

# Maturing of Illinois Initiative

## Survey Response Analysis

**PREPARED FOR I4A  
THE ILLINOIS ASSOCIATION OF AREA AGENCIES ON AGING**

By the East Central Illinois Area Agency on Aging  
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## Executive Summary

### Background

The Older Americans Act Amendments of 2006 authorized Area Agencies on Aging to assess the livability of their communities for the aging of the population and present final recommendations to state and local governments. In Illinois, the statewide initiative: “The Maturing of Illinois: Getting Communities on Track for an Aging Population” has been developed to evaluate the preparedness of local communities for older adults including retiring Baby Boomers. During a period of three years, area agencies have worked in collaboration with community planners, service providers and leaders to organize and carry out an assessment of the program and services available for older adults and the general population.

At the state level the Illinois Senate and House of Representatives adopted the following resolution authorizing the Maturing of Illinois Initiative:

- Be it resolved that the Illinois Department on Aging and the 13 Area Agencies on Aging, with the advice of the Illinois Council on Aging, and in collaboration with other departments and offices of State government, advocacy organizations on behalf of older adults, local units of government, and organizations in the private sector shall assess the preparedness of the State of Illinois and counties and communities within the thirteen Planning & Service Areas of Illinois for the aging of the population and shall submit a report with recommendations for the planning and development of livable communities for all ages in Illinois to the Illinois General Assembly and the Office of the Governor, and local officials by January 1, 2011.

Pressing need for this report stems from the fact that the Baby Boomer generation continues to approach retirement age and it is expected that the number of people over age 65 in the United States will reach 71.5 million by the year 2030. According to the National

Association of Area Agencies on Aging, one in every five Americans will have reached 65 or more years of age in communities across the country. In the state of Illinois, the number of people over age 60 is projected to increase by 87% during a period of 30 years.

Communities in Illinois need to respond to the rapid increase in the aging population and address the quality of life for older adults and citizens of all ages.

## **Methodology**

The thirteen Area Agencies on Aging in Illinois, in partnership with the Illinois Department on Aging, have launched a statewide initiative entitled, “The Maturing of Illinois – Getting Communities on Track for an Aging Population.” Area Agencies, in collaboration with citizens, local governments, and organizations, have conducted a comprehensive assessment of selected communities over the past three years, beginning October 2007. The same survey tool was utilized throughout the state in order to assess communities in ten areas:

- *Health & Human Services*
- *Housing*
- *Transportation*
- *Workforce/Economic Development*
- *Land Use*
- *Public Safety*
- *Emergency Preparedness*
- *Recreation*
- *Lifelong Education*
- *Civic Engagement*

Fifty communities in Illinois were selected by Area Agencies on Aging to be a part of this comprehensive assessment process and forty six were able to complete the task.

- *Area 1*
  - **Dixon, Mt. Carroll, Rockford, Oregon**
- *Area 2*
  - **Elgin, Kankakee, Westmont, Lockport, Highwood**
- *Area 3*
  - **Henderson County, City of Rock Island, City of Monmouth**
- *Area 4*
  - **City of Canton, City of Eureka, City of Peoria**
- *Area 5*

- Champaign, Urbana, Bloomington – Normal, Coles County, Danville, Hoopston, Macon
- *Area 6*
  - Schuyler County
- *Area 7*
  - Beardstown, Mason County, Jacksonville, Springfield
- *Area 8*
  - New Baden, Waterloo, Collinsville, Columbia, Edwardsville, Greenville
- *Area 9*
  - Salem, Flora
- *Area 10*
  - Lawrenceville, Carmi
- *Area 11*
  - Cairo, Marion, Carbondale
- *Area 12*
  - Chicago
- *Area 13*
  - Des Plaines, Chicago Heights, Berwyn, Wheeling, Oak Lawn

The goal of the assessment has been to share information and good ideas between communities, to assess the “aging readiness” of selected communities in Illinois, and to open a dialogue on the best ways to create livable communities for all ages.

The I4A community assessment tool was developed based on the research performed in similar projects by AARP, the Michigan Community Toolkit for a Lifetime and the Boston University project “Livable Communities: Taking Steps from Vision to Reality”. The survey tool development included the input of I4A members, and a number of academic advisors who volunteered to assist the area agencies with this project. The I4A community assessment tool was designed with flexibility so that a broad range of methodologies were employed to complete the assessment.

Area Agencies have determined the best assessment approach for the communities that they examined. The basic usage concept was that trained community teams of staff and volunteers employed their own observations, research, focus groups, and interviews with community leaders to help complete the assessment. The survey was meant to be completed by a trained staff or volunteer, and not designed to be distributed publicly. We did not intend to directly survey older persons, except when they elected to participate in a focus group, audience or other type of group. Throughout the process, I4A worked collaboratively to share information and findings, and is working to prepare a final report to submit to the Illinois General Assembly by January 1, 2011.

As a prerequisite for inclusion within this report, responses that were offered by the communities neared a frequency of 20% in order to be included. Varying promising practices were selected as examples of ways in which the communities are responding to their unique challenges. The assessment does not intend to compare or rate individual communities on their preparedness. Our goal was to learn from the sample about promising, challenges and planning to begin the process of preparing Illinois communities for their aging.

Located at the end of this report is an Addendum which includes resources, a glossary, information on specific sectors within communities and a snapshot of some national best and promising practices.

## **A Livable Community:**

- *Utilizes coordinated points of entry to guide older adults to services.*
- *Ensures access to key health and support services.*
- *Provides affordable, appropriate, accessible housing.*
- *Ensures accessible, affordable, reliable, safe transportation.*
- *Adjusts the physical environment for inclusiveness and accessibility.*
- *Provides work, volunteer, and lifelong learning opportunities.*
- *Encourages participation in civic, cultural, social, and recreational activities.*

Within each of these areas, a livable community strives to maximize people's independence, assure safety and security, promote inclusiveness, and provide choice.

While no one community has addressed all of these goals to equal degrees, many counties and local communities have made extraordinary improvements in their livability for senior adults and people with disabilities in one or even several of these areas. Their experiences and achievements can serve as inspiration and provide replicable "best practices," which other communities can emulate as they strive to become more livable.

# Assets & Accomplishments

- *Health and Human Services*

- Statewide*

- **The Illinois Aging Network is developing Coordinated Points of Entry as called for in the Older Adult Services Act (P.A. 093-1031)**
  - The Department on Aging, Area Agencies on Aging, and other partners in the Illinois Aging Network have jointly developed statewide standards for Coordinated Points of Entry.
- **Supportive Living Program**
  - Illinois developed the Supportive Living Program as an alternative to nursing home care for low-income older persons and persons with disabilities under Medicaid. By combining apartment-style housing, with personal care and other services, residents can live independently and take part in decision-making. Personal choice, dignity, privacy and individuality are emphasized. To test the concept of supportive living for Medicaid clients, the Department of Healthcare and Family Services has obtained a “waiver” to allow payment for services that are not routinely covered by Medicaid. These included personal care, homemaking, laundry, medication supervision, social activities, recreation, and 24-hour needs. The resident is responsible for paying the cost of room and board at the facility.
- **East Central Illinois (PSA05) [www.eciaaa.org](http://www.eciaaa.org)**
  - **Medication Management Improvement System (MMIS) Pilot Project** -- Since July 2008, ECIAAA has administered a grant from Carle Foundation Hospital to coordinate the Medication Management Improvement System Pilot Project to prevent medication errors and help older adults manage their medications through mentoring, monitoring, and the use of medication dispensing technology. The project has served 55 Comprehensive Care Coordination clients in Champaign, DeWitt, Douglas and Piatt

Counties. In FY2011, the MMIS Pilot Project will be extended to CCC clients in Vermilion County. *Please see glossary for detail.*

- **Housing**
  - **All areas are utilizing the Circuit Breaker Property Tax Grant Program.**
- **Transportation**
  - *Most areas*
    - **Serviced by either Rural Public Transit, Mass Transit or Dial-a-ride**
    - **Under the People with Disabilities Ride Free program, individuals who have a qualifying disability and meet the income eligibility requirements for Circuit Breaker may be eligible for free rides on all fixed-route regularly scheduled buses, trains and public transit systems.**
- **Lifelong Education**
  - *All over Illinois*
    - **Lifelong learning initiatives** -- are being discussed at the community college level
      - *Community College Presidents Lead Intergenerational Effort*
        - Local discussion goals are to strengthen communication between aging, education and service organizations to maximize the use of resources and engage older adults and younger generations to promote healthy lifestyles and increase graduation rates.
        - Discussions convened by community college presidents in cooperation with aging services directors, local educators, service organizations and community leaders of all ages. The purpose is to gather information about:

- the accomplishments related to increasing graduation rates and promoting healthy lifestyles
  - engaging all generations in the work of the community
  - the leadership and organization of civic engagement efforts between generations
  - the recommendations and examples from local discussions will be included in The Interdependence of Generations Report, as called for in the Senate Resolution 115
- *City of Rock Island* [www.wiaaa.org](http://www.wiaaa.org)
    - **“Living and Learning Series”** – educational program targeted to seniors, caregivers and the general public. This lifelong learning opportunity focuses on topics such as housing and renters rights, end of life and retirement planning, internet use, scrap booking classes, legal matters, storing important documents, home modification, assistive technology, pet therapy, laughing yoga, healthy eating and so much more.

## Challenges and Opportunities

- *Health and Human Services*
  - **Lack of certified geriatricians**
    - By 2030, there will be an estimated 8,000 geriatricians, but the nation will need 36,000, according to the Assn. of Directors of Geriatric Academic Programs.
- *Housing*
  - **Lack of affordable housing**
    - Need affordable senior housing, dementia/Alzheimer’s housing, and grandparent housing.

- Transportation
  - **Lack of assisted transportation to medical appointments, and schedules and information regarding all transportation are difficult to locate and read.**
- Emergency Preparedness
  - **Lack of special needs tracking for emergency purposes**
    - Also there are 13 communities reporting no cooling or warming centers in case of emergency.

## Recommendations

- General
  - **Branding**
    - We recommend that a common brand be utilized statewide. In multiple categories, respondents noted that despite services being available and well advertised, older Illinoisans were unaware of options. This may in fact be due to a lack of branding for these services. It is recommended that a common brand be adopted statewide which effectively brings to mind the mission of the agencies in the Illinois Aging Network and serves as an indicator that a particular service will be reliable and safe for a senior to use.
- Health and Human Services
  - **Enact the Livable Communities Act (S 1619) and fund the Livable Communities provisions in the Older Americans Act.**
    - Advocate for Congressional approval of the Livable Communities Act (S 1619) to make comprehensive planning grants and sustainability challenge grants to states and local units of government.
    - Advocate for federal appropriations to enable Area Agencies on Aging to carry out their mandated role under the Older Americans Act to create multi-year plans for the development of comprehensive,

community-based services which meet the needs of older adults and are in a unique position to expand their support to communities to assess and assist in coordinating with local agencies to address the challenges and opportunities posed by the growing numbers of older adults.

○ **Maintain Healthy Aging Programs**

- We recommend collaborative partnerships and funding at all levels to ensure the long term sustainability of evidence-based health promotion programs authorized under the Older Americans Act and the Affordable Care Act to enable people of all ages to take charge of their health.

○ **Increase Number of Geriatricians**

- There is a definite need to attract and retain certified geriatricians and others in the geriatric field. It has been estimated that next year 78 million baby boomers will turn 65. That is at a rate of one every 10 seconds. The concern is as one reaches this age, the number of medical problems increase.

- ***Additional Information:***

- About two-thirds of the boomers, when they reach 65, will have at least one chronic disease - arthritis, for example.
- When they are over 65, 20 percent of them will have five or more chronic diseases such as arthritis, heart disease, Alzheimer's disease, hearing loss and cancer.
- Many of these people will see about 14 physicians, resulting in about 40 doctor visits each year. These statistics quickly make the point that the health care system will be severely taxed as baby boomers enter their golden years.
- More physicians will be needed. Current physicians must learn more about geriatric care, and there will be a need for more doctors to go in to that specialty.

- It is recommended that the state of Illinois collaborate with public and private universities/community colleges to implement Title V of the Affordable Care Act to assure an adequate high quality work force.
- **Housing**
  - **Collaborate with Local Planners, Community Development Offices, Housing Advocates and Illinois Housing Development Authority**
    - There is already further study being done in multiple locations to quantify the need for affordable housing with supportive services. It is recommended that the Illinois Aging Network collaborate with local planners, community development offices, housing advocates, and the Illinois Housing Development Authority to address the need for housing and supportive services across the state.
    - *We strongly recommend the State of Illinois expand the development of supportive living facilities for persons with dementia and mental illness. Please see glossary for more detail.*
    - *We strongly recommend that local units of government adopt and implement universal design and visitability standards for the construction of new housing and the renovation of existing housing. Please see glossary for more detail.*
- **Transportation**
  - **Focus on Driver Safety Education in Collaboration with AARP**
    - A notable omission from all surveys was discussion of driver safety education and its importance. It is our recommendation due to the pending increase in older drivers that this issue be a priority of the agencies going forward. AARP is currently working to highlight a shared vision to help Illinois seniors maintain their mobility and extend their independence by increasing awareness of and participation in the AARP Driver Safety Program; reducing the possibility of serious crashes, injuries and fatalities; increasing the number of Certified DSP

Volunteer Instructors and increasing the number of host facilities. This is a tested process that has shown measurable effects including the following:

- In the past 30 years, over 12 million participants have taken the course.
  - 82% of class participants felt that the information they learned helped prevent them from getting into a traffic accident.
  - 99% of class participants reported they were likely to recommend AARP DSP to a friend.
  - The cohort of drivers 65+ is expected to grow exponentially (+70%) over the next 20 years.
- This class is now available online at [www.AARPDriverSafety.org](http://www.AARPDriverSafety.org)
- **Workforce/Economic Development**
    - **Community Colleges, Universities, and Local School Districts Work to Promote Job Development and to Serve an Aging Population**
      - It is recommended that community colleges, universities and local school districts work to promote job development to serve an aging population. This serves dual purposes by aiding older Americans with the provision of services they need and by aiding the economy by creating opportunities for employment during a time of recession.
        - The Association for Gerontology in Higher Education (aka AGHE) is the international leader in advancing education on aging and is the only institutional membership organization devoted primarily to gerontology and geriatrics education since 1974. AGHE's mission is two-fold: (1) To advance gerontology and geriatrics education in academic institutions; and (2) To provide leadership and support of gerontology and geriatrics education faculty and students at education

institutions. AGHE is the Educational Unit of [The Gerontological Society of America](http://www.aghe.org/). <http://www.aghe.org/>

- Exponential growth is expected in all service providing industries, and **almost limitless opportunity exists for the development and delivery of new products and services. By most accounts, careers in aging are going to be among the next big things in the 21st Century workplace.** Equal challenge and opportunity exists for students of gerontology, and those academic institutions and other workforce entities that train them for these new careers in aging.

[http://businessandaging.blogspot.com/ecg/101\\_careers\\_in\\_aging/](http://businessandaging.blogspot.com/ecg/101_careers_in_aging/)

- Examples of how older Americans can participate as well: mentors for youth in school and paid or unpaid consultants for business such as the Intergenerational Learning.

- **Land Use**

- **Work with the American Planning Association**

- It is recommended that Agencies work with the American Planning Association by either obtaining free or discounted access to a national database of best practices with regard to zoning and alternative living arrangements or by consulting with APA certified planners.

- **Public Safety**

- Ensure that most sidewalks in the community have adequate lighting, install lighting in alleys, and ensure that most private areas near public sidewalks are well lit.

- **Emergency Preparedness**

- **State and Local Emergency Management Teams and Their Partners Create/Maintain Effective Special Needs Tracking**

- Ensure that special needs' tracking is working effectively in case of an emergency.
- **Recreation**
  - **Build or Maintain Year Round Walking and Fitness Facilities**
    - As a means to assist all Americans, but particularly mature adults with health and wellness, it is recommended that all areas develop year round walking and fitness facilities.
- **Lifelong Education**
  - **Provide Educational Opportunities Most Wanted by Older Illinoisans**
    - Continue to poll older adults in the community to ascertain what types of educational opportunities they would like, i.e. basic computer skills, history, current events, etc.
- **Civic Engagement**
  - **Advocate Intergenerational Activities**
    - Advocate intergenerational activities and their promotion as well as recognition of older adults and their contributions at public meetings or ceremonies to sustain the focus of the Generations Serving Generations 2010 – The Year of the Engaged Older Adult initiative.

# Maturing of Illinois Initiative

## Findings

### Health and Human Services

*The first issue examined as part of the community assessments was the current condition of health and human services being offered. The following questions were posed:*

- Do members of your community have access to an information hotline that provides information on services for older adults?
- Do the members of your community have a directory of services for older persons?
- Do members of your community with limited English proficiency have access to information in other languages?
- How well-publicized are programs that are offered for the older adult population?
- Do members of your community have access to a meals-on-wheels (also known as home delivered meals) program?
- Do members of your community have access to congregate meals (e.g., low cost meals provided at a central location, such as a senior center or restaurant)?
- Is there a reliable source of information about local home care, cleaning services, and maintenance services for older adults?
- How regularly is this information updated?
- Are specialized support groups for older residents and their caregivers available to your community?
- Are there easily accessible opportunities for informal social interaction that would appeal to older residents (e.g., cafés, bookstores) in your community?
- Is there a hotline or other communication system available for your community to help potential volunteers learn about opportunities to volunteer?

- Are there opportunities for residents to learn about and participate in intergenerational programs (e.g., Adopt a Grandparent, volunteer opportunities, opportunities for grandparents raising grandchildren, etc.)?
- Is there a legal services program for older persons available to the community?
- Is a listing of elder law attorneys from the local or state bar association available to the community?
- Is there a senior center, library, or other group in your community offering programs or seminars on legal issues of interest to older populations?
- Is there a hotline available to your community to report abuse or neglect of older individuals?
- Are there any senior centers or community focal points (e.g., a neighborhood facility or organization that provides services for seniors) for seniors living in your community?
- Is/are the Senior Center(s) or community focal point(s) well connected and integrated with community resources? (e.g., receiving fiscal and/or ideological support from the community)
- Is there an ombudsman program (in which ombudsmen advocate on behalf of residents of long term care, assistive living and supportive living facilities) in the community? *Please see glossary for detail.*

*\* Based on the frequency of responses, which as previously mentioned were benchmarked around 20%, the assets, challenges, opportunities and best practices were identified for this and all following categories.*

## **Assets**

- Public is aware of health programs (26.1% or 12 of 46 respondents)

## **Challenges**

- Need public awareness of health programs (45.7% or 21 of 46 respondents)
- Availability of mental health assistance (26.1% or 12 of 46 respondents)

- Availability of geriatric physicians (19.6% or 9 of 46

respondents)

## Opportunities

- Increase visibility and public information regarding available services, including referrals to specialists
- Provide regular information about age related topics in local newspaper
- Develop a local resource guide
- Encourage or partner with existing workgroups to
- coordinate area health and human service providers.
- Expand geriatric services utilizing a nurse and social work team approach

## Promising Practices

- *All Areas*
  - **The American Geriatrics Society (AGS)**
    - not-for-profit organization of over 6,400 health professionals devoted to improving the health, independence and quality of life of all older people. The Society provides leadership to healthcare professionals, policy makers and the public by implementing and advocating for programs in patient care, research, professional and public education, and public policy.
    - Mission is to improve the health, independence and quality of life of all older people and the vision for the future is every older American will receive high quality patient-centered care.  
<http://www.americangeriatrics.org/>
- *Area 5* [www.eciaaa.org](http://www.eciaaa.org)
  - **Strong For Life**

- From August 1, 2006 to July 2010, Decatur Catholic Charities Faith in Action Coordinator trained 75 Strong For Life Coaches who led 406 older adults in this evidence-based strength-building exercise program.
- **Arthritis Exercise**
  - From July, 2008 through June, 2009, Coles County Council on Aging collaborated with the Arthritis Foundation to train 3 instructors for the Arthritis Exercise Program and coordinated 4 classes and enrolled 49 participants at the Life Span Center in Coles County
- **Healthy IDEAS**
  - In July 2010, ECIAAAA received approval from IDPH to administer a federal grant to disseminate the Health IDEAS Program to empower older adults to manage and recover from depression.
- **Medication Management Improvement System (MMIS) Pilot Project**
  - Since July 2008, ECIAAAA has administered a grant from Carle Foundation Hospital to coordinate the Medication Management Improvement System Pilot Project to prevent medication errors and help older adults manage their medications through mentoring, monitoring, and the use of medication dispensing technology. The project has served 55 Comprehensive Care Coordination clients in Champaign, DeWitt, Douglas and Piatt Counties. In FY2011, the MMIS Pilot Project will be extended to CCC clients in Vermilion County. *Please see glossary for detail.*
- **Area 8**
  - **File of Life**

- In 2008 the Area Agency on Aging of Southwestern began a project, FILE OF LIFE, throughout the seven counties in Southwestern Illinois.
  - The FILE OF LIFE card enables medics to obtain a quick medical history when the patient is unable to offer one. The card, which is kept in a red plastic pocket labeled FILE OF LIFE, lists the patient's name, emergency medical contacts, insurance policy and social security numbers, health problems, medications, dosages, allergies, recent surgeries, religion, doctor's name and a health care proxy. The entire pocket is held, with a magnet to the outside of the refrigerator.  
<http://www.folife.org/>
- **Wheeling** [www.ageoptions.org](http://www.ageoptions.org)
  - **Forever Young Adult Day Care**
- **Hoopeston** [www.ageoptions.org](http://www.ageoptions.org)
  - **Hoopeston Regional Health Center Bridgeway Program** -- helps seniors with depression
- **Cairo** [www.egyptianaaa.org](http://www.egyptianaaa.org)
  - **Community Health Center**
- **Canton** [ciaa@ciao.com](mailto:ciaa@ciao.com)
  - **Lunch With Friends** -- a meal served on Sundays at Graham Hospital, and the Senior Center

## Transportation

*The second issue examined as part of the community assessments was the current condition of transportation services being offered. The following questions were posed:*

- Is your community served by a regularly scheduled bus or other public transportation service that picks up passengers at established stops?
- Are stops located within a 10-minute walk of residences in the sections of town with older residents?
- Are the sidewalks that serve transit stops well-maintained?
- Is shade available at most transit stops?
- Does the transit system serve hospitals, clinics, and/or shopping facilities?
- When is the transit service available? (e.g., daily, weekdays only, limited hours, etc.)
- Are transit schedules and route maps easy to read, (e.g., printed high contrast, large print)?
- Are transit schedules readily available in libraries, senior centers, medical facilities, shopping centers, and/or transit stops?
- Is it possible to call the transportation company or agency for route and schedule information? If yes, is this information given by an actual person or recording?
- Is schedule information available for those who have difficulty hearing?
- Is transportation information available in languages other than English? If yes, note what languages and whether this meets the language needs of the community.
- Is it relatively easy to transfer between two buses or other forms of public transportation?
- Does the driver provide information about transfers when you board?
- Are reduced public transportation fares available for older residents?
- Are the transit stops well marked?
- Do most of the transit stops offer shade, seats, and shelter from the weather?
- Is there adequate room for a wheelchair on all public transit options (i.e., buses, trains, etc)?
- Are routes and schedules served by each stop clearly posted?
- Are route and schedule information also available for those with limited sight?
- Are the transit shelters well lighted in the evening?

- Is preferred seating on the vehicles available near the door for those who have difficulty walking or standing?
- Are upcoming stops announced?
- The ADA requires that all fixed-route bus systems must be accessible to those with disabilities. How do those traveling in wheeled mobility devices and other types of mobility devices access vehicles in this system? What accommodations are made for individuals with vision or hearing impairments?
- Does your community have a dial-a-ride service? Does the service allow an individual to accompany an older adult in the vehicle? Who is eligible to use the service? What do riders have to do to participate? What area does the service cover? Does it offer door-to-door service for residents (e.g., passenger are picked up and dropped off curbside)? Does it offer door-through-door service (e.g., passengers are escorted from their front door through the door of their destination)? How far ahead do you need to call for service? Does the dial-a-ride service usually arrive at the appointed pickup time? Does it charge a higher fare than the fare for regular fixed-route buses? What is the normal fare for transit options?

(please indicate all) What is the dial-a-ride service fare? How often do older residents in the community express concerns about the cost of dial-a-ride fares? How often do older residents in the community express concerns about the convenience of dial-a-ride?

- Is taxi service available in the community? Does it serve the whole community? Do older residents express concerns about the cost of the taxi services? Do older residents express concerns about the reliability of taxi services? Is there a taxi voucher program?
- Do local organizations (such as senior centers, churches, or other groups) offer van service to meal sites, doctor's appointments, or special recreational excursions? Is this service well-advertised? Who is eligible for this type of trip?
- Do medical centers offer their own transportation service for dialysis and other regular medical needs?
- Do leisure communities have their own van to take residents shopping, to the doctor, and to cultural activities?
- Is there an organized volunteer driver program in your community?

For what destinations is that program available? Are the destinations constrained due to priority? (i.e., Dr's appt vs. library) To whom is the

volunteer service available? (e.g., everyone over 65, those with disabilities, etc.) How is the volunteer service advertised?

## Assets

- Presence of mass transit (30.4% or 14 of 46 respondents)
- Clear visibility of street signs (19.6% or 9 of 46 respondents)
- Use of Dial a Ride services (17.4% or 8 of 46 respondents)

## Challenges

- Transportation to medical appointments (34.8% or 16 of 46 respondents)
- Need more public transportation (28.3% or 13 of 46 respondents)
- Schedules/information difficult to locate and/or read (21.7% or 10 of 46 respondents)

## Opportunities

- Pursue coordinated transportation program
- Availability of transit schedules should be expanded to include public/non-public facilities as libraries, medical facilities, and shopping centers.
- Encourage transit district to make brochures more readable
- Increase Funding for Rural Mass Transit to expand
- Encourage hospitals/clinics to coordinate subsidized or scholarship-based transportation for qualifying patients

## Promising Practices

- *Most areas*
  - **Dial-A-Ride** -- County wide public transportation

- *Rural areas*
  - **Rural Public Transit**
- *Many areas*
  - **Faith in Action** – programs provide assisted transportation to medical appointments
- *Chicago* [www.cityofchicago.org/aging/](http://www.cityofchicago.org/aging/)
  - **Senior RidesFree** – provides free rides on public transportation for older Illinoisans
- *Chicago Heights* [www.ageoptions.org](http://www.ageoptions.org)
  - **Bloom Township Senior Wheels** -- provides affordable curb to curb transportation service
  - **South Suburban Senior Services** -- provides cross-township transportation services
- *Macon County* [www.eciaaa.org](http://www.eciaaa.org)
  - **Decatur Public Transit System**
  - **Prime Time**
  - **Operation Uplift**
  - **Lakeside Connections**
  - **Subsidized taxi service**
  - **Vans operated by senior living facilities**
- *Mt. Carroll* [www.nwilaaa.org](http://www.nwilaaa.org)
  - **Organized volunteer driver program in the community for Veteran's Assistance Hospitals and clinics**

# Housing

*The third issue examined as part of the community assessments was the current condition of housing being offered. The following questions were posed:*

- Which of the following types of housing are available within your community? Single-family homes? Multifamily homes? (e.g., apartments) Auxiliary/Accessory dwelling units? (e.g., coach houses, “granny” houses) Assisted living facilities? Continuing care retirement communities? (e.g., residential communities that provide a continuum of care for residents as their needs change) Nursing homes? Supportive living facilities? Housing for grandparents raising grandchildren?
- Is affordable housing available in each of these housing types?
- Are affordable housing options located near basic shopping opportunities?
- Are affordable housing options located near a regular transit route?
- Are affordable housing options located near recreational opportunities?
- Do the legal requirements in your community permit shared housing among a group of older residents?
- Does your community permit accessory dwelling units in an area zoned as a single-family district?
- Does your community promote or require “universal design”(e.g., wider doorframe and hallways, fewer stairs, etc.) standards for new housing units?
- When constructing new structures, to what extent is the community incorporating concepts of “universal design”(e.g., wider doorframe and hallways, fewer stairs, etc.)?
- Are there multifamily housing units that are accessible to people with varying or changing physical abilities?
- Are there any special housing complexes or apartment buildings especially designed for older people in your community?
- Do public transit routes serve areas of town that offer accessible and affordable housing?
- Does the land-use plan or zoning ordinance allow multifamily housing to be developed in your community? Are these locations within

walking distance of basic shopping and recreational activities?

- Are you aware of individuals who are unable to find appropriate housing within your community? For example, do affordable, accessible multifamily housing or assisted living facilities have long waiting lists?
- Does your community project future housing needs for various populations based on anticipated changes in your community population?
- What type of housing needs to be developed to meet the future needs of seniors in your community? Is anything happening now to assure the availability of these housing needs in the future?
- Are there older adults in your community that need assistance paying for utilities (i.e., gas, electric, etc.)? Are there programs available to assist older adults who need this assistance?
- Is there a money management program available for seniors? If yes, how well-publicized is the program?
- Does your community offer any property tax reduction programs for older homeowners? If yes, are such programs limited to individuals whose income is below a specific threshold?

What is the threshold? If yes, is this program well publicized? If yes, is the application process easy to complete?

- Do lending agencies in your community offer reverse mortgages to homeowners over age 62?
- Does your community offer a weatherization assistance program? (e.g., a program that helps people install such things as weather stripping, insulation, etc.)
- Does your community offer a financial assistance program for home modifications?
- Does your community offer financial assistance for maintenance and repairs?
- Does your community offer tips on finding appropriate financing through conventional lenders?
- Does your community offer a list of agencies or qualified individuals that specialize in affordable, reliable repairs for older residents?
- Does your community have a program that helps older persons evaluate the need for home repair, modification, weatherization, etc.?
- Does your community have a program to assist with routine or

seasonal home maintenance chores (snow removal, yard work, gutter cleaning)?

- Would most seniors in your community say their housing expenses are manageable?

- Does cost limit the housing options of seniors in your community?

- Are seniors in your community who might need services aware of assistance programs for utilities or other expenses related to housing?

## Assets

- A wide variety of housing options exist in each place, but all are lacking in this area in some way.

## Challenges

- Need affordable senior housing (69.9% or 32 of 46 respondents)
- Need for reliable maintenance providers; ease of home modification (34.8% or 16 of 46 respondents)
- In need of dementia/Alzheimer's housing (23.9% or 11 of 46 respondents)
- In need of grandparent housing (23.9% or 11 of 46 respondents)
- In need of snow and leaf removal and gutter cleaning (19.6% or 9 of 46 respondents)

## Opportunities

- Inform community about housing options and public funds available for housing.
- Expand volunteer-based home modification and weatherization programs
- Investigate potential partnerships with high school construction programs and contractors for minor resident home modifications and repairs
- Publish a directory of home repair agencies in the community that are reliable and affordable
- Increase the availability of affordable assisted living facilities with an emphasis on those with dementia care, shared housing

facilities, single-family senior living centers, and nursing facilities with dementia care.

- Convert some public housing units to seniors only
- Hold a Home Modifications Fair

## Promising Practices

- *All*
  - **Circuit Breaker/Homestead Act** -- Property tax assistance for seniors is available through these programs.
  - **Schuyler** [www.wciagingnetwork.org](http://www.wciagingnetwork.org)
    - **WCIAAA assisted in securing funding** – areas lacking in subsidized housing for seniors were assisted by the local agency in securing funding to build new housing
- *Henderson* [www.wiaaa.org](http://www.wiaaa.org)
  - **Affordable Housing Trust Fund Home Modification Program**
- *Oak Lawn* [www.ageoptions.org](http://www.ageoptions.org)
  - **PLOWS Council on Aging** -- provides Housing Counseling services made possible through the Community Block Grant
- *Des Plaines* [www.ageoptions.org](http://www.ageoptions.org)
  - **Neighbors Helping Neighbors** -- coordinates minor home repair jobs
- *Bloomington Normal* [www.eciaaa.org](http://www.eciaaa.org)
  - **West Bloomington Revitalization Project**
  - **Code Enforcement of Rental Housing** -- in West Bloomington
  - **Grand-Family Housing** --Town of Normal adopted a zoning classification
- *Canton* [ciaa@ciao.com](mailto:ciaa@ciao.com)

- **“Universal design”** -- is promoted (and in some cases required) in Canton and there are multifamily housing units that are accessible to persons with varying or changing physical abilities.
- **Dixon** [www.nwilaaa.org](http://www.nwilaaa.org)
  - **The community offers:** a weatherization assistance program; financial assistance program for home modifications; and financial assistance for maintenance and repairs.
- **Eureka** [ciaa@ciao.com](mailto:ciaa@ciao.com)
  - **“Universal design”** -- is incorporated in the construction of new structures through compliance with the International Building Code
- **Elgin** [info@ageguide.org](mailto:info@ageguide.org)
  - **New Research** -- As a result of the Maturing of Illinois Survey, another survey of senior housing developments was done. Affordable and safe housing options for lower income seniors were the biggest identified needs.
- **Chicago Area** [www.cityofchicago.org/aging/](http://www.cityofchicago.org/aging/)
  - Intentional Villages – starting to spring up in the city are these neighborhoods where individuals can join and receive volunteer services to allow them to age in place. *Please see glossary for more detail.*
- **Rantoul** [www.eciaaa.org](http://www.eciaaa.org)
  - Generations of Hope – innovative residential community where retirees live among children with special needs or from low income families. *Please see glossary for more detail.*

## Lifelong Education

*The fourth issue examined as part of the community assessments was the current condition of lifelong education services being offered. The following questions were posed:*

- Does your community have a public library? If yes, does the library in your community have a program to deliver books to people who are homebound? Is there a bookmobile or remote satellite sites? Does your library offer informational programs on topics of interest to seniors? Does your library offer large print books? Does your library offer books on tape or CD?

- Do the schools in your community offer courses that seniors can participate in at low or no cost?

- Are educational day trips (e.g., trips to historic sites, museums,

## Assets

- Access to local communities college or university (58.7% or 27 of 46 respondents)

## Challenges

- No common issues listed

## Opportunities

- Develop a resource guide of opportunities
- Poll older adults in the community to ascertain what types of educational opportunities they would like,

etc.) available through schools, libraries, or other entities?

- Does your community offer courses for academic credit, through a degree or certificate program? If yes, where are they offered?

- Does your community offer educational sessions that are NOT for academic credit (language courses, computer classes, etc.) through senior centers or other entities?

- Does your community offer U.S. citizenship classes?

- Book delivery to the homebound (19.6% or 9 of 46 respondents)

i.e. basic computer skills, history, current events, etc.

- Consider plan to make education "mobile" for those who cannot access the public library; consider "satellite" branches approaching

churches or businesses to host

these sites.

## Promising Practices

- *Statewide*
  - **Community College Presidents Lead Intergenerational Effort**
    - Local discussion goals are to strengthen communication between aging, education and service organizations to maximize the use of resources and engage older adults and younger generations to promote healthy lifestyles and increase graduation rates.
  - Discussions convened by community college presidents in cooperation with aging services directors, local educators, service organizations and community leaders of all ages. The purpose is to gather information about:
    - the accomplishments related to increasing graduation rates and promoting healthy lifestyles
    - engaging all generations in the work of the community
    - the leadership and organization of civic engagement efforts between generations
    - the recommendations and examples from local discussions will be included in The Interdependence of Generations Report, as called for in the Senate Resolution 115
- *Evanston, Peoria, & Champaign*
  - **Osher Lifelong Learning Institutes** – part of a national network for lifelong learning made up of a member led community of peers. It provides its members with a number of special perks and offers them exciting courses, a wellness program, and educational trips, as well as

small group discussion opportunities, a meeting place and special events. *Please see glossary for further detail.*

- **City of Rock Island** [www.wiaaa.org](http://www.wiaaa.org)
  - **“Living and Learning Series”** – educational program targeted to seniors, caregivers and the general public. This lifelong learning opportunity focuses on topics such as housing and renters rights, end of life and retirement planning, internet use, scrap booking classes, legal matters, storing important documents, home modification, assistive technology, pet therapy, laughing yoga, healthy eating and so much more.
  - **Augustana College** – offers educational programs and hosts Senior Olympic events
- **Bloomington Normal** [www.eciaaa.org](http://www.eciaaa.org)
  - **McLean County Committee for the Year of the Engaged Older Adult**
  - **Over 50 Focus Groups** -- Heartland College conducted these on September 11, 2010 to identify opportunities for life-long learning for persons 50-59, 60-69, and 70+
  - **ISU Academy of Seniors**
  - **ISU Mornings with the Professors**
  - **Heartland College Lifelong Learning Programs**
- **Coles County** [www.eciaaa.org](http://www.eciaaa.org)
  - **Lakeland College and Eastern Illinois University** -- the college and university provide tuition wavers to seniors 65+
- **City of Urbana** [www.eciaaa.org](http://www.eciaaa.org)
  - **Parkland College and University of Illinois** -- offer courses for older adults at low or no cost

# Workforce/Economic Development

*The fifth issue examined as part of the community assessments was the current condition of workforce and economic development services being offered. The following questions were posed:*

- Does your community have grocery stores within a safe, convenient walking distance (¼ mile) of clusters of older adult residences? If not, note ways in which older residents can access grocery stores (e.g., transportation options, delivery service, etc.)
- Does your community have a large supermarket or retail store? If your community has a large supermarket or retail store, does it provide wheeled mobility aids to help shoppers? If your community has a large supermarket or retail store, are there personal assistants available to help seniors to shop? If your community has a large supermarket or retail store, do the stores have clear, legible signs in high-contrast lettering, indicating the location of key grocery items? Is it at all possible to read the prices of items?
  - Do grocery stores in the area offer home delivery service?
  - Do drugstores or pharmacies in the area offer home delivery service?
  - Are other shops (e.g., convenience stores, etc.) located within walking distance of clusters of older adult residences? If so, please describe the type of shops.
- Are the stores in your community laid out in such a way that older residents can easily find and reach what they need? If not, please indicate where there is room for improvement.
- Are there wide aisles in the stores that are ADA compliant?
- Is there a sidewalk and a safe crossing between residences and shops? Note whether the sidewalk is in good repair, whether traffic signals allow enough time for pedestrians to cross the street, and whether the crosswalks are well marked.
- Is there a public transportation connection between residential areas and shops?
- Is public transportation to stores available at times that are convenient to older residents?
- Does your community's zoning code permit mixed-use

development? (e.g., businesses in walking distance of residences)

- If so, are there mixed-use developments with shops and a mix of residential units that might appeal to older residents?
- Are there active community efforts to encourage replacement of, or building of a new grocery and other retail stores by redeveloping vacant properties near clusters of residences of older adults?
- What additional types of stores do you think older residents need the most?
- How many of the businesses in your community have lightweight, power assist doors? Push-plate entrances?
- How many large stores in your community have sitting areas located throughout the store where seniors can rest while shopping?
- How many businesses in your community train their employees in providing service to seniors?
- How many buildings in the community have business names prominently displayed?

- Do most businesses in the community have access to restrooms? Adequate parking, within a reasonable distance to the business? Good lighting and sidewalks separate from the parking area? Store directories at the entrance?

- Do seniors who desire employment find elder friendly employers in the community? (e.g., employers who are willing to employ older residents)

- Is there an employment placement service with skill in placing seniors within 30 minutes of most their homes? If yes, how well-publicized is this service?

- Is there is a plan to ensure a reliable workforce to meet the needs of local residents?

- Is there a SCORE (Service Corps of Retired Executives) program in the community? *Please see glossary for detail.*

- Is there a Senior Community Service Employment Program (SCSEP) in the community? *Please see glossary for detail.*

- Do community businesses hire older adults?

- Please list any other services available to older adults seeking

employment (i.e., Illinois Employment and Training Center, resume

workshops, etc).

## Assets

- Using the SCEP/SCORE programs (32.6% or 15 of 46 respondents) *Please see glossary for detail.*
- Easy access to shopping (45.7% or 21 of 46 respondents)
- Plenty of senior employment opportunities (39.1% or 18 of 46 respondents)
- Pharmacy/grocery delivery available (19.6% or 9 of 46 respondents)

## Challenges

- In need of access to shopping (39.1% or 18 of 46 respondents)
- Lack of senior employment opportunities (39.1% or 18 of 46 respondents)
- Lack of places to sit and rest while shopping (21.7% or 10 of 46 respondents)
- No pharmacy or grocery delivery available (19.6% or 9 of 46 respondents)

## Opportunities

- More visibility of senior employment services and opportunities
- Encourage stores to aim to be more "senior friendly"
- Encourage grocery and pharmacy delivery
- Increase mixed retail
- Advocate for sitting areas in stores/businesses serving persons with varying abilities

## Promising Practices

- *Berwyn* [www.ageoptions.org](http://www.ageoptions.org)

- **AgeOptions** -- coordinates Senior Community Service Employment Program
- **Bloomington Normal** [www.eciaaa.org](http://www.eciaaa.org)
  - **Senior Community Service Employment Program** -- sponsored by ECIAAA and Experience Works
  - **Workforce Investment Board 16**
  - **Illinois Worknet Center in Bloomington**
  - **McLean County Economic Development Council**
  - **Downtown Bloomington Association**
  - **McLean County Chamber of Commerce**
  - **Development of Uptown Normal**
- **Chicago** [www.cityofchicago.org/aging/](http://www.cityofchicago.org/aging/)
  - **Chicago Department of Family and Support Services** -- administers programs such as the foster grandparents program, the senior companion program, and senior community service which afford elderly residents the opportunity to pursue fulfilling careers
- **Wheeling** [www.ageoptions.org](http://www.ageoptions.org)
  - **Wheeling Township**
  - **National Able**
  - **Harper College**
- **Danville** [www.eciaaa.org](http://www.eciaaa.org)
  - **Vermilion Advantage**
  - **Workforce Investment Board #18**
  - **Danville workNet Center**
  - **Senior Community Service Employment Program** -- sponsored by ECIAAA and Experience Works

# Land Use

*The sixth issue examined as part of the community assessments was the current condition of land use services being offered. The following questions were posed:*

- Does the community have a master plan identifying valued natural resources including natural areas, woodlands, abandoned rail and utility corridors, river or pond access and wetlands? If not, what does the community do to secure the above types of natural resources?

- Does the community have a plan or other mechanism to protect or create linkages between greenways, open spaces, and outdoor recreation areas?

- Does the community have an inventory of parks, recreation and sports opportunities that has been compiled for the community? If yes, is it available to the public? If yes, is the inventory available on-line to provide 24-hour access?

- Are tax dollars allocated for parks, recreation facilities and recreation activities in the current operating budget?

- Does the community have zoning ordinances or other methods that

restrict the housing options available to seniors (e.g., no accessory apartments, restrict building density, restrict in-fill development, etc.)? If yes, list the types of housing restrictions (e.g.: no accessory apartments, restrict building density, restrict in-fill development.)

- Do community regulations (e.g. municipal codes, ordinances, and association bylaws) restrict or prevent housing modifications to accommodate changing physical, mobility and safety needs?

- Do community regulations allow unrelated persons to live together in the same unit? Specify a minimum dwelling unit size or minimum square footage per resident? Specify construction of wheelchair ramps?

- For new construction or home modifications, do community regulations require or promote doorway size of at least 32" wide with swing clear hinges? Require or promote location of electrical outlets 18" – 48" above the floor? Require or promote hallway widths of at least 42"?

- Do community regulations permit mixed land use (e.g., retail establishments and community services being placed within walking distance of residential areas)?

- Do community regulations permit cluster zoning (e.g., developers can design neighborhoods that group houses closer together as long as a portion of the development is preserved as open space)?

- Do community regulations promote energy efficiency standards in all new building and remodeling?

- 1. There are sidewalks throughout \_\_\_\_\_ of the community.

- If sidewalks exist, how well-maintained are the sidewalks? (Surfaces should be flat with only minor cracks and minimal separation between slabs.)

- If sidewalks exist, how many of the sidewalks are obstructed by bushes or overhanging tree branches?

- If sidewalks exist, how many of the sidewalks are wide enough for at least two people to walk together? (A minimum width of 4 feet is needed for two people to walk together.)

- If sidewalks exist, are there other problems or factors that affect use

of the sidewalks? (e.g., animal waste, bicyclists, skateboarders, etc.)

- If sidewalks exist, along how much of the sidewalks are there resting places (benches, low walls, shaded places) for pedestrians? Are there enough resting places? Are resting places shaded adequately from the sun?

- How many pedestrian crossings have traffic signals (e.g., stop signs, street lights, etc)?

- If traffic signals exist, how many of the traffic signals provide adequate time for pedestrians to cross the street without feeling rushed?

- Please note the location of any signals that do not provide adequate time for crossing.

- If signals exist, how many of the signals have push-to-walk buttons to help stop traffic on a busy street?

- Do any long streets without intersections have midblock crosswalks?

- How well-marked are pedestrian crosswalks? ("Well-marked" could include striping, signage for pedestrians and vehicles, caution lights.)

- Fill in the blank: \_\_\_\_\_ crosswalks have curb-cuts to provide a

transition from the sidewalk to the roadway.

- If curb-cuts exist, how many of the curb cuts are textured to alert persons with visual impairments that they are about to enter the street?

- Does signage for pedestrians provide clear information? (e.g., identifying landmarks, bike trails, etc.)

- Does the community have a regulation requiring snow removal from streets and walkways? (Your local public works department or city/county manager's office should have this information.)

- Does the community have a program to help older persons clear snow from the area in front of their home?

## Assets

- Flexible zoning laws (32.6% or 15 of 46 respondents)

## Challenges

- In need of more benches and resting areas (26.1% or 12 of 46 respondents)

## Opportunities

- Promote changes to dwelling requirements to allow for granny flats
- Investigate the extent to which zoning ordinances restrict housing options available to seniors, such as by regulating building density.
- Appeal to church, business, school groups to consider "hosting" benches along walkways throughout the city
- Promote mixed-use re-developments where possible

## Promising Practices

- *Bloomington Normal* [www.eciaaa.org](http://www.eciaaa.org)
  - **McLean County Regional Planning Commission**
  - **City of Bloomington Planning Commission**

- **Town of Normal Planning Commission**
- **Chicago** [www.cityofchicago.org/aging/](http://www.cityofchicago.org/aging/)
  - **Some zoning enhances housing options for seniors** -- such as Adult Family Care Home Zoning, Nursing Home/ Assisted Living/Supportive Housing Zoning, etc.
- **Jacksonville** [www.aginglinc.org](http://www.aginglinc.org)
  - **No zoning restrictions on housing options**
  - **Natural resources master plan in place**
- **Peoria** [ciao@ciao.com](mailto:ciao@ciao.com)
  - **Flexible Zoning** --Building density codes and ordinances allow up to three unrelated people in the same unit, specify a minimum dwelling unit size or square footage per resident, and permit handicap ramp construction.
  - **New construction and home modification requirements** -- enhance accessibility by requiring door widths, electrical outlet location, and hallway widths that accommodate wheelchairs.
  - **Regulations also permit mixed land usage and cluster zoning and promote energy efficiency standards in new buildings and remodeling.**
- **Westmont** [info@ageguide.org](mailto:info@ageguide.org)
  - **Pedestrian friendly amenities** -- such as benches and mid-block pedestrian cross points
- **Elgin** [info@ageguide.org](mailto:info@ageguide.org)
  - **Sustainable Communities project** -- a number of objectives and sub-committees that overlap with the Livable Communities concept.

## Public Safety

*The seventh issue examined as part of the community assessments was the current condition of public safety. The following questions were posed:*

- How many of the streets in your community have adequate street lighting?
- How many of the sidewalks in your community are adequately lighted at night?
- If your neighborhood has alleys, how many of them are well lighted?
- Are public areas well lighted?
- Are private areas (e.g., yards near public sidewalks) well lighted?
- Do residents feel comfortable speaking to each other about public safety concerns?
- Are there areas with overgrown vegetation and limited lighting along the sidewalks where someone could hide or where pedestrians would feel unsafe?
- Are there locations in your neighborhood where a pedestrian would be isolated and out of the earshot of other residents? (Consider how this answer might be different during the day and during the evening/nighttime)
- Are there areas along a pedestrian route that might become locations for entrapment (small, confined areas adjacent to a pedestrian route that are shielded on three sides, such as walls around dumpsters or insets or bumpouts in buildings)?
  - Do you see routes that criminals could use to escape easily from your community onto a major street?
  - Are there call boxes that are well marked in case of emergency?
  - Do police patrol the area routinely?
  - Is there a Neighborhood Watch program available to your residents with active assistance in setting it up and maintaining it?
  - If yes, are there signs identifying the area as one with a Neighborhood Watch program?
  - Are there regular cases of scams affecting seniors, such as mail fraud and phone scams? If yes, are community notifications issued urging residents to be protective and vigilant?
  - Are there locations in your neighborhood that are not properly maintained?

## Assets

- Presence of neighborhood watch (28.3% or 13 of 46 respondents)
- No areas for entrapment (21.7% or 10 of 46 respondents)

## Challenges

- Lighting is insufficient (45.6% or 21 of 46 respondents)

## Opportunities

- Educate the public about identity theft
- Add call boxes
- Investigate free cell phones for seniors
- Encourage police to publicize scams
- Ensure that most sidewalks in the community have adequate lighting, install lighting in alleys, ensure that most private areas near public sidewalks are well lit

## Promising Practices

- *Danville* [www.eciaaa.org](http://www.eciaaa.org)
  - Vermilion County Sheriff's Dept.
  - City of Danville's Police Department
  - CRIS Healthy Aging Center – the elder abuse provider
- *City of Champaign* [www.eciaaa.org](http://www.eciaaa.org)
  - University of Illinois Police Department
  - Champaign County Sheriffs Office
  - Family Service elder abuse provider agency
- *Des Plaines* [www.ageoptions.org](http://www.ageoptions.org)
  - Police Department's Senior Citizen Police Academy

- **Police Department's Crime Free Housing Program**
- **Oak Lawn** [www.ageoptions.org](http://www.ageoptions.org)
  - **Oak Lawn police has an Elderly Service Officer (ESO)** -- dedicated to senior issues, including community education and investigations into scams
  - **Village email/website posts and informs residents of any major public safety issues**
- **Edwardsville** [www.answeronaging.com](http://www.answeronaging.com)
  - **The City has an Elder Service Officer.**
- **Bloomington Normal** [www.eciaaa.org](http://www.eciaaa.org)
  - **City of Bloomington Police Department**
  - **Town of Normal Police Department**
  - **McLean County Sheriff's Office**
  - **PATH Elder Abuse Provider Agency**
- **Monmouth** [www.wiaaa.org](http://www.wiaaa.org)
  - **Active Citizen Corps Council**

## Emergency Preparedness

*The eighth issue examined as part of the community assessments was the current condition of emergency preparedness. The following questions were posed:*

- |   |  |
|---|--|
| ● Is cell phone coverage available in all parts of the community? | ● Is cable television available in all parts of the community?     |
| ● Are cell phones provided at low or no cost for older adults?    | ● Is satellite television available in all parts of the community? |

- Is high-speed Internet access available in all parts of the community?

- Does the community have a web site, where important community information is posted?

- Is Public Wireless Internet access (WiFi or WiMAX) available throughout the community?

- Does the community have access to a home delivered meals program (e.g., “Meals on Wheels”)? If yes, does the home delivered meals program provide additional meals in case of emergencies?

- Does the community have access to a directory of services available to seniors in need? If yes, how is this directory accessed?

- Does the community have or promote a central phone number that people can call when they need assistance but don’t know where to turn (e.g., 2-1-1)? Is the number answered 24 hours a day/7 days a week? Is the number promoted throughout the community? Is there a process for follow-up with people who call to make sure they got connected with the appropriate group or organization? If no, is this something that your community is planning or interested in?

- Does the utility company (or companies) serving your community have a program to notify a third party in case of impending utility shut-off?

- Does your community have a system to notify residents of emergencies by telephone (e.g., Reverse 911)?

- Does the community have a process for providing residents with assistance with basic needs (e.g., food, shelter, basic care) in emergency situations?

- Does the community notify older adults of weather emergencies (e.g., extreme heat or cold, snow storms, tornados, etc)? If yes, how are residents notified of weather emergencies?

- Are there long term care facilities (such as nursing homes, group homes, etc.) in the community? If yes, do the long term care facilities have evacuation and safety plans? If yes, are these plans communicated to first responders, medical facilities, etc?

- Does the community keep track of individuals who would require special assistance during an emergency? (e.g., homebound or handicapped persons, etc.) If yes, how is this information collected and tracked?

- If your community maintains a registry of individuals who would require special assistance, or a list of service providers who serve such populations, how often is this information updated?
- Does the community have an emergency preparedness plan (to be followed in the event of acts of war or terrorism, forces of nature, etc.)? If yes, how is the plan communicated to members of the community? Are special

needs populations considered in this plan?

- Does the community have structures or vehicles to be used as cooling centers? Warming centers? Fallout shelters? Emergency shelters? Evacuation vehicles?
- If yes to any of the above, how many of these structures ADA accessible?

## Assets

- Most communities are well prepared to respond to emergencies (71.7% or 33 of 46 respondents)

## Challenges

- Lack of special needs tracking for emergency purposes (39.1% or 18 of 46 respondents)
- No cooling or warming centers available (28.3% or 13 of 46 respondents)

## Opportunities

- No common opportunities listed

## Promising Practices

- *Chicago* [www.cityofchicago.org/aging/](http://www.cityofchicago.org/aging/)
  - **Free Cell Phones** -- Cell phones are available through the Medicaid Program for seniors, as well as free 911 only cell phones are available for seniors who do not qualify for the Medicaid Program

- **Lockport** [info@ageguide.org](mailto:info@ageguide.org)
  - **Reverse 911** -- calling system
  - **Cooling and warming centers established**
  - **Salvation Army and Red Cross** -- agreed to provide meals in the case of an emergency
- **City of Rock Island** [www.wiaaa.org](http://www.wiaaa.org)
  - **Rock Island County Senior Center** -- provides “shelf staple” meals for emergency situations and maintains their own directory of homebound seniors
- **Berwyn** [www.ageoptions.org](http://www.ageoptions.org)
  - **Fire Department** -- promotes individual preparedness and has “File of Life” with medical information and contacts for refrigerators
- **Flora** [www.midlandaaa.org](http://www.midlandaaa.org)
  - **Clay County Local Emergency Planning Committee** -- coordinates with all social service and medical organizations
- **Elgin** [info@ageguide.org](mailto:info@ageguide.org)
  - **The City of Elgin** -- is actively investigating a 311 system. The work group is also looking into 211 System options.

## Recreation

*The ninth issue examined as part of the community assessments was the current condition of recreation services offered. The following questions were posed:*

- Does the community have a master plan identifying valued natural resources including natural areas, woodlands, abandoned rail and utility corridors, river or pond access and wetlands?

- Does the community have a plan or other mechanism to protect or create linkages between greenways, open spaces, and outdoor recreation areas?

- Does the community have an inventory of parks, recreation and sports opportunities that has been compiled for the community?

- Are tax dollars allocated for parks, recreation facilities and recreation activities in the current operating budget?

- Which activities or amenities are available and open to the public in your community or within 30 minutes of your community?

- Does the community have zoning ordinances or other methods that restrict the housing options available to seniors (e.g., no accessory apartments, restrict building density, restrict in-fill development, etc.)?

- Do community regulations (e.g. municipal codes, ordinances, and association bylaws) restrict or prevent housing modifications to accommodate changing physical, mobility and safety needs?

- Do community regulations allow unrelated persons to live together in the same unit? Specify a minimum dwelling unit size or minimum square footage per resident? Specify construction of wheelchair ramps?

- For new construction or home modifications, do community regulations require or promote doorway size of at least 32” wide with swing clear hinges? Require or promote location of electrical outlets 18” – 48” above the floor? Require or promote hallway widths of at least 42”?

- Do community regulations permit mixed land use (e.g., retail establishments and community services being placed within walking distance of residential areas)?

- Do community regulations permit cluster zoning (e.g., developers can design neighborhoods that group houses closer together as long as a portion of the development is preserved as open space)?

- Do community regulations promote energy efficiency standards in all new building and remodeling?

- There are sidewalks throughout \_\_\_\_\_ of the community.

- If sidewalks exist, how well-maintained are the sidewalks? (Surfaces should be flat with only minor cracks and minimal separation between slabs.)

- If sidewalks exist, how many of the sidewalks are obstructed by bushes or overhanging tree branches?

- If sidewalks exist, how many of the sidewalks are wide enough for at least two people to walk together? (A minimum width of 4 feet is needed for two people to walk together.)

- If sidewalks exist, are there other problems or factors that affect use of the sidewalks? (e.g., animal waste, bicyclists, skateboarders, etc.)

- If sidewalks exist, along how much of the sidewalks are there resting places (benches, low walls, shaded places) for pedestrians? Are there enough resting places? Are resting places shaded adequately from the sun?

- How many pedestrian crossings have traffic signals (e.g., stop signs, street lights, etc)?

- If traffic signals exist, how many of the traffic signals provide adequate time for pedestrians to cross the street without feeling rushed?

- If signals exist, how many of the signals have push-to-walk buttons to help stop traffic on a busy street?

- Do any long streets without intersections have midblock crosswalks?

- How well-marked are pedestrian crosswalks? ("Well-marked" could include striping, signage for pedestrians and vehicles, caution lights.)

- If curb-cuts exist, how many of the curb cuts are textured to alert persons with visual impairments that they are about to enter the street?

- Does signage for pedestrians provide clear information? (e.g., identifying landmarks, bike trails, etc.)

- Does the community have a regulation requiring snow removal from streets and walkways? (Your local public works department or city/county manager's office should have this information.)

- Does the community have a program to help older persons clear snow from the area in front of their home?

## Assets

- No common assets listed

## Challenges

- Lack of pool access (30.4% or 14 of 46 respondents)

- Lack of benches on walking trails (23.9% or 11 of 46 respondents)

## Opportunities

- Consider possible need for bike trails
- Encourage use of recreation facilities; emphasize importance of healthy lifestyle choices
- Locate area where indoor walking could be encouraged
- Add seating along trails & improve restroom availability
- Construct an handicapped picnic area
- Meet with parks department to determine what can be done to ensure seniors and the disabled can experience the state and city parks despite their challenges

## Promising Practices

- *Des Plaines* [www.ageoptions.org](http://www.ageoptions.org)
  - **Frisbie Senior Center** -- a National Model provides wide range of social, recreational, and educational programs
- *Oak Lawn* [www.ageoptions.org](http://www.ageoptions.org)
  - **Senior Center** -- offers pinochle, bridge, exercise classes, line dancing, monthly boxed lunches with education programs, and senior trips to the movies on Tuesdays
- *Chicago* [www.cityofchicago.org/aging/](http://www.cityofchicago.org/aging/)
  - **Chicago Park District** -- offers 372 classes and programs for seniors from Aqua aerobics to Woodcarving to Yoga.
- *Elgin* [info@ageguide.org](mailto:info@ageguide.org)
  - **Pedestrian friendly downtown**
  - **67 parks**

- \$12 million parks and recreation budget
- **Kankakee** [info@ageguide.org](mailto:info@ageguide.org)
  - **City has bike and pedestrian trails**
- **New Baden** [www.answeronaging.com](http://www.answeronaging.com)
  - **The Village hired a new Parks and Recreation Director**
- **Oregon** [www.nwilaaa.org](http://www.nwilaaa.org)
  - **The community has a master plan** -- identifying valued natural resources including: natural areas, woodlands, abandoned rail and utility corridors, river or pond access, and wetlands
  - **The community has a plan** -- to protect or create linkages between greenways, open spaces, and outdoor recreation areas

## Civic Engagement

*The tenth and final issue examined as part of the community assessments was the current condition of civic engagement. The following questions were posed:*

- Is there a program available to help seniors identify volunteer opportunities?
- Do a range of opportunities exist for seniors who want to volunteer?
- Would seniors say they feel welcome and are encouraged to attend community meetings?
- Are older persons' contributions regularly recognized in publications (e.g., newspapers, newsletters, etc.)
- Are older persons' contributions regularly recognized at public meetings?
- Are exceptional contributions by seniors recognized with awards and/or public ceremonies?
- Are seniors represented on most public community boards and committees?
- Is there a central information source, (e.g., hotline, website, etc.) available for your community to help potential volunteers learn about opportunities to volunteer?

- Are there opportunities available to the community to learn about and participate in

intergenerational programs (e.g., Adopt a Grandparent, volunteer opportunities, etc.)?

## Assets

- Volunteer opportunities are well known (56.5% or 26 of 46 respondents)
- Senior represented on community boards and committees (21.7% or 10 of 46 respondents)

## Challenges

- Volunteer opportunities are not well known (23.9% or 11 of 46 respondents)

## Opportunities

- Develop more opportunities and encourage older adults to engage with the community
- Publicize senior volunteer opportunities
- Develop a relationship with local schools
- Advocate intergenerational activities and their promotion as well as recognition of older adults and their contributions at public meetings or ceremonies.
- Engage retiring Baby Boomers through specifically targeted volunteer opportunities

## Promising Practices

- *City of Rock Island* [www.wiaaa.org](http://www.wiaaa.org)
  - **Retired and Senior Volunteer Program (RSVP)** – hosted at the WIAAA office in Rock Island and the Senior Center in Monmouth. It is a good partnership that reaches out to persons who are interested in civic engagement. The program provides a unique match of needs and resources in our communities, enabling people 55 years of age or older

to provide services in their communities, touch lives, remain active and engage in meaningful and enjoyable activities. Volunteers can contribute some of their life experience and skills to help strengthen their communities.

- **Danville** [www.eciaaa.org](http://www.eciaaa.org)
  - **Vermilion Valley Pride Initiative** -- to encourage civic education, life long education and economic development for resident of all ages
- **Chicago** [www.cityofchicago.org/aging/](http://www.cityofchicago.org/aging/)
  - **VolunteerChicago** -- program sponsored by the City of Chicago available to help seniors identify volunteer opportunities.
- **Salem** [www.midlandaa.org](http://www.midlandaa.org)
  - **Volunteer opportunities through churches and hospital**
- **Rockford** [www.nwilaaa.org](http://www.nwilaaa.org)
  - **Program available at the senior center** --to help seniors identify volunteer opportunities
  - **Seniors are encouraged to attend community meetings**
  - **Senior accomplishments are regularly recognized in local newspapers**
  - **Seniors are represented on most public community boards and committees such as the:** library; YMCA; Rotary; Hospice; and school board
  - **There is a central information source** (e.g., hotline, website, etc.) -- available for the community to help potential volunteers learn about opportunities, there are opportunities available to the community to learn about and participate in intergenerational programs (e.g. Adopt a Grandparent, volunteer opportunities, etc.).

# Recommendations

- General
  - **Branding**
    - We recommend that a common brand be utilized statewide. In multiple categories, respondents notated that despite services being available and well advertised, older Illinoisans were unaware of options. This may in fact be due to a lack of branding for these services. It is recommended that a common brand be adopted statewide which effectively brings to mind the mission of the agencies in the Illinois Aging Network and serves as an indicator that a particular service will be reliable and safe for a senior to use.
- Health and Human Services
  - **Enact the Livable Communities provision of the Older Americans Act.**
    - Agencies have a mandated role under the OAA to create multi-year plans for the development of comprehensive, community-based services which meet the needs of older adults and are in a unique position to expand their support to communities to assess and assist in coordinating with local agencies to address the challenges and opportunities posed by the growing numbers of older adults.
  - **Maintain Healthy Aging Programs**
    - It is recommended that federal, state, local and private support are provided as we look to long term sustainability of evidence based Healthy Aging Programs which are a part of the Affordable Care Act.
  - **Increase Number of Geriatricians**
    - There is a definite need to attract and retain certified geriatricians and others in the geriatric field. It has been estimated that next year 78 million baby boomers will turn 65. That is at a rate of one every 10

seconds. The concern is as one reaches this age, the number of medical problems increase.

- ***Additional Information:***
- About two-thirds of the boomers, when they reach 65, will have at least one chronic disease - arthritis, for example.
- When they are over 65, 20 percent of them will have five or more chronic diseases such as arthritis, heart disease, Alzheimer's disease, hearing loss and cancer.
- Many of these people will see about 14 physicians, resulting in about 40 doctor visits each year. These statistics quickly make the point that the health care system will be severely taxed as baby boomers enter their golden years.
- More physicians will be needed. Current physicians must learn more about geriatric care, and there will be a need for more doctors to go in to that specialty.
- It is recommended that the state of Illinois collaborate with public and private universities/community colleges to implement Title V of the Affordable Care Act to assure an adequate high quality work force.
- **Housing**
  - **Collaborate with Local Planners, Community Development Offices, Housing Advocates and Illinois Housing Development Authority**
    - There is already further study being done in multiple locations to quantify the need for affordable housing with supportive services. It is recommended that the Illinois Aging Network collaborate with local planners, community development offices, housing advocates, and the Illinois Housing Development Authority to address the need for housing and supportive services across the state.

- *It is also strongly recommended that further development of supportive living facilities for person with dementia and mental illness be a priority. Please see glossary for more detail.*
- *It is also strongly recommended for existing and new construction to require the use of Universal Design and Visitability. Please see glossary for more detail.*

- **Transportation**

- **Focus on Driver Safety Education in Collaboration with AARP**

- A notable omission from all surveys was discussion of driver safety education and its importance. It is our recommendation due to the pending increase in older drivers that this issue be a priority of the agencies going forward. AARP is currently working to highlight a shared vision to help Illinois seniors maintain their mobility and extend their independence by increasing awareness of and participation in the AARP Driver Safety Program; reducing the possibility of serious crashes, injuries and fatalities; increasing the number of Certified DSP Volunteer Instructors and increasing the number of host facilities. This is a tested process that has shown measurable effects including the following:

- In the past 30 years, over 12 million participants have taken the course.
- 82% of class participants felt that the information they learned helped prevent them from getting into a traffic accident.
- 99% of class participants reported they were likely to recommend AARP DSP to a friend.
- The cohort of drivers 65+ is expected to grow exponentially (+70%) over the next 20 years.

- This class is now available online at [www.AARPDriverSafety.org](http://www.AARPDriverSafety.org)

- **Workforce/Economic Development**

- **Community Colleges, Universities, and Local School Districts Work to Promote Job Development and to Serve an Aging Population**

- It is recommended that community colleges, universities and local school districts work to promote job development to serve an aging population. This serves dual purposes by aiding older Americans with the provision of services they need and by aiding the economy by creating opportunities for employment during a time of recession.
- Examples of careers in this area: geriatric care managers, therapists, registered nurses, certified fitness professionals, insurance providers/counselors
- Examples of how older Americans can participate as well: mentors for youth in school and paid or unpaid consultants for business such as the Intergenerational Learning.

- **Land Use**

- **Work with the American Planning Association**

- It is recommended that Agencies work with the American Planning Association by either obtaining free or discounted access to a national database of best practices with regard to zoning and alternative living arrangements or by consulting with APA certified planners.

- **Public Safety**

- Ensure that most sidewalks in the community have adequate lighting, install lighting in alleys, and ensure that most private areas near public sidewalks are well lit.

- **Emergency Preparedness**

- **State and Local Emergency Management Teams and Their Partners Create/Maintain Effective Special Needs Tracking**

- Ensure that special needs' tracking is working effectively in case of an emergency.

- **Recreation**
  - **Build or Maintain Year Round Walking and Fitness Facilities**
    - As a means to assist all Americans, but particularly mature adults with health and wellness, it is recommended that all areas develop year round walking and fitness facilities.
- **Lifelong Education**
  - **Provide Educational Opportunities Most Wanted by Older Illinoisans**
    - Continue to poll older adults in the community to ascertain what types of educational opportunities they would like, i.e. basic computer skills, history, current events, etc.
- **Civic Engagement**
  - **Advocate Intergenerational Activities**
    - Advocate intergenerational activities and their promotion as well as recognition of older adults and their contributions at public meetings or ceremonies to sustain the focus of the Generations Serving Generations 2010 – The Year of the Engaged Older Adult initiative.

# Addendum

## *Resources*

- ❖ Northwestern Illinois Area Agency on Aging
  - [www.nwilaaa.org](http://www.nwilaaa.org)
- ❖ Northeastern Illinois Area Agency on Aging
  - [info@ageguide.org](mailto:info@ageguide.org)
- ❖ Western Illinois Area Agency on Aging
  - [www.wiaaa.org](http://www.wiaaa.org)
- ❖ Central Illinois Agency on Aging
  - [ciaa@ciao.com](mailto:ciaa@ciao.com)
- ❖ East Central Illinois Area Agency on Aging, Inc.
  - [www.eciaaa.org](http://www.eciaaa.org)
- ❖ West Central Illinois Area Agency on Aging
  - [www.wciagingnetwork.org](http://www.wciagingnetwork.org)
- ❖ Area Agency on Aging for Lincolnland
  - [www.aginglinc.com](http://www.aginglinc.com)
- ❖ Midland Area Agency on Aging
  - [www.midlandaaa.org](http://www.midlandaaa.org)
- ❖ Southeastern Illinois Area Agency on Aging, Inc.
  - [www.seiaoa.com](http://www.seiaoa.com)
- ❖ Area Agency on Aging Southwestern Il
  - [www.answeronaging.com](http://www.answeronaging.com)
- ❖ Egyptian Area Agency on Aging, Inc.

- [www.egyptianaaa.org](http://www.egyptianaaa.org)
- ❖ Senior Services Area Agency on Aging Chicago Department of Family and Support Services
  - [www.cityofchicago.org/aging/](http://www.cityofchicago.org/aging/)
- ❖ AgeOptions, Inc.
  - [www.ageoptions.org](http://www.ageoptions.org)
- ❖ Illinois Department on Aging
  - [www.state.il.us/aging/](http://www.state.il.us/aging/)

### ***Hispanic Issues by Affected Regions***

- ***Highwood & Elgin*** [www.info@ageguide.org](mailto:www.info@ageguide.org)
  - Both communities were specially re-surveyed by the Area Agency on Aging using a Spanish translation of the assessment tool to assure a representative sampling of the Hispanic community. An analysis of Hispanic respondents compared to non-Hispanic respondents revealed significant differences in responses.
    - Few documented seniors know about individual entitlements and the public and private benefits available to them such as Medicare, Medicaid, RTA transportation card, S.S. Income, affordable housing assistance, food stamps, prescription help, food and clothing pantry, etc. Communication is difficult because both documented and undocumented tend to isolate themselves from the dominant culture and surveyors estimated that 35% of Latino seniors are themselves unable to read or write in their native language.
    - Despite a heavy emphasis on work, the vast majority of informants expressed the need for a culturally friendly place to come and meet others and participate in activities.

- 15% of Highwood informants reported having full day care responsibilities for their grand children.
  - 32% of Highwood seniors interviewed are living with extended family members and the vast majority plan to live out their life in Highwood.
  - In Elgin, in-home health care, mental health services, and adult day care are unknown by older Hispanic residents. Yet Hispanic respondents reported that Hispanics do not frequently send family members to assisted living facilities or nursing homes.
- **Bloomington-Normal** [www.eciaaaa.org](http://www.eciaaaa.org)
  - According to a study done in 2008, there were obstacles specific to Hispanic Older Americans that were identified and recommendations offered:
    - Access to health insurance
    - Affordable dental care
    - Mobile health care unit
    - Bilingual staff in more healthcare facilities
    - Disseminate information to the Hispanic community on what kinds of social services they are legally eligible for based on their status.
    - Public or privatized transportation from pockets of Latino housing to main stops in town.

### ***Promising Practices Outside of Illinois***

- **Asheville, North Carolina** – is home of the University of North Carolina Asheville and its Center for Creative Retirement.
  - Established in 1988 as an integral part of the University of North Carolina at Asheville, the North Carolina Center for Creative

Retirement (NCCCR) has the threefold purpose of promoting research, lifelong learning, leadership, and community service opportunities for retirement-aged individuals. Besides serving the greater Asheville area, NCCCR collaborates with organizations in North Carolina and across the country.

- NCCCR's long-range goal is to encourage the development of an age-integrated society. In response to the aging of America, NCCCR serves as a laboratory for exploring creative and productive roles for a new generation of retirement-aged people, many of whom will blend education with post-retirement careers.
  - NCCCR programs and services are guided by a Center Steering Council made up of volunteer leaders who collaborate with the center's professional staff. Our year round programs, which include intergenerational opportunities, serve people in the greater Asheville area and periodic workshops, seminars and retreats attract individuals across the nation.
  - Modern Maturity named it one of "The 50 Most Alive Places To Be
  - Self magazine labeled it the "Happiest City for Women
  - One of AARP Magazine's "Best Places to Reinvent Your Life"
- **Beacon Hill, Massachusetts** <http://beaconhillvillage.org/>
    - Beacon Hill Village is a membership organization in the heart of Boston. Created by a group of long-time Beacon Hill residents as an alternative to moving from their houses to retirement or assisted living communities, it was founded in 2001.
    - Beacon Hill Village enables a growing and diverse group of Boston residents to stay in their neighborhoods as they age, by organizing and delivering programs and services that allow them to lead safe, healthy productive lives in their own homes.
    - Members are 50 years or older, single and married, and residents of the Beacon Hill, Back Bay, West End, South End, North End,

Charlestown, and the Waterfront. From groceries to Tai Chi to cultural and social activities to home care, Beacon Hill Village members get what they need to enjoy their lives...and peace of mind.

- An individual membership is \$640 a year. A household membership is \$890 a year. One may give a gift membership to his/her parents or other relatives to ensure they are safe and well-treated; and they will enjoy living independently in their own home...in the neighborhood they love.
- As a member of Beacon Hill Village, you will receive for free:
  - Concierge Services:
    - Information and referral—one stop shopping for anything you need.
    - Referrals to discounted, vetted providers for everything from dog walkers to plumbers.
    - A volunteer to assist you in your home or around town.
  - Health and Wellness:
    - Walking groups and exercise classes with a personal trainer.
    - Geriatric care management for you or your family members anywhere in the US.
    - Preferred access to MGH Senior Health Medical Practice.
    - Rides home from a medical procedure that are required by the hospital/doctor.
  - Social and Cultural Opportunities:
    - Meeting new friends.
    - Volunteer opportunities in the community.

- Member only events—travel, film, singles, second cup, lunch groups, & cocktail parties.
- Monthly programs that are free to members—Conversations With Boston notables, museum trips, cultural events, and more.
- Discounts:
  - Personalized grocery shopping—we will drive you or deliver groceries to your home.
  - Discount prescription drug card—compliments Medicare Part D coverage.
- Discounts to all providers:
  - Electricians, plumbers, organizers, personal trainers, massage therapists, homecare specialist- and much more.

## *Glossary*

- **ADLs (Activities of Daily Life)** – Activities usually performed for oneself in the course of a normal day.
  - **Examples:** bathing, dressing, grooming, eating, walking, using the telephone, taking medications, and other personal care activities
- **Administration on Aging (AoA)** – An agency in the U.S. Department of Health and Human Services that is the official Federal agency dedicated to:

- Policy development
- Planning
- Delivery

of supportive home and community-based services to older persons and their caregivers. The AoA administers the Older Americans Act.

- **Adult Day Care** – A center that offers social, recreational and health-related services to individuals in a protective setting who cannot be left alone during the day because of health care and social need, confusion or disability
- **Area Agency on Aging** – Under the Older Americans Act, the Administration on Aging distributes funds for various aging programs through state agencies on aging which in turn fund local agencies on aging. Area Agencies on Aging address the concerns of older Americans at the local level.
- **Assisted Living Facilities** – A facility that provides a combination of housing and personalized health care in a professionally managed group setting designed to respond to the individual needs of persons who require assistance with the activities of daily living.
- **Assistive Technology** – Any service or tool that helps the elderly or disabled do the activities they have always done but must now do differently. These tools are also sometimes called “adaptive devices.”
- **Assisted Transportation** – Provides personal and physical assistance to individuals who are dependent on others to reach and use community resources.
- **Circuit Breaker** – A state program which may provide a one time grant to seniors who meet income guidelines, are residents of the State of Illinois and paid property tax, mobile home tax, rent, or charges to a nursing, retirement, or shelter care home that was subject to property taxes.
- **Congregate Meals** – These meal programs provide older individuals with free or low cost, nutritionally sound meals served five days a week in easily accessible locations. These meals promote better health through improved

nutrition, daily activities and socialization for participants which helps reduce the isolation of older persons.

- **Dial-a-Ride** -- (para-transit) services that consist of curb-to-curb, demand response, dial-a-ride services for the elderly and persons with disabilities who reside in rural areas. Para-transit is an alternative mode of flexible passenger transportation that does not follow fixed routes or schedules. Typically mini-buses are used to provide para-transit service, but also share taxis and jitneys are important providers. Para-transit services may vary considerably on the degree of flexibility they provide their customers. At their simplest they may consist of a taxi or small bus that will run along a more or less defined route and then stop to pick up or discharge passengers on request. At the other end of the spectrum—fully demand responsive transport—the most flexible para-transit systems offer on-demand call-up door-to-door service from any origin to any destination in a service area. Para-transit services are operated by public transit agencies, community groups or not-for-profit organizations, and for-profit private companies or operators.
- **Faith in Action** -- The Faith in Action National Network is a membership network of local Faith in Action programs, regional and state Faith in Action collaboratives, and individuals who support Faith in Action. Membership is open to any organization or individual who believes they can benefit from the Faith in Action National Network. The purpose of the National Network is to promote the sharing of knowledge, experience and ideas that can help to strengthen and support the hundreds of local Faith in Action programs that are currently active throughout the United States, and to foster and support the establishment of new interfaith volunteer caregiving programs in all communities that want and need the services that Faith in Action volunteers can provide.
  - Local Faith in Action programs bring volunteers of different faiths together to care for their homebound neighbors who may be isolated and living with chronic health conditions or disabilities. The Faith in Action volunteers come from churches, synagogues, and other houses of worship, as well as from the community at large, and provide many forms of non-medical assistance, such as:

- Transportation to medical and other appointments.
  - Help with shopping, reading or bill-paying.
  - Minor home repairs.
  - Friendly visiting and telephone support.
  - Respite care for family caregivers.
- Such simple services can sometimes be the safety net that makes it possible for those with disabling health conditions or other limitations to enjoy a better quality of life and to maintain their independence longer.
- **Gap Filling** – Emergency assistance to meet needs of older adults living in a non-institutional setting for purposes of maintaining independence, providing a safe environment and/or delaying institutionalization.
- **Grandfamily housing** – GRG households have special needs which have not been met by traditional family and senior developments. They require housing that allows for supportive services and the presence of children. This would allow seniors to care for their grandchildren while still having the ability to interact with other seniors.
- **Grandparents Raising Grand Children Legal Assistance** – Includes the arranging for and providing of assistance in resolving civil legal matters and the protection of legal rights, including legal advice, research, and education concerning legal rights and representation by an attorney at law, a trained paralegal professional (supervised by an attorney) for grandparents and other kinship caregivers who are 60 years of age and older raising children 18 years of age and younger in obtaining needed legal services.
- **Hope Meadows** -- an innovative residential community – a five-block small-town neighborhood where children adopted from foster care find permanent and loving homes, as well as grandparents, playmates and an entire neighborhood designed to help them grow up in a secure and nurturing environment.

- Residents belong to one of three groups often at risk of being marginalized in American society — kids caught in the child welfare system, families that adopt children with special behavioral and emotional needs, and retirees who are seeking continued purpose in their daily lives.
  - Hope Meadows is intergenerational by design. Hope seniors, who serve as honorary grandparents, agree to volunteer at least six hours per week, and in turn receive reduced rent on spacious three-bedroom apartments. These older adults serve as mentors, tutors, companions and “grandparents” for the children — creating a true community of mutual care and support.
  - The IGC is the center of social, cultural and educational activity for Hope Meadows. It houses a children’s library, a computer room, several rooms for individual tutoring, a kitchen and a large multi-purpose space. At the IGC seniors help kids with homework, read aloud to young children or help older ones to read, play cards or board games, or gather a group to go outside for soccer or basketball. It is also the gathering place or the “hub” for community events. Every month senior coffees and community potlucks are held along with several special events, such as adoption day celebrations and the Young Ladies’ Formal Tea.
- **Illinois Cares RX** – A program of the State of Illinois which may provide help in paying for prescription drugs for seniors and disabled individuals who meet program guidelines.
  - **Intentional Communities** -- Intentional communities are springing up all across the nation, from west coast Avenidas Village in Palo Alto, California to east coast communities such as Beacon Hill Village and Cambridge at Home, both in Massachusetts and are new to Chicago.
    - An intentional community serves residents by allowing them to pay a membership fee and receiving free or discounted services within an individual’s home. Services include home care services such as household help and homemaking (cleaning, grocery shopping, errands,

meals), personal assistance, companionship, and nursing care, if needed.

- As important as support services are, there is an equally important need for activities that help to fend off the social isolation that often accompanies the aging process. Educational seminars, films, exercise programs, trips, and social events held in nearby churches, restaurants and community centers help to fill the void. These social opportunities encourage elderly people to get out and meet their neighbors.
  - Costs range from \$500 per year to \$750 per year. What is included in that fee also varies widely from community to community. For example, the fee may include transportation to grocery shopping or doctor's visits, as well as a 10% discount on health care costs. Some communities work with volunteers to do everything from household help to exercise classes; while others charge a small fee for most concierge services.
  - Most villages have household memberships available as well as discounted memberships subsidized by community donations for those with lower incomes. The cost is far cheaper than assisted living. If however, 24-hour nursing care is needed, the cost is comparable to that of a nursing home—but the difference is that the person is in their own home.
  - One important aspect of an intentional community is that it is a nonprofit organization, driven by its members. While most communities have a small hired staff to oversee daily operations such as information and referral to services, it is the collective member's needs that dictate what direction the village is headed.
- **Livable Communities Act (S. 1619)**
    - **Creating Better And More Affordable Places To Live, Work And Raise Families**
      - *Senator Dodd's Livable Communities Act will help local communities plan for and create better and more affordable places to live, work, and*

*raise families. With sustainable development, our communities will cut traffic congestion; reduce greenhouse gas emissions and gasoline consumption; protect rural areas and green spaces; revitalize existing Main Streets and urban centers; and create more affordable housing.*

○ **FUNDS REGIONAL PLANNING TO MAKE OUR COMMUNITIES MORE LIVABLE**

▪ **Incentives To Plan For Livable Communities.**

- The Comprehensive Planning Grant Program will help communities develop comprehensive regional plans that incorporate transportation, housing, community and economic development, and environmental needs. Grantees must demonstrate a commitment to integrated planning and sustainable development. The Act authorizes \$475 million in competitive grant money over four years.

▪ **Funding to Implement Sustainable Development Projects.**

- The Challenge Grant Program will enable communities to implement cross-cutting projects according to their comprehensive regional plans. With \$2.2 billion authorized for competitive grants over three years, these projects will help communities create and preserve affordable housing; support transit-oriented development; improve public transportation; create pedestrian and bicycle thoroughfares; redevelop brownfields; and foster economic development.

▪ **Partnering with Local Communities.**

- The legislation ensures that the federal government is a supportive partner for communities' planning and sustainable development efforts, allowing regions that apply for Livable Communities grants to receive

technical assistance and giving special assistance to smaller communities that may need additional help to get started. As a resource for sustainability best practices and technical assistance, the Office of Sustainable Housing and Communities will ensure that communities learn from each other's successes.

- **Eliminates Barriers to Federal Agencies Working Together to Better Facilitate Sustainable Development**
- **Interagency Council on Sustainable Communities.**
  - By bringing together the Department of Housing and Urban Development, the Department of Transportation, the Environmental Protection Agency, and other federal agencies, the Interagency Council on Sustainable Communities will coordinate federal sustainable development policies; coordinate federal sustainability research; coordinate with HUD to implement Livable Communities grants; identify barriers to sustainable development; and promote coordination of transportation, housing, community development, energy, and environmental policies.
- **Office of Sustainable Housing and Communities.**
  - The Department of Housing and Urban Development will establish the Office of Sustainable Housing and Communities to coordinate federal policies that foster sustainable development and administer HUD's sustainability initiatives; recommend and conduct research on sustainability; implement and oversee Livable Communities grant programs in coordination with the Interagency Council; and provide guidance, best practices and technical assistance to communities seeking to plan for a more sustainable future.
- **Support for the Livable Communities Act**

- **Over 200 local and national organizations have endorsed the Livable Communities Act, including:**

- *America 2050*
- *American Association of Homes and Services for the Aging*
- *American City Planning Directors' Council*
- *American Institute of Architects*
- *American Planning Association*
- *American Public Transportation Association*
- *American Public Works Association*
- *Association of Metropolitan Planning Organizations*
- *Children's Defense Fund*
- *Community Transportation Association of America*
- *Enterprise Community Partners*
- *Habitat for Humanity International*
- *Housing Assistance Council*
- *International City/County Management Association*
- *Local Initiatives Support Corporation*
- *LOCUS: Responsible Real Estate Developers and Investors*
- *National Affordable Housing Trust*
- *National Association of Area Agencies on Aging*
- *National Association for County Community and Economic Development*
- *National Association of Counties*
- *National Association of Development Organizations*
- *National Association of Housing and Redevelopment Officials*
- *National Association of Realtors*
- *National Association of Regional Councils*
- *National Community Development Association*
- *National Housing Conference*
- *National Housing Trust*

- *National League of Cities*
- *National Vacant Properties Campaign*
- *Partnership for the Public's Health*
- *PolicyLink*
- *Reconnecting America*
- *Sierra Club*
- *Smart Growth America*
- *Transportation for America*
- *Trust for America's Health*
- *U.S. Conference of Mayors*
- *U.S. Green Building Council*

- **Long Term Care** – A general term that describes a range of medical, nursing, custodial, social and community services designed to help people with chronic health impairments or forms of dementia.
- **Long Term Care Insurance** – This type of insurance policy is designed to cover long term care expenses in a facility or at home.
- **Long Term Care Ombudsman** – Long term care ombudsman work cooperatively with nursing homes and board and care facilities to improve the quality of life for residents. They serve as patients' rights advocates. They investigate complaints and negotiate resolutions to concerns voiced by residents in matters of resident services and care.
- **Medication Management** – Services to help older persons who have limited ability to manage prescription drugs. The goal of medication management is to promote and prolong independent living for older persons who are at risk of losing their independence due to the inability to manage prescription medications. Provides help in obtaining and refilling medications, storing and controlling medications, sorting doses of medication in organizers and disposing of medication. Also assists the client with self-administered medications.
- **Medigap** – Is designed specifically to supplement and complement Medicare's benefits by filling in some of the gaps of Medicare coverage.

Medigap insurance policies are non-group policies that may pay for Medicare deductibles, prescription drugs, or other services not covered by Medicare.

- **Nursing Home Safety Task Force** -- Governor Quinn signed historic legislation to reform long-term care in Illinois on July 29, 2010.
  - The new law is the product of months of research and deliberation initiated by the Nursing Home Safety Task Force that Governor Quinn appointed in October. The task force was charged with ensuring all Illinois nursing home residents are safe and receive the treatment appropriate for their condition. Final Report of the Nursing Home Safety Task Force -- February 19, 2010. The final report of the Nursing Home Safety Task Force was presented to Governor Pat Quinn today. The report details recommendations to ensure the safety of nursing home residents and build a better system of treatment for people in need of care for physical or mental illnesses, disorders or disabilities.
  - Governor Quinn formed the Task Force in October of 2009 in response to reports of violence and unsafe, inadequate care for vulnerable nursing home residents. “I want to thank the Nursing Home Safety Task Force members for their thorough and thoughtful work. Their recommendations point the way to a system of long-term care that respects the needs and rights of all residents,” said Governor Quinn. “I look forward to evaluating their proposals, and working with legislators, advocates and state agencies to make these reforms a reality.” Chaired by Senior Health Policy Advisor Michael Gelder, the Task Force examined a wide array of laws, policies and practices that contributed to substandard care and harm to vulnerable nursing home residents. With extensive input from many contributors through seven public meetings and an interactive website, the Task Force developed a comprehensive set of recommendations to fundamentally reform Illinois’ system of long-term care.
  - Among the Nursing Home Safety Task Force recommendations:

- Reform the admissions and assessment of people in need of care to ensure they are referred to the residential setting most appropriate to their individual needs.
  - Raise and enforce higher standards of treatment in all residential settings.
  - Expand residential options and services in home and community-based settings to allow each individual to achieve his or her highest level of independent functioning and ensure that only those people who require 24-hour care are placed in nursing homes.
  - The Nursing Home Safety Task Force included senior leadership from eight state agencies, and heard testimony from a wide range of nursing home residents, owners, advocates and service providers.
- **Older Adults Services Act** -- The Older Adult Services Act (P.A. 093-1031) is legislation that supports older adults who wish to stay in their homes by restructuring the delivery of services to include home-based services as well as institutional care.
    - The law calls for restructuring all aspects of service, including the provision of housing, health, financial and supportive services for older people. It also calls for the development of a Nursing Home Conversion Program to be established by the state departments of Public Health and Public Aid. The program would reduce reliance on nursing homes by Medicaid, the federal-state program that pays the health-care costs for the poor. Savings from this effort would be re-allocated to a broader array of options for home-based or community-based services to older adults.
    - The Illinois Department on Aging began the restructure in late 2004, and gave priority to the expansion and development of new services in areas identified with the greatest need.
    - Restructure, according to the new law, includes:

- the expansion of services to older adults and their family caregivers, subject to availability of funds,
  - development of rules to implement the law, and an annual report of progress, and
  - collaboration between the state departments of Aging, Public Health and Public Aid and others to implement the act.
- **Osher Lifelong Learning Institutes**
    - Disseminates information on effective educational programming for older learners, publishes a national research journal, plans an annual national conference, and provides a number of other ways for OLLIs to connect with one another.
  - **Pace** -- Pace was created by reform legislation in late 1983, and began operating throughout Chicago's six-county suburbs in mid-1984. Pace is the suburban bus division of the Regional Transportation Authority. The RTA is a financial review, oversight and planning agency for Pace, Metra and the Chicago Transit Authority. Pace is governed by a 13 member Board of Directors comprised of current and former suburban mayors and the Commissioner of the Mayor's Office for People with Disabilities for the City of Chicago.
    - In 2002, Pace launched the biggest transit initiative ever proposed for Chicago's suburbs, called Vision 2020: Blueprint for the Future.
      - The innovative plan is creating a faster network that is more convenient and simpler to understand. Pace's state-of-the-art Intelligent Bus System is a major component of Vision 2020. Improved efficiency and reduced waiting times are key benefits of the IBS. One of Pace's biggest successes is its Vanpool Incentive Program, which debuted in 1991. Groups save by commuting to work in a van that is owned, insured and maintained by Pace, but driven by a vanpool participant. It is among the largest vanpool programs in the country. Pace has

also improved transit by installing bike racks on every bus, and making its fleet wheelchair accessible.

- In 2005, through a change in state law, the Illinois General Assembly shifted to Pace the operational responsibility for Chicago's ADA paratransit service.
  - On July 1, 2006, Pace began operating paratransit service for individuals with disabilities in Chicago, in addition to its ADA paratransit and Dial-a-Ride services throughout the suburban area.
- **Rural Mass Transit** -- Rides Mass Transit District is THE Public Transportation provider for Southeastern Illinois. Wherever you live in our 15-county district Rides can get you where you need to go. Rides offers your choice of transportation on a Rides bus from anywhere in the district or on the Shawnee Queen River Taxi between the Ohio River towns of Golconda, Rosiclare, Elizabethtown and Cave In Rock.
  - Three Simple Steps You Need To Know
    - 1. Call your local county dispatch.
    - 2. State your transportation need: where you need to be picked up at, where you need to go, what time you need to be picked up and if you need a return trip.
    - 3. The dispatch staff will schedule your trip for you.
  - Twenty-four hour advance reservation required.
  - Same day requests may be possible if space permits, but is not guaranteed.
- **SCORE (Service Core of Retired Executives)** -- • SCORE "Counselors to America's Small Business" is a nonprofit association dedicated to educating entrepreneurs and helping small business start, grow and succeed nationwide. SCORE is a resource partner with the U.S. Small Business Administration (SBA). SCORE is headquartered in Herndon, VA and Washington, DC and has 350 chapters throughout the United States and its territories, with over

13,000 volunteers nationwide. Both working and retired executives and business owners donate time and expertise as business counselors. SCORE was founded in 1964. SCORE has helped 8.5 million small businesses including: Vermont Teddy Bear, Vera Bradley Designs, Jelly Belly Candy, and more. Every year, SCORE helps almost 20,000 businesses start. SCORE offers many free services including:

- Ask SCORE Online: Choose a mentor and ask him/her your biz question.
  - Visit Your Local SCORE Office: Make an appointment with a mentor or attend a workshop.
  - Online Workshops: Try a free, online workshop or register for a lunch-time webinar.
  - Business eNewsletters: Biz tips and interview with leading experts. Read samples.
  - SCORE Business Counselors
  - SCORE's 13,000 volunteer mentors have more than 600 business skills. Volunteers are working or retired business owners, executives and corporate leaders who share their wisdom and lessons learned in business. Learn more about volunteering with SCORE.
- **SCSEP (Senior Community Service Employment Program --** The Senior Community Service Employment Program (SCSEP) is funded under Title V of the Older Americans Act to provide participants with the training, experience, supportive services, and information they need to improve their lives, gain self-sufficiency, realize their goals, obtain permanent employment and meet the needs of a demand-driven workforce. Based on their interests and goals, participants are placed at qualified nonprofit organizations or government agencies on a part-time bases where they are trained and receive work experience by performing their community service training assignment. While participants receive training, supervision and experience directly from their host agencies, their training wages and fringe benefits are paid by SCSEP. Through their community service training participants are exposed to a variety of training and potential job opportunities. The SCSEP also helps

them with resume preparation, job search, and interviewing skills. Many also receive specialized skills to prepare them for local in-demand jobs

- **Senior Center** – Senior centers function as meal sites, screening clinics, recreational centers, social service agency branch offices, mental health counseling clinics, older worker employment agencies, volunteer coordinating centers, and community meeting halls. They offer the opportunity for socialization.
- **SeniorCorps** -- Senior Corps connects today's over 55s with the people and organizations that need them most. We help them become mentors, coaches or companions to people in need, or contribute their job skills and expertise to community projects and organizations. Conceived during John F. Kennedy's presidency, Senior Corps currently links more than 500,000 Americans to service opportunities. Their contributions of skills, knowledge, and experience make a real difference to individuals, nonprofits, and faith-based and other community organizations throughout the United States. Senior Corps offers several ways to get involved. Volunteers receive guidance and training so they can make a contribution that suits their talents, interests, and availability.
  - The Foster Grandparent Program connects volunteers age 55 and over with children and young people with exceptional needs. Volunteers mentor, support, and help some of the most vulnerable children in the United States.
  - The Senior Companion Program brings together volunteers age 55 and over with adults in their community who have difficulty with the simple tasks of day-to-day living. Companions help out on a personal level by assisting with shopping and light chores, interacting with doctors, or just making a friendly visit.
  - RSVP connects volunteers age 55 and over with service opportunities in their communities that match their skills and availability. From building houses to immunizing children, from enhancing the capacity of non-profit organizations to improving and protecting the

environment, RSVP volunteers put their unique talents to work to make a difference.

- Senior Corps is a program of the Corporation for National and Community Service, an independent federal agency created to connect Americans of all ages and backgrounds with opportunities to give back to their communities and their nation.
- **(SHIP) State Health Insurance Information Counseling and Assistance Programs** – Volunteers trained by the Department of Insurance who offer unbiased, one-on-one counseling to assist Medicare beneficiaries understand their health insurance benefits and options. To find your local SHIP agency, call 1-800-548-9034 or check out their website at: [www.idfpr.com](http://www.idfpr.com).
- **Supportive Living Program** – Illinois developed the Supportive Living Program as an alternative to nursing home care for low-income older persons and persons with disabilities under Medicaid. By combining apartment-style housing, with personal care and other services, residents can live independently and take part in decision-making. Personal choice, dignity, privacy and individuality are emphasized. To test the concept of supportive living for Medicaid clients, the Department of Healthcare and Family Services has obtained a “waiver” to allow payment for services that are not routinely covered by Medicaid. These included personal care, homemaking, laundry, medication supervision, social activities, recreation, and 24-hour needs. The resident is responsible for paying the cost of room and board at the facility. For more information about Supportive Living Facilities in Illinois go to: <http://www.slfillinois.com/>
- **Transportation** – Programs that provide door-to-door transportation for people who may be elderly or disabled, who do not have private transportation and who are unable to utilize public transportation to meet their needs. For more information about public transportation in Illinois go to the Illinois Public Transportation Association website at: <http://www.ipta-net.org/> or the Rural Transportation Assistance Center in the Illinois Institute for Rural Affairs at Western Illinois University: <http://www.iira.org/outreach/rtac.asp>

