

**April 2017**  
**Annual Report for Oak Park and River Forest Townships**  
**Senior Services At A Glance**

**Submitted by: Pamela Mahn, Interim Director of Senior Services**

Oak Park and River Forest Townships Senior Services offers a broad continuum of supportive services in order to promote independence of the older adults in the communities of Oak Park and River Forest. These services include providing advocacy and support to senior citizens and their families and/or caregivers. In summary, the services encompass provision of information, education and assistance in accessing public benefit programs, transportation, nutrition, legal services, money management, mental health and wellness programs.

**In the past year these direct services were provided to 4,470 participants:**

**Information & Assistance:** 8,372 calls

**Options Counseling:** 21 sessions

**Transportation:** 21,716 rides to doctor appointments, dialysis, shopping, sheltered workshops and adult day care services.

**Meals:** 58,649 Home Delivered, Congregate, and Dine-Out Meals

**Shelf Stable meals:** 2,300 meals-Provided for emergency consumption in the event of site closure due to extreme weather or inability to deliver due to weather or vehicle problem.

**Case Management:** 7,760.50 hours of direct services

**Chore:** 2,550 hours of direct home maker services

**Caregiver Support Services:** 1,126.75 units

**Community Education:** 30 sessions

**Home Energy Assistance:** 200 units

**Adult Protective Services:** 47 cases

**Assistance in Accessing Public Programs:** 945 hours

**IVMMP (Money Management Program) Hours:** 2,187.75 hours

**Farmers Market Coupons:** 746 booklets which benefit the seniors and the farmers.

**Mental Health Direct Services:** 705 hours

**Nursing Home Prescreens:** 1,653 screens conducted at the local Oak Park Hospitals.

**Community Based Assessments:** 815 individuals assessed

**Managed Care Case Hours:** 458 hours

**Affordable Wills:** 44 Wills

**Advance Directives (CDEL):** 26 consultations

**Senior Health Insurance Counseling (SHIP):** 403 consultations

**Highlights for FY17**

**Case Management:**

Oak Park Township Senior Services was chosen as the first Case Coordination in suburban Cook County to conduct hospital outreach for the Home Delivered Meals programs. This is a pilot project to ensure that patients in need of home delivered meals upon discharge from the hospital are assessed accordingly and have emergency meals in place once they've returned home. There has been a disruption in referrals in recent years due to the transition of participants to Managed Care Organizations who were not making timely referrals to local meal providers.

Oak Park Township Seniors Services has collaborated with the Oak Park and River Forest Food Pantry in a pilot project to deliver food to low income seniors at high nutritional risk that otherwise would not be able to get food from the food pantry. Since the March 2016

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implementation, the program has been extremely successful increasing from 20 to 32 older adults receiving deliveries. On average, 40 pounds of groceries were delivered to each client for each month. The Food Pantry is using nutrition interns and a great group of volunteers to bag and deliver the food. The Food Pantry plans to accept referrals for additional seniors in need.

In mid-December the Case Coordination Units received a memorandum from the State of Illinois outlining requirements that Choices for Care Screening staff must be available seven days per week/seven hours per day. In order to accommodate this requirement, an open part-time position was designated to cover weekend assessments for the Choices for Care program.

Oak Park Township Senior Services referred 129 seniors to the Holiday Food and Gift Basket Program.

**HFS/Medicaid Audit:**

On March 3, 2017 a third-party auditor for HFS/Medicaid conducted an audit on 5 Community Care Program cases. The auditor had no findings at the visit and stated her appreciation for making her job easier as our cases were very well organized and the case notes clarified the few case document questions she had.

**APS Audit:**

The APS audit was conducted on March 28<sup>th</sup> by AgeOptions. Oak Park Township received a 96.50% on the audit. The auditors were extremely pleased with the organization of the administrative documents, the due diligence practiced on behalf of the clients and the excellent documentation in each case.

**Nutrition Program:**

AgeOptions offered a special one- time funding opportunity for all three nutrition programs this year. Oak Park Township Senior Services applied for the funding and was awarded \$8,975 for the following items:

1. A Heated Cambro Box for the kitchen to hold warm meals at temperature.
2. Brochure reprinting costs for changes to the Congregate dining site hours & additional restaurants participating in the Dine Out Program
3. A newspaper ad for outreach regarding the Dine Out Program & Zumba
4. A book case for the resource room to stores books and magazines for the lending library.
5. A Zumba Class after lunch service as part of our wellness efforts.
6. Outreach by Choices for Care staff to increase referrals from area hospitals and MCO's to the HDM programs.

Oak Park Township match contribution was \$525 for this funding. Oak Park Township Senior Services was very grateful to be the recipient of this one-time money awarded by AgeOptions.

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**Transportation**

In December, the Town Board voted to administer the Transportation program in house beginning in May 2018. Bids were received for two new vehicles on January 20, 2017 and both vendors have committed to having the vehicles delivered by April 21, 2017.

**Caregiver Resource Center:**

Senior Services has had a successful first year working with the Center for Disability and Elder Law on a joint venture to provide three types of Advance Directives:

- 1) Power of Attorney for Healthcare,
- 2) Power of Attorney for Property
- 3) Living Will

Twenty six consultations have been provided in the first year and there are plans to provide outreach and education to assist more residents in the coming year.

**OTHER HIGHLIGHTS**

**Community Mental Health Board of Oak Park Township:**

Oak Park Township Senior Services applied for a Geriatric Case Management Grant from the Community Mental Health Board of Oak Park Township. The grant was awarded for \$40,000 for the period covering April 1, 2016-March 31, 2017.

**Interns:**

Senior Services has served as a learning site for several Universities this past year. We have hosted students from the Kott Scholars Program (MSW students), Concordia University (BSW), and the St. Augustine (BSW) program. The interns have been used to support the Case Management team, assist with the implementation of the “My Senior Center” key tag distribution and software utilization, administer participant satisfaction surveys, along with a rotation of various other duties.

**Farmers Market Coupons:**

Beginning on June 15, 2016, we began distributing Farmers Market Coupons to seniors residing in Suburban Cook County only, Age 60 and older and met the financial requirements dictated by the program. In prior years there was not a “Suburban Cook County” resident requirement. Oak Park Township distributed 838 Farmers Market Coupon booklets for 2016.

**UIC Collaboration:**

Dr. Anders Kottorp from the Department of Occupational Therapy at UIC is conducting a pilot project to generate new generic knowledge of the conditions for using and managing everyday technology (ET), e.g. telephones, computers, electronic household equipment, in older adults living and ageing with or without functional limitations in Chicago.

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Older adult volunteers with and without functional limitations have participated in this pilot study. Our site is used for data collection (interviews) with individual clients. There will be upcoming opportunities to disseminate and discuss the findings with the target population and our staff. Additional potential exists to plan and discuss a variety of follow-up projects to this study, as the information gained can be used to develop targeted interventions to support more competent ET use among older adults. This knowledge is crucial for the creation of an accessible and inclusive society and health care for older people living and aging with functional limitations, which is in line with the core values and vision for Oak Park Township Senior Services.

### **CRP-Community Reinvestment Program**

\* This was scheduled to roll out on July 1, 2016 – it will not begin until a state budget is passed.

The Illinois Department on Aging (IDOA), “under the Rauner Administration has unveiled a new initiative called the Community Reinvestment Program (CRP). In alignment with the Administration’s transformation agenda, specifically the goal of rebalancing and supporting individuals in their own homes, the CRP provides the necessary supports to enable older adults to remain independent, enjoy a quality of life, and avoid premature institutionalization. The CRP represents a pro-active, long term strategy to meeting the anticipated growth in the aging population by sustaining the commitment to support older adults in their own homes and communities.”

CRP supplements the Community Care Program (CCP) which provides “eligible” individuals home maker, adult day care and emergency home response services. This program will change the eligibility criteria to those Medicaid only individuals. Currently, the asset limit for the CCP is higher than the Medicaid limits. Those persons that are already on CCP and do not qualify for Medicaid will be transferred to the CRP.

IDOA will contract with Area Agencies to provide procurement, monitoring and approval of funds spent per client. Area Agencies will contract with the Case Coordination Units to provide the direct services of Assessment, Case Work and Monitoring for the CRP. Since Oak Park Township is the Case Coordination Unit contracted with the Illinois Department on Aging, we will be contracting with AgeOptions to provide services for those 60 and over in Oak Park and River Forest townships.

### **Township Day**

The Township, in collaboration with all townships across the state, hosted the first annual Township Day celebration at the Senior Services site on Wednesday, September 21<sup>st</sup>. This fun, family-friendly event was held to increase awareness of Township services and allow residents to meet people who help bring vital human services to residents of Oak Park and River Forest.

### **Celebrating Seniors Coalition:**

The Celebrating Seniors Coalition will be celebrating their 7<sup>th</sup> year! The Coalition is comprised of volunteers and representatives from local Government (Townships and Villages from Oak Park, River Forest and Forest Park), Private agencies and Non-For-Profit agencies.

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The week- long celebration is scheduled from May 18 through May 25, 2017 in Oak Park, River Forest and Forest Park and will highlight and celebrate the significant contributions that older adults make in our communities.

The Celebrating Seniors Coalition has four objectives:

1. To assist seniors with emergency needs.
2. To facilitate cooperation between the business community, government agencies, and non-profit organizations for the benefit of the senior population.
3. To promote senior groups and organizations that serve persons 60 and older.
4. To raise public awareness of issues affecting seniors.

Money collected through advertisement and sponsorship provide emergency funds to older adults in crisis. The grant application for these funds as well as a full schedule of programs and events is available at [www.Celebratingseniors.net](http://www.Celebratingseniors.net).

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<b>Program</b>	<b>FY 17 Service Provision</b>	<b>Average Units /Month</b>
<b>Transportation</b> (one way rides to doctor appointments, meals, shopping, personal use)	<b>992</b>	<b>83</b>
<b>Dine Out</b> (meals eaten at participating restaurants)	<b>11</b>	<b>1</b>
<b>Home Delivered</b> (meals delivered to resident homes)	<b>2939</b>	<b>245</b>
<b>Congregate Dining</b> (meals in dining room at 130 S. OP Ave)	<b>324</b>	<b>27</b>
<b>Farmer's Market Coupons</b> (distribution of coupons in June 2016 to be redeemed at the farmer's market)	<b>17</b>	<b>17</b>
<b>Case Management</b> (direct case manager/ resident contact)	<b>795.5</b>	<b>66</b>
<b>Adult Protective Services</b> (direct investigation and case work to report allegations of abuse, neglect & exploitation against residents)	<b>65.5</b>	<b>6</b>
<b>Information &amp; Assistance</b> (direct contact, email or phone requests for information on programs and services available to residents)	<b>1101</b>	<b>92</b>
<b>Chore</b> (hours of in home assistance with basic household chores)	<b>445.5</b>	<b>37</b>
<b>Caregiver Support Programs</b> (hours of counseling, outreach, training & education, support groups and respite services offered to caregivers)	<b>126</b>	<b>11</b>
<b>Money Management &amp; Public Benefits</b> (hours of service providing affordable wills, budgeting, bill payment, account balancing, representative payee services; assistance understanding benefits and processing applications for energy assistance, prescription drug programs, medicare, medicaid, and other supplemental benefits)	<b>392.75</b>	<b>33</b>

Township  
Senior  
Services:

FY2017  
River  
Forest  
Resident  
Usage