

Information and Assistance

Consumer Resource Guide



Heart of Illinois



Aging & Disability Resource Network

Central Illinois Agency on Aging, Inc.

An independent, not-for-profit organization serving persons of all ages, incomes and abilities in Fulton, Marshall, Peoria, Stark, Tazewell and Woodford Counties

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Services provided by The Central Illinois Agency on Aging, Inc.

Benefit Access Program

Provides reduced license plate sticker fees or Ride Free Bus Pass through CityLink.

Eligibility is based upon:

- Financial criteria
- 65 years of age by 12/31 of the current year
- 16 years or older and have a total disability before 1/1 of this year
- Be a resident of the state of Illinois prior to filing.

Eligibility may expire after 2 years. Participant may re-apply within 90 days prior to eligibility expiration.

Financial guidelines are as follows:**

- \$33,562 for one person household*
- \$44,533 for a two person household*
- \$55,500 for a three person household*

*Some exclusions/inclusions may apply.

**Financial guidelines changes annually.

Caregiver Assistance and Support

Provides information and support to those family and friends that provide caregiving to the elderly and disabled within the community. From providing caregiver resources and training to Respite options, this is an assistance that the caregiver can take advantage of to help them lessen their stress levels and provide short-term Respite relief.

The Bradley Caregiver Program offers emotional support for caregivers and Grandparents Raising Grandchildren providers. This program provides learning techniques to cope with caregiver roles, strengthens abilities for better personal adjustments, and socialization for those in caregiver roles.

Respite Services

Sometimes being a caregiver can be a daunting job. Providing care for a family member or friend is, of course an honor, however, everyone needs a break and time to re-set, or consider their own health needs. The Respite Program is the answer. Central Illinois Agency on Aging, Inc. can assist caregivers with a short-term break and allow them to be confident that their loved ones are still being responsibly cared for.

Case Management and Care Management Services

For an elderly or disabled person to become a participant and receive some of the services Central Illinois Agency on Aging, Inc. provides under Case Management Services, the resident must be:

- 60 Years old or older
- A U.S. citizen
- Have 'non-exempt' income of \$17,500 or less annually
- Be at risk of nursing home placement determined by assessment from the local case management service/coordinators.

Care coordinators working under Case Management Services can refer services for a variety of reasons, including: (This is not an all-inclusive list)

- Adult Day Services
- Automated Medication Dispenser Services
- Emergency Home Response Services (Button that the participant can press in case of an emergency or fall)
- In-Home Services – Provides personal care technicians that assist with personal care, meal planning and preparation, laundry services, shopping and errands, transport to doctors' appointments, special diet needs.
- Home delivered meals (Meals on Wheels)

Available services can be located by the county the resident lives in.

The Care Coordination Services are designed to assist seniors with the ability to continue to safely live in the community for as long as possible by providing them with necessary assistance.

Under the Community Care Program, trained and certified Case Managers perform assessments to determine eligibility for In-Home Services, Homemaker Services, Emergency Home Response (EHRS), Adult Day Services, and Home Delivered Meals, and much more.

Case coordination under the Community Care Program for the 6 county service areas are as follows:

City of Peoria & Tazewell, Marshall, Stark, and Woodford

Counties ~ Autonomous Case Management ~

(ACM Care) (309) 453-2736

Fulton County ~ Community Care Systems, Inc. (309) 647-2222

Peoria County ~ Mature Solutions (309) 633-0927

Community Education

Pertains to groups for services for the educational support of caregivers, respite, and educational assistance. A Matter of Balance is an evidence-based class designed to help those that experience unsteady mobility issues to recognize potential fall risks and ways to prevent them.

Alzheimer's Support Group

This program embraces those suffering with Alzheimer's in a group forum to share experiences, increase feelings of self-worth, decreases a sense of isolation, share with peers the challenges they experience and ways to overcome them.

Grandparents Raising Grandchildren Program

Within the 6 counties that Central Illinois Agency on Aging, Inc. serves, there are over 6,000 children aged 2 -18 years old living with Grandparents. This program aids the grandparents aged 55 years old and older with information on Financial and Legal Services, Food Assistance, and Supplemental Nutrition Programs, Health Services, Health Insurance, Counseling and Support Groups, Temporary Assistance for Needy Families (TANF), Tax Benefits, Child Care Resources, and Developmental Needs resources, and Respite opportunities. Education related expenses may also be provided.

Veteran's Independence Program (VIP)

Participant must be referred by the Veteran's Administration for home and community-based services. Veteran Directed Care.

Located at:

Veteran's Affairs
8305 N. Allen Road, Peoria, IL
309-689-9708

Farmer's Market Coupons (When available)

Coupons available for local Farmer's Markets to promote the consumption of fresh fruits and vegetables. Nutritional education material is also available.

Information and Assistance

Central Illinois Agency on Aging, Inc. is your connection to the vast network of community services. We help the citizens over a 6 county area to be informed and connect to the services and available benefits to support them. Contact our certified Alliance Information and Referral Systems (AIRS) specialists to assist you in locating vital community services and resources to meet your needs.

To speak with a resource specialist, call The Central Illinois Agency on Aging, Inc. at 309-674-2071. We are located at 700 Hamilton Blvd., in downtown Peoria, IL. Our office hours are from 8:30 – 5:00 Monday through Friday. We are closed on some holidays. You may also contact us via: info@ciao.net.

Legal Services

Central Illinois Agency on Aging, Inc. has associated with Prairie State Legal Services to refer participants needing limited legal information and representation. The participants must meet age (age 60 and over) and low-income criteria to be eligible for

services. Prairie State Legal Services offers legal advice covering serious litigation in civil matters. Some of the areas of representation include denial of Medicare/Medicaid and SSI, Financial Exploitation or abuse of the elderly or disabled, long-term care finance and payment issues, Elder Abuse, physical safety and government subsidized housing eviction and termination concerns.

SHIP/SHAP COUNSELING SERVICES

SHIP is the Illinois Senior Health Insurance Program. This is not a form of state insurance. This program is designed to *aid in the understanding of Medicare and Medicaid Benefits and offers:*

- Free statewide health insurance counseling services for Medicare beneficiaries and their caregivers.
- Assistance in how to apply for Medicare
- Sites to assist in the application of Medicare
- Sites that offer tools for SHIP sites Statewide to serve Medicare Beneficiaries
- Assists Seniors in understanding their Medicare and Medicaid Benefits

SHAP is the Illinois Senior Health Assistance Program. Providing free counseling and assistance when applying for Medicare Part D plans and enrollment processes. SHAP also offers:

- Phone support and counseling to help eligible beneficiaries enroll in Medicare Part D.
- Apply for Medicare Savings Programs (MSP) (Aged 60 and under)
- Access to the Social Security Administration's Low-Income Subsidy (LIS) Program
- Medicare Part B Prevention and Wellness benefit
- Other prescription drug assistance program options
- Free help filling out program applications

Nutrition

The Nutrition Program provides meals in group settings and individual home delivery. Meals are provided at Senior Centers, Churches, senior housing facilities, and Community buildings.

Seniors that are home-bound and unable to prepare their own meals, should consider the Home Delivered Meal (HDM) options as a great way to fill this important need.

All meal menus are certified by Illinois dietitians. Nutritional assessments, screenings, education and nutrition counseling may also be offered. Donations are encouraged and accepted to aid in offsetting costs for this important program.

Transportation

Comfortable transportation services are available to eligible seniors aged 60 and older that have no other available means of transportation. Van transportation to and from medical appointments, dialysis centers, cancer treatment facilities, physical therapy, food pantry, Public Aid, Social Security offices, grocery stores, and other appointments. Monday through Friday only.

The area of service covers Northern Tazewell County, Creve Coeur, Marquette Heights, North Pekin, Pekin, Washington, and parts of East Peoria. An interview and assessment is conducted to determine transportation needs. Please allow a 24-hour advance notice to schedule an appointment. Donations are encouraged to help cover the costs of this service.

Transportation needs for the City of Peoria, Bartonville, Dunlap, Chillicothe, parts of East Peoria, North Pekin, Pekin, and Washington, the agency provides transportation vouchers for City Lift. Eligible participants will need to register with CityLift first, then contact Central Illinois Agency on Aging, Inc.

The Central Illinois Agency on Aging, Inc. is also happy to offer the availability of a 20 passenger bus. The bus is equipped with air conditioning, wheelchair access and also provides easy entry and exit swing doors. A great form of contracted transportation for

group events, outings and day trips for church groups, senior based outings, dining excursions, etc.

Volunteering

We take pride in our volunteers and appreciate their selflessness in helping us to aid those that need it most. If you would like to volunteer at the Central Illinois Agency on Aging, Inc., please contact us at 309-674-2071. There are various areas of need within the community and within The Central Illinois Agency on Aging, Inc.

Other Resources

The following list is comprised of various referrals and resources that may benefit the citizens of the 6 counties (Fulton, Marshall, Peoria, Stark, Tazewell and Woodford) serviced by Central Illinois Agency on Aging, Inc.

Agencies that Central Illinois Agency on Aging, Inc. may refer to:

Adult Day Services: Provides a safe, monitored, environment for the elderly when the caregiver must work, or have other obligations throughout the day.

Adult Protective Services

(Abuse and Exploitation)

Cell Phones (Free)

Clothing (Used)

(Other Resources Cont.)

Where to call for complaints

Computer Education

Counseling Services

Credit & Financial Counseling

Dental Assistance

Disability Parking Forms

Disaster Assistance

Driving Classes (Safe driving)

Emergency Assistance

Energy Assistance & Weatherization

Eyeglasses (Reduced cost or Free)

Fall Prevention in the Home

Victim Services

Financial Assistance

Food Pantries

Fraud (Against Seniors)

Geriatric Assessments

Health & Medical Information

Hearing Aids & Telephone Devices (Reduced Cost)

Home Care Services (Personal Care, Cleaning, Food Prep., Errands,
Shopping, etc.)

Homestead Exemption (Property Tax Freeze)

Hospices

(Other Resources Cont.)

Housing Facilities

Income Tax Preparation (Free)

Legal Assistance

Meals for Seniors (Home delivered & congregate)

Social Security & Disability (SSI)

Support Groups

Volunteer Opportunities

Wheelchairs & Ramps

Wills & Power of Attorneys (POA)

Contact Information

Central Illinois Agency on Aging, Inc.

700 Hamilton Blvd.

Peoria, IL 61603-3617

Phone (309) 674-2071

Toll-Free (877) 777-2422

Fax (309) 674-3639

Email: info@ciaoa.net

Website: www.ciaoa.net

Facebook facebook.com/ciaoa.illinois

NOTES:



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