



**Western Illinois Area Agency on Aging**  
*Aging and Disability Resource Center*

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To: Friends and Associates in the Field of Aging

From: Lacey Matkovic, Executive Director

Date: May 4, 2022

Re: FY2023 Public Hearings

Enclosed is the Western Illinois Area Agency on Aging (WIAAA) FY2023 Public Information Document, a summary of our proposed FY2023 Area Plan. The document provides an overview of how WIAAA will use Federal and State funding for services for older adults, their family caregivers, and adults with disabilities in the ten-county planning and service area designated as PSA 03 by the state of Illinois. The ten counties we serve are Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island and Warren counties in western Illinois.

We will conduct two virtual Public Hearings regarding the Area Plan. The dates, times, and Zoom meeting information are enclosed. We encourage you to review the document and attend one or both Public Hearings to share your comments. The public's thoughts and suggestions are a vital part of our planning process, and we look forward to and welcome your insights.

***PUBLIC INFORMATION DOCUMENT***

***A Summary of Western Illinois Area Agency on Aging FY2023***

## **NOTICE**

Western Illinois Area Agency on Aging (WIAAA) Public Information Document (PID) supplies a summary of our FY2023 Area Plan. Western Illinois Area Agency on Aging submits an Area Plan to the Illinois Department on Aging requesting federal and state funds to provide home and community-based services for older adults and their caregivers and, in some instances, adults with disabilities living in **Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, and Warren counties in Illinois**. All proposed programs/services are subject to available funding. The Area Plan is developed by assessing the needs for community-based services for older adults using federal Older American Act funding and Illinois state funding that will assist older adults to remain living in their local communities. We identify issues for short and long-range planning and establish priorities for use of funding allocated by the Illinois Department on Aging for the ten counties in PSA 03.

The Area Plan will be implemented October 1, 2022 through September 30, 2023. The Public Information Document will be made available beginning May 5, 2022 on the WIAAA website ([www.wiaaa.org](http://www.wiaaa.org)) or by contacting Vicki Coutant at [vcoutant@wiaaa.org](mailto:vcoutant@wiaaa.org) or at 309-793-6800 or 1-800-322-1051.

Public comment on our Area Plan is welcomed and encouraged. We will host two Public Hearings on the proposed Area Plan. We will discuss what services we are proposing to fund for older adults, their caregivers, and adults with disabilities. We will also discuss federal and state funding that will be available for these services in Fiscal Year 2023. The dates, times, and links to the Zoom meetings are listed below. To register to testify, give written testimony, or for additional information, contact:

Lacey Matkovic, Western Illinois Area Agency on Aging  
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## ***PUBLIC HEARINGS***

**INVITATION TO ATTEND:** Older adults, grandparents raising grandchildren, aging service providers, public officials and the public are all invited to attend.

**Tuesday, May 31, 2022**

**1:00 PM - 3:00 PM (CDT)**

Join Zoom Meeting:

<https://us06web.zoom.us/j/89950779713?pwd=MGhleGtmdVYwYUQ4cEV0dWtxR1hrZz09>

Meeting ID: 899 5077 9713

Passcode: 511445

One tap mobile

+13126266799,,89950779713#,,,,\*511445# US (Chicago)

**Thursday, June 2, 2022**

**10:00 AM - 12:00 PM (CDT)**

Join Zoom Meeting

<https://us06web.zoom.us/j/85643642206?pwd=cmxRQ3hjUW1lZkQ2TmJheEtjZEdlQT09>

Meeting ID: 856 4364 2206

Passcode: 931188

One tap mobile

+13126266799,,85643642206#,,,,\*931188# US (Chicago)

If you would like to testify and/or comment on any section of this document, you may register in advance by contacting Lacey Matkovic via email at [lmatkovic@wiaaa.org](mailto:lmatkovic@wiaaa.org) or by calling 309-793-6800 at the WIAAA office. Testimony may be presented verbally or in writing. Please email Lacey Matkovic at [lmatkovic@wiaaa.org](mailto:lmatkovic@wiaaa.org) saying you will supply testimony no later than 4 p.m., Monday, May 17, 2022. Although an opportunity for unscheduled comments from the audience will be allowed at each hearing, the amount of time available will be limited by the number of persons testifying. Hearings are scheduled to end a maximum of two hours after they begin, or whenever there is no more testimony. All presentations will be limited to ten minutes. A written copy of all testimony will be accepted at the WIAAA office no later than Monday, June 6, 2022.

The Area Plan includes a waiver request to exceed 15% (up to 30%) transfer of WIAAA's allotment for Title III-C1 Congregate Meals to Title III-B Community Focal Point Services including I&A, Outreach, and Senior Center services. It also has four direct service waivers: one under III-E Caregiver Access Assistance (Caregiver Information & Assistance) for \$3,000; one under III-B Information & Assistance for \$21,000; one under III-D Health Promotion and Disease Prevention (Matter of Balance – Falls Prevention Program) for \$42,206; and one under Options Counseling for \$7,700. Testimony or comment is accepted on all waiver requests.

## ***Who We Are***

Western Illinois Area Agency on Aging (WIAAA) is a 501C3 non-profit business founded in 1973 under an amendment to the Older Americans Act of 1965 a federal law created to provide programs and services

that assist older Americans to age well in their own homes. There are currently 622 area agencies across the nation and 260 Title VI Native American aging programs in the U.S. There are 13 Area Agencies on Aging in Illinois. We are part of a vast, national network of services and programs to protect the rights and support the needs of older Americans. This network includes the Administration for Community Living at the federal level, State Units on Aging at the state level, Area Agencies on Aging at the regional level, and community service providers at the local level all working together to serve older adults. Western Illinois Area Agency on Aging serves ten counties in western Illinois: **Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, and Warren**. There are approximately 122,813 people 60 years old or older living in this area according to Illinois Department on Aging's 2023 Census Population Estimates. There are seven rural counties and three counties: Rock Island, Henry, and Mercer that are categorized by the U.S. Census Bureau as a Metropolitan Statistical Area (MSA) in WIAAA's Planning and Service Area. We plan, develop, coordinate, and assist with delivering services and programs to meet the needs primarily of older adults in the ten counties WIAAA serves.

### ***What We Do***

WIAAA plays a leadership role in developing a comprehensive local community-based service system in the ten counties we serve. We do this through program planning, development, and coordination of programs and services for older adults through administration of grant funding and advocacy. WIAAA partners with the following local agencies in the ten counties we serve: ten Community Focal Points who provide Information & Assistance, Outreach and Senior Center services, eight Nutrition providers who provide Home Delivered Meals and/or Congregate Meals, nine Transportation providers and one Care Coordination Unit to assist with caregiver services. The primary source of WIAAA's funding for the older adult services and programs is through the Older Americans Act (federal funding) along with Illinois State Funds and local grants. Each contracted provider in our service network must also provide matching funds for the programs and services they provide. These community-based agencies fundraise locally to meet the needs in the areas they serve. All participants who receive a service/program from WIAAA or our local partner agencies funded through the Older Americans Act are asked for a voluntary donation. No one is denied services due to inability or unwillingness to donate. Donations are used to increase the number of people served and the services available for older adults in PSA 03.

### ***Vision***

Provide leadership on aging issues in the ten counties in PSA 03 by partnering with community agencies that provide accessible, coordinated services for older adults and adults with disabilities to live independent dignified lives.

### ***Mission***

Empower and support older adults, adults with disabilities and their caregivers through advocacy, providing quality services, referral to all community resources and opportunities to maintain independence and elevate quality of life.

## Core Values

**Advocacy** – Ensure home and community-based services are funded and available for older adults, adults with disabilities and their caregivers

**Leadership** - Create a standard of excellence in advocacy and service delivery through effective collaboration

**Ethics & Integrity** – Serve with consistent professionalism, honesty, respect, and compassion

**Accountability**- Be excellent stewards of federal, state, and private resources

**Flexibility**- Adapt to changing business landscapes, funding resources and the expanding populations served

Western Illinois Area Agency on Aging (WIAAA) is an independent, not-for-profit organization. We employ eight full-time and one part-time contracted person. We are governed by a Board of Directors and have an Advisory Council. Those serving on our Board and Advisory Council are predominantly older adults who volunteer their time to advocate and assist in developing community-based services for older adults and their family caregivers. WIAAA in partnership with our Board of Directors, Advisory Council and our grant funded local community agencies in our ten-county planning and service area advocates for older adults at the local, state, and national level to effect change and support older adults needs for independence and wellness through community-based services. A profile of the older adults who live in our ten-county planning and service area is depicted in the table below:

### **Profile of Older Adults in PSA 03 2023 Census Population Estimates issued by Illinois Department on Aging**

County	Population (60+)	Live Alone	Rural	Live in Poverty	Minority	*Limited English Speaking	85+ yrs of age
Bureau County	9,477	2,265	9,477	641	527		850
Henderson County	2,302	575	2,302	70	48		294
Henry County	13,565	3,450	0	951	522		1,486
Knox County	14,151	4,425	14,151	1,472	1,015		1,373
LaSalle County	28,206	6,855	28,206	1,784	1,584		2,917
McDonough County	7,127	1,910	7,127	677	313		1,054
Mercer County	4,412	1,035	0	293	94		485
Putnam County	1,846	335	1,846	53	69		153
Rock Island County	37,334	10,585	0	3,224	5,190		3,786
Warren County	4,393	1,155	4,393	317	278		414
<b>Total Population:</b>	<b>122,813</b>	<b>32,540</b>	<b>67,502</b>	<b>9,392</b>	<b>9,482</b>		<b>12,812</b>

**\*Limited English-Speaking demographic was not available in the information Illinois Department on Aging provided this year.**

**Henderson and Putnam Counties only two with increases in the 60+ population.**

## ***WIAAA and our Partner Agencies***

WIAAA funds the following programs and services:

***Access Services: (Title III-B Services)*** Ten Community Focal Points (CFP's) provide coordinated points of entry for Information & Assistance and caregiver access assistance services. Nine agencies provide transportation services in our planning and service area.

***In-Home Services:*** Home delivered meals including individual needs assessment for home delivered meals (Title III-C2), Respite services (Title III-B), and Outreach services (Title III-B).

***Community Services:*** Congregate Meals (Title III-C1), Legal Assistance, and Multi-Purpose Senior Center Programs (Title III-B).

***Wellness Programs (Title III-D):*** Evidenced-Based Health Promotion Program Matter of Balance, a fall prevention program.

***(Title III-E):*** Evidenced Based Stress Busters for Family Caregivers. This is a new program that will be offered by the ten Community Focal Points in their respective counties. This program is proven to reduce stress, anxiety, and depression and improve the caregiver's quality of life.

***Caregiver Services: (Title III-E):*** Respite services, Information & Assistance for caregivers, Caregiver Counseling and Training, Caregiver Legal Services, Caregiver Supplemental Services, and Enhanced Transition Coordination Program. The Enhanced Transition Coordination Program is a new caregiver program aimed at successfully transitioning older adults from hospital or nursing facility to home by addressing the individual's social determinants of health and needs through a comprehensive assessment, development of a person-centered plan of care, and linkages to community services and supports.

WIAAA will no longer fund the Caring for You, Caring for Me program. With an increase in Title III-E state funding, we decided to move forward with the Stress Buster evidenced-based program.

***Elder Rights Programs:*** The Long-Term Care Ombudsman Program (Title VII) in both PSA 03 and PSA 06 and the state of Illinois Adult Protective Services (APS).

***Senior Health Assistance Program (SHAP):*** Senior Health Assistance Program, Benefit Access program, the Medicare D Benefit, Low-Income Subsidy, and the Medicare Savings Program. WIAAA has trained and certified counselors who assist with information, enrollment, and information regarding Medicare benefits, assistance with enrolling in the Rides Free program for public transportation and the Illinois license plate discount program and other pharmaceutical programs.

**Senior Health Insurance Program (SHIP):** Senior Health Insurance Program is free, unbiased counseling service provided to individuals who are seeking help with information and enrollment assistance for Medicare, Medicare Supplemental plans, Medicare Advantage plans, prescription drug coverage through Medicare D and other sources. WIAAA is a SHIP certified site that assists older adults 60 and older and persons with disabilities, 18 and 59.

**Medicare Improvement for Patients and Providers (MIPPA):** MIPPA funds are used to expand services that are already provided by WIAAA. These funds are used to increase outreach activities about Medicare Savings Program, Low-Income Subsidy, and prescription coverage available under Medicare Part D drug plans. It also promotes the Medicare Part B Prevention and Wellness benefits included in the Affordable Care Act. This is federal funding that we receive through the SHIP grant.

**Western Illinois Aging and Disability Resource Center (ADRC)** –Provide person centered Options Counseling for community-based long term care services and supports for older adults and adults with disabilities. WIAAA has built a network of local partners that collaborate on providing services.

**Social Isolation:** All ten Community Focal Points (CFPs) will provide social isolation programming and collaborate with nutrition and transportation providers in their respective counties.

**Systems Development:** Illinois Department on Aging is designating this funding to assist every Area Agency on Aging in Illinois at least one designated Dementia Friendly Community in each Planning and Service Area in Illinois within the next 4 years.

**Other activities that benefit older adults:** WIAAA is involved with additional activities that help older people stay independent. They include:

Emergency Preparedness – WIAAA continues to review and revise its Disaster Operations Plan on a regular basis. We have a Business Continuity operational plan to be able to serve older persons during an emergency when our own office may be closed due to the disaster. All grant funded providers must also have disaster assistance plans. WIAAA is an active member of Disaster Ready QC. We take part in local training on disaster preparedness that become available. WIAAA maintains valuable coordinated partnerships at the state and local level to maximize the safety and well-being of older adults in Rock Island County and through our funded provider agencies in PSA 03.

Senior Medicare Patrol (SMP): SMP program provides information to older adults on how to protect their personal information to avoid healthcare fraud and abuse. Older adults are provided with educational materials and educational presentations on how to protect, detect and report fraud, and abuse. WIAAA employees and volunteers give presentations throughout the PSA at housing facilities, churches, community events, health fairs, and expos about current scams.

Senior Farmer Market Nutrition Program (SFMNP): The program provides eligible older adults who are nutritionally at risk with fresh fruit and vegetables which are sometimes difficult to afford on limited budgets. The program runs through the summer months in Bureau, Knox, McDonough, Mercer, and Rock Island counties in PSA 03.

Human Service Collaboratives: WIAAA is a member of one state-wide and one local human service organizations collaborative.

- Illinois Community Health and Aging Collaborative seeks to improve the quality of life and health status of older adults and persons with disabilities in Illinois by leveraging the strengths of community-based organizations and elevating their provision of cost-effective, high quality, evidence-based healthy aging programs. We envision that evidence-based, healthy aging programs will be accessible to all adults across Illinois, making Illinois a healthier state in which to live.
- Quad Cities Open Network (QCON) is a collaborative of human service providers and advocates throughout the Quad Cities region working together to provide the most efficient, effective, and accessible resources for the community. QCON is committed to collaboration, coordination, choices, and community.

### ***Area Plan Initiatives for FY2023***

#### **Statewide Initiative: Enhance Existing Community-Based Service Delivery System to Address Social Isolation Among Older Adults**

In FY2023, WIAAA will collaborate with Illinois Department on Aging and all Illinois Area Agencies on Aging through the Illinois Association of Area Agencies on Aging (IAA) to address and reduce social isolation experienced by older adults. WIAAA will partner with all ten Community Focal Point in this initiative. WIAAA will use the UCLA Loneliness Scale tool to document the impact of the interventions each Community Focal Point uses to relieve social isolation.

WIAAA continues to recognize the need to address social isolation in PSA 03 based on the increased social isolation of all people due to the COVID-19 pandemic. The AARP Foundation conducted a survey and found that more than half of adults 50 and older reported social isolation, defined as an absence of meaningful social relationships, during the pandemic. Older adults were already at an increased risk for loneliness and social isolation before the COVID-19 pandemic as they are more likely to face factors such as living alone, the loss of family or friends, chronic illness, and hearing loss. Loneliness is the feeling of being alone, regardless of the amount of social contact. WIAAA and all ten Community Focal Points will continue to provide monthly friendly visiting phone calls to any older adult that received a service or participated in a program in the past. The Community Focal Points partnered with the Nutrition Service providers to begin to reach out via monthly friendly visiting phone calls to all home delivered meal participants. Community Focal Points began developing remote Senior Center activities and discussed these in their friendly visiting phone calls to encourage participation by phone, computer, tablet, or cell phone. They would assist anyone with questions on how to access the remote activities through computer, iPad, or smart phone. Directions were also provided.

WIAAA require all Community Focal Points to employ the following strategies to address the statewide initiative:

- Collaborate with Nutrition providers in identifying socially isolated older adults within the county (ies) they serve.
- Collaborate with Title III Transportation providers to transport socially isolated older adults to Senior Center activities and community events.
- Continue to enhance the virtual activities Community Focal Points developed during the pandemic so socially isolated older adults have the choice to participate in activities in person and/or remotely.

- Continue with monthly friendly visiting phone calls using more volunteers when agencies begin to open to the public.
- Continue to distribute the Social Isolation brochure developed by Illinois Department on Aging to all older adults participating in programs and services in PSA 03 to assist in identifying older adults who feel socially isolated.
- Administer the UCLA Loneliness Scale pre intervention and post intervention, after the older adults participates in any activity or agrees to participate in regularly scheduled friendly visiting phone calls.

**Local Initiative: Enhance Western Illinois Area Agency on Aging’s network of grant funded community-based organizations knowledge of the Government Accountability and Transparency Act (GATA) and the impact on their agencies both programmatically and fiscally.**

There has been turnover of management and other key employees in several local community agencies that WIAAA funds to provide services for older adults and adults with disabilities. The need to update and enhance provider manuals to all grant funded partner agencies in PSA 03 on what is expected both programmatically and fiscally when accepting federal and state grant funding from WIAAA. This will ensure continuity of service provision during and after employee turnover. The manuals being developed will enhance understanding of grants management especially GATA requirements and responsibilities.

Goal: To assist new and existing grant funded provider agencies Directors and financial employees to better understand the programmatic deliverables and financial tracking and other obligations for each program/service they are funded to provide. The manuals developed will be used by WIAAA to train new directors, program managers, and fiscal employees at the community agencies we fund. WIAAA will require that these manuals be used by the agencies we fund in training all existing and new employees.

Strategies to address the initiative:

- Develop manuals for all grant funded program/services deliverables, and fiscal reporting obligations to include:
  - Excel Templates for cost analysis of all funded services/programs (currently WIAAA requires cost analysis of both nutrition programs)
  - PSA wide template for prioritize Home Delivered Meal waiting lists
  - Continued development of Nutrition Education Worksheets
  - GATA requirements
- Manuals will include services standards for each program an agency is funded to provide
- Manuals will be developed for Community Focal Points, Transportation, and Nutrition program
- In person mandatory trainings for both directors and staff members with fiscal responsibilities for reporting to WIAAA on grant funded services
- Develop and conduct annual programmatic training for all Nutrition provider agencies

## **WIAAA's Planning Process**

WIAAA assess the needs of older adults in PSA 03 every three years. We also annually assess the current services and programs we fund through program delivery analysis, cost analysis for Nutrition services, and program analysis of the number of people being served and the amount of services provided.

WIAAA also:

- Reviews research studies conducted on the needs of older adults and their caregivers including grandparents raising grandchildren.
- Reviews innovative programming offered by other Area Agencies on Aging.
- Discusses with the WIAAA Board of Directors and Advisory Council.
- Conducts participant surveys and community feedback.
- Discusses with community partner agencies.

### **Assessment of Need (conducted in FY2021):**

This survey was conducted to gather information from older adults in PSA 03 on what they identify as their major issues, concerns, and conditions. We also gathered information about access to the following:

- Nutrition/Food
- Transportation
- Attendance at senior centers
- Assistance with insurance
- Community based services

### **Methodology**

Surveys were used to conduct this assessment. Older adults from all ten counties in PSA 03 completed the survey. A total of 847 people participated and completed the full survey. The surveys were completed in person.

<b>Demographics of People Completing the Survey</b>							
<b>Gender</b>	<b>Male</b>	<b>Female</b>	<b>Transgender</b>				
	282	565	0				
<b>Race</b>	<b>White</b>	<b>African American</b>	<b>Asian</b>	<b>American Indian</b>	<b>Hawaiian</b>	<b>Other Race</b>	<b>Multiple Races</b>
	786	33	0	3	0	3	3
<b>Ethnicity</b>	<b>Not Hispanic</b>	<b>Hispanic</b>					
	649	7					
<b>Marital Status</b>	<b>Single</b>	<b>Married</b>	<b>Domestic Partner</b>	<b>Separated</b>	<b>Divorced</b>	<b>Widowed</b>	
	93	259	6	8	137	321	
<b>Sexual Orientation</b>	<b>Gay</b>	<b>Lesbian</b>	<b>Bisexual</b>	<b>Transgender</b>	<b>Straight</b>	<b>Decline to</b>	

						Answer	
	0	0	0	0	0	0	
<b>Living Arrangements</b>	<b>Alone</b>	<b>With Others</b>					
	486	300					
<b>Impairments</b>	<b>Physical</b>	<b>Cognitive</b>					
	458	27					
<b>Employment</b>	<b>Full Time</b>	<b>Part Time</b>	<b>Unemployed</b>	<b>Retired</b>	<b>Disability</b>		
	15	55	60	690	3		
<b>Income</b>	<b>Above Poverty Level</b>	<b>Below Poverty Level</b>					
Single	314	261					
Married	196	26					

**Survey Key Findings:**

Most people know about congregate meals and home delivered meals and the agencies that provide these services in the counties where they live. They also know about their local senior center, but many do not attend the activities offered at the centers.

The survey asked people to rank what they felt were problems. Of those identifying problems the top five serious problems and the top five minor problems are bolded in the chart below.

The top five most serious problems are:

1. Access to health care service
2. Completing household chores
3. Falling due to accidents inside and outside the home
4. Money to live on
5. Paying Energy & Understanding & Paying for Health Care Insurance

The top five minor problem areas are:

1. Completing household chores
2. Medical conditions
3. Falling accidents in/out of home
4. Loneliness
5. Falling and closely following are these conditions: isolation and depressed mood.

**Use of Data:**

Western Illinois Area Agency on Aging will use the data from this survey in reviewing the priority listing of services and our training emphasis with the community agencies that we fund who provide services for older adults.

<b>Problem</b>	<b>No Problem</b>	<b>Minor Problem</b>	<b>Serious Problem</b>
<b>Falling Accidents in/out of the home</b>	459	<b>285</b>	<b>69</b>
Crime	759	41	8
Depressed Mood	554	<b>221</b>	29
<b>Employment</b>	525	29	27
<b>Paying Energy/utilities</b>	589	188	<b>40</b>
<b>Understanding &amp; Paying for Health Care Insurance</b>	619	144	<b>40</b>
<b>Completing Household Chores</b>	426	<b>308</b>	<b>76</b>
Housing	759	31	8
Isolation	529	<b>222</b>	25
Legal affairs	752	51	11
<b>Loneliness</b>	505	<b>279</b>	24
<b>Medical conditions</b>	385	<b>333</b>	<b>82</b>
Access to healthcare services	678	96	12
<b>Money to live on</b>	477	<b>275</b>	47
Mental health conditions	690	91	13
Obtaining information about services/benefits	684	104	16
Receiving services/benefits	679	94	10
Taking care of another person:	337	36	15
(1) child under 18 years of age	108	18	6
(2) Adult	118	49	10
Other (specify): obtaining necessary assistive equipment specified- hospital bed		0	1
Other (specify): Heart Health		0	1
Other (specify: Dementia		1	0
Other (specify): Housekeeping		1	0

## WIAAA FY2023 Projections

<i>Services to be Provided</i>	<i># of Participants</i>	<i>Federal Units</i>	<i>GRF Units</i>	<i>Total Units</i>
<b>ACCESS SERVICES</b>				
Information and Assistance	9,099	6,866	5,883	12,749
Outreach	3,196	1,664	2,727	4,391
Transportation	3,267	21,237	42,808	64,045
Options Counseling	150		600	600
<b>IN-HOME CARE SERVICES</b>				
Home-Delivered Meals (IIIC-2)	4,300	66,960	333,040	400,000
<b>COMMUNITY SERVICES</b>				
Congregate Meal (IIIC-1)	2,278	65,431		65,431
Legal Assistance	210	783		783
Multi-Purpose Senior Centers	6,500	2,065	4,435	6,500
Title III-D – Health Promotion Service	290	1,200		1,200
<b>CAREGIVER SUPPORT SERVICES</b>				
Respite	92	1,295		1,295
Access Assistance	953	1,164		1,164
Training/Counseling	146	2,000		2,000
Supplemental Services	23	23		23
Legal Assistance	2	10		10
ADRD Supplemental	84			
Stress Busters	100		900	900
Enhanced Transition	45		540	540
<b>RACE</b>				
White Only	27,401		Low-Income Minority	250
White of Hispanic Ethnicity	5		Greatest Economic Need	1,703
American Indian or Alaskan Native	28		Greatest Social Need	16,060
Asian Only	92		Limited English Proficiency	70
Black/African American	681			
Native Hawaiian/Pacific Islander Only	16			
Some Other	0			
Two or More Races	0			
<b>TOTAL</b>	<b>28,223</b>			
<b>ETHNICITY</b>				
Hispanic or Latino	251			
Not Hispanic or Latino	27,972			

## ***What We Anticipate in FY2023***

### ***AT THE FEDERAL LEVEL:***

Illinois Department on Aging based the FY2023 federal funding on information received from the Administration for Community Living:

- Title III-C2 Home Delivered Meal state funding will increase by \$722,270 - an increase of 46.32%. Federal funding will decrease by \$2,671 – a decrease of 0.58%. Total funding for the Home Delivered Meal program is \$2,740,065 – an increase of 35.62%.
- Title III-C1 Congregate Meal funding is all federal funding and will decrease by \$3,204 - a 0.58% decrease. Total funding for Congregate Meals is \$519,319.
- Title III-B Home and Community Based Services state funding will increase by \$14,084. Federal funding will decrease by \$14,084. This funding is used for Community Focal Points, Transportation, and Legal Services. Total funding is \$1,236,865. These services are funded at the same level as FY2022.
- Title VII for the PSA 03 Regional Ombudsman Program will decrease by \$1,769 - a 5.52% decrease. Title III-B Ombudsman federal funding will decrease by \$2,124 - a 6.62% decrease. State funding will decrease by \$69,987 - a 37.59% decrease. The total Title III -B and Title VII funding available for PSA 03 Regional Ombudsman services is \$176,481 - a 29.51% decrease.
- Title VII for the PSA 06 Regional Ombudsman Program will decrease by \$1,194 - a 10.70% decrease. Title III-B Ombudsman federal funding will decrease by \$1,500 - a 15.10% decrease. State funding will decrease by \$28,412 - a 43.88% decrease. The total Title III-B and Title VII funding available for PSA 06 Regional Ombudsman services is \$54,738 - a 36.24% decrease.
- Title VII Elder Abuse Prevention funding will increase by \$43.00 - a 0.66% increase. Total funding available for Elder Abuse is \$6,591.

### ***AT THE STATE LEVEL:***

The above Illinois state funding was approved by Illinois Legislators during the Spring 2022 Session and is expected to be signed by Governor Pritzker without changes. WIAAA will continue advocacy efforts and will focus on educating legislators on the cost savings of Older American Act services. We will continue to advocate for SHIP funding as information is not available at this time for the SHIP program.

Illinois recognized the need for more funding for Home Delivered Meals in FY2023 and increased state funding for Home Delivered Meals. The additional funding means nutrition providers can sustain the volume of participants added since the start of the COVID-19 pandemic and continue to have no wait lists or unserved areas. WIAAA requires all nutrition providers in PSA 03 to contract with a meal service such as Mom's Meals or another entity to provide meals to participants who do not live on delivery routes. With the additional funding, nutrition providers will be able to provide more than one meal per day to participants with high nutrition risk and contract with entities to provide special dietary requests such as renal friendly, gluten free, diabetic, etc.

WIAAA is incredibly grateful for the all the funding received during the COVID-19 pandemic. It allowed us and our service providers to meet the need of the number of people who needed our funded programs and services. We will be partnering with all Area Agencies on Aging nationwide in advocating for continued increase in federal funding for the programs and services that will be needed in future years. WIAAA will advocate along with all Area Agency on Aging in Illinois to continue the increased funding to provide services for all older adults and their caregivers in future years.

***AT THE LOCAL LEVEL:***

Maximize Resources: WIAAA will collaborate with other organizations and government entities to build on and maximize the effectiveness of our limited resources. We will continue to seek out funding from other sources to diversify the sources of our funding. We will continue to encourage the agencies we fund to collaborate and coordinate the services they provide with other local agencies.

Diversity, Equity, and Inclusion: WIAAA will continue collaborating with Martin Luther King Center, Clock, Inc., and other local agencies to better serve our community. WIAAA will also continue having employees and service providers participate in local and national trainings and certification programs to foster, cultivate, and preserve a culture of diversity, equity, and inclusion.

***WIAAA Requests for Waivers***

(Services that are directly delivered by WIAAA employees)

**III-E I&A Caregiver Access Assistance**

Western Illinois Area Agency is seeking a waiver under Title III-E of the Older Americans Act to provide Caregiver Access Assistance directly to caregivers, both those caring for older adults and grandparents raising grandchildren. WIAAA funds ten Community Focal Points in PSA 03 to provide this service but as a Coordinated Point of Entry/Aging and Disability Resources Center WIAAA serves as an information hub for older adults in PSA 03 and for caregivers of older adults from across the United States in understanding the services available for older adults in Illinois to assist them in remaining in their own homes.

<b>Total I&amp;A Title III-E budget</b>	<b>\$3,000</b>
<b>Number of persons to be served</b>	<b>120</b>
<b>Number of units to be provided</b>	<b>160</b>

**III-B I&A Waiver Request**

Western Illinois Area Agency on Aging is seeking a second waiver to directly furnish Information and Assistance. As an Aging and Disability Resource Center, the demand for this service has increased and will continue to increase in the future as adults with disabilities access our services. We provide information and assistance services to older adults, caregivers, and the public. This is particularly true of the Benefit Access Program, Medicare D, other pharmaceutical program questions. We anticipate using approximately \$21,000 from administratively mandated direct services to I&A for this service. The area agency budget will not change in total when this waiver is granted. Costs will simply be applied correctly to the activity being supported. WIAAA staff members are continually seeking new information on the resources available locally, statewide, and nationally to meet needs of adults with disabilities. We develop, coordinate, and disseminate this information to partners in our ADRN. Rock Island County has the majority of older adults in PSA 03 and WIAAA serves as the hub for both older adults and for

caregivers of older adults from across the United States in understanding the services available for older adults in Illinois to assist them in remaining in their own homes.

<b>Total I&amp;A Title III-B budget</b>	<b>\$21,000</b>
<b>Number of persons to be served</b>	<b>550</b>
<b>Number of units to be provided</b>	<b>725</b>

### **Options Counseling Waiver Request**

Western Illinois Area Agency on Aging provides Options Counseling services for older adults and adults with disabilities who have needs for multiple services. We provide a person-centered planning process explaining all options for services so the person being served may choose the most appropriate option to meet their needs for programs and services. WIAAA does fund ten community focal points in PSA 03 to provide this service but as a Coordinated Point of Entry/Aging and Disability Resources Center WIAAA serves as an information hub for older adults in PSA 03 and for caregivers of older adults and for adults with disabilities from across the United States in understanding the services available for older adults and adults with disabilities in Illinois to assist them in remaining in their own homes.

<b>Total Options Counseling budget</b>	<b>\$7,700</b>
<b>Number of persons to be served</b>	<b>24</b>
<b>Number of units to be provided</b>	<b>33</b>

### **III-D Disease Prevention & Health Promotion Waiver Request**

Western Illinois Area Agency on Aging is seeking a fourth waiver to directly provide the evidence-based falls prevention program “Matter of Balance”: Managing Concerns about Falls Volunteer Lay Leader Model. The staff at WIAAA and volunteers will provide programs throughout the planning and service area. There is no other entity in PSA 03 that provides this evidenced based program in PSA 03.

<b>Total III-D budget:</b>	<b>\$42,206</b>
<b>Number of persons to be served:</b>	<b>290</b>
<b>Number of units to be provided:</b>	<b>1,200</b>

## ***The Vision of the Western Illinois Area Agency on Aging for Future Planning and Services***

We envision that in year 2023 we will continue to see an increase in the demand for the services our network provides. According to the U.S. Census Bureau, between year 2000 and 2030, the older population (people aged 65 and older) in the United States will more than double from 35 million to 71.5 million. People over the age of 85 are the fastest growing segment of this population.

The services WIAAA provides and the network of local agencies we fund are working on streamlining and providing the most cost-effective services that we can but without increased funding we will lack the capacity to meet the demand. Our role is to make sure that we keep these facts at the forefront of any discussions that we have with federal, state, and local officials so that when funding decisions are made that emphasis is placed on community-based services for older adults. Overall, these services save taxpayer dollars. Many of these programs prevent repeated physician visits, emergency room visits due

to lack of falls prevention education and physical fitness opportunities to address balance issues, lack of nutritious meals, socialization, and the ability to make informed decisions about health insurance options that best meet an individual's needs.

WIAAA and our network of service providers are focusing services on individuals and their network of family and community support by using "person centered counseling." Person Centered Options Counseling provides a process to help an individual formulate a support plan that is directed by the participants with their families or representatives. The goal is to help identify their preferences, strengths, capacities, needs and desired outcomes. WIAAA will continue to take a leadership role in providing training and technical assistance to our Aging and Disability Resource Network core partners in implementing this service.

WIAAA as the Aging and Disability Resource Center (ADRC) and our Aging and Disability Resource Network (ADRN) serve as "No Wrong Door" (Coordinated Points of Entry) agencies providing opportunities for older adults, persons with disabilities, and their families to choose the services that best meet their needs. The maze of existing public and private services is overwhelming to most people who are seeking help for themselves or their loved ones. It is no longer feasible or reasonable to send a consumer from one place to another to access much needed services and information. The ADRN is geared to providing smooth transitions, referrals, or direct assistance whenever possible. WIAAA, Community Focal Points, the Care Coordination Unit, and the Centers for Independent Living in our service area have all been trained on Options Counseling and will implement this person-centered technique throughout the ADRN.

There is a national movement to implement Evidence Based Programs where outcomes can be measured. These programs have been proven to increase self-efficacy, decrease health service utilization, and enable participants to adopt healthy self-management behaviors. Administration for Community Living provides the following statistics: "One in four Americans aged 65+ falls each year. Every 11 seconds, an older adult is treated in the emergency room for a fall; every 19 minutes, older adult dies from a fall. Falls are the leading cause of fatal injury and the most common cause of nonfatal trauma-related hospital admissions among older adults." Western Illinois Area Agency on Aging has implemented the evidenced based program "A Matter of Balance": A falls prevention program across all ten counties in PSA 03. This service provides education on falls prevention and exercises that enhance balance. This program was put on pause during the COVID-19 pandemic as there was no way to offer the program virtually and remain evidenced based. Maine Health the organization that owns this program was able to adapt the program in late March 2021 and WIAAA staff were trained on the new virtual learning program. We are offering this program remotely and have resumed in person classes.

In the future there will be growing numbers of older adults who want to remain in their own homes as they age with the assistance of informal caregivers such as friends and family members. To ensure a smooth transition, WIAAA will fund Alternatives, the Care Coordination Unit for PSA 03, to transition home older adult patients from hospital or nursing facility to home by addressing the individual's social determinants of health and caregiving needs through a comprehensive assessment, development of a person-centered plan of care, support to family caregivers and linkages to community services and supports within the agency's already established ten-county PSA 03 in Illinois.

Furthermore, to meet the need of informal caregiver training, WIAAA will fund each Community Focal Point to provide the evidenced-based Stress Busters for Family Caregivers in their respective counties. *"The Stress-Busting Program is a multi-component program focusing on support, problem-solving,*

education, and stress management for family caregivers. The program content includes stress and the impact of long-term stress, managing difficult behaviors/conditions, grief, loss, and depression, coping strategies, positive thinking, taking care of yourself, and choosing a path to wellness. Each week a different stress management technique is demonstrated.” (Source: National Council on Aging).

### **Emerging Issues and Changes in Program Delivery**

- Incorporate all that was learned during the COVID-19 pandemic through utilization of virtual program activities in senior centers. This will continue to provide greater access for people who can only access activities from home or who prefer to participate virtually.
- Seek additional, diverse funding sources for services and increase awareness of services.
- Emphasize and support of collaboration and coordination among all human service agencies on applying for grant funding and coordinate services to maximize impact and cost effectiveness of services.
- Coordinate with the Managed Care Organizations who provide long term services and supports in the communities we serve.

### **Expenditures for WIAAA Administrative Functions**

<b>Description</b>	<b>FY2023</b>
1. Administration	\$331,891
2. Advocacy	\$35,440
3. Coordination	\$44,298
4. Program Development	\$363,246
<b>Subtotal admin and admin related direct services</b>	<b>\$774,875</b>
5. Administratively related III-B Direct Service Waiver/I & A	\$21,000
6. Administratively related III-E Direct Service Waiver/Information	\$3,000
7. Administratively related III-D Direct Service Waiver/Health	\$42,206
8. Administratively related Options Counseling Direct Service	\$7,700
<b>Total admin, admin related direct services and direct service waivers</b>	<b>\$848,781</b>

**A brief look at the amount and sources of funds WIAAA uses.** The table above shows the amount of administrative and administrative-related direct service funds Western Illinois Area Agency on Aging proposes using for FY2023. These funds are taken primarily from Title III, Title VII, and Illinois General Revenue Funds (GRF).

**How WIAAA uses administrative and administratively- direct service funding.** The Older Americans Act restricts Area Agency administrative costs to 10% of the Title III allocation and allows the provision of the “administratively related” direct services of advocacy, coordination, and program development. We can spend up to 20% of the Title III base funding for Administration and Administratively Related Direct Services. We will continue to assure that we do not exceed this level.

Funds for administration and administratively related direct services are used to support the operations of WIAAA to be a planning, coordinating, program development and advocating agency for older adults in Western Illinois as described under the Older Americans Act. These services include:

**Advocacy:** WIAAA provides systemic advocacy on legislation at the local, state, and federal level that pertain to programs and services that impact older adults. We support and advocate on behalf of older adults in any effort to obtain the funding for the services and programs they need. We will also advocate for change in attitude or stereotypes that adversely impact older adults. We inform state and federal legislators of the needs of older adults in PSA 03 and how legislation being proposed will impact older adults. We also encourage local media to highlight the needs of older adults and their caregivers.

**Coordination:** WIAA establishes working relationships with other human services agencies in our planning and services area and other entities to achieve the development of a comprehensive and integrated service delivery system to serve older adults and people with disabilities.

**Program Development:** WIAAA provides leadership and assistance to establish new services and/or programs. We analyze the programs we provide and fund to assure we are using best practices and implement changes needed due to this analysis. WIAAA shares best practices with the agencies we fund. We also provide services to improve, expand, or work on integration of existing programs to improve the array of services available to older adults.

**WIAAA Direct Services:** WIAAA also receive funds to provide over site and monitoring of Adult Protective Services (\$41,218) and funds to provide direct service for the Senior Health Assistance Program (\$14,130), Medicare Improvements for Patients and Providers (\$10,125), Senior Health Insurance Program (\$17,400), and Senior Medicare Patrol (\$10,000), Systems Development Grant (\$1,737). Total additional funding is \$94,610. The WIAAA FY2023 operating budget totals \$943,391.

All the above activities and efforts are conducted to develop responsive and cost-effective programs and services that meet the needs of older adults. The area agency's long-range goal is to have a robust service and support network for older adults, adults with disabilities, and caregivers encompassing all ten counties in our planning and services area. This service network will reflect the mission of WIAAA to ensure coordinated, accessible services for people to live independent, meaningful, and dignified lives.

### ***Implementation of Funding Increases and/or Decreases***

The Board of Directors of WIAAA has approved the following implementation plan if WIAAA receives increases or decreases in funding:

*Funding increases federal or state for all Title III Services (Title III-B, Title III-C1, Title III-C2, Title III-D, Title VII Elder Abuse and Ombudsman, and all Title III Services Directly Provided by WIAAA) will be prioritized in the following order unless the increases are mandated by funding title or service within a title:*

1. Community Focal Point Funding
2. Home Delivered Meals
3. Transportation
4. Congregate Meals
5. Legal Assistance

*Funding decreases federal or state for all Title III Services (Title III-B, Title III-C1, Title III-C2, Title III-D, Title VII Elder Abuse and Ombudsman, and all Title III Services Directly Provided by WIAAA) will be prioritized as follows unless the decreases are mandated by funding title or service within a title:*

1. Legal Assistance
2. Congregate Meals
3. Transportation
4. Home Delivered Meals
5. Community Focal Point Funding

*Title III-E (Caregiver Funding) increases will be prioritized as follows unless the increases are mandated specific to each service:*

1. Respite
2. Access Assistance CFP
3. Counseling/Training
4. Caregiver Legal Services
5. Caregiver supplemental services

*Title III-E (Caregiver Funding) decreases will be prioritized as follow unless the decrease is mandated specific to each service:*

1. Caregiver supplemental services
2. Caregiver Legal Services
3. Counseling/Training
4. Access Assistance CFP
5. Respite