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ILLINOIS DEPARTMENT ON AGING PROGRAMS & SERVICES

ADULT PROTECTIVE SERVICES (APS) PROGRAM

Trained and certified APS case workers conduct investigations and work with adults age 60 years and older and adults age 18-59 with disabilities to resolve abuse, neglect, self-neglect, or financial exploitation situations. To report suspected abuse, neglect, self-neglect, or financial exploitation, contact the 24-hour APS Hotline at 1-866-800-1409.

BENEFIT ACCESS PROGRAM

The Benefit Access Program determines eligibility for a license plate discount from the Secretary of State's Office and free transit on fixed route systems in Illinois. To qualify, you must be at least 65 years of age or 16 years of age and disabled, as well as meet income requirements. Apply online at <https://webapps.illinois.gov/AGE/BAA>.

COMMUNITY CARE PROGRAM

The Community Care Program (CCP) helps older adults, who might otherwise need nursing home care, to remain in their own homes by providing in-home and community-based services. To be eligible, Illinois residents must be at least 60 years of age; U.S. citizens or legal permanent residents; have non-exempt assets of \$1700; and have an assessed need for long term care. CCP services include:

Adult Day Service

Adult Day Service is designed for older adults who want to remain in the community but who cannot be home alone during the day due to a physical, social and/or mental impairment.

Automated Medication Dispenser Service

Automated Medication Dispenser Service (AMD) is a portable, mechanical system that can be programmed to alert the participant to take non-liquid oral medications through auditory, visual or voice reminders.

Emergency Home Response Service

Emergency Home Response Service (EHRS) is a 24-hour emergency communication link to assistance outside the home for older adults with documented health and safety needs and mobility limitations.

In-Home Service

In-Home Service assists with household tasks such as cleaning; planning and preparing meals; doing laundry; shopping and running errands. Homemakers also assist clients with personal care tasks, such as dressing, bathing, grooming and following special diets.

COMPREHENSIVE CARE COORDINATION

Care coordinators determine eligibility, assess and monitor needs, develop individual plans of care, and help older adults and their families decide if, and when, nursing facility placement is appropriate.

EMERGENCY SENIOR SERVICES

Emergency Senior Services (ESS) provides gap filling funds to help older adults in a crisis. ESS assists with immediate needs such as nutrition, transportation, and prescriptions.

ILLINOIS CARE CONNECTIONS

Illinois Care Connections (ICC) provides technology devices such as iPads, tablets, and wi-fi hotspots to Community Care Program (CCP) participants.

Respect for yesterday. Support for today. Planning for tomorrow.
www.illinois.gov/aging

LONG-TERM CARE OMBUDSMAN PROGRAM

The Long-Term Care Ombudsman Program is a resident-directed advocacy program that protects and improves the quality of life for residents in a variety of long-term care settings. The Long-Term Care Ombudsman works to resolve problems of individual residents and to improve the quality of care and the quality of life.

HOME CARE OMBUDSMAN PROGRAM

The Home Care Ombudsman Program provides advocacy services outside of long-term care settings. The Home Care Ombudsman assists individuals who receive services in the community from a managed care organization (MCO) or through a Home and Community Based Services (HCBS) Waiver Program.

SENIOR HEALTH INSURANCE PROGRAM

The Senior Health Insurance Program (SHIP) is a free statewide health insurance counseling service for Medicare beneficiaries and their caregivers. SHIP counselors answer questions about Medicare, Medicare Supplement, Medicare managed care and long-term care insurance.

OLDER AMERICAN ACT SERVICES

The Department distributes federal Older American Act (OAA) funds through grants to 13 Area Agencies on Aging. All individuals age 60 and older are eligible to receive OAA services that include:

Access Services - These services increase accessibility of other existing services, and include transportation, outreach, and information and assistance.

Caregiver Support - Services include information and assistance, support groups, caregiver training and respite.

Legal Assistance - Legal assistance providers advocate for and represent older clients in cases such as consumer fraud, landlord-tenant relationships, and conflicts over benefit programs such as Medicare, Medicaid, and Social Security.

Nutrition Services - Includes home delivered and congregate meals.

Senior Centers - Senior centers offer a wide range of programs and activities to older adults, including congregate meals, transportation, counseling, education and recreational activities.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program (SCSEP) is funded by the U.S. Department of Labor and is designed to assist low-income adults age 55 and older in entering or reentering the job market. Participants receive work-based job training to increase their job marketability.

SENIOR HELPLINE

To learn more about programs and services for older adults in Illinois, contact the Senior HelpLine at 1-800-252-8966, Monday through Friday, 8:30 a.m. to 5 p.m.

NUTRITION & HEALTH RESOURCES

American Heart Association, www.heart.org, 1-800-242-8721

American Cancer Society, www.cancer.org, 1-800-227-2345

American Diabetes Association, www.diabetes.org, 1-800-342-2383

Illinois Department of Human Services, Supplemental Nutrition Assistance Program (SNAP), <https://www.dhs.state.il.us/page.aspx?item=30357>, 1-800843-6154

Feeding America: U.S. Hunger Relief Organization, www.feedingamerica.org, 1-800-771-2303

Food Allergy Research & Education, www.foodallergy.org, 1-800-929-4040

National Foundation of Swallowing Disorders, www.swallowingdisorderfoundation.com, 1-415-326-3673

National Osteoporosis Foundation, www.nof.org, 1-800-231-4222

U.S. Department of Agriculture, USDA MyPlate, www.myplate.gov,

U.S. Department of Agriculture, Nutrition for Older Adults, www.nutrition.gov/topics/nutrition-age/older-individuals