

# AgeLinc



Area Agency on Aging for Lincolnland



## PUBLIC INFORMATION DOCUMENT

FY 2022 – 2024 Area Plan

## Introduction

The Area Agency on Aging for Lincolnland, Inc. (AgeLinc) is finalizing its FY 2022-2024 Area Plan. This plan includes programs, services, and other activities funded under the Older Americans Act and through the Illinois Department on Aging.

**Purpose of the Public Information Document:** This document contains a summary of important elements of the Area Plan. It is designed to facilitate public understanding of AgeLinc's efforts to address current service needs and trends facing the aging population, caregivers, and their families in the 12-county planning and service area. **Copies and links for this Public Information Document will be made available beginning April 18, 2022** at the AgeLinc office located at 2731 S. MacArthur Blvd in Springfield 62704, the AgeLinc Facebook Page, and at <http://www.agelinc.org>. Copies and links will also be made available at all AgeLinc provider locations, e-mailed to existing clients and support agencies through AgeLinc's Constant Contact platform, mailed or e-mailed to members of the community on request, and will also be available at senior service locations in the counties identified as the focus of the Public Hearings for the FY 2022- 2024 Area Plan. To request a copy of the FY 2022- 2024 Public Information Document, interested parties can contact AgeLinc at 217-787-9234 or at [info@agelinc.org](mailto:info@agelinc.org).

## Public Hearings

**The purpose of Public Hearings** is to accept testimony from interested members of the community on the service needs (both met and un-met) of the aging population, caregivers, and their families in the Planned Service Area (PSA) 07. The Public Hearings also provide an opportunity to discuss the focus of the 2022-2024 programming highlighted in the **Public Information Document** and the **FY22-24 Area Plan**. Three (3) counties on the PSA07 have been selected as the focus of these Public Hearings, although any resident of the 12-country service area is welcome to attend and offer testimony. Public Hearings have been scheduled via WebEx to provide for the continued safety of service area residents during the COVID-19 Pandemic and can be accessed at [www.agelinc.org](http://www.agelinc.org), on AgeLinc's Facebook page, or via individual invitation. Interested parties can request links or phone numbers for the Public Hearings at (217)787-9234 or [info@agelinc.org](mailto:info@agelinc.org). Area residents will have approximately three (3) weeks to review the **Public Information Document** and contact the AgeLinc directly with any questions or concerns. Testimony or comments may be presented verbally or in writing. Those present at the public hearing are encouraged to submit a written copy of comments. If you are not able to attend the public hearing, you are encouraged to submit a written testimony, which is **due no later than 4:00 p.m. on May 25th, 2022**. A Summary of oral and written testimony regarding the 2022-2024 Area Plan will be presented to AgeLinc's Advisory Council and the Board of Directors and will also be forwarded to the Illinois Department on Aging (IDOA) on or before July 1, 2022. At the public hearings, one hour will be allotted to accept testimony. Public Hearings are scheduled as follows.

**Tuesday, May 17<sup>th</sup>, 2022**

**9-10 am - Menard County**

<https://us06web.zoom.us/j/81395756173?pwd=VnJ5cHhNckQxTHJySk44YnhmVFVBdz09>

Meeting ID: 813 9575 6173      Passcode: Km^Jz0T1

Dial by your location +1 312 626 6799

Meeting ID: 813 9575 6173

Passcode: 59243071

For more information: 217.787.9234 / [agelinc.org](http://agelinc.org) / [info@agelinc.org](mailto:info@agelinc.org)

**Tuesday, May 17<sup>th</sup>, 2022**

**1-2 pm - Greene County**

<https://us06web.zoom.us/j/88473966185?pwd=ZDBjb2xwcjF1QXFXbE54MktXaUxmUT09>

Meeting ID: 884 7396 6185

Passcode: i\$4NxN2G

Dial by your location +1 312 626 6799

Meeting ID: 884 7396 6185      Passcode: 75012234

For more information: 217.787.9234 / [agelinc.org](http://agelinc.org) / [info@agelinc.org](mailto:info@agelinc.org)

**Wednesday, May 18<sup>th</sup>, 2022**

**9-10 am - Montgomery County**

<https://us06web.zoom.us/j/85100589379?pwd=bjVDem81Q1RYbWplbGsrZ2pEUTFVUT09>

Meeting ID: 851 0058 9379      Passcode: @ccX0@0b

Dial by your location +1 312 626 6799

Meeting ID: 851 0058 9379

Passcode: 13095396

For more information: 217.787.9234 / [agelinc.org](http://agelinc.org) / [info@agelinc.org](mailto:info@agelinc.org)

## Area Agency on Aging for Lincolnland, Inc. (AgeLinc)

The Area Agency on Aging for Lincolnland, Inc., (AgeLinc) is one of more than 600 Area Agencies on Aging nationwide and one of thirteen in Illinois. Since 1974, the Area Agency on Aging for Lincolnland has been designated by the Illinois Department on Aging to serve older adults and family caregivers residing in Planning and Service Area 07, which is comprised of the counties of **Cass, Christian, Greene, Jersey, Logan, Macoupin, Mason, Menard, Montgomery, Morgan, Sangamon, and Scott.**

Area Agencies on Aging are responsible for: planning and funding services that will help meet the needs of older adults, caregivers and their families; coordinating resources to facilitate a comprehensive service delivery system; and acting as advocates for older adults residing in the Planning and Service Area. AgeLinc also functions as an area-wide focal point for aging issues, creating awareness of aging and caregiving issues, providing resources, and encouraging the development of services to address identified needs.

**The Area Agency on Aging for Lincolnland is an independent 501c3 not-for-profit organization** governed by a Board of Directors whose members represent each county in the Planning and Service Area (PSA). In addition, AgeLinc's Advisory Council, comprised of representatives from each service county, provide input on current needs and trends of older adults in their respective counties.

AgeLinc receives State and Federal funding through the **Illinois Department on Aging** and awards grants and contracts for a variety of services to local service providers throughout the area. Most funding is awarded to service providers, which can include health departments, senior services organizations, and complete care organizations throughout Planning and Service Area 07. Funded services for the aging population, caregivers, and their families include: Adult Protective Services, Congregate and Home Delivered Meals, Caregiver Access and Assistance, Caregiver Education and Assistance, Evidence-based Health Promotion, Information and Assistance, In-Home Respite, Legal Assistance, Long-Term Care Ombudsman, Senior Health Insurance and Assistance, Senior Services Employment Specialist, the Senior Farmer's Market Nutrition Program and Transportation.

Direct services provided through the AgeLinc office include Information and Assistance, Senior Health Insurance and Assistance, screening for a Senior Employment Training Program, Creating and Sustaining Dementia-Capable Service Systems for People with Dementia and their Family Caregivers, Caregiver Education and Support, Gap Filling, and fulfilling administrative responsibilities for the Adult Protective Services Program and Community Care Program of the Illinois Department on Aging.

There is no charge for the services although voluntary contributions to the service provider agency are accepted. Such donations are used by the programs to provide additional service(s) for seniors not covered by other funding sources.

## FY21 Board of Directors & Advisory Council

<u>Board of Directors</u>	<u>County</u>	<u>Advisory Council</u>
Mr. Brian Kenney (Past-President)	Cass	Mr. Greg Kyrouac
Ms. Lois Hesse (Secretary/Treasurer)	Christian	Ms. Joan Swearingen
Ms. Kathy Burkholder	Greene	Ms. Billye Griswold (Vice-Chair) Mr. Kirby Ballard (Chair)
Ms. Teresa Muntz	Jersey	Mr. Larry Muntz
Vacant	Logan	Vacant
Ms. Barb Oakes	Macoupin	Ms. Lydia Johnson Ms. Dorothy Steirwalt
Ms. Susan Dierker-Becker	Mason	Vacant
Ms. Anne R. Smith (Vice President)	Menard	Ms. Sandra Klein
Vacant	Montgomery	Mr. Louis Lewey
Ms. Jane Masters	Morgan	Vacant
Dr. David Steward  (President)	Sangamon	Ms. Willie Gunther Ms. Leigh Ann Baer Mr. John Spears Ms. Christine Hopson
Vacant	Scott	Ms. Jennifer Heaton-Buhlig

### Area Agency on Aging for Lincolnland, Inc Mission

Section 1321.53 (a) of the Rules and Regulations of the Administration on Aging (1988) defined the mission of Area Agencies on Aging under the Older Americans Act as follows:

THE AREA AGENCY ON AGING SHALL BE THE LEADER RELATIVE TO ALL AGING ISSUES ON BEHALF OF ALL OLDER PERSONS IN THE PLANNING AND SERVICE AREA. THE AREA AGENCY SHALL PROACTIVELY CARRY OUT, UNDER THE LEADERSHIP AND DIRECTION OF THE STATE AGENCY (IDOA), A WIDE RANGE OF FUNCTIONS RELATED TO ADVOCACY, PLANNING, COORDINATION, INTER-AGENCY LINKAGES, INFORMATION SHARING, BROKERING, MONITORING AND EVALUATION, DESIGNED TO LEAD TO THE DEVELOPMENT OR ENHANCEMENT OF COMPREHENSIVE AND COORDINATED COMMUNITY-BASED SYSTEMS IN, OR SERVING, EACH COMMUNITY IN THE PLANNING AND SERVICE AREA. **THESE SYSTEMS SHALL BE DESIGNED TO ASSIST OLDER PERSONS IN LEADING INDEPENDENT, MEANINGFUL AND DIGNIFIED LIVES IN THEIR OWN HOMES AND COMMUNITIES AS LONG AS POSSIBLE.**

## Profile of the Older Population of the Planning and Service Area

Planning and Service Area 07 consists of twelve counties: **Cass, Christian, Greene, Jersey, Logan, Macoupin, Mason, Menard, Montgomery, Morgan, Sangamon, and Scott**. The service area covers 6,742 square miles and is home to 114,334 individuals aged 60 and over, according to 2020 Census Population Estimates.

The PSA is predominantly rural, although the Federal Office of Management and Budget (OMB) includes the following four area counties in Metropolitan Statistical Areas: Jersey, Macoupin, Menard, and Sangamon. The 60 and older population of these four counties accounts for 56% of the older adults in PSA 07.

AARP estimates that 16.6 percent of adult persons over 60 are informal or family caregivers to other older persons. Using this estimate for the PSA07 area, there are an estimated 18,735 people acting as primary informal caregivers for individuals over the age of 60 with more than 18,000 Grandparents (or other relatives) Raising Grandchildren (up to age 18).

### PSA 07 Demographic Characteristics of Older Persons FY 2023 Estimates

<u>County</u>	<u>Total Age 60+</u>	<u>Age 60+ Living in Poverty</u>	<u>Age 60+ Who Identify as a Minority Population Member</u>	<u>Age 60+ Who Live Alone</u>	<u>Age 75+</u>
Cass	2,901	275	247	770	954
Christian	8,687	745	176	2,550	3,021
Greene	3,492	202	78	945	1,153
Jersey	5,741	417	174	1,460	1,869
Logan	7,112	403	228	1,935	2,449
Macoupin	12,748	860	289	3,055	3,965
Mason	3,917	325	68	1,100	1,339
Menard	3,346	170	75	770	1,077
Montgomery	7,763	735	196	2,260	2,717
Morgan	9,279	546	352	2,545	3,097
Sangamon	47,938	3,536	4,904	13,360	14,455
Scott	1,410	99	23	370	487
<b>PSA Total</b>	<b>114,334</b>	<b>8,313</b>	<b>6,810</b>	<b>31,120</b>	<b>36,513</b>
<b>State Total</b>	<b>2,783,146</b>	<b>248,346</b>	<b>781,376</b>	<b>685,835</b>	<b>843,785</b>

(2020 ACS 5 year Estimates)

## Needs Assessment Process and Funding Priorities

The following activities were conducted as part of the planning process for FY 2022-2024.

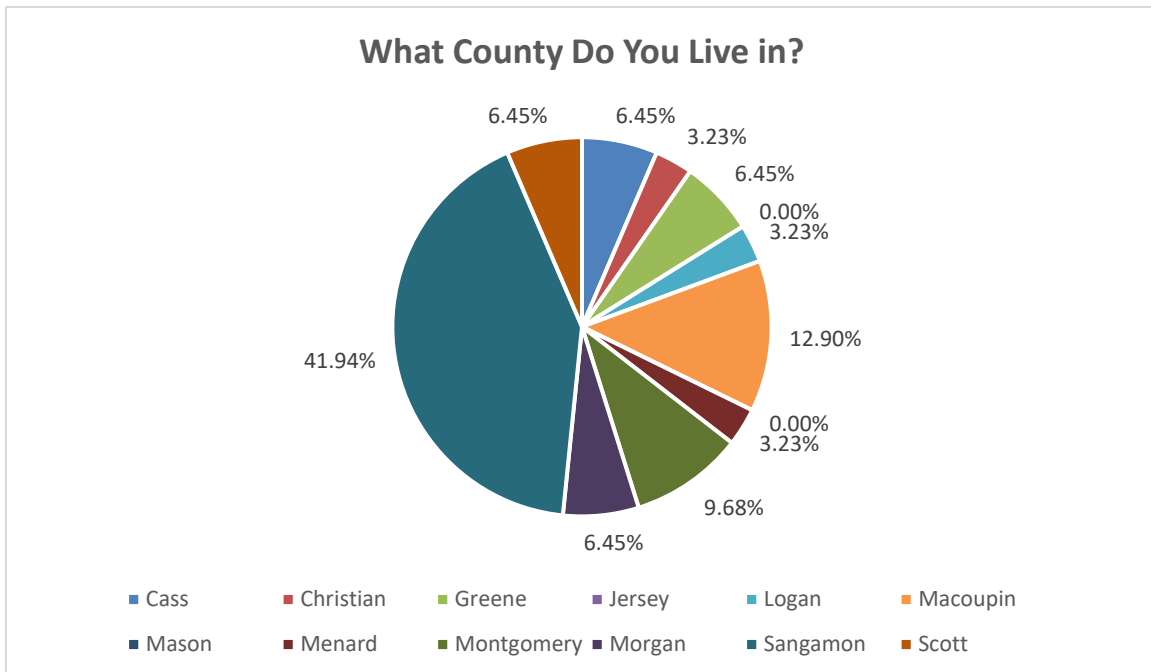
- A **Needs Assessment Survey** was created in February of 2022 to capture data on community knowledge of services; evaluation of importance of services; rating of experiences with services; and identification of current community needs. This assessment included detailed breakdowns on individual existing services and comments/input opportunities.
- The newly developed **Needs Assessment** was provided to service communities as a Survey Monkey link through the AgeLinc Facebook Page, the new AgeLinc Webpage ([www.agelinc.org](http://www.agelinc.org)), and e-mails to county seat officials, Board members, Advisory Council members, providers, and resource networks throughout the PSA07.
- AgeLinc utilized the AgingIS data system to randomly select over 200 clients who had received a myriad of services throughout all 12 counties. A letter, **Needs Assessment** survey and self-addressed, stamped envelope were mailed to this sample of individuals who had used current services. (15% of those surveys were completed and returned.)
- E-mailed requests for the completion of the **Needs Assessment** survey were sent to Congressional and State representatives, as well as alder(wo)men and mayoral staff for multiple communities representing each of the 12 service counties.
- **Needs Assessment** survey responses from community residents, politicians, service providers, board/advisory members, social service agencies, faith-based communities, and clients were tabulated and reviewed by county. The data for this this document was calculated using Survey Monkey.
- Current PSA 07 Subgrantees' program and fiscal reports were considered in the development of programming and allocations of funding.
- Provider (subgrantee) projections of expenditures and service provision per service will also be reviewed as part of the allocation process.

## PSA07 Community/Client Needs Assessment Results

The results shown below represent the responses of current PSA 07 Needs Assessment Survey and represent input from the following: community members, clients, local/state/federal political representatives, AgeLinc Board and Advisory Council members, social service providers, faith-based groups, and senior service providers. This sample includes respondents from each of the twelve PSA counties.

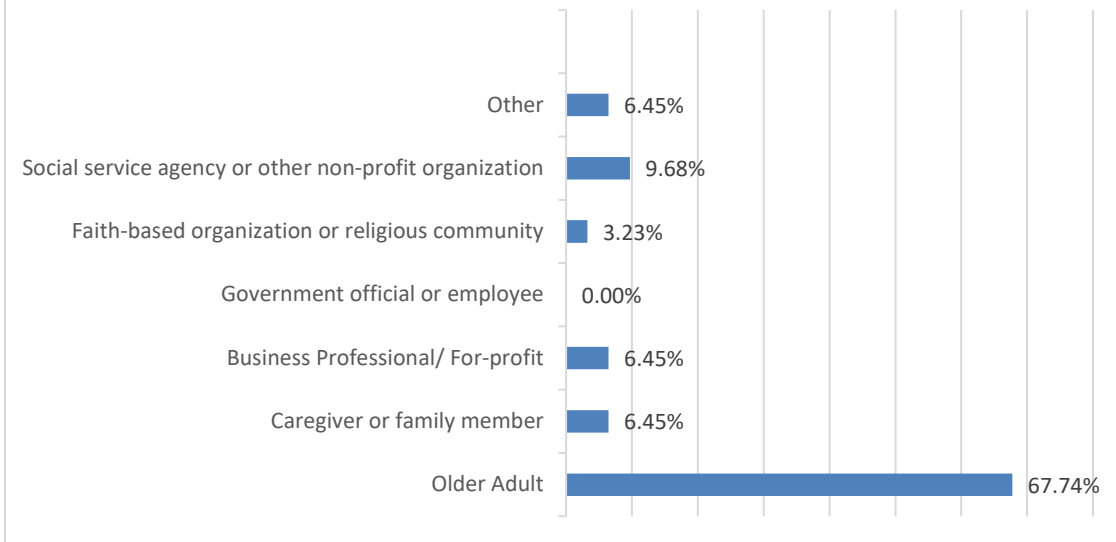
### Needs Assessment Response Rates from AgeLinc's 12 County Service Area

## Needs Assessment Survey: Demographics

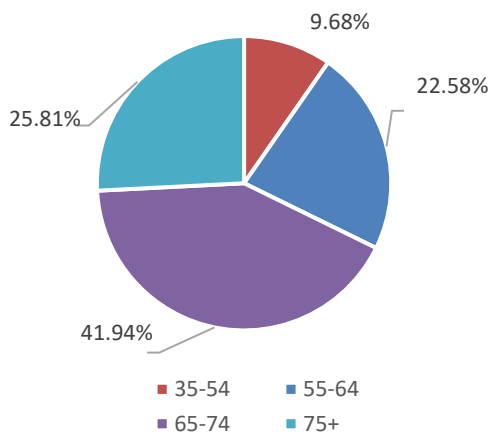




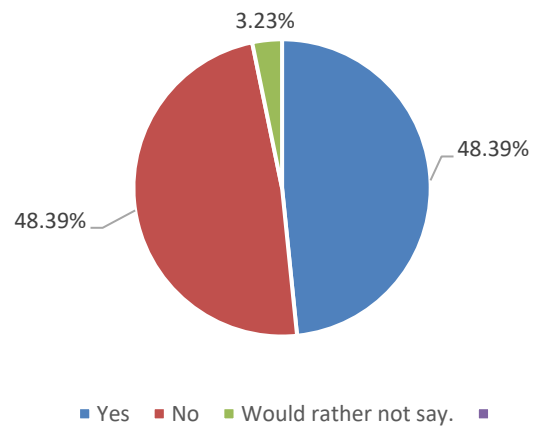
## Survey Respondents



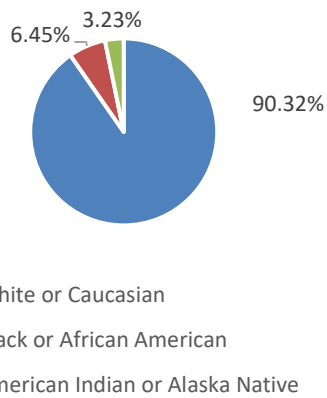
### Age Ranges



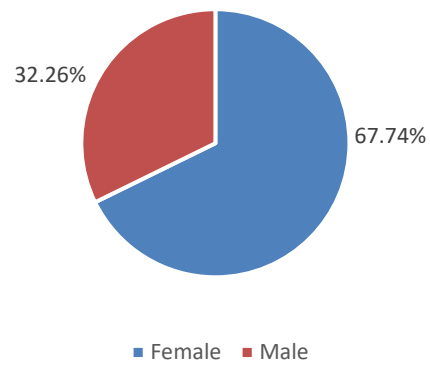
### Do you live alone?



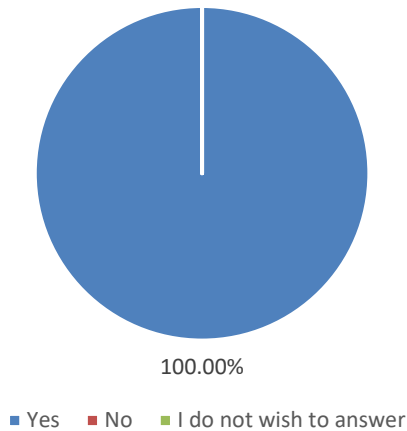
### Race/Ethnicity



### Gender



### Is English your first language?

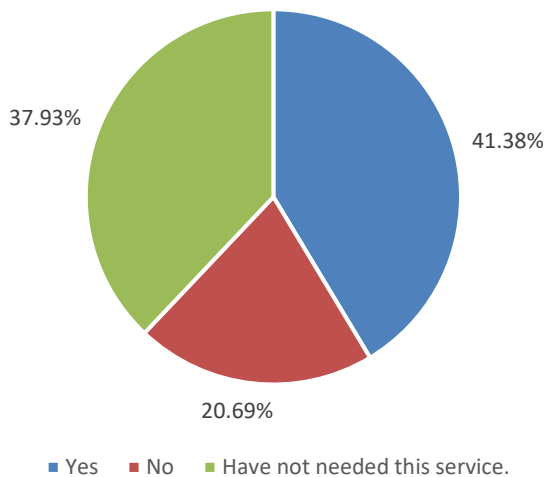


Though the representative sample was small, the responses came close to mirroring the population of PSA 07 (ie; about 42% from Sangamon, the area's largest county which represents about 42% of the area's over 60 population). Some demographic characteristics were over-represented, for example 48% of respondents reported 'living alone' but census data indicates only about 26% of the 60+ population lives alone. All responses came from participants who identified English as their first language which is an under-representation of the population as a whole but difficult to control for in such a small sample.

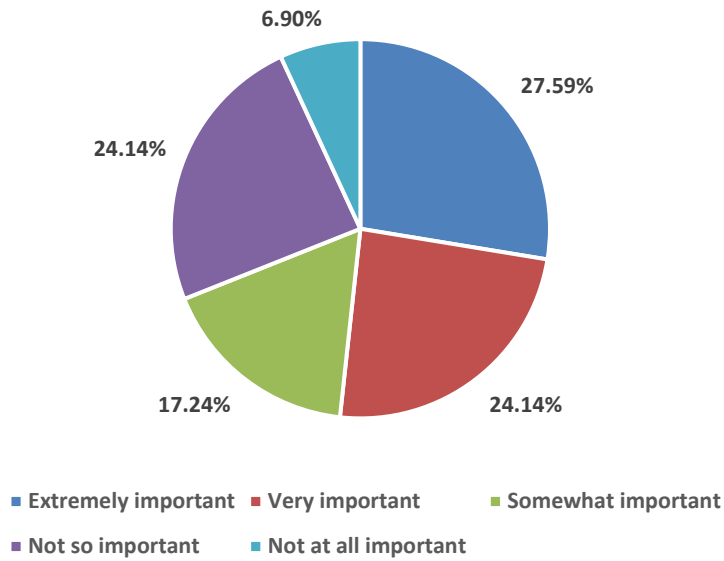
Follow-up for Public Comment discussion: What barriers make it difficult for Spanish-speaking consumers to access area aging services?

### Needs Assessment Programming and Service Data: Meals and Nutrition Program

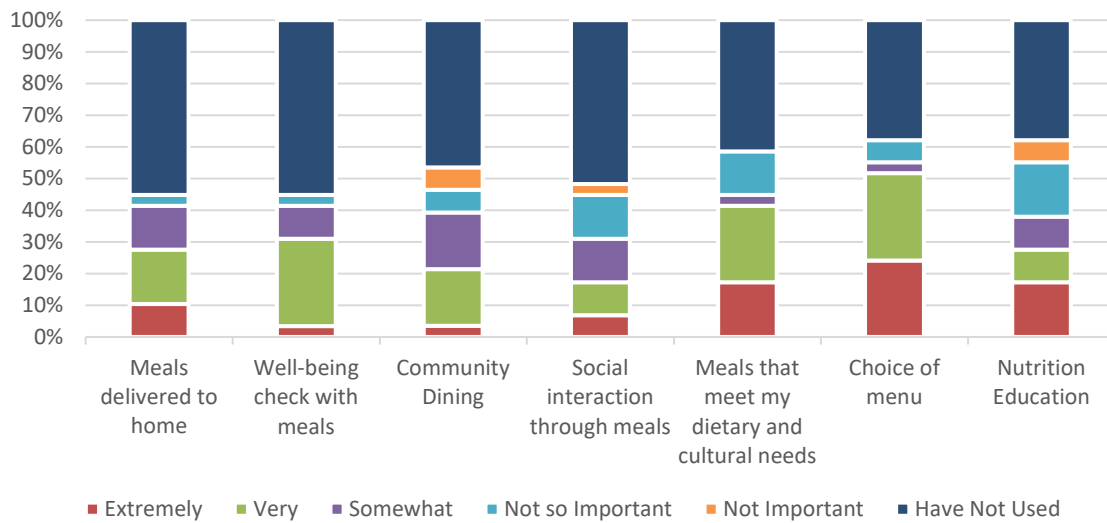
#### Do you know how to find community dining or Home Delivered Meal Services in your community?



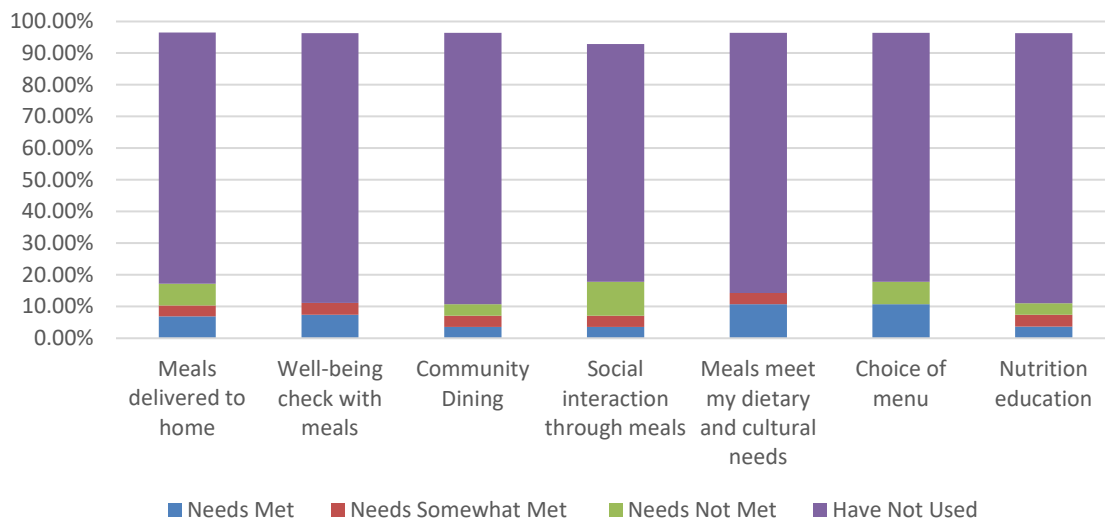
### How important are Nutrition services to you in general?



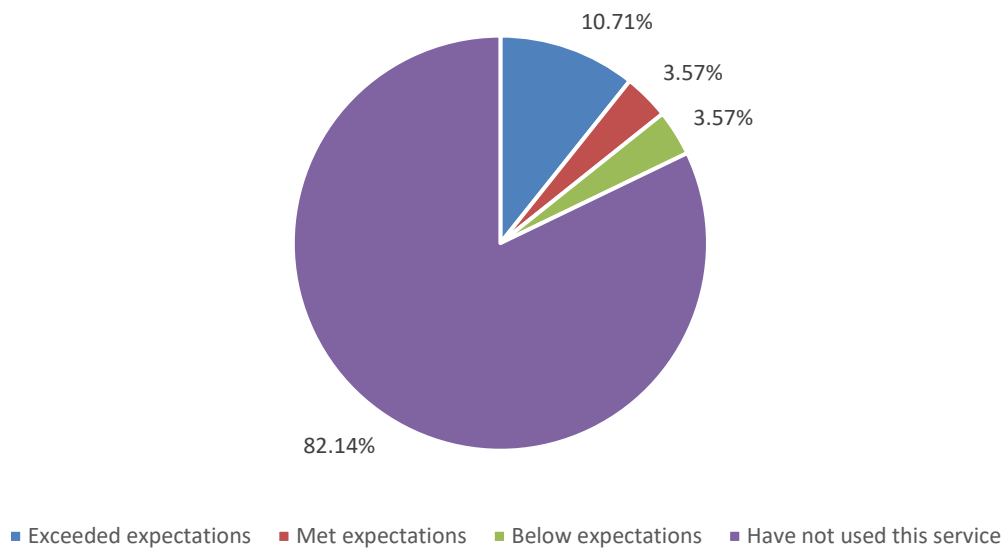
### How important are each of the following specific Nutrition services listed below?



### How well do the Nutrition services listed below meet your needs or the needs of your community?



### How well did Nutrition services work for you?

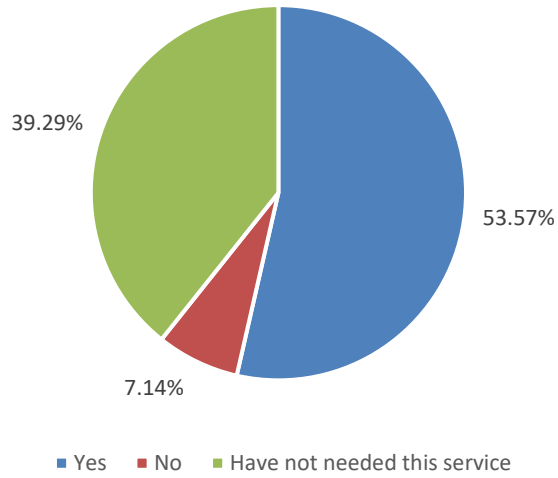


The majority of respondents had not used nutrition services but 80% of those who had, reported the services met or exceeded their expectations. Over 50% of responses indicated that nutrition services were extremely or very important to them. Some responses indicated that needs were not being met in the areas of social interaction, choice of menu and meals delivered to home.

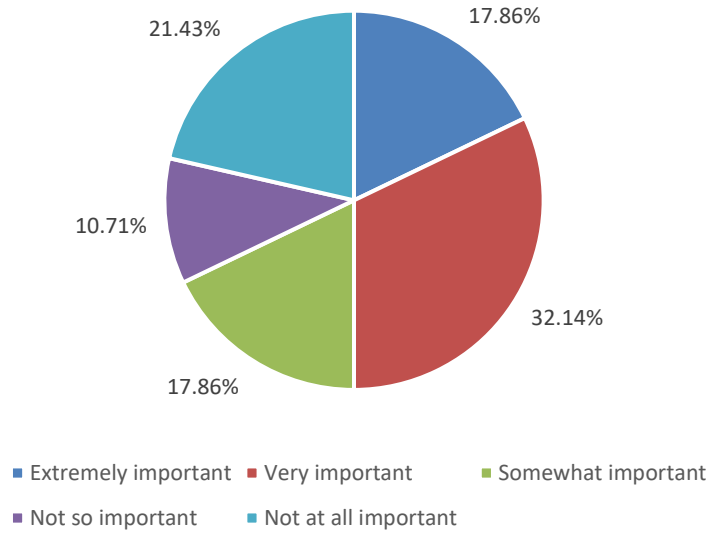
Follow-up for Public Comment discussion: What suggestions do you have to increase consumer satisfaction in social interaction, choice of menu (within required nutritional guidelines) and home delivered meals?

## Needs Assessment Programming and Service Data: Transportation

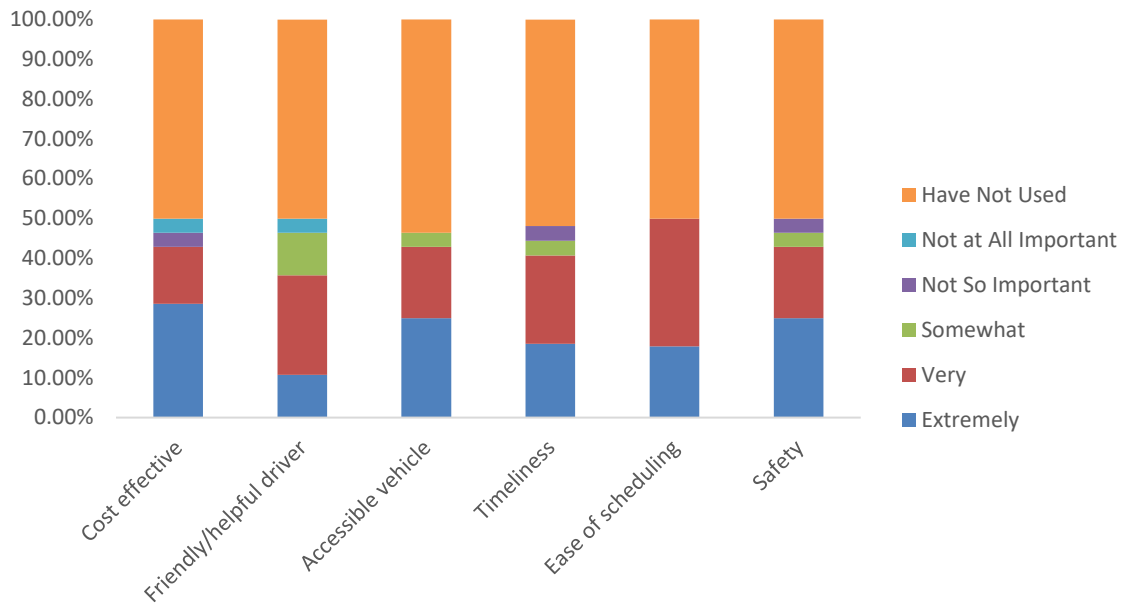
Do you know how to get Transportation services in your community?



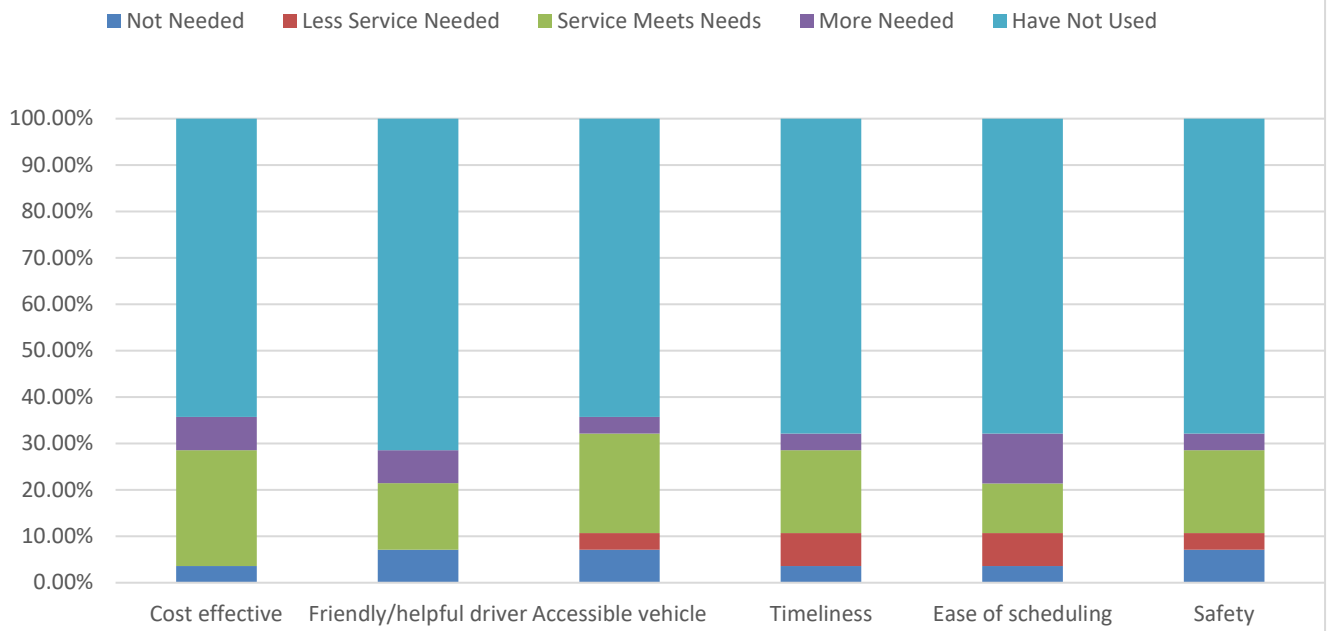
How important are Transportation services to you?



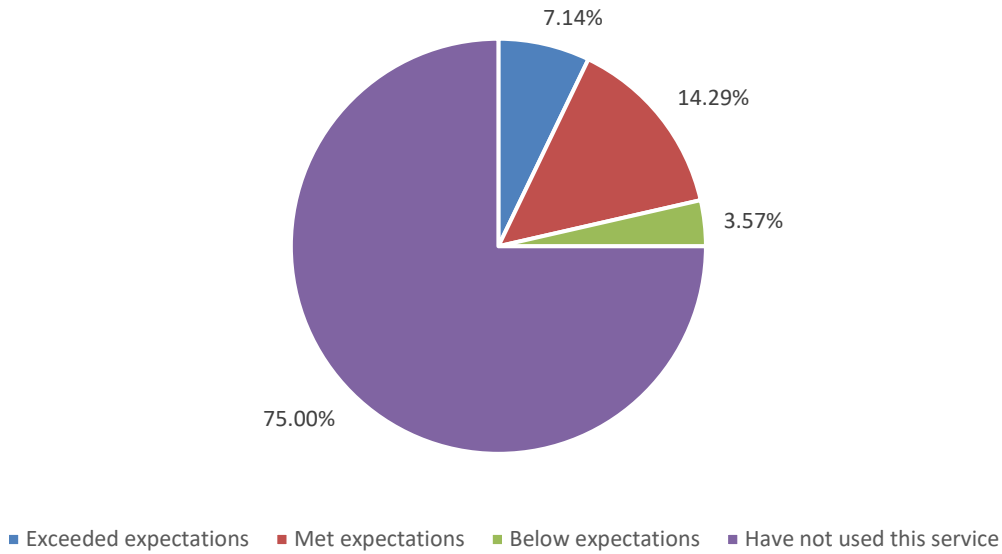
### How important are each of these specific Transportation services?



### How well do each of these Transportation services meet your needs or those of your community?



### How well did Transportation services work for you?

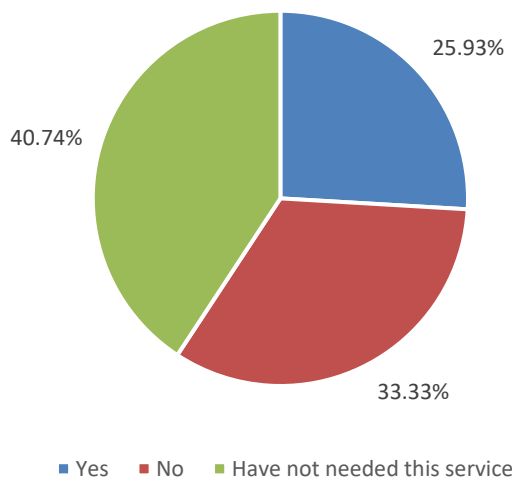


Over 50% of respondents reported knowing how to access transportation services with 50% identifying those services as extremely or very important to them. Being cost effective, accessible and safe were identified as their most important criteria with 67% of those who have used transportation services reporting that the current level of service meets their needs. 85% of those reporting having used transportation services said the service met or exceeded their expectations.

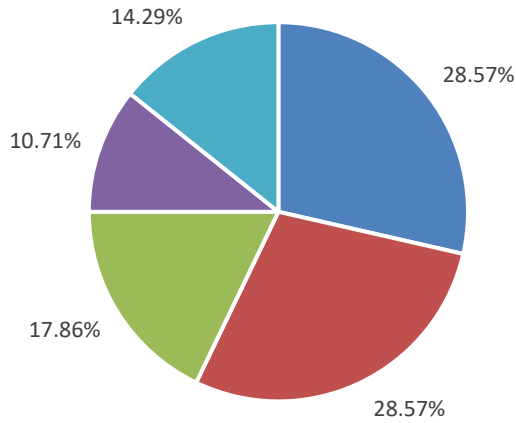
Follow up for Public Comment discussion: Are there transportation services that are needed but not being offered?

### Needs Assessment Programming and Service Data: Legal Assistance

#### Do you know how to get Legal Services in your community?

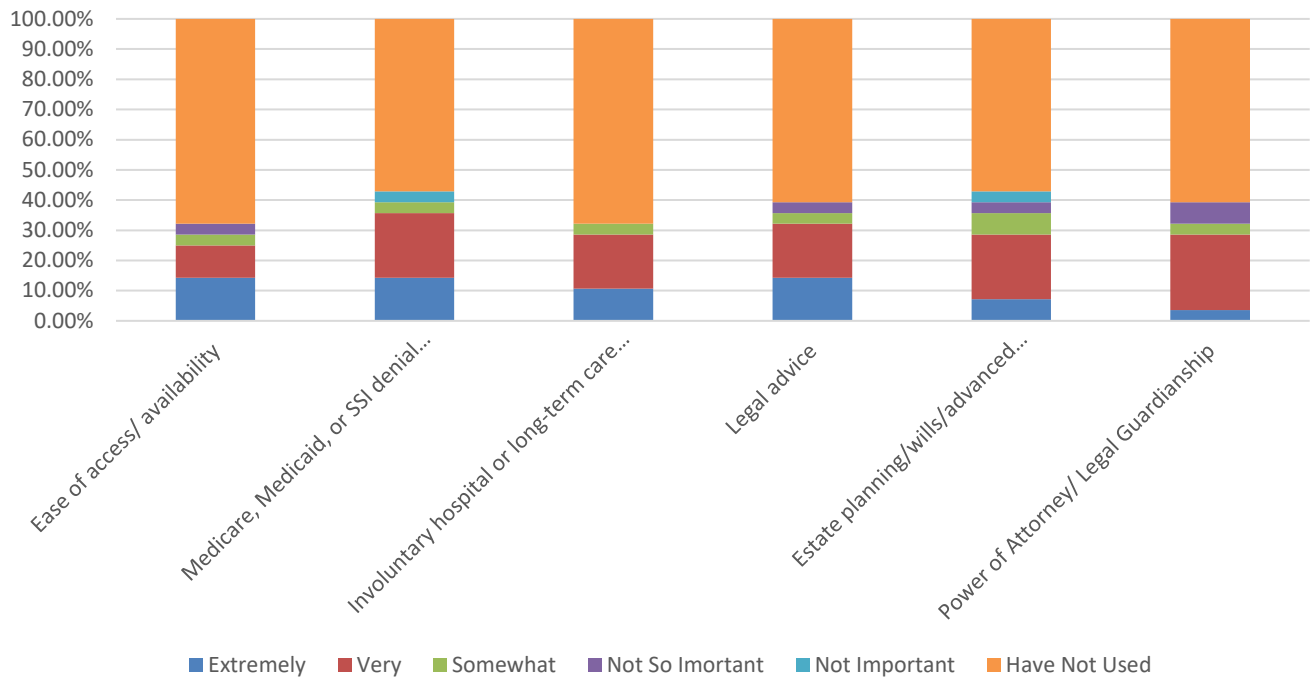


### How important are Legal Services to you?



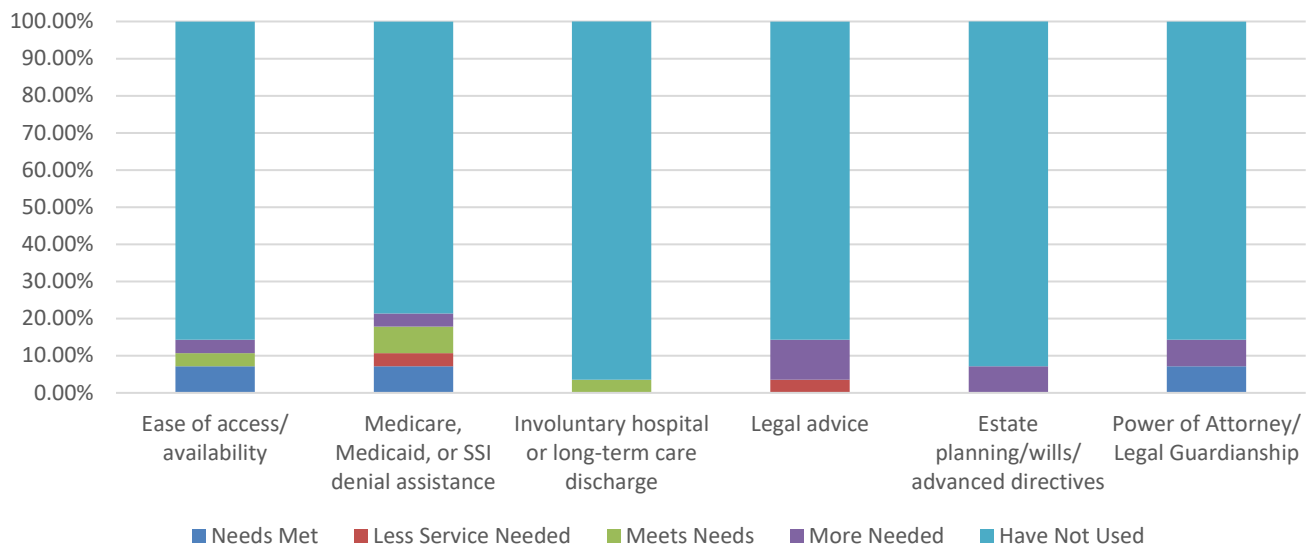
■ Extremely important   
 ■ Very important   
 ■ Somewhat important  
■ Not so important   
 ■ Not at all important

### How important are each of these Legal Services?

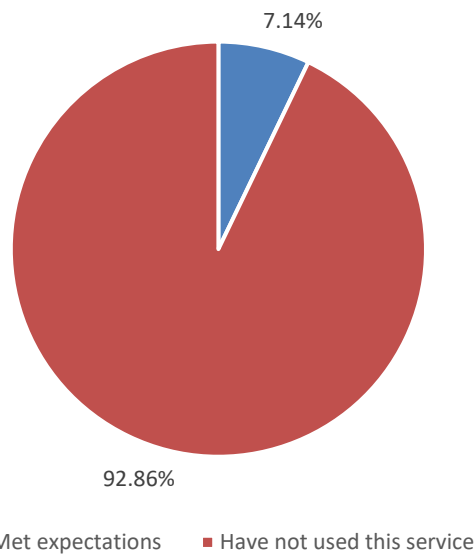




### How well do each of these Legal Services meet your needs or those of your community?



### How well did Legal Services work for you?

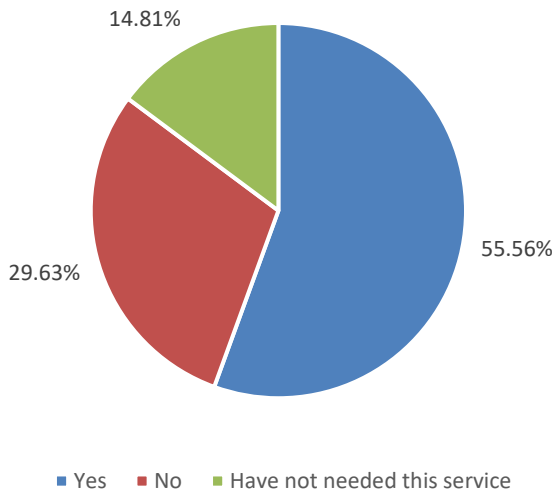


57% of respondents reported that access to legal services was extremely or very important to them but only 26% knew how to get legal services in their community. Most respondents said that they had not used legal services but 100% of respondents, who had used legal services, reported that they considered the services to have met their expectations.

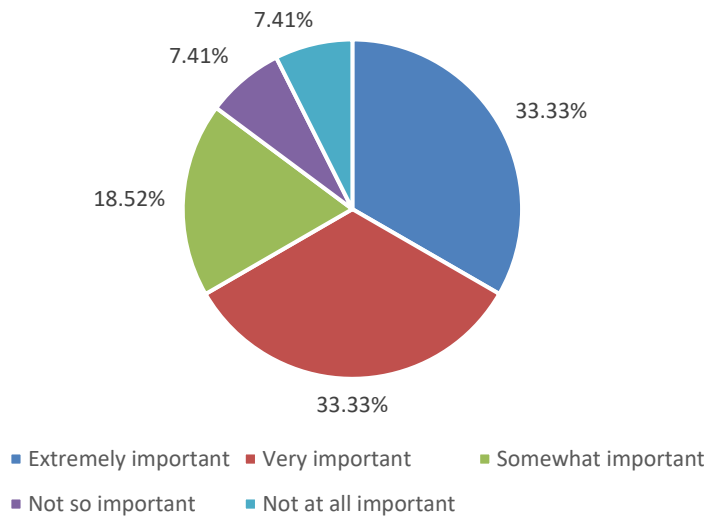
Follow-up for Public Comment discussion: How might knowledge about access to legal services be increased?

**Needs Assessment Programming and Service Data: Information & Assistance/Referrals**

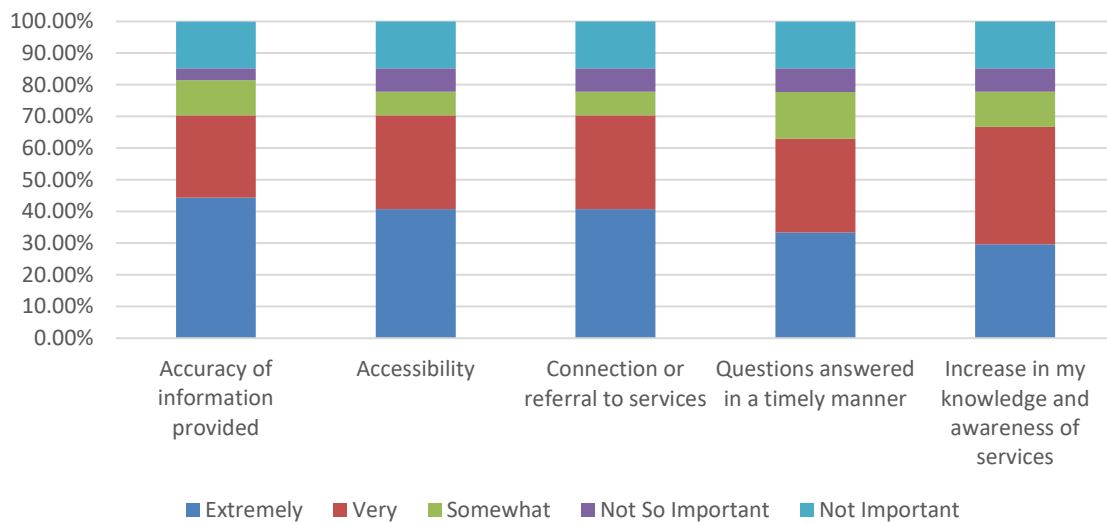
**Do you know how to get Information and Assistance/Referrals in your community?**



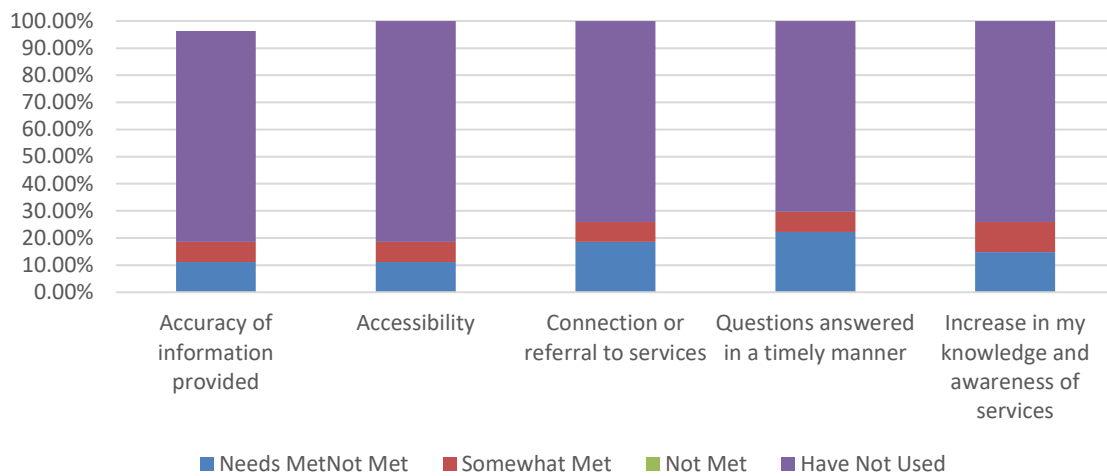
**How important are Information and Assistance/Referrals to you?**



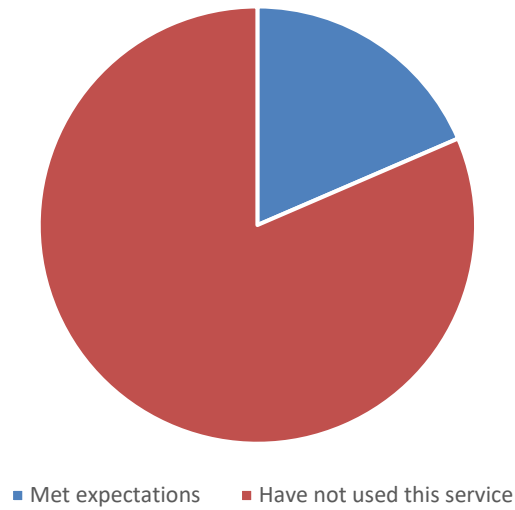
### How important are each of the specific Information and Assistance/Referral services listed below?



### How well do each of the Information and Assistance/Referral services listed below meet your needs or the needs in your community?



### How well did Information and Assistance/Referral services work for you?

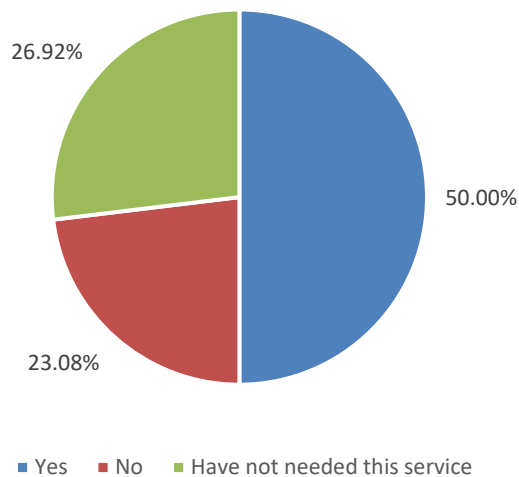


A higher number of responses (55%) reporting knowing how to get access to information and assistance referrals that in previous areas with 67% reporting that these services were extremely or very important to them. About 66% of those who used information and assistance referrals, reported that it met their needs with 34% reporting that the services 'somewhat met their needs' with 100% reporting that it met their expectations.

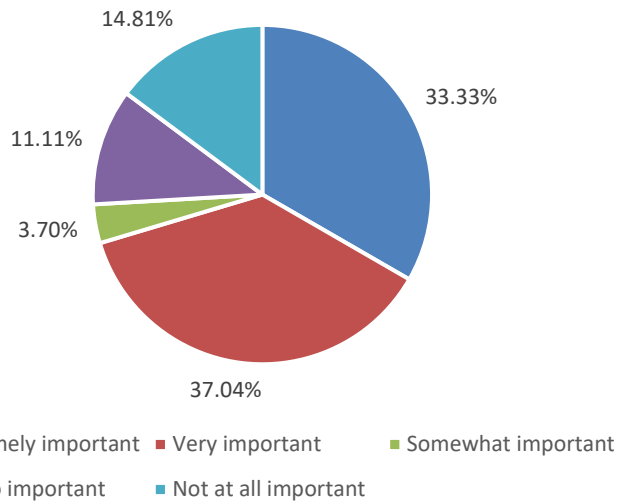
Follow-up for Public Comment discussion: How might Information and Assistance Referrals come closer to meeting consumer needs and increase the level of user satisfaction?

### Needs Assessment Programming and Service Data: Caregiver Support

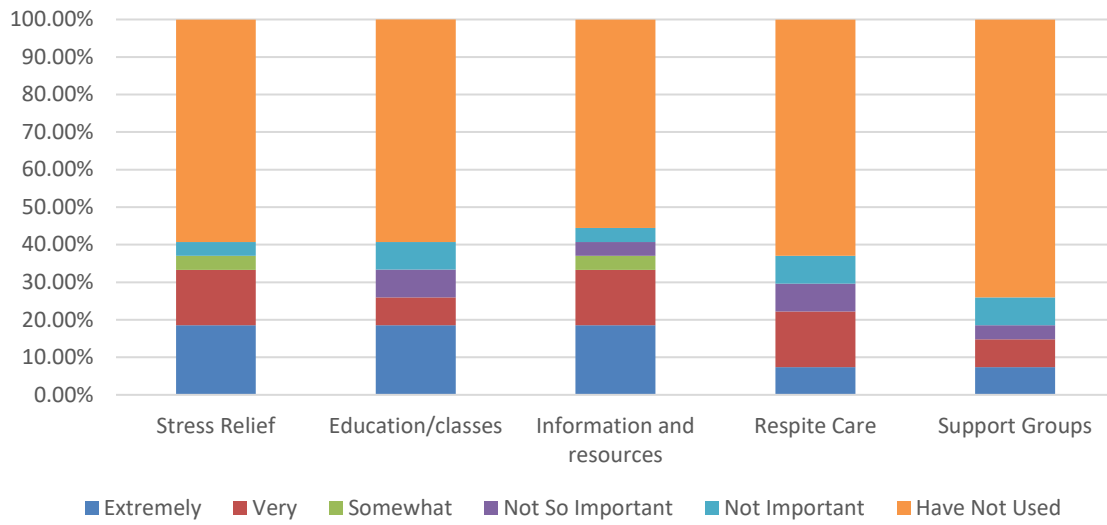
#### Do you know how to get Caregiver Support and Education services in your community?



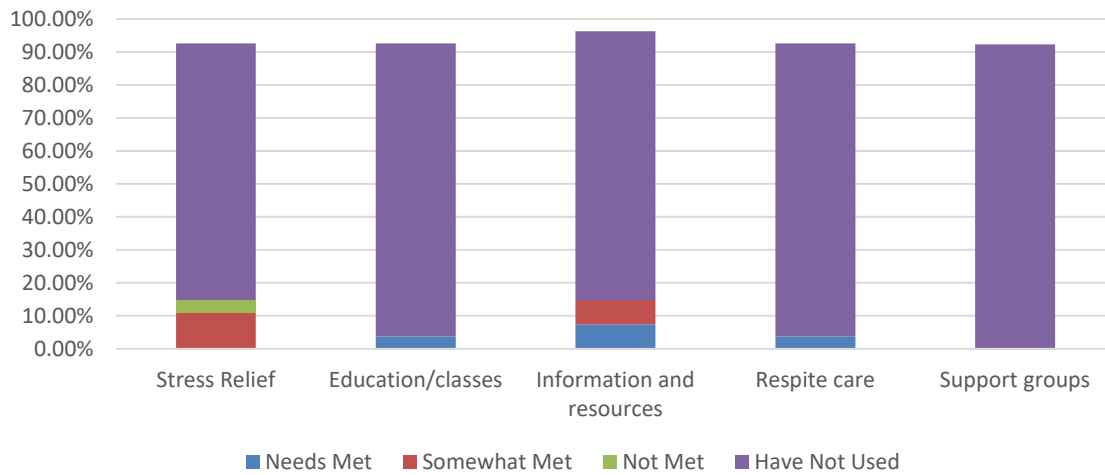
### How important are Caregiver Support and Education services to you?



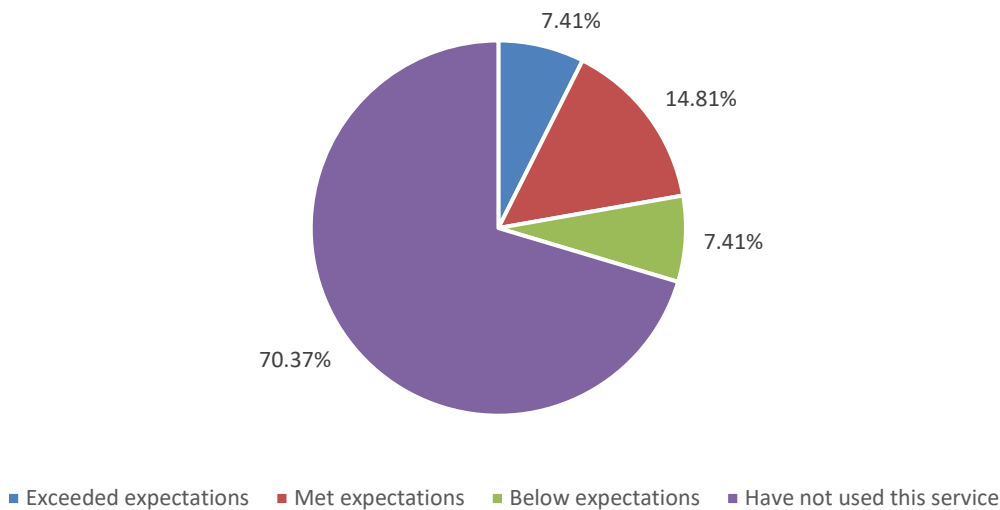
### How important are each of these specific Caregiver Support and Education services?



### How well do each of these Caregiver Support and Education services meet your needs or the needs in your community?



### How well did Caregiver Support and Education work for you?

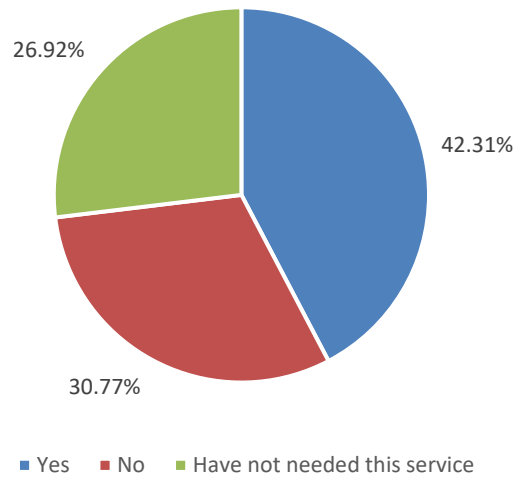


Half of respondents knew how to access caregiver support and education with 70% reporting that it was extremely or very important to them with stress relief and information/resources being ranked the most important. Only 40% of those who had used caregiver support services reported that their needs were met with 60% reporting needs somewhat or not met. 75% of those who used the service reported that it met or exceeded their expectations.

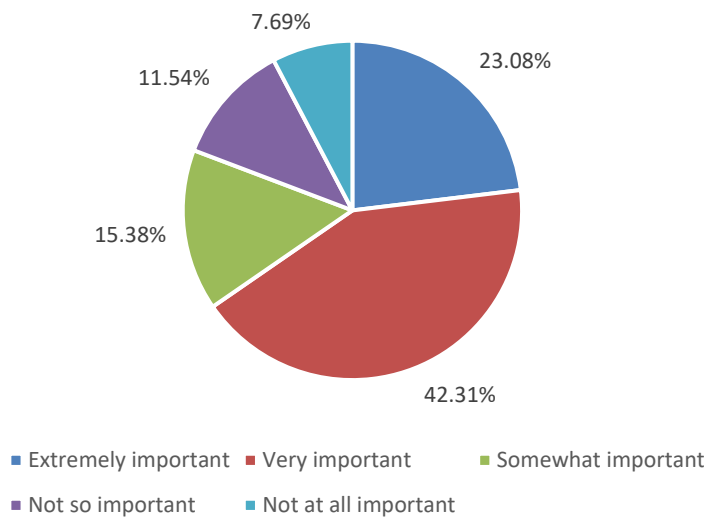
Follow-up for Public Comment discussion: How might Caregiver Support come closer to meeting consumer needs and increase the level of user satisfaction?

## Needs Assessment Programming and Service Data: Healthy Aging

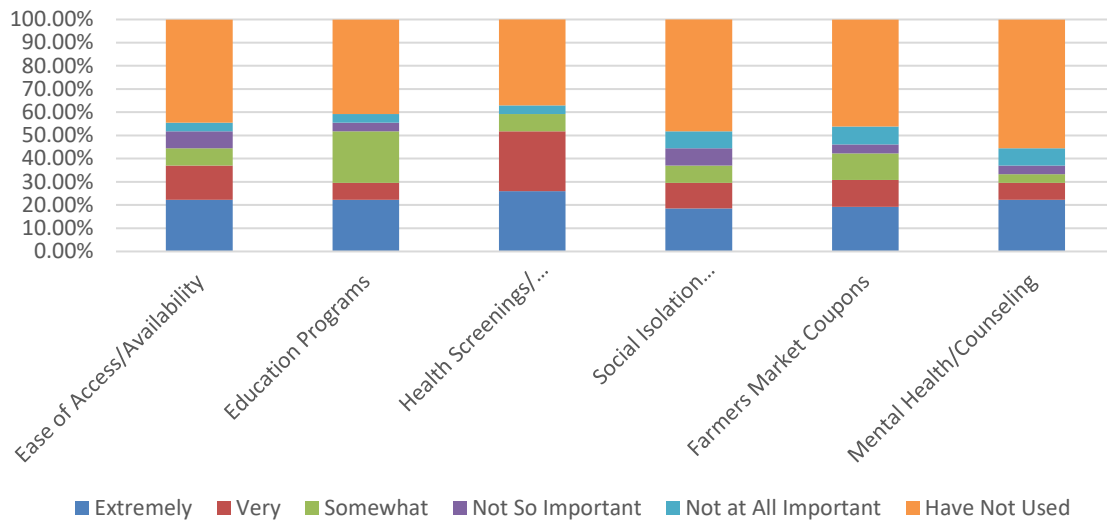
Do you now how to get Healthy Aging/Connection services in your community?



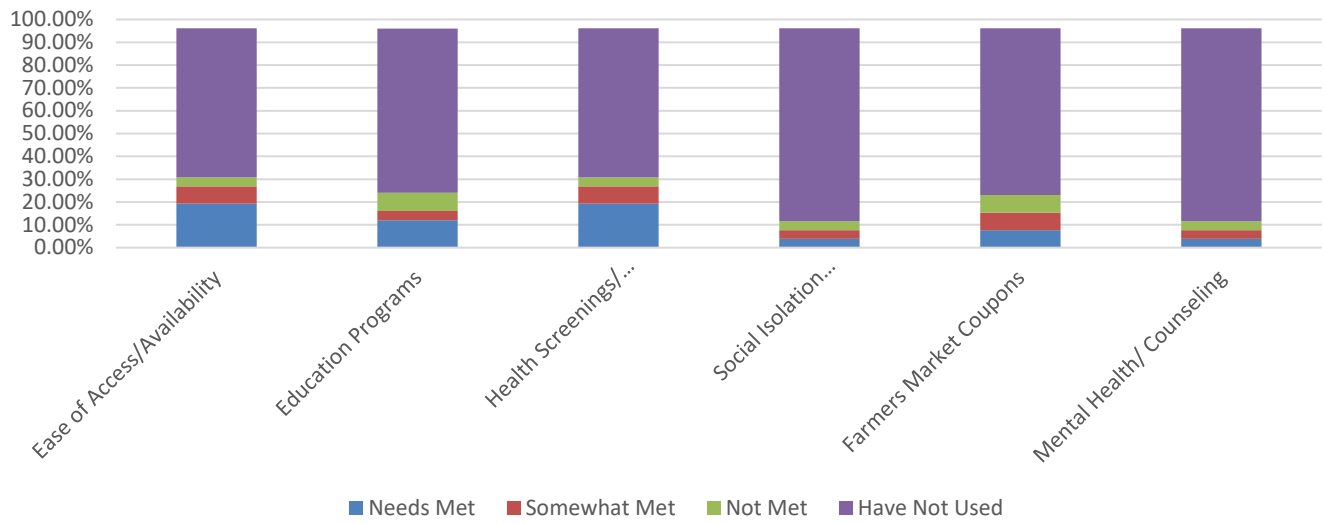
How important are Healthy Aging/Connection services to you?



### How important are each of these specific Healthy Aging/Connection services?

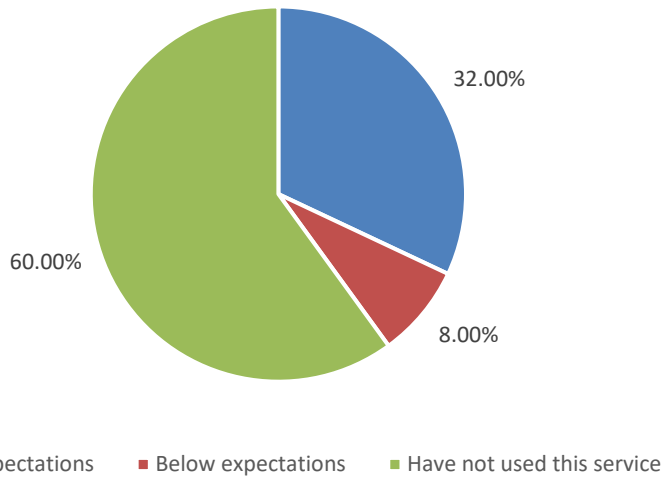


### How well do each of these Healthy Aging/Connection services meet your needs or the needs of your community?





### How well did Healthy Aging/Connection services work for you?

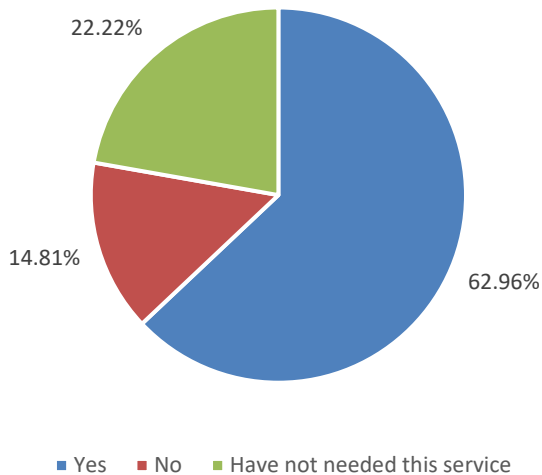


Less than half of respondents (42%) were aware of how to get Health Aging access in their community with 65% reporting that it was extremely or very important to them with health screening/preventive care ranked the most important. Half of respondents reported that services met their needs but half reported that services did not or only somewhat met their needs. 80% who used the service, reported that it met their expectations with no one reporting that it exceeded their expectations.

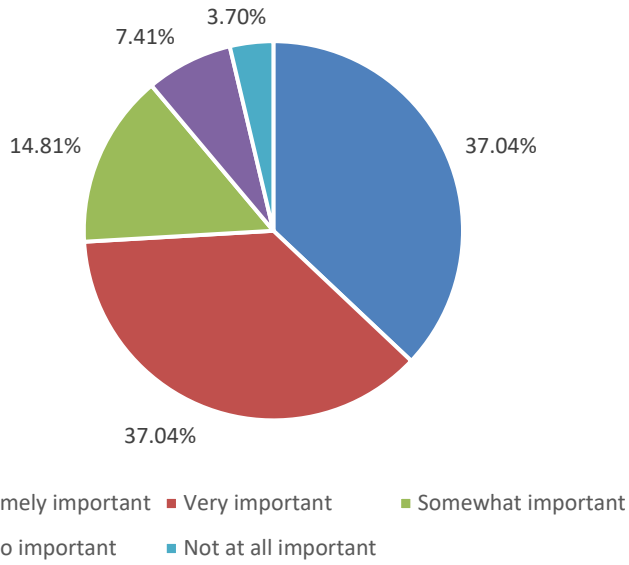
Follow-up for Public Comment discussion: How might Healthy Aging come closer to meeting consumer needs and increase the level of user satisfaction?

### Needs Assessment Programming and Service Data: Abuse

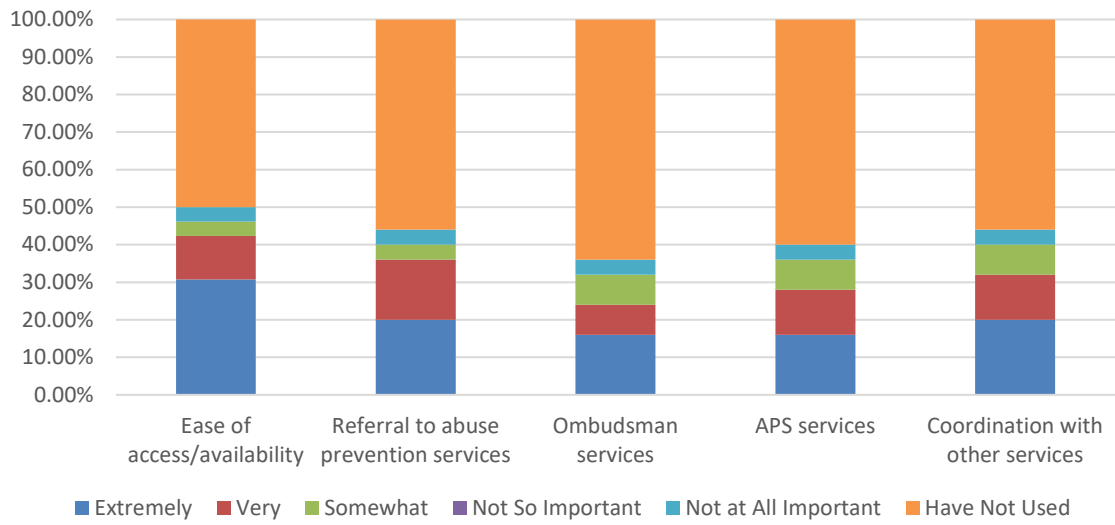
#### Do you know how to report abuse or receive Abuse Prevention services in your community?



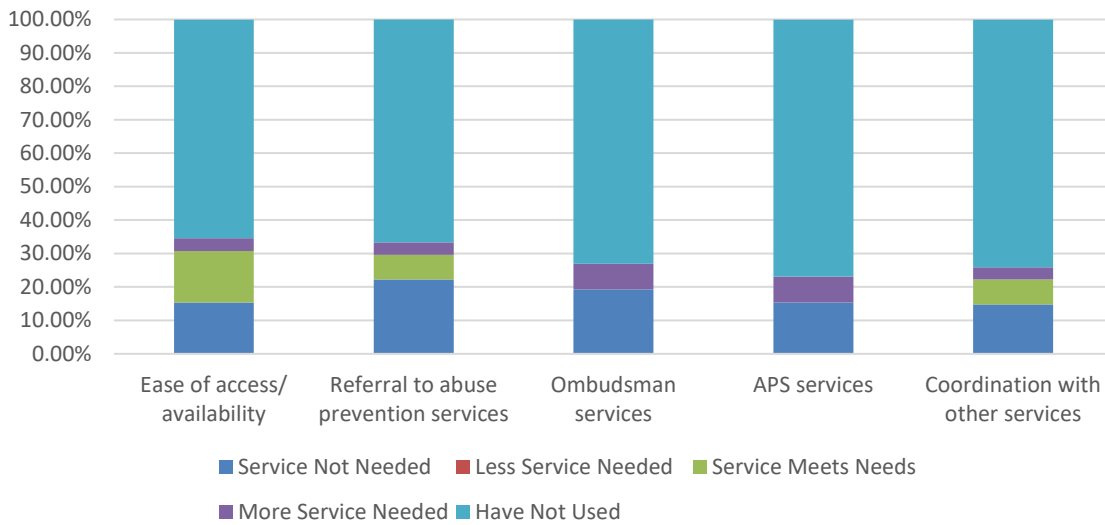
### How important are Abuse Prevention services to you?



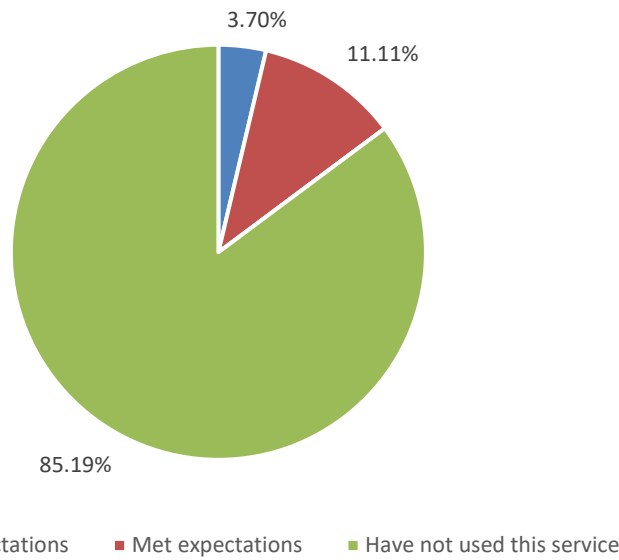
### How important are each of the specific Abuse Prevention services listed below?



### How well do each of these Abuse Prevention services meet your needs or those of your community?



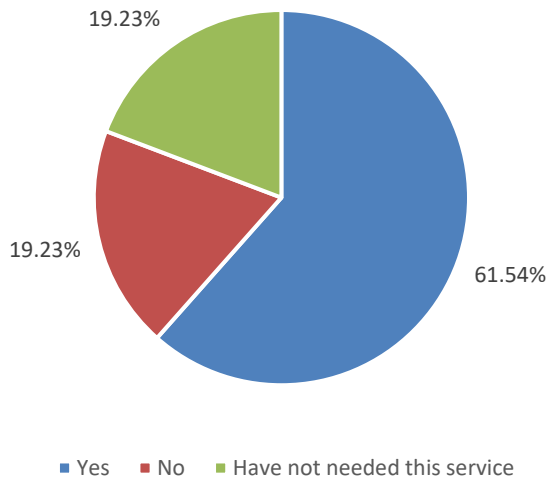
### How well did Abuse Prevention services work for you?



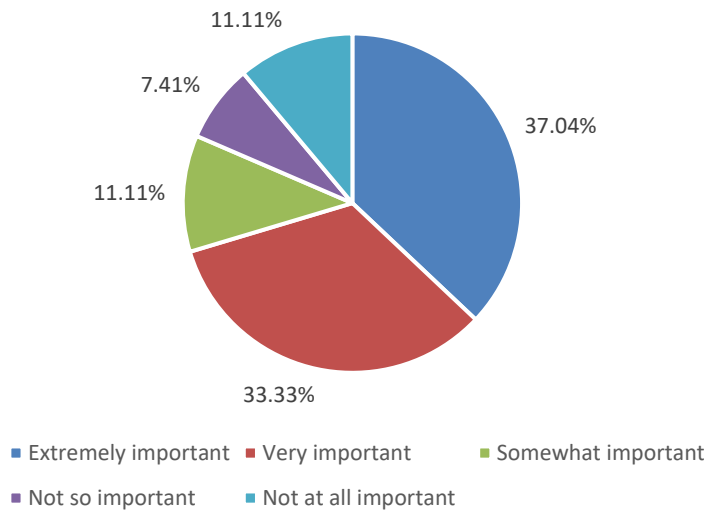
Knowing how to report abuse or receiving abuse prevention services was the highest rated (63%) of all services in our assessment with 74% reporting those services as extremely or very important with ease/accessibility being the highest ranked characteristic. Of those who reported using abuse prevention services, 100% said it met or exceeded their expectations.

Follow-up for Public Comment discussion: How might knowledge about abuse prevention services be increased?

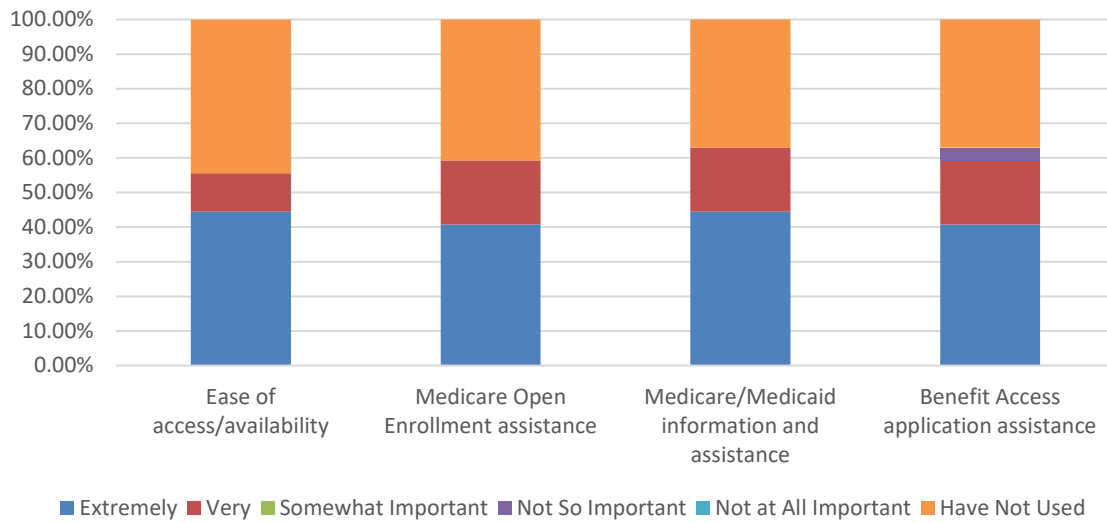
**Do you know how to find Medicare Assistance and Benefit Access Assistance in your community?**



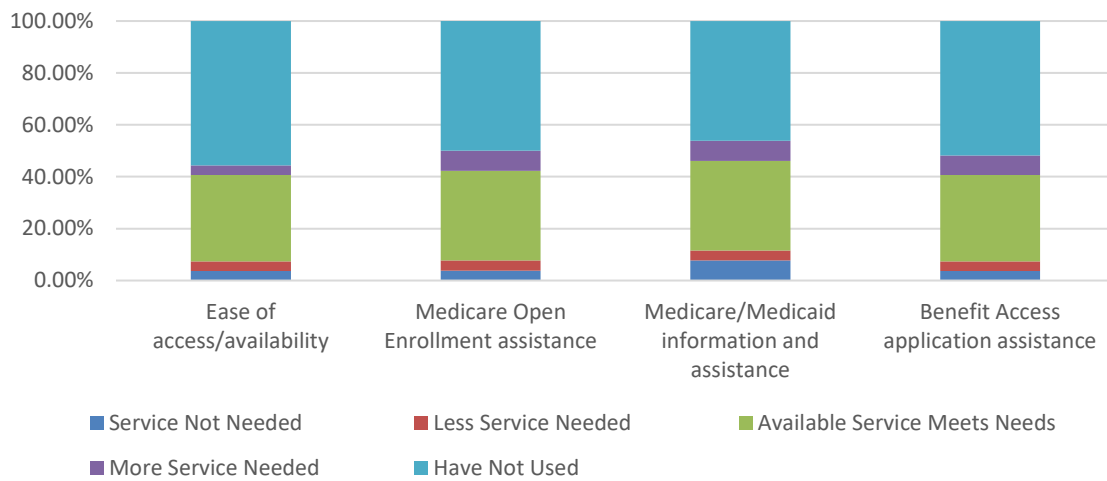
**How important are Medicare Assistance and Benefit Access Assistance to you?**



### How important are each of these specific Medicare Assistance and Benefit Access Assistance services to you?



### How well do each of these Medicare Assistance and Benefit Access Assistance services meet your needs or the needs of your community?



Over 61% of respondents are aware of how find Medicare assistance and benefit access with 70% reporting it as extremely or very important. All four areas of assistance were considered extremely or very important and 75% of those who needed or had used the service reported that the available service meets their needs.

Follow-up for Public Comment discussion: With most inquiries coming during Medicare open enrollment, how might consumer issues be spread throughout the year to increase consumer access and satisfaction?

## Services Funded

Allocations to AgeLinc are made by Title with limited authority for the agency to transfer funds among titles. General Revenue Funds (GRF) are used to supplement or match Federal funds. The Area Agency does not differentiate between state and federal funds in its allocations for services.

These services will be funded in FY 2023:

### TITLE IIIB ACCESS SERVICES

**Information and Assistance** - A service for older individuals that may (A) provide individuals with current information on opportunities and services available to the individuals within their communities; (B) assess the problems and capacities of the individuals; (C) link the individuals to the opportunities and services that are available; (D) establish adequate follow-up procedures based on the older individual's needs.

**Options Counseling** – Options Counseling is not a Title III service. It is an adjunct to Information and Assistance. It is a component of the ADRC (Aging and Disability Resource Collaboration). The goal is to facilitate informed decision-making through person-centered planning concerning Long-Term Services and Supports (LTSS), as well as to aid in streamlining access to LTSS.

**Transportation** – Involves transporting older persons (as well as caregivers and children they are raising up to age 18) to and from community facilities and resources for purposes of acquiring/receiving services, to participate in activities or attend events to reduce isolation and promote successful independent living. Service may be provided through projects specially designed for older persons or through the utilization of public transportation systems or other modes of transportation.

### TITLE IIIB COMMUNITY SERVICES

**Legal Assistance** - Legal Assistance includes the arrangement and provision of assistance in resolving civil legal matters and the protection of legal rights. These services include legal advice, research and education concerning legal rights, and representation by an attorney at law, trained paralegal professional (supervised by an attorney), and/or a law student (supervised by an attorney) for an older person (or his/her representative).

### TITLE IIIC – NUTRITION SERVICES

**Congregate Meals (IIIC-1)** – Makes nutritious meals available in a congregate meal setting to promote better health and to reduce isolation.

**Home Delivered Meals (IIIC-2)** – Provides nutritious meals to older persons who are homebound because of illness or incapacitating disability or are otherwise isolated.

## Services Funded

### TITLE IIID – DISEASE PREVENTION AND HEALTH PROMOTION SERVICES

Title IIID funds support proven evidence-based programs that enhance the wellness and fitness of the older population. Evidence-based programs have demonstrated outcomes that help participants adopt healthy behaviors and improve their health, reduce hospital stays and emergency room visits, and mitigate the negative impact of

chronic disease and related injuries, such as falls. The Illinois Department on Aging requires that all funded evidence-based programs meet the highest-level criteria. The Chronic Disease Self-Management Program, Diabetes Self-Management Program, Stress Busters, Bingocize, and Matter of Balance meet the highest-level criteria and are currently receiving funding.

### **TITLE IIIIE - NATIONAL FAMILY CAREGIVER SUPPORT SERVICES**

**Access Assistance** – This service assists caregivers of individuals with dementia in obtaining access to the support services and resources that are available within their communities and ensures adequate follow-up.

**Caregiver Counseling** – The service is often provided to caregivers of individuals with dementia in their homes and/or other locations convenient for them. It provides decisions and problem-solving skills related to their caregiver roles. It may also include participation in a support group.

**Legal Assistance** - see definition for Title III-B Legal Assistance

**Respite Care** – This service offers temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers.

**Training and Education** – This service provides opportunities for caregivers of aging family members and/or kinship caregivers with legal guardianship of minors to acquire knowledge, skills, and support to better care for their loved ones.

**Kinship Family GAP and Support-** This service provides emergency financial assistance to relative caregivers of children in needs of rent/utility assistance, health care assistance, emergency childcare needs, or supplies related to the care of the minor in their custody. Referral services for The Child Only grant and other supports are also available.

### **TITLE VII SERVICES (ADULT PROTECTIVE SERVICES)**

**Adult Protective Services (APS)** - this service is part of a statewide program designed to respond to adults with disabilities and older adults who are victims of abuse, neglect, self-neglect, and financial exploitation by building on the existing legal, medical, and social service system to assure that it is more responsive to the needs of victims and their families. Several Area Agency staff are certified caseworkers and supervisors who do not provide direct services but assist with coordinating and monitoring service providers.

**(APS) Multi-Disciplinary Teams** – Each Adult Protective Service Provider maintains a Multi-Disciplinary Team (M-Team) consisting of a diverse group of medical, legal and other specialties who meet regularly serve in a technical advisory role. The Area Agency may send a representative to each service provider's M-Team meeting once per year.

### **Services Funded**

**(APS) Fatality Review Team (FRT)** – Multidisciplinary and multi-agency reviews of deaths can assist the State and counties in developing a greater understanding of the incidence and causes of premature deaths and the methods for preventing those deaths, improving methods for investigating deaths, and identifying gaps in services to at-risk adults. The Area Agency has a staff representative on the PSA07/Lincolnland Fatality Review Team which meets four times per year.

**Ombudsman** – The Long-Term Care Ombudsman Program is a statewide advocacy program established and operated by the Illinois Department on Aging to protect and improve the quality of care and the quality of life for residents of long-term care facilities through individual and systemic advocacy for and on the behalf of the residents. This includes the promotion and the cultivation of best practices within long-term care services, and through the promotion of family and community involvement in the long-term care facility. It is resident-centered and makes every effort to assist, empower, represent, and intervene on behalf of the resident.

## Home Delivered Meals- Special Focus

Home Delivered Meals are mandated through the Older Americans Act, have a designated funding source at the federal level, are funded for each of the twelve counties in PSA 07 and are currently provided by five Grantees, each serving multiple counties.

In PSA 07, State and Federal funds awarded for Home Delivered Meals generally are matched 100% by the total of local cash, in-kind, and participant contributions.

This important program faces a number of general challenges: Fluctuating costs of food, utilities, and gasoline; stringent food preparation and training guidelines; reliance on volunteer staff to sufficiently meet their expenses; and long geographic distances (travel) required to adequately deliver safe, nutritious meals to individuals in the most isolated rural areas of AgeLinc's service counties. The greatest challenge for this service to date, which was rated as "highest importance" of all services by respondents of the FY 21 Needs Assessment Survey, has been the COVID-19 Pandemic. The early stages of the Pandemic in March of 2020 vastly increased the number of older adults in need of delivered nutrition. At present, temporary federal funds have been made available to help assist in meeting the 70%+ increase of delivered nutrition. Delivered meals has also helped to accommodate the closing of congregate meals sites (during the highest contagion numbers for Central IL). The Illinois Department on Aging, AgeLinc and PSA 07 nutrition service providers have worked closely together to meet the many challenges of the sudden increase in delivered nutrition needs, included the provision of FEMA shelf-stabled meals, and to ensure the highest possible availability and safety of service during a difficult time. It is likely that the effects of the COVID-19 Pandemic will continue to inhibit safe travel and outings for much of the aging population until mass vaccination is completed. This will require new and evolving plans to maintain funding for the now established and overwhelming need for delivered nutrition.

## Local Service Providers

In FY 2023, the Area Agency on Aging for Lincolnland will award funds to organizations who provide services to persons 60 years of age and over and family caregivers throughout Planning and Service Area 07. Types of agencies funded may include:

- Centers for Independent Living
- Community Action Agencies
- County Boards
- County Health Departments
- Economic Development Corporations
- Hospitals
- Mental Health Agencies
- Not-for-Profit Foundations



- Private Not-for-Profit Social Service Organizations
- For-profit Companies (with required IDoA approval)
- Senior Centers

## Area Agency on Aging for Lincolnland Direct Services

Historically, the Area Agency on Aging has received direct service waivers from the Illinois Department on Aging to provide Title IIIB Information and Assistance and Title III E Training and Education services and will again request approval to provide those services for FY 2022.

### Title IIIB Information and Assistance

Information and Assistance is a mandated service required of all Area Agencies on Aging as stated in the Older Americans Act regulations. While all area service providers carry out community-based information and assistance activities related to their own programs and service counties, only AgeLinc provides Information and Assistance for the aging and caregiver populations in all 12 service counties of the PSA07. This service includes response to referrals from the Gatekeeper Program, the Eldercare Locator, and the IDOA Senior Help Line. AgeLinc is the only area-wide agency which is designed to serve the 60+ population and family caregivers. To provide services to all portions of its service community, AgeLinc maintains a toll-free telephone line, has created an updated and fully accessible website, maintains a Master Resource File per county (also available in printable PDF's at [www.agelinc.org](http://www.agelinc.org)), and updates the Aging IS Information and Assistance database for all of PSA 07.

### Title III E Training and Education

AgeLinc utilizes Title III E funds to host a large annual conference for family caregivers and relative caregivers, as well as an annual Resource Education Conference for relative Caregivers of children. The Annual Caregiver Conference was held in June of 2021 while practicing COVID-19 restrictions and distancing and is scheduled for June 18, 2022 (see [www.agelinc.org](http://www.agelinc.org) for details). The Annual Resource Education Conference for Relative Caregivers was hosted via WebEx in August of 2021 and is scheduled for August of 2022. The Caregiver Conference is targeted to informal caregivers of individuals with dementia and relative caregivers of children throughout the planning and service area and beyond.

AgeLinc will also continue to provide caregiver education on topics of interest (such as Lunch and Learn) via AgeLinc WebEx, utilizing tablets and devices purchased by the agency for the purpose of loaning to caregivers wishing to participate in programming. Monthly sessions of the Lunch and Learn series are held during the noon hour for the convenience of working caregivers. In addition, AgeLinc will provide Caregiver Education in the form of Evidence Based Programming (Stress Busters), once Master Trainers have been trained. Further Caregiver Education opportunities will be made available during AgeLinc's monthly Community Education events which will be made available both virtually and in person at the AgeLinc office.

### GRF Social Isolation

Area Agency on Aging for Lincolnland will use GRF funds to address Social Isolation in PSA 07 through community education, outreach, and intervention programs in order to reach those most at risk for social isolation. AgeLinc, in partnership with the Illinois Department on Aging and the other 12 Area Agencies on Aging in Illinois, will continue to participate in marketing efforts and data collection in PSA 07, using new and existing programs to reach socially isolated older adults and connect them with opportunities to engage with others on an ongoing basis. Funding for Social Isolation will be focused on accessible evidence-based programming and services through tablet loaner programs, tablet/phone/technology trainings, and the continued development of easy, accessible programming from

the new AgeLinc webpage, allowing large and small group programming to be made available with a single click on a link. Technology staff will be available for trainings and regular updates to online, accessible programming as well as in person at the AgeLinc office. Special targeted programming will occur with the LGBTQ+ population served by AgeLinc's PrideLinc initiative.

### GRF Alzheimer's/Dementia Programming

Area Agency on Aging for Lincolnland will use GRF Funds to provide Supportive Gap-Filling services to meet the needs of persons with dementia and/or their primary caregivers within PSA 07. Gap-Fill services will be approved based on allowability within one of four categories: Medical Care and Supplies, Environmental and Material Aids, Community Access, and additional respite care. In addition, funds will be allocated to the continued development of easy access and available online programming, device training, and device procurement in coordination with Illinois Assisted Technology Program (IATP).

## Funding

### Fiscal Year 2023 Service Priorities

The service priorities for Fiscal Year 2023 are outlined below. Should the amount of federal or state funding for FY07 decrease, Area Agency on Aging for Lincolnland (AAAL) will revise the service priorities based on the needs of developing a plan that would cause the least harm to consumers. Should the amount of federal and state funding increase, AAAL will extend services, addressing any unmet needs.

Service Definition	Projected Persons Served	Projected Units Served	Federal Funds	State Funds	Other Resources
<b>Title III B Services</b>					
<b>Transportation</b>	<b>4,783</b>	<b>62,472</b>	<b>222,153</b>	<b>392,447</b>	<b>387,936</b>
<i>(Provided by grantees throughout the entire service area.)</i> Transporting older persons to and from community facilities and resources for the purpose of acquiring and receiving services, participating in activities, and attending events in order to reduce isolation and promote successful independent living. Providing assisted transportation to older persons who have difficulty using regular transportation. Assisted Transportation is "door to door", and the escort will often wait with the older person at the destination.					
<b>Information &amp; Assistance (Community)</b>	<b>8,489</b>	<b>27,710</b>	<b>48,570</b>	<b>153,316</b>	<b>20,533</b>
<i>(Provided by multiple grantees throughout the service area.)</i> Providing current information on opportunities and services available to seniors and people with disabilities within their communities; links the individuals to the services that are available; and, to the maximum extent practical, ensures that the individuals receive the services needed by establishing adequate follow-up procedures.					

<b>Information &amp; Assistance AAAL</b>	<b>840</b>	<b>952</b>	<b>44,000</b>		<b>7,480</b>
<i>(Funds allocated specifically for information and assistance in the AAAL location.)</i>					
<b>Legal Assistance</b>	<b>126</b>	<b>808</b>	<b>56,100</b>		<b>24,714</b>
<i>(Provided by one grantee for the entire service area.)</i> Legal services that include arranging/providing assistance in resolving civil legal matters and the protection of legal rights, research and education of legal rights, representation by an attorney at law or paralegal for older persons.					
<b>Long Term Care Ombudsman</b>	<b>N/A</b>	<b>N/A</b>	<b>30,296</b>	<b>135,900</b>	<b>24,930</b>
<i>(Provided by AAAL throughout the whole service area.)</i> Advocates for residents of long-term care facilities, developing rapport with residents and providing advocacy, support and education about their rights.					
<b>Title III-C Services</b>					
<b>Congregate Meals</b>	<b>975</b>	<b>75,021</b>	<b>613,426</b>		<b>244,490</b>
<i>(Provided by multiple grantees throughout the service area.)</i> Providing nutritious meals in congregate setting.					
<b>Home Delivered Meals</b>	<b>2,133</b>	<b>307,860</b>	<b>361,150</b>	<b>1,904,900</b>	<b>630,676</b>
<i>(Provided by multiple grantees throughout the whole service area.)</i> Nutritious meals delivered to older persons who are homebound because of illness/disability.					
<b>Title III-D Services</b>					
<b>Evidence-Based Programs</b>	<b>73</b>	<b>792</b>	<b>35,277</b>		
<i>(Provided by grantees in Jersey and Macoupin County.)</i> Providing education and assistance for long-term chronic disease management and diabetes management while collecting data on services and procedures for seniors managing their own long-term health needs (Macoupin County). Providing Matter of Balance (MOB) fall assessment, prevention trainings and interventions while collecting data to reduce fall risk for seniors at home.					
<b>Title III-E Services</b>					
<b>In-Home Respite</b>	<b>113</b>	<b>3,730</b>	<b>95,854</b>		<b>12,839</b>
<i>(Provided by grantees throughout the entire service area.)</i> Providing temporary, substitute support to allow family caregivers a brief period for rest or to attend to other needs or to help seniors with disabilities in home.					
<b>Access Assistance</b>	<b>631</b>	<b>1,100</b>	<b>40,543</b>		<b>6,373</b>
<i>(Provided by grantees throughout the entire service area.)</i> Providing caregivers with current information on opportunities and services available to them within their communities; links the individuals to the services that are available; and, to the maximum extent practical, ensures that the individuals receive the services needed by					

establishing adequate follow-up procedures.					
<b>Training &amp; Education (AAAL)</b>	<b>277</b>	<b>644</b>	<b>18,545</b>		<b>3,245</b>
<i>(Provided by AAAL throughout the service area.)</i> Information Service that is directed to large audiences of current and potential caregivers, such as monthly Lunch and Learns the Senior Caregivers Conference.					
<b>Legal Assistance</b>	<b>7</b>	<b>45</b>	<b>8,536</b>		<b>3,693</b>
<i>(Provided by one grantee for the entire service area.)</i> Legal services that include arranging/providing assistance in resolving civil legal matters and the protection of legal rights, research and education of legal rights, representation by an attorney at law or paralegal for older persons.					
<b>Counseling</b>	<b>126</b>	<b>1,110</b>	<b>96,922</b>		<b>15,122</b>
<i>(Provided by grantees throughout service area.)</i> Office-based personal counseling services and group counseling services to address caregiver needs associated with stress relief, information, respite needs, and any additional support services needed by the caregiver.					
<b>Title VII Services</b>					
<b>Adult Protective Services (M-Teams)</b>	<b>N/A</b>	<b>N/A</b>	<b>14,165</b>		<b>N/A</b>
<i>(Provided by grantees throughout the service area.)</i> A service that responds to reports of abuse, neglect and financial exploitation of older adults (60+) and adults with disabilities (18-59) providing investigation, intervention and follow-up services to victims.					
<b>Ombudsman</b>	<b>N/A</b>	<b>N/A</b>	<b>30,507</b>		<b>N/A</b>
<i>(Provided by AAAL throughout service area.)</i> Advocating for residents of long-term care facilities, developing rapport with residents and providing advocacy, support and education about their rights.					
<b>Grand Total</b>	<b>18,573</b>	<b>482,244</b>	<b>1,716,044</b>	<b>2,586,563</b>	<b>1,382,031</b>

\*Funds based on FY23 Allocations. Persons and Units based on FY22 projections.

\*\*Other Resources include: Nutrition Services Incentive Program (NSIP), Program income, Local Cash, In-Kind.

**AREA AGENCY ON AGING FOR LINCOLN LAND ADMINISTRATIVE AND ADMINISTRATIVELY RELATED DIRECT SERVICES**

**FY 2023 PROJECTED BUDGET**

Under the Older Americans Act of 1965 and subsequent amendments, it is the responsibility of the Area Agency on Aging to provide leadership in the development and enhancement of a comprehensive and coordinated community-based service system for the elderly through the Administration of State and Federal funds, and through advocacy, coordination, and program development. Area Agencies must limit administrative costs to 10% of the Title III allocation for the Planning and Service Area. The Agency projects to spend approximately \$287,164 for Title III/GRF and Title VII-EA administration during Fiscal Year 2023.

**Administrative activities in Fiscal Year 2023 will include:**

- ▯ Overall Management of the Area Agency
- ▯ Budgeting, Accounting and Fiscal Management
- ▯ Planning and Procurement of Services
- ▯ Grant and Contract Administration
- ▯ Coordination and Training
- ▯ Representation on task forces, committees and coalitions
- ▯ Developing and maintaining website ([www.aginglinc.org](http://www.aginglinc.org)) and informational materials
- ▯ Updating Policy and Program Operations Manual for grantees
- ▯ Maintaining accurate information in the AgingIS database

**Administratively Related Direct Services and the projected costs for Fiscal Year 2023 are listed below.**

**Program Development** **\$91,708**

AgeLinc activities include working with various State and local organizations to establish new services, monitoring and evaluating existing programs, conducting the subgrantee application process, reviewing applications for funding, reviewing required subgrantee reports, providing technical assistance, and completing required reports to the Department on Aging.

**Advocacy** **\$24,914**

AgeLinc conducts annual Public Hearings in conjunction with the Area Plan or amendments to the Area Plan. AgeLinc attends legislative hearings and advocates to members of Congress and the Illinois Legislature on behalf of the needs of the elderly in our area. The AgeLinc “PrideLinc” Committee and Social Isolation Taskforce undertakes activities to advocate on behalf of the area’s minority adult population and socially isolated older adult populations at local levels.

AgeLinc assists service providers develop and follow service standards and policies necessary for maintaining a comprehensive and integrated service system, facilitates coordination meetings among service providers, works with agencies outside the Title III network, and links with other social service networks. Area Agency staff members participate on the Illinois Caregiver Task Force, the Illinois Nutrition Advisory Council, the Ombudsman Advisory Council, and the Illinois Senior Olympics Steering Committee. AAAL also participates in the annual Senior Celebration, and participates as leader in the coordination of the areawide response to the need for assistance with Medicare Part D enrollment. AgeLinc is a member of the Illinois Association of Area Agencies on Aging with the CEO serving as Treasurer, the National Association of Area Agencies on Aging (USAgings), and the Illinois Aging Services Foundation.

## **Other AgeLinc Activities**

In addition to the persons served through programs funded with Federal and State funds awarded by AgeLinc, the agency serves individuals through the following activities:

Senior Employment Specialist Program - The Area Agency provides initial eligibility screening for an employment training program for people who are age 55 and older, and who meet Federal poverty guidelines. Those who self-report that they meet the initial criteria are referred to National ABA for additional screening and information. The training program takes place at a host site and lasts a maximum of 48 months.

Senior Farmers' Market Nutrition Program – AAAL oversees the distribution of coupons to eligible seniors to be used to purchase fresh, locally grown produce in two counties. This program is available in Sangamon, Jersey, Logan, and Morgan counties.

Senior Health Assistance Program (SHAP) – The Area Agency and its network of local service providers have been active in efforts to assist older persons and persons with disabilities to learn about, select, and enroll in Medicare Part D and other pharmaceutical assistance programs.

Senior Health Insurance Program (SHIP) – AAAL is a certified SHIP site and educates consumers and answers questions about Medicare, Medicare Supplements, long term care insurance, Medicare HMOs, private fee-for-service and other health insurance; assists in filing Medicare and Medicare Supplement claims; and analyzes Medicare Supplement and long-term care policies.

Senior Medicare Patrol Program – AAAL participates in this statewide partnership with the other Area Agencies in Illinois, coordinated by AgeOptions. The goal is to help fight waste, fraud and abuse, ensuring that benefits are not exploited and that people get the health care assistance they need.

The Illinois Senior Olympics Advisory Committee - An Area Agency representative attends and participates in Advisory meetings. One or more Area Agency representatives volunteer(s) at the Senior Olympics.

The Central Illinois Senior Celebration - Several AAAL staff attend and distribute information at the event which often attracts about 3,000 older adults who participate in health screenings and learn about a wide array of services and resources.

Aging and Disabilities Resource Collaboration (ADRC) – The Lincolnland ADRC consists of representatives from the Illinois Network of Centers for Independent Living (INCIL), all three Community Care Units, all three Centers for Independent Living, and other community service providers who meet quarterly and work together in a coordinated manner to provide consumers with points of entry to public benefit programs, community-based services and long-term support services.

Springfield Dementia Friendly Community – AgeLinc developed a community-based task force which created goals for Springfield, IL to obtain the status of a Dementia Friendly Community. In November of 2020, Springfield, IL was registered as a Dementia Friendly Community through Rush University’s Dementia Friendly Illinois and Dementia Friendly America. The task force meets monthly to work towards the uniform goal of providing Dementia Friendly education to as much of the community as possible and incorporating businesses, parks, libraries, and first responders into the effort of being accessible to individuals with dementia and their caregivers/families.

AgeLinc Diversity Programming – AgeLinc works closely with members of minority populations in three of service counties, developing goals to better engage all portions of the service population in the PSA07. In addition, in 2021, AgeLinc developed a program committee to guide “PrideLinc” in developing LGBTQ+ programming and to focus on targeted outreach, engagement, and inclusivity in both services and governing boards. These groups have resulted in the creation of a home delivered meal program focused on serving persons of color in Sangamon County, as well as a weekly LGBTQ+ meal program for older adults that includes targeted social isolation programming.

Community Education - AgeLinc is developing monthly education opportunities open to the general public through AgeLinc’s website and focused on the socializing needs of individuals who cannot easily leave their homes. These Community Education opportunities will be offered via a free link on the AgeLinc webpage and will offer education on such topics as financial management, fall prevention, volunteer opportunities, and more.

Committees and Task Forces: Illinois Department on Aging Ombudsman Advisory Group, Illinois Association of Area Agencies on Aging (I4A), including the I4A Legislative Committee, IDOA Nutrition Advisory Council, AgeLinc Diversity Task Force (now branded as PrideLinc), AgeLinc Springfield Dementia Friendly Task Force, AgeLinc Social Isolation Task Force.

## Area Plan Initiatives

The following initiatives are special activities that Area Agency staff members will address during this 3-year Area Plan.

**Enhance Illinois’ Existing Community-Based Service Delivery System to Address Social Isolation among Older Adults:** Reduce the social isolation of older people in PSA 07. AgeLinc has developed a Task Force consisting of business and community leaders and volunteers to address Social Isolation in PSA 07. With the turnover of staff, this group has been newly organized to determine the best way to address social isolation in PSA07. Training is currently being re-vamped, and community presentations are planned for the remainder of FY22 and for FY23 to ramp up awareness. Currently the Social Isolation Task Force includes individuals from the medical community, service providers, city officials, board of directors, advisory council, and staff. AgeLinc continues interventions in the service area for those older adults identified as being at risk for social isolation by referring the individual to transportation, the Friendly Caller Program, and accessible online programming/ technology training for older adults. AgeLinc is working with other Area Agencies on Aging in Illinois, the Illinois Department on Aging, and AARP to help identify what services are having the greatest impact on social isolation, specifically during the

ongoing COVID-19 Pandemic. Evidence based programming, such as the Aging Mastery Program (AMP) will also be provided online as a means of connecting isolated individuals with peers and other socializing opportunities (such as volunteerism).

**Continue to build on the concept of creating dementia-friendly communities and to support *Creating and Sustaining Dementia-Capable Service Systems for People with Dementia and their Family Caregivers*:**

Expand Alzheimer's/Dementia programming throughout PSA 07 by training more providers on the Stress-Busters evidence based program, tailor accessible online programming, provide easy technology training for members of the aging population utilizing tablets and phones, and coordinate efforts with Illinois Assistive Technology Program to provide devices to caregivers. In addition, the Area Agency on Aging for Lincolnland will provide gap-fill services with emphasis on additional respite care throughout PSA 07.

## **Other Funding Possibilities**

AgeLinc continue to research outside grants that fit its mission and will investigate potential partnerships with other AAA's and organizations with similar goals for funding and joint programming possibilities. In addition, AgeLinc will continue to grow its minority engagement services by expanding the outreach of the AgeLinc Diversity Taskforce and adding for LGBTQ+ seniors. With new branding as "PrideLinc", the organization has partnered with other local, regional and state LGBTQ+ allies to expand access to services to this minority population.