

# PUBLIC HEARINGS

<p><b>Thursday, May 10, 2018</b> <b>9:30 a.m.</b></p> <p><b>Senior Services Plus</b> 2603 N. Rodgers Avenue Alton, IL 62002</p>	<p><b>Thursday, May 10, 2018</b> <b>12:30 p.m.</b></p> <p><b>Bond County Senior Services</b> 1001 E. Harris Ave. Greenville, IL 62246</p>
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Written comments accepted until 4:00 p.m. May 17, 2018 at the:

AgeSmart Community Resources

2365 Country Road  
Belleville, IL 62221  
(618) 222-2561

Serving counties of Bond, Clinton, Madison, Monroe, Randolph, St. Clair and Washington

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

AgeSmart Community Resources (AgeSmart) is conducting the public hearings on the FY19 Area Plan on Aging for the three-year cycle FY19-21. The public is welcome and encouraged to attend the public hearings to discuss and make comments on the Area Plan on Aging.

The Area Plan on Aging is a planning, management and grant award document. The full Area Plan format is prepared by the Illinois Department on Aging (IDOA). The Area Plan may be fine-tuned or even redesigned during the year as activities and funding dictate. Some proposed activities might be reconsidered after research and feedback during the planning stages. AgeSmart submits amendments to the Area Plan each year in the format required by IDOA.

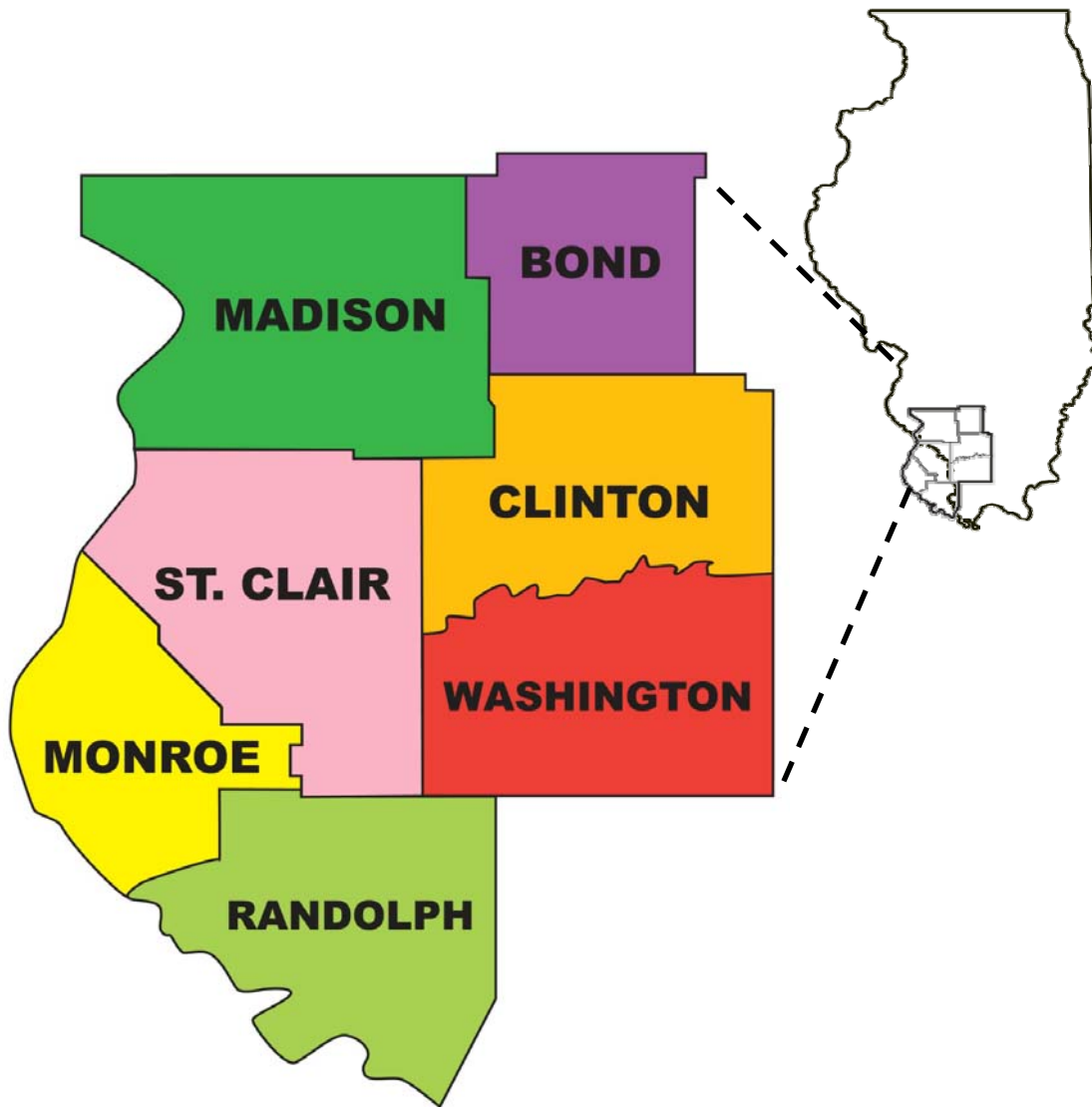
This Public Information Document is the official summary of the proposed Area Plan for FY19 beginning October 1, 2018 and ending September 30, 2019. All activities are subject to available funding.

The Public Information Document is for the reader to use as a tool to stimulate comments and questions at the Public Hearings. (See above for the dates, times and locations.) Comments must be written and presented orally at the Public Hearings or in written form only and delivered to AgeSmart no later than 4:00 p.m. on May 17, 2018.

### ***What's Inside...***

*Service Priorities*  
*Initiatives*  
*Administration*  
*Services Provided*  
*Home Delivered Meals*  
*Revenues/Expenses*

## Planning and Service Area (PSA) 08



In accordance with the federal Older Americans Act regulations, the Illinois Department on Aging has divided Illinois into thirteen Planning and Service Areas. The thirteen Planning and Service Areas in Illinois are each managed and served by an Area Agency on Aging. AgeSmart is a nonprofit organization serving the seven counties in Southwestern Illinois highlighted above.

# The Aging Network

In 1965, Congress enacted the Older Americans Act (OAA) in response to concern by policymakers about a lack of community social services for older persons. The Act created an interconnected structure of agencies and services known as the National Aging Network.

## Administration for Community Living (U.S. Department of Health & Human Services)

Provides national leadership on aging issues. Recommends policy, develops regulations to implement the OAA, allocates and administers the OAA budget, and disseminates grants for research, training and model projects.

## State Units on Aging (Illinois Department on Aging)

Serves as the state governmental agency for aging issues. Administers, designs, and advocates for benefits, programs, and services for the older persons and their caregivers. Also designates Area Agencies on Aging within the state.

## Area Agencies on Aging (AgeSmart Community Resources)

Planning agency at the local level. Responsible for advocacy on behalf of older persons, planning and service development, and administration of a wide variety of funds for community-based services.

**Our Mission**

AgeSmart enhances the lives of older adults, persons with disabilities and veterans through advocacy, action, and answers on aging.

**Who We Are**

AgeSmart is an **independent non-profit** organization and is one of over 600 Area Agencies on Aging across the country authorized by the Amended Federal Older Americans Act (OAA) to plan and administer services to persons 60 and older, their caregivers, and grandparents raising grandchildren. AgeSmart is one of 13 Area Agencies in Illinois authorized by the Illinois Act on Aging and designated by the Illinois Department on Aging.

AgeSmart plans, coordinates, and acts as an advocate for the development of a comprehensive service delivery system for over 145,000 individuals aged 60 and older in Planning and Service Area 08 (PSA). The PSA is comprised of two high-density counties (Madison and St. Clair) and five low-density\* counties (Bond, Clinton, Monroe, Randolph and Washington), two of which are rural (Randolph and Washington). *\*Low Density: Community with population under 5,000*

**FY18 Board of Directors**

A 14 member Board of Directors governs AgeSmart chaired by Thomas Dawdy of Bond County, IL. The Board sets policy and makes decisions about programs and funding distribution. Over 60% of the Board members are over the age of 60.

- Johnnie Anthony ..... St. Clair County
- Rita Boyd.....Randolph County
- Thomas Dawdy\* ..... Bond County
- Eugene Dunkley.....Bond County
- Anita Ewing..... St. Clair County
- Dennis Fancher.....Washington County
- Donna Frederick ..... St. Clair County
- Cynthia Johnson..... Monroe County
- Tina Kassing Meurer.....Madison County
- Rachel Lugge..... Clinton County
- Michael Niermann.....Madison County
- Beverly Schroeder.....Clinton County
- Doris Styninger.....Washington County
- Klay Tiemann.....Randolph County

*\*President*

**FY18 Advisory Council**

An 11 member Advisory Council is led by Lori Key Vernier of St. Clair County, IL. The Council advises AgeSmart on assessing the needs of older adults and their caregivers and makes recommendation on service priorities.

Deborah Carter	Erin McNamara
Cindy Hill	Doris Rencher
Rafael Him	Cheryn Sutton
Dorene Hoosman	Connie Turner
Bhagya Kolli	Lori Key Vernier*
Larry McLean	<i>*Chairman</i>

**FY18 Staff**

- Joy Paeth ..... Chief Executive Officer
- Nancy Lonsdale..... Chief Fiscal Officer
- Lana Schmulbach..... Executive Administrative Assistant
- Chris Fulton..... Information and Assistance Manager
- Kiyeon Yoch..... Grants/Planning Manager
- Christina Sellers ..... Program Compliance Specialist
- Teresa Keaton ..... Options Counselor
- Melanie O'Brien ..... I & A Resource Specialist
- Chiquita Harris.....Clerical-Receptionist
- Judy Pensoneau..... Accountant
- Tamara Foote ..... SMP Volunteer Coordinator
- Adeline Thompson ..... Options Counselor
- Nicole Prindable..... Options Counselor
- Michelle Steward..... Consumer Billing Specialist

# FY18 Grantees

-  **Bond County Senior Citizens Center, Inc.**  
Greenville, IL  
(618) 664-1465
- Centerstone**  
Alton, IL  
(618) 462-2331 ext.412
- Children's Home & Aid**  
Granite City, IL  
(618) 452-8900
-  **Clinton County Collaborative**  
Carlyle, IL  
(618) 594-2321  
Breese, IL  
618-594-2321  
New Baden  
618-224-9913  
Trenton  
618-224-9913
-  **Collinsville Area Ministerial Association**  
Collinsville, IL  
(618) 344-5008
- Edwardsville/Glen Carbon-Faith in Action**  
Edwardsville, IL  
(618) 692-0480
-  **Health Visions**  
East St. Louis, IL  
(618) 271-7000
- Land of Lincoln Legal Assistance Foundation, Inc.**  
East St. Louis, IL  
(618) 398-0958 ext.261  
• *Senior Citizens Legal Services Project*  
(618) 398-0958 ext.226
- Lessie Bates Davis Neighborhood House**  
East St. Louis, IL  
(618) 295-3474
- Mascoutah Senior Services Program**  
Mascoutah, IL  
(618) 566-8758
- Millstadt Township Senior Services**  
Millstadt, IL  
(618) 476-3731
-  **Northeastern Randolph County Senior Services, Inc.**  
Sparta, IL  
(618) 443-4020
-  **Senior Services Plus, Inc.**  
Alton, IL  
(618) 465-3298
- South Central Illinois Mass Transit District**  
Centralia, IL  
(618) 532-8076
- SWIC Programs & Services for Older Persons (PSOP)**  
Belleville, IL  
(618) 234-4410
- Southwestern Illinois Visiting Nurse Association**  
Swansea, IL  
(618) 236-5863
- The Oasis Institute**  
St. Louis, MO  
(314) 862-2933
- Tri-Cities Faith In Action**  
Granite City, IL  
(618) 877-9020
- Village of Steeleville**  
Steeleville, IL  
(618) 965-3134 ext.5
-  **Washington County Senior Services, Inc.**  
Okawville, IL  
(618) 243-6533
- Western Egyptian Economic Opportunity Council**  
Steeleville, IL  
(618) 965-3458
-  **Waterloo Senior Center**  
Waterloo, IL  
(618) 939-8880
-  **Chester Senior Center**  
Chester, IL  
(618) 826-5108
- 
-  *Member, Answers on Aging Network  
Information and Assistance Provider*

# Area Plan on Aging

## Planning Process

AgeSmart assesses service needs of older adults in the seven-county region every three years as a part of the planning process and establishes a priority service list annually. The service priorities reflect those services found to be the greatest need for those older adults in the planning and service area (PSA). A variety of methods are used to identify the needs of older adults, caregivers, and grandparents raising grandchildren in the PSA as outlined below.

- Studying national trends and reports on the needs of older adults, caregivers and grandparents raising grandchildren
- Analyzing U.S. and local census data and other relevant demographic statistics
- Analyzing service utilization using National Aging Program Information System and Enhanced Services Program
- Collecting community input through surveys

AgeSmart presents the findings from the assessments to AgeSmart’s Board of Directors and Advisory Council to establish service priorities and develop new programs. Through monitoring efforts, open dialogue with service providers, and contact with the public, AgeSmart gathers information to make nuanced or significant changes in programs within the planning cycle. The service priorities reflect those services found to be the greatest need for the older adults and their caregivers in the region.

### 2016 Population Estimates for PSA 8

County	Total 60+	60+ Poverty	60+ Minority	60+ Live Alone	75+
Bond	4,054	298	187	1,105	1,294
Clinton	8,727	740	258	2,160	2,870
Madison	60,903	4,037	4,559	14,340	18,924
Monroe	8,168	447	149	1,350	2,687
Randolph	7,983	719	323	2,055	2,675
St. Clair	55,266	4,529	15,092	13,760	16,560
Washington	3,731	279	49	855	1,300
<b>PSA TOTAL</b>	<b>148,832</b>	<b>11,049</b>	<b>20,617</b>	<b>35,625</b>	<b>46,310</b>
<b>STATE TOTAL</b>	<b>2,652,297</b>	<b>223,714</b>	<b>688,026</b>	<b>615,325</b>	<b>798,608</b>

(2016 Census Population Estimates)

## **Summary of the Needs Assessment for FY19-21 Area Plan**

In January 2018, AgeSmart conducted two surveys. An online survey was sent out to 105 local aging service providers to capture their input on the services needed to help older adults maintain their health and independence. We received 37 responses from a variety of different organizations including for-profit and local governments. 61% of the respondents receive funding from AgeSmart.

In addition, 250 surveys were mailed out to the residents of St. Clair County Senior Housing units. The goal was to better understand service needs of older adults and activities and program they are interested in. At the end of the survey, respondents had an option to choose to be contacted by our Answers on Aging specialist to learn more about our programs and services. 65 residents participated in the survey using pre-paid, self-addressed envelopes.

We also reviewed FY17 I & A Consumer Surveys that were completed by consumers who received assistance at the I & A sites. Special attention was given to responses to the open-ended question "What services would help you stay independent and help you age well?" 146 samples were collected.

Other methods to assess the needs of older adults, family caregivers, and grandparents raising grandchildren (GRG) include: Regular communication with respite recipients and conversation about their support needs, Options Counselors working with consumers are collecting information about gaps in services and consumer needs and GRG gap filling service trends are used in the analysis of available resources.

In the current year, AgeSmart has engaged the assistance of the Southern Illinois University School of Nursing to address the needs of older adults who are not currently connected to the local aging network. These students are also scheduling outreach and enrollment events. Working with the Aging and Disability Network local health departments are working collaboratively on how to further meet the needs of older adults. Using three practicum students AgeSmart has been able to expand its efforts to assist people to access benefits. These students have also been working with the St. Louis Food Bank and local food pantries who distribute senior food boxes.

AgeSmart is also working with the Illinois Department on Aging and local organizations to help communities become Dementia Friendly and better support those individuals with cognitive challenges. This work also allowed AgeSmart to offer Savvy Caregiver Training to older adults.

## Key Findings

### Provider Survey

The results of the aging service provider survey were consistent with the findings from the similar survey conducted in FY15, which asked local professionals for their input on senior services in the region.

Findings indicated that the respondents highly valued a wide variety of the home and community-based services. When asked how important the services are in helping older adults maintain their independence and dignity,

- 80% of the respondents rated Congregate Meal as either 'Extremely Important' (46%) or 'Very Important' (34%)
- 86% of the respondents rated Home Delivered Meals as either 'Extremely Important' (66%) or 'Very Important' (20%)
- 83% of the respondents rated Transportation as either 'Extremely Important' (66%) or 'Very Important' (17%)
- 86% of the respondents rated Information & Assistance as either 'Extremely Important' (57%) or 'Very Important' (29%)
- Services most respondents considered 'Very Important' or 'Somewhat Important' include health promotion programs, legal, adult protective services, and ombudsman program.

When asked what the most pressing needs of older adults and family caregivers they serve, meals, transportation, and financial assistance were mentioned most often. Non-Older Americans Act services emerged as needed services are Money Management, Medication Management, and Home Repair services.

### Consumer Survey

In order to better understand service needs of older adults and programs and activities they desire, we reviewed results of both housing residents survey and I & A consumer survey. Some common themes emerged from both survey responses.

Most respondents from both surveys reported that they needed help with routine housework and transportation. Balancing a checkbook/paying bills on time, home repair/yard work, and employment were among others.

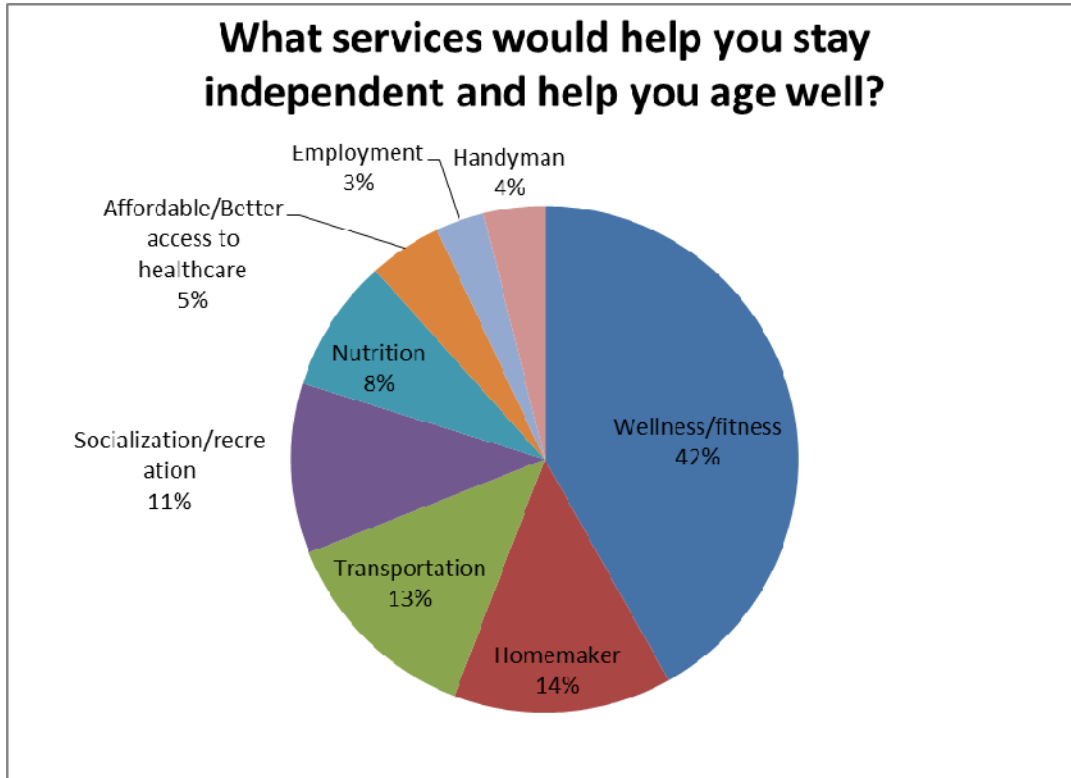
A recurring theme throughout both surveys is **wellness program** and **socialization**.

In the I & A consumer survey, when asked what services would help them stay independent and help them age well, 43% of the respondents mentioned some form of wellness or physical exercise program. See Fig. 1.

24% of the housing survey respondents indicated that they would like to receive



information on wellness programs. When asked about interested activities, 24% of the housing survey respondents chose physical exercises, 23% entertainment, 18% educational lunch event, and 15% recreation. 32% of the respondents indicated that they would like more companionship or contact with other people.



**Fig. 1 2017 I & A Consumer Survey, Question 6**

## Conclusions

The results of the aging service provider survey once again validated the importance of the home and community-based services in helping older adults maintain their health and independence. Nutrition, Information & Assistance, and Transportation services were rated highest in terms of the importance. Both consumer surveys indicated that many older adults want wellness programs that help them get fit and strong, opportunities for socialization and entertainment. While there are programs and activities to address this need in the community, more consistent, effective, and low cost programs can be found at local senior centers within the Older Americans Act network.

The Older Americans Act programs are designed to promote health and wellbeing of older adults and to reduce isolation. Evidence-based wellness programs such as “A Matter of Balance” and “Live Well, Be Well” and congregate meals program are some of the great examples. Senior centers are perfect platforms to provide all of these programs and beyond, serving as a venue for older adults to connect with peers and stay active and engaged in life.

AgeSmart will continue to promote and expand the wellness programs responding to local need and explore creative opportunities to encourage socialization.

Based on the results of the needs assessment and evaluation of the existing service system, AgeSmart establishes the service priorities and develops local initiatives.

## Statewide Initiative

### **Enhance Illinois' Existing Community-Based Service Delivery System to Address Social Isolation among Older Adults**

During FY2019-2021, the Illinois Department on Aging and Area Agencies on Aging will work in collaboration with other community-based providers within the planning and service area to address social isolation among older adults. The overall goal is to reduce social isolation and promote well-being in older adults.

#### **Background**

Social isolation and loneliness are associated with increased mortality in older adults. Social isolation also has been linked to other adverse health effects, including dementia, increased risk for hospital readmission and increased risk of falls. The AARP Foundation has called social isolation a “growing health epidemic” among older adults. It equates the health risks of prolonged isolation with smoking 15 cigarettes daily.

A recent study by researchers from the AARP Public Policy Institute, Stanford University, and Harvard finds that Medicare spends an estimated \$6.7 billion more each year on seniors who have little social contact with others. About 14% of study participants were identified as socially isolated, which meant they had little contact with adult children, other relatives, or friends. The study found that Medicare spent about \$1,600-a-year more on older adults who are socially isolated than those who are not. They were one-third more likely to require care in a skilled nursing facility, perhaps because they could not be safely discharged home after a hospitalization.

Risk Factors associated with social isolation are:

- Living alone
- Mobility or sensory impairment
- Major life transitions
- Socioeconomic status
- Being a caregiver for someone with severe impairment
- Psychological or cognitive vulnerabilities

- Location: rural, unsafe, or inaccessible neighborhood/community
- Inadequate social support
- Language barrier

Regardless of the facts of a person's isolation, seniors who feel lonely and isolated are more likely to report also having poor physical and/or mental health, as reported in a study using data from the National Social Life, Health, and Aging Project. Connecting seniors with social resources, such as senior centers and volunteering programs, is one way to combat subjective feelings of isolation.

### **AgeSmart's strategy to reduce social isolation among older adults**

AgeSmart will be working with colleagues from the Area Agencies on Aging in Illinois and will participate in facilitated conversations around the topic of Social Isolation. The conversations will help to uncover synergies among the Planning and Services Areas to and also determine potential private partnerships to help address social isolation.

Along with collaboration with other Area Agencies on Aging, AgeSmart will be working with local health departments to develop strategies to identify individuals who may be isolated and engage community groups to combat this problem.

## Local Initiative

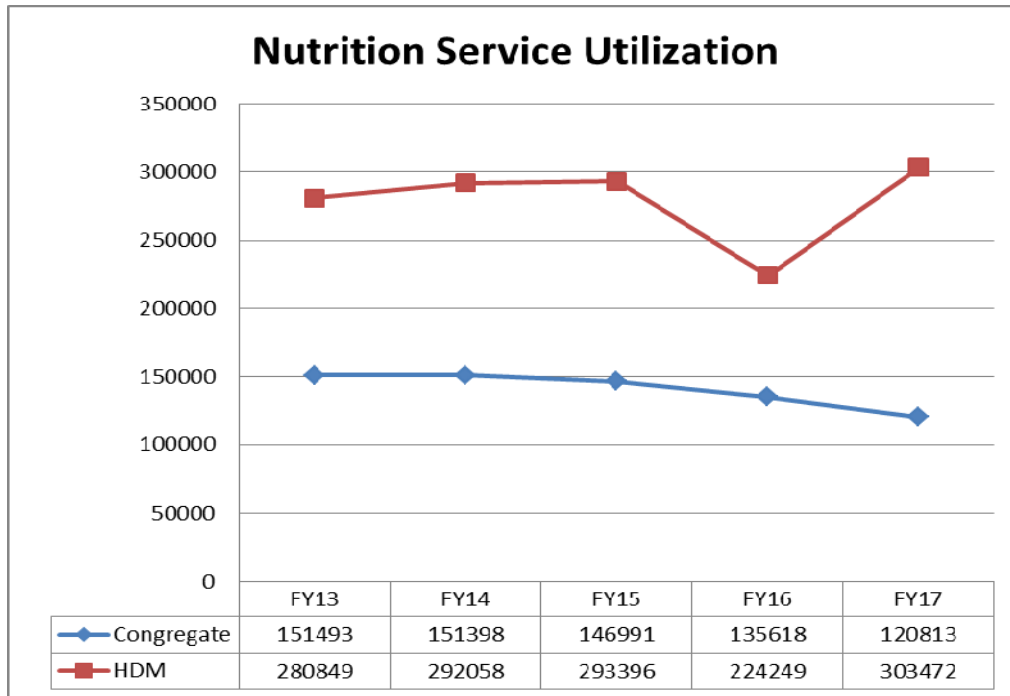
### **"Senior Center without Walls"**

**- Develop and Implement a unique educational program with healthy meals at community locations where older adults naturally congregate**

Congregate meals program provides independence for older adults, allowing them to age in place while increasing their health and providing socialization. Participation in the congregate meals programs enhances the daily nutrient intake and nutritional status and also provides opportunities for social interaction and access to a variety of activities and social services.

Despite the benefits and an increasing older population, AgeSmart's congregate dining programs have been declining in attendance like many other congregate programs across the country. Aging baby boomers who do not identify themselves as "seniors" do not find traditional congregate programs appealing. The lack of innovation or change leads to a further decline in attendance as the older generation dies off. Being able to

meet the needs of future generations of older adults, while still meeting the needs of the current generation of older adults is a major challenge. AgeSmart supports and advocates for revitalizing the traditional congregate programs and also seeks solutions to address underserved areas that have no senior dining programs.



**Fig. 2 Nutrition Service Utilization Trend (FY13-FY17)**

In FY19, AgeSmart will be piloting a new program, an innovative approach to the traditional congregate dining, which will bring a variety of programs as well as nutritious meals to community locations where older adults naturally congregate. The pilot targets limited communities in St. Clair County with no senior centers or dining programs for older adults. Not only will it offer education and nutritious meals but also serve as a link to community resources touching many older adults who have never participated in OAA programs.

The pilot will be implemented by a grantee with strong local presence and decades of experience in serving older adults. The program will be offered on a monthly basis at different community locations and participants will enjoy educational programs on a variety of topics followed by healthy and balanced meals. It will be a great opportunity for older adults to socialize, learn, and access information and resources that enable them to age successfully.

It is our hope to expand and replicate this model throughout the region in the future. Innovative strategies learned from this pilot will be shared with the network and help modernize the congregate programs in the PSA.

# FY19 Service Priorities

The service priorities for FY19 are outlined below.

Should the amount of federal or state funding for FY18 decrease, AgeSmart will revise the service priorities based on the needs of a service developing a plan that would cause the least harm to consumers.

SERVICE DEFINITION	PROJECTED PERSONS SERVED IN FY19	PROJECTED UNITS OF SERVICE IN FY19
<b>Title III-B Access Services</b>		
<b>Assisted Transportation</b>	450	9,500
<i>(Provided by multiple grantees in portions of Clinton, Madison and St. Clair counties)</i> Providing transportation and an escort to older persons who have difficulty using regular transportation. Assisted Transportation is "door-to-door", and the escort will often wait with the older person at the doctor's office or other destination.		
<b>Information &amp; Assistance (I &amp; A)</b>	30,500	35,000
<i>(Provided by AgeSmart and multiple grantees throughout the service area)</i> Providing current information on opportunities and services available within their communities; links the individuals to the opportunities and services that are available; and, to the maximum extent practical, ensures that the individuals receive the services needed by establishing adequate follow-up procedures.		
<b>Options Counseling</b>	500	1,500
<i>(Provided by multiple grantees throughout the service area)</i> Providing a person-centered, interactive, decision-support process whereby individuals receive assistance in their deliberations to make informed long-term support choices in the context of their own preferences, strengths, and values.		
<b>Transportation</b>	1,000	38,000
<i>(Provided by multiple grantees throughout the service area)</i> Transporting older persons to and from community facilities and resources for the purpose of acquiring and receiving services, participating in activities and attending events in order to reduce isolation and promote successful independent living.		
<b>Title III-B In-Home Services</b>		
<b>Residential Repair &amp; Renovation</b>	180	180
<i>(Provided by one grantee throughout the service area)</i> Assisting older persons with physical or cognitive problems to maintain or adapt their homes to meet their specific needs.		
<b>Title III-B Community Services</b>		
<b>Legal Assistance</b>	630	4,500
<i>(Provided by one grantee throughout the service area)</i> Services include arranging for and providing assistance in resolving civil legal matters and the protection of legal rights, including legal advice, research and education concerning legal rights and representation by an attorney at law, a trained paralegal professional (supervised by an attorney), and/or a law student (supervised by an attorney) for an older		

person.		
<b>Title III-C1 Community Services</b>		
<b>Nutrition Services: Congregate Meals</b>	5,100	122,000
<i>(Provided by multiple grantees throughout the service area)</i> Providing nutritious meals in congregate setting.		
<b>Title III-C2 In-Home Services</b>		
<b>Nutrition Services: Home Delivered Meals</b>	2,100	310,000
<i>(Provided by multiple grantees throughout the service area)</i> Providing nutritious meals delivered to older persons who are homebound because of illness or disability.		
<b>Title III-D Community Services</b>		
<b>Chronic Disease Self-Management Program</b>	128	768
<i>(Provided by one grantee throughout the service area)</i> Providing older adults with education and tools to help them cope with chronic health conditions and better manage their health.		
<b>A Matter of Balance</b>	120	960
<i>(Provided by one grantee throughout the service area)</i> A fall prevention program that is designed to reduce fear of falling and increase activity levels among older adults.		
<b>Title III-E Access Assistance Services</b>		
<b>Case Management for Caregivers</b>	110	110
<i>(Provided by one grantee throughout the service area)</i> A service to assess caregivers' needs and eligibility for Respite Care Service		
<b>Case Management for Grandparents Raising Grandchildren</b>	50	160
<i>(Provided by one grantee throughout the service area)</i> A service that assists Grandparents Raising Grandchildren in obtaining access to the services and resources available within their communities. To the maximum extent practical, it ensures that the individuals receive the services needed by establishing adequate follow-up procedures.		
<b>Information &amp; Assistance for Caregivers</b>	2,200	2,600
<i>(Provided by AgeSmart throughout the service area)</i> A service for caregivers that provides current information on opportunities and services available within their communities; links the individuals to the opportunities and services available. The term "family caregiver" means an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction.		

<b>Title III-E Information Services</b>		
<b>Public Education</b>	750	75
<i>(Provided by AgeSmart throughout the service area)</i> Information service that is directed to large audiences of current and potential caregivers.		
<b>Title III-E Counseling</b>		
<b>Counseling</b>	200	600
<i>(Provided by two grantees for Bond, Madison, and St. Clair Counties)</i> In-home personal counseling service for caregivers.		
<b>Title III-E Respite Services</b>		
<b>Respite</b>	80	13,300
<i>(Provided by AgeSmart throughout the service area)</i> Providing temporary, substitute support to allow Family Caregivers a brief period for rest or to attend to other needs.		
<b>Respite for Grandparents Raising Grandchildren</b>	5	1,500
<i>(Provided by one grantee throughout the service area)</i> Providing temporary, substitute support to allow Grandparents a brief period for rest or to attend to other needs.		
<b>Title III-E Supplemental Services</b>		
<b>Gap Filling for Caregivers</b>	17	17
<i>(Provided by one grantee throughout the service area)</i> A supplemental service for caregivers that provides financial assistance on a case-by-case basis.		
<b>Gap Filling for Grandparents Raising Grandchildren</b>	40	40
<i>(Provided by one grantee throughout the service area)</i> A supplemental service for Grandparents Raising Grandchildren that provides financial assistance on a case-by-case basis.		
<b>Legal Assistance for Caregivers</b>	80	350
<i>(Provided by one grantee throughout the service area)</i>		

Services include arranging for and providing assistance in resolving civil legal matters and the protection of legal rights, including legal advice, research and education concerning legal rights and representation by an attorney at law, a trained paralegal professional (supervised by an attorney) and/or a law student (supervised by an attorney) for caregivers of older persons.

**Legal Assistance for Grandparents Raising Grandchildren**

13

160

*(Provided by one grantee throughout the service area)*

Services include arranging for and providing assistance in resolving civil legal matters and the protection of legal rights, including legal advice, research and education concerning legal rights and representation by an attorney at law, a trained paralegal professional (supervised by an attorney) and/or a law student (supervised by an attorney) for grandparents raising grandchildren.

**Title III-B/VII Ombudsman**

**Long Term Care Ombudsman**

*(Provided by one grantee throughout the service area)*

Advocating for residents of long term care facilities, developing rapport with residents and providing advocacy, support and education about their rights.

**Title VII Elder Rights**

**Adult Protective Services**

*(Provided by one grantee throughout the service area)*

A service that responds to reports of abuse, neglect, and financial exploitation of older adults 60+ and adults with disabilities 18-59 providing investigation, intervention and follow-up services to victims.



# Other Services

## **Veterans Directed Home and Community Based Services**

AgeSmart works in partnership with the Marion and St. Louis Veterans Administration Medical Centers to help veterans live independently in the community. Options Counselors support veterans in developing a service package to meet their needs, helping them to maintain their independence.

## **Volunteer Money Management Program**

AgeSmart is collaborating with Lutheran Senior Services to offer Volunteer Money Management Program (VMM). It is designed to help older adults manage day-to-day financial tasks so they can remain self-sufficient. A volunteer meets with a client in his/her home to assist with the following:

- Sorting and organizing mail
- Disposing of solicitations and junk mail
- Explaining forms
- Balancing checkbooks
- Reconciling bank statements
- Creating a budget
- Finding other resources as needed

VMM serves adults age 60-plus and those age 50-plus with disabilities. After an initial home visit, qualified adults will be matched with a volunteer. A participant must maintain an active checking account and be able to sign checks.

VMM is currently available in Madison, Monroe, and St. Clair counties. For more information or volunteer opportunities, contact AgeSmart at 618-222-2561.

## **Senior Medicare Patrol**

Senior Medicare Patrol (SMP) empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

The Illinois SMP program is administered through AgeOptions in Suburban Cook County and AgeSmart participates in this statewide initiative serving as the SMP Coordinator for the Southern Illinois counties.

## **Senior Health Assistance Program**

Senior Health Assistance Program (SHAP) offices offer seniors information and free help filling out applications for programs.

### **Senior Health Insurance Program (SHIP)**

SHIP is a free statewide health insurance counseling service for Medicare beneficiaries, their families, and caregivers. Consumers are provided information and resources about applying for Medicare and where they can get assistance applying for Medicare.

### **Dementia Friendly Communities and Alzheimer's Disease**

The goal of this program is to create and sustain dementia-capable service systems for people with dementia and their family caregivers and to ensure people with dementia and their family members have access to a sustainable home and community based service system that is dementia friendly.

### **Farmer's Market**

The Senior Farmers' Market Nutrition Program provides low-income seniors with vouchers that can be exchanged for eligible foods at farmers' markets and roadside stands. AgeSmart distributes the vouchers to eligible seniors who self-report their income.

### **Adult Protective Services**

Each year hundreds of thousands of older persons are abused, neglected, and exploited. Many victims are people who are older, frail, and vulnerable and cannot help themselves and depend on others to meet their most basic needs. Abusers of older adults are both women and men, and may be family members, friends, or "trusted others." The **Adult Protective Services**, under authority of the Illinois Adult Protective Services Act, responds to reports of alleged abuse, neglect, or financial exploitation of persons 60 years of age and older, and of persons age 18-59 with disabilities living in the community. It is designed to build upon the existing legal, medical, and social service systems in place, and ensures the system is more responsive to the needs of abuse victims.

### **Types of Abuse**

- Physical Abuse – inflicting physical pain or injury on a senior, e.g. slapping, bruising, or restraining by physical or chemical means.
- Sexual Abuse – non-consensual sexual contact of any kind.
- Neglect – the failure by those responsible to provide food, shelter, health care, or protection for a vulnerable elder.
- Exploitation – the illegal taking, misuse, or concealment of funds, property, or assets of a senior for someone else's benefit.
- Emotional Abuse – inflicting mental pain, anguish, or distress on an elder person through verbal or nonverbal acts, e.g. humiliating, intimidating, or threatening.
- Abandonment – desertion of a vulnerable elder by anyone who has assumed the responsibility for care or custody of that person.
- Self-neglect – characterized as the failure of a person to perform essential, self-care tasks and that such failure threatens his/her own health or safety.

AgeSmart serves as the Regional Administrative Agency for the Illinois Adult Protective Services as designated by IDOA and, in turn, grants funds to a local agency to insure direct client services are provided. Every month, approximately 80 abuse and neglect cases are reported to Adult Protective Services in PSA08.

### **To Report Abuse**

Call the Southwestern Illinois Visiting Nurse Association: **1-800-642-5429** or 24-hour **Elder Abuse Hotline: 1-866-800-1409, 1-888-206-1327 (TTY)**. Any person can voluntarily report. By law, anyone making an Adult Protective Services report in good faith has civil and criminal immunity from liability and professional disciplinary action.  
All reports are kept confidential and anonymous reports are accepted.

# Administration

## Administrative Activities

The OAA restricts AgeSmart administrative cost to 10% of the Title III funding. AgeSmart's proposed administrative expenses and activities for FY19 are as follows.

**Budget: \$295,700**

### Activities include but are not limited to:

- Implement Area Plan assurances
- Implement Area Plan Statewide and Local Initiatives
- Procure Federal and State funds
- Develop and implement RFP process to award grants for services
- Maintain NAPIS/ESP program databases
- Monitor grantees in program and fiscal performance including on-site reviews
- Provide technical assistance and training for grantees
- Comply with IDOA requests and requirements
- Complete annual Agency financial audit
- Write and disseminate an annual report
- Follow Civil Rights regulations and monitor grantees' adherence
- Provide Board Management training for the Board of Directors
- Provide Service Procurement training for the Advisory Council
- Provide administrative support for the Board of Directors and Advisory Council
- Maintain AgeSmart's website ([www.AgeSmart.org](http://www.AgeSmart.org)) to provide the public with 24/7 access to comprehensive aging resources
- Administer and coordinate Farmers Market Coupon Program

## Administratively Related Activities

In addition to the 10% administrative cost, AgeSmart retains part of III-B supportive service funds for the Administratively Related Direct Services, which are Advocacy, Coordination, and Program Development. AgeSmart's proposed administratively related expenses and activities for FY19 are as follows.

### Advocacy

AgeSmart educates public officials and the community on aging issues and assist them in addressing the needs of the aging population. We also monitor proposed legislation and polices at the federal, state and local levels.

**Budget: \$93,000**

**Activities include but are not limited to:**

- Coordinate advocacy campaigns to promote policies and services for older Illinoisans
- Participate in delivering policy and budget priorities to state legislators
- Participate in the National Association of Area Agencies on Aging's Policy Briefing and Capitol Hill Day; provide AAA board, Advisory Council, service providers, and the general public with advocacy alerts facilitating grassroots participation on issues of importance to seniors and persons with disabilities
- Provide legislators with information regarding constituencies including but not limited to demographics, service trends, number of consumers served to address the area's needs
- Visit legislators (2 senators, 2 congressional representative, 9 state senators, and 7 state representatives) and stay in constant contact regarding important issues regarding beneficiaries (locally and in Springfield)
- Seek contact with 7 county boards, over 50 mayors and village presidents, 133 township and precinct supervisors
- Advisory Council hosts monthly meetings throughout the Aging Network to address advocacy issues
- Serve as a catalyst for local community elected officials who are interested in programs for their 60+ citizens and meet with them individually on multiple occasions
- Encourage the media to highlight issues pertaining to older adults and their caregivers

## Coordination

AgeSmart coordinates efforts with a variety of local organizations in the PSA to develop a comprehensive and coordinated system of community-based services for older adults.

**Budget: \$51,000**

**Activities include but are not limited to:**

- Coordinate efforts throughout AgeSmart's PSA for the Senior Health Assistance Program (SHAP) / Senior Health Insurance Program (SHIP) / MIPAA (Medicare Improvements for Patients and Providers Act) / Aging and Disability Resource Center (ADRC) / Options Counseling
- Attend numerous health and senior fairs throughout the PSA
- Participate in quarterly meetings with the CCU and CCP providers
- Serve as a catalyst for local community elected officials who are interested in programs for their 60+ citizens by meeting with them individually on multiple occasions

- Serve as Senior Medicare Fraud Patrol Volunteer Coordinator
- Work with local Lions Clubs to offer eye screenings
- Serve on the following state and local committees:
  - Aging and Disabilities Resource Center Leadership Team
  - Belleville Chamber of Commerce Community Services Committee
  - East St. Louis Health and Social Services Consortium and Senior Conference
  - Southern Illinois Human Service Transportation Planning Committee (Region 9 & 11)
  - Illinois Alliance of Information & Referral Systems (AIRS)
  - National AIRS Affiliate Council
  - St. Clair County Emergency Preparedness
  - Local Area Network of Mental Health & Aging Professionals
  - St. Clair County Healthcare Commission
  - Southwestern Illinois College Human Services Department Advisory Council
  - Coordinate the Southwestern Illinois Pioneer Coalition for Culture Change
  - Illinois State 211 Board
  - United Way of Greater St. Louis 211 Advisory Committee
  - Breakthrough Coalition Steering and Communication Committees
  - Illinois Coalition of Mental Health and Aging
  - O’Fallon Chamber of Commerce Healthcare and Wellness Committee
  - Older Adults Health Council
  - Madison County Mental Health Alliance
  - Madison County TRIAD
  - St. Clair County Elder Justice Council
  - Reveille Veterans Services Network
  - Community Engagement Network
  - Washington County Community Collaboration
  - St. Clair County Council of Partners
  - Tri-county Financial Fraud Coalition
  - Monroe-Randolph County Community Outreach
  - Make Health Happen-Greater East St. Louis
  - St. Clair County Violence/Safety Committee
  - St. Louis Elder Financial Protection Multi-Disciplinary Team
  - Pioneer Coalition Leadership Team

## Program Development

Responding to unique local needs, AgeSmart develops new programs and services that promote health and independence of older adults. Through the process of assessing community needs and analysis of the existing service system, we identify the need and develop a pilot or expand existing programs to fill the gap.

**Budget: \$93,000**

**Activities include but are limited to:**

- Encourage innovation through pilot programs and prototypes
- Provide grantees with training opportunities to assist in developing innovative solutions
- Develop and implement new programs
- Follow Request for Proposal procedures to procure service providers
- Utilize the Advisory Council throughout the granting process
- Participate as members on the following IDOA Councils: Nutrition, Elder Abuse, Caregiver, and Long Term Care Ombudsman
- One staff member is certified in Federal Grants Management by Management Concepts, Inc.
- Train grantees in program, fiscal, and NAPIS reporting
- Attend Adult Protective Services and Ombudsman related trainings
- Maintain Illinois Food Service Sanitation Manager Certified staff member
- One staff member is trained as Master Trainers for A Matter of Balance Program

# Services Directly Provided by AgeSmart

AgeSmart proposes to continue to provide III-B/E Information & Assistance, III-B Options Counseling, III-E Public Education, and Respite and requests Direct Service Waivers in order to directly provide these services in FY19.

## III-B/III-E Information and Assistance

AgeSmart provides area-wide Information & Assistance (I&A) and Options Counseling as a single point of entry serving older adults, their caregivers and people with disabilities in the seven-county region.

### Synopsis of Activities

- Provide individuals with current information on opportunities and services available
- Assess the problems and capacities of the individuals
- Establish adequate follow-up procedures based on the older individual's needs
- Maintain Enhanced Services Program (ESP) database for PSA 08
- Provide ESP technical assistance to the grantees
- Utilizing *FeatureLink*<sup>®</sup> to connect callers to the grantees and Aging Network services
- Maintain Certified Information & Referral Specialists for Aging (CIRS-A)
- Maintain AgeSmart website ([www.AgeSmart.org](http://www.AgeSmart.org)) to provide consumers with 24/7 access to aging resources
- Provide education programs to the public

### Justification

While AgeSmart funds eight local service providers to deliver I&A in their communities, AgeSmart serves as a single point of entry responding to service requests from the entire planning and service area and beyond. The Elder Care Locator managed by the National Association of Area Agencies on Aging directs callers to Area Agencies for I&A. This single point of entry is necessary for older adults and caregivers not to be overwhelmed by multiple agencies and numerous phone numbers. At the same time, it is imperative that consumers find “no wrong door” when seeking information. AgeSmart's I&A service complements the area I&A efforts not only with those provided by the grantees, but also throughout the Aging Network.

Being located in St. Clair County which has nearly 40% of the region's 60+ and 70% of the minority population, AgeSmart directly reaches out to those with the greatest need and serves as the information hub, providing training and technical assistance to the local I&A providers. There is no other local agency for providing I&A at this capacity.



### **III-B Options Counseling**

AgeSmart provides PSA wide Options Counseling services to all persons with disabilities aged 18+ and older adults who request or require current long term support services and/or persons of any age who are planning for the future regarding long term support services without regard to income or assets.

#### **Synopsis of activities:**

- Outreach to all communities on the service and its value in planning
- Personal interview
- Exploration of resources
- Decision support
- Goal setting
- Links to available services
- Follow up with consumers

#### **Justification**

In terms of coordination and trainings, AgeSmart is the focal point in the seven-county region for Information and Assistance services. Options Counseling forces a paradigm shift from an older medical model approach in Information and Assistance services to a person centered model. AgeSmart is already in the position to coordinate, train, and update the existing network in this newer, more extensive manner of delivering Information and Assistance services. As with standard Information and Assistance, AgeSmart's Options Counseling complements the PSA efforts in providing consumers with the best, most up-to-date information and resources.

Program	Budget	Projected Persons	Projected Units
Title III-B Information & Assistance	\$31,500	10,000	11,300
Title III-E Information & Assistance for Caregivers	\$6,600	2,200	2,600
Title III-B Options Counseling	\$30,000	100	300

### **III-E Public Education**

AgeSmart provides Public Education for family caregivers of older adults in the seven-county region. Through educational events, community presentations, and media campaigns, the program provides valuable information and resources for family caregivers and encourages them to use the programs and services available.

#### **Synopsis of Activities**

- Attend local Health and Information Fairs in the communities reaching out to caregivers

- Conduct community presentations which link caregivers to needed services and benefits
- Provide caregivers with on-the-spot access to information using Enhanced Services Program (ESP) via mobile devices
- Provide an annual Caregiver Conference that is designed to educate and support caregivers
- Host the annual Aging Expo
- Use online newsletter and social media to engage public and promote Home and Community-Based Services

**Justification**

The area has many Health & Informational Fairs that AgeSmart spends considerable staff time attending. Due to limited time and the high cost of space rental, most grantees are not able to attend these events. AgeSmart also has the capability to have ESP available at the events using mobile devices. This allows us to provide on-the-spot individual assistance to caregivers. No other agency exists to fill this gap.

Program	Budget	Projected Persons	Projected Units
Title III-E Public Education	\$27,000	750	75

**III-E Respite**

AgeSmart administers Respite care program for primary caregivers of persons 60 and older throughout the seven-county region. Respite care is a short term relief designed to provide a break from the physical and emotional stress from caregiving. The service offers caregivers the flexibility and freedom in choosing their respite care providers.

**Synopsis of Activities**

- Require Respite Assessments via CCU
- Verify monthly Respite service forms, provide assistance in completing the form and make follow-up phone calls, if needed
- Maintain the Respite client database, tracking service utilization
- Reimburse caregivers up to \$100 per month for Respite care
- Provide caregivers with information on educational opportunities and resources to help with their caregiving

**Justification**

AgeSmart implemented a consumer-directed Respite program model in 2003 in response to underutilization of the service using a community agency. Although the

service provided was good, clients did not use the service widely because they did not want a stranger in the house and/or the hourly rate did not allow for enough hours of service. Efforts were made to find other agencies with the flexibility needed by caregivers, but none were found.

The consumer-directed model empowers caregivers to select the Respite care provider best suited to their needs and negotiate their own payment amount. AgeSmart, serving as the administrator of the program, then reimburses eligible caregivers up to \$100 per month. Since the implementation, the number of caregivers using Respite significantly increased and the average cost per hour decreased from \$13 to \$7, which remained the same for over a decade. In FY17, the number of caregivers who used the respite service grew by 51% compared to FY16 and the cost per hour was \$5.

Cutting these costs increases the funds available to caregivers and AgeSmart is the most logical entity to provide the service directly in order to keep the costs down. Over 90 percent of the budget goes directly to the program and AgeSmart retains **\$6,000** for administrative costs. In FY17, 118 caregivers were provided with 13,070 hours of respite.

Program	Budget	Projected Persons	Projected Units
Title III-E Respite	\$75,000	80	13,000

# Home Delivered Meals Unmet Needs

In FY17, AgeSmart received additional State Home Delivered Meals funds, which allowed us to provide additional meals through shelf-stable meals and weekend meals. 1,098 clients received 10 shelf-stable meals, which would serve as emergency meals when normal meal delivery is not feasible due to inclement weather or other emergency situations. The weekend meals were provided through September 30, 2017. Home Delivered Meals survey conducted in November of 2017 indicated that no individuals were denied meals due to lack of funding or needed meals in unserved areas.

AgeSmart served **303,472** Home Delivered Meals to **1,976** frail, homebound older adults in FY17. The number of meals increased by 35% and the number of persons 23% compared to FY16.

## HDM Service Utilization Comparison

	<b>FY16</b>	<b>FY17</b>
<b># Persons</b>	1,609	1,976
<b># Units</b>	224,249	303,472

AgeSmart instituted a waitlist in December of 2017 due to increased demand and uncertainty around state and federal funding. In order to serve older adults who need immediate assistance during the waitlist period, we implemented imminent risk criteria, which enabled providers to serve vulnerable seniors who are in dire need. The waitlist was lifted in March, 2018 and 80 individuals on the list were placed on the program. AgeSmart continues to closely monitor the demand and cash flow to ensure continuation of the service for current and future consumers.

As of April, 2018, there is no waitlist in PSA8.

## Other Funding Possibilities

While AgeSmart's main sources of funding are the federal Older Americans Act and Illinois General Revenue Funds, AgeSmart has made progress in securing grant funds from sources other than the Older Americans Act to enhance current programs and develop new programs. The Advisory Council has an active Outreach & Development Committee to assist in accessing additional funds. Possible funding sources for AgeSmart include the following.

### The Development Association for the Aging

The Development Association for the Aging (DAA) was created as a response to dwindling State and Federal Funds. The DAA is organized exclusively for charitable, educational, religious, or scientific purposes as a nonprofit organization to support the efforts of AgeSmart. The primary purpose of the DAA is to offer and provide support to older persons and the families of older persons as well as to agencies serving these populations. The region will see services for older adults increase and programs to be enhanced as the DAA grows and develops. The DAA is managed by a volunteer board of directors and currently employs no staff.

Since FY11, DAA has provided nearly 1,300 home delivered meals to the older adults who would otherwise have been denied the service due to lack of funding. DAA also provided over \$5,000 of emergency funds during the past two years for older adults in need.

### Other Possible Funding Sources

AgeSmart is collaborating with the Marion, Illinois and St. Louis, Missouri Veteran's Medical Centers to offer the Veterans Directed Home and Community Based Services Program (VDHCBS). VDHCBS is a program to provide home and community-based services to help veterans stay at home and remain in the community. It is a collaboration between the Veterans Health Administration (VHA), the Administration on Community Living (ACL), the Illinois Department on Aging (IDOA), the thirteen Illinois Area Agencies on Aging (AAAs), and currently two Missouri Area Agencies on Aging. VDHCBS serves veterans of any age that are at risk of nursing home placement, and their family caregivers. This will create another source of revenue for AgeSmart.

# Changes in Funding

For the purpose of this document, the FY19 Governor's proposed budget is used to estimate the funding level. When the actual funding allocation is received, AgeSmart will make adjustments in the way that causes the least disruption to services.

## Funding Increase

Should the amount of Federal or State funding increase during the FY19 funding cycle:

- AgeSmart's Board of Directors will determine the services and funding level based on the needs of the communities.
- Taking into account greatest needs, any increases in funding by a specific title may be used to expand/enhance existing services, to fund new pilot programs, and/or to offer innovative grants.

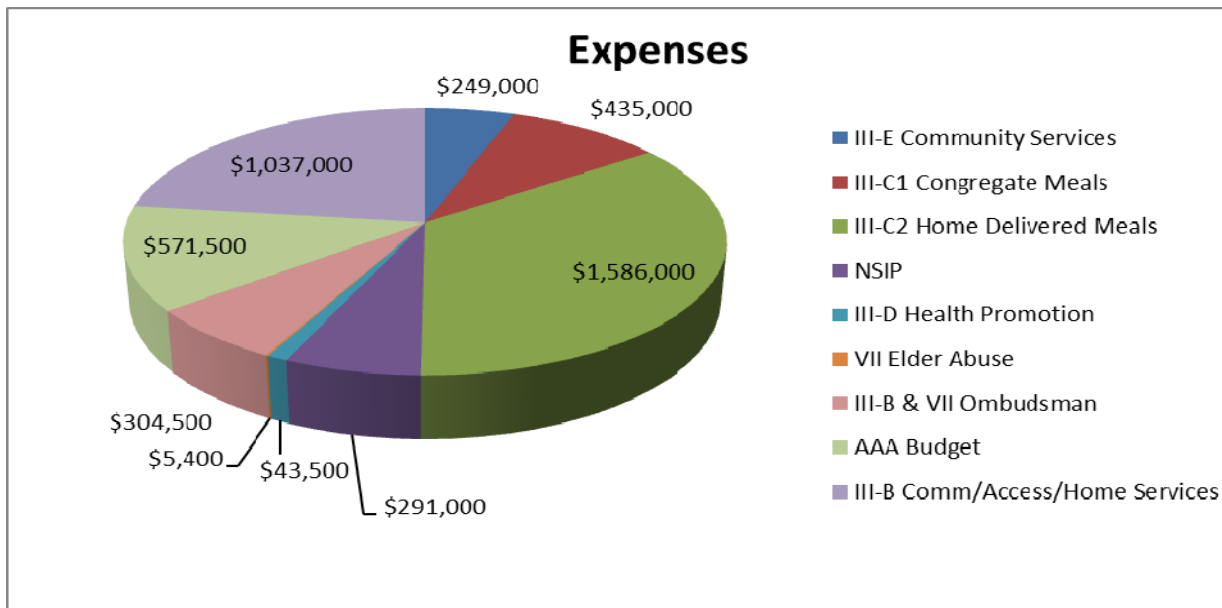
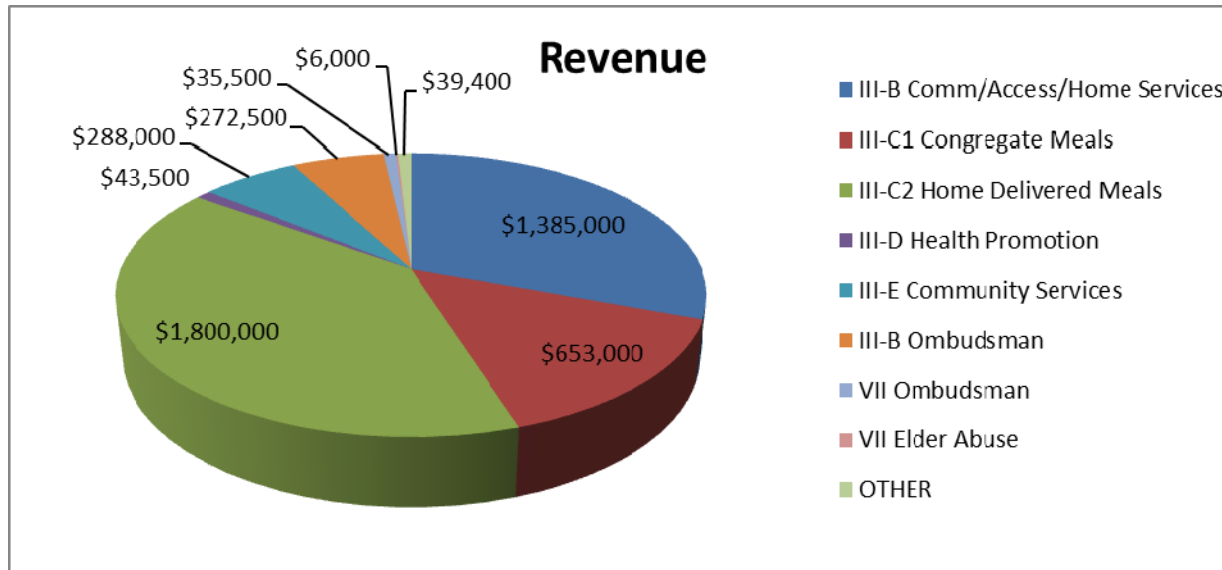
## Funding Decrease

Should the amount of Federal or State funding decrease during the FY19 funding cycle:

- Decreases will come from the affected title.
- AgeSmart will revise the service priorities and appropriately adjust the funding to the services so that reduction of the funding will cause the least amount of harm to the consumers.

The following pages demonstrate estimated revenues and expenses for FY19. This projection is subject to change based on changes to funding levels if there is a sequestration or other budgetary impacts from the Federal or State government.

# FY19 Projected Revenues and Expenses



## Revenues and Expenses Projected for FY19

### Revenues Projected for FY19

<b>SOURCE</b>	<b>IIIB</b>	<b>IIIC-1</b>	<b>IIIC-2</b>	<b>IIID</b>	<b>IIIE</b>	<b>III OMB</b>	<b>VII OMB</b>	<b>VII ELD</b>	<b>OTHER</b>	<b>TOTAL</b>
ALLOCATIONS	627,000	773,000	415,000	40,000	273,000	44,500	35,500	6,000	0	2,214,000
TRANSFERS	171,000	-271,000	100,000							0
STATE FUNDS	562,000		1,085,000			228,000			39,400	1,914,400
NSIP		131,000	160,000							291,000
CARRYOVER	25,000	20,000	40,000	3,500	15,000	0	0	0		103,500
<b>TOTAL AVAILABLE</b>	<b>1,385,000</b>	<b>653,000</b>	<b>1,800,000</b>	<b>43,500</b>	<b>288,000</b>	<b>272,500</b>	<b>35,500</b>	<b>6,000</b>	<b>39,400</b>	<b>4,522,900</b>

<b>Title</b>	<b>Older Americans Act Programs</b>
<b>III B</b>	Transportation, Assisted Transportation, Information & Assistance, Options Counseling, Legal, and Residential Repair & Renovation
<b>III C-1</b>	Congregate Meals
<b>III C-2</b>	Home Delivered Meals
<b>III D</b>	Chronic Disease Self-Management Program / A Matter of Balance (Health Promotion Programs)
<b>III E</b>	Caregivers & Grandparents Raising Grandchildren Services – Information & Assistance, Outreach, Case Management, Legal, Counseling, Respite and Gap Filling
<b>III OMB</b>	Ombudsman
<b>VII OMB</b>	Ombudsman
<b>VIII ELD</b>	Adult Protective Services



Revenues and Expenses Projected for FY19 (continued)

Expenses Projected for FY19

APPLICATIONS	IIIB	IIIC-1	IIIC-2	IIID	IIIE	III OMB	VII OMB	VII ELD	OTHER	TOTAL
Assisted Transportation	180,000									180,000
Transportation	233,500									233,500
Information & Assistance	346,500				6,600					353,100
Options Counseling	62,000									62,000
Case Advocacy/Management					9,500					9,500
Legal Services	200,000				30,000					230,000
Residential Repair & Renovation	15,000									15,000
Health Screening										0
Congregate Meals		435,000								435,000
Home Delivered Meals			1,586,000							1,586,000
NSIP		131,000	160,000							291,000
Health Programs				43,500						43,500
Public Education					27,000					27,000
Counseling					71,000					71,000
Support Groups					0					0
Training					0					0
Respite					90,400					90,400
Gap Filling					14,500					14,500
Ombudsman						272,500	32,000			304,500
Elder Abuse								5,400	0	5,400
Title V Employment									0	0
AAA Budget	348,000	87,000	54,000		39,000		3,500	600	39,400	571,500
	1,385,000	653,000	1,800,000	43,500	288,000	272,500	35,500	6,000	39,400	4,522,900

