

Central Illinois Agency on Aging

DBA: Age Central

700 Hamilton Boulevard

Peoria, IL 61603

**Public Information Document
FY 2026 Amendment to the
FY 2025, FY 2026, FY 2027
Area Plan on Aging**

Published 03/31/2025

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This Public Information Document (PID) provides an overview of the Central Illinois Agency on Aging, Inc. (CIAA), doing business as Age Central, proposed Fiscal Year 2026 (FY 2026) Area Plan on Aging Amendment. The Area Plan on Aging serves as the official planning document required by the Illinois Department on Aging (IDoA) and is updated every three years. The Plan may be amended annually to reflect changes in plans, activities, and available funding. Amendments are published annually through this PID.

The Area Plan on Aging pertains to CIAA’s Planning and Service Area (PSA 04), which encompasses the counties of Fulton, Peoria, Marshall, Stark, Tazewell, and Woodford.

CIAA will compile and present a summary of the comments received at these hearings to the Board of Directors’ Executive Committee by May 12th, 2025. A copy of the comments and the official response will be available upon request.

Interested parties may submit comments regarding the proposed Area Plan on Aging until Wednesday, April 30, 2025. Comments can be submitted either in writing or via email to:

Attention: Tessa Mahoney, Executive Director
Central Illinois Agency on Aging, Inc.
DBA: Age Central
700 Hamilton Boulevard
Peoria, IL 61603
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Email: ciaa@ciao.net

The Public Information Document will be presented at two public hearings as listed below

Wednesday, April 23, 2025, at 11:30 am

(In-Person Only)

Tremont Community Center
216 S. Sampson St.
Tremont, IL 61568

Thursday, April 24, 2025, at 10:30 am

(In-Person and Virtual)

Central Illinois Agency on Aging
700 Hamilton Blvd. - Conference Room
Peoria, IL 61603

Virtually—Join the meeting

Meeting ID: 217 838 433 116

Passcode: 3zt3pU63

Organizational Overview: Area Agency on Aging

Central Illinois Agency on Aging doing business as Age Central is a nonprofit that provides essential services and support to older adults, caregivers, and individuals with disabilities. It operates at the regional level, and it is funded through the **Older Americans Act (OAA)**, state and local resources, and grants.

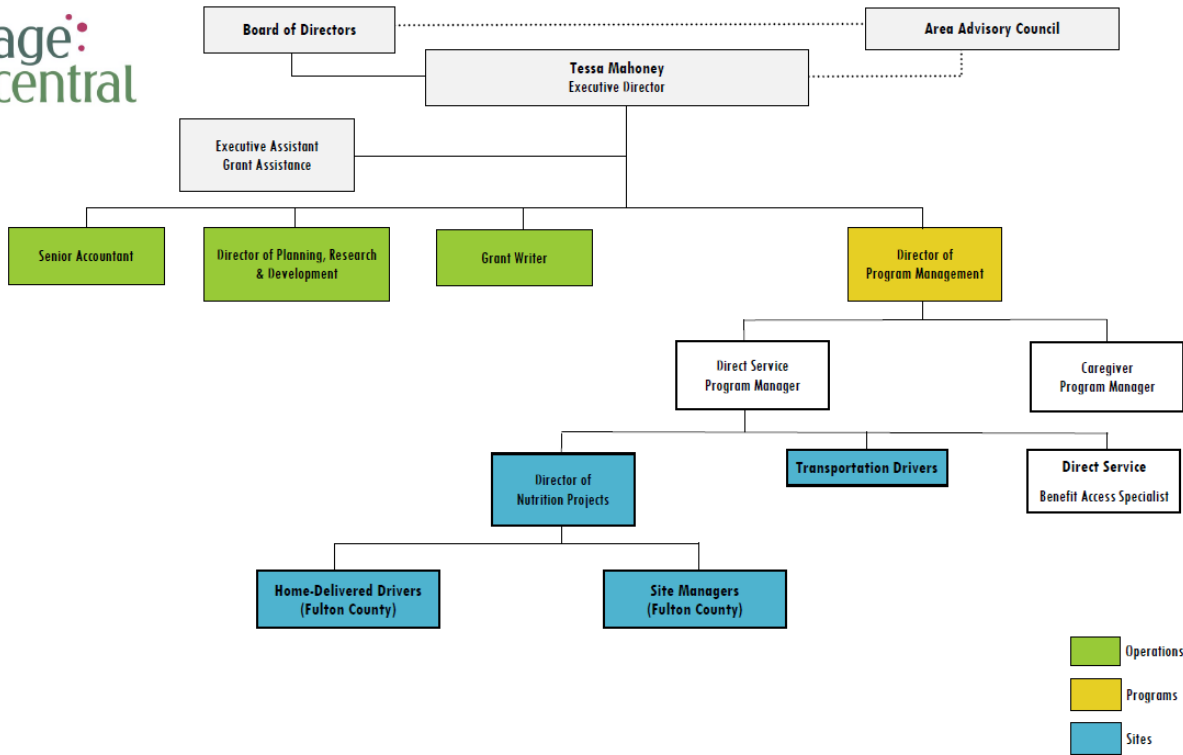
The primary goal of Age Central is to promote **independent living, dignity, and quality of life** for seniors and individuals with disabilities by offering a range of services that support aging in place and long-term care options.

AAAs provide a variety of programs, including:

- **Information & Referral Services** – Connecting individuals with aging-related resources and assistance.
- **Nutrition Programs** – Including home-delivered meals (Meals on Wheels) and congregate meal sites.
- **Caregiver Support** – Resources, respite care, and training for family caregivers.
- **In-Home Services** – Personal care, homemaking, and case management for seniors needing assistance at home.
- **Transportation** – Access to medical appointments, grocery stores, and community activities.
- **Health & Wellness Programs** – Chronic disease management, fall prevention, and fitness programs.
- **Long-Term Care Ombudsman** – Advocacy for residents in nursing homes and assisted living facilities.

Age Central collaborates with **local governments, healthcare providers, community organizations, and volunteers** to enhance service delivery. Funding sources include federal, state, and local grants, as well as donations and partnerships with other nonprofit organizations.

Through outreach, education, and service coordination, AAAs empower older adults to remain **active, engaged, and independent** while ensuring they have access to essential care and support systems.



Review of Relevant Demographic Background:

	Greatest Social Need					
PSA 4 - Age Central	60+ Population	60+ Poverty	60+ Minority	75+ Population	60+ Loving Alone	60+ Rural
	103,189	8,883	9,193	31,931	27,990	64,949

Central Illinois Agency on Aging *DBA*: Age Central is designated Planning and Service Area (PSA) 4 by the Illinois Department on Aging. The above American Community Survey 2023 chart is aggregate view of Area 4’s demographics to include residents from Peoria, Tazewell, Marshall, Stark, Fulton and Woodford Counties. 103,189 represents adults 60+ living in our six counties or 3.54 % of the total population (Bureau, 2025). Other Age Central’s PSA population trends match those occurring around the state of Illinois due urban centers like the city of Peoria and communities that are very rural in their socio-economic composition. Poverty rates among adults 60 and over increase within minority populations and lead to a lack of access to quality healthcare, as indicated by a 2022 Community Health Needs Assessment (Carle Health and OSF 2022). From the vantage point of a not-for-profit located near the old downtown section of Peoria, AAA witnessed a growing number of adults, some of which appear to be older and using walkers, waiting to enter one of three homeless shelters in the City of Peoria.

Central Illinois Agency on Aging *DBA*: Age Central is cognizant of growing challenges of a population that is growing older, is diverse culturally/ethnically, has a high percentage of older adults that are under the federal poverty level, and many of whom are living alone. Those 60+ of whom live alone face normal age-related challenges in mobility, attending doctor appointments, are at risk for social isolation. The relationship between those who live alone, have a mental or physical disability, racial ethnic minorities, LGBTQ (Lesbian, Gay, Bisexual, Transgender, Queer) + individuals and rural residents are all risk factors for loneliness and isolation (US. Surgeon General's Report, 2023). The same Surgeon General's report stated that “Among this evidence, a synthesis of data across 16 independent longitudinal studies shows poor social relationships (social isolation, poor social support, loneliness) were associated with a 29% increase in the risk of heart disease and a 32% increase in the risk of stroke. (US. Surgeon General ,2023).”

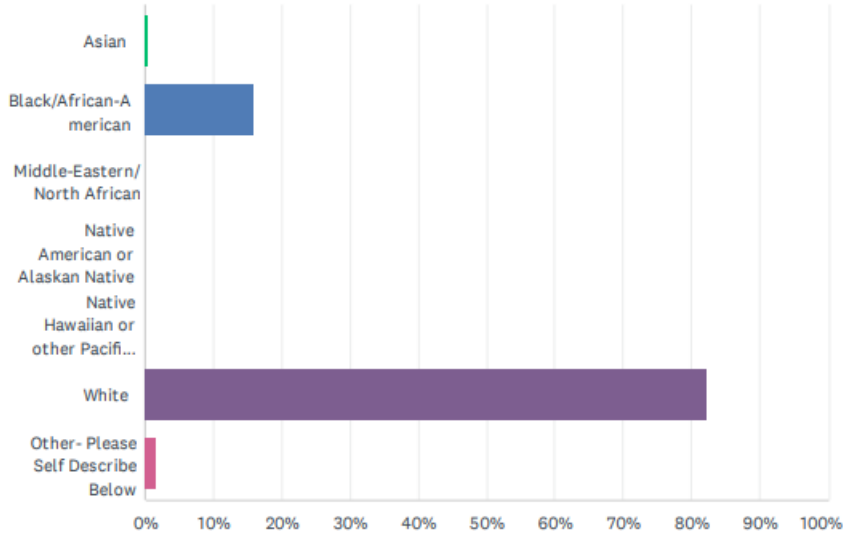
Assessment of Needs for Planning and Service Area 4 (PSA 4):

Central Illinois Agency on Aging *DBA*: Age Central utilized census reports, local needs assessments, an electronic application called Survey Monkey and seven community conversations with residents in our six-county planning and service area to gather assessment information for this fiscal year’s plan. The Survey Monkey assessment was returned with results from all six counties in Age Central’s Planning and Service Area (PSA), Peoria, Marshall, Stark, Tazewell, Woodford and Fulton counties. There were 224 recipients of the FY 2025 needs assessment survey from Age Central that consisted primarily of home delivered and congregant meal recipients.

The demographics of counties in Central Illinois Agency on Aging *DBA*: Age Central PSA were broadly represented with a small percentage of minority populations represented as seen in the chart below.

Q3 What is your primary race?

Answered: 210 Skipped: 14



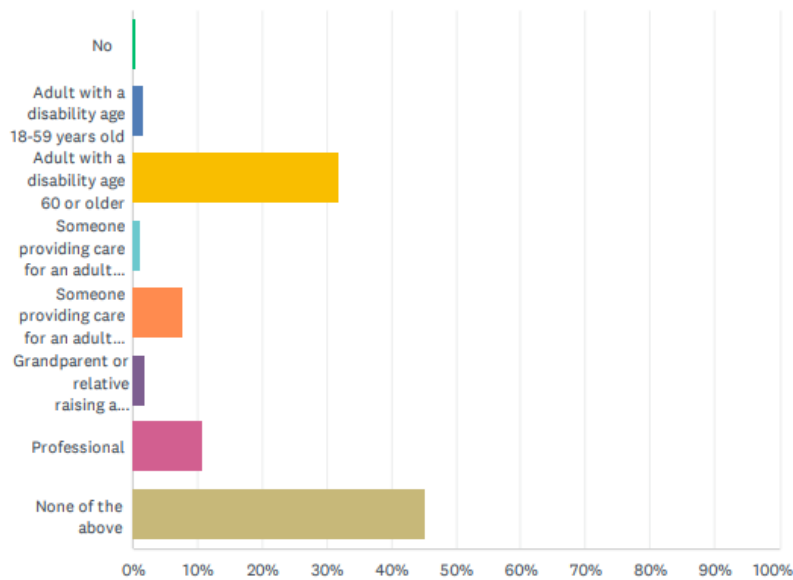
ANSWER CHOICES	RESPONSES	
Asian	0.48%	1
Black/African-American	15.71%	33
Middle-Eastern/North African	0.00%	0
Native American or Alaskan Native	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
White	82.38%	173
Other- Please Self Describe Below	1.43%	3
TOTAL		210

The PSA 4 needs assessment survey represented a broad range of residents that utilize AAA(Area Agency on Aging) services to include adults with a disability ages 18 to 59 years of age, adults with disabilities age 60 or older, someone providing care to an adult with a disability (caregivers), grandparent or relatives raising a child, professionals or none of the above. Age Central was able to gather some caregiver data with the cooperation of Bradley University Counseling Research and Training Clinic and participants from their psychological/social educational groups.

Community Needs Assessment Follow UP FY25-FY27 short version

Q6 Would you describe yourself as any of the following?

Answered: 208 Skipped: 16



ANSWER CHOICES	RESPONSES
No	0.48% 1
Adult with a disability age 18-59 years old	1.44% 3
Adult with a disability age 60 or older	31.73% 66
Someone providing care for an adult age 18 -59 years old	0.96% 2
Someone providing care for an adult age 60 or older	7.69% 16
Grandparent or relative raising a related child under age 18 living with me full time	1.92% 4
Professional	10.58% 22
None of the above	45.19% 94
TOTAL	208

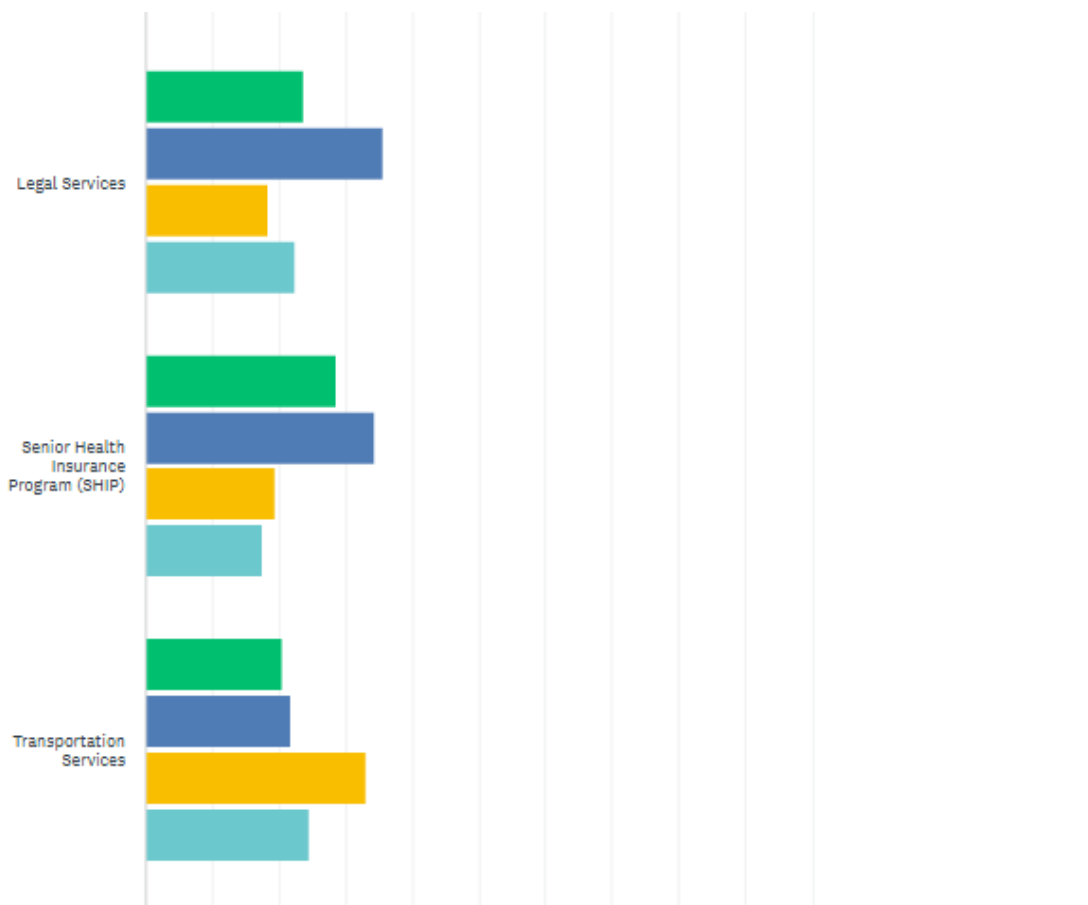
Findings and Evaluation of Service System:

1) Survey findings:

Central Illinois Agency on Aging *DBA: Age Central* showed some improvement in its survey this year FY 25 vs. last year FY 24, for how familiar participants were with the network of providers in the area. Below you will find the survey question from last year FY 2024 that was one of two surveys which received 155 responses and in a similar question in FY 2025 that ask how familiar you are with funded community providers. Between FY24 and FY 25 there was an increase in survey participants who were familiar with legal services or Prairie State Legal from 22% to 37%. In FY 24 24% of survey participants were familiar with transportation services of the transportation providers listed in the FY 25 survey, 40% were familiar with Citi lift/Citylink, and 33% of respondents were familiar with MSW Projects transportation. Admittedly, these results don't have clear associations due to the difference in questions, it is encouraging to know that more people are learning what agencies makeup Planning and Service Area's 4 aging network.

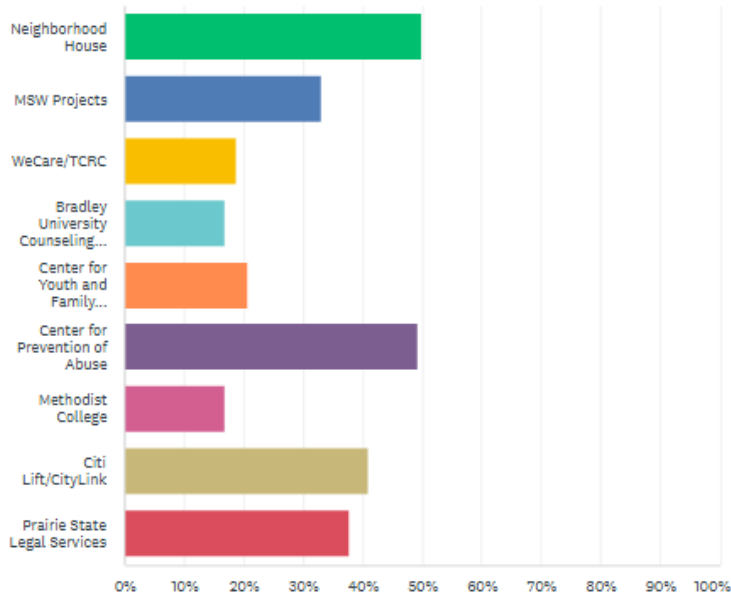
How familiar are you with the following services for older adults in your area?

Answered: 155 Skipped: 3



Please place a check mark next to our funded community providers that you are familiar with.

Answered: 154 Skipped: 70



ion Summaries Insights and Data Trends Individual Responses Dashboards

▼ Bradley University Counseling Research and Training Clinic	16.88%	26
▼ Center for Youth and Family Solutions	20.78%	32
▼ Center for Prevention of Abuse	49.35%	76
▼ Methodist College	16.88%	26
▼ Citi Lift/CityLink	40.91%	63
▼ Prairie State Legal Services	37.66%	58
Total Respondents: 154		

Survey findings and community conversations indicate residents were somewhat familiar with PSA 4’s Aging Network providers, however 59% of FY 25 survey respondents had not made any contact with Central Illinois Agency on Aging *DBA: Age Central* for over a year. Of respondents in the FY 25 survey, 19% were not so familiar with Central Illinois Agency on Aging *DBA: Age Central*’s vision and mission and 26% were not at all familiar with the Agency’s vision and mission for services in PSA 4’s six counties.

Service providers within PSA 4's six counties are actively promoting their programs in order to increase visibility of the aging network. The goal of Central Illinois Agency on Aging *DBA: Age Central* would be to strengthen collaborations within the Heart of Illinois Aging and Disability Resource Network so that residents are aware of the relationship between their local service providers and the Area Agency on Aging (AAA).

Census reports and survey findings also indicate there is a significant minority population of whom are at risk of being impoverished and have limited access to healthcare within Age Central's six counties. The growing 60+ population that lives in more sparsely populated areas of our service area, specifically parts of Stark, Marshall and Fulton counties, are at risk of becoming socially isolated or lonely. To counteract problems of poverty, lack of access to healthcare and social isolation the agency will work to strengthen outreach with ADRN service providers, be intentional about collaborations with ethnic/minority communities i.e. black, Hispanic/Latino, Asian, adults with disabilities and LGBTQ+. Service provider training on trauma informed care has been provided to some of our core partners of the Aging and Disability Resource Network and continued training of direct care staff is needed on this topic and others including helping those with dementia/Alzheimer's.

2) Community Conversations findings:

Central Illinois Agency on Aging *DBA: Age Central* had community conversations in six different congregant meal sites, representing all six counties in Planning and Service Area 4 including Sterling Towers, Peoria, Spoon River Towers in Lewiston, MSW Projects, Henry Congregate site, Toulon Methodist Church, Congregate Site, Tremont Congregant Meal Site, and Roanoke United Methodist Church, Senior Fellowship group. One additional community conversation was held at a caregiver coalition meeting called Caring Connections in Peoria. Including the congregant meal sites, a faith-based group and coalition of professional caregivers, 49 adults provided Central Illinois Agency on Aging *DBA: Age Central* staff with information regarding the needs of older adults and or informal caregivers in their communities.

Some needs raised by members of congregant sites and others included;

- Need affordable transportation options to doctor appointments- Fulton County
- No congregant or HDM meals on weekends
- Need van assigned to help older residents go on outings that live in high-rises and are mobility impaired. There is an apartment in Peoria that does have its own van to help with outings but that is the exception.
- Resident talked about difficulty using his power chair on cracked sidewalks with non-accessible curbs
- Meal Site participants were very positive in Tremont how four churches worked together to provide for needs of community and help stock a Share Closet to pick up durable medical supplies that may not be covered by Medicare/Medicaid
- Resident mentioned that he felt a doctor and or case manager, "talked over him," and wouldn't listen to what he had to say about his own care.
- Home repair needs /lack of financial assistance/support

- More congregant meal sites in counties that have a more rural population i.e. Woodford
- Homelessness /housing assistance
- Access or help navigating social programs including veterans' programs
- Reliable/ethical/affordable paid caregivers
- Making Aging Network Services known especially in rural locations
- Need to reduce the price of medications and copays for medications

Providing surveys and community conversations with residents in our six counties, aligns with one of the core principles of Trauma Informed Care, which is about, **Empowerment and choice**: Prioritizing individual strengths and *offering choices in decision-making processes to encourage active participation* in achieving one's own goals (Dr. Neal Swartz, Psychiatrist, 2024). To hold a conversation with people of whom receives services funded by the AAA and incorporate lessons learned into AAA goals or justifications for providing programs and services can be empowering for residents in the AAA's Planning and Service Area.

Determination of Available Resources to meet the Needs and Alternative Approaches Available to meet the needs:

The complex needs of an aging population with corresponding informal caregivers of whom reduce the burden on the healthcare industry, will need to be addressed with creativity, community collaboration and widespread dissemination of information. Central Illinois Agency on Aging *DBA: Age Central* understands the need to pivot away from providing multiple direct services to contracting with community service providers who have enough staff, technology, and physical supports to meet the needs of older adults, informal caregivers and grandparents raising grandchildren in our service area.

The six counties in Planning and Service Area 4 have a wealth of current and potential service providers;

- OSF Saint Francis Medical Center and Carle Health with hospitals in Peoria, Pekin and Eureka, and Graham Health System in Canton, Illinois.
- Bradley University, Counseling program, Social Work, School of Medicine, Physical and Occupational Therapy, Illinois Central College, Carle-Methodist College of Medicine, OSF Saint Francis College of Nursing
- Not for profits, Neighborhood House, Center for Youth and Family Solutions, Peoria TRIAD, Tazewell County TRIAD, Advocates for Access, Center for Prevention of Abuse, Prairie State Legal Services, Heart of Illinois 211, Alzheimer's Association, Salvation Army, Dream Center, Graceland Center for Purposeful Aging, The Miller Center, Citi Lift/CityLink, MSW Projects and WeCare/TCRC

Establishment of Priorities and Modification and refinement of the Plan

Central Illinois Agency on Aging *DBA: Age Central* is finding ways to increase provider collaboration and make services more efficient with the following;

- Quarterly, technical support meetings with contracted providers to resolve difficulties in meeting service projections
- Reorganizing and better defining the role of the Aging and Disability Network in Increasing visibility of the Aging Network and promoting awareness of the needs of informal caregivers and grandparents raising grandchildren
- Partnering with agencies i.e. Alzheimer's Association, Neighborhood House, Bradley and others to help reach and engage ethnic;/minority communities
- Continued training of Aging Network on best practices/evidenced based techniques i.e. trauma informed care, Options Counseling, TCARE for caregivers
- Intentional outreach to community service provider agencies with RFP's and Memorandums to help take the direct care burden off the AAA to focus on service coordination, program development, planning and advocacy.

Review of Programs and Services for PSA 4 in FY 2025:

To address the needs of a growing population of older adults, adults with disabilities and related informal caregivers in PSA 4's six county area, Central Illinois Agency on Aging *DBA: Age Central* has reorganized its personnel, it's properties i.e., buildings and vehicles, policies and procedures and renewed or adjusted contracts with program providers. It is noteworthy that the name of the agency has been changed from Central Illinois Agency on Aging Inc. to Age Central to reflect the changing look and way the agency operates to uphold its vision and mission for the communities it serves. The changes were delayed in the past due in part to focusing efforts on programs provided directly by the Area Agency on Aging (AAA) to include, Nutrition, the Community Care Program, transportation, information and assistance, Caregiver information and assistance to include services for Grandparents Raising Grandchildren and SHIP Counseling (State Health Insurance Program) The practice of providing direct care services is time consuming both in provision and documentation which made it difficult for the Area Agency on Aging (AAA) to fully pivot towards the vision of the Illinois Department on Aging which is that local AAA's. "Shall proactively carry out, under the leadership and direction of the State agency, a wide range of functions related to advocacy, planning, coordination, inter-agency linkages, information sharing, brokering, monitoring and evaluation, designed to lead to the development or enhancement of comprehensive and coordinated community-based systems in, or serving, each community in the planning and service area (FY 26-28 IL State Plan on Aging, Pastore)

It is also noteworthy that Illinois Department on Aging which is AAA's, "State Agency" requires Area Agencies on Aging to include, "justifications," in the Area Plan for each direct service it provides. The justifications answer the question for the State Agency of why Central Illinois Agency on Aging *DBA: Age Central* is better positioned than any other to administer Older Americans Act services to the residents from counties within the Area Agency on Aging's,

Planning and Service Area. Central Illinois Agency on Aging *DBA: Age Central* has been successful this FY 25 in engaging long time partners like Neighborhood House for the Nutrition Program to take over all the City of Peoria Congregate meal sites and all Peoria County Home Delivered meals.

Programs and Services Provided:

Vision and Mission:

Central Illinois Agency on Aging *DBA: Age Central* *vision* is to be a centralized resource on aging and disability. The agency's *mission* is to promote independence and self-determination for older persons, adults with disabilities and their caregivers through community assessment, program development and advocacy.

Central Illinois Agency on Aging *DBA: Age Central* does planning, coordination, program development, advocacy, direct service provision, administrative and administratively related direct service activities to provide services and resources for older persons and caregivers in our service area. The following will explain what Central Illinois Agency on Aging *DBA: Age Central* does in each category;

- 1) Planning- the advisory council, staff and Aging and Disability Resource Network (ADRN) work together to develop Central Illinois Agency on Aging *DBA: Age Central* Area Plan for older persons, adults with disabilities, informal (non-paid) caregivers of older adults and grandparents (or related adult) raising grandchildren. Throughout this collaboration, information and insight are drawn from various national, state, and local sources and updated as frequently as additional information is available. FY 2025 Planning included six different community conversations with residents of each county in Central Illinois Agency on Aging *DBA: Age Central* Planning and Service Area.
- 2) Coordination- Coordination performed by Age Central includes working with other funding agencies and service providers to develop a network of services and benefits and to encourage providers to work together to meet the needs of older persons and family caregivers as fully as possible. Three examples of coordination that occurred in FY 25,
 - Caring Connections is a coalition of local service providers interested in the support of informal (unpaid) caregivers and Grandparents Raising Grandchildren. This group was able to sponsor a panel discussion and training on the benefits of respite care.
 - The Aging and Disability Resource Network (ADRN) is another collaborative group soon to be combined with the "Caring Connection," coalition. This year the Aging and Disability Resource Network (ADRN) was instrumental in promoting and training local providers, specifically CCU's and staff at the AAA on Trauma Informed Care.
- 3) Program Development Program development services include the creation of new services or the expansion or improvement of existing services. Some examples of Age Central's program development services are forming partnerships and collaborations with other organizations as in the local chapter of the Alzheimer's Association which helped organize a training on Caregiver Respite Services and has included the AAA in a conference on May 25

to help providers and community leaders understand health disparities experienced by individuals in the African American Community.

- 4) Advocacy- Through its Advocacy services, Central Illinois Agency on Aging *DBA: Age Central* represents and supports older persons in their efforts to get services and benefits. Advocacy services include informing elected officials and private or public agencies of the needs of older persons, holding public hearings or forums on the needs of older persons and distributing information about their needs, and participating in community activities to meet the needs of older persons. Notable in FY 2025 our agency continued to engage directly with older persons in their renewing or changing, Medicare D insurance and or helping to access money savings programs with the help of partners, Community Care Systems, Heartland Health Services and Advocates for Access and certified Senior Health Insurance Program counselors. Other examples Age Central's FY 25 advocacy efforts would be engaging aging network providers during an ADRN meeting to brainstorm ways to address transition needs of residents of a long-term care facility that had to abruptly close its doors.
- 5) Direct services provided by Central Illinois Agency on Aging *DBA: Age Central* include the following:
 - Benefit Access (application assistance)
 - Caregiver Support - Access Assistance, Education/Training, Information, Case Management with use of TCARE application and Respite
 - Congregate Meals
 - Gap-Filling (for older adults 60+, informal caregivers, grandparents/relatives raising children)
 - Gap-Filling – Alzheimer's Disease & Related Dementia Services
 - Home Delivered Meals
 - Information & Assistance
 - Person-Centered Counseling
 - Prescription Medication Assistance - State Health Assistance Program (SHAP), State Health Insurance Program (SHIP), Senior Medicare Patrol (SMP), and Medicare Improvements for Patients and Providers (MIPPA)
 - Transportation
- 6) Administrative or Administrative Related Direct Service Activities- Central Illinois Agency on Aging *DBA: Age Central* also performs administrative and administratively related direct service activities that manage, monitor, and evaluate services available to older persons. These include the following activities:
 - Helping transportation providers understand the special needs of some older persons
 - Helping the needs of older persons in emergency situations
 - Checking that services meet the needs of older persons
 - Developing the Area Plan and other documents through which Federal and State funds are made available for services in Central Illinois

- Awarding funds through grants and contracts with local organizations for services that are needed by older persons
- Managing information about the services provided and funds spent, and reporting this information to the State
- Monitoring and evaluating services to assure that standards are met, and older persons are helped in the most complete and best ways possible
- Working with the Area Advisory Council and Board of Directors, through which local citizens make key decisions and set policies about local services
- Collaborating with other Area Agencies on Aging and the IDoA to integrate local services into the best possible statewide network of services for older persons

Best Practices and Lessons Learnd from FY 2025

As indicated in the review, Central Illinois Agency on Aging *DBA: Age Central* has made quick and effective changes in its operations to pivot from providing multiple direct services to become more intentional about soliciting support from local service providers to take over the provision of direct services that the AAA has provided for many years. Successful transitions from the AAA providing a direct service to contracting with a local provider agency in FY 25 are;

- 1) Neighborhood House, taking over Peoria County Congregant and Home Delivered Meals.
- 2) Neighborhood House, taking over the distribution and documentation of the Seniors Farmers Market Program
- 3) Community Care Systems, taking over CCP operations for rural Peoria County from Mature solutions of whom were directly employed by the AAA.
- 4) Continued hiring of Social Work interns to help both help accomplish their educational/career objectives as well as help provide direct services that program managers are balancing along with their regular duties
- 5) Reduced the cost of Home Delivered Meals in Fulton County by 25% due to having established a relationship with a commercial vendor named Homestyle Direct to deliver frozen meals directly to participants' homes. This will help reduce strain on limited direct care resources i.e. staff and vehicles, while also providing opportunities for special diets.

Statewide Initiative Outcome #1:

Central Illinois Agency on Aging *DBA: Age Central* has taken the following steps to address the statewide initiative which is to increase the visibility of the Aging Network and locally to increase awareness of the mission and vision of Age Central to ensure quality partnerships with other organizations while educating stakeholders on resources available to the aging and disability community to promote independent living and self-determination in each county representing, PSA 4.

- 1) The AAA provided a community conversations at congregant nutrition sites located in each county of Planning and Service Area 4 that involved assessing whether the AAA had been successful in disseminating information about the Aging Network and provided updated information on AAA programs.

- 2) The AAA continued to provide advisement and information with two Dementia Friendly Communities in Washington and Eureka, IL that included interaction with City Councils, Faith Communities, Chambers of Commerce and EMS providers. The AAA had opportunities to distribute Aging Network informational flyers in Tazewell and Woodford Counties.
- 3) Due to the AAA involvement in coalitions and the ADRN has presented opportunities to attend health fairs that targeted older persons and their caregivers In Peoria, Fulton and Tazewell counties.
- 4) Have continued to circulate an electronic newsletter or “Senior Gazette,” which contains updated information on Nutrition, Safety, Program Activities and Upcoming Trainings. This circulates via email to over 600 recipients.
- 5) Have partnered with Central States Marketing to use a five-prong approach to increase visibility and awareness of the Aging Network, including discovering, designing, deploying and driving. Central and Central States Marketing are in the, “deploying,” phase where we have decided on a new logo, name and are now working on changing our website.

Future Plans:

The AAA has planned in conjunction with the ADRN to increase outreach to the Latino/Hispanic communities in Planning and Service Area. The ADRN has invited a local provider of Hispanic/Latino Services to speak to at one of its meetings. The AAA is scheduled to talk with a local state legislator and will follow up with plans to reach out to more community leaders.

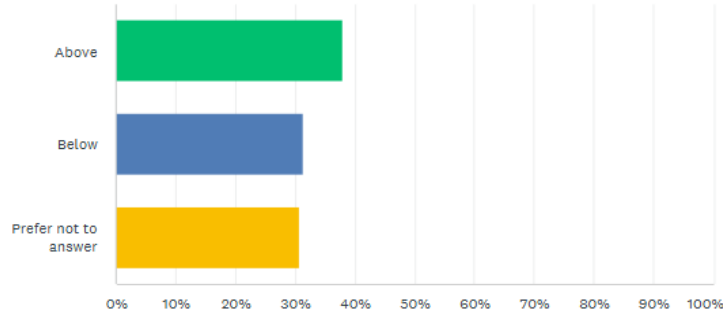
State initiative #2 Outcome:

Central Illinois Agency on Aging *DBA: Age Central* progress to drive continuous quality assurance and improvement activities that emphasize person-centered and trauma-informed services while maximizing effectiveness of services delivered through the Aging Network, has been helped by the following activities;

- 1) Trauma Informed Care training was provided on three occasions in FY 25
 - OSF Strive-Trauma Recovery LCPC counselor gave a 20-minute basic overview of Trauma Informed Care on 4/16/24 to a local Caregiver Coalition (20 professional caregivers). The coalition is called Caring Connections, and the mission is to provide awareness and education for providers and community members about informal caregivers that fit the Family Caregiver Act definition.
 - OSF Strive- Trauma Recovery LCPC counselor gave a 15-minute basic overview of Trauma Informed Care during an Age Central AAA staff meeting on 7/1/24.
 - LCPC, Samantha Schubach gave a 3 ½ hour workshop on Trauma Informed Care for members of the Heart of Illinois Aging and Disability Resource Network on 11/13/2024
- 2) Surveys- Age Central provided surveys to 224 home delivered meal recipients, council members, informal caregivers, grandparents raising grandchildren and congregant meal participants. Residents from all six counties were represented in our survey results. Some important findings from these surveys showed that;
 - 31% of participants surveyed said they lived below the Federal Poverty level

Using the chart below, is your yearly income above or below the amount listed for family size?

Answered: 198 Skipped: 25



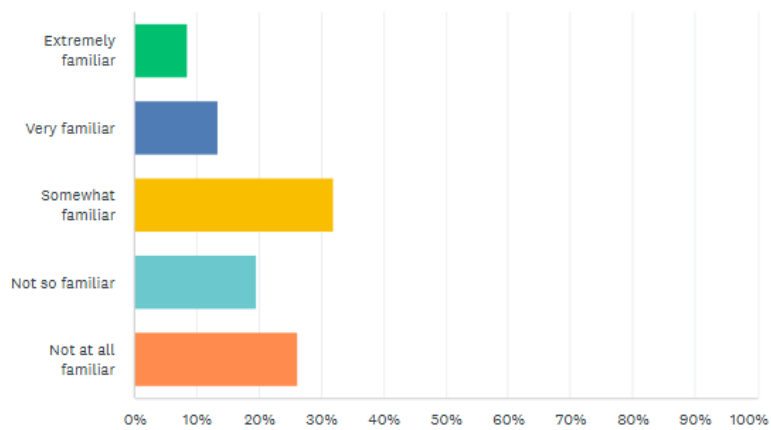
- 32% of participants surveyed said they were somewhat familiar, 13% were very familiar and 8% were extremely familiar with the vision and mission of Age Central.

Q13

Customize Save as

I am familiar with the vision and mission of the Central Illinois Agency on Aging/Age Central

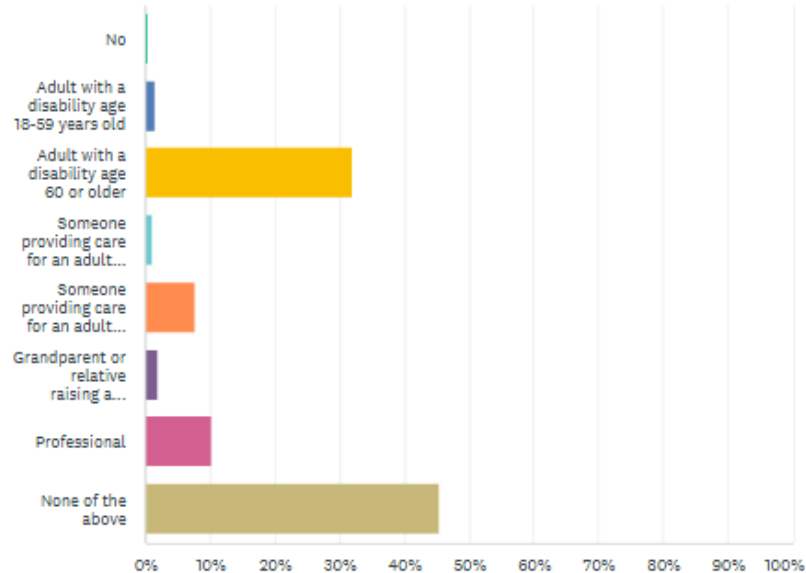
Answered: 209 Skipped: 14



- The survey results showed 31% people who identified themselves as, “an adult with a disability age 60 or older, 16 respondents or 7% of adults surveyed identified themselves as, “someone providing care for an adult age 60 or older.”

Would you describe yourself as any of the following?

Answered: 207 Skipped: 16



- 3) The Area Agency on Aging Caregiver Services Program Manager and Direct Services Program Manager have been trained in Trauma Informed Care and Person-Centered Counseling. Area Agency on Aging staff having completed these trainings will incorporate learnings into;
- Scheduled quarterly provider technical assistance/quality assurance meetings, to help improve adherence to providing services that meet annual projections of persons and units.
 - Information and Assistance staff training to help with staff retention, HIPPA compliance and client follow-up.
 - The Direct Service Program Manager over the home delivered meal program has secured a commercial provider to help prevent interruptions in service when staffing or weather prevents direct service home delivery.

Statewide Initiative #3 Outcome:

The AAA's efforts to increase public awareness and knowledge of caregiver needs as well as resources and services available throughout Planning and Service Area 4 to promote increased caregiver engagement in person-centered, trauma-informed, and evidenced-based programs and services was helped by the following activities;

- 1) Oct. 12th, 2024, the Caring Connection including staff from Central Illinois Agency on Aging *DBA: Age Central*, Alzheimer's Association, Bradley University Counseling Research and Training Clinic, Interim Healthcare, Saxony Courts Senior Living and the Central Illinois Parkinsons Support Group, held a 2-hour Panel Discussion at the Peoria North Branch Library on the benefits of respite care.
- 2) Bradley University Counseling Research and Training Clinic held a holiday party for grandparents raising grandchildren, in which the provider was able to distribute gifts and food to over 108 grandchildren and 20 different grandparents.
- 3) Central Illinois Agency on Aging *DBA: Age Central* Caregiver Services Program Manager has collaborated with Alzheimer's Association to participate in two community educational events
 - In Canton, IL in Fulton County, Alzheimer's Association held an educational event, March 18th, the lunch hour to help residents and those caregivers of someone with Alzheimer's/dementia understand basic signs and symptoms, latest diagnostics and therapeutic medicines. The AAA was able to have an informational table to engage with some of the 70 participants at the event.
 - May 17th, 2025, Alzheimer's has invited Central Illinois Agency on Aging *DBA: Age Central* to help in planning an event called "Release the Silence," that will help educate the community, future caregivers and the healthcare industry about Alzheimer's disease and health disparities that affect African Americans.

Key Accomplishments for FY 2024

Program/Service

Neighborhood House assumed responsibility for City of Peoria and Rural Peoria County home-delivered (HDMs) and congregate meals, as well as Farmers Market Coupon distribution. A total of 385,461 meals were delivered through Age Central direct services, Neighborhood House, and MSW Projects. Bradley University Counseling Research and Training Clinic supported 78 grandchildren and 20 grandparents with school supplies in the fall. Additionally, 168 informal caregivers received respite care through 17 licensed providers. To combat social isolation, 397 older adults received outreach services from the Center for Youth and Family Solutions, and 32,214 trips were provided by transportation providers, including MSW Projects, TCRC (formerly We Care Inc.), and Age Central direct services.

Name of Program/Service	Total Persons Served	Amount and Type of Service
A Matter of Balance	96	426 sessions
Benefit Access and Medicare Part D Pharmaceutical Program	2,566	
Caregiver/GRG Counseling	92	703
Caregiver/GRG Access Assistance	1,141	2,376
Caregiver/GRG Information	3,667	98 unique units
Caregiver/GRG Education/Training	89	96 sessions
Dementia Alzheimer's Gap Filling	64	1,876
Congregate Meals	462	19,237 meals
Gap-Filling: General Services	23	39 units
Health Promotion-Depression Screening	76	328 sessions
Home Delivered Meals	2,655	385,461 meals
Information & Assistance	20,617	26,818 contacts
Legal Assistance	260	1,323 hours
Medication Management -Screening & Education	66	66 sessions
Outreach	397	627 units
Person-Centered Counseling	105	250 sessions
Respite for Caregivers	168	5,506
Transportation	620	22.392 trips
Transportation - Assisted	214	9,822 trips

Service Providers Funded by CIAA

Central Illinois Agency on Aging *DBA: Age Central* works with local agencies and organizations to ensure older persons and family caregivers receive needed services. This is accomplished by making funds available to the providers of vital services.

SERVICE PROVIDERS Funded Through the Older Americans Act
Bradley University, Counseling, Research & Training Clinic
Center for Prevention of Abuse
Methodist College
MSW Projects of Henry, IL
Neighborhood House Association
Prairie State Legal Services
The Center for Youth & Family Solutions
TCRC (Formerly We Care, Inc.)

Funded Services

To best serve our consumers Central Illinois Agency on Aging *DBA: Age Central* funds the following services, some directly provided by Age Central. The services are grouped into categories.

Funds for service priorities are subject to availability under the Federal Older Americans Act and the Illinois Act on Aging through IDoA. Priority services are available contingent on the availability of funds to Age Central. In addition to funds available from Age Central, other resources are used to support the total costs of the services.

Other resources include program income, other income, and local contributions or matches IDoA. Priority services are available contingent on the availability of funds to Central Illinois Agency on Aging *DBA: Age Central*. In addition to funds available from Age Central, other resources are used to support the total costs of the services. Other resources include program income, other income, and local contributions or match. The requirement for the match is intended to promote and demonstrate local support for the services.

Definitions of Units of Service

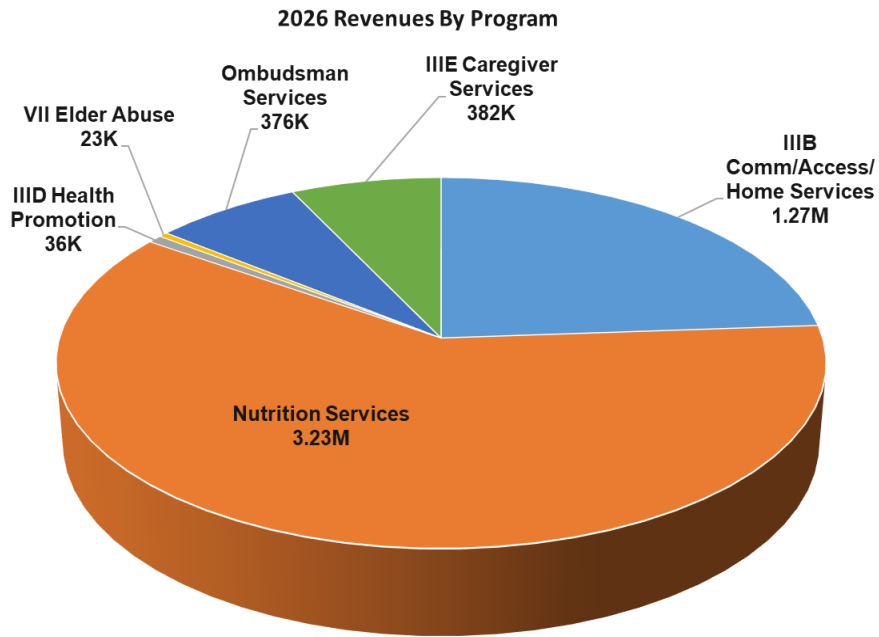
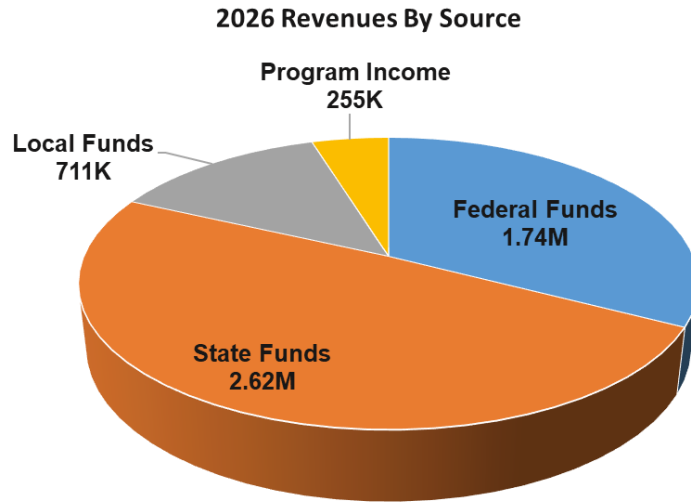
One hour of staff time, including paid and volunteer, expended on behalf of an older person constitutes one unit of service. This definition is used for advocacy, case management, adult protective services, disease prevention - health promotion, legal assistance, long term care ombudsman, and respite services. For all other services the following definitions apply.

- Each meal provided in a group setting constitutes one unit of service. This definition is used for congregate meals.
- Each time a participant is served, it constitutes one unit of service. This definition is used for gap-filling services.
- Each meal delivered constitutes one unit of service. This definition is used for home-delivered meals.
- Each initiated contact made by an individual older person or caregiver for information, referral, or assistance constitutes one unit of service. All referral, follow-up, or assistance made by the service provider for the older person or caregiver constitutes one unit of service. This definition is used for information & assistance.
- Each one-on-one contact with another person or caregiver which encourages use of existing services and benefits constitutes one unit of service. This definition is used for outreach.
- Each one-way trip to or from a community location per participant constitutes one unit of service. This definition is used for transportation.
- One session will constitute one unit of service per participant. This definition is used for caregiver counseling, support groups, caregiver training and health promotion programs.
- One activity will constitute one unit of service. This definition is used for caregiver access assistance.

Service Projections for FY 2026

SERVICES	NUMBER OF PERSONS	NUMBER OF UNITS*
A Matter of Balance	76	242
Caregiver/GRG Access Assistance	2,159	4,316
Caregiver/GRG Counseling	300	800
Caregiver/GRG Training	50	50
Caregiver Information	1,000	3,099
Caregiver/GRG Support Groups	40	200
Congregate Meals (<i>All Providers</i>)	450	46,200
Dementia Alzheimer's Gap Filling	60	120
Gap-Filling and Chore: Caregiver	50	50
Gap-Filling and Chore: General Services	50	50
Home Delivered Meals (<i>All Providers</i>)	2,000	280,000
Information and Assistance	24,487	29,087
Legal Assistance	325	1200
Medication Management Screening	30	30
Mental Health Screening	60	200
Outreach	200	350
Person-Centered Counseling	120	400
Respite for Caregivers	150	3,500
SHAP/MIPPA	4,260	4,260
Social Isolation	250	500
Transportation	350	12,500
Transportation - Assisted	150	8,000

FY 2026 Projected Revenues



FY 2026 Distribution of Funds by Area and Services

All proposed funding for FY 2026 is based on planning allocations received from IDoA. Federal funds are based on FY 2026 funding levels and state funds are on the Governor’s proposed budget for FY 2026. In the event of any changes to the funding, the approved policy to address any increase or decrease in funding is detailed under the section entitled “Funding Possibilities: Should Funds Change.”

AREA and SERVICES	FY26 Funding Levels
1) Marshall and Stark Counties	
Transportation	\$25,386
Assisted Transportation	\$10,567
2) Fulton County	
Congregate Meals	
Home Delivered Meals	
Transportation	\$1,610
Assisted Transportation	\$1,768
Outreach	\$23,360
3) Woodford County	
Transportation	\$16,972
Assisted Transportation	\$9,698
4) Tazewell County	
Congregate Meals	\$79,678
Home Delivered Meals	\$385,933
Transportation (Southern)	\$43,617
Outreach	\$23,360
5) Peoria County Outside of the City of Peoria	
Congregate Meals	\$56,193
Home Delivered Meals	\$241,672
Transportation	\$4,635
Assisted Transportation	\$1,157
6) City of Peoria	
Congregate Meals	\$129,861
Home Delivered Meals	\$687,412

FY 2026 Distribution of Funds by Area and Services (continues)

7) City of Peoria & Northern Tazewell County	
Transportation	\$8,049
Assisted Transportation	\$3,413
8) Marshall, Stark and Woodford Counties	
Congregate Meals	\$84,123
Home Delivered Meals	\$302,073
Outreach	\$20,911
9) Marshall, Stark, Woodford, Tazewell, Fulton, and Peoria Counties	
Elder Abuse Services	\$5,123
Gap-filling and Chore Services, General Services	\$26,956
Gap-filling Caregivers	\$39,800
Gap-filling Respite for Caregivers	\$84,165
Caregiver Counseling Training	\$34,800
Mental Health Screening	\$10,454
A Matter of Balance	\$10,605
Legal Assistance	\$87,657
Medication Management Screening & Education	\$13,655
Ombudsman	\$208,957
Caregiver T-Care	\$31,248
Social Isolation	\$56,751
Subtotal	\$2,808,146

FY 2026 Distribution of Funds by Area and Services (continues)

AREA and SERVICES	FY26 Funding Levels
10. Central Illinois Agency on Aging, Inc.	
<i>Direct Services:</i>	
Information & Assistance	\$210,592
Caregiver/GRG Information Services	\$38,472
Caregiver/GRG Assistance Services	\$82,105
Caregiver/GRG Training	\$1,176
Transportation Direct Service	\$83,671
Person-Centered Counseling	\$11,694
Congregate Nutrition Service – Fulton County	\$89,015
Caregiver T Care Services	\$31,248
Home Delivered Meals – Fulton County	\$436,407
Alzheimer’s Disease & Related Dementia Supportive Gap-Filling	\$42,516
Administrative & Administrative Related	
Advocacy	\$26,343
Coordination	\$84,907
Program Development	\$111,546
Administration	\$210,064
SUBTOTAL	\$1,459,756
GRAND TOTAL	\$4,267,912

Direct Services Provided by Age Central/CIAA

Services directly provided by Central Illinois Agency on Aging *DBA*: Age Central are described below, listed in alphabetical order, with their activities and justification.

Benefit Access

Activities

- The Benefit Access program assists with free bus passes and a discounted license plate sticker. Benefit Access information is available on Central Illinois Agency on Aging *DBA*: Age Central's website, www.ciaoa.net which gives a connecting link to the Illinois Department on Aging's website.

Justification

- Assists eligible residents of Illinois with a discount on their license plate sticker and a free bus pass.

Caregiver Support – Access Assistance, Education/Training, Grandparents Raising Grandchildren (GRG), Information, Respite

Activities

- Provides current information on resources and services with a focus on the unique situation of family caregivers and grandparents raising grandchildren.
- Provide information to account for needs of a racially/ethnically diverse caregiver population to include African American, Asian, Hispanic/Latino, Middle Eastern, Native American and Caucasian caregivers.
- Provides access assistance to identify the needs of caregivers, linking the caregiver to resources and services available within their communities, and offering follow-up to ensure the needed services were received or resources were accessed.
- Shares with our Provider an evidenced-based assessment tool called T-Care to help develop a care plan tailored to the specific needs found in the assessment.
- Develop and deliver caregiver education and training services as identified by accessing the needs of caregivers and input from the Caring Connection, the Caregiver Coordinating Council.
- Provide respite services for eligible caregivers, provide assessment of need, process requests, coordinate with respite providers, and follow-up with caregivers.
 - GRG Program: The Grandparents Raising Grandchildren (GRG) Program includes the Relatives Raising Grandchildren Program. These programs assist grandparents or relatives of any age who provide care for grandchildren. CIAA embraces the opportunities to provide respite, educational assistance, and technological access for communication with incarcerated parents (as the law permits), as well as intergenerational activities and events to nurture a positive relationship and solid

familial foundation. Gap funding opportunities provide clothing, school supplies, academic needs, food, and other assistance to help the grandparent or relative provide meaningful care to those they are responsible for. Collaborative efforts between Age Central/CIAA and Bradley University assist GRG program participants in various avenues to benefit the caregiver and the grandchild. Ultimately the program provides support groups and structured counseling opportunities for grandparents to help them learn coping skills, and parenting techniques while embracing intergenerational spans. The charts below represent information taken from the American Community Survey about the number of grandparent caregivers living in Age Central’s counties.

2022 American Community Survey 5 Year Estimates - Number of Grandparents Living with Own Grandchildren Under 18 Years of Age	
County	Number of Grandchildren
Fulton	631
Marshall	304
Peoria	2,403
Stark	96
Tazewell	1,341
Woodford	347
Total:	5,122

Future plans for Caregiver – Access Assistance, Education/Training, Grandparents Raising Grandchildren (GRG), Information, Respite include:

- Promoting technology education
- Adapting caregiver services to virtual media

Justification

- Caregiver – Access Assistance, Education/Training, Grandparents Raising Grandchildren (GRG), Information, and Respite helps caregivers of all ages, abilities, and incomes have access to needed support. Support provided enables Caregivers, GRG, and Relatives as Parents to continue to provide direct or indirect care that prevents or prolongs the need for nursing home care, increases quality of life, and prevents children from living in foster care.

Congregate Meals

Activities

- Meals are served on weekdays in sites including senior centers, churches, senior housing facilities, and community buildings.

Justification

- Congregant Meals help community residents in small, rural communities have nutritious meals that may not otherwise be affordable and receiving meals at a central location

encourages socialization among residents. The opportunity that congregant meals provides for older and or disabled residents to meet and build relationships helps reduce isolation and loneliness which has proven to have detrimental effects on a person's mental and physical health (U.S. Surgeon General, 2023).

Congregate and Home-Delivered Meals in Fulton County

No Letters of Intent were received for meal service in Fulton County since 2014, when the previous provider could no longer provide this service. Therefore, Central Illinois Agency on Aging *DBA: Age Central* continues to operate this service. The sites that serve home delivered meals continue to remain open to pack those meals for drivers to take to home delivered clients. Central Illinois Agency on Aging *DBA: Age Central* will transition back to congregate meals as indicated above for those clients who had received pick up meals.

Evidence-Based Programs

Activities

- A Matter of Balance – Fall Prevention Program is an evidence-based program based upon research conducted by the Royal Center for Enhancement of Late–Life Function at Boston University. It is designed to reduce the fear of falling and increase the activity levels of older adults who have concerns about falls.

Justification

- After completion of the program participants have shown improvements in their level of fall management, fall control, levels of exercise, and social limitations regarding concern.

Gap-Filling

Activities

- Provides financial assistance to individuals and family caregivers aged 60 and above, and grandparents or relatives of any age raising grandchildren, for services to meet their individual needs that they are unable to pay for by themselves nor by other community programs.
- Examples of gap-filling include, but are not limited to, payments for: utilities, rent, medical and dental needs, medications, medical devices (such as hearing aids and eyeglasses), assistive devices (including lift chairs), and insect and rodent infestation such as bedbug, mice, and roach extermination treatments and services.
- Financial assistance is available only if there are agency funds available.

Justification

- Gap-filling helps an individual to maintain independence, delay institutionalization, and live in a safe environment.

Gap-Filling - Alzheimer's Disease & Related Dementia (ADRD) Services

Activities

- Individuals with ADRD and their family caregivers will use the supportive gap-filling service to purchase goods, supplies, or items to meet their needs. The supportive gap-filling service will be used to pay for adult day services, behavioral health assessments and interventions, home health care, respite care, companion care, wanderer alarm systems, residential repair to make homes more accessible and other gap-filing needs of persons with ADRD and family caregivers.
- Central Illinois Agency on Aging *DBA*: Age Central plans to continue to collaborate/partner with the local Alzheimer's Association as a source of referrals, which will be used to provide person-centered supportive gap services.

Justification

- As the number of older Americans grows rapidly, the number of new cases of Alzheimer's disease and related dementia will also increase. In 2024, it was estimated that Illinois had 250,600 individuals aged 65 and older with Alzheimer's disease. This number is projected to increase to 260,000 (by 18 percent) by 2025 (Alzheimer's Association, 2020). In Peoria County, there were estimated to be 3,700 individuals aged 65 and older with Alzheimer's disease (Alzheimer's Association, 2020). With this increase in the number of persons with some form of dementia, Illinois will need to develop specialized services that will meet their needs, as well as services that meet the needs of family caregivers who provide ongoing care to individuals with dementia.
- Since individuals with ADRD and their family caregivers have additional needs for support compared to older adults without cognitive impairment, some of the additional funds will be used for a person-centered supportive gap-filling service which will address the unique needs of individuals with ADRD and their caregivers. This person-centered supportive gap-filling service has proven to be an effective program for family caregivers and individuals with ADRD.

Home Delivered Meals

Activities

- When older adults cannot leave their homes and cannot personally prepare nutritious meals, home delivered meals are an available option. Volunteers and paid drivers who deliver meals to homebound older persons have an important opportunity to check on the welfare of the meal recipients. They are encouraged to report any health or other problems they may observe during visits.

Justification

- Home-delivered meals continue to be an essential service for older people. For many, this may be the only balanced meal they received for a day and the driver may be their only

human contact for the day. Older people generally want to remain in their homes as long as possible, but many suffer from physical or cognitive impairments or chronic health problems or lack of transportation. Receiving a home delivered meal can help with some of these issues and allow older people to continue their independence.

Information & Assistance

Activities

- Assesses the needs and problems of persons seeking assistance.
- Provides current information on services and opportunities available in the community to help meet those needs and solve those problems.
- Publications include the Caregiver Resource Directory, Agency Specific Consumer Resource Guide, and “Yellow Page” which are distributed to consumers in each county. These publications include vital information for consumers to locate helpful resources to satisfy their specific needs.
- Links the persons seeking assistance to the available resources.
- Follows up to ensure that the person received the needed services, accessed the opportunities, or solved the problems.
- Provides person-centered counseling to persons, when necessary, which is a more in-depth session exploring various alternatives towards helping solve problems.
- Continue collaborative efforts with LGBTQ+ persons and organizations to provide services and community referrals in Illinois through awareness and resources. The CIAA Information & Assistance Department has developed an LGBTQ+ Information and Resources Packet Folder that contains varying organizational resource contact information, as well as links

Future plans are to:

- Promote technology education
- Adapt services to virtual media methods

Justification

- Central Illinois Agency on Aging *DBA: Age Central* provides an information & assistance service to persons (referred to as consumers) of all ages, abilities, and incomes, including family caregivers, who request this service. Our information & assistance specialists provide information and referrals to connect consumers with resources that can help them.
- Information & assistance is provided primarily through phone calls, in-person walk-ins, and e-mails. Central Illinois Agency on Aging *DBA: Age Central* has continued an 877 toll-free phone number to benefit consumers with the greatest economic need, especially in rural areas. The local 211 agency, which serves five of Central Illinois Agency on Aging *DBA: Age Central*’s six counties, oftentimes refers callers to us for assistance. Information & assistance is also provided through our website, ciao.net, and through community health fairs.
- Information & assistance specialists are certified in the Inform USA (formerly Alliance of Information and Referral Systems (AIRS)) as certified Community Resource Specialists for Aging and Disabilities (CRS-A/D). This indicates that their competencies and related

performance criteria meet established national standards for information and referral in organizations serving the aging and disability population. The Hamilton Boulevard office, in downtown Peoria, is in proximity to a wide variety of health and social service agencies and is on a major public transportation route.

Person-Centered Counseling

Activities

- Person-Centered counseling is a service that is what the name suggests: person-centered. Each consumer is treated as a unique individual, with dignity, having their own set of needs and capacities. When the nature of the problem requires further, more in-depth evaluation, information and assistance specialists are trained to provide person-centered counseling.

Justification

- This type of counseling involves a longer, more detailed, discussion with consumers, assisting them to set goals and objectives and identify various options to reach those goals. The consumers are empowered to make their own choices and decisions.

Prescription Medication Assistance

Activities

- Prescription assistance staff counsels and provides information to persons 65 and over and persons with a disability regarding their decision to enroll in Benefit Access, Medicare Part D prescription drug plan, Extra Help/Low-Income Subsidy (LIS), Medicare Savings Program (MSP) and provides direct assistance with the enrollment process.
- The State Health Insurance Program (SHIP) is a counseling service that assists individuals needing information and enrollment assistance for Medicare, Medicare Part D prescription plans, Medicare Advantage and Supplemental plans, and other information. Volunteers are available at area libraries to offer help in completing Benefit Access and the Medicare Part D applications.
- The Medicare Improvements for Patients and Providers Act (MIPPA) program aims to increase outreach, training, and technical assistance activities regarding MSP, LIS, and prescription coverage benefits under Medicare Part D.
- The goal of the Senior Medicare Patrol (SMP) program is to empower Medicare and Medicaid beneficiaries to prevent, detect, and report health care fraud through outreach and education.

Justification

- SHIP is a free health insurance counseling service for Medicare beneficiaries and their caregivers. SHIP counselors provide information and resources about applying for Medicare and Medicare-related programs. CIAA is a SHIP site with certified SHIP counselors.

Transportation

Activities

- Central Illinois Agency on Aging *DBA: Age Central* provides transportation for older persons and caregivers in Peoria County and Northern Tazewell County. These services are available to persons 60 years of age or older that have no other means of transportation. CIAA requires a minimum of 24 hours in advance notice to schedule an appointment. CIAA provides transportation services for the following services: dialysis, cancer treatments, doctor's appointments, grocery stores, etc.
- For assisted transportation services for the City of Peoria and Northern Tazewell County, Age uses a voucher program with City Link and County Link for rural Peoria County.
- For transportation services not served by these providers in these areas, other transportation services are made available through a Request for Proposal.

Justification

- Central Illinois Agency on Aging *DBA: Age Central* consistently experiences no responses to the Request for Proposals (RFP) for the transportation service areas that include the City of Peoria, Rural Peoria County outside the City of Peoria, and Northern Tazewell County. The RFP to provide Transportation and Assisted Transportation services for FY 2019, 2020, and 2021 did not result in competition to provide these services. Therefore, a non-competitive grant award process was implemented which also received no responses to the RFPs. To maintain services, Central Illinois Agency on Aging *DBA: Age Central* again entered into an agreement with the current provider of emergency-assisted transportation services for the City of Peoria and Northern Tazewell County using a voucher program with City Link. Rural Peoria County will continue to be served through a voucher program with County Link. The Northern Tazewell County area not served by City Lift will be served directly by CIAA Transportation Services.
- Central Illinois Agency on Aging *DBA: Age Central* requested a continued direct service waiver to provide transportation services to seniors in the City of Peoria and Northern Tazewell County. Central Illinois Agency on Aging *DBA: Age Central* providing this direct service aspect has enabled coordination with other services and resources, which would not be performed by a transportation service. It also older people in that they are connected directly to the aging network and to a source that provides information and ion and assistance. The telephone assessment of other available transportation allows the older person to connect with other resources.

Underserved Areas

Home-Delivered Meals

There continues to be an ongoing need for HDM. Many new older persons have been added to the home-delivered routes, but there are still some unserved and underserved areas due in part to not being able to secure enough drivers/vehicles to cover additional needed routes.

Currently, the following areas and/or townships are unserved for home-delivered meals:

- Marshall County: Pattonsburg, Wilbern, Hopewell, LaPrairie, Lawn Ridge, Broadmoor and Whitefield
- Stark County: Castleton, Duncan, Elmira, Lombardville and Modena
- Woodford County: El Paso, Eureka, Minonk, Bayview Gardens, Congerville, Germantown Hills, Goodfield, Panola, Secor and Spring Bay

Central Illinois Agency on Aging *DBA*: Age Central plans to reimplement monthly Nutrition Service Provider meetings where the providers are informed about any updates and given information on additional available resources to meet the increased demand for HDMs.

Federal and State funding levels do not seem to be enough to cover minimum wage increases. Providers continue to look for other sources of funding including applying for grants and holding fundraising events.

When additional funds are available, Central Illinois Agency on Aging *DBA*: Age Central will develop strategies to expand home-delivered meals and supportive services in the unserved areas mentioned above. These include:

- Allocate funds to all home-delivered meal providers in accordance with the approved and published policy for increases or decreases in funding.
- Continue monitoring expenditures by county to facilitate inter-PSA transfers.
- Continue to research reducing costs in remote rural locations by delivering frozen meals once a week provided the older adult has a microwave.
- Continue to meet with service providers regularly to assess the status of services and unmet needs.
- Continue to improve the HDM program by utilizing more volunteers, collaborating with community resources, and taking other cost-effective initiatives.
- Continue to make one-time grants available to purchase additional equipment and delivery vans for nutrition programs to maintain and improve services, delivery models, and food service equipment;
- Continue to work with DoRS, Human Service, MCOs, and private pay consumers to maintain services, become more socially entrepreneurial, develop community partnerships, and identify both public and private funding systems.

- Continue to provide HDM survey information on unserved and undeliverable areas, as well as information on congregate meal sites, to legislators and elected officials about the needs in these areas.

Funding Possibilities: Should Funding Change

The following is an explanation of what Central Illinois Agency on Aging *DBA: Age Central* will do if the amounts of funds available increase or decrease.

Increases/Decrease

- Review the needs to continue existing services, as listed above, and commit funds as determined necessary.
- If the above action is insufficient, the CIAA Area Advisory Council and Board of Directors will consider options and make decisions accordingly, while taking established priorities into account.

Services by Funding Source

<u>Title</u>	<u>Sources</u>	<u>Programs</u>
Title III-B	Federal	Community Based Services – Legal Assistance, Transportation, Assisted Transportation, Information & Assistance, Gap-Filling Services, Person–Centered Counseling, Long Term Care Ombudsman Services, Outreach, Advocacy, Coordination, Program Development, Administration, and Administratively-Related Direct Services
Title III-C1	Federal	Congregate Meals
Title III-C2	Federal	Home-Delivered Meals
Title III-D	Federal	Health Promotion Programs – Disease Prevention
Title III-E	Federal	Caregiver/GRG Services – Information, Assistance, Counseling, Support Groups, Training, Respite, and Gap–Filling
Title VII-EA	Federal	Adult Protective Services
Title VII-Omb	Federal	Long Term Care Ombudsman Services
GRF-Match	State	State Match for Older American Act Administration and Services
GRF-HDM	State	State Funds for Home-Delivered Meals
GRF-CBS	State	State Funds for Community Based Services
AAA Adm	Federal	Area Agency on Aging Administration
AAA DS	Federal	Area Agency on Aging Administratively-Related Direct Services

Non-Discrimination Statement

Age Central/Central Illinois Agency on Aging, Inc. does not discriminate in admission to programs or activities to treatment of employment in programs or activities in compliance with the Illinois Human Rights Act, the U.S. Civil Rights Act, Section 504 of the Rehabilitation Act, the Age Discrimination Act, the Age Discrimination in Employment Act, and the U.S. and Illinois Constitutions.

If you feel you have been discriminated against, you have a right to file a complaint by calling Tessa Mahoney, Executive Director, Age Central/Central Illinois Agency on Aging, Inc. at 309-674-2071 or with the Illinois Department on Aging at 1-800-252-8966 (Voice & TDD).

Central Illinois Agency on Aging

DBA: Age Central

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