go into community to advertise services and assist as needed, clients with needs they can't need but to connect with other services who can; their agency has grown significantly and want to work out system to ask clients about all issues, what they need beyond one issue they reached out about, connect clients with services they need.

**Mike O'Donnell, Faith in Action** suggested collaborating with health care agencies to understand referrals and services/programs available.

**Susan C. Real** stated this has been identified as issue and data is important to also make sure service is provided, to make sure community hospital is aware that these services are available.

**Marsha Johnson** stated keeping staff educated on services their program can use such as legal services is imperative now that Prairie State has grown, and getting information out for outreach is not a problem but receiving it back is an issue.

#### Legal Services:

**Jennifer Roberts** stated ARPA funding to get information out about APS, project connected to empathy mapping and getting others to be aware of services, making sure clients know that APS respects client consent and privacy; collaborations between APS and legal has been great.

#### Long Term Care Ombudsman:

**Angie Baker** states she agrees with APS and collaboration with legal service for assisting with Involuntary Discharge Notices is a great need and recognizing all services as a branch and any collaborations with these programs; meeting care needs of residents is the most important and working with facility staff for thinking outside the box to resolve issues and meet resident's needs.

**Susan C. Real** acknowledged the ongoing transportation issue many providers are identifying as a barrier due to not being funded directly, but ECIAAA understands this is a top need.

Transportation Services – No recommendations for program changes.

#### **Shelby County – February 8, 2024**

#### **Shelby County Senior Center, Shelbyville, IL**

Total attendance: 18 Participants (14 unduplicated/4 duplicated)

#### Presenters:

SIS/CPoE – Annette Morrison, CCSI

Caregiver Advisory Services – Kim Weber, Mid-Illinois Senior Services

Nutrition – Barbra Wylie, Peace Meal Senior Nutrition

Legal Assistance – Amanda Hyde for Land of Lincoln Legal Aid

Adult Protective Services – Jennifer Roberts, ECIAAA

Long Term Care Ombudsman - Angie Baker, Regional Ombudsman, ECIAAA

#### SIS/CPoE Services:

- **Community Member** indicated that more advertisement is needed, people do not know about CCSI and other senior services. This person learned about it in a diabetes class.

- **Community Member** indicated that there is nothing on the Facebook page for the Senior Center. They need to post the meal schedule, monthly activities, etc, in a place where people can find it without having to walk through the front door and see it on the white board.
- **Community Member** concurred that a lot of people don't know services exist. The senior center indicated that they get a lot of calls about home delivered meals but nobody knows that other services exist.
- **Annette Morrison** stated that they have a goal to increase visibility. CCSI has a billboard but this focuses on SHIP. They have also presented at Congregate meals and sent fliers to the professional network. Recently CCSI moved offices and this made it difficult for some people to find them and adjust to the new location. CCSI is willing to present at senior groups, they need contacts and recommendations from the community.
- A recommendation that CCSI come to *Dine with the Doc* was made.
- **Barbra Wylie** stated that if there is a booklet or a sheet of activities and services, this can be distributed with home delivered meals. Annette stated that this was done with information about open enrollment. Barbra recommended providing more generic information about all services.
- **Peace Meal Volunteer** stated that there are brochures on the counter, volunteers can hand those out to anyone who comes in, but the person has to know to ask for them.
- The comment that people need to be able to get information in ways other than walking into the senior center to see it on the white board was affirmed.

#### Caregiver Advisory Services/ Caregivers and Grandparents Raising Grandchildren:

- The question was asked if the schools are aware of the GRG program. ECIAAA affirmed that GRG staff are working with the schools.
- **Barbra Wylie** stated that Respite should not be thought of as an emergency coverage for a caregiver in medical need, or to do necessary tasks like get groceries. It should be a regular offering that helps a caregiver be able to have true self-care time.
- Susan Real responded that the ECIAAA has opened Respite to this sort of self-care need but people often prefer to 'save it for a rainy day.' However, Respite is most effective when it is reliable and regular.
- **Amanda Hyde** stated that the caregiver defines what will be most beneficial to them regarding Respite. The CCUs need to respond to caregiver input. Respite can be overnight in LTC, Adult Day Services, or in-home companion care. However, staffing challenges in the care industry have posed a barrier to the provision of Respite services.

#### Nutrition Services:

- **Community Member** stated that more medically tailored meals are needed, such as a diabetic diet.
- **Barbra Wylie** responded that there is not enough need in the county for that to be feasible. It is easier to have tailored diets in urban areas where there is a higher volume. The meals should meet DRI requirements for diabetes, but do not meet more specific diet

needs. They also cannot accommodate food allergies. If someone has a food allergy, they use frozen or shelf-stable meals.

- It was stated that home delivered meals can save lives, and the question was asked if statistics on that can be gathered. For example, when the delivery arrives and finds someone on the floor and calls for assistance.

#### Legal, Adult Protective Services, and Long Term Care Ombudsman:

- It was stated that if people see something wrong going on, they may not know who to report to. We need to get the information out, so people know.
- **Kim Weber** stated that is the purpose of the SIS program and Coordinated Point of Entry, they can call the senior center and get answers to any senior services question.

#### Vermilion County – February 7, 2024

Total attendance: 30 Participants (24 unduplicated/6 duplicated)

##### Presenters:

SIS/CPoE – Jazmen Eison, CRIS Healthy-Aging Center

Caregiver Advisory Services – Laura Gallagher-Watkin, CRIS Healthy-Aging Center

Nutrition – Lori Smith, CRIS Healthy-Aging Center

Legal Assistance – John LaFond, Land of Lincoln Legal Aid

Adult Protective Services – Jennifer Roberts, ECIAAA

Long Term Care Ombudsman Program – Angie Baker, Regional Ombudsman

#### Vermilion County Conversation Results:

##### Community Issues Reported and Open Discussion in Vermilion County:

**Community Member** stated the need for more altruism.

**Community Member** stated need for a bigger, more private meeting space for caregiver support groups at CRIS.

**Community Member and Caregiver** stated not knowing about SIS services and how to be referred to the service.

**Community Member** stated the desire to hear more about legal aid services available from Land of Lincoln Legal Aid, perhaps having a presentation at CRIS.

**Community Member** stated the need for better community outreach about services. Stated she was a grandparent raising grandchildren for years before learning of services.

**Community Member** stated appreciation for CRIS staff helping address needs for her and her husband including clearing up insurance issues and obtaining affordable diabetic supplies.

**Community Member** inquired about ECIAAA having connections in Springfield, and stated it should be conveyed to lawmakers that if free needles can be provided to drug addicts, why not diabetics?

## ATTACHMENT A

### FY 2024 COUNTY CONVERSATIONS

#### [FY 2024 County Conversation Minutes by County](#)



## ATTACHMENT B

### FY 2024 COUNTY CONVERSATIONS

#### AGENDA AND SCHEDULE

## FY 2024 ECIAAA COUNTY CONVERSATIONS AGENDA & SCHEDULE IN-PERSON MEETINGS WITH REMOTE OPTION UPDATED January 21, 2024 with Agenda Timeline

***Attendees/Stakeholders:*** Clients, caregivers, grandparents raising grandchildren and individuals with disabilities; service provider staff; service provider board and advisory council members; ECIAAA corporate board and advisory council members; members of the Illinois General Assembly; members of Congress; local officials; and, other interested community members – such as civic leaders, United Way, leaders from volunteer organizations, and community foundations.

### ***Agenda:***

- I Welcome and Introductions – Susan C. Real, CEO – 5 Minutes
- II Purpose of the County Conversations – Susan C. Real – 5 Minutes
- III Presentation of ECIAAA Performance Outcome Summary for FY 2023 -10 Minutes
- IV Presentation of Service Provider Performance Outcome Reports for FY 2023 – Amanda Hyde, Director of Operations
  - A. CPoE/SIS Program– Service Provider Representative – 12 Minutes
  - B. Caregiver Advisory Program - Service Provider Representative – 12 Minutes
  - C. Nutrition Services – Service Provider Representative – 12 Minutes
  - D. Legal Services – Service Provider Representative - 12 Minutes
  - E. Adult Protective Services – ECIAAA RAA Staff Member – 10 Minutes



- F. ECIAAA Long Term Care Ombudsman Program – Regional Ombudsman – 8 Minutes
- V Unmet Needs Report – Amanda Hyde, Director of Operations -5 Minutes
- VI Area Wide Historical Financial and Performance – 6 Minutes
- VIII Open Discussion – 20 Minutes Open
- IX Gather Input on Program Improvement and Enhancements – Summarize
- X Next steps

## **FY 2024 COUNTY CONVERSATIONS SCHEDULE**

### **January 23, 2024 - Livingston County Conversation**

10:00 a.m. - 12:00 p.m. Livingston County Health Department Main Conference Room, 310 Torrance, Pontiac, IL 61761

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820

### **January 24, 2024 – DeWitt County & Piatt County Conversation**

10:00 a.m.– 12:00 p.m. Kirby Medical Center Community Room, 1000 Medical Center Drive, Monticello, IL 61856

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820

### **January 25, 2024 – Edgar County Conversation**

9:30 a.m. – 11:30 a.m. Chester P. Sutton Community Center, 256 W. Court Street, Paris, IL 61944

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820

### **January 25, 2024 – Clark County & Cumberland County Conversation**

1:00 p.m. – 3:00 p.m. Harlan Hall, 603 Locust Street, Marshall, IL 62411

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820



**January 30, 2023 – McLean County Conversation**

9:00 a.m. – 11:00 a.m. ARC of Normal Auditorium, 600 E. Willow Street, Normal, IL 61761

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820

**Attention:** Participants are invited to join an ECIAAA focus group about Caregiver Advisor Services scheduled at 11 am at the ARC of Normal.

**January 31, 2024 – Ford County & Iroquois County Conversation**

9:00 a.m. – 11:00 a.m. Paxton Civic Center, 601 S. Fall Street, Paxton, IL 60957

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820

**Attention:** Participants are invited to join an ECIAAA focus group about Legal Services, Adult Protective Services, and the Long-Term Care Ombudsmen Program scheduled at 11 am at the Paxton Civic Center.

**February 1, 2024 – Macon County Conversation**

9:00 a.m. – 11:00 a.m. Decatur Park District Scovill Activity Center, 3909 W. Main Street, Decatur, IL 62522

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820

**Attention:** Participants are invited to join an ECIAAA focus group about Nutrition Services scheduled at 11 am at the Scovill Activity Center.

**February 6, 2024 – Champaign County Conversation**

9:00 a.m. – 11:00 a.m. CRIS Healthy Aging, 4116 Fieldstone Road, Champaign, IL 61822

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820

**Attention:** Participants are invited to join an ECIAAA focus group about SIS/CPOE Services scheduled at 11 am at the CRIS Healthy Aging.

**February 7, 2024 – Vermilion County Conversation**

1:00 p.m. – 3:00 p.m. CRIS Healthy Aging Center, 309 Franklin Street,  
Danville, IL 61832

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820

**February 8, 2024 – Moultrie County & Douglas County Conversation**

10:00 a.m. – 12:00 p.m. Elizabeth Titus Memorial Library Community Room, 2  
West Water Street, Sullivan, IL 61951

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820

**February 8, 2024 – Shelby County Conversation**

1:00 p.m. – 3:00 p.m. Shelby County Senior Center 325 E. North Ninth Street  
Shelbyville, IL 62565

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820

**February 9, 2024 – Coles County Conversation**

10:00 a.m. – 12:00 p.m. LifeSpan Center, 11021 E. County Road, 800 North,  
Charleston, IL 61920

**Zoom** Remote Option: Meeting ID: 850 6190 4278 & Passcode: 397820

**Attention:** Participants are invited to join an ECIAAA focus group about  
Reducing Social Isolation/Healthy Aging Services scheduled at 1:00 p.m. at the  
LifeSpan Center.

## ATTACHMENT C

### FY 2024 COUNTY CONVERSATIONS

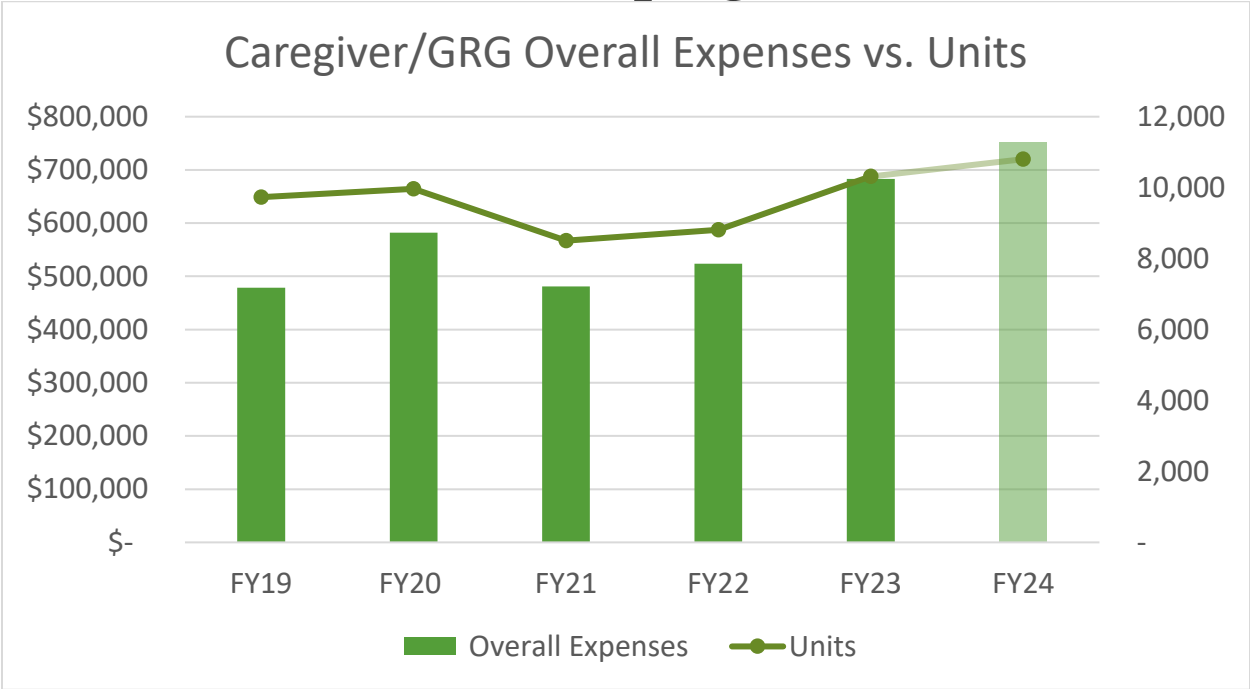
#### [FLYERS FOR EACH EVENT](#)



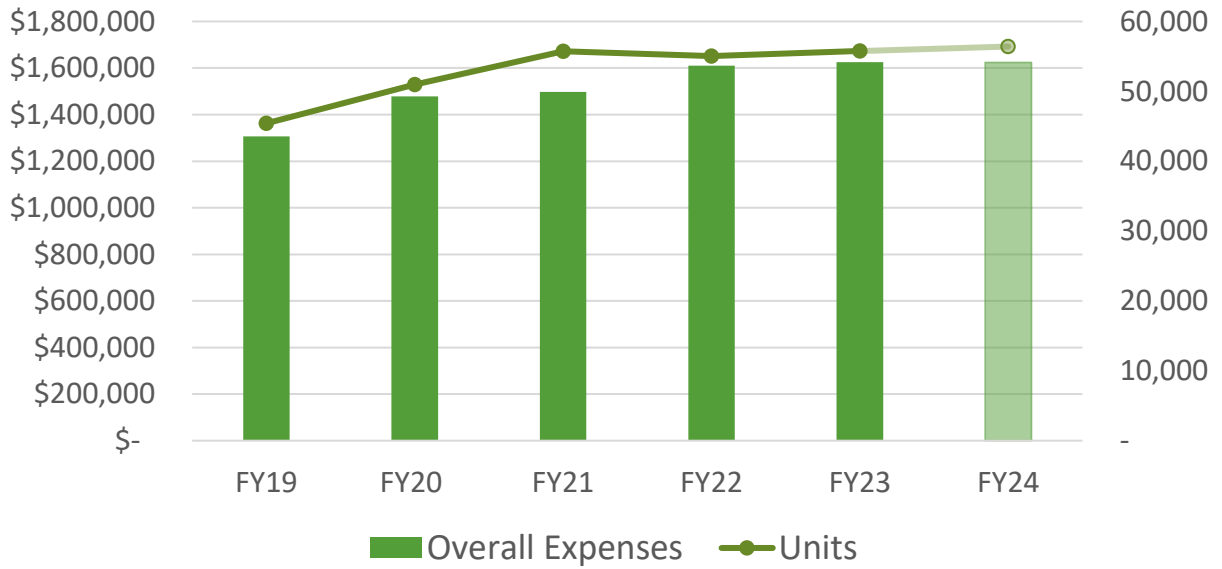
**ATTACHMENT D**

**FY 2024 COUNTY CONVERSATIONS**  
**PERFORMANCE VERSUS FUNDING CHARTS**

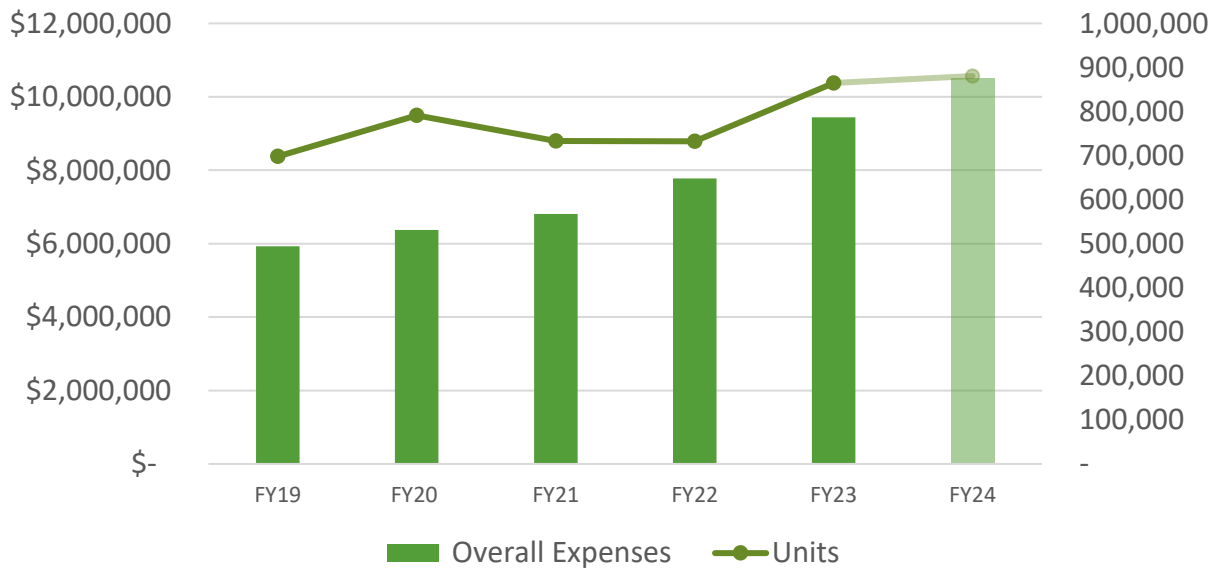
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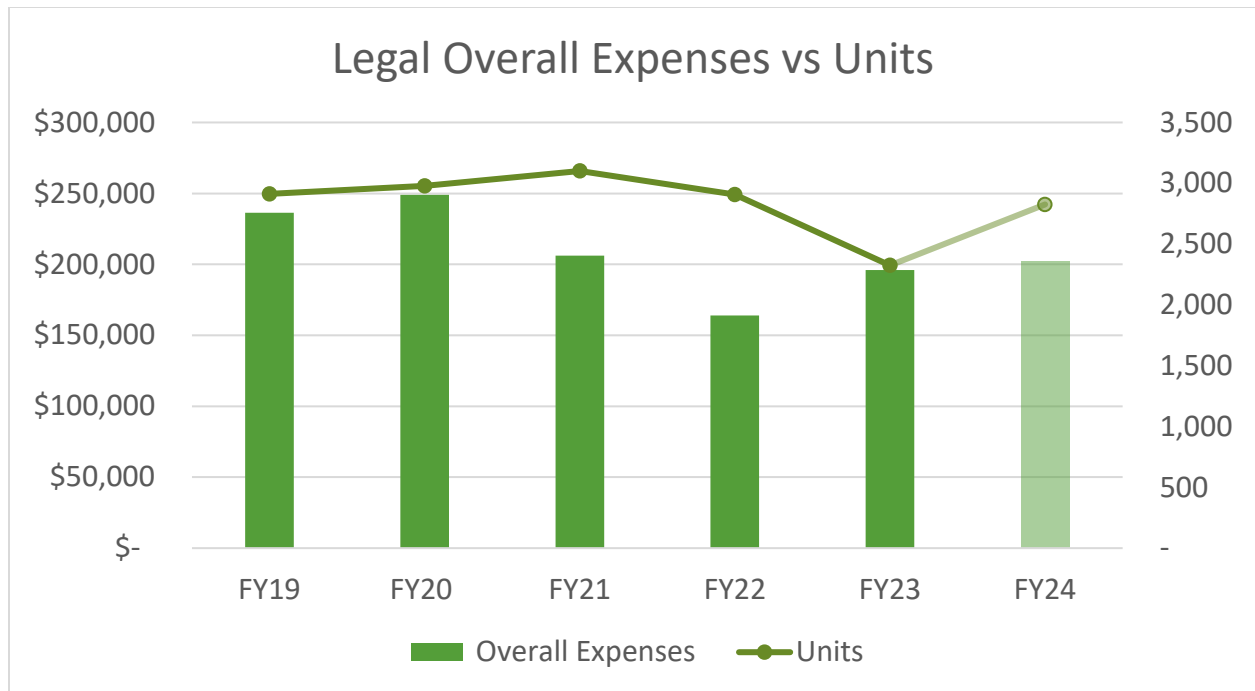


### SIS Overall Expenses vs. Units

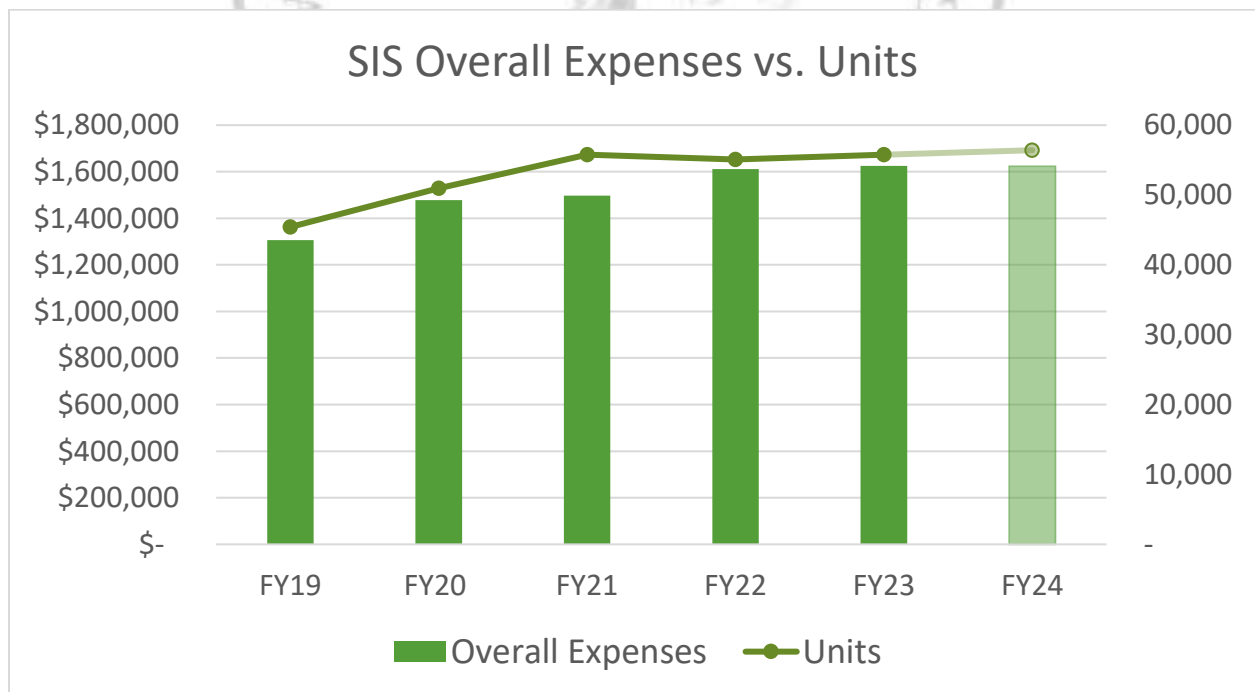


### Nutrition Overall Expenses vs Units

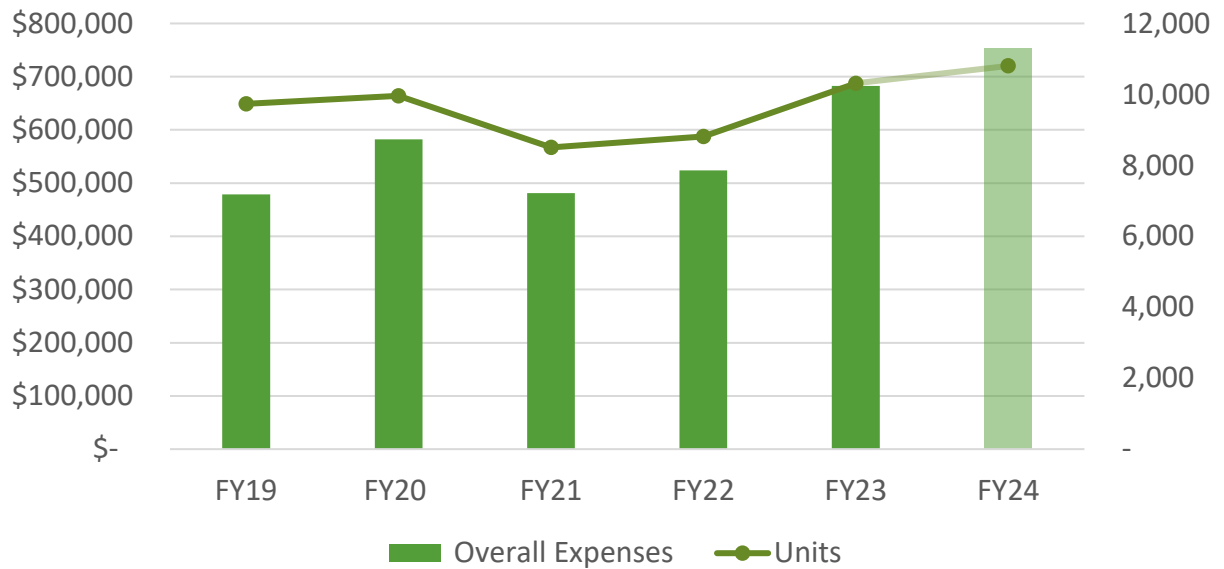




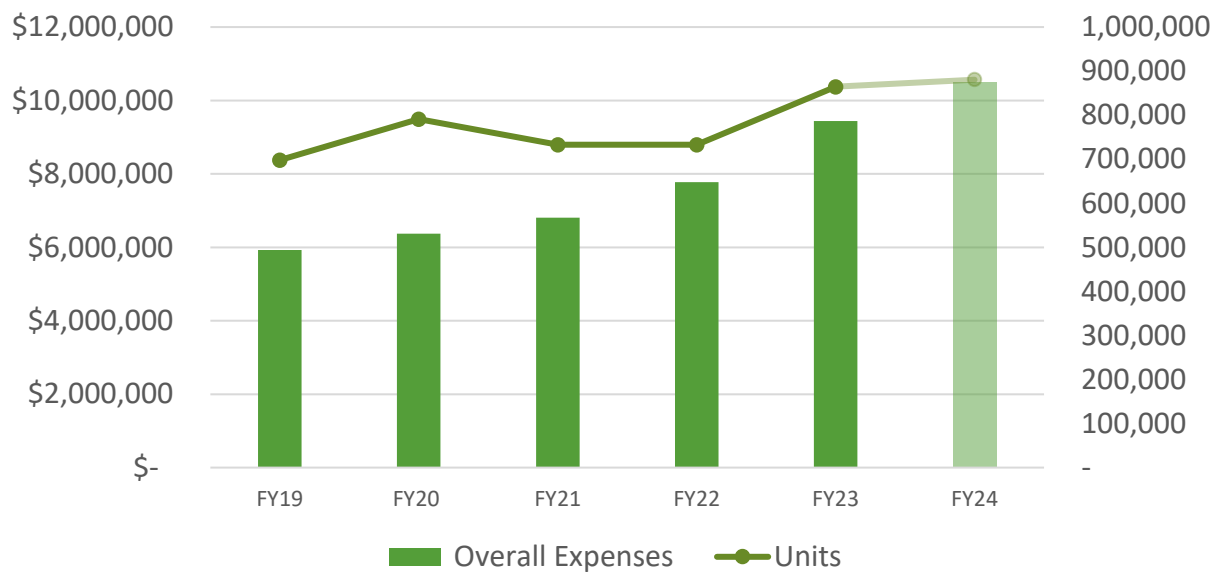
## Clark and Cumberland



### Caregiver/GRG Overall Expenses vs. Units

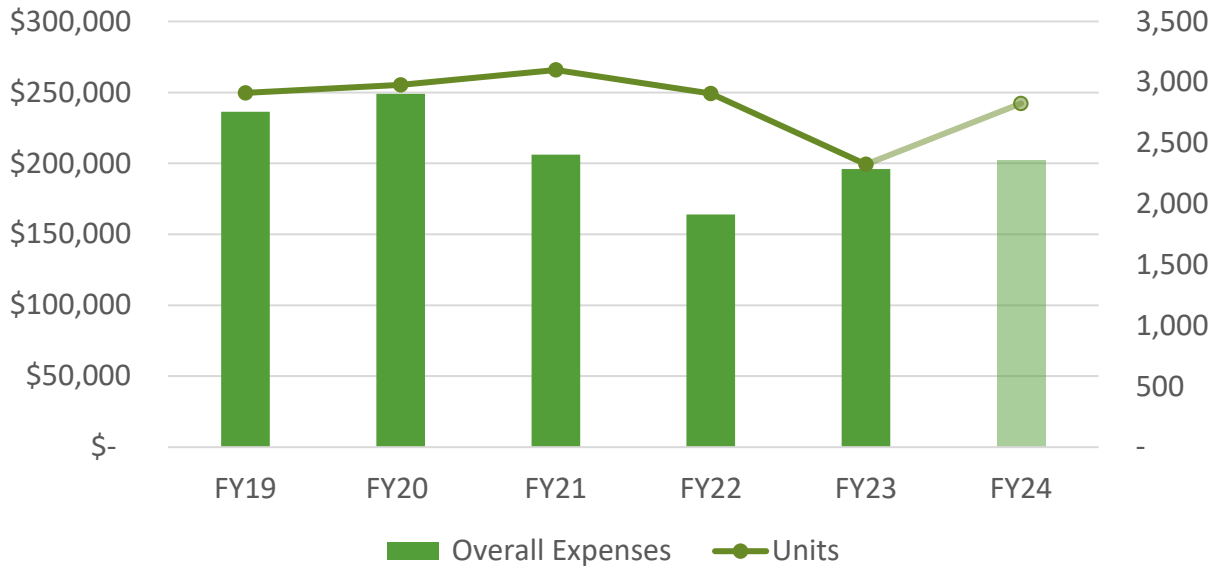


### Nutrition Overall Expenses vs Units



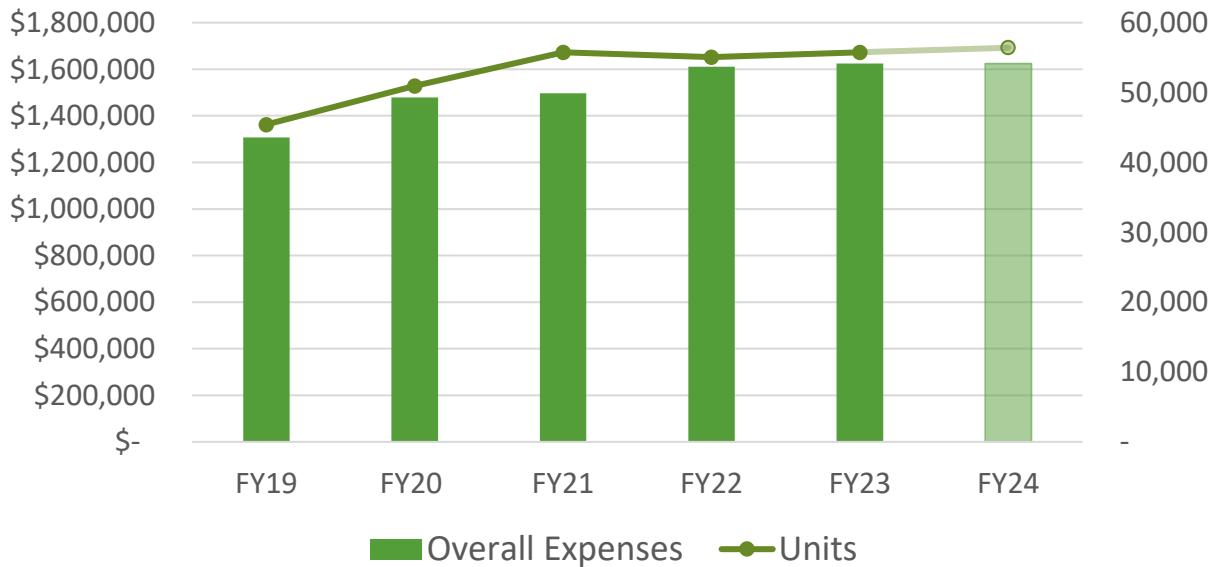


### Legal Overall Expenses vs Units

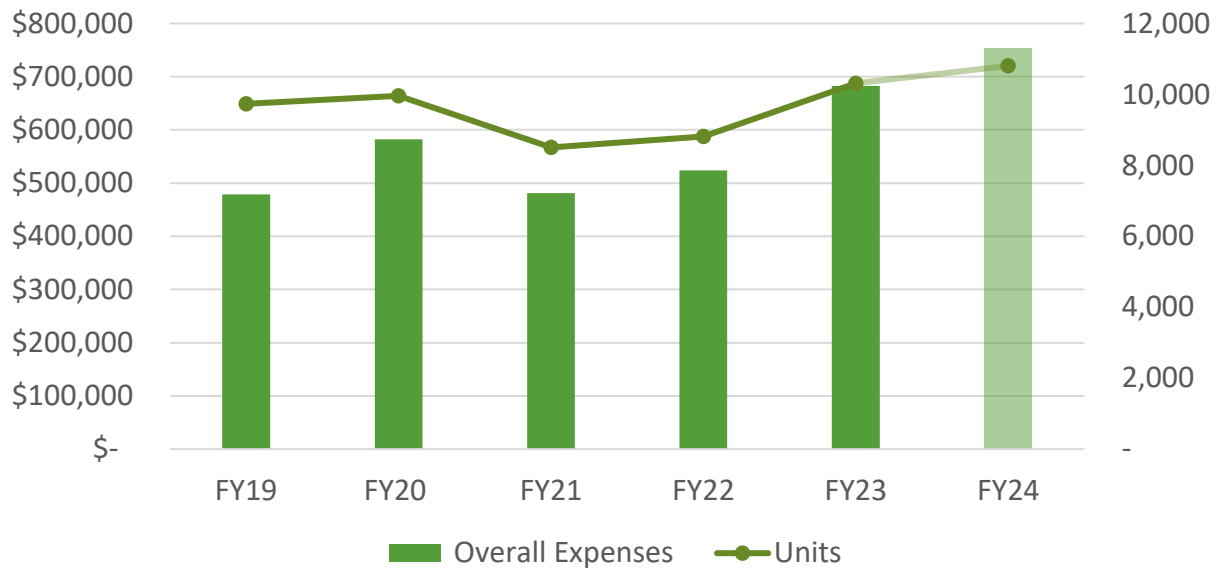


## Coles

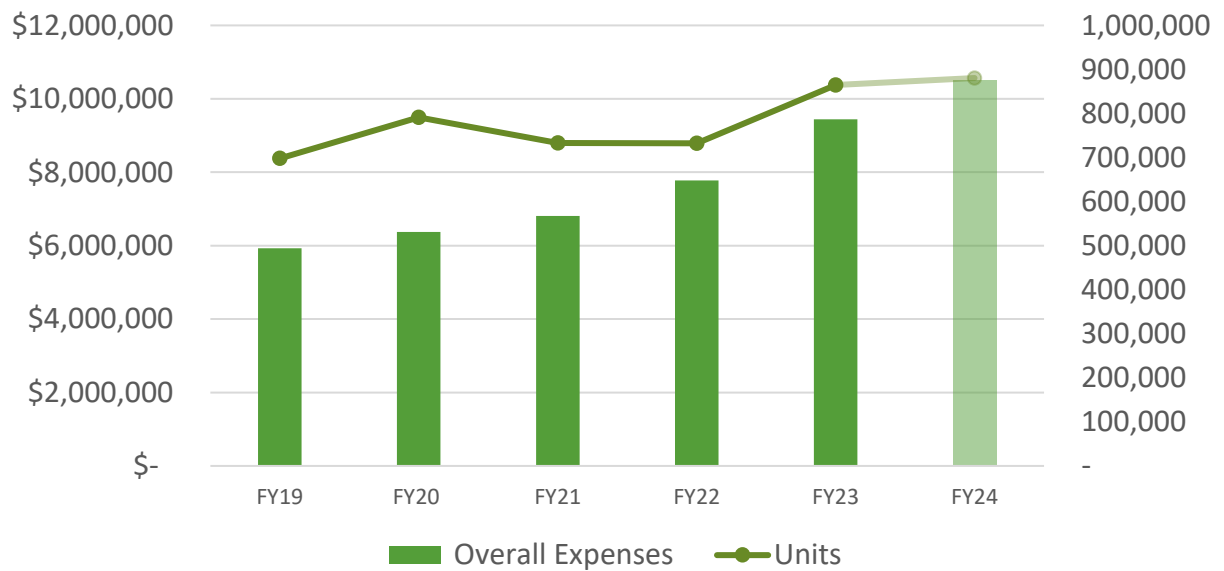
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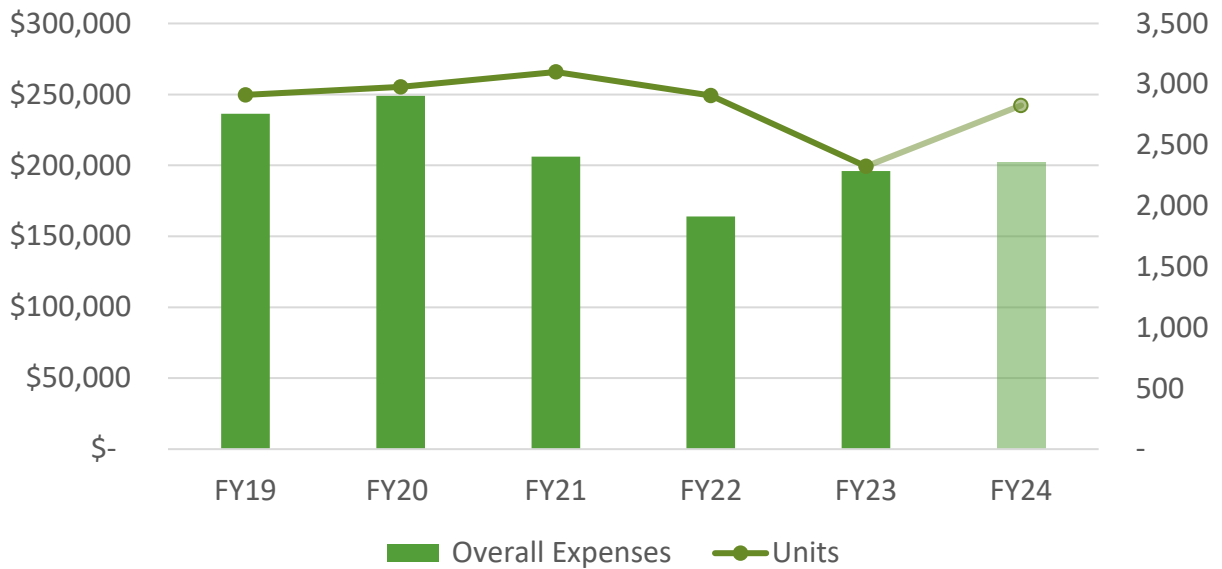
### Caregiver/GRG Overall Expenses vs. Units



### Nutrition Overall Expenses vs Units

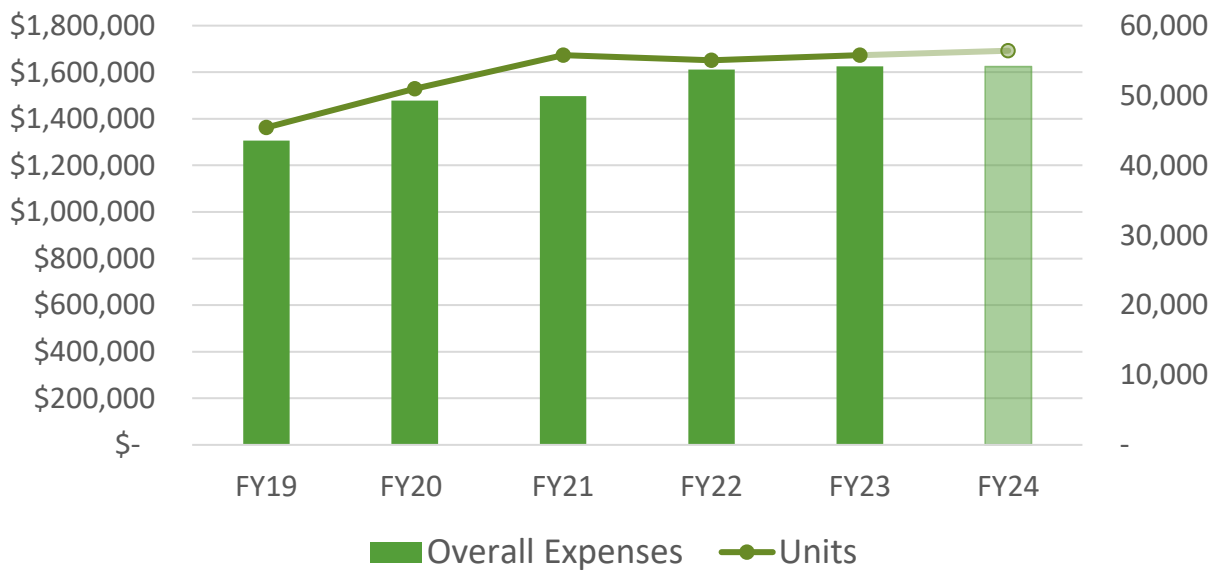


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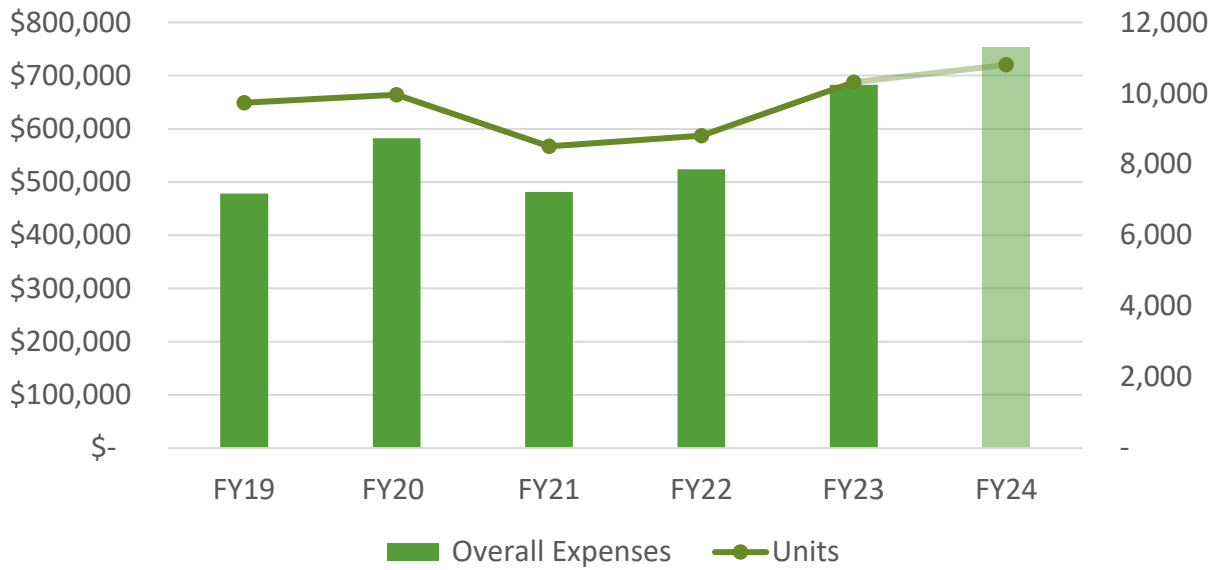


**Edgar**

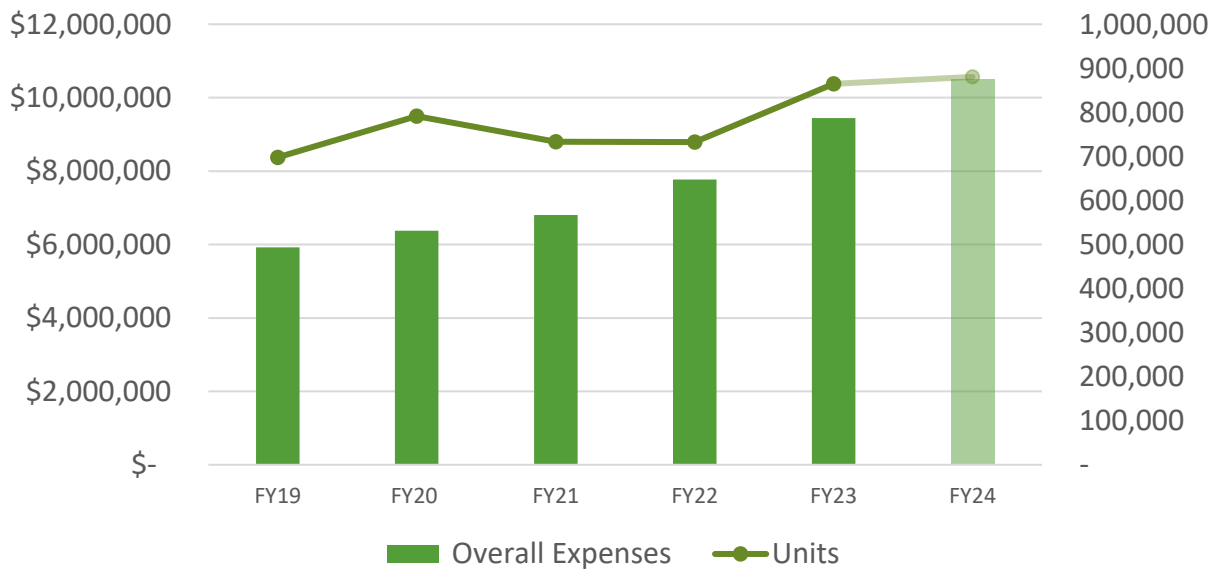
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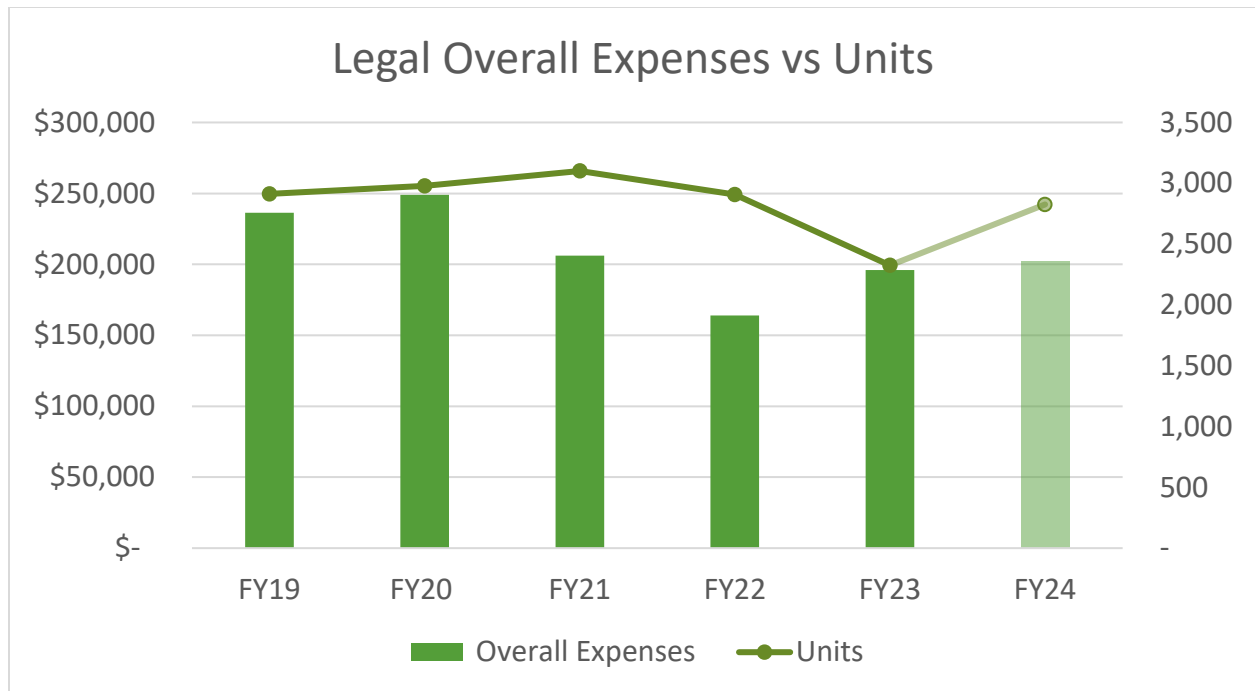


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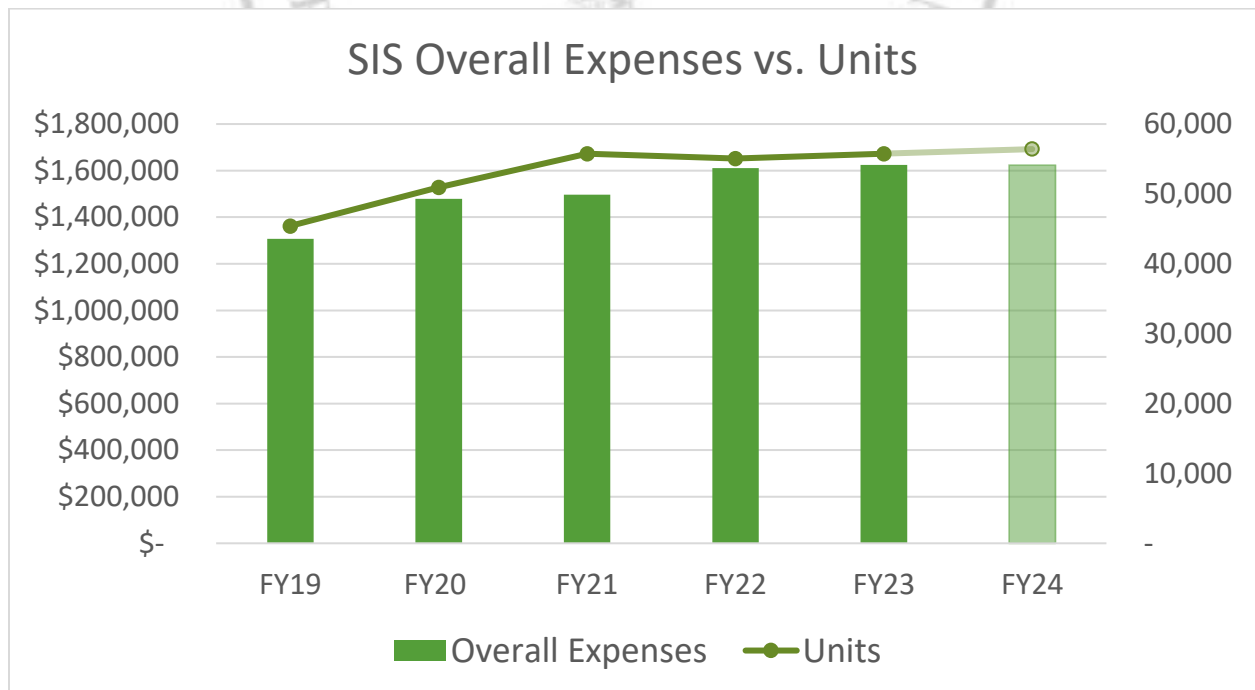


### Nutrition Overall Expenses vs Units

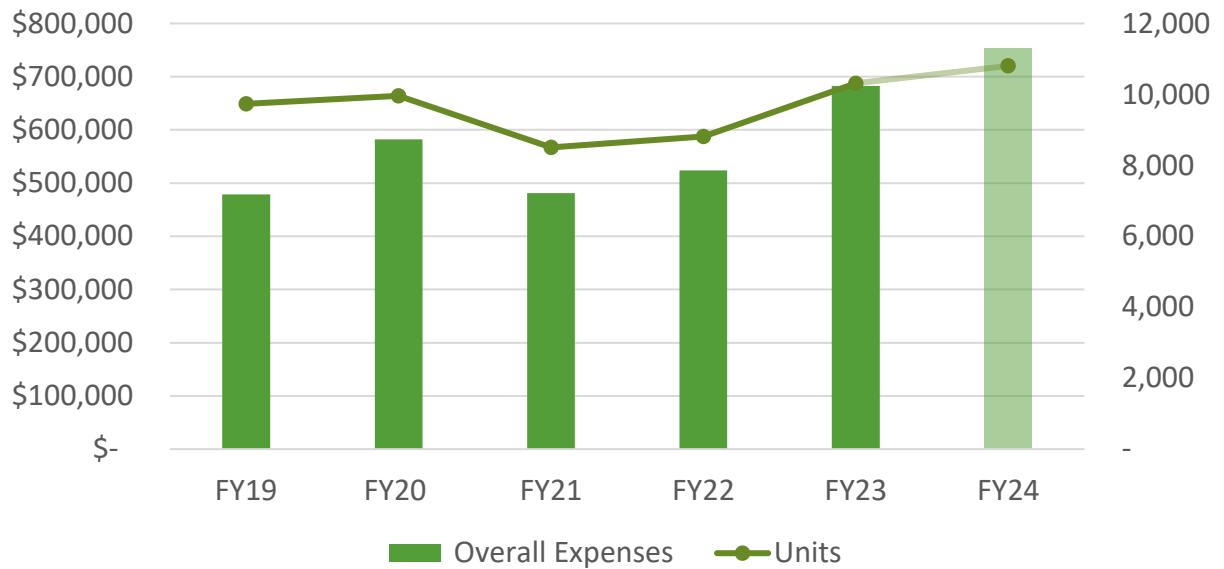




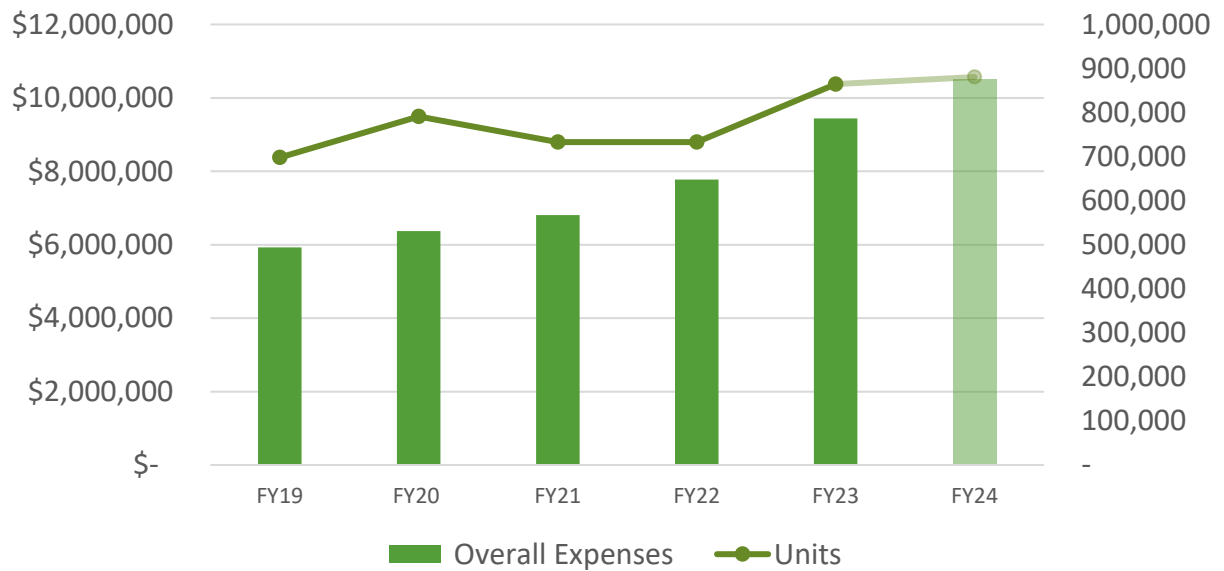
## Ford and Iroquois

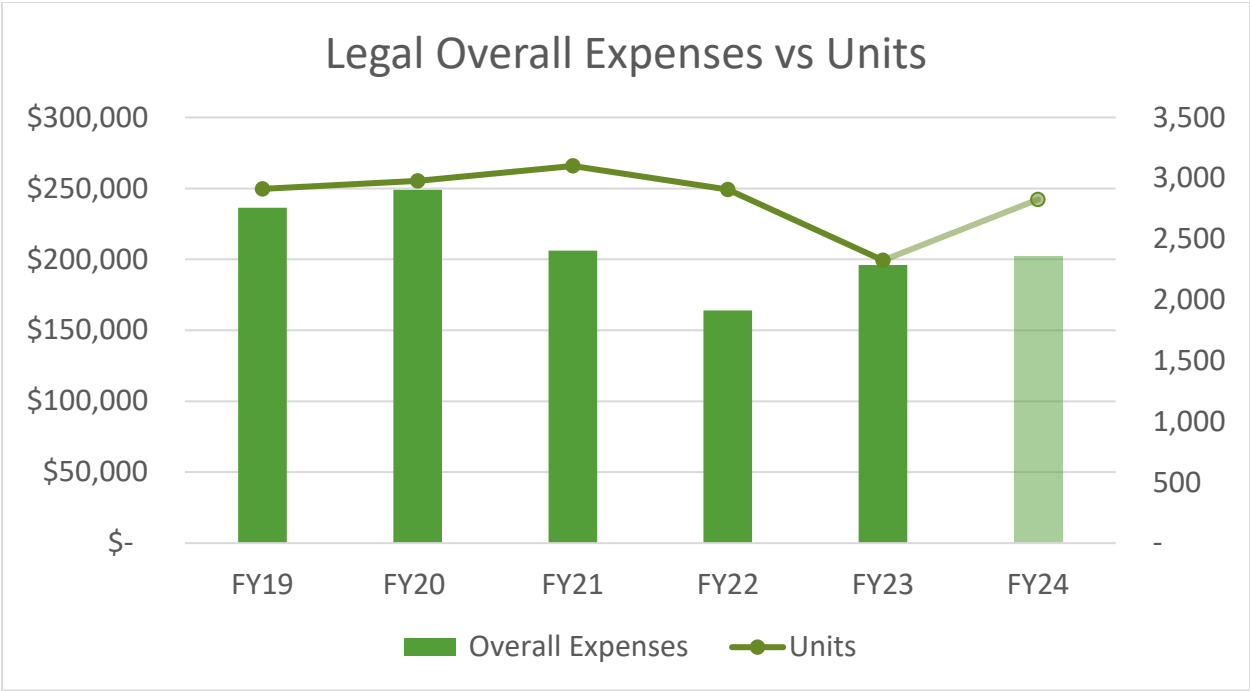


### Caregiver/GRG Overall Expenses vs. Units

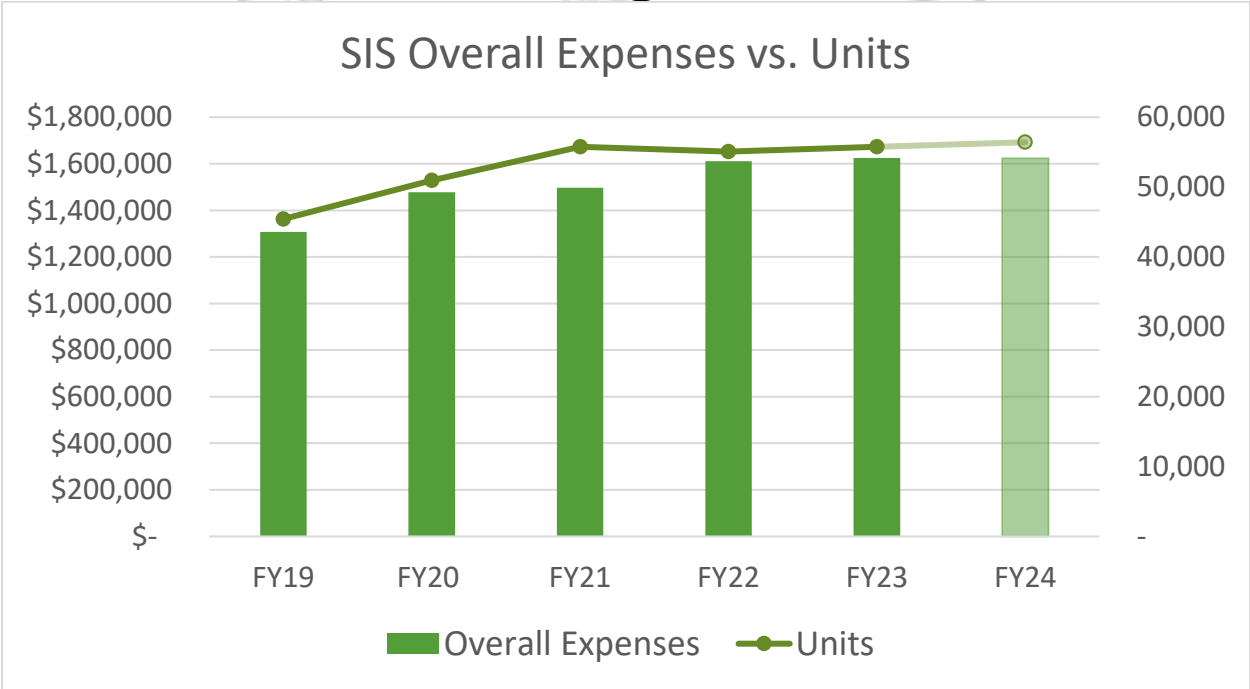


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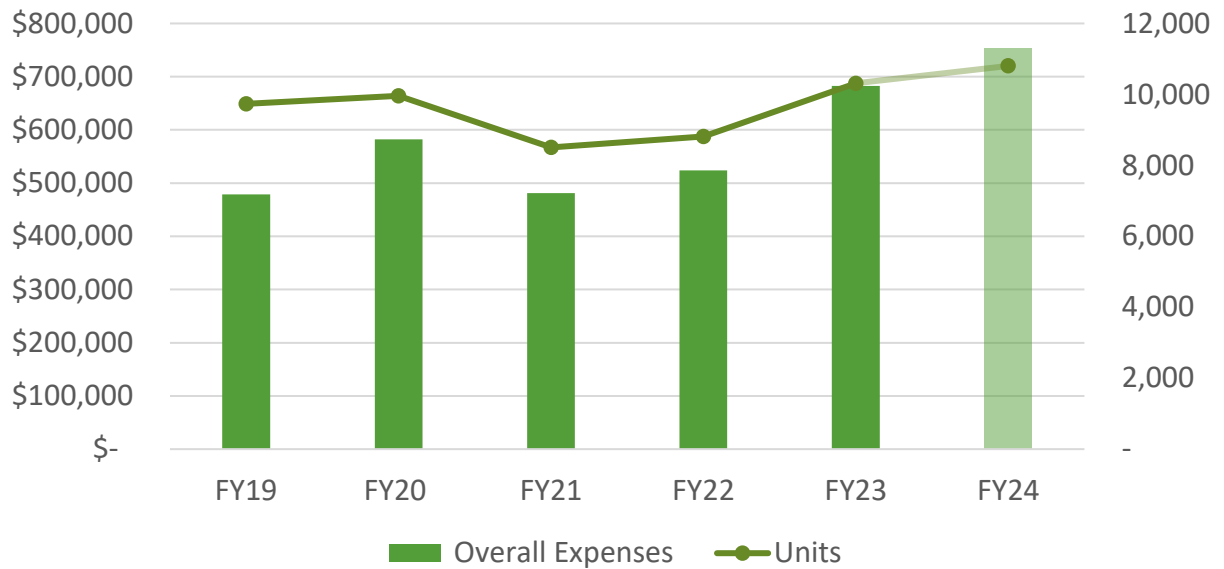


## Livingston

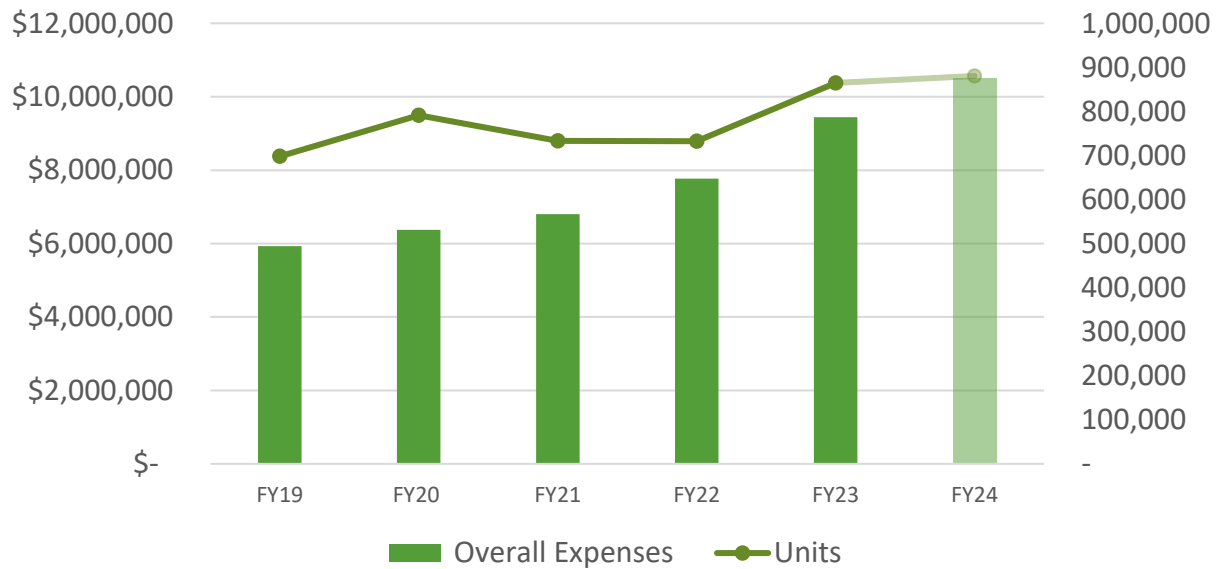


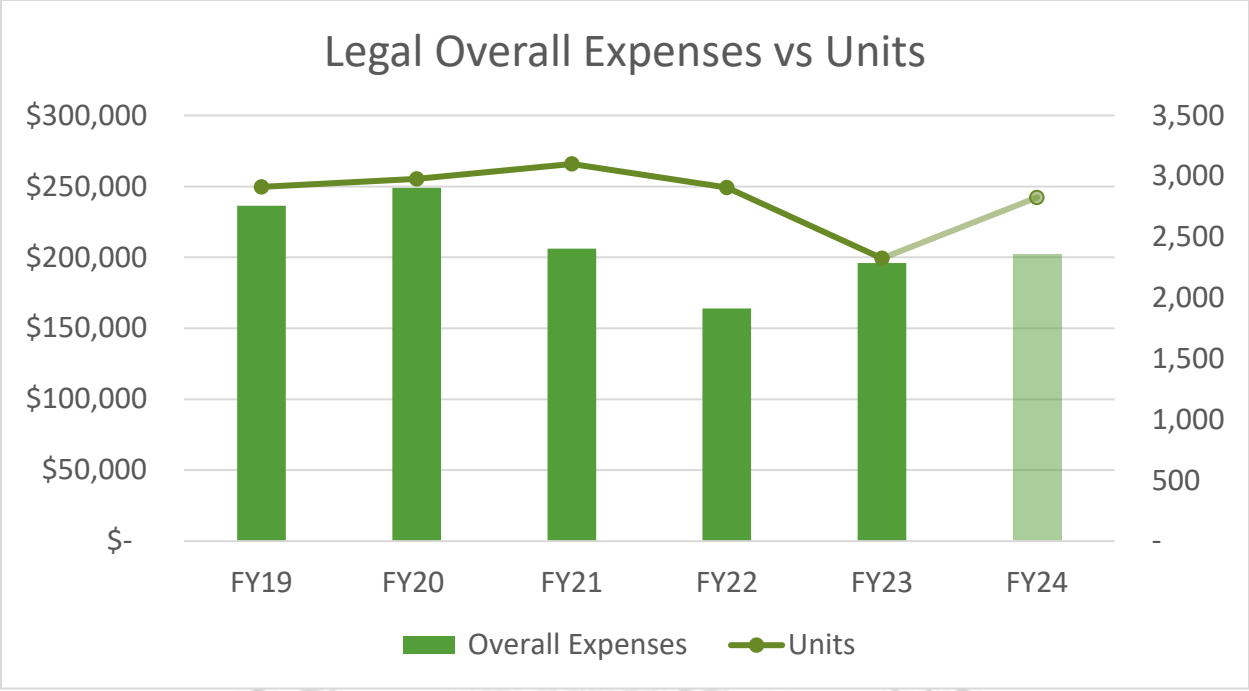


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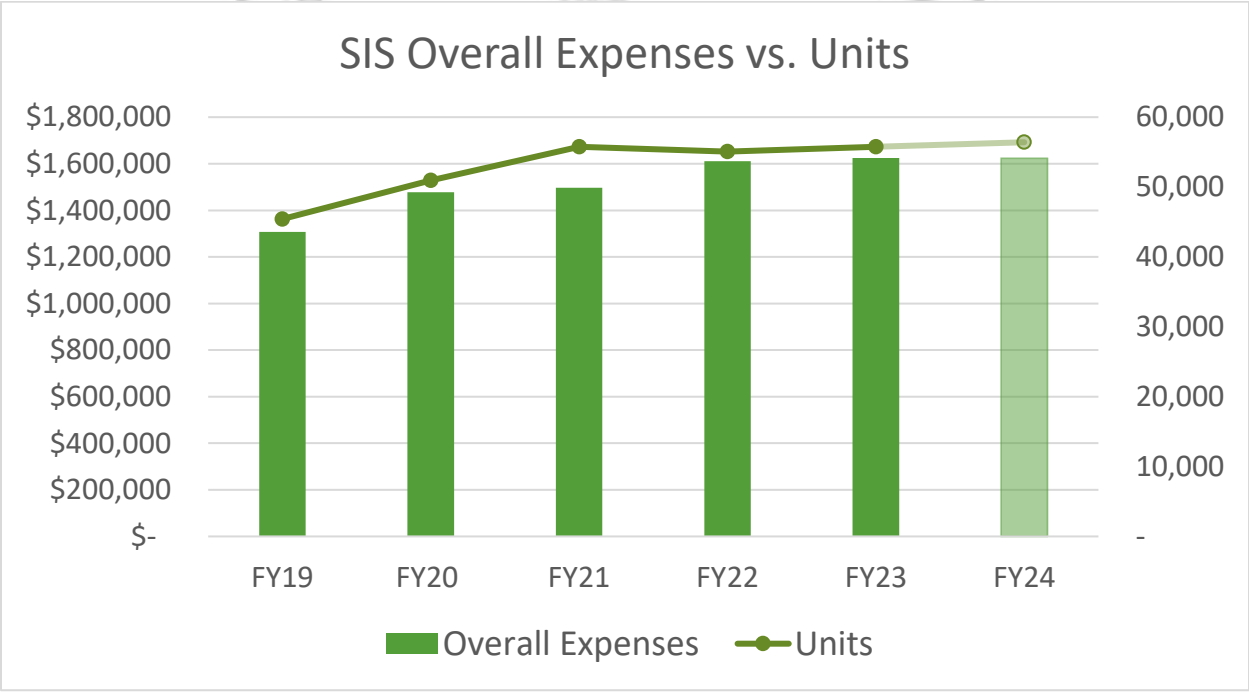


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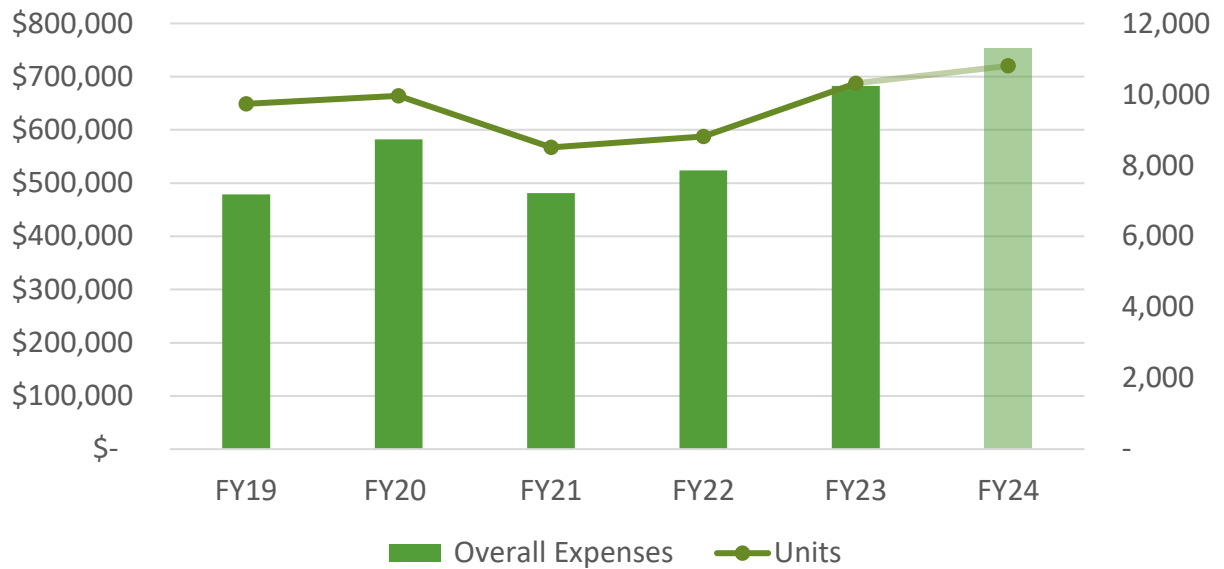




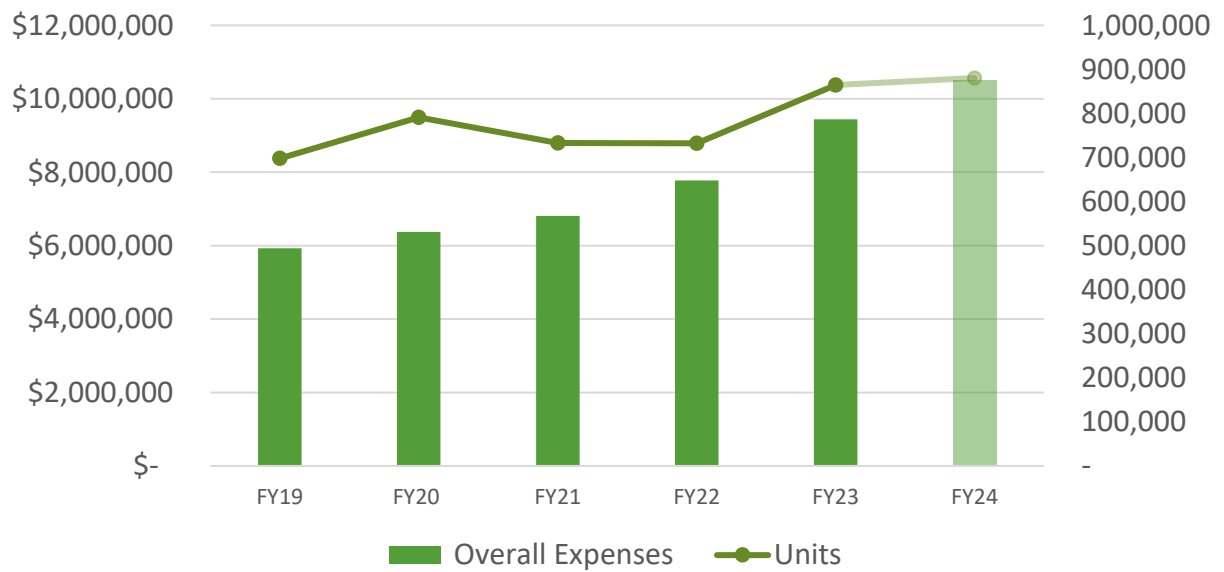
## Macon



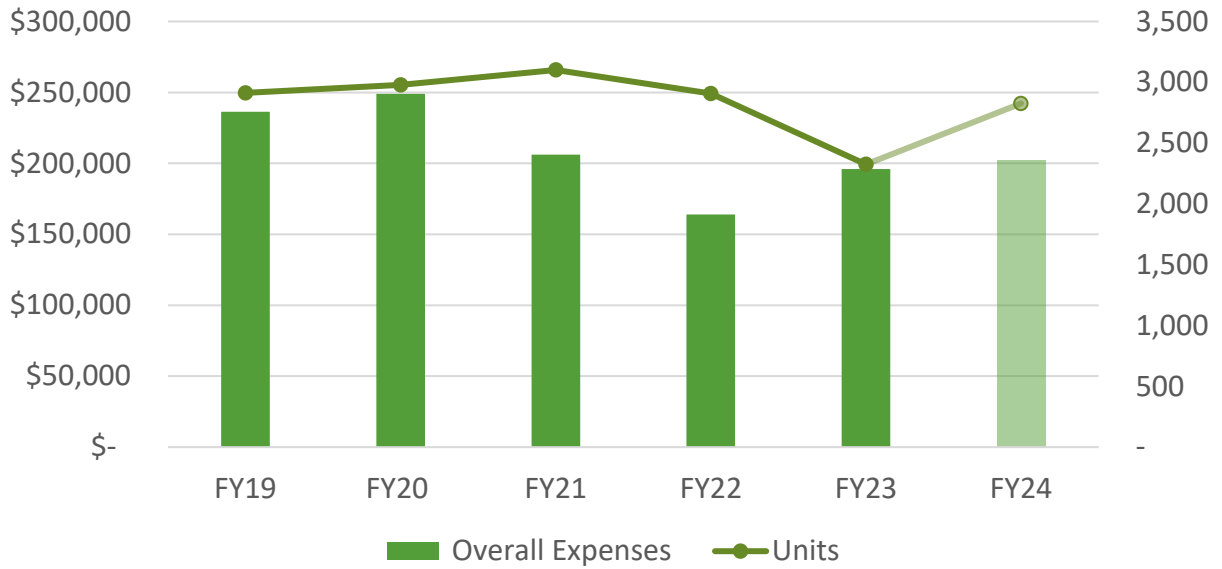
### Caregiver/GRG Overall Expenses vs. Units



### Nutrition Overall Expenses vs Units

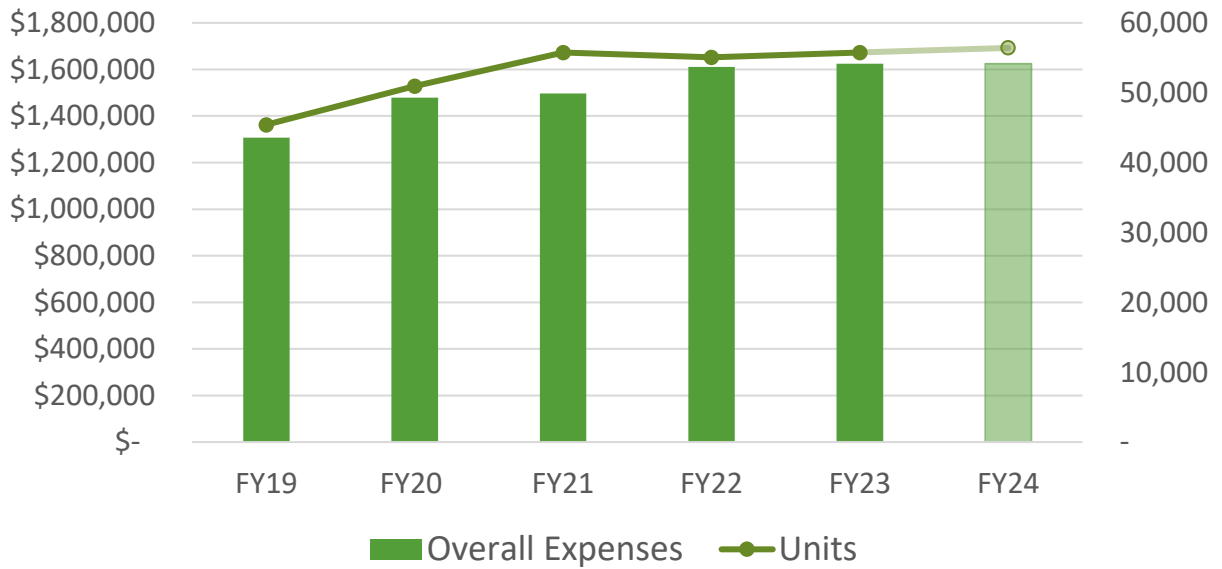


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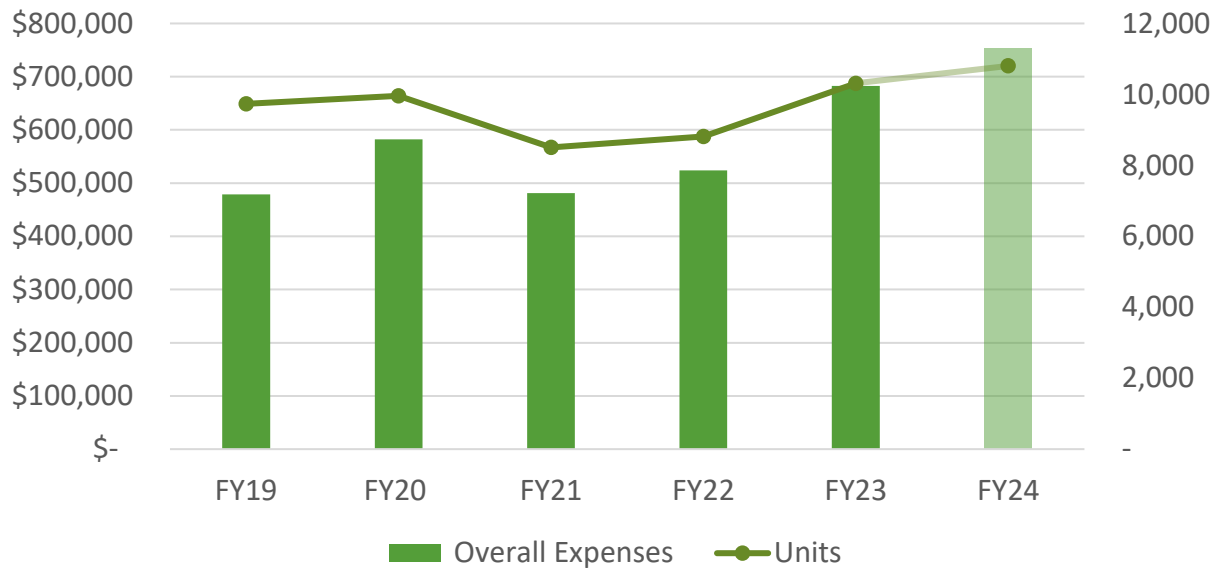


## McLean

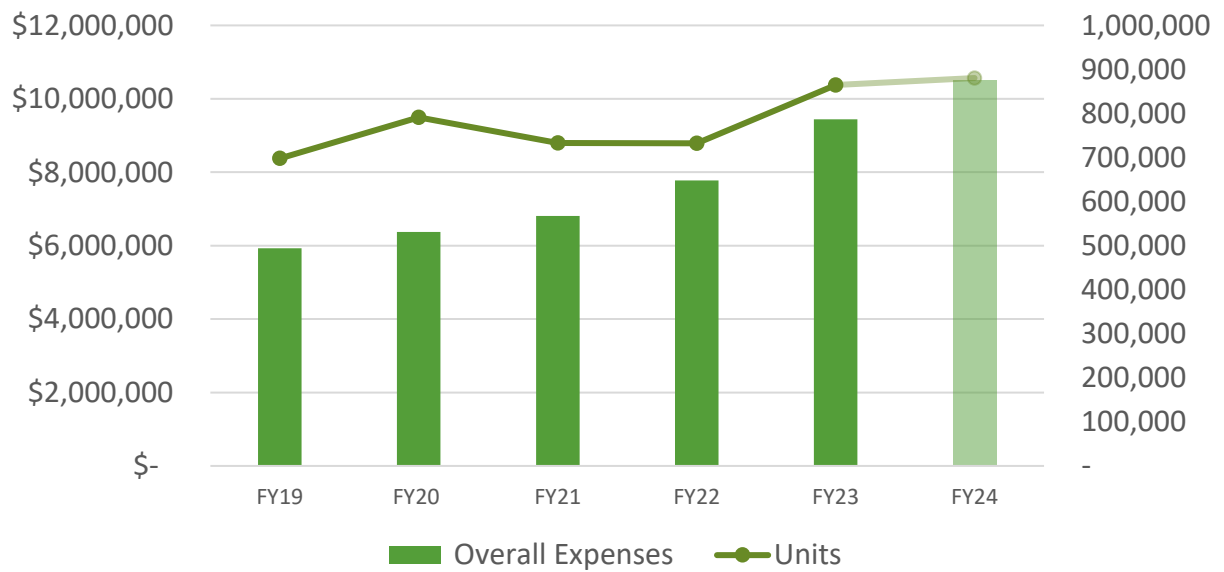
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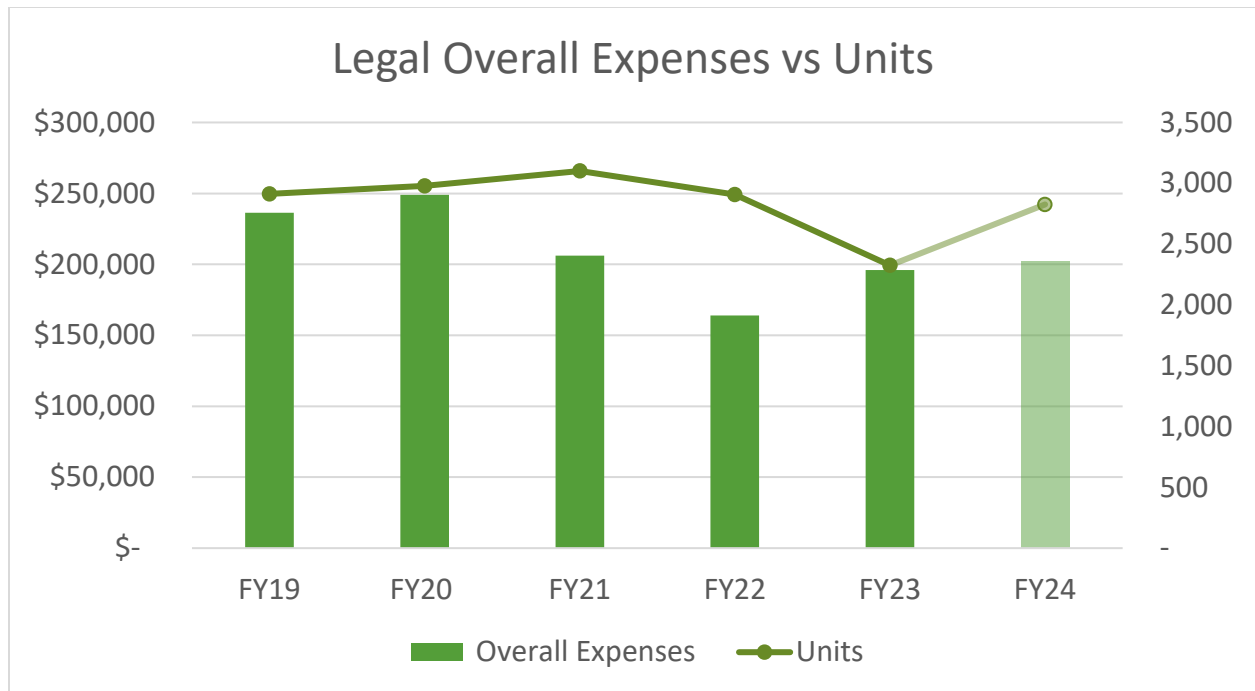


### Caregiver/GRG Overall Expenses vs. Units

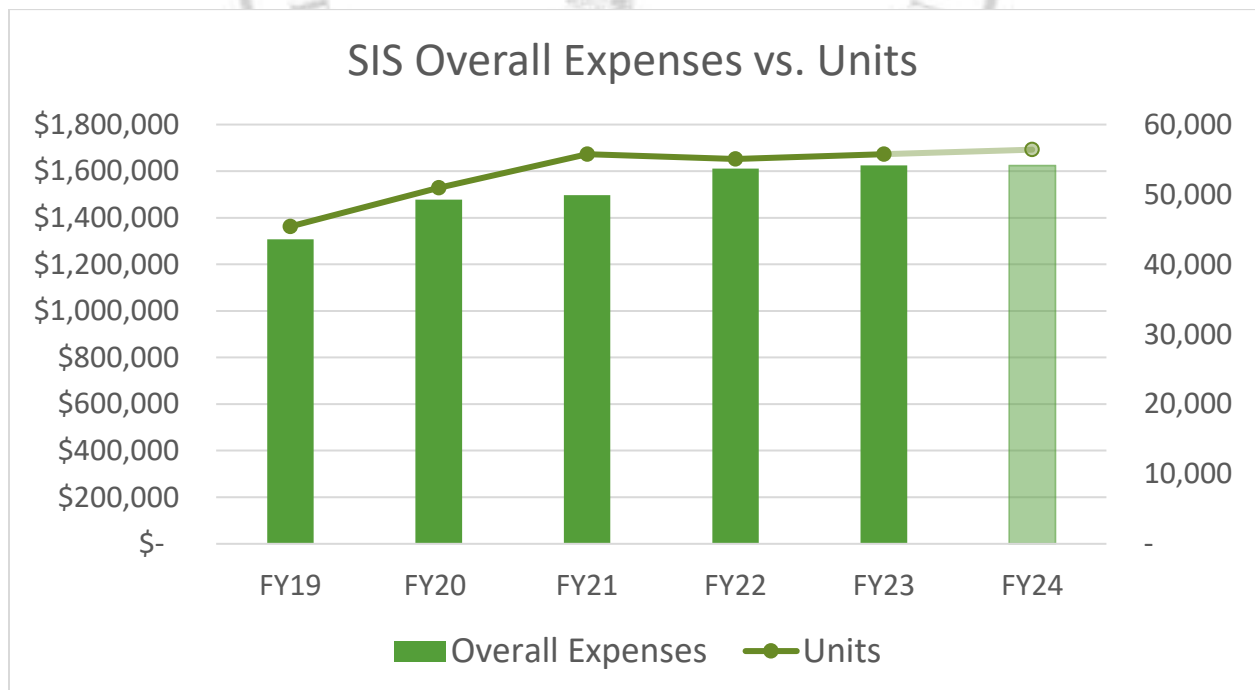


### Nutrition Overall Expenses vs Units

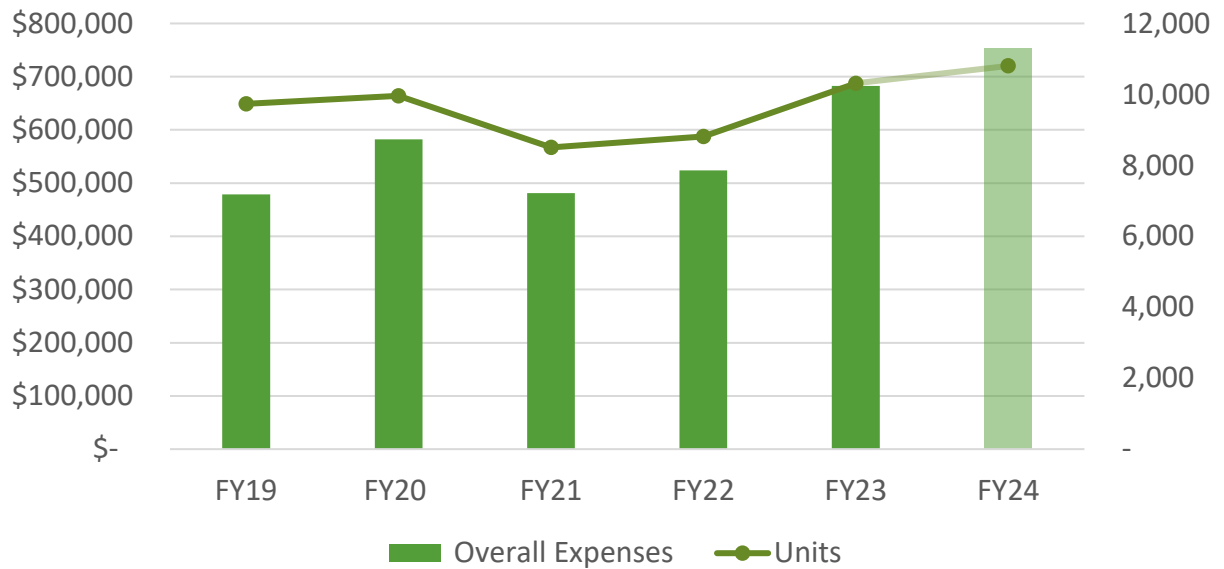




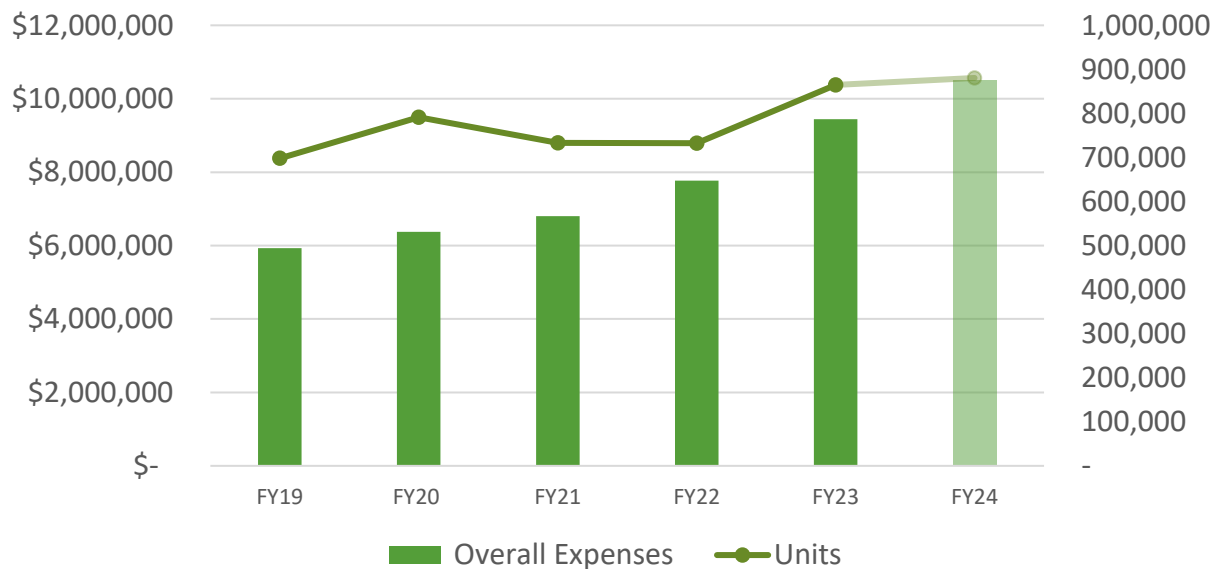
## Moultrie and Douglas



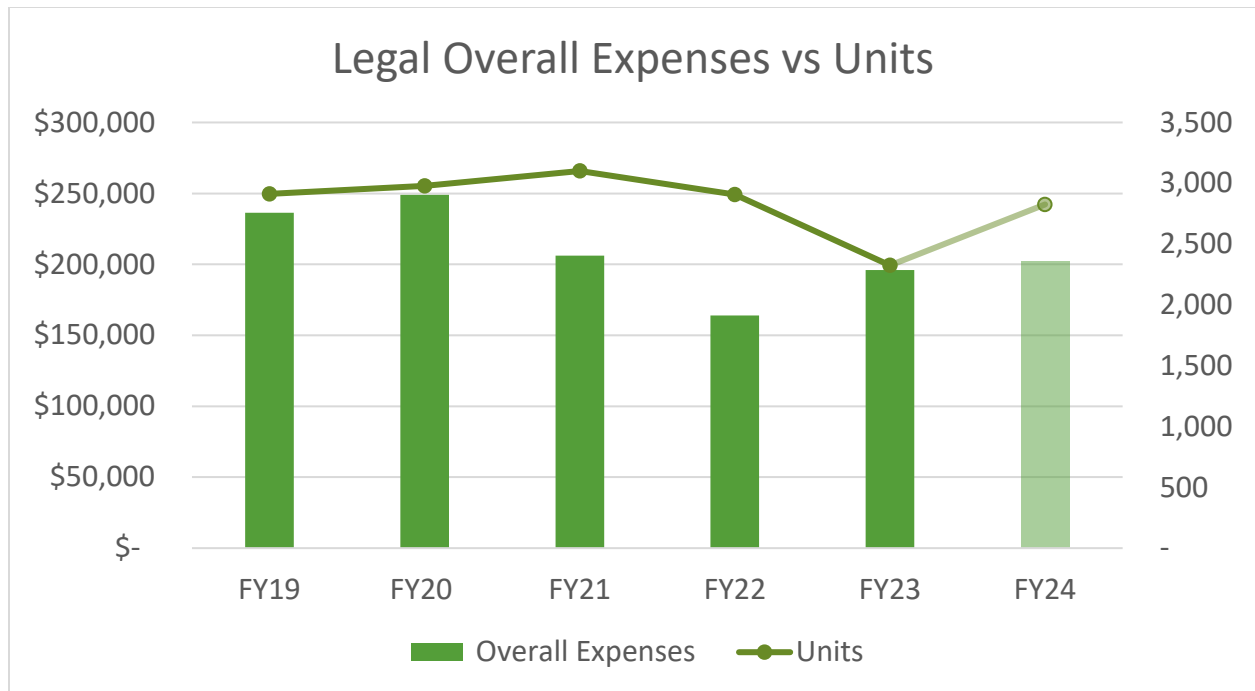
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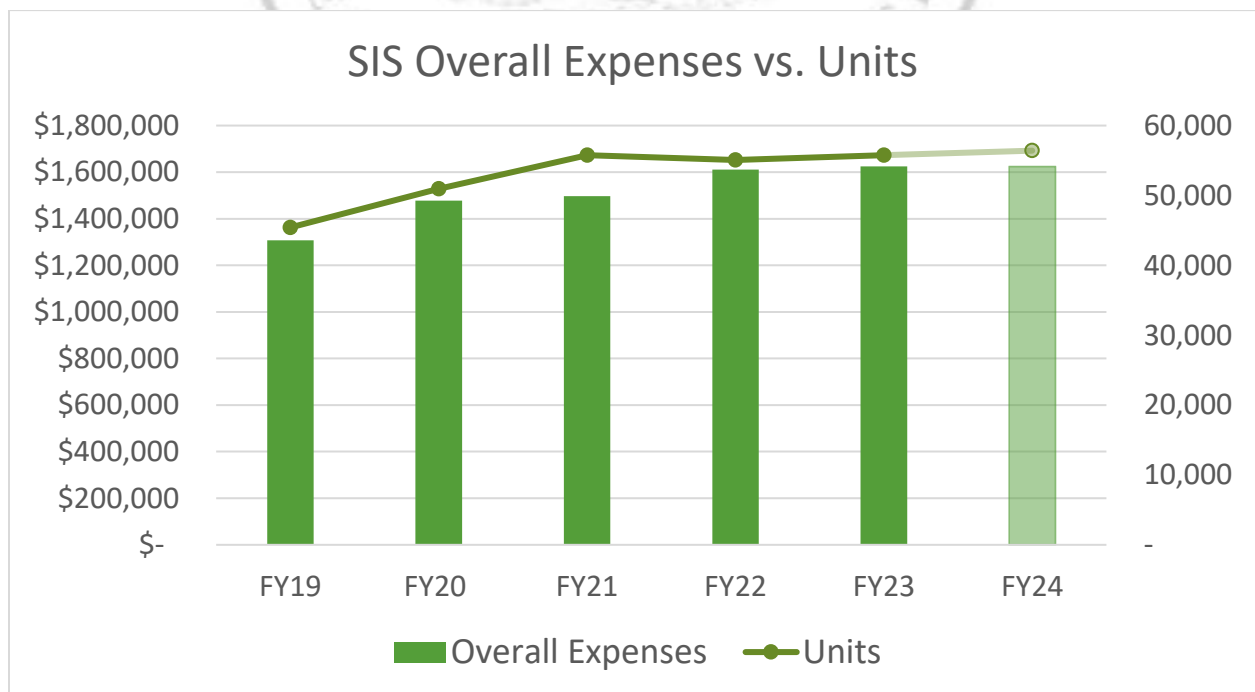
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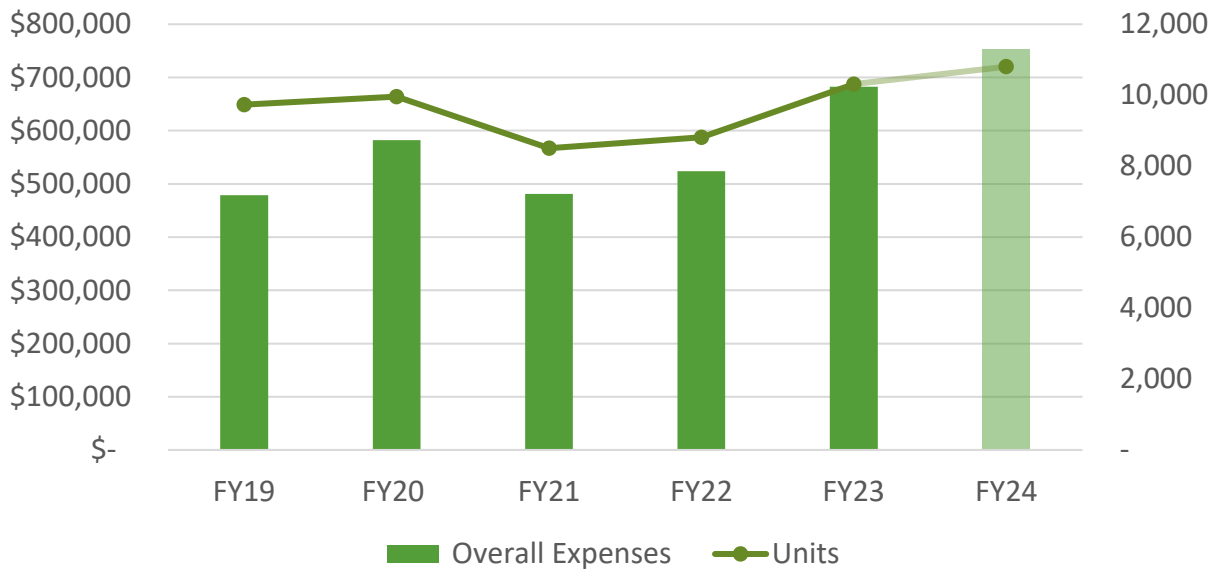




## Piatt and DeWitt

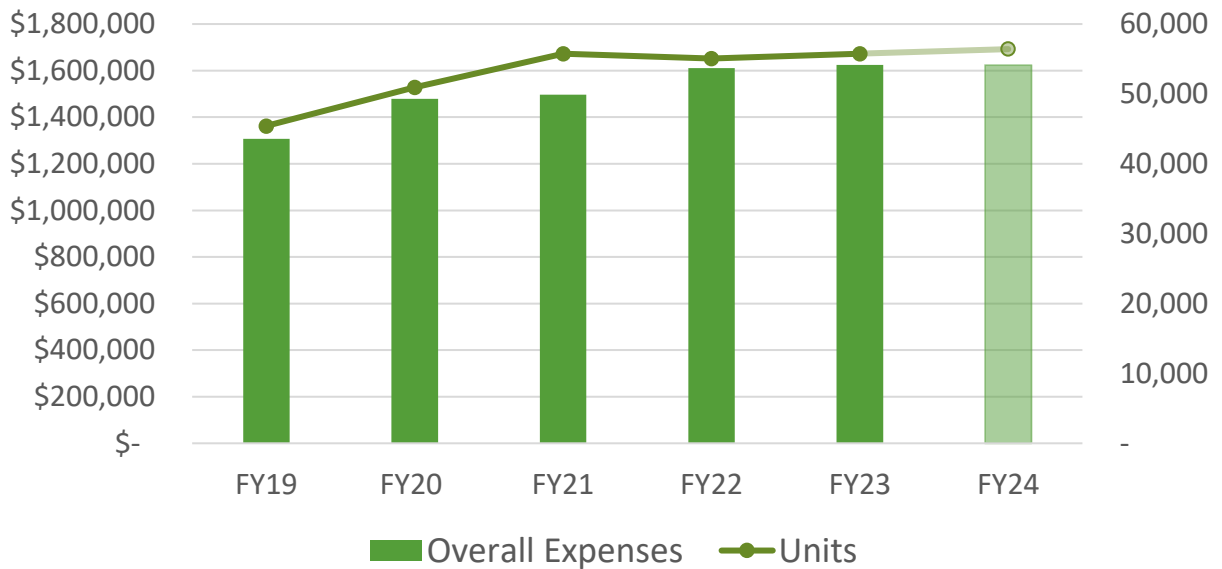


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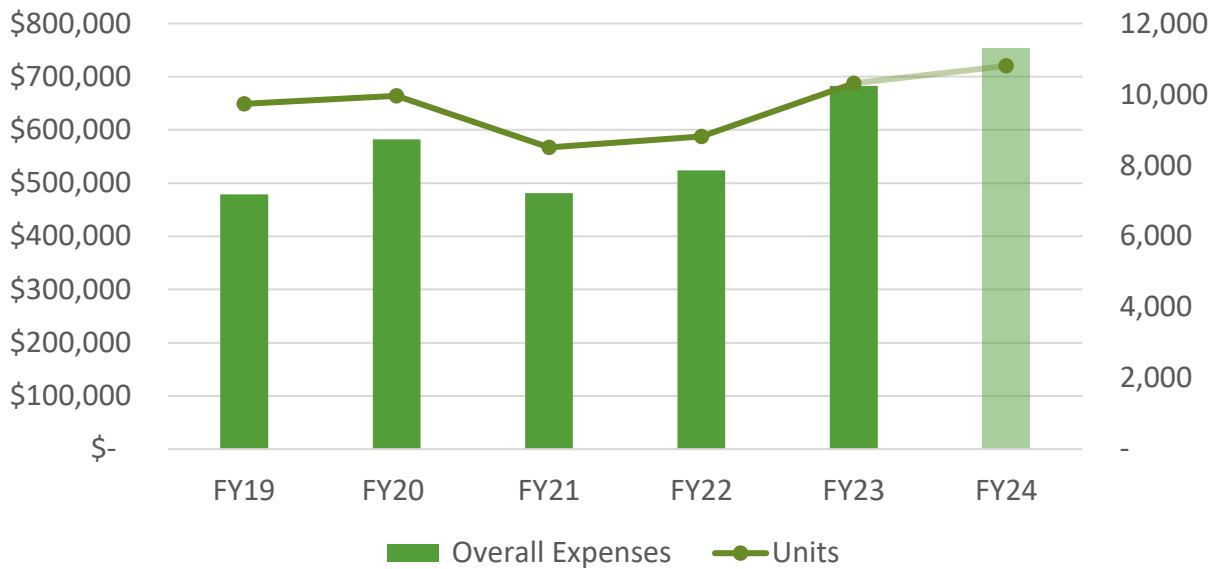


## Shelby

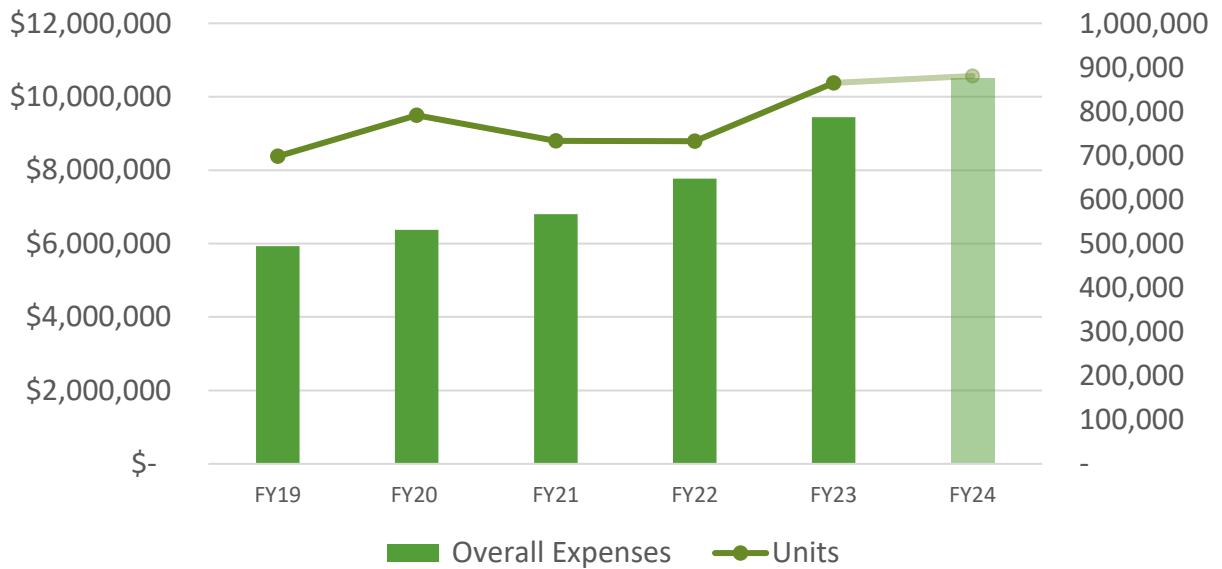
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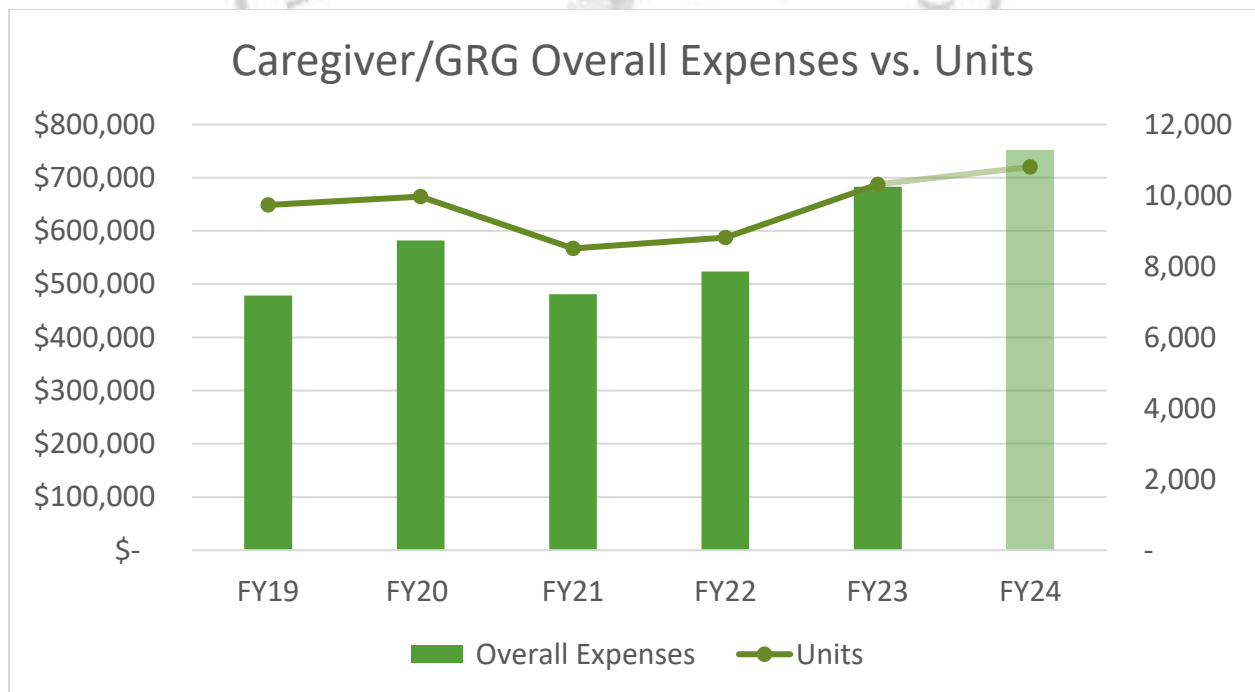
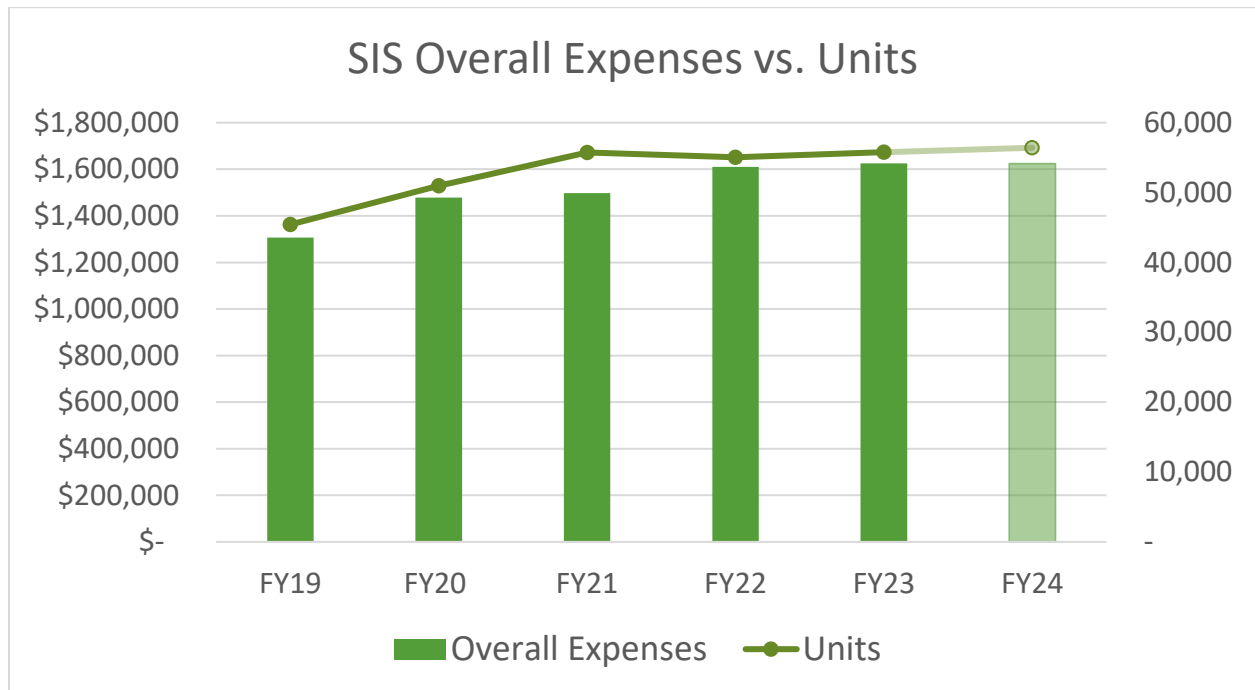
### Caregiver/GRG Overall Expenses vs. Units



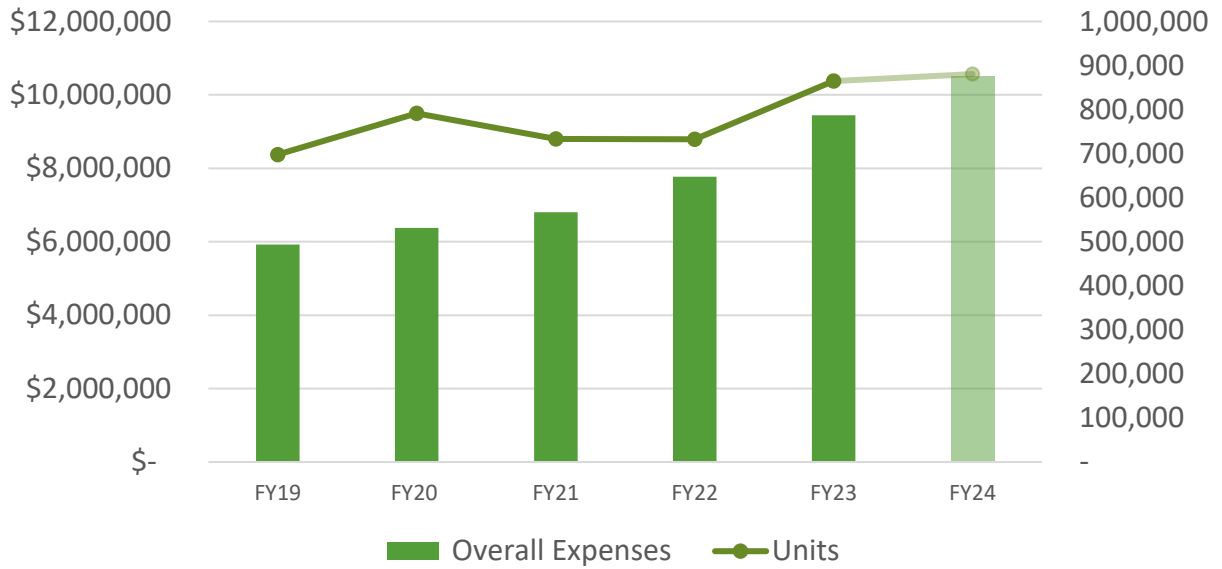
### Nutrition Overall Expenses vs Units



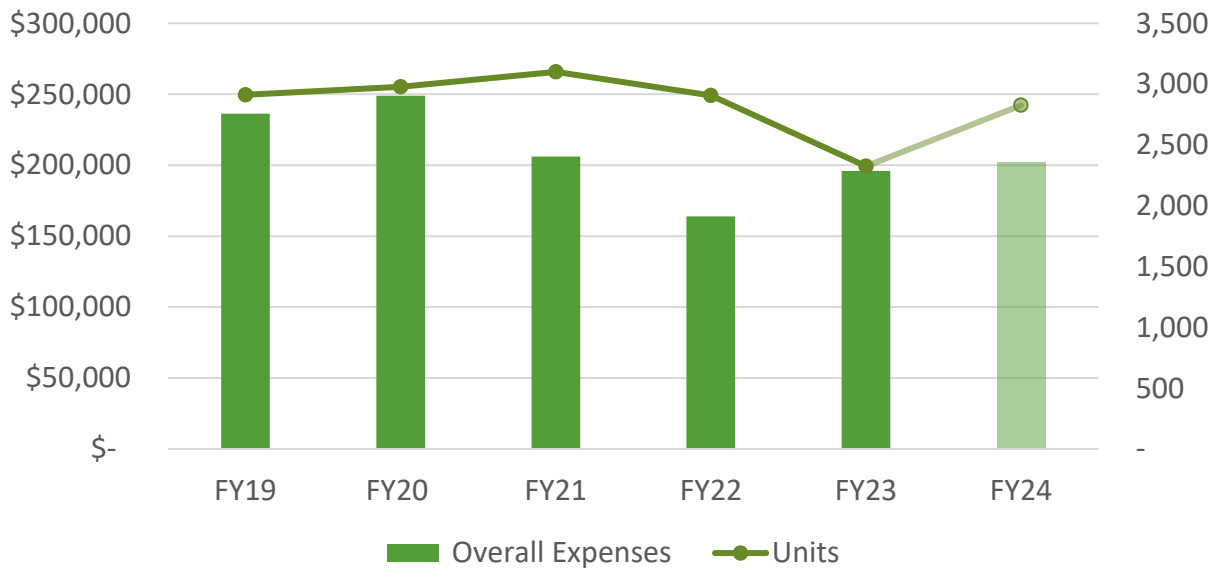
# Vermillion



### Nutrition Overall Expenses vs Units



### Legal Overall Expenses vs Units



## ATTACHMENT E

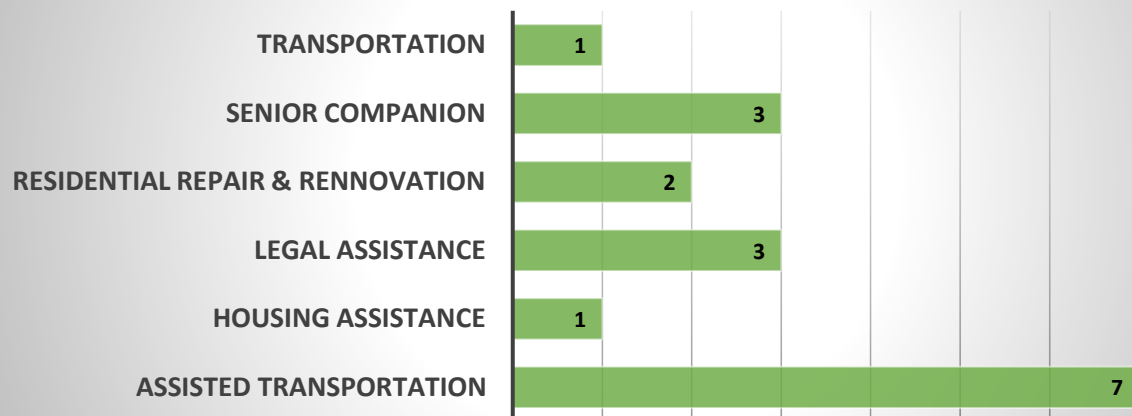
### FY 2024 COUNTY CONVERSATIONS

#### FY 2023 UNMET NEEDS REPORT

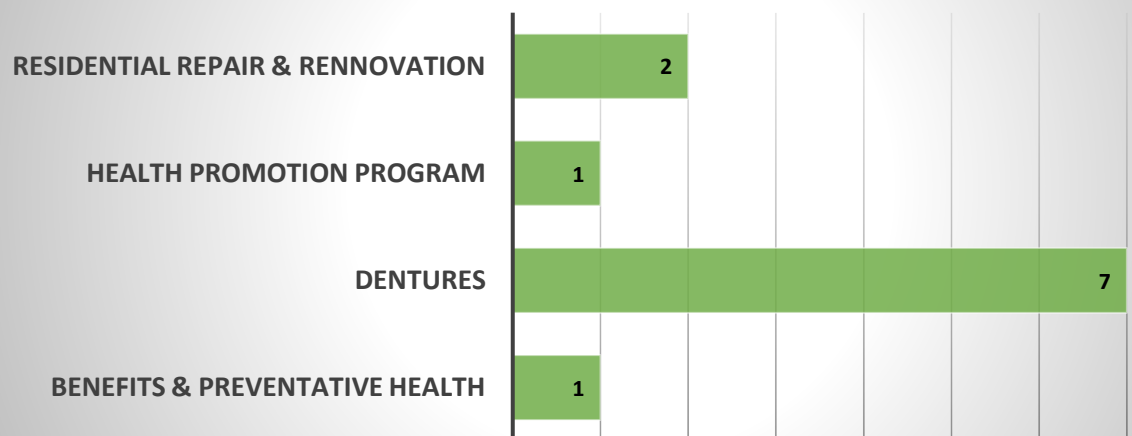
FY 2023 Unmet Needs Report (10/1/2022 – 9/30/23)												
Unmet Need Category	CL	CO	CU	DW	ED	FO	LI	MA	MC	PI	SH	Total
Adult Day Care	-	-	-	19	-	-	-	42	895	-	-	956
Assisted Transportation	7	-	-	4	-	-	6	6	7	-	2	32
Benefits & Preventative Health	-	1	-	-	-	-	-	-	-	-	4	5
Case Management	-	-	-	-	-	-	-	-	-	-	-	-
Congregate Meals	-	-	-	-	-	-	-	-	-	-	-	-
Counseling	-	-	-	-	-	-	-	-	-	-	-	-
Dentures	-	7	-	4	-	-	12	-	10	-	-	33
Education	-	-	-	-	-	-	-	-	-	-	-	-
Emergency Response System	-	-	-	-	-	-	-	2	1	-	-	3
Employment Assistance	-	-	-	-	-	-	-	-	-	-	-	-
Eyeglasses	-	-	-	5	-	-	7	-	4	-	-	16
Health Promotion Program	-	1	-	-	-	-	-	-	-	-	-	1
Home Delivered Meals	-	-	-	-	-	-	-	-	-	-	-	-
Home Health Care	-	-	-	-	-	-	-	-	-	-	-	-
Homemaker	-	-	1	-	-	-	-	-	14	-	-	15
Housing Assistance	1	-	-	2	-	-	4	4	7	-	-	18
Legal Assistance	3	-	-	-	-	-	-	-	-	-	-	6
Medication Management	-	-	-	-	-	-	-	-	-	-	1	1
Mental Health Screening	-	-	-	-	-	-	-	-	-	-	-	-
Money Management	3	-	-	-	-	1	-	-	1	-	-	5
Nutrition Education	-	-	-	-	-	-	-	-	-	-	-	-
Pest Control	-	-	-	-	-	-	-	-	-	-	-	5
Pet Sitting	-	-	-	-	1	-	-	-	-	-	-	1
Physical Fitness/Exercise	-	-	-	-	-	-	-	-	-	-	-	-
Prescription Drug Assistance	-	-	-	-	-	1	-	-	-	-	-	1
Recreation	-	-	-	7	-	-	-	-	-	-	-	-
Residential Repair & Renovation	2	2	-	-	-	1	8	18	16	-	5	59
Senior Center Activities	-	-	-	-	-	-	-	-	-	-	-	-
Senior Companion	3	-	-	-	-	-	1	-	-	-	-	4
Social Services & Follow Up	-	-	-	-	-	-	-	-	-	-	-	-

Telephone Reassurance	-	-	-	-	-	1	-	-	-	-	-	1
Transportation	1	-	-	39	-	-	33	12	24	-	-	129
Utility Assistance	-	-	-	2	-	-	4	22	12	-	3	43
Yardwork/Snow Removal	-	-	-	1	1	-	-	2	2	3	2	11
<b>Total</b>	<b>20</b>	<b>11</b>	<b>1</b>	<b>83</b>	<b>2</b>	<b>4</b>	<b>75</b>	<b>113</b>	<b>998</b>	<b>3</b>	<b>35</b>	<b>1,345</b>

### FY 2023 Clark County Unmet Needs



### FY 2023 Coles County Unmet Needs

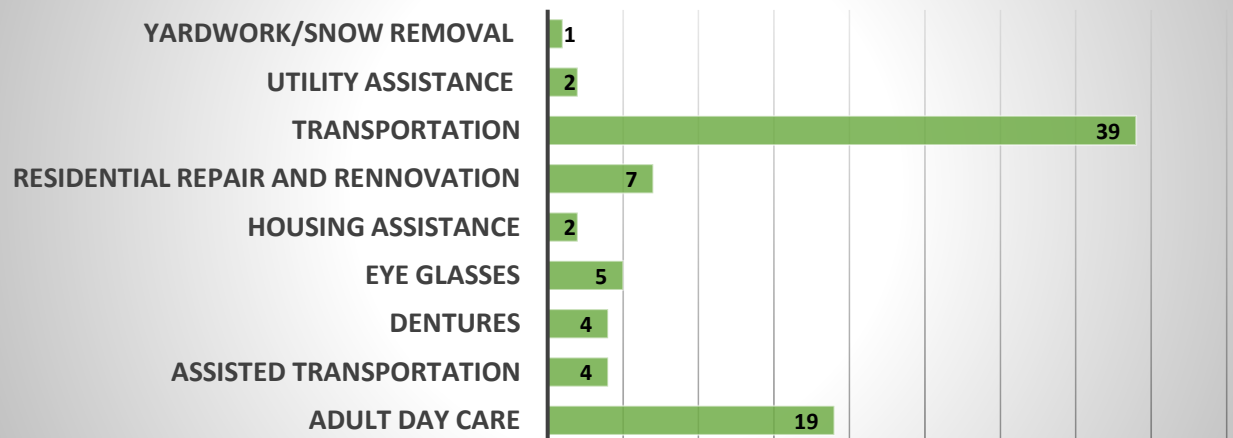




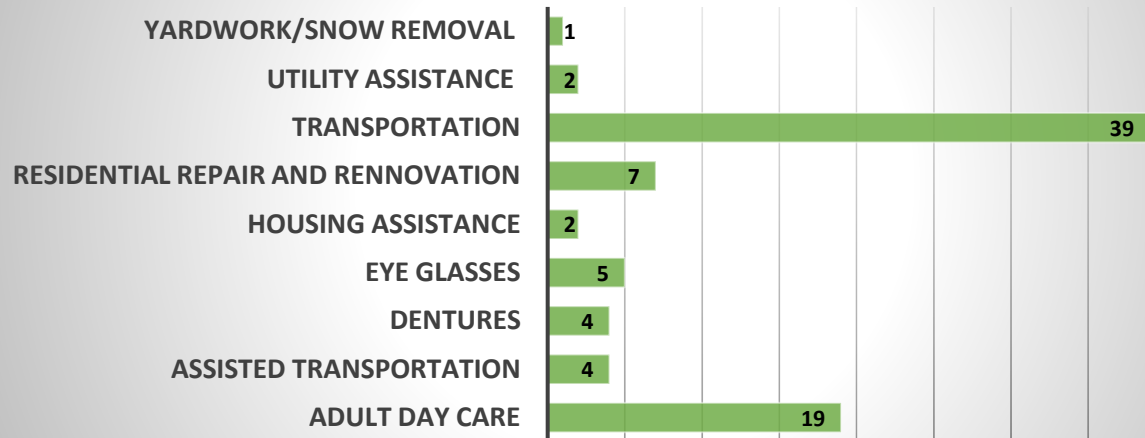
## FY 2023 Cumberland County Unmet Needs



## FY 2023 DeWitt County Unmet Needs



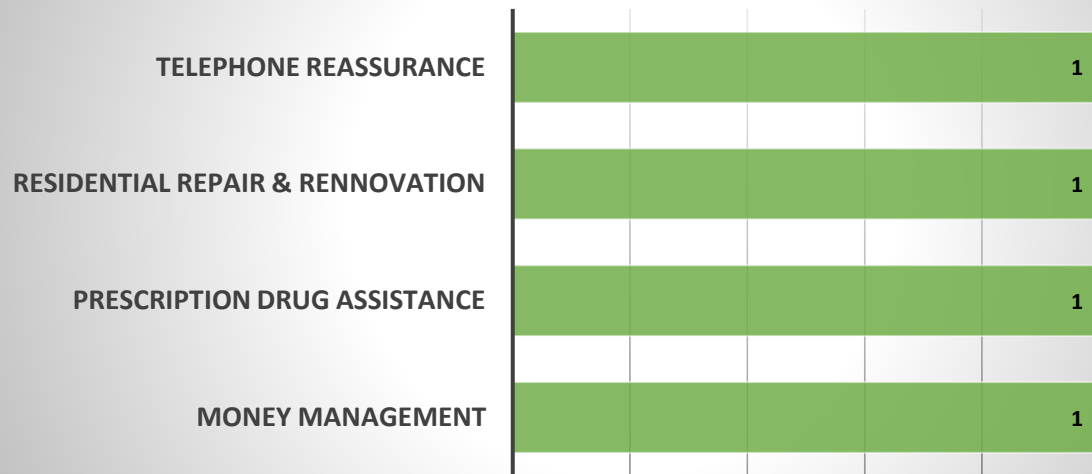
### FY 2023 DeWitt County Unmet Needs



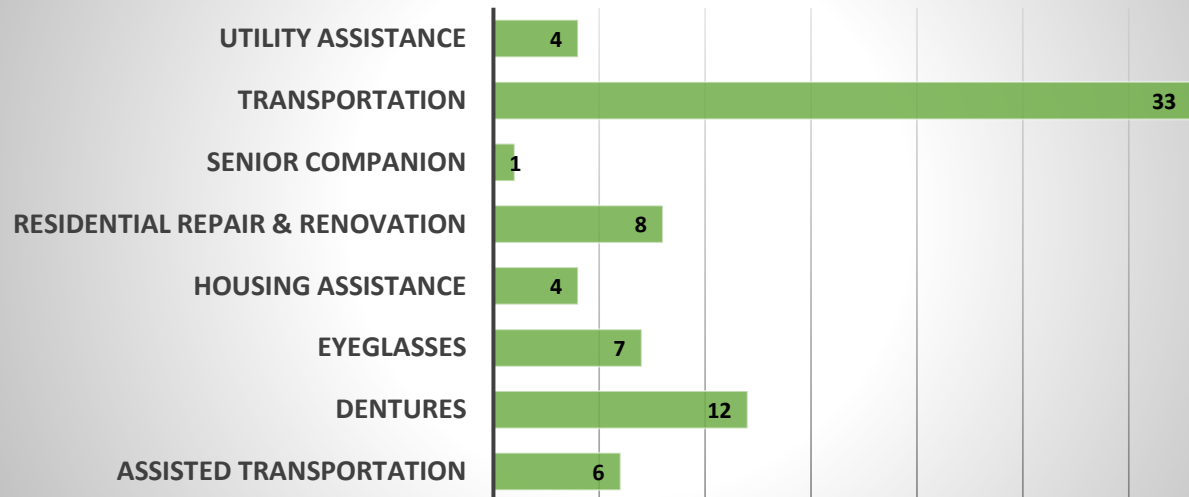
### FY 2023 Edgar County Unmet Needs



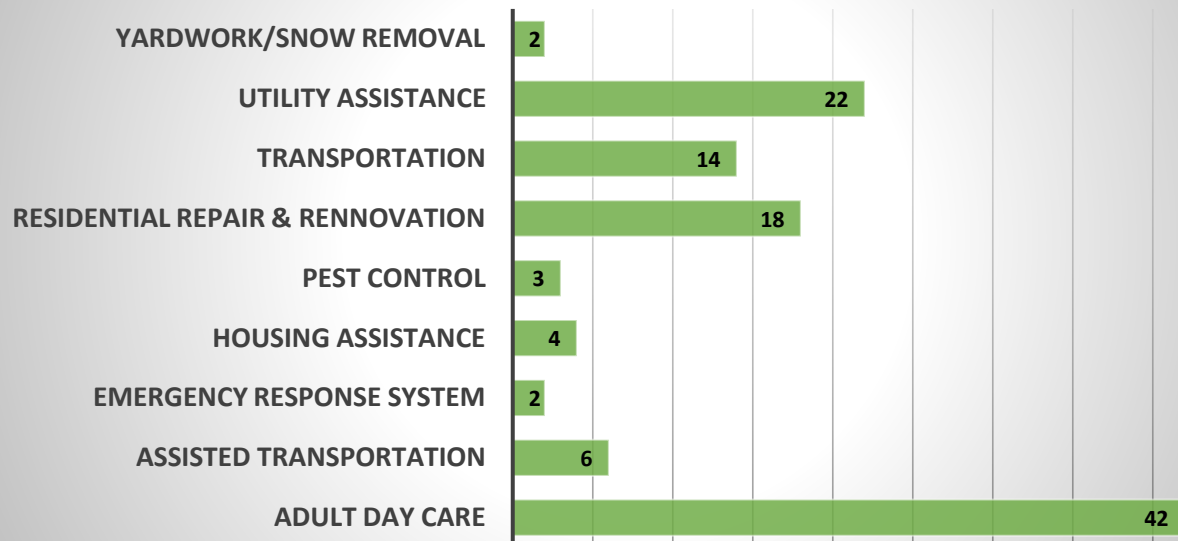
### FY 2023 Ford County Unmet Needs



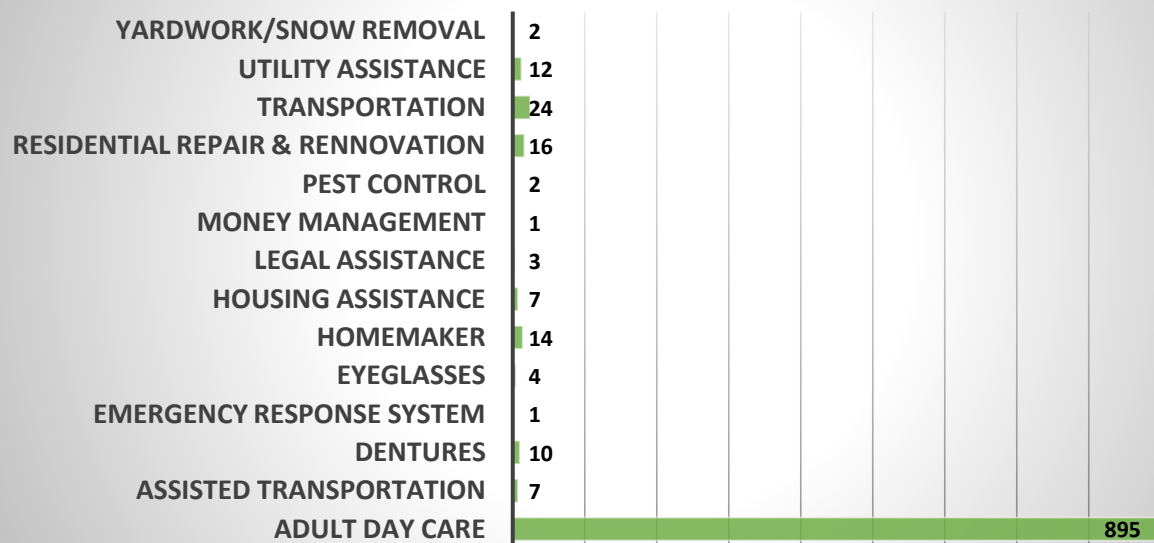
### FY 2023 Livingston County Unmet Needs



## FY 2023 Macon County Unmet Needs



## FY 2023 McLean County Unmet Needs



### FY 2023 Piatt County Unmet Needs

YARDWORK/SNOW REMOVAL

3

### FY 2023 Shelby County Unmet Need

YARDWORK/SNOW REMOVAL

2

UTILITY ASSISTANCE

3

TRANSPORTATION

18

RESIDENTIAL REPAIR & RENNOVATION

5

MEDICATION MANAGEMENT

1

BENEFITS & PREVENTATIVE HEALTH

4

ASSISTED TRANSPORTATION

2

## No Unmet Needs Reported

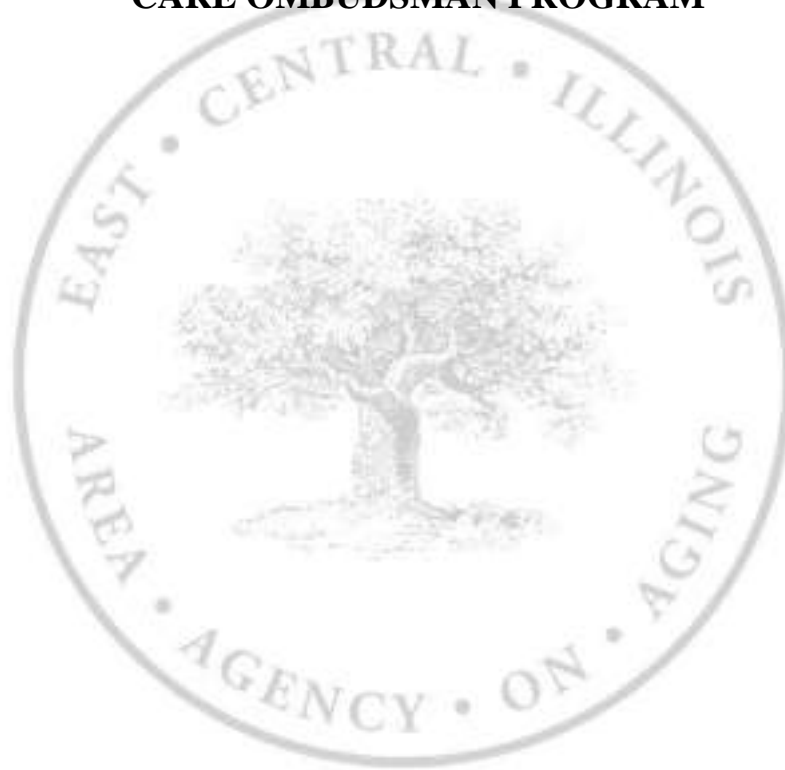
**Champaign  
Douglas  
Iroquois  
Moultrie  
Vermilion**



## ATTACHMENT F

### HIGHLIGHTS OF THE ECIAAA FOCUS GROUPS

**SENIOR INFORMATION SERVICES/COORDINATED POINTS OF ENTRY; CAREGIVER ADVISORY SERVICES; NUTRITION SERVICES; LEGAL SERVICES; REDUCING SOCIAL ISOLATION-IMPROVING CONNECTEDNESS; EVIDENCED-BASED HEALTHY- AGING SERVICES; ADULT PROTECTIVE SERVICES; AND, LONG-TERM CARE OMBUDSMAN PROGRAM**







# County Conversation Focus Groups

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Highlights

# Focus Groups

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Caregiver Advisory  
Services

Legal Services, Adult  
Protective Services,  
and Long-Term Care  
Ombudsman Program

Nutrition Services

Senior Information  
Services/Coordinated  
Point of Entry

Reducing Social  
Isolation/Healthy  
Aging Services



# Format of Focus Groups

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## Step by Step

1. Empathy Mapping
2. Journey Mapping

The goal of each focus group is to get inside the heads of our customers and look out at our programs and services and experience it with them.





# Empathy Mapping

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## Desired Outcome

- Vicariously experience the ECIAAA-funded service through the eyes of a customer.
- In empathic mode, the group will map the customer's journey.

## Goals

- Helps communicate our services in a way that resonates with prospective customers.
- Get in the mind of the customer, as they prepare their journey to using ECIAAA-funded programs and services.





# Empathy Mapping

## Focus Group Participants Identified:

- What Customer is Thinking
- What Customer is Feeling
- What Customer is Hearing
- What Customer is Saying
- What Customer is Doing
- What Customer is Seeing



# Journey Mapping

Journey Mapping helps identify the steps customer might take to use our programs and services and what that person experiences doing that.

Using the Empathy Mapping, the focus group discovered what customer went through to recognize need and use of the ECIAAAA-funded program or service through identifying:

- Questions customer has
- Happy moments customer experiences
- Pain points customer feels



# Opportunities & Barriers



Now that we understand the customer's actions, questions, happy moments and pain points, what are the opportunities to communicate better or differently, and to reduce barriers to utilization of the ECIAAA-funded program or service?





# Caregiver Advisory Services

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1-30-24 Focus Group  
Normal Township ARC  
Normal, IL



# Caregiver Advisory Services Focus Group



## Scenario

JoAnn is 58 years old providing care to her husband aged 64 who had a stroke 3 years ago leaving his left side weak, left arm paralyzed, and his speech is slurred and difficult to understand. Recently, JoAnn has agreed to take care of her adult daughter's 6-year-old son. JoAnn's daughter is unreliable and often cannot be located. JoAnn's husband needs some assistance transferring, dressing, grooming, and ensuring his cane is reachable for limited ambulation around the house. JoAnn assists in the morning and gets her husband to his recliner to watch television while she works a 4-hour shift at a bookstore, and then runs household errands. JoAnn's grandson will be starting kindergarten in a new school system.

## Problem

JoAnn needs to get her grandson registered and established in school but is unsure about the length of time her husband will be alone.

## Action

JoAnn has heard about the Caregiver Advisory Services and knows how to reach the service provider through a brochure she found.

# Empathy Mapping of JoAnn



Thinking	Feeling	Hearing	Saying	Doing	Seeing
JoAnn is thinking she is at her limit and is unsure the Caregiver Advisory Services program can help.	JoAnn is feeling mixed emotions and doubts the Caregiver Advisory Services program can help.	JoAnn is hearing that she needs help, and a solution may be found through the Caregiver Advisory Services program.	JoAnn is saying that she is willing to reach out to see if the Caregiver Advisory Services program can lend her the support and assistance to address her needs and the needs of her husband and grandson.	JoAnn is doing what she needs to be a good family caregiver to husband and grandson by contacting the Caregiver Advisory Services program.	JoAnn is seeing that her caregiving situation has improved for husband and grandson, and she continues to feel supported by the Caregiver Advisory Services program.

# Journey Mapping for JoAnn



Action - JoAnn places a phone call to the Caregiver Advisor at one of ECIAAA's service providers.

Questions - JoAnn is uncertain if the Caregiver Advisory Services program is worth her time, effort, and is trustworthy.

Happy Moments - JoAnn's experience with the Caregiver Advisory Services program has brought her the relief and support she has needed to be a better family caregiver.

Pain Points - JoAnn's losses have led her to believe she is inadequate, and others view her as a failure. JoAnn's pain points are motivating her to reach out to the Caregiver Advisory Services to find relief.



# Opportunities & Barriers

## Opportunities:

- Reframing aging to remove stigmas.
- Examine experiences of family caregivers and/or grandparents/other relatives raising children to understand barriers and incorporate that into messaging of programs and services.
- Strengthening collaborations and partnerships within aging network.

## Barriers:

- Not enough income to support grandparents/other relatives raising children on fixed incomes depending on legal status of the child(ren).
- Bureaucratic red tape and limitations in obtaining services such as respite care.
- Services for family caregivers and/or grandparents/other relatives raising children can be confusing and fragmented.
- Perception that the Caregiver Advisory Services program cannot meet all the caregiver's needs, so why bother?



# Legal Services, Adult Protective Services & Long-Term Care Ombudsman Program

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1-32-24 Focus Group  
Paxton Civic Center  
Paxton, IL



# Legal, APS, Ombudsman Focus Group



## Scenario

Mary, age 72, recently moved into a skilled nursing facility with a Medicaid pending status. Mary is alert and oriented but frail and cannot see very well due to having diabetes and glaucoma. Mary recently signed papers for her youngest daughter to be her agent for financial power of attorney.

## Problem

Mary's Social Security check is no longer being deposited into her checking account and the nursing home has not received payment. The nursing home has attempted to call Mary's daughter and has not received a call back. The nursing home stated that she will need to leave the facility if her Medicaid application is not approved.

## Action

Mary was encouraged by staff to call the Long-Term Care Ombudsman to review the situation and see if someone could help resolve this issue. With the help of a CNA, Mary places a call to the Long-Term Care Ombudsman Program.



# Empathy Mapping of Mary



## Thinking

Mary is thinking she will be kicked out of the long-term care facility if she does not get this resolved.

## Feeling

Mary is feeling mixed emotions and doubts anyone can help her find a resolution leaving her vulnerable.

## Hearing

Mary is hearing the seriousness of the situation she is currently in and there may be an advocate willing to help her get this resolved.

## Saying

Mary is saying she depended on her daughter who has put her in this predicament and is blaming herself.

## Doing

Mary is taking charge of her current situation and reaching out to staff and other entities to avoid being kicked out of nursing home.

## Seeing

Mary is seeing she relies on others due to her physical limitations and with the help of the Long-Term Care Ombudsman, she can stay at the nursing home.

# Journey Mapping for Mary



Action – Mary places a call to the Long-Term Care Ombudsman Program with the help of a CNA at the nursing home facility.

Questions – Mary is concerned about her future because of her daughter's actions and is uncertain how Long-Term Care Ombudsman can help.

Happy Moments – Mary realizes that the Long-Term Care Ombudsman is there to help her resolve her issues and put in place a plan for the nursing home to receive payment in future without the help of her daughter who has let her down.

Pain Points – The actions of Mary's daughter left Mary feeling more helpless and vulnerable and she reluctantly is relying on others for assistance.



# Opportunities & Barriers

## Opportunities:

- Collaboration among advocacy partners such as Adult Protective Services, Legal Services and the Long-Term Care Ombudsman while in the presence of customer to minimize trauma.
- Person-centered approach that includes customer in the resolution of the issue.
- Normalize the advocacy process for the customer to empower them diminishing negative feelings about current situation.

## Barriers:

- Availability of advocacy staff and time restraints.
- Customer's willingness to pursue action against daughter.
- Limitations of customer due to physical and/or mental impairment, use of phone and other technology.



# Nutrition Services

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2-1-24 Focus Group  
Scovill Activity Center  
Decatur, IL

# Nutrition Services Focus Group



## Scenario

Margaret is 68 years old, single and lives alone. Margaret has chronic health conditions such as kidney disease and arthritis in both knees. Margaret works part-time at the local dry cleaners because her Social Security check does not cover all her financial needs. Margaret cares for her 90-year-old mother who lives two blocks away, is wheelchair bound, and she is struggling with making sure her mother is eating regular nutritional meals daily. Margaret also struggles to make sure she is eating appropriate meals for her chronic conditions.

## Problem

Margaret is having a hard time financially and physically. She does the grocery shopping for her mom but due to her physical and financial limitations she is finding it hard to prepare nutritional meals for her mother and herself.

## Action

Margaret found a pamphlet on the Nutrition Services Program offering Congregate and Home-Delivered Meals and decided to give them a call to see if this service could help her situation.

# Empathy Mapping of Margaret



## Thinking

Margaret is thinking she needs to figure out a way to meet her nutritional needs as well as her mother who depends on her.

## Feeling

Margaret is feeling mixed emotions and is concerned about how others will perceive her for reaching out for help for herself and mother.

## Hearing

Margaret is hearing that eating nutritional meals is essential to manage her and mother's chronic illnesses and there is a Nutrition Services program that could benefit them both.

## Saying

Margaret is saying she needs help for her and her mother and has concerns about the Nutrition Services program meeting their nutritional needs.

## Doing

Margaret is seeking advice and reaching out for assistance from the Nutrition Services program.

## Seeing

Margaret is seeing the benefit of the Nutrition Services program and is happy she found the help and support she needed for herself and her mother.

# Journey Mapping for Margaret



Action – Margaret places a call to one of our Nutrition Service Programs to learn about Congregate and Home-Delivered Meals for herself and mother.

Questions – Margaret is concerned about the reliability and quality of Nutrition Services program meeting her and mother's nutritional needs.

Happy Moments – Margaret is relieved to have found the Nutrition Services program and ancillary benefits beyond nutrition it has been providing.

Pain Points – Margaret perceives that others are judging her for reaching out for help from the Nutrition Services program.





# Opportunities & Barriers

## Opportunities:

- Change messaging of Nutrition Services programs as being “Old People Food” and highlight the benefits, offer incentives, remove any negative messaging, use language from Reframing Aging.
- Person-centered approach for Nutrition Services may include food choices and display such as using chinaware instead of Styrofoam/plastic cutlery and tablecloths at Congregate meal sites.

## Barriers:

- Transportation to and from Congregate sites can be limited and time consuming.
- Stigma and perception of words used in marketing such as the word Age or Senior Center.
- Cultural barriers and stigma associated with asking for help.



# Senior Information Services/Coordinated Point of Entry

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2-6-24 Focus Group  
CRIS Healthy Aging  
Champaign, IL

# SIS/CPoE Focus Group



## Scenario

Regina is 68 years old, widowed, retired with an annual income between \$15,000-\$20,000 (below Federal poverty level up to 133%). Regina has high blood pressure, diabetes, arthritis, and must use oxygen for COPD. Regina's daughter and grandchildren recently relocated to Texas for her job. Regina does not want to be a financial burden on them.

## Problem

Regina cannot pay her electric bill in full each month, has been skipping meals, and waits extra days to refill her prescription medications to be sure she can pay her rent.

## Action

Regina called 2-1-1 and was provided a referral to call her local SIS/CPoE in her county. Regina makes the call and speaks to a Senior Services Specialist.

# Empathy Mapping of Regina



## Thinking

Regina is thinking about how she is going to make it financially and does not want to be a burden on her family.

## Feeling

Regina is feeling mixed emotions and finding it hard to accept her current situation because she has worked hard all her life with nothing to show for it.

## Hearing

Regina is hearing hope that assistance may be available through the SIS/CPoE providers who can connect her to benefits and services to meet all her expenses.

## Saying

Regina is saying although she is uncomfortable asking for help, she is grateful the Senior Services Specialist is understanding and not judging her predicament.

## Doing

Regina is taking control of her situation, exploring options to meet her needs, and sharing her financial situation with the Senior Services Specialist in order to receive help.

## Seeing

Regina is seeing a positive change in her life and finding her financial situation is more manageable thanks to the assistance provided by the SIS/CPoE program.

# Journey Mapping for Regina



Action - Regina called 2-1-1 and was provided a referral to call her local Senior Information/ Coordinated Point of Entry in her county. Regina makes the call and speaks to a Senior Services Specialist.

Questions - Regina needs to understand what benefits and services are available to her to stabilize her financial situation and meet her basic life necessities.

Happy Moments - Regina realizes she has contributed to the benefits and services she is now receiving through taxes she has paid giving her a sense of pride.

Pain Points - Regina has experienced many losses recently and it is difficult for her to reach out for assistance for the first time in her life.



# Opportunities & Barriers

## Opportunities:

- More collaboration among social services, faith communities, social clubs, etc., is needed to get the message out about available programs and services.
- Expanding technology and social media postings – Tik Tok, Instagram, etc.
- Incorporate Reframing Aging terminology in all publications.
- Begin advertising benefits and services to persons before turning the age of 60 such as “You’ll be eligible for these services when you turn 60.”

## Barriers:

- Transportation.
- Reaching homebound individuals.
- Stigma associated with words such as “Senior” or “Elderly.”
- Not sure what Senior Information/Coordinated Point of Entry means and where to find office.





# Reducing Social Isolation/Healthy Aging Services

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2-9-24 Focus Group  
LifeSpan Center  
Charleston, IL





# RSI & Healthy Aging Focus Group



## Scenario

Gwen is age 70, widowed with no children, and retired. Gwen has an older sister who recently moved into a nursing home after falling and fracturing her hip in the home shared with Gwen. Gwen is uncertain if her sister will be able to come back home.

## Problem

After Gwen's sister went into the nursing home, Gwen had been noticing tremors in her hands and arm and after tests were completed, her doctor diagnosed her with Parkinson's disease. Gwen stopped driving and does not go to activities she used to enjoy due to her hands shaking.

## Action

Gwen would like to remain active as long as possible and is experiencing some loneliness after her sister moved into a nursing home. Gwen found a flyer about a chronic disease self-management program and learned the same sponsor offers socialization programs in her community and decided to call the agency to get more details.

# Empathy Mapping of Gwen



## Thinking

Gwen is thinking about the major changes in her life and how she will be able to manage or cope without her support system.

## Feeling

Gwen is feeling mixed emotions about her recent Parkinson's disease diagnosis and being separate from sister that could lead to major depression.

## Hearing

Gwen is hearing there is no cure for Parkinson's disease, but she can learn ways to manage the symptoms through the Healthy Aging programs offered.

## Saying

Gwen is saying she needs to be proactive about her chronic health condition to remain independent at home as long as possible.

## Doing

Gwen calls the agency sponsoring the Healthy Aging program to learn about what programs and services will benefit her the most.

## Seeing

Gwen is seeing positive results from attending CDSMP classes and learning she is not alone and can have a better outlook facing the progression of her Parkinson's disease diagnosis.

# Journey Mapping for Gwen

Action - Gwen learns from a flyer about a Chronic Disease Self-Management Program and socialization programs that might benefit her and decides to call the sponsoring agency.

Questions - Gwen is figuring out the logistics of attending Chronic Disease Self-Management Program classes and if she can commit to attending a six-week program.

Happy Moments - Gwen is feeling hopeful about new experiences and future possibilities.

Pain Points - Gwen is unable to control the changes in her life.





# Opportunities & Barriers

## Opportunities:

- Aging network needs to collaborate more with long-term care facilities, medical community, funeral homes, faith communities, etc. to market programs and services available to older adults and/or their family caregiver. Need to think outside the box when marketing.
- Reframing Aging language needs to be incorporated in future messaging about programs and services to older adults.
- Promote volunteering opportunities for those who have had major life transitions.

## Barriers:

- Stigma associated with chronic diseases.
- Language used in brochures to promote a program or service may turn some people off the idea of participating such as the term “isolation” can be interpreted as being associated with sickness.