



State of Illinois  
Illinois Department on Aging

# ILLINOIS COUNCIL ON AGING

## ANNUAL REPORT

FISCAL YEAR 2023



## **INTRODUCTION**

The Illinois Council on Aging (the Council or ICoA), an advisory body to the Illinois Department on Aging (the Department or IDoA), was established by the General Assembly on August 9, 1973 (20 ILCS 105/7.01). The Council is mandated to review and comment on reports prepared by IDoA to the Governor and General Assembly, to review and comment upon the Department's State Plan and on all disbursements of public funds by the Department to private agencies.

The Council is also directed to consult with the Director regarding the operations of the Department, and to recommend to the Governor candidates for appointment as Director of IDoA. In addition, the Council is directed to submit to the General Assembly, the Governor and the IDoA Director, annual reports regarding programs, services and facilities provided to the aging population by state agencies.

The Council is comprised of 31 voting members which includes 23 appointed by the Governor as citizen members, at least 16 of whom should be at least age 60. Members should represent all geographic sections of Illinois and both political parties. The remaining members are appointed by the General Assembly and include two appointed by the President of the Senate, two appointed by the Senate Minority Leader, two appointed by the Speaker of the House, and two appointed by the House Minority Leader.

## **ICoA MEETINGS**

The Council is directed to meet quarterly, or as often as the Council Chair deems necessary. In Fiscal Year 2023 (FY23), Council meetings were held via Webex on the following dates:

- September 20, 2022
- December 20, 2022
- March 21, 2023
- June 20, 2023

## **STATE ORGANIZATIONS/STAKEHOLDER CONSULTATIONS**

During FY23, the Council met with experts from the following entities to consult regarding programs and services available to older adults in Illinois:

### **Illinois Commission on LGBTQ Aging**

Public Act 102-0885 created the Illinois Commission on LGBTQ Aging to investigate, analyze, and study the health, housing, financial, psychosocial, home-and-community-based services, assisted living, and long-term care needs of LGBTQ older adults and their caregivers.

### **Illinois Department on Aging**

The Illinois Department on Aging (IDoA) supports older adults to live independently in their own homes and communities. The Department recognizes the importance of programs and services that adapt to meet the needs and ensure the quality of life for an aging cohort that continues to increase in longevity. Working with Area Agencies on Aging (AAAs), community-based service providers, older adults and their caregivers, the Department strives to improve the quality of life for current and future generations of older Illinoisans.

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## **Illinois Department of Healthcare and Family Services**

The Illinois Department of Healthcare and Family Services (HFS) is responsible for providing healthcare coverage for adults and children who qualify for Medicaid, and for providing child support services to help ensure that Illinois children receive financial support from both parents. HFS administers its programs for older adults under the Illinois Public Aid Code, Title XIX of the federal Social Security Act, and the 1915(c) Home and Community-Based Services (HCBS) Waivers.

## **Illinois Department of Human Services**

The Illinois Department of Human Services (DHS) is one of Illinois' largest agencies, with more than 14,000 employees. Illinois created IDHS in 1997, to provide the state's residents with streamlined access to integrated services, especially those who are striving to move from welfare to work and economic independence, and others who face multiple challenges to self-sufficiency.

## **Illinois Family Caregiver Coalition**

The Illinois Family Caregiver Coalition formed in 2022 with funding from the RRF Foundation for Aging and IDoA to create an inclusive, statewide, non-partisan coalition to support unpaid and informal caregivers. Stakeholders include upwards of 200 members, including AAAs, associations, family caregivers, healthcare providers, hospitals, human services organizations, non-profits, and veterans' groups.

## **Illinois Housing Development Authority**

The Illinois Housing Development Authority (IHDA) was created by the state legislature in 1967 pursuant to the Illinois Housing Development Act as a self-supporting agency to finance affordable housing across Illinois. IHDA does not use taxpayer dollars to sustain its operations, although it does administer publicly funded programs on behalf of the state. Since its creation, IHDA has provided more than \$20 billion to finance more than a quarter million affordable homes. IHDA accomplishes its mission through a number of funding sources including the Illinois Affordable Housing Trust Fund, Illinois Affordable Housing Tax Credits, the allocation of federal Low-Income Housing Tax Credits and HOME Investment Partnership funds.

## **TCARE, Inc.**

TCARE (Tailored Caregiver Assessment and Referral), Inc. provides evidence-based software to identify caregivers at risk for burnout and connect them to the right services. The platform, utilized by the Illinois AAAs, identifies the specific drivers of a caregiver's distress. With the specific stressors identified, an individualized care plan is created to help the caregiver feel more equipped to manage their role and identity as a caregiver.

## **TRIAD**

TRIAD is a partnership which involves senior citizens, law enforcement, and support/protective services who agree to work together to reduce the criminal victimization of older citizens and enhance the delivery of services to this population. TRIADs are tailored to meet the needs of specific communities and can be an integral part of community policing.

## **OLDER ADULT PROGRAMS & INITIATIVES**

ICoA communicated with various program areas and discussed efforts focused on helping older adults age in place and staying healthy and safe for as long as possible. In FY 23, ICoA reviewed the following services and initiatives:

### **Adult Protective Services**

Adult Protective Services (APS) responds to reports of alleged abuse, neglect and exploitation (ANE) of adults aged 60 and older and adults with disabilities between the ages of 18 and 59 who live at home. In addition, the program responds to reports of self-neglect (SN) which refers to a condition that is the result of an eligible adult's inability to perform essential care tasks that substantially threaten his or her own health. In FY23, the program responded to 20,896 reports of ANE/SN. Trained caseworkers working in local agencies throughout the State conducted investigations and worked with the adults to resolve the abusive, neglectful or exploitive situations and arrange for appropriate intervention.

### **Community Care Program**

The Community Care Program (CCP) is a major initiative to prevent the unnecessary institutionalization of people in Illinois who are 60 years of age and older. The program is designed to meet the needs of older adults who have difficulty with household and personal care tasks. CCP services include in-home, adult day, emergency home response and automated medication dispenser. CCP served approximately 64,750 elderly individuals each month in FY23, thereby successfully diverting or delaying many of those individuals from entering a nursing facility.

### **Community Emergency Services & Support Act (CESSA)/988 Suicide and Crisis Lifeline**

CESSA requires emergency response operators, such as those at 911 centers, to refer calls seeking mental and behavioral health support to a new service that can dispatch a team of mental health professionals instead of police. The implementation of this new law has been tasked to the Secretary of the Illinois Department of Human Services (IDHS) who will work in concert with the 911 Administrator at the Illinois State Police, the EMS administrators under the purview of the Illinois Department of Public Health, and Statewide and Regional Advisory Committees to be established through appointment by the Secretary. With regard to 988, it is now the three-digit dialing code that routes callers to the Suicide and Crisis Lifeline (or 988 Lifeline). When people call, text, or chat with the 988 Lifeline, they are connected to trained counselors that are part of the existing 988 Lifeline network, made up of over 200 local crisis centers. These counselors are trained to provide free and confidential emotional support and crisis counseling to people in suicidal crisis or emotional distress, and connect them to resources.

### **Equity and Racial Justice Act**

The Equity and Racial Justice Act (the Act) requires certain State Agencies, including IDoA, to report on participation in their major programs based on a standard set of designations for race, ethnicity, and indigeneity. The intent of the Act is to provide transparency into who is served by these programs and provide agencies and advocates the information necessary to develop strategies that help reduce inequities. The goal is to have standardized processes for data governance while allowing flexibility for the agencies to support their own needs. In addition, the Act calls on the Department of Innovation and Technology (DoIT) to develop standard data management and governance processes to support agencies' implementation of the law.

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## **Family/Unpaid Caregiver Support**

Family caregiving is very common; according to AARP, in 2020, one in five Americans were caregivers. Many caregivers live with or near the person for whom they provide care, while others may be long-distance caregivers residing in another city or state. No matter their circumstances, a variety of resources are available to family caregivers through IDoA, Illinois' 13 AAAs, and numerous partner organizations.

## **Home Care Ombudsman**

In 2013, the Illinois Act on Aging authorized the Ombudsman Program to provide advocacy services outside of the long-term care setting. In 2014, the Home Care Ombudsman Program began providing advocacy and assistance to older persons and persons with disabilities who live in the community who are enrolled in the Medicare Medicaid Alignment Initiative (MMAI) and receive services from a managed care organization (MCO); or at least aged 60 or disabled between the ages of 18-59 and receive services from a Home and Community Based Services (HCBS) Waiver Program. Home Care Ombudsmen work to resolve complaints made by or on behalf of persons enrolled in select managed care services or HCBS waiver services when the rights of individuals are violated.

## **Public Health Emergency Ending/Medicaid Redetermination**

Prior to the COVID-19 Public Health Emergency (PHE), people enrolled in Medicaid needed to renew their eligibility on an annual basis. However, during the PHE that process was paused and people could keep their Medicaid without the annual eligibility review. Since the PHE ended on May 11, 2023, the federal government has ended the pause on annual eligibility verifications and Illinois has started the redetermination or renewal process for Medicaid again. The Illinois Department of Healthcare and Family Services (HFS) launched an outreach campaign urging people who use Medicaid to take steps to avoid losing their coverage.

## **Program of All-Inclusive Care for the Elderly (PACE)**

PACE is designed to offer comprehensive health services for seniors living in the community who would otherwise qualify to live in a nursing facility. PACE creates a new model of community-based, comprehensive care in Illinois that will give seniors an additional choice in how they access health care as needs change with age, allowing more seniors to continue living at home longer. The goal of PACE includes placing an integrated model of care that is specific to each senior to improve outcomes.

## **Older Americans Act**

Older American Act (OAA) funded programs serve older adults who reside in neighborhoods throughout Illinois. Available services fall into categories of access, in-home and community based services, as well as nutrition, legal assistance, employment assistance and caregiver support. These services are coordinated through the AAAs and a network of community service providers.

## **Senior Health Insurance Program**

The Senior Health Insurance Program (SHIP) provides objective counseling, advocacy, and enrollment assistance to Illinois' Medicare beneficiaries and their caregivers. SHIP counselors are certified to perform personal searches using the Medicare plan finder tool comparing Part D prescription drug plans and Medicare Advantage plans in order to facilitate the best choices for individuals receiving benefits. During FY23, approximately 1000 SHIP counselors assisted more than 90,000 beneficiaries using a hybrid approach of in-person and remote online counseling.

## ICoA DISCUSSIONS/RECOMMENDATIONS

Meetings with experts regarding programs and services furthered the mission of ICoA to promote the well-being of older adults in Illinois. The meetings provided opportunities to gather data, assess service gaps, provide recommendations, and share a common vision to best meet the needs of the older adult population. Highlights from the discussions in FY23 included the following:

Representatives from the Illinois Department of Healthcare & Family Services (HFS) provided an overview of the Program of All-Inclusive Care for the Elderly (PACE). The vision for PACE is to improve the health and wellness of individuals and their families by tailoring care solutions that meet the unique needs of these individuals within their communities. PACE is a Medicare program and Medicaid State Plan optional service providing community based care and services. Participants must be 55 years of age or older, live in the service area of a PACE organization, be certified by the state to be eligible for nursing home care, be able to live safely in the community, and be dually eligible for Medicare and Medicaid benefits. ICoA members expressed support of IDoA's Care Coordination Units (CCUs) assessing individuals for the PACE program. In the future, HFS will include PACE information on their website for those interested in locating a CCU in their area to contact for service and program information.

IDoA staff shared that preliminary statistics have been collected pursuant to the provisions of Section 20-12(a) of the Data Governance and Organization to Support Equity and Racial Justice Act (20 ILCS 65/20-1). The Act requires reporting of statistical data on race, ethnicity, age, sex, disability status, sexual orientation, gender identity, and primary or preferred language demographics of agency program participants. IDoA programs that have been identified to participate in the report are the Community Care Program, Nutrition Services, and Adult Protective Services. The current phase of this reporting is to research the programming, staffing and training needed to implement the data collection process. Software is being developed or modified allowing necessary changes to program applications, forms, or documents to allow compliance with data collection requirements. Council members questioned the method and accuracy of some of the data collected. It was noted that the current methods of collecting this data, across all participating providers and programs, is not and has not been consistent in the past. However, that is an observed challenge that is currently being worked on through different venues to combine consistency so that the data is more valuable and aligns with reporting format that the Act requires.

Illinois Housing and Development Authority (IHDA) updated Council members on programs to benefit older adults with their housing needs. IHDA programs to assist older adults include the Housing Locator (<https://ilhousingsearch.org>), Emergency Assistance Fund and the Home Repair and Accessibility Program. IHDA shared that their current property portfolio includes more than 500 buildings with dedicated senior units or serve as senior developments. It was mentioned that the Housing Locator (<https://ilhousingsearch.org>) can be used to search for available state funded housing and is a partnership between IHDA, IDoA, HFS and the Illinois Department of Human Services (DHS). Illinois Emergency Homeowner Assistance Fund (ILHAF) can help homeowners pay delinquent mortgage payments and other related expenses such as mortgage reinstatements or forbearance, delinquent property taxes, flood insurance, homeowners association fees, or mobile home lot rent. The Home Repair and Accessibility Program (HRAP) provides grants to local governments and non-profits to assist low-income homeowners with repairs and accessibility improvements. The goals of HRAP are to improve the health and well-being of the homeowners and help low-income and disabled or mobility impaired persons remain in their homes as they age in place. ICoA members discussed the importance of affordable housing as a key to keeping older adults living in their communities. They also expressed support for continued collaboration between IHDA and IDoA to support older adults housing needs.

The Sangamon County TRIAD shared with the Council their goal of decreasing crimes against seniors by providing resources and education to keep them safe and informed. Examples of TRIAD's educational topics are how to avoid scams and fraud, how to identify members of law enforcement, how to avoid being victimized, as well as how to file a police report. Several ICoA members stated that they will be reaching out to the TRIADs in their communities to support local efforts.

Illinois Senior Health Insurance Program (SHIP) Director educated ICoA on the provisions of the Inflation Reduction Act impacting Medicare beneficiaries, including the insulin co-pay provision that limits the monthly co-pay on insulin to \$35 for those with Medicare Part D coverage. In addition, beginning July 1, 2023, insulin delivered through an insulin pump will also be at a reduced co-pay of \$35. The Inflation Reduction Act also has a provision for drug companies to rebate drug prices when pricing has risen faster than the rate of inflation. This rebate program will not start until the year 2026 and will, most likely, be on the higher end drug classes, such as biologics, and will continue to be implemented on additional drug classes through the year 2029. Another area that costs are being reduced for is vaccines. An example was given of the shingles vaccine, which is a two-part vaccine, costing Medicare Part D participants up to \$300 per vaccine. The Inflation Reduction Act eliminated the shingles vaccine cost share completely in 2023. The Inflation Reduction Act also addresses the Part D Catastrophic Coverage phase, to eliminate that phase entirely. Revisions will continue through 2029, including continued work on drug pricing. ICoA emphasized the need for continued updates on the Medicare program since changes greatly impact the older adult population in Illinois.

The Illinois Family Caregiver Coalition (IFCC) spoke to the Council about this new statewide coalition created by the Illinois Area Agencies on Aging (AAAs) and funded by the Retirement Research Foundation on Aging and Illinois Department on Aging (IDoA) to provide support to unpaid family caregivers. Current goals of the IFCC are to assemble statewide advocates and organizations that interact with and support these caregivers to advocate for change in policy for unpaid caregivers. Another goal is to identify current gaps in existing caregiver programs to be able to encourage new and revised policymaking that better supports family caregiving. Communicating through partner stakeholders, legislators and other groups statewide about available resources for unpaid family caregivers and the critical role these caregivers play is also a goal of the coalition this year. Several ICoA members shared that they were interested in participating in efforts and were encouraged to reach out to IFCC to become involved in statewide activities. In addition, IDoA has identified that reaching out to caregivers to educate on the resources and services available is a priority and will further engage ICoA members in planning efforts.



**ICOA Membership** (As of 6/30/2023)

**Community Members**

Christie Goleman, **Chair**

Kim Hunt, **Vice Chair**

Julie Bobitt, Ph.D., **Secretary**

Nancy Chen, **Nominating Chair**

Anthony Frazier

Rev. Melvin L. Grimes

Paulette M. Hamlin

Talat Khan, Ph.D.

Britta M. Larson

Susan Lawler

Phyllis Mitzen

Sylvia Mahle

Patricia Marton, Ph.D.

Mubarak A. Mirjat, DPT

Robert Mueller

Edgar Ramirez

Susan Vega

**Legislative Members**

*Senate*

Senator Laura Fine (D), 9th District

Senator Mattie Hunter (D), 3rd District

Senator Dave Syverson (R), 35th District

*House*

Representative Maura Hirschauer, (D), 49th District

Representative Rita Mayfield, (D), 60th District



**State of Illinois, Department on Aging**

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[ilaging.illinois.gov](http://ilaging.illinois.gov)

**Senior HelpLine** (8:30am – 5:00pm, Monday – Friday):  
**1-800-252-8966; 711 (TRS)**

**Adult Protective Services Hotline (24-Hour):**  
**1-866-800-1409**

The Illinois Department on Aging does not discriminate against any individual because of his or her race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, gender identity, pregnancy, or unfavorable discharge from military service in admission to programs or treatment of employment in programs or activities.

If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging.

For information call the Senior HelpLine: 1-800-252-8966; 711 (TRS).