

City of Chicago

PUBLIC INFORMATION DOCUMENT (PID)

***A Summary of the Fiscal Year 2020 Amendments to
the FY2019 – 2021 Area Plan on Aging***

May 3, 2019

***Department of Family and Support Services-
Chicago Area Agency on Aging
1615 West Chicago Avenue
Chicago, Illinois 60622
(312) 744-4016
TTY (312) 744-6777***



**Joyce Gallagher
Executive Director**

**Lisa Morrison Butler
Commissioner**

PROPOSED FY2019-2021 AREA PLAN ON AGING SUMMARY

The Public Information Document provides a summary and highlights of the Area Plan on Aging, Fiscal Years 2019-2021 with the spending plan for Fiscal Year 2020. 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 2020 begins on October 1, 2019 and ends on September 30, 2020. The public is invited to comment on the Area Plan at any of the three Public Hearings listed below:

Wednesday, May 22, 2019
Northeast (Levy) Senior Center
2019 W. Lawrence Ave.
10:00 A.M. - 11:00 A.M.

Wednesday, May 22, 2019
Renaissance Court
78 E. Washington St.
1:30 P.M. - 2:30 P.M.

Thursday, May 23, 2019
Englewood Senior Satellite Ctr
653-657 W. 63rd St.
10:30 A.M. - 11:30 A.M.

The proposed FY2019-FY2021 Public Information Document for the Area Plan will be available for review during the public comment period from May 3, 2019 to June 3, 2019. 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, 5th Floor, Chicago, Illinois 60622. Comments must be received by 4:00 p.m. on June 3, 2019.

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) goal of "creating options for an aging society" plays an even greater role as national census projections indicate that 10,000 baby boomers are turning 65 every day. According to a recent study by the Metropolitan Agency for Planning, the number of seniors in the 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.

Age-Friendly Chicago

In July of 2012, Mayor Emanuel applied for and received the designation from the World Health Organization as an age-friendly city to demonstrate the city's commitment to ensuring that the city remains welcoming as the population ages. Chicago partnered with the Buehler Center on Aging, Health & Society, Feinberg School of Medicine, Northwestern University, to complete an assessment of eight domains which included: 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.

Recognizing the city's assets such as senior centers, parks and outdoor spaces, and transit choices, the report identified specific areas for which initiatives to build capacity needed to be developed. It was also recommended that the city look to novel approaches to Age-Friendly living, such as the Village model, which inclusively targets several of the areas listed below. An additional list of suggested initiatives based on the findings are included in the full report to DFSS-Chicago Area Agency on Aging.

- Caregiver recognition and support
- 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
- Age-Friendly businesses
- Transport choices, transit accessibility and safety
- Affordable housing and conditions to age in place at home
- Access to information about health resources and community assets to support aging in place

- Availability of opportunities for leadership and advocacy particularly among limited English speakers
- Flexibility of volunteer opportunities and age friendly employment

DFSS-Chicago Area Agency on Aging formed a commission comprised of civic leaders from across sectors and disciplines working together to help implement the strategies and initiatives for Age-friendly. The Commission assists in initiating an array of innovative projects that support Chicago becoming a leader in the age friendly movement. These activities use a combination of strategies which include promoting awareness through education and training, networking with service providers to provide needed services for isolated individuals, and expanding and improving existing services in areas where there is an identified consumer driven need.

For more information about Chicago's Age-friendly designation, please visit https://www.cityofchicago.org/city/en/depts/fss/supp_info/age-friendly-chicago.html

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 2017 American Community Survey (U.S. Bureau of the Census), there were a total of 453,292 Chicagoans aged 60 and older, representing sixteen percent (16.6%) of the overall population. This is a significant 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	50.2%
Black or African American	35.9%
American Indian or Alaskan Native	0.3%
Asian	6.2%
Native Hawaiian or Other Pacific Islander	0.0%
Some other Race	6.2%
Two or More Races	1.2%

In addition, 18.2% were of Hispanic Origin.

During 2017, 285,266 Chicago households had at least one member 60 years of age and above (27.3% of all households citywide). Of these, 138,354 have a senior living alone (an increase from 2016).

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 FY2019-2021 Area Plan on Aging, studies such as “Caregiving in the U.S.” (2015 Report), “The State of Aging in America” (2013), “Aging in Cities Survey” (2017 Report), “Measuring Your Impact on Loneliness in Later Life”, “A Profile of Social Connectedness in Older Adults” (AARP Foundation), “Loneliness among Older Adults: A National Survey of Adults 45+” (AARP Foundation) “Connecting the Lonely: Making a Difference in the Well-Being of Older Adults” (AARP Foundation), “Creating A Vertical Village in a High-Rise Building” (2011), “The Village: A Growing Option for Aging in Place” (AARP Public Policy Institute), “Opportunities to Improve Nutrition for Older Adults and Reduce Risk of Poor Health Outcomes” (March, 2017) “Process Evaluation of Older Americans Act Title III-C Nutrition Services Program (2015), and “More than A Meal Pilot Research Study” (Meals on Wheels America: 2015) were reviewed to assess needs of older Chicagoans. Additionally, senior needs assessments and responses to provider surveys were compiled and analyzed.

In FY2018, DFSS-Chicago Area Agency on Aging provided services to 167,314 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 FY2018 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, chore services, and housing relocation assistance. Approximately 20 percent of the callers requested

assistance with public benefits that include pharmaceutical drug plans, Medicare Part A and Part B, as well as transportation concerns such as applying for RTA senior reduced fare card or special service application.

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 FY2019-2021, 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 the 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.

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.

Options Counseling: As part of the Aging and Disability Network (ADRN), DFSS-Chicago Area Agency on Aging provides options counseling activities which involve a person-centered, interactive, decision-support process whereby individuals receive assistance in making informed long-term support choices within the context of their own preferences, strengths, and values.

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 long term care residents. 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.

Multipurpose Senior Centers: DFSS-Chicago Area Agency on Aging has twenty-one (21) senior centers operating citywide. The six regional senior centers are staffed and managed by the area agency. 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 Promotion Program, Information and Access to Services including linkage to a wide array of community resources and programs; and Life Enrichment programs.

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 FY2019-2021 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, support groups, gap-filling funds, respite, and information and referrals are available.

Older Relatives Raising Children: For seniors who have primary caregiving responsibility of children from birth to age 18, short-term one-on-one counseling and support groups 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, or athletic programs.

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 40 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 health education, counseling and assessment services to seniors. These activities play a crucial role in enabling seniors to remain healthy and prevent chronic conditions using evidence-based curriculums: A Matter of Balance (Fall Prevention Program), Healthy Eating for Successful Living Among Older Adults) Tai Chi for Arthritis for Fall Prevention and Stanford University's Chronic Disease Self-Management program.

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 6,000 seniors a day.

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: 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 Promotion Program, Information and Access to Services including linkage

to a wide array of community resources and programs; and Life Enrichment programs.

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.

Alzheimer's Disease & Related Dementia Services (ADRD):

To enhance services to individuals and their family caregivers with Alzheimer's disease and related dementia, the DFSS-Chicago Area Agency on Aging will provide respite care and gap filling services that focus on the needs of individuals with dementia while helping to reduce the stress and difficulty faced by caregivers in Chicago caring for someone with ADRD.

Social Isolation & Senior Fitness: Studies have shown that social isolation and loneliness have a negative impact on the physical and mental health of older adults. To help promote the social and physical benefits of exercise, DFSS-Chicago Area Agency on Aging is bringing its fitness program to seniors living in high-rise buildings located in targeted communities. Our fitness provider has experienced, certified senior-fitness professionals who lead group exercise classes and one-on-one training using evidenced based curriculums such as Fit and Strong, as well as other strength training and exercise programs.

DESCRIPTION OF OTHER AREA AGENCY ACTIVITIES AND AGENCY HIGHLIGHTS

In addition to the programs funded under the Older Americans Act through the Area Plan, DFSS-Chicago Area Agency on Aging provides a variety of activities and services with funding from federal and state agencies, the City of Chicago, and/or through support from public and private partnerships.

Elder Protection & Advocacy Programs:

➤ Adult Protective Services

DFSS-Chicago Area Agency on Aging serves as the Regional Administrative Agency (RAA) for the Adult Protective Services Program for the City of Chicago. 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.

➤ 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. Service providers funded through Community Development Block Grants (CDBG), assess the senior, along with the situation, and create a plan of care to meet the needs of the immediate crisis. This may include further assessment by medical professionals, hospitalization, heavy duty chore clean-up assistance, or intensive case coordination. Clients are assessed for a safe plan of care, including a nutritional screening (when appropriate) and referrals for other services.

➤ **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.

➤ **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 thousands of 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 1) advocating for state legislation which added "Self-Neglect" as a reportable category under the current State of Illinois Elder Abuse and Neglect definition; 2) helping to pass the mandatory training of bank personnel to identify and report incidents of financial abuse; and 3) continuing to collect data that supports the work of Intensive Case Advocacy and Support services in the reduction of self-neglect instances among at-risk seniors.

Benefit Assistance Programs:

➤ **Benefits Check Up**

Through the 45 Chicago Housing Authority senior buildings and the 50 agencies from the 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. For 2018, the program identified \$4,893,393 in eligible benefits for seniors, consistently among the highest in the nation, as recognized by the National Council on Aging (NCOA).

➤ **Senior Health Assistance Program (SHAP)**

DFSS-Chicago Area Agency on Aging receives funding to conduct outreach activities and education programs, and counsel Medicare beneficiaries about prescription coverage available under the Medicare Part D drug plans. Deliverables under the SHAP grant include helping older adults and people with disabilities obtain information about benefits, screening for eligibility, and providing assistance in enrolling in public benefit programs including the Ride Free Transit Benefit. DFSS-Chicago Area Agency on Aging experiences more than 30,000 encounters needing assistance to apply for the Benefits Access Application which determines eligibility for the transit benefit.

➤ **Medicare Improvement for Patients and Providers Act (MIPPA)**

The DFSS-Chicago Area Agency on Aging receives funding through the MIPPA grant to expand outreach activities for Medicare Savings Programs (MSP), the Low-Income Subsidy (LIS) Program, and prescription coverage available under Medicare Part D drug plans.

➤ **Senior Medicare Patrol (SMP)**

DFSS-Chicago Area Agency on Aging receives funding to recruit and train senior volunteers to increase awareness among Illinois residents to detect, report, and reduce fraud, waste and abuse in the Medicare and Medicaid systems.

Planning & Coordination Activities:

➤ **Long-Term Care Systems Development**

Through this grant, the DFSS-Chicago Area Agency on Aging

provides assistance to the Illinois Department on Aging with the Community Care Program (CCP) operational activities and management issues; and assistance with departmental planning and development activities in order to serve older persons at risk of institutionalization. These funds are used by the AAAs to support the Department on Aging's administration of the Community Care Program (CCP). The CCP provides in-home and community-based services to eligible Illinois seniors, age 60 or over which is critical to the life, health and safety of these frail older adults facing institutionalization.

Nutrition Services:

➤ Older Adult Market Day Program

In addition to the Older Americans Act funded nutrition services, DFSS-Chicago Area Agency on Aging partners with the Chicago Food Depository to distribute free, nutritious food, including fresh produce, through community markets at designated senior centers sites. Food is delivered and distributed bi-monthly at a place where seniors can get connected other community resources for nutrition, health, and well-being.

Senior Employment and Volunteer Programs:

➤ Senior Community Service Employment Program (SCSEP)

The SCSEP is a temporary training and employment program funded by the Department on Labor (DOL) as a pass through from IDoA. It encourages and lengthens self-sufficiency by supplementing income while providing training, increased marketability, and opportunities for transition into unsubsidized employment for individuals 55 years of age and older.

➤ Foster Grandparent & Senior Companion Volunteer Programs

The DFSS-Chicago Area Agency on Aging offers seniors, who meet the income requirements, the opportunity to earn a small stipend while volunteering part-time. The Foster Grandparent volunteers serve as role models, mentors/tutors and a friend to children with special needs, while the Senior Companion volunteers provide companionship to homebound elderly persons. Funding for the Foster Grandparent and Senior Companion programs is provided through the Corporation for

National and Community Service (CNCS) and the Illinois Department on Aging (IDoA).

ISSUES TO BE ADDRESSED: FY2019-2021 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 ***"Enhance Illinois's Existing Community-Based Service Delivery System to Address Social Isolation Among Older Adults."*** Locally, DFSS-Chicago Area Agency on Aging selected ***"Enhance Chicago's Service Delivery System to help older adults age in place through the Village Interdependent Collaborative (VIC) model"***.

Statewide Initiative: Enhance Illinois's Existing Community-Based Service Delivery System to Address Social Isolation Among Older Adults

DFSS-Chicago Area Agency on Aging will work in collaboration with community-based partners to address social isolation among older adults.

Loneliness and social isolation are major issues for older adults and are linked with negative physical and mental health consequences. A recent review identified a wide range of health outcomes associated with loneliness and social isolation including depression, cardiovascular disease, quality of life, general health, cognitive function and mortality (Courtin & Knapp, 2015).

Social isolation refers to the objective absence of contacts and interactions between a person and a social network (Gardner et al, 1999). Thus, socially isolated older adults have poor or limited contact with others and they view this level of contact as inadequate, and/or that the limited contact has had adverse personal consequences for them.

The AARP Foundation has defined social isolation as the following:

Isolation is the experience of diminished social connectedness stemming from a process whereby the impact of risk factors outweighs the impact of any existing protective factors. A

person's lack of social connectedness is measured by the quality, type, frequency, and emotional satisfaction of social ties. Social isolation can impact health and quality of life, measured by an individual's physical, social, and psychological health; ability and motivation to access adequate support for themselves; and the quality of the environment and community in which they live.

A recent study conducted by AARP documented that an estimated 14 percent of study participants were socially isolated. The AARP study also outlined that "socially isolated respondents were more likely to be male, to be white, to live in an urban area, and to have lower household income and wealth" (Flowers, Shaw, Farid, 2017). Other surveys have indicated that gender, education and race/ethnicity were not related to loneliness (Wilson & Moulton, 2010). Additionally, socially isolated older adults are more likely to experience depression, have five or more chronic illnesses and have difficulty performing activities of daily living (Flowers, Shaw, Farid, 2017).

The primary risk factors associated with isolation are:

- Living alone;
- Mobility or sensory impairment;
- Major life transitions;
- Socioeconomic status (low income, limited resources);
- Being a caregiver for someone with severe impairment;
- Psychological or cognitive vulnerabilities;
- Location: rural, unsafe or inaccessible neighborhood/community;
- Small social network and/or inadequate social support;
- Language (non-English speaking); and
- Membership in a vulnerable group (AARP Foundation).

The DFSS-Chicago Area Agency on Aging is targeting seniors living in high rises through the Vertical Interdependent Collaborative (VIV) model which is designed to help reduce isolation and support older adults to age in place in Chicago's high-rise buildings. The DFSS-Chicago Area Agency on Aging has selected the following community areas in Chicago for the implementation of the initiative: Edgewater, South Shore, West Town, Near South Side, Riverdale, West Pullman, Near West Side, Englewood, East

Garfield Park, and Lakeview. Service coordination and program development activities include the following:

- Expand social facilitation interventions such as friendly visitor, telephone reassurance programs and befriending interventions
- Expand disease prevention and health promotion activities
- Use remote communication to reduce isolation
- Support informal caregivers
- Increase service delivery capacity of small community agencies to address social isolation among the older adults in our service area
- Support the development of volunteer-based outreach programs

Specifically, in FY2020 DFSS-Chicago Area Aging on Aging will focus on the expansion of disease prevention and health promotion activities within the VIV model targeting fitness services to seniors in high rise buildings located within the designated community areas.

The DFSS-Chicago Area Agency on Aging will continue to work with the Illinois Department on Aging and other Area Agencies on Aging in Illinois to create a statewide impact to reduce social isolation during the Area Plan FY2019 – FY2021.

Local Initiative: Enhance Chicago’s Service Delivery System to Help Older Adults Age in Place through the Village Interdependent Collaborative (VIC) Model

As demonstrated through Chicago’s Age Friendly baseline assessment, seniors overwhelmingly prefer to stay in their homes and have their needs met through their community as they age, rather than going to nursing homes or assisted living facilities. One of the initiatives recommended by the Buehler Society on Aging was to look at novel approaches to Age-Friendly living, such as the Village Model to help coordinate access to a variety of supportive services that promote aging in place, social integration, health, and well-being.

DFSS-Chicago Area Agency on Aging created the Village Interdependent Collaborative (VIC) which is a community-based support model that relies

on an informal network of community partners and members to provide assistance to aging populations within a specific geographic area. The VIC is patterned after the village model successful in affluent neighborhoods such as Lincoln Park, Streeterville and Hyde Park, however, it differs in that there is no fee for seniors to become members. Non-profits partners train faith-based and other community organizations to form volunteer networks to shop, provide snow shoveling/yard work, and simple home repairs, among many other services.

Using our senior centers and satellite centers as the hubs for the initiative, DFSS-Chicago Area Agency on Aging began the VIC model as a pilot in the Englewood Senior Satellite Center, shortly followed by the Austin Senior Satellite Center and Pilsen Satellite Center. Following the success of the pilot, all 21 Senior Regional and Satellite Centers have now adopted this model. Each of the VICs has a Volunteer Director who is a senior living in the area, each meets monthly and all are either finishing or beginning a “needs assessment” which is helping to inform the direction each VIC is taking. The main objective of the VICs is to work with the Volunteer Director and a core of volunteers, who are also Seniors from the community, to reach out to isolated Seniors living in proximity to the VICs and to direct them to Older American Services through the AAA and then keep in contact with them regularly through friendly phone calls and visits. There is much collaboration among the volunteer leaders who have exchanged “best practices” with each other. A summit is being planned in the Fall for all VIC leaders to meet in person.

DFSS-Chicago Area Agency on Aging piloted a similar concept in apartment and high-rise buildings referred to as the Vertical Interdependent Villages (VIVs) In collaboration with the University of Illinois, DFSS/AAA created a training for high rise building managers and staff to help them assist Seniors living in isolation in their buildings by providing them the resources they need by calling the AAA. The goals that inspired the VIC and VIV models embrace innovation, combining the best new ideas in community-minded living, volunteerism, and person-centered focus. For Chicago, success for the VIC and VIV initiatives means:

- Seniors aging in place will know about and have access resources to help them age successfully in their residences.

- When Seniors have access to and use of necessary supports, their service needs will be met, they will feel less isolated from their family, friends, and community, feel more confident about staying in their residences, and feel more connected with the community.
- In the long-term, seniors may experience fewer hospital visits (slip and falls) and delayed nursing home stays, and the surrounding communities become more age-friendly.
- The system seeks to demonstrate that the VICs and VIVs are a cost-effective solution to programs that traditionally have been provided by much more expensive private programs.

DFSS-Chicago Area Agency on Aging is committed to working on the development of these initiatives through the FY2019 – 2021 Area Plan timeframe.

FUNDING ISSUES FOR FISCAL YEAR 2020

The Governor has introduced a 2020 budget which could include a 9% increase in total Area Plan funding. State funds for FY2020 will increase by 14%; Federal funds would increase by 6%; and NSIP nutritional reimbursement funds would increase by 6%. All of the allocations have been calculated using the intrastate funding formula except for Ombudsman, Title III-D, Title VII Elder Abuse, and the Community Based Services GRF (calculated using individual funding formula).

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. Some 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 FY2020. 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 2.6 million meals to over 8,500 different individuals in FY2018 and projects serving approximately 2.8 million meals by the end of FY2019. 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 seniors 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 2020

For FY2020, DFSS-Chicago Area Agency on Aging estimates that it will receive a total of \$19,536,629 in Federal and State planning allocations for the Area Plan on Aging. **Chart 1** of the attachments shows the current budget for FY2019 and a proposed budget for FY2020. **Chart 2** shows the number of clients and units served in FY2018 and projections for FY2020. DFSS-Chicago Area Agency on Aging proposes to take the following actions with its direct and contracted services using the projected FY2020 funding allocations.

The Department seeks public input on these proposed actions:

- **Direct Services:** DFSS-Chicago Area Agency on Aging will decrease the level of direct service funding by less than 1% or \$63,131.
- **Contracted Services:** DFSS-Chicago Area Agency on Aging proposes an increase in the overall level of contracted services estimated at 19.02% or \$1,607,492.

PROPOSED PLANS PENDING ANY FURTHER INCREASES OR REDUCTIONS IN FY2020 FUNDS

If DFSS-Chicago Area Agency on Aging receives an increase in its funding above the level projected for FY2020, 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 FY2020, 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 III-C and Title III-B.
- 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	Column A	Column B
	FY19 Funding	FY20 Proposed Funding
Older Americans Act Funds (Fed.)	\$ 9,976,969	\$ 10,557,521
General Revenue funds (GRF)	\$ 7,432,387	\$ 8,465,223
AAA Carryover	\$ 259,710	\$ 513,885
	\$ 17,669,066	\$ 19,536,629
Administration		
Administration (Fed. Title III-B)	\$ 182,241	\$ 198,534
Administration (Fed. Title III-C1)	\$ 353,800	\$ 250,000
Administration (Fed. Title III-E)	\$ 125,000	\$ 125,000
Indirect Cost (Federal)		\$ 275,000
Administration (GRF)	\$ 330,520	\$ 349,511
Total Administration:	\$ 991,561	\$ 1,198,045
Federal		
Title III-B Chore (contracted service)	\$ 72,450	\$ 74,450
Title III-B: Housing and Assistance (contracted service)	\$ 88,111	
Title III-B: Information and Assistance (direct service)	\$ 1,508,536	\$ 486,759
Title III-B: Legal (contracted service)	\$ 115,488	\$ 153,599
Title III-B: Multi-Purpose Senior Center (direct service)	\$ 625,718	\$ 1,616,031
Title III-B: Ombudsman (direct service)	\$ 317,965	\$ 317,409
Title III-B: Recreation (contracted service)	\$ 109,733	\$ 109,733
Title III-B: Respite (contracted service)	\$ 68,785	\$ 68,785
Title III-C1: Congregate Dining (direct service)	\$ 3,073,750	\$ 3,236,827
Title III-C2: Home Delivered Meals (contracted service)	\$ 1,788,262	\$ 1,947,094
Title III-D: Health Promotion (contracted service)	\$ 58,317	\$ 63,124
Title III-D: Physical Fitness (contracted service)	\$ 155,624	\$ 175,624
Title III-E Caregiver: Respite (contracted service)	\$ 90,333	\$ 90,000
Title III-E Caregiving: Information and Assistance (direct service)	\$ 869,125	\$ 993,265
Title III-E Grandparents: Information and Assistance (direct service)	\$ 61,274	\$ 61,274
Title III-E Grandparents: Respite (contracted service)	\$ 56,721	
Title III-E Caregiving: Counseling/Training/Support Groups (contracted service)	\$ 33,200	\$ 33,200
Title III-E Grandparents Raising Grandchildren: Counseling/Training/Support Groups (contracted service)	\$ 24,000	\$ 24,000
Title III-E Caregiving: Supplemental Service/Gap filling (contracted service)	\$ 50,000	\$ 50,000
Title III-E Grandparents Raising Grandchildren: Supplemental Service/Gap filling (contracted service)	\$ 40,000	\$ 96,721
Title VII: Ombudsman (direct service)	\$ 78,846	\$ 81,069
Title VII-EA: Elder Abuse (direct service)	\$ 29,690	\$ 30,023
Total Federal:	\$ 9,315,928	\$ 9,708,987
State		
Title III-B: Information and Assistance (direct service)	\$ 1,324,700	\$ 370,378
Title III-B: Ombudsman (direct service)	\$ 375,599	\$ 366,835
Title III-B: Options Counseling (direct service)	\$ 300,000	\$ 300,000
Title III-B Multi-Purpose		\$ 1,123,311
Title III-B: Alzheimer's Disease and Related Dementia		\$ 225,600
Title III-B Social Isolation		\$ 225,600
Title III-C: Home Delivered Meals (contracted service)	\$ 4,963,860	\$ 5,369,280
Title III-E: Information and Assistance (direct service)	\$ 137,708	\$ 134,708
Total State:	\$ 7,101,867	\$ 8,115,712
Nutrition Services Incentive Program		
Congregate Meals (NSIP Fed.)	\$ 1,081,642	\$ 1,150,371
Home Delivered Meals (NSIP Fed.)	\$ 1,081,643	\$ 1,150,371
Total Nutrition Services Incentive Program:	\$ 2,163,285	\$ 2,300,742

CHART 2

Service Category	Actual 2018 Clients	Actual 2018 Units	Projected 2020 clients	Projected 2020 Units
Access Services				
Information and Assistance (III-B)	101,929	122,490	95,000	115,000
HDM Outreach	1,424	1,424		
Options Counseling	9,515	9,515	8,800	8,800
In-Home Services				
Chore	58	1,907	93	3,496
Home Delivered Meals	8,568	2,652,452	9,060	2,900,000
Alzheimer's Disease and Related Dementia			50	2,500
Social Isolation			120	6,428
Respite (III-B)	262	1,016	187	3,864
Repit (III-E CG)	155	601	190	9,400
Repit (III-E GRG)	117	456		
Community Services				
Congregate Meals	27,688	788,103	28,000	800,000
Multipurpose Senior Center	23,931	264,056	24,000	500,850
Physical Fitness	10,358	14,500	10,425	14,728
Health Promotion	3,514	1,415	3,500	4,600
Housing and Assistance				
Legal Assistance	93	118	362	5,320
Recreation	21,298	181,150	21,000	5,333
Information and Assistance (III-E CG)	17,712	17,712	16,100	16,100
Information and Assistance (III-E GRG)	131	131	119	119
Counseling/Training/Support Groups (III-E CG)			128	908
Counseling/Training/Support Groups (III-E GRG)			93	463
Supplemental Service/Gap filling (III-E CG)			196	196
Supplemental Service/Gap filling (III-E GRG)			192	192