

*City of Chicago*

**PUBLIC INFORMATION DOCUMENT (PID)**

***A Summary of the Fiscal Year 2017 Amendments to  
the Fiscal Year 2016 – 2018 Area Plan on Aging***

***May 2, 2016***

***Department of Family and Support Services-  
Chicago Area Agency on Aging  
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**Lisa Morrison Butler  
Commissioner**

**Rahm Emanuel  
Mayor**

## **PROPOSED FISCAL YEAR 2017 AMENDMENT FY2016-2018 AREA PLAN ON AGING SUMMARY**

The Public Information Document provides a summary and highlights of the Area Plan on Aging, Fiscal Years 2016-2018 with the spending plan for Fiscal Year 2017. This document describes how the Department of Family and Support Services-Chicago Area Agency on Aging proposes to deliver services to Chicagoans, age 60 years and better, using funds from Title III and Title VII of the Older Americans Act and State of Illinois General Revenue Funds. Fiscal Year 2017 begins on October 1, 2016 and ends on September 30, 2017. The public is invited to comment on the Area Plan at any of the three Public Hearings listed below:

**Tuesday, May 10, 2016  
Englewood Senior Satellite\*  
653-657 W. 63<sup>rd</sup> Street  
9:30 A.M. - 10:30 A.M.**

**Tuesday, May 17, 2016  
Pilsen Senior Satellite  
2021 S. Morgan  
10:00 A.M. - 11:00 A.M.**

**Tuesday, May 24, 2016  
Austin Senior Center  
5071 W. Congress Parkway  
10:00 A.M. - 11:00 A.M.**

- ★ Immediately after the public hearing event that will be held at the Englewood Senior Satellite Center on May 10, 2016, we will be hosting an "On the Table Event" over lunch as part of our partnership with the Chicago Community Trust. We will discuss ways in which we can make our communities Age-Friendly.

The proposed FY2017 Amendment to the FY2016-FY2018 Public Information Document for the Area Plan will be available for review during the public comment period from May 2, 2016 to May 27, 2016. Written comments on the proposed Area Plan may be submitted to Lisa Morrison Butler, Commissioner, Department of Family and Support Services-Chicago Area Agency on Aging, 1615 West Chicago Avenue, 5<sup>th</sup> Floor, Chicago, Illinois 60622. Comments must be received by 4:00 p.m. on May 27, 2016.

The Department of Family and Support Services-Chicago Area Agency on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with the Illinois Human Rights Act; the U.S. Civil Rights Act; Section 504 of the Rehabilitation Act; the Age Discrimination Act; the Age Discrimination in Employment Act; and the U.S. and Illinois Constitutions. 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 1-800-252-8966 (Voice & TTY), or contact the Commission on Human Relations at 312/744-4111 or 312/744-1088 (TTY).

## **DEPARTMENT OF FAMILY AND SUPPORT SERVICES- CHICAGO AREA AGENCY ON AGING**

### **HISTORY**

In 1956, the Mayor's Commission for Senior Citizens was established in Chicago as the nation's first municipal office on aging. The Commission evolved into the Chicago Department on Aging and was later named the Chicago Department of Senior Services. The department also served (and continues to serve) as the Area Agency on Aging for the City of Chicago, as designated by the Illinois Department on Aging through the Older Americans Act.

On January 1, 2009 the Chicago Department of Senior Services merged with other social service departments to create the new Department of Family and Support Services (DFSS) that works to enhance the lives of Chicago residents, particularly those most in need, from birth through the senior years. As a result of this merger, the City can now more efficiently address the complex needs of today's multigenerational families and ensure that all members receive the assistance necessary to maintain healthy, active lives within their communities.

The Department of Family and Support Services – Chicago Area Agency on Aging's (DFSS-Chicago Area Agency on Aging) mission of "creating options for an aging society" plays an even more critical role within our new Department as the first wave of Baby Boomers turned 65 in 2011. According to a recent study by the Metropolitan Agency for Planning, the number of seniors in Chicago metropolitan area who are between 65-84 years of age is expected to double by 2040. If regional and national trends are mirrored locally, it is likely that the senior population in Chicago will also increase. These seniors will join other seniors in the service/support network we have built.

The service/support network activities include:

- Supporting older persons to live independently in their own communities and homes for as long as possible;
- Ensuring that those who reside in institutions are treated with dignity and care; and
- Ensuring that older persons have access to full and accurate information to participate in public policy.

In order to prepare for this “age wave”, Mayor Emanuel has requested an “age-friendly” designation for Chicago through the World Health Organization (WHO). Chicago has partnered with the Buehler Center on Aging, Health & Society, Feinberg School of Medicine, Northwestern University, to complete an assessment of eight domains which include: outdoor spaces and buildings; transportation; housing; social participation; respect and social inclusion; communication and information; civic participation and employment, and community support and health services.

Recommendations for policy development based on the stakeholder prioritization of domains combined with satisfaction ratings from Chicago residents were submitted to DFSS-Chicago Area Agency on Aging by the Buehler Center on Aging, Health & Society and the Northwestern University of Feinberg School of Medicine which identified both assets and gaps to allow Chicago to move forward with an action plan and deep community engagement to further enhance Chicago’s age-friendliness.

### **Elder Justice**

Chicago Area Agency on Aging was instrumental in the creation of the Cook County Elder Court which also operates the Elder Justice Center in Daley Center and participates with programs and outreach.

Mayor Rahm Emanuel received the American Society on Aging (ASA) Leadership in Public Policy Award for his role in securing passage of the Elder Justice Act while he was working in Washington, D.C. This national award highlights how fortunate Chicago is to have a Mayor who is committed to protecting all of our seniors.

Last year, DFSS-Chicago Area Agency on Aging partnered with the Social Security Administration (SSA), the Corporation for National and Community Service (CNCS) and Sinai Community Institute to pilot an implementation of the Elder Justice Act.

### **Volunteer Representative Payee**

DFSS-Chicago Area Agency on Aging was selected to participate in the Pilot Volunteer Representative Payee (Rep Payee) Program which addresses the needs of individuals who are mentally and/or physically incapable of managing their financial affairs. Individuals may misplace their money or be unable to remember how their money was spent. They may forget to pay their rent or other monthly bills. In some cases, they are

evicted from their homes even though they have enough money to pay their bills.

The Volunteer Representative Payee Program serves individuals who are in need of a Representative Payee, but do not have family or friends able or willing to help. When family or friends are unavailable or inappropriate to help, or may be involved in exploiting the individual, the Chicago Pilot Volunteer Representative Payee Program serves to prevent financial exploitation, homelessness and inappropriate institutionalization.

## **THE AREA PLAN ON AGING**

The Older Americans Act of 1965, as amended, is the sole Federal law designed exclusively for older persons (age 60 and above). This Act was created to help older Americans live in their homes with dignity and safety for as long as possible with appropriate services and support.

DFSS-Chicago Area Agency on Aging is part of a vast national network of services and programs that protect the rights and support the needs of the nation's seniors. This network includes the Administration for Community Living (ACL), at the Federal level, units on aging at the State level, Area Agencies on Aging at the regional level, and local community service providers. The Illinois Department on Aging (IDoA) serves as the state agency, overseeing Illinois' 13 Area Agencies on Aging (AAAs).

DFSS-Chicago Area Agency on Aging annually submits the Area Plan on Aging to IDoA to request Federal Older Americans Act and State General Revenue Funds for activities and services for older Chicagoans. The area plan also serves as a planning document that includes a detailed summary of the condition and needs of Chicago's senior population as well as a delineation of the programs and services that DFSS-Chicago Area Agency on Aging will offer to meet those needs within the proposed budget.

To determine how best to address the priority needs of Chicago's elderly, DFSS-Chicago Area Agency on Aging, as required by IDoA, takes the following steps as part of its planning process:

1. Assess the needs of older persons;
2. Evaluate the existing service system;
3. Determine the availability of resources and alternative approaches to

- meet seniors' needs;
4. Establish priorities;
  5. Modify and refine the area plan or planning process (changes or amendments) as directed by IDoA.

## **PRIORITY NEEDS OF OLDER CHICAGOANS**

According to the 2014 American Community Survey (U.S. Bureau of the Census), there were a total of 418,210 Chicagoans aged 60 and older, representing fifteen percent (15.4%) of the overall population. This is a slight increase from the census data which reported 391,795 seniors 60 years and above in 2010. Presently, the ethnic/racial composition of Chicago's senior population (60 years and above) is as follows:

White	50.3%
Black or African American	36.9%
American Indian or Alaskan Native	0.3%
Asian	5.7%
Native Hawaiian or Other Pacific Islander	0.1%
Some other Race	5.5%
Two or More Races	1.2%

In addition, 17% were of Hispanic Origin.

During 2014, 261,945 Chicago households had at least one member 60 years of age and above (25% of all households citywide). Of these, 124,947 have a senior living alone (an increase from 2013).

DFSS-Chicago Area Agency on Aging utilizes both qualitative and quantitative research methods to assess the priority needs of older persons in Chicago by conducting surveys of service providers and seniors; conducting studies of senior needs using formalized needs assessments and demographic data; reviewing program reports; receiving testimony from public forums; and evaluating the effectiveness of current services.

Several local needs assessments have been undertaken within the past few years that document significant shifts in senior demographic trends within the city of Chicago. These studies provide a foundation for understanding how programs can be tailored to address the increasingly complex needs within the growing Chicago elderly population, including

those related to housing, senior employment, and access to medical services.

In preparation for the FY2016-2018 Area Plan on Aging, studies such as "Caregiver Champions: Peer Support for Informal Caregivers of Older Adults"(2012: Buehler Center on Aging, Northwestern), "Breaking the Cycle of Poverty Among Seniors and Their Family Caregivers" (2012), "Age Friendly Chicago" (Findings From a Community-Wide Baseline Assessment-2014), "More than A Meal Pilot Research Study" (Meals on Wheels America: 2013) and "Hunger Among Seniors in Cook County, Illinois" (2012) were reviewed to assess needs of older Chicagoans. Additionally, senior needs assessments and responses to provider surveys were compiled and analyzed.

In FY2015, DFSS-Chicago Area Agency on Aging provided services to 154,899 seniors citywide through a network of programs and services. DFSS-Chicago Area Agency on Aging reviewed the service requests and nature of calls received through the Information and Assistance Unit (I&A)/Aging and Disability Network (ADRN) in FY2015 to better understand the service needs of Chicago's seniors and their professional and familial caregivers. DFSS-Chicago Area Agency on Aging found that approximately 46 percent of the callers requested in-home services such as case management, home delivered meals and housing relocation assistance; 5 percent requested assistance with transportation concerns such as applying for RTA senior reduced fare card or special service application; and 19 percent required help applying for the pharmaceutical and benefit assistance programs.

## **HIGHLIGHTS**

### **Abuse, Neglect and Exploitation**

DFSS-Chicago Area Agency on Aging serves as the Regional Administrative Agency (RAA) for the Adult Protective Services Program for the City of Chicago. It is within this context that DFSS-Chicago Area Agency on Aging has entered into delegate agency agreements to provide adult protective services. Trained and certified adult protective services caseworkers respond to reports of alleged physical, emotional and sexual abuse, neglect, confinement or financial exploitation of individuals age 60 and older and individuals with disabilities age 18-59. The program provides investigation, casework, intervention and implementation of alternative

remedies and follow-up services to victims. Caseworkers will work with the eligible individual to develop a plan of care to ensure the client's safety and well-being, to stop the abuse and to prevent further maltreatment.

### **Senior Advocacy Program and Domestic Violence Services**

DFSS-Chicago Area Agency on Aging, in coordination with the Circuit Court of Cook County, established a Senior Advocacy Program in the Domestic Violence Courthouse. The program provides senior victims of domestic violence accessibility to resources and services that specifically address the needs of persons age 60 and above. Through this program seniors receive emotional support, short-term counseling, education and resources to help navigate them through the court system. Services include assistance with the court process, court advocacy for seniors appearing in court on civil and criminal matters, and legal assistance, as needed. Staff work closely with Adult Protective Services in elder abuse and neglect cases. Links to interpreters are available for limited English-speaking elderly.

### **Case Advocacy and Support**

Many of the requests received by the DFSS-Chicago Area Agency on Aging and its partnering service providers are related to issues of hoarding, poor health and uninhabitable living conditions, undiagnosed and untreated mental health concerns, limited cognitive abilities, as well as safety concerns. They are beyond the realm of traditional case coordination. The CAS worker assesses the senior, along with the situation, and creates a plan of care to meet the needs of the immediate crisis. This may include further assessment by medical professionals, hospitalization, alternative housing relocation, heavy duty chore clean-up assistance, or intensive care coordination. Clients are assessed for a safe plan of care, including a nutritional screening (when appropriate) and referrals for services. Clients who are candidates for the various Managed Care Organizational programs through the State's Medicaid Program will be provided advocacy and support.

### **The Well Being Task Force**

Established in 2003, the Well-Being Task Force was created to coordinate a comprehensive network of community and faith-based organizations that identify and link isolated and at-risk seniors to neighborhood based support, social interaction and appropriate assistance.



The Task Force brings together city departments, government agencies, community based organizations, hospitals, faith-based communities and others concerned about at-risk elderly. The Task Force has educated over 30,000 field workers and customer service representatives of public agencies, public utilities as well as telephone and cable communications companies to identify and report seniors who may be at-risk, 365 days a year.

The Task Force was instrumental in advocating for state legislation which added "Self-Neglect" as a reportable category under the current State of Illinois Elder Abuse and Neglect definition. The Task Force also helped pass the mandatory training of bank personnel to identify and report incidents of financial abuse. The Task Force continues to compile and analyze data to support the work of Intensive Case Advocacy and Support services in the reduction of self-neglect activities among at-risk seniors.

### **Benefits Check Up**

Through the 45 Chicago Housing Authority senior buildings and the 50 agencies from the Mayor's Well-Being Task Force that were trained in the Benefits Check-up program, DFSS-Chicago Area Agency on Aging will continue to make the program available to seniors in every neighborhood in Chicago. The implementation of this program resulted in direct benefits received by seniors in the amount of \$24,024,674 for 2015 (consistently the highest in the nation) which has been recognized by the National Council on Aging (NCOA).

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

Through the SHIP Program, DFSS-Chicago Area Agency on Aging will promote and further integrate SHIP program efforts within the city of Chicago. Efforts include coordinating with the Illinois Department on Aging (IDoA) and providing leadership on the regional level with the various organizations who provide SHIP services located in our Planning and Service Area to meet objectives that include: 1) providing personalized counseling assistance to Medicare beneficiaries; 2) engaging community outreach to Medicare beneficiaries in public forums; and 3) providing Medicare beneficiaries access to enrollment assistance.

### **Money Follows the Person**

Ombudsmen are actively making referrals and working with nursing home residents who desire to transition into the community, but have difficulty doing so on their own. The Money Follows the Person (MFP) program provides transition coordinators who assist long-term-care facility residents in finding alternative community-based housing and create a plan of care to ensure successful transition. Services such as in-home care workers, money management, home health visits and supportive living are woven together to promote a more independent living situation for residents currently in nursing homes.

### **Illinois Balancing Incentive Program ADRC - Nursing Home Deflection Demonstration Program**

DFSS-Chicago Area Agency on Aging is participating in the Nursing Home Deflection Demonstration project awarded by the Illinois Department on Aging. The anticipated project outcomes for the Illinois ADRC-Nursing Home Deflection Demonstration are that services for persons at risk of immediate placement in a facility after a hospital stay will have better coordination, there will be an overall reduction in nursing home placements and state spending on long term services and supports, and there will be an improved quality of life for those individuals who are able to avoid unnecessary nursing home placement.

### **Volunteer Chicago Program**

DFSS-Chicago Area Agency on Aging participates in the Generations Serving Generations State initiative. The program allows seniors to use their talents and gifts to volunteer for various opportunities, including: the Nursing Home Ombudsman Volunteer Program; "Serendipity, Celebrating Seniors on Stage"; the Chicago Senior Clown Troupe and events at senior centers.

### **Ageism Diversity Committee**

The DFSS-Chicago Area Agency on Aging Executive Director has been designated to form a committee which meets to discuss venues to project images of positive aging such as Serendipity and the Senior Clowne Troupe.

## **ISSUES TO BE ADDRESSED: FY2016-2018 AREA PLAN ON AGING**

IDoA requires that each of the 13 Area Agencies on Aging (AAAs) address one state-wide issue and one local issue that confronts the social/nutritional service system. The selected statewide initiative is ***"Development and Implementation of a No Wrong Door (NWD) System That Has the Functional and Operational Capacity Defined by the Administration for Community Living (ACL)."*** Locally, DFSS-Chicago Area Agency on Aging selected ***"Enhancing service delivery to seniors, caregivers, and those with disabilities through Chicago's Age-Friendly designation as identified by the Buehler Society on Aging and the Northwestern University Feinberg School of Medicine."***

### ***Development and Implementation of a No Wrong Door (NWD) System That Has the Functional and Operational Capacity Defined by the Administration for Community Living (ACL).***

Many people are unaware of the many services and benefits for which they may be eligible. In many cases, when people become frail and disabled they believe that the only alternative is nursing homes. The development and coordination of a No Wrong Door (NWD) system is one way to address this problem. It involves a network of agencies working in a coordinated effort to provide individuals with integrated access points to public benefit programs, community-based services and long-term services and supports.

The NWD system vision calls for many organizations with different areas of expertise and resources to partner and coordinate to raise visibility in the community, make it easier for people to find the answers they need, learn about their options, and connect with the right kind of services. It is a highly visible and trusted place to go or call for unbiased information and assistance regarding public benefit programs, community-based services and long-term support services for seniors, caregivers and individuals with disabilities regardless of income. From the perspective of the clients, they are receiving all of the services and supports that they need from one organization or one point of entry instead of dealing with multiple organizations.

Information and assistance has been a core function of the Chicago Area Agency on Aging for many years. Our system already serves as a well established coordinated point of entry for information, assessment and

advocacy. Building on this foundation, in FY2017 DFSS-Chicago Area Agency on Aging will continue to work to integrate the NWD model into our existing system of information and assistance by providing seamless access to services needed by older adults, those individuals of all ages and incomes, and those with disabilities and their caregivers.

DFSS-Chicago Area Agency on Aging is assuming a significant role in the development of the access service system by leveraging existing resources and developing strong local partnerships. Several important steps were initiated in the FY2012-FY2015 area plan and will continue to be developed in the FY2016-FY2018 area plan. These include assessing the capacity of Information & Assistance (I & A) and Senior Health Assistance Program (SHAP) sites to become part of the fully functioning NWD system, establishing a team of local stakeholders (i.e., Mayor's Office of People with Disabilities, the Chicago Department of Public Health (CDPH), the local Center for Independent Living, Intensive Case Advocacy and Support agencies, Adult Protective Services agencies, Care Coordination Units (CCU), IDHS, and other DFSS partners) in order to improve coordination of the system so it becomes seamless to the consumers and increases access for at-risk populations; training and cross-training of staff to include I & A and benefits enrollment staff; and updating and maintaining the resource databases (i.e., Enhanced Services Program, Benefits Check UP). The goal is that by the end of FY2018, DFSS-Chicago Area Agency on Aging and designated delegate agencies will have a fully functioning NWD system.

***Local Initiative: Enhance service delivery to seniors, caregivers, and those with disabilities through Chicago's Age-Friendly designation as identified by the Buehler Society on Aging and the Northwestern University Feinberg School of Medicine.***

In July of 2012, the Chicago was designated as an Age-Friendly City by the World Health Organization (WHO). As the local initiative for the area agency, DFSS-Chicago Area Agency on Aging seeks to develop the initiatives which are part of a city-wide action plan that will improve the ability for older Chicagoans to live healthy, independent lives in their communities. The areas in which Chicago needs to build capacity were identified through a baseline assessment recently completed by the Buehler Center on Aging, Health & Society and the Northwestern University of Feinberg School of Medicine.

The assessment identified the current strengths, needs, and priorities for maintaining and improving Chicago's status as an Age-Friendly City in eight domains: Transportation, Housing, Social Participation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information, Community Support and Health Services, and Outdoor Spaces and Buildings.

Professional and community stakeholders who have direct experience working with seniors in Chicago were asked to review a list of indicators that were used to assess age-friendly cities world-wide and rank them in the order of importance to seniors living in Chicago. The stakeholders included researchers, community workers, and government affiliates who represented diverse populations through their work or personal experience with disability, the LGBTQ community, and various racial, ethnic and/or faith based groups.

After compiling the indicators that were ranked as most important by the seniors in Chicago, a community survey was developed and widely disseminated in both online and paper formats. The survey questions reflected the prioritized indicators of age-friendliness within each age-friendly domain, as well as basic demographic and health questions and opportunities for open-ended comments.

The data from the respondents demonstrated the level of satisfaction that residents of Chicago have for each of the Age-Friendly Domains. Overall, Chicagoans rate the age-friendliness of Chicago very highly. They were mostly satisfied or highly satisfied with each of the indicators determined to contribute to the age-friendliness of Chicago.

In addition to the survey data, findings from 8 earlier focus groups with over 100 participants, stakeholder surveys taken by over 100 gerontology professionals (including government agency heads), neighborhood research audits, and qualitative analysis have helped to add depth and richness to the understanding of the current age-friendliness of Chicago. The combined information from the survey data and focus groups identified the strengths that Chicago needs to build upon, as well as the opportunities for enhancement and growth in order to sustain and support an aging population well into the future.

Overall, the results from the baseline assessment of Chicago's age-friendliness indicated that Chicagoans view the city of Chicago as "Age-Friendly". Recommendations for policy development based on the stakeholder prioritization of domains combined with satisfaction ratings from Chicago residents were submitted to DFSS-Chicago Area Agency on Aging by the Buehler Center on Aging, Health & Society and the Northwestern University of Feinberg School of Medicine.

Recommendations based on the findings included the following areas:

- Caregiver recognition and support.
- Age-Friendly Businesses.
- Availability of opportunities for leadership and advocacy particularly among limited English speakers (e.g. Senior Ambassador Programs).
- Falls reduction (safe accessible streets and conditions for walking).
- Pedestrian street safety (including cycling proficiency).
- Safety of neighborhoods and clean environments.
- Accessibility to public buildings.
- Transport choices, transit accessibility and safety.
- Affordable housing and conditions to age in place at home using the Village Model.
- Access to information about health resources and community assets to support aging in place.
- Flexibility of volunteer opportunities and age friendly employment.

Additionally, it was also recommended that DFSS-Chicago Area Agency on Aging look to novel approaches to Age-Friendly living, such as the Village model, using the senior centers as the hub creating Village Interdependent Collaborative (VIC). Currently, we have launched VICs in Englewood, Austin and Pilsen.

The report presented by the Buehler Center on Aging and Northwestern University provides the initial blueprint for the initiatives that Chicago DFSS-Chicago Area Agency on Aging will need to develop in order to maintain and improve the city's current Age-Friendly status. DFSS-Chicago Area Agency on Aging is committed to working on the development of these initiatives throughout the FY2016 – 2018 Area Plan timeframe.

## **AREA PLAN ON AGING: DIRECT SERVICES**

With the approval of the Illinois Department on Aging, DFSS-Chicago Area Agency on Aging provides some services directly upon proof that the services can be delivered more efficiently and effectively by the Area Agency on Aging rather than by contract. Under the Area Plan on Aging in FY2016-2018, DFSS-Chicago Area Agency on Aging intends to continue to provide the following direct services with Older Americans Act funds:

**Congregate Meals:** Through the Congregate Meals Program, hot, nutritious lunches are served to seniors in communal settings at nearly 60 community locations across the city each weekday. Several sites offer weekend meals or breakfast meals. Some sites prepare ethnic meals including Chinese, Korean, Vietnamese, Indian and Pakistani cuisines. In addition to meals, seniors can participate in a variety of activities, from health education and exercise classes to field trips. The Congregate Program provides assistance to older adults to live independently by promoting better health through improved nutrition and reduced isolation through the coordination of other supportive services.

**Home Delivered Meals Outreach:** CDFSS-SS/AAA has implemented a pilot project that will expand outreach for home delivered meals to the most vulnerable, isolated seniors in our city using the village model which connects seniors to programs and services that will allow them to remain in their communities and age in place. The HDM Program staff will be working with the designated service providers to identify at-risk and isolated seniors that are appropriate for home delivered meals. Through this model there will be a local presence within each community canvassing the neighborhoods and identifying individuals with a nutritional risk and referring them for home delivered meals.

**Information and Assistance/Aging & Disability Resource Network (ADRN):** Information & Assistance (I & A) is a one-stop access portal for referral, advocacy and problem solving for older Chicagoans. Information, advocacy and assessment are available by phone, e-mail or at City Hall, Room 100 and any of our Senior Centers. I & A/ADRN is the gateway to all of the services and programs offered through DFSS-Chicago Area Agency on Aging. It is a resource for the aging and disability

community as well as families, friends, neighbors and professionals working with seniors. The ADRN provides callers with linkages to other agencies in the community and agencies beyond the city as needed. This service ensures seniors and their advocates understand all their options regarding benefits, services and programs and assists individuals through the application process.

**Ombudsman Program:** Ombudsmen protect, defend and advocate for residents in long-term-care facilities such as nursing homes, assisted living facilities and supportive living facilities. The ombudsman program is now charged with assisting and advocating for the disabled and seniors who are homebound. Utilizing staff and volunteers, they inform residents and families of their rights; investigate, mediate and report complaints; provide information on residents' needs and concerns to families, facility staff and the department; and advocate for quality individualized care for the residents. DFSS-Chicago Area Agency on Aging continues to recruit and train volunteer ombudsmen to support the nursing home residents. The goal is to identify one volunteer for each home.

## **AREA PLAN ON AGING: CONTRACT SERVICES**

DFSS-Chicago Area Agency on Aging will also procure the following services from community-based service providers with Older Americans Act and General Revenue funds under the FY2016-2018 Area Plan on Aging:

**Caregiving:** Informal and familial caregivers are provided with a variety of information and assistance and supports to aid them in caring for their older loved ones. Services such as one-on-one counseling, family mediation, gap-filling funds, respite, information and referrals, and education opportunities are available.

**Older Relatives Raising Children:** For seniors who have primary caregiving responsibility of children from birth to age 18, short-term, and one-on-one counseling are available. Emergency financial assistance can be accessed for a one-time emergency rent payment, school uniform and equipment, medication, and other basic necessities. Grandparents may be eligible for respite services in the form of organized activities or events for the children in their care, including after-school programs, summer day camp, educational, recreational, athletic programs, or at home. Legal help



with custody and guardianship is offered.

**Chore:** Heavy-duty chore assistance is a one-time intensive cleaning for seniors whose living conditions pose a threat to their health and safety. This can include trash removal, window cleaning, moving heavy furniture and packing. The short-term chore program assists seniors who need temporary assistance due to illness, recent hospitalization, or injury to assist them as they recuperate.

**Physical Fitness:** The award-winning fitness program boosts endurance, strength, balance and flexibility. DFSS-Chicago Area Agency on Aging's senior centers are equipped with senior friendly exercise equipment and staffed by experienced, certified senior-fitness professionals who lead group exercise classes and one-on-one training. Exercise classes are offered at more than 44 locations throughout the City. DFSS-Chicago Area Agency on Aging will sustain its efforts in implementing the following evidence-based curriculums into the overall program. Fit and Strong developed by the University of Illinois at Chicago combines flexibility, strength training and aerobic walking with health education for sustained behavior change among older adults. The Arthritis Foundation Exercise Program is a low-impact physical activity program proven to reduce pain and decrease stiffness. Research has shown this program to be effective in providing older adults with more confidence in their ability to continue activities, increased social activity, and require fewer doctor and emergency room visits.

**Health Promotion:** The program offers the following evidence-based curriculums: Stanford University's Chronic Disease Self-Management program, A Matter of Balance (Fall Prevention Program), Healthy Eating for Successful Living Among Older Adults) and Tai Chi for Arthritis for Fall Prevention.

**Home Delivered Meals:** This program provides nutritious meals to older persons (60 years and older) who are frail and/or homebound because of illness or incapacitating disability or are otherwise isolated. Microwaveable, oven-ready frozen or hot meals are delivered to homebound seniors who are unable to prepare meals for themselves and have no other means of acquiring nutritious meals. The program provides two

meals a day covering two to seven days a week to approximately 5,500 seniors a day.

**Housing Assistance:** The Housing Assistance program identifies and provides housing relocation assistance to seniors who are at-risk of becoming homeless and/or need more appropriate housing. The program provides intensive counseling to at-risk seniors that have been unable to maintain permanent housing or live in substandard or condemned housing.

**Legal Assistance:** Legal Assistance services protect the legal rights and interests of seniors in legal matters including public entitlement, housing, health care, guardianship, consumer fraud, employment, family law, and property interests. This program defends seniors from age discrimination and other forms of discrimination as well as protection from abuse, exploitation and coercion. Legal assistance and advice includes tax counseling, financial counseling, reverse mortgage and foreclosure counseling, and counseling regarding appropriate health and life insurance coverage. The program will not handle fee-generating cases such as personal injury or workman's compensation matters.

**Multipurpose Senior Centers:** Currently DFSS-Chicago Area Agency on Aging has twenty-one (21) senior centers operating citywide. DFSS-Chicago Area Agency on Aging's Senior Centers offer a diverse array of opportunities for seniors to interact with one another, to become involved in their communities and to participate in and contribute to the culture of the city. The centers serve as local hubs that connect seniors to social, economic, and educational resources that enhance the quality of their lives. DFSS-Chicago Area Agency on Aging Senior Centers all provide the following core program components: Fitness Program, Nutrition Program, Health and Wellness Program, Information and Access to Services including linkage to a wide array of community resources and programs; and Life Enrichment programs. Health screenings, educational programs, and individual nutrition and health consultations are offered at DFSS-Chicago Area Agency on Aging's senior centers. These programs are administered by highly qualified professionals that include: Registered Nurses (RN), Licensed Registered Dietitians (RD), Pharmacists (PharmD) with geriatric experience, and Social Workers with Masters Degrees (LCSW).

**Recreation:** Older Adults can find a variety of social, educational and recreational activities at all twenty-one (21) Senior Centers throughout the city. Each center's calendar of activities is tailored to the needs and interests of the local community. All programs aim to foster the well-being of individuals through rewarding social interaction.

**Respite (Title III-B and III-E):** Respite services provide professionally trained staff to care for a frail senior, who has a familial caregiver, on a temporary basis. Respite can be used in an emergency, such as the illness of a caregiver or for planned time away; such as a vacation, special event, appointment or just some time for themselves. This care can be provided in home or in a nursing facility.

**Transportation:** Interim transportation provides rides temporarily for seniors to medical treatments such as dialysis, chemotherapy and radiation, until RTA paratransit service is arranged and approved.

## **FUNDING ISSUES FOR FISCAL YEAR 2017**

The future of governmental funding continues to be uncertain. The Governor has submitted a proposed 2017 budget to the Illinois General Assembly which includes a less than 1% increase in federal funding. State funds for FY2017 will increase by 20%. All of the allocations have been calculated using the intrastate funding formula per the 2010-2014 American Community Survey and Aging Special Tabulation data from the Census Bureau's American Community Survey 2009-2013.

As with all government budgets, many potential cuts are being discussed. It is anticipated that the federal government will reduce the Older Americans Act funding issued to all of the states, as well. It is not yet known how much of a decrease will be sustained.

DFSS-Chicago Area Agency on Aging remains committed to targeting services to those individuals with the greatest economic or social need with a particular emphasis on low-income and minority older persons. DFSS-Chicago Area Agency on Aging will work to ensure that existing service level cuts will be as minimal as possible through strong fiscal planning and identified cost saving measures.

The Department's priority has been and continues to be maintaining in-home services for older persons. Many of DFSS-Chicago Area Agency on Aging's programs have experienced growth in the number of participants as well as the number of challenging cases that require more time and care and this is projected to continue into FY2017. Some of this increased demand is being met through the City of Chicago corporate support for programming activities at Senior Centers, Community Development Block Grant (CDBG) funds for Intensive Case Advocacy and Support and Home Delivered Meals.

While growing increasingly difficult to maintain services to seniors as costs continue to rise and government funding does not increase accordingly, DFSS continues to aggressively pursue alternative resources. This includes creating public private/partnerships and utilizing strong fiscal and programmatic planning, DFSS-Chicago Area Agency on Aging has thus been able to implement innovative solutions that help maintain and expand the service network to meet needs of older, poorer, and more frail Chicagoans.

DFSS-Chicago Area Agency on Aging's Home Delivered Meals (HDM) program served approximately 2.3 million meals to 7,449 different individuals by the end of FY2015 and projects serving nearly 2.4 million meals by the end of FY2016. Because of the Mayor's commitment to provide home delivered meals to eligible seniors, (through CDBG funding), DFSS-Chicago Area Agency on Aging has not had the same problem of on-going waiting lists and unmet need for the HDM program, like many other communities in the United States. CDBG funding has been made available to ensure that our most frail and vulnerable citizens receive care.

## **ADMINISTRATION**

The Older Americans Act, as amended, limits the allowable administrative costs to 10 percent of the base allocation of Title III-B, III-C, and III-E funds. A major responsibility of administrative staff is the managing of delegate agencies and their grants, contracts and memoranda of agreement funded through the Older Americans Act to ensure quality of programs, and compliance with state and federal regulations.

## **PROPOSED PLANS FOR FUNDING ALLOCATIONS FISCAL YEAR 2017**

For FY2017, DFSS-Chicago Area Agency on Aging estimates that it will receive a total of \$17,149,892 in Federal and State planning allocations for the Area Plan on Aging. Chart 1 of the attachments, shows the current budget for FY2016 and a proposed budget for FY2017. Chart 2 shows the number of clients and units served in FY2015 and projections for FY2017. Listed below are the actions that the DFSS-Chicago Area Agency on Aging proposes to take with its direct and contracted services using the projected FY2017 funding allocations.

The Department seeks public input on these proposed actions:

- **Direct Services:** DFSS-Chicago Area Agency on Aging will increase the level of direct service funding by 7.84% or \$486,748. The increase is a result of an estimated 7.40% federal and state increase.
- **Contracted Services:** DFSS-Chicago Area Agency on Aging proposes an increase in the overall level of contracted services estimated at 8% or \$684,487.

## **PROPOSED PLANS PENDING ANY FURTHER INCREASES OR REDUCTIONS IN FY2017 FUNDS**

If DFSS-Chicago Area Agency on Aging receives an increase in its funding above the level projected for FY2017, DFSS-Chicago Area Agency on Aging would allocate additional funds to one or more of the following:

- Increase funding for Information and Assistance/Aging and Disability Resource Network (ADRN), Home Delivered Meals and Congregate Meals. Funding Sources: Title III-B, Title III-E and Title III-C.
- Expand the fitness program to include more sites and expand the number of days that exercise classes are offered including the use

of additional evidence-based curriculum. Funding sources: Title III-B and/or III-D.

- Expand DFSS-Chicago Area Agency on Aging's cultural and recreational opportunities for seniors. Funding Source: Title III-B.

During these times of generally declining revenue projections from federal, state, and local governments, service providers need to be prepared for potential budget reductions. If DFSS-Chicago Area Agency on Aging receives funding allocations that are below the projected level for FY2017, new sources of revenue to maintain services would be explored.

If services cannot be sustained, the following actions would be considered:

- Identify and reduce administrative costs relating to service reductions. Sources of Funds: Titles III-B, III-C, and III-E.
- Reduce and reallocate funding from Congregate Meals and Senior Fitness resources by closing sites where attendance is low. Sources of Funds: Title IIIC and Title IIIB.
- Review all programs to improve service and cost effectiveness beginning with lower priority services. Sources of State and Federal Funds: Titles III-B, III-C, III-D, III-E, and VII.

## CHART 1 – Proposed Budget Comparison

	Column A FY16 Funding	Column B FY17 Proposed Funding
Older Americans Act Funds (Fed.)	\$ 10,188,530.00	\$ 10,266,140.00
General Revenue funds (GRF)	\$ 5,251,003.00	\$ 6,324,909.00
AAA Carryover	\$ 528,789.69	\$ 558,843.00
<b>Total Funds:</b>	<b>\$ 15,968,322.69</b>	<b>\$ 17,149,892.00</b>

### Administration

Administration (Fed.)	\$ 1,012,417.00	\$ 1,020,168.00
Administration (GRF)	\$ 337,472.00	\$ 340,056.00
<b>Total Administration:</b>	<b>\$ 1,349,889.00</b>	<b>\$ 1,360,224.00</b>

### Direct Services

Ombudsman (Fed. III-B)	\$ 373,167.00	\$ 221,214.00
Ombudsman (Fed. VII)	\$ 78,614.00	\$ 78,104.00
Elder Abuse (Fed. VII-EA)	\$ 30,724.00	\$ 30,690.00
Congregate Dining (Fed. III-C)	\$ 1,587,068.00	\$ 1,736,578.00
Information and Assistance (Fed. III-B)	\$ 1,500,050.00	\$ 1,500,050.00
Information and Assistance (Fed. III-E CG)	\$ 714,566.69	\$ 898,397.00
Information and Assistance (Fed. III-E GRG)	\$ 61,274.00	\$ 61,274.00
Ombudsman (GRF III-B)	\$ 132,954.00	\$ 293,750.00
Options Counseling (GRF III-B)	\$ 300,000.00	\$ 293,912.00
Information and Assistance (GRF III-B)	\$ 1,030,671.00	\$ 1,181,867.00
HDM Outreach (Fed III-C2)	\$ 342,675.00	\$ 342,675.00
Information and Assistance (GRF III-E)	\$ 57,784.00	\$ 57,784.00
<b>Total Direct Services:</b>	<b>\$ 6,209,547.69</b>	<b>\$ 6,696,295.00</b>

### Contracted Services

Multi-Purpose Senior Center (Fed. III-B)	\$ 700,000.00	\$ 1,010,796.00
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Chore (Fed. III-B)	\$	72,450.00	\$	72,450.00
Legal (Fed. III-B)	\$	115,488.00	\$	115,488.00
Recreation (Fed. III-B)	\$	109,733.00	\$	109,733.00
Housing and Assistance (Fed. III-B)	\$	88,111 .00	\$	88,111.00
Physical Fitness (Fed. III-D)	\$	178,670.00	\$	192,361.00
Congregate Nutrition (Fed. III-C)	\$	1,656,765.00	\$	1,656,331.00
Home Delivered Meals (Fed. III-C)	\$	1,807,792.00	\$	1,425,713.00
Respite (Fed. III-E CG)	\$	80,333.00	\$	88,785.00
Respite (Fed. III-E GRG)	\$	10,000.00	\$	10,000.00
Respite (Fed. III-B)	\$	68,785.00	\$	60,333.00
Support Groups (Fed. III-E GRG)	\$	6,480.00	\$	0.00
Counseling (Fed. III-E CG)	\$	33,200.00	\$	30,000.00
Counseling (Fed. III-E GRG)	\$	12,000.00	\$	10,000.00
Gap Filling (Fed. III-E CG)	\$	3,500.00	\$	10,000.00
Gap Filling (Fed. III-E GRG)	\$	1,500.00	\$	5,000.00
Health Promotion (Fed. III-D)	\$	56,732.00	\$	50,732.00
Transportation (Fed. III-B)	\$	55,680.00	\$	0.00
Transportation (GRF III-B)	\$	89,856.00	\$	55,680.00
Home Delivered Meals (GRF III-C)	\$	3,261,811.00	\$	4,101,860.00
<b>Total Contracted Services:</b>	<b>\$</b>	<b>8,408,886.00</b>	<b>\$</b>	<b>9,093,373.00</b>
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<b>Grand Total:</b>	<b>\$</b>	<b>15,968,322 .69</b>	<b>\$</b>	<b>17,149,892.00</b>

Nutrition Services Incentive Program (NSIP)

Congregate Meals (Fed. NSIP)	\$	1,151,747.00	\$	961,228.00
Home Delivered Meals (Fed. NSIP)	\$	1,151,748.00	\$	1,345,511.00
<b>Total (NSIP):</b>	<b>\$</b>	<b>2,303,495.00</b>	<b>\$</b>	<b>2,306,739.00</b>



**CHART 2 – Service Utilization Comparison**

Service Category	Actual 2015 Clients	Actual 2015 Units	Projected 2017 Clients	Projected 2017 Units
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**Access Services**

Information and Assistance (Direct Service)	126,245	133,572	126,245	133,572
Options Counseling	2,433	5,040	2,433	5,040

**In-Home Services**

Chore	78	3,108	78	3,108
Home Delivered Meals	7,449	2,392,951	7,449	2,392,951
Respite (III-B)	116	16,284	116	16,284
Respite (III-E)	186	7,848	186	7,848

**Community Services**

Congregate Meals (Direct Service)	27,774	800,387	27,774	800,387
Multipurpose Senior Center	28,862	279,007	29,125	300,000
Physical Fitness	8,549	22,195	8,549	22,195
Health Promotion	3,875	1,435	3,875	1,435
Housing and Assistance	300	3,718	300	3,718
Legal Assistance	711	5,400	711	5,400
Recreation	34,769	182,634	34,769	182,634
Transportation	114	1972	43	750
Information and Assistance (III-E CG)	12,329	12,329	12,329	12,329
Information and Assistance (III-E GRG)	104	104	104	104
Counseling/Training/Support Groups (III-E CG)	84	300	84	300
Counseling/Training/Support Groups (III-E GRG)	100	237	100	237
Supplemental Service/Gap filling (III-E CG)	23	23	40	40
Supplemental Service/Gap filling (III-E GRG)	19	19	40	40