

City of Chicago

PUBLIC INFORMATION DOCUMENT (PID)

A Summary of the FY2019 – 2021 Area Plan on Aging

April 30, 2018

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PROPOSED FY2019-2021 AREA PLAN ON AGING SUMMARY

The Public Information Document provides a summary and highlights of the Area Plan on Aging, Fiscal Years 2019-2021 with the spending plan for Fiscal Year 2019. This document describes how the Department of Family and Support Services-Chicago Area Agency on Aging proposes to deliver services to Chicagoans, age 60 years and better, using funds from Title III and Title VII of the Older Americans Act and State of Illinois General Revenue Funds. Fiscal Year 2019 begins on October 1, 2018 and ends on September 30, 2019. The public is invited to comment on the Area Plan at any of the three Public Hearings listed below:

Tuesday, May 22, 2018
South Shore Cultural Center
7059 S. South Shore Dr.
9:30 A.M. - 10:00 A.M.

Friday, May 25, 2018
Central West Senior Center
2102 W. Ogden Ave.
11:30 A.M. - 12:30 P.M.

Friday, May 25, 2018
Northwest (Copernicus) Senior Center
3160 N. Milwaukee
9:30 A.M. - 10:30 A.M.

The proposed FY2019-FY2021 Public Information Document for the Area Plan will be available for review during the public comment period from April 30, 2018 to June 1, 2018. Written comments on the proposed Area Plan may be submitted to Lisa Morrison Butler, Commissioner, Department of Family and Support Services-Chicago Area Agency on Aging, 1615 West Chicago Avenue, 5th Floor, Chicago, Illinois 60622. Comments must be received by 4:00 p.m. on June 1, 2018.

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

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

HISTORY

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

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

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

The service/support network activities include:

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

Age-Friendly Chicago

In July of 2012, Mayor Emanuel applied for and received the designation from the World Health Organization as an age-friendly city to demonstrate the city's commitment to ensuring that the city remains welcoming as the population ages. Chicago partnered with the Buehler Center on Aging, Health & Society, Feinberg School of Medicine, Northwestern University, to complete an assessment of eight domains which included: outdoor spaces and buildings; transportation; housing; social participation; respect and social inclusion; communication and information; civic participation and employment, and community support and health services.

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

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

- Caregiver recognition and support
- Falls reduction (safe accessible streets and conditions for walking)
- Pedestrian street safety (including cycling proficiency)
- Safety of neighborhoods and clean environments
- Accessibility to public buildings
- Age-Friendly businesses
- Transport choices, transit accessibility and safety
- Affordable housing and conditions to age in place at home
- Access to information about health resources and community assets to support aging in place

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

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

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

THE AREA PLAN ON AGING

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

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

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

delineation of the programs and services that DFSS-Chicago Area Agency on Aging will offer to meet those needs within the proposed budget.

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

1. Assess the needs of older persons;
2. Evaluate the existing service system;
3. Determine the availability of resources and alternative approaches to meet seniors' needs;
4. Establish priorities;
5. Modify and refine the area plan or planning process (changes or amendments) as directed by IDoA.

PRIORITY NEEDS OF OLDER CHICAGOANS

According to the 2016 American Community Survey (U.S. Bureau of the Census), there were a total of 437,818 Chicagoans aged 60 and older, representing sixteen percent (16,1%) of the overall population. This is a significant increase from the census data which reported 391,795 seniors 60 years and above in 2010. Presently, the ethnic/racial composition of Chicago's senior population (60 years and above) is as follows:

White	50.0%
Black or African American	36.3%
American Indian or Alaskan Native	0.03%
Asian	6.1%
Native Hawaiian or Other Pacific Islander	0.01%
Some other Race	6.1%
Two or More Races	1.10%

In addition, 17.7% were of Hispanic Origin.

During 2016, 275,699 Chicago households had at least one member 60 years of age and above (26.4% of all households citywide). Of these, 132,611 have a senior living alone (an increase from 2015).

DFSS-Chicago Area Agency on Aging utilizes both qualitative and quantitative research methods to assess the priority needs of older persons

in Chicago by conducting surveys of service providers and seniors; conducting studies of senior needs using formalized needs assessments and demographic data; reviewing program reports; receiving testimony from public forums; and evaluating the effectiveness of current services.

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

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

In FY2017, DFSS-Chicago Area Agency on Aging provided services to 156,007 seniors citywide through a network of programs and services. DFSS-Chicago Area Agency on Aging reviewed the service requests and nature of calls received through the Information and Assistance Unit (I&A)/Aging and Disability Network (ADRN) in FY2017 to better understand the service needs of Chicago’s seniors and their professional and familial caregivers. DFSS-Chicago Area Agency on Aging found that approximately 43 percent of the callers requested in-home services such as case management, home delivered meals and housing relocation assistance; 20 percent requested assistance with transportation concerns

such as applying for RTA senior reduced fare card or special service application; and 8 percent required help applying for the pharmaceutical and benefit assistance programs.

AGENCY HIGHLIGHTS

Abuse, Neglect and Exploitation

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

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

Senior Advocacy Program and Domestic Violence Services

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

Case Advocacy and Support

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

The Well Being Task Force

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

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

The Task Force was instrumental in 1) advocating for state legislation which added "Self-Neglect" as a reportable category under the current State of Illinois Elder Abuse and Neglect definition; 2) helping to pass the mandatory training of bank personnel to identify and report incidents of financial abuse; and 3) continuing to compile and analyze data that

supports the work of Intensive Case Advocacy and Support services in the reduction of self-neglect instances among at-risk seniors.

Benefits Check Up

Through the 45 Chicago Housing Authority senior buildings and the 50 agencies from the Mayor's Well-Being Task Force that were trained in the Benefits Check-up program, DFSS-Chicago Area Agency on Aging will continue to make the program available to seniors in every neighborhood in Chicago. For 2017, the program identified \$8,527,179 in eligible benefits for seniors, consistently among the highest in the nation, as recognized by the National Council on Aging (NCOA).

Senior Health Insurance Program (SHIP) Integration Grant

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

ISSUES TO BE ADDRESSED: FY2019-2021 AREA PLAN ON AGING

IDoA requires that each of the 13 Area Agencies on Aging (AAAs) address one state-wide issue and one local issue that confronts the social/nutritional service system. The selected Statewide Initiative is ***"Enhance Illinois's Existing Community-Based Service Delivery System to Address Social Isolation Among Older Adults."*** Locally, DFSS-Chicago Area Agency on Aging selected ***"Enhance Chicago's Service Delivery System to help older adults age in place through the Village Interdependent Collaborative (VIC) model"***.

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

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

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

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

The AARP Foundation has defined social isolation as the following:

Isolation is the experience of diminished social connectedness stemming from a process whereby the impact of risk factors outweighs the impact of any existing protective factors. A person's lack of social connectedness is measured by the quality, type, frequency, and emotional satisfaction of social ties. Social isolation can impact health and quality of life, measured by an individual's physical, social, and psychological health; ability and motivation to access adequate support for themselves; and the quality of the environment and community in which they live.

A recent study conducted by AARP documented that an estimated 14 percent of study participants were socially isolated. The AARP study

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

The primary risk factors associated with isolation are:

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

DFSS-Chicago Area Agency on Aging will target high rises along the lakefront in the South Shore, Hyde Park, New Eastside, Streeterville, Lincoln Park, Edgewater and Uptown communities of the City of Chicago and will conduct service coordination and program development activities which may include, but are not limited to the following:

- Expand social facilitation interventions such as friendly visitor, telephone reassurance programs and befriending interventions
- Develop leisure/skill development interventions
- Expand health prevention and promotion activities

- Use remote communication to reduce isolation
- Support informal caregivers
- Increase service delivery capacity of small community agencies to address social isolation among the older adults in our service area
- Support the development of volunteer-based outreach programs

DFSS-Chicago Area Agency on Aging will implement the Statewide Initiative during the next three fiscal years FY2019 – FY2021 with FY2019 as the planning year for the initiative.

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

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

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

Using our senior centers and satellite centers as the hubs for the initiative, DFSS AAA began the VIC model as a pilot in the Englewood Senior Satellite Center, shortly followed by the Austin Senior Satellite Center, Pilsen Satellite Center, Edgewater Senior Satellite Center, and Northeast (Levy) Regional Senior Center and incrementally will include all 21 Senior Centers. The model will identify, bring resources to and reintegrate isolated seniors back into their communities thereby reducing their risk.

DFSS AAA is also piloting a similar concept in apartment and high rise buildings called, Vertical Interdependent Villages (VIVs). In collaboration with the CHA, we recently created a number of these vertical villages within a number of buildings to ensure our seniors can age in place with dignity.

The goals that inspired the VIC model embrace innovation, combining the best new ideas in community-minded living, volunteerism, and person-centered focus. For Chicago, success for the VIC initiative means:

- Seniors aging in place will **know about and have access resources** to help them age successfully in their homes.
- It is anticipated that with access to and use of necessary supports, senior's **service needs will be met**, they will feel **less isolated** from their family, friends, and community, feel **more confident** about staying in their homes, and feel **more connected** with the community.
- In the long-term, seniors may experience **fewer hospital visits** (slip and falls) and **delayed nursing home stays**, and the surrounding **communities become more age-friendly**.
- The system seeks to demonstrate that the VIC is a **cost-effective solution** to programs that traditionally have been provided by much more expensive private programs.

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

AREA PLAN ON AGING: DIRECT SERVICES

With the approval of the Illinois Department on Aging, DFSS-Chicago Area Agency on Aging provides some services directly upon proof that the services can be delivered more efficiently and effectively by the Area Agency on Aging rather than by contract. Under the Area Plan on Aging in FY2019-2021, DFSS-Chicago Area Agency on Aging intends to continue to provide the following direct services with Older Americans Act funds:

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

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

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

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

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

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

AREA PLAN ON AGING: CONTRACT SERVICES

DFSS-Chicago Area Agency on Aging will also procure the following services from community-based service providers with Older Americans Act and General Revenue funds under the FY2019-2021 Area Plan on Aging:

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

Older Relatives Raising Children: For seniors who have primary caregiving responsibility of children from birth to age 18, short-term, and one-on-one counseling are available. Emergency financial assistance can

be accessed for a one-time emergency rent payment, school uniform and equipment, medication, and other basic necessities. Grandparents may be eligible for respite services in the form of organized activities or events for the children in their care, including after-school programs, summer day camp, educational, recreational, athletic programs, or at home. Legal help with custody and guardianship is offered.

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

Physical Fitness: The award-winning fitness program boosts endurance, strength, balance and flexibility. DFSS-Chicago Area Agency on Aging's senior centers are equipped with senior friendly exercise equipment and staffed by experienced, certified senior-fitness professionals who lead group exercise classes and one-on-one training. Exercise classes are offered at more than 40 locations throughout the City. DFSS-Chicago Area Agency on Aging will sustain its efforts in implementing the following evidence-based curriculums into the overall program. Fit and Strong developed by the University of Illinois at Chicago combines flexibility, strength training and aerobic walking with health education for sustained behavior change among older adults. The Arthritis Foundation Exercise Program is a low-impact physical activity program proven to reduce pain and decrease stiffness. Research has shown this program to be effective in providing older adults with more confidence in their ability to continue activities, increased social activity, and require fewer doctor and emergency room visits.

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

Home Delivered Meals: This program provides nutritious meals to older persons (60 years and older) who are frail and/or homebound because of illness or incapacitating disability or are otherwise isolated. Microwaveable, oven-ready frozen or hot meals are delivered to homebound seniors who are unable to prepare meals for themselves and have no other means of acquiring nutritious meals. The program provides two meals a day covering two to seven days a week to approximately 5,000 seniors a day.

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

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

Multipurpose Senior Centers: Currently DFSS-Chicago Area Agency on Aging has twenty-one (21) senior centers operating citywide. DFSS-Chicago Area Agency on Aging's Senior Centers offer a diverse array of opportunities for seniors to interact with one another, to become involved in their communities and to participate in and contribute to the culture of the city. The centers serve as local hubs that connect seniors to social, economic, and educational resources that enhance the quality of their lives. DFSS-Chicago Area Agency on Aging Senior Centers all provide the following core program components: Fitness Program, Nutrition Program, Health Promotion Program, Information and Access to Services including linkage to a wide array of community resources and programs; and Life Enrichment programs. Health screenings, educational programs, and individual nutrition and health consultations are offered at DFSS-Chicago Area Agency on Aging's senior centers.

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

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

FUNDING ISSUES FOR FISCAL YEAR 2019

The future of governmental funding continues to be uncertain. The Governor and the General Assembly continue to work on a 2019 budget which could include less than 1% increase in total Area Plan funding. State funds for FY2019 will increase by 2.78%; Federal funds would decrease by 1.04%; and NSIP nutritional reimbursement funds would decrease by 7.50%. All of the allocations have been calculated using the intrastate funding formula except for Ombudsman, Title III-D, Title VII Elder Abuse, and the Community Based Services GRF (calculated using individual funding formula).

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

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

The Department's priority has been and continues to be maintaining in-home services for older persons. Some of DFSS-Chicago Area Agency on

Aging's programs have experienced growth in the number of participants as well as the number of challenging cases that require more time and care and this is projected to continue into FY2019. Some of this increased demand is being met through the City of Chicago corporate support for programming activities at Senior Centers, Community Development Block Grant (CDBG) funds for Intensive Case Advocacy and Support and Home Delivered Meals.

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

DFSS-Chicago Area Agency on Aging's Home Delivered Meals (HDM) program served approximately 2.3 million meals to over 6,000 different individuals in FY2017 and projects serving approximately 2.4 million meals by the end of FY2018. Because of the Mayor's commitment to provide home delivered meals to eligible seniors, through CDBG funding, DFSS-Chicago Area Agency on Aging has not had the same problem of on-going waiting lists and unmet need for the HDM program, like many other communities in the United States. CDBG funding has been made available to ensure that our most frail and vulnerable seniors receive care.

ADMINISTRATION

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

PROPOSED PLANS FOR FUNDING ALLOCATIONS FISCAL YEAR 2019

For FY2019, DFSS-Chicago Area Agency on Aging estimates that it will receive a total of \$17,669,066 in Federal and State planning allocations for the Area Plan on Aging. **Chart 1** of the attachments, shows the current budget for FY2018 and a proposed budget for FY2019. **Chart 2** shows the number of clients and units served in FY2017 and projections for FY2019. DFSS-Chicago Area Agency on Aging proposes to take the following actions with its direct and contracted services using the projected FY2019 funding allocations.

The Department seeks public input on these proposed actions:

- **Direct Services:** DFSS-Chicago Area Agency on Aging will increase the level of direct service funding by 3% or \$266,044.
- **Contracted Services:** DFSS-Chicago Area Agency on Aging proposes an increase in the overall level of contracted services estimated at 2.5% or \$174,310.

PROPOSED PLANS PENDING ANY FURTHER INCREASES OR REDUCTIONS IN FY2019 FUNDS

If DFSS-Chicago Area Agency on Aging receives an increase in its funding above the level projected for FY2019, DFSS-Chicago Area Agency on Aging would allocate additional funds to one or more of the following:

- Increase funding for Information and Assistance/Aging and Disability Resource Network (ADRN), Home Delivered Meals and Congregate Meals. Funding Sources: Title III-B, Title III-E and Title III-C.
- Expand the fitness program to include more sites and expand the number of days that exercise classes are offered including the use of additional evidence-based curriculum. Funding sources: Title III-B and/or III-D.
- Expand DFSS-Chicago Area Agency on Aging's cultural and recreational opportunities for seniors. Funding Source: Title III-B.

During these times of generally declining revenue projections from federal, state, and local governments, service providers need to be prepared for potential budget reductions. If DFSS-Chicago Area Agency on Aging receives funding allocations that are below the projected level for FY2019, new sources of revenue to maintain services would be explored.

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

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

CHART 1	Column A FY18 Funding	Column B FY19 Proposed Funding
Older Americans Act Funds (Fed.)	\$10,081,313	\$9,976,969
General Revenue funds (GRF)	\$7,231,535	\$7,432,387
AAA Carryover	\$259,710	\$259,710
	\$17,572,558	\$17,669,066

Administration

Administration (Fed. Title III-B)	\$299,905	\$182,241
Administration (Fed. Title III-C1)	\$571,000	\$353,800
Administration (Fed. Title III-E)	\$130,650	\$125,000
Administration (GRF)	\$333,852	\$330,520
Total Administration:	\$1,335,407	\$991,561

Federal

Title III-B Chore (contracted service)	\$72,450	\$72,450
Title III-B: Housing and Assistance (contracted service)	\$88,111	\$88,111
Title III-B: Information and Assistance (direct service)	\$1,521,287	\$1,508,536
Title III-B: Legal (contracted service)	\$115,488	\$115,488
Title III-B: Multi-Purpose Senior Center (direct service)	\$625,718	\$625,718
Title III-B: Ombudsman (direct service)	\$96,751	\$96,751
Title III-B: Recreation (contracted service)	\$109,733	\$109,733
Title III-B: Respite (contracted service)	\$68,785	\$68,785
Title III-C1: Congregate Dining (direct service)	\$3,171,590	\$3,184,357
Title III-C2: HDM Outreach (direct service)	\$453,559	\$453,559
Title III-C2: Home Delivered Meals (contracted service)	\$1,370,173	\$1,445,310
Title III-D: Health Promotion (contracted service)	\$58,317	\$58,317
Title III-D: Physical Fitness (contracted service)	\$149,151	\$155,624
Title III-E Caregiver: Respite (contracted service)	\$90,333	\$90,333
Title III-E Caregiving: Information and Assistance (direct service)	\$862,481	\$869,125
Title III-E Grandparents: Information and Assistance	\$61,274	\$61,274

(direct service)		
Title III-E Grandparents: Respite (contracted service)	\$56,721	\$56,721
Title III-E Caregiving: Counseling/Training/Support Groups (contracted service)	\$0	\$33,200
Title III-E Grandparents Raising Grandchildren: Counseling/Training/Support Groups (contracted service)	\$0	\$24,000
Title III-E Caregiving: Supplemental Service/Gap filling (contracted service)	\$0	\$50,000
Title III-E Grandparents Raising Grandchildren: Supplemental Service/Gap filling (contracted service)	\$0	\$40,000
Title VII: Ombudsman (direct service)	\$77,294	\$78,846
Title VII-EA: Elder Abuse (direct service)	\$30,542	\$29,690

Total Federal: \$9,079,758 \$9,315,928

State

Title III-B: Information and Assistance (direct service)	\$1,100,767	\$1,324,700
Title III-B: Ombudsman (direct service)	\$340,848	\$375,599
Title III-B: Options Counseling (direct service)	\$300,000	\$300,000
Title III-C: Home Delivered Meals (contracted service)	\$5,018,360	\$4,963,860
Title III-E: Information and Assistance (direct service)	\$137,708	\$137,708

Total State: \$6,897,683 \$7,101,867

Nutrition Services Incentive Program

Congregate Meals (NSIP Fed.)	\$1,169,304	\$1,081,642
Home Delivered Meals (NSIP Fed.)	\$1,169,305	\$1,081,643

Total Nutrition Services Incentive Program: \$2,338,609 \$2,163,285

CHART 2

Service Category	Actual 2017 Clients	Actual 2017 Units	Projected 2019 clients	Projected 2019 Units
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Access Services

Information and Assistance (III-B)	104,125	141,850	114,538	156,035
HDM Outreach	4000	4,000	4,000	4,000
Options Counseling	2502	5,205	2,502	5,205

In-Home Services

Chore	16	536	16	536
Home Delivered Meals	6,480	2,383,095	7,000	2,400,000
Respite (III-B)	283	1,296	300	2,000
Repite (III-E CG)	90	1,143	159	8,898
Repite (III-E GRG)	1	1	28	3,271

Community Services

Congregate Meals	27,774	760,948	27,774	760,948
Multipurpose Senior Center	28,000	270,000	28,000	270,000
Physical Fitness	11,975	18,851	11,975	18,851
Health Promotion	7,913	1,911	7,913	1,911
Housing and Assistance	0	0	300	3,718
Legal Assistance	0	0	711	5,400
Recreation	34,000	180,000	34,000	180,000
Information and Assistance (III-E CG)	12,300	15,125	13,530	16,638
Information and Assistance (III-E GRG)	106	2200	117	2,420
Counseling/Training/Support Groups (III-E CG)	28	112	66	291
Counseling/Training/Support Groups (III-E GRG)	43	168	10	50
Supplemental Service/Gap filling (III-E CG)	24	24	200	200
Supplemental Service/Gap filling (III-E GRG)	20	20	124	124