



State of Illinois  
Pat Quinn, Governor

Illinois Department on Aging  
Charles D. Johnson, Director



In-Home Service



Community Support



Adult Day Service



Home-Delivered Meals



Caregiver Support



Emergency Home Response Service

# Choices for Care in Illinois

A program that helps families  
discover their options  
for long-term care

Illinois Department  
on Aging



# About this Guide...

When a friend, family member or even you need long-term care, you will no doubt want to know what choices are available. Nursing facilities represent one type of long-term care, but there are many other home and community-based options as well. That's what this guidebook is about — helping you become familiar with the wide variety of long-term care choices available today.

This guidebook helps you to determine your needs and the services available, and it gives information on locating agencies and organizations that provide the services.

Before you travel down the road of choices, you may want to complete the **Needs-Assessment** (page 4). The evaluation will help you match your needs with the **services** (pages 6-18). After reviewing the services you think are most appropriate, you'll want to look for your **local agencies** (see pages 19-22).

An additional feature of this book is providing information and options to people who are caring for older relatives or friends. The Illinois Department on Aging's Family Caregiver Support Program is specifically designed to help families and friends who are caring for an older adult age 60 and over.

A **Self-Assessment** (page 1) can help you answer questions such as:

- Am I a caregiver?
- Am I over-stressed?
- What services are available for caregivers?
- Where can a caregiver get help?

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# Self-Assessment

## Am I a caregiver?

Do any of the following statements apply to you?

- I help a senior pay bills.
- I shop or do errands for a senior.
- I drive a senior to the doctor or to a community center.
- I remind a senior when to take pills or provide help with personal care.
- I regularly prepare meals or clean house for a senior.
- I provide regular emotional or physical assistance.
- I continue to provide support for a senior in a nursing home.

A caregiver can be anyone — a family member, friend, neighbor or client. You are a caregiver when a senior relies on you to provide unpaid help in order to remain in his/her current living situation. The person may live in your own home, across town or in another state.

**You are not alone.** Caregiving cuts across age, income, education, gender, class and ethnicity. It is estimated that one out of four households nationwide is involved in caregiving for someone age 50 or older.

## Caregiver stress scale

Caring for someone is rewarding, but it is also a difficult and stressful job. Caregiving can impact the physical and emotional health of caregivers, who often neglect their own needs while caring for others.

Check the following statements if they apply to your situation.

- It seems I can't get enough rest.
- I don't have enough time for myself.
- I don't have time to be with other family members besides the person for whom I care.

- I feel guilty about my situation.
- I don't get out much anymore.
- I have conflict with the person for whom I provide care.
- I have conflicts with other family members.
- I cry often.
- I worry about having enough money to make ends meet.
- I don't feel I have enough knowledge or experience to give care as well as I'd like.
- My own health is not good.

If you have checked one or more of these boxes, you may benefit from services offered through the Aging network.

## What services are available for caregivers?

The purpose of the program is to strengthen and support families with caregiving responsibilities by providing information, training and respite. The program calls for states to work in partnership with Area Agencies on Aging and local community-service providers, to provide five basic services for family caregivers, including:

- Information to caregivers about available services;
- Assistance to caregivers in gaining access to services;
- Individual counseling, organization of support groups and caregiver training;
- Respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities; and
- Supplemental services, on a limited basis, to complement the care provided by caregivers.

### **Examples of some of the services provided:**

- Adult day services
- Home modification
- Caregiver support groups
- Assistive devices (wheelchairs, walkers, etc.)
- Transportation

- Training, counseling and emotional support
- Legal assistance
- Assistance with housework
- Assistance with nursing home placement
- Gap-filling (services based on caregiver needs)
- Case management

In addition, the Department on Aging has designated over 100 Caregiver Resource Centers throughout Illinois. These Resource Centers are your local link to caregiving services in your community. A list of Caregiver Resource Centers, by county, is available on the Department's web site at [www.state.il.us/aging](http://www.state.il.us/aging).

## Who is eligible for these services?

- Family caregiver**, which is defined as an adult family member or another individual, who is an informal provider of in-home and community care to an individual over the age of 60. Caregivers are eligible for services regardless of where the care recipient lives, whether it be the home or long-term care facility.
- Grandparents and relative caregivers of children** not more than 18 years of age (including grandparents who are sole caregivers of grandchildren).

## Whom do I contact for help?

The local **Area Agency on Aging** is one of the first resources a caregiver should contact when help is needed. Illinois has 13 Area Agencies on Aging across the state. See page 19 for phone numbers of each agency or visit [www.state.il.us/aging](http://www.state.il.us/aging) on the Internet for complete contact information.

The **Illinois Department on Aging** will answer any questions related to caregiving in Illinois, or caring for older adults in other states. To contact the Illinois Department on Aging, please call the **Senior HelpLine** at 1-800-252-8966, 1-888-206-1327 (TTY).

For information on out-of-state help, call the **Eldercare Locator** at 1-800-677-1116.

# Needs-Assessment

This checklist will help determine if you could benefit from services.

Explanations of these services are listed on pages 6 through 18. Names and addresses of service providers are located on the Aging Web site: [www.state.il.us/aging](http://www.state.il.us/aging).

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## If you need help arranging services...

**...Comprehensive Care Coordination** provided by care coordinators help older adults determine what their specific needs are and what services are available to meet those needs. The care coordinator can discuss community-based services that are funded by the state and federal government and those that can be purchased by an individual's own resources. Care coordinators are based in local agencies that are often referred to as Care Coordination Units.

Through the Choices for Care Program, older adults in need of long-term care first meet with a care coordinator to discuss what activities they can do on their own, as well as those that require help. The care coordinator can then identify services that could help them continue living in their own homes. For instance, someone recovering from a stroke may need home-delivered meals or transportation service — or may need In-Home Service to help with medications, bathing and household chores. The care coordinator can help arrange these services so that the older adult can continue to live as independently as possible.

The care coordinator is key in terms of developing a plan of care and linking with other agencies that actually provide the care. The care coordinator periodically checks with the older adult and his/her family to find out if any service changes are needed.

To locate a Care Coordination Unit in your area, please contact the Senior HelpLine (see page 23).

## If you need help with meals...

**...Home-delivered meals** are nutritious meals provided to older adults who are home-bound because of illness, physical or mental impairment or social isolation. Meals may be provided on either a long- or short-term basis.

Congregate meals are also served in a group setting at familiar locations like senior centers, restaurants, churches or synagogues.

**Senior HelpLine** **1-800-252-8966** (Toll-free within Illinois)

Monday - Friday, 8:30 a.m. - 5:00 p.m.

**1-888-206-1327 (TTY)**

Outside of Illinois: 1-217-524-6911

FAX: 1-217-524-6968

E-mail: [aging.ilsenior@illinois.gov](mailto:aging.ilsenior@illinois.gov)

[www.state.il.us/aging](http://www.state.il.us/aging)

421 East Capitol Avenue, #100

Springfield, IL 62701-1789

Older adults who participate in either home-delivered or congregate meal programs are offered the opportunity to make voluntary contributions toward the meal cost.

For more information on Meal and Nutrition Projects, contact the Senior HelpLine (see page 23).

## If you need help with bathing, cleaning, household chores and meal preparation...

**...In-Home Service** is available to provide assistance with household tasks and personal care for older adults who are moderately impaired. Some of the activities may include uncapping of medications and providing water, assisting with personal care, cleaning, doing laundry, preparing meals and assisting with more complex tasks, such as meal planning, shopping and household supervision, and escorting and arranging transportation for older adults who have difficulty managing these responsibilities.

Often these services help older adults remain in the privacy of their homes and promote independence, in addition to saving money.

To locate a Care Coordination Unit in your area, please contact the Senior HelpLine (see page 23) or link to [www.state.il.us/aging](http://www.state.il.us/aging).

## If your caregiver is not available during the day and you require supervision...

**...Adult Day Services** offer older adults the opportunity to interact with other people in supervised settings outside their homes. Adult day service centers offer a wide range of social activities. Snacks and a noon meal are provided, and participants may enjoy everything from arts and crafts to card games and current events. Counseling and physical therapy with trained professionals are also available in some centers. Additionally, adult day service centers can serve the needs of family members who may need to take a break from caregiving responsibilities, or who may work outside the home during the day. In many adult day service centers funded by the Illinois Department on Aging, specialized services are offered for individuals who suffer from Alzheimer's disease or related disorders.

For more information on adult day service centers, contact the Care Coordination Unit in your area or the Senior HelpLine (see page 23).

## If your doctor says your medical needs require special attention...

**...Home Health Care Services** are available to an individual who is at risk of going to a nursing facility due to health related problems. The services are provided at an individual's home according to a plan of treatment prescribed by a physician. Home Health Services may include the following physician-ordered treatments: medication supervision; teaching self-administration of medication with follow-up; observation and recording of vital signs; catheter maintenance; non-sterile dressing changes; medical equipment use; tube feeding; colostomy care; teaching therapeutic diet management and maintenance; teaching use and maintenance of medical equipment; physical therapy; occupational therapy; speech therapy; medical social services; or home health aide services.

To locate a Care Coordination Unit in your area, please contact the Senior HelpLine (see page 23) or the Illinois Homecare Council. (see page 21)

## If you need someone to check on you...

**...Telephone Reassurance** provides individuals living alone with a telephone call at specific times to provide psychological reassurance, reduce isolation and provide specific assistance if needed. Emergency plans can be developed if a telephone call is unanswered.

**...Emergency Home Response Service** provides the individual with a signaling device for 24-hour emergency coverage, which permits the individual to alert trained professionals at the local hospital, fire department or police department if immediate help is needed.

**...Senior Companion Program** provides a senior volunteer to help the frail elderly with services such as companionship, letter writing, light meal preparation, some shopping and other services. The service not only provides the older adult with a new friend, but also can provide respite on a limited basis for a caregiver.

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FAX: 1-217-524-6968

E-mail: [aging.ilsenior@illinois.gov](mailto:aging.ilsenior@illinois.gov)

[www.state.il.us/aging](http://www.state.il.us/aging)

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**...Friendly Visiting** provides regular visits by staff or volunteers to socially or geographically isolated individuals to provide companionship and social contact with the community. The program serves older adults who are unable to leave their residence often, if at all, or who have few friends, family or neighbors who can visit them.

To locate a Care Coordination Unit in your area, please contact the Senior HelpLine (see page 23).

## If you need help obtaining prescription drugs...

### **Prescription Drug Benefits in Illinois**

The Illinois Department on Aging can inform you about programs that help Illinois seniors pay for prescription drugs, such as the Illinois Cares Rx program, Illinois Rx Buying Club and Medicare Part D, as well as discount programs offered by pharmaceutical companies.

**...Medicare Part D** is prescription drug coverage insurance that covers both brand-name and generic prescription drugs at participating pharmacies in your area. Medicare prescription drug coverage provides protection for people who have very high drug costs. Everyone with Medicare is eligible for this coverage, regardless of income and resources, health status, or current prescription expenses.

Your decision about Medicare prescription drug coverage depends on the kind of health care coverage you have now. There are two ways to get Medicare prescription drug coverage. You can join a Medicare prescription drug plan or you can join a Medicare Advantage Plan or other Medicare Health Plans that offer drug coverage.

Whatever plan you choose, Medicare drug coverage will help you by covering brand-name and generic drugs at pharmacies that are convenient for you.

Illinois Medicare Part D beneficiaries may qualify for additional “wrap-around” pharmaceutical benefits through the Illinois Cares Rx program (see page 10).

For more information on Medicare benefits, call the Medicare Helpline (see page 22). You may also call the Illinois Department on Aging Senior HelpLine (see page 23). For free Medicare counseling and health insurance information, call the Senior Health Insurance Program (see page 21).

**...Illinois Cares Rx** replaced the Circuit Breaker Pharmaceutical Assistance and SeniorCare programs effective January 1, 2006. If you are eligible for Medicare, Illinois Cares Rx provides “wrap around” benefits with the new Medicare Prescription Drug Plan. The program will help pay your monthly premium, annual deductible, co-insurance and the coverage gap in the basic Medicare benefit if you are enrolled in a Medicare plan coordinating benefits with the state of Illinois. If you are not eligible for Medicare, Illinois Cares Rx will continue to provide two benefit plans similar to the prescription drug coverage previously offered under Circuit Breaker Pharmaceutical Assistance and SeniorCare. You may also be eligible for an additional discount on certain prescription drugs through the Illinois Rx Buying Club.

To qualify for Illinois Cares Rx, Medicare enrollees must 1) apply for “Extra Help” available through the Social Security Administration and 2) enroll in a coordinating Medicare Part D Prescription Drug Plan. You must also meet eligibility requirements such as age or disability, residency or citizenship and specific income levels.

You may apply for Illinois Cares Rx on the Internet at **www.cbrx.il.gov** or obtain the application, Form IL-1363, at your local Area Agency on Aging (see page 19), Senior Health Assistance Program (see page 11), local senior center (visit **www.state.il.us/aging/1directory/directory-main.htm**) or public library.

**...Illinois Rx Buying Club** provides discounts on FDA-approved prescription drugs available through participating pharmacies and the program’s mail-order option. You may qualify if you are an Illinois resident with a household income equal to or less than 300 percent of the Federal Poverty Level. To join, you must fill out an application form and pay a \$10 annual fee. This entitles you to 12 months of savings from the date the card is issued. To receive the price discount, simply present the card to a participating pharmacy or use the mail-order option. For more information, call **1-866-215-3462**, **1-866-215-3479 (TTY)** or visit **www.illinoisrxbuyingclub.com**. You may also contact the Illinois Department on Aging Senior HelpLine (see page 23).

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**...IllinoisBenefits.org** is a comprehensive Web site hosted by the Illinois Department on Aging that provides resources, information and enrollment assistance for people with Medicare, their caregivers and professionals. Visit [www.illinoisbenefits.org](http://www.illinoisbenefits.org).

**...Senior Health Assistance Program (SHAP)** consists of more than 150 offices throughout Illinois offering free help applying for the Illinois Cares Rx, Circuit Breaker, Illinois Rx Buying Club and other programs. On-line filing is fast and accurate. It is recommended that you call to schedule an appointment. To view a list of SHAP sites, link to [www.state.il.us/aging](http://www.state.il.us/aging) and select “Directory of Agencies Serving Seniors.” You may also contact your local Area Agency on Aging (see page 19) or the Illinois Department on Aging Senior HelpLine (see page 23).

**...Partnership for Prescription Assistance** is a toll-free clearinghouse that provides telephone numbers and Web site addresses for American pharmaceutical companies, doctors and other health care providers, patient advocacy organizations and community groups to help qualifying individuals obtain prescription drugs from specific drug manufacturers. Each company defines the eligibility criteria for its low-cost or free prescription drug program. For more information, call **1-888-477-2669** or link to [www.pparx.org](http://www.pparx.org).

**...Veterans’ Administration Hospitals** may be contacted by eligible veterans who need prescriptions from V.A. hospitals at a cost of \$8 per prescription. To find out if you qualify, call your local V.A. hospital at **1-800-827-1000** or visit [www1.VA.gov/health](http://www1.VA.gov/health).

Qualified veterans may use both Medicare Part D and the **Veterans’ Administration Prescription Drug Benefits**. For more information, link to [www.va.gov](http://www.va.gov). You may also contact your local Area Agency on Aging (see page 19) or contact the Senior HelpLine (see page 23).

## If you have hearing or vision problems or need help with basic tasks...

**...Telecommunications Relay Services** provides around-the-clock linkage between those who use a teletypewriter (TTY) and those who use a standard voice telephone. The Illinois Telecommunications Access Corporation provides relay service that is supported by a charge on all telephone lines in

Illinois. For more information, call **1-800-526-0857**, **1-800-526-0844 (TTY)**. Please utilize the Relay Service for linkage to all services listed in this guide.

**...Libraries serving the blind and physically handicapped** are available throughout the state. To contact the Illinois State Library for the nearest location of a library providing Talking Books and other services, call **1-800-665-5576**.

**...Assistive Technology** helps persons with disabilities perform tasks more easily with inexpensive, “low-tech” modifications of existing products. Playing cards with giant faces can allow those with limited vision to continue to enjoy card games. Velcro fasteners on tennis shoes can make life easier. To learn about helpful products and services, or for help in choosing what will best meet your needs, call the Illinois Assistive Technology Project at **1-800-852-5110 (Voice and TTY)**.

To locate a Care Coordination Unit in your area, please contact the Senior HelpLine (see page 23).

## If your home needs repair...

**...Residential Repair and Renovation** services are available in some Illinois communities to assist older adults in maintaining their homes in conformity with minimum standards or in adapting homes to meet the needs of older adults with physical problems. The service includes arranging for the repairs, renovations and follow-up to ensure the individual receives satisfactory services.

To locate a Care Coordination Unit in your area, please contact the Senior HelpLine (see page 23), or link to **[www.rebuildingtogether.org](http://www.rebuildingtogether.org)** to see if an affiliate is located in your area.

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# If you need to move out of your home and want to know your options...

## **Housing Options**

Housing options may be considered when changes in lifestyle or health status require different housing needs. Housing options vary from communities for the very independent and active, to housing with a more supportive environment — with activities, services and, possibly, assistance with Activities of Daily Living (ADLs). The most common types of housing options are briefly defined here.

**...Assisted Living** may be offered in residential housing, an independent living setting, freestanding facility, sheltered care facility or nursing facility. Facilities providing assisted living services must be licensed by the Illinois Department of Public Health. Assistance with Activities of Daily Living are provided (bathing, dressing, toileting, transferring in and out of bed/chair and walking).

**...Congregate housing** is apartment-living that may include social and recreational programs. Some may have meal sites and a transportation program.

**...Continuing Care Retirement Communities** require either a monthly fee or a fee for service, but do not provide care for life — as Life Care Communities do. Individuals have their own apartment with meals served in a central dining area. Health care, activities, recreation and sometimes transportation are provided. When a decline in health status occurs and needs increase, the resident moves to the Continuing Care Retirement Community nursing facility located on the premises.

**...Independent Living Communities** are apartments with group dining and social programs. Transportation and social activities may also be available. Residents are usually self-sufficient.

**...Intermediate Care Facilities** provide 24-hour care, assistance with Activities of Daily Living, medication administration, therapy, case management and social services. Some accept Medicaid.

**...Life Care Communities** are similar to Continuing Care Retirement Communities. The important difference is that a contract for lifetime care is required. There is a substantial entry fee, endowments or monthly rent. Initially, persons have an individual unit or apartment, and as needs increase, move to the nursing facility on the premises.

**...Retirement Communities (Villages)** are rental units or privately owned homes that may provide some supportive services.

**...Shared Housing** is in a private home where two or more unrelated persons have their own sleeping room. Some allow the resident to share in housekeeping, cooking, etc., to reduce cost. Some areas “match up” seniors.

**...Sheltered Care Facilities** provide rooms (private or multiple bed) with meals, housekeeping, medication assistance or supervision and assistance with Activities of Daily Living — bathing, dressing, toileting, transferring in and out of bed/chair and walking. Special and therapeutic diets are available.

**...Skilled Care Facilities** provide 24-hour nursing facility care, such as administration of medications, tube feeding, intravenous medications administration and rehabilitation. Some have dementia units. Some accept Medicaid or Medicare.

**...Subsidized housing** is high-rise apartments or approved Section 8 rental property (houses or apartments). Income and assets determine eligibility. There may be waiting lists.

**...Supportive Living Facilities** are affordable assisted living settings administered by the Illinois Department of Healthcare and Family Services. Medicaid is accepted. These facilities provide personal care, homemaking, laundry, medication, supervision and activities.

To locate a Care Coordination Unit in your area, please contact the Senior HelpLine (see page 23).

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## If you need transportation to the doctor, grocery store, etc. ...

**...Transportation Services** provide transportation to and from community facilities and resources to acquire and receive services. It allows older adults to participate in or attend events in order to reduce isolation, and promotes successful independent living. A local service provider, public transportation systems or taxi cabs provide this service.

**...Escort Services** provide personal and physical assistance to people who are dependent on others to reach and use community resources. This service assists them in maintaining independent living. This program is designed to help those persons who require physical assistance to be able to utilize community services.

To locate a Care Coordination Unit in your area, please contact the Senior HelpLine (see page 23).

## If you want to socialize with other seniors or find out about services...

**...Senior Centers and Focal Points** offer a wide range of programs and activities for older adults, while often serving as nutrition sites, information and assistance centers and community focal points. The senior center is a place for older adults to meet with their friends, develop new friendships and gain valuable information about other services available in the area.

For more information on Senior Centers and Focal Points, contact the Senior HelpLine (see page 23).

## If you are a caregiver and you need assistance or information...

**...Respite Services** provide appropriate, temporary, substitute care or supervision of functionally-impaired persons. These services allow the primary caregiver time away from the individual to complete other tasks without disrupting the amount of care the individual needs. Respite care can include In-Home Service, chore-housekeeping services, home health services, senior companion services, adult day services and other activities to support caregivers.

**...Caregiver Resource Centers** offered through the Illinois Family Caregiver Support Program (see page 2-3), may also help. To locate a resource center in your area, visit [www.state.il.us/aging](http://www.state.il.us/aging) and link to “Illinois Family Caregiver Support.”

To locate a Care Coordination Unit in your area, please contact the Senior HelpLine (see page 23).

## If you need information on how to locate a nursing home or other long-term care facility...

...locate a Care Coordination Unit in your area. Contact the Senior HelpLine (see page 23) or link to [www.state.il.us/aging](http://www.state.il.us/aging) and link to “Long-Term Care Ombudsman Program.”

## If you need help understanding your Medicare bills or if you need help managing your money...

### **...the Illinois Department of Financial and Professional Regulation, Senior Health Insurance Program (SHIP)**

provides counselors statewide to assist older adults with problems or questions about their health insurance, Medicare, Medicare Supplemental Insurance Policies, HMOs, Managed Care Plans, retiree health plans, claims processing, appealing claim denials, managed care plans and the new Medicare Part D prescription drug plan. For assistance with your health insurance concerns and problems, call SHIP at **1-800-548-9034**.

### **...the Illinois Volunteer Money Management Program,**

co-sponsored by AARP, provides trained volunteers to help organize bills, write checks, balance checkbooks, intervene with creditors and sort medical bills.

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FAX: 1-217-524-6968

E-mail: [aging.ilsenior@illinois.gov](mailto:aging.ilsenior@illinois.gov)

[www.state.il.us/aging](http://www.state.il.us/aging)

421 East Capitol Avenue, #100

Springfield, IL 62701-1789

Volunteers can serve as representative payees designated by Social Security or bill payers who organize tasks. These volunteers are screened, trained and supervised by an agency.

To locate a Care Coordination Unit in your area, please contact the Senior HelpLine (see page 23).

## If you suspect elder abuse, neglect or financial exploitation...or need legal services...

**...Elder Abuse and Neglect Program** is designed to investigate reports of abuse, neglect, and financial exploitation of persons aged 60 and over in a domestic setting. In addition, the program assists vulnerable older adults in self-neglect situations. The Elder Abuse and Neglect Program can assist victims with their particular situation by offering an array of services. Early Intervention Services are available for short-term or emergency situations.

To report suspected cases of elder abuse, neglect, or financial exploitation — in complete confidence, call the Illinois Department on Aging 24-hour **Elder Abuse Hotline** at 1-866-800-1409, 1-888-206-1327 (TTY).

**...Senior Legal Assistance Program** provides (to the extent resources permit) legal services to Illinoisans aged 60 and older. The types of cases handled by senior legal assistance offices include public benefits (including Social Security and Medicare), consumer protection, landlord-tenant, utility cutoffs, elder abuse, financial exploitation and pension rights.

The Senior Legal Assistance offices cannot accept criminal defense, “fee generating” cases (such as personal injury), excessively complex or court cases, business or commercial cases.

Seniors in need of legal assistance services, may locate the Senior Legal Assistance Program in their area by contacting the Senior HelpLine (see page 23).

For more information on Legal Services, link to [www.state.il.us/aging/1abuselegal/legal.htm](http://www.state.il.us/aging/1abuselegal/legal.htm).

## If you are concerned about a resident of a nursing home or other long-term care facility...

**...Illinois Long-Term Care Ombudsman Program** is designed to protect the rights and needs of older adults living in a long-term care facility. The Ombudsman receives, investigates and resolves complaints while protecting the residents' privacy. The Ombudsman Program provides information and public education to individual residents or to persons requesting information on their behalf regarding the long-term care system, rights and benefits of residents, and services available to them. Through regular visits, ombudsmen have current knowledge of facility policies, state licensure violations, Medicare and Medicaid certification deficiencies, and Medicare and Public Aid participation.

For more information on Illinois Long-Term Care Ombudsmen, contact the Senior HelpLine (see page 23).

## If you are concerned that the rights of a person with disabilities are being violated...

**...Illinois Guardianship and Advocacy Commission** is an executive state agency created to safeguard the rights of persons with disabilities. By providing legal representation, investigating complaints of rights, violations and providing state guardianship for Illinois' population with disabilities, the Commission has given a voice to those who have previously gone unheard. For more information about the commission, call **217-785-8981**.

**Senior HelpLine** **1-800-252-8966** (Toll-free within Illinois)

Monday - Friday, 8:30 a.m. - 5:00 p.m.

**1-888-206-1327 (TTY)**

Outside of Illinois: 1-217-524-6911

FAX: 1-217-524-6968

E-mail: [aging.ilsenior@illinois.gov](mailto:aging.ilsenior@illinois.gov)

[www.state.il.us/aging](http://www.state.il.us/aging)

421 East Capitol Avenue, #100

Springfield, IL 62701-1789

# Important Numbers and URLs

**Help in Your Community** — Call the social service department of your local hospital or the numbers below. There are many options for long-term care. The choice is up to you.

## Information and Assistance:

- Eldercare Locator, U.S. Administration on Aging.. (Voice, TTY) 1-800-677-1116  
[www.eldercare.gov](http://www.eldercare.gov)
- Senior HelpLine, Illinois Department on Aging ..... 1-800-252-8966  
[www.state.il.us/aging](http://www.state.il.us/aging) (TTY) 1-888-206-1327  
(Outside of Illinois) 217-524-6911
- Illinois Area Agencies on Aging:  
[www.state.il.us/aging/2aaa/aaa-main.htm](http://www.state.il.us/aging/2aaa/aaa-main.htm)
- Area Agency on Aging for Lincolnland, Inc. .... 1-800-252-2918
- Area Agency on Aging of Southwestern Illinois ..... 1-800-326-3221
- Central Illinois Agency on Aging, Inc. .... 1-877-777-2422  
(TTY) 309-674-1831
- Chicago Department on Aging ..... 312-744-4016  
(TTY) 312-744-6777
- East Central Illinois Area Agency on Aging, Inc. .... 1-800-888-4456
- Egyptian Area Agency on Aging, Inc. .... 1-888-895-3306
- Midland Area Agency on Aging ..... 1-877-532-1853
- Northeastern Illinois Area Agency on Aging ..... 1-800-528-2000
- Northwestern Illinois Area Agency on Aging ..... 1-800-542-8402
- Southeastern Illinois Area Agency on Aging, Inc. .... 1-800-635-8544
- AgeOptions, Inc. .... 1-800-699-9043
- West Central Illinois Area Agency on Aging... (Voice, TTY) 1-800-252-9027
- Western Illinois Area Agency on Aging ..... 1-800-322-1051
- Alzheimer's** Association (National) ..... 1-800-272-3900  
[www.alz.org](http://www.alz.org)
- Center for Alzheimer Disease and Related Disorders, S.I.U. School of Medicine  
[www.siumed.edu](http://www.siumed.edu) ..... 217-545-8417
- S.I.U. School of Medicine (Southern Region) ..... 1-800-342-5748
- Rush Alzheimer's Center (Northern Region) ..... 312-942-3333
- Education and Referral Center ..... 1-800-438-4380
- Arthritis** Foundation ..... 1-800-795-9115  
[www.arthritis.org](http://www.arthritis.org) (Greater Illinois Chapter) 309-682-6600  
(Greater Chicago Chapter) 312-372-2080

- American Council of the **Blind** ..... 1-800-424-8666  
[www.acb.org](http://www.acb.org)
- Prevent Blindness America ..... 1-800-221-3004  
[www.preventblindness.org](http://www.preventblindness.org)
- American **Cancer** Society ..... 1-800-227-2345  
[www.cancer.org](http://www.cancer.org)
- National Cancer Institute ..... (1-800-4-CANCER) 1-800-422-6237  
[www.cancer.gov](http://www.cancer.gov) (TTY) 1-800-332-8615
- US-TOO: Prostate Cancer Education and Support ..... 1-800-808-7866  
[www.ustoo.com](http://www.ustoo.com)
- Y-ME National Breast Cancer Organization ..... 1-800-221-2141  
[www.y-me.org](http://www.y-me.org) (Español) 1-800-986-9505
- Circuit Breaker Program**, Illinois Department on Aging ..... 1-800-624-2459  
[www.cbrx.il.gov](http://www.cbrx.il.gov) (Chicago) 312-814-5232  
(TTY) 1-888-206-1327
- Community Care Program**, Illinois Department on Aging ..... 1-800-252-8966  
[www.state.il.us/aging/1athome/athome-main.htm](http://www.state.il.us/aging/1athome/athome-main.htm) (TTY) 1-888-206-1327
- Depression** Awareness, National Institute of Mental Health  
[www.nimh.nih.gov/healthinformation/depressionmenu.cfm](http://www.nimh.nih.gov/healthinformation/depressionmenu.cfm) ..... 1-800-421-4211
- American **Diabetes** Association ..... (1-800-DIABETES) 1-800-342-2383  
[www.diabetes.org](http://www.diabetes.org)
- Centers for **Disease Control** and Prevention,  
U.S. Department of Health and Human Services ..... 1-800-311-3435  
[www.cdc.gov](http://www.cdc.gov) (E-mail an inquiry) [www.cdc.gov/netinfo.htm](http://www.cdc.gov/netinfo.htm)
- People with **Disabilities**:
- Developmental Disabilities HelpLine, Illinois Department of Human Services  
[www.dhs.state.il.us/page.aspx?item=32253](http://www.dhs.state.il.us/page.aspx?item=32253) ..... 1-888-337-5267  
(TTY) 1-866-376-8446
- Division of Rehabilitation Services, Illinois Department of Human Services  
[www.dhs.state.il.us/page.aspx?item=29727](http://www.dhs.state.il.us/page.aspx?item=29727) ..... 1-800-843-6154  
(TTY) 1-800-447-6404
- Centers for Independent Living, Illinois Department of Human Services  
..... (Springfield) 217-782-9689  
(Chicago) 312-814-4037
- Office of the Inspector General, Illinois Department of Human Services  
[www.dhs.state.il.us/page.aspx?item=29410](http://www.dhs.state.il.us/page.aspx?item=29410) ..... 1-800-368-1463
- Driver** Services:
- Senior and Community Services, Illinois Secretary of State:  
[www.cyberdriveillinois.com/services/services\\_for\\_seniors/home.html](http://www.cyberdriveillinois.com/services/services_for_seniors/home.html)
- Circuit Breaker, Reduced Fee License Plates ..... 1-800-252-8980
- Persons with Disabilities License Plates and Placards ..... 217-782-2709,  
217-782-2434 or 217-782-3166
- Rules of the Road Review Course ..... (Voice, TTY) 1-800-252-2904

**Elder Abuse Hotline**, Illinois Department on Aging ..... 1-866-800-1409  
[www.state.il.us/aging/1abuselegal/abuse\\_reporting.htm](http://www.state.il.us/aging/1abuselegal/abuse_reporting.htm) ... (TTY) 1-888-206-1327

**Energy** Assistance and Weatherization ..... 1-800-571-2332  
 Illinois Department of Healthcare and Family Services (TTY) 1-800-526-0844  
[www.liheapillinois.com](http://www.liheapillinois.com)  
[www.weatherizationillinois.com](http://www.weatherizationillinois.com)

**Eye Care** America Seniors Helpline ..... 1-800-222-3937  
[www.eyecareamerica.org/eyecare/public/seniors.cfm](http://www.eyecareamerica.org/eyecare/public/seniors.cfm)

Illinois **Guardianship and Advocacy** Commission ..... 1-866-274-8023  
<http://gac.state.il.us> (TTY) 1-866-333-3362  
 (Out-of-state) 708-338-7500

Illinois Department of Public **Health**, (Care Facilities) Central Complaint Registry  
[www.idph.state.il.us](http://www.idph.state.il.us) ..... 1-800-252-4343

All Kids **Health Insurance**,  
 Illinois Department of Financial and Professional Regulation ... 1-866-255-5437  
[www.allkids.com](http://www.allkids.com) (TTY) 1-877-204-1012

Senior **Health Insurance** Program (SHIP),  
 Illinois Department of Financial and Professional Regulation ... 1-800-548-9034  
[www.idfpr.com/DOI/Ship/ship\\_help.asp](http://www.idfpr.com/DOI/Ship/ship_help.asp) (TDD) 217-524-4872

American **Heart** Association, [www.americanheart.org](http://www.americanheart.org)  
 Greater Chicago ..... 312-346-4675  
 Illinois Affiliate, Inc. .... 1-800-252-8511  
 Springfield ..... 217-698-3838

Chicago **Hearing** Society ..... 773-248-9121  
[www.chicagohearingsociety.org](http://www.chicagohearingsociety.org) (TTY) 773-248-9174

Illinois **HomeCare** Council ..... 217-753-4422  
[www.ilhomecare.org](http://www.ilhomecare.org)

National **Hospice** and Palliative Care Organization Helpline . 1-800-658-8898  
[www.nhpco.org](http://www.nhpco.org)

National **Kidney** Foundation ..... 1-800-622-9010  
[www.kidney.org](http://www.kidney.org)

**Illinois Attorney General**, [www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov)  
 Health Care Bureau Hotline ..... 1-877-305-5145  
 Senior Citizens Consumer Fraud Helpline ..... 1-800-243-5377  
 Veterans Helpline ..... 1-800-382-3000

**Incontinence:** The Simon Foundation for Continence ..... 1-800-237-4666  
[www.simonfoundation.org](http://www.simonfoundation.org)

**Internal Revenue Service**, Taxpayer Service ..... 1-800-829-1040  
[www.irs.gov](http://www.irs.gov) (Forms) 1-800-829-3676

**Job Placement:** National ABLE Network ..... 312-782-3335  
[www.nationalable.org](http://www.nationalable.org)  
 Senior Community Service Employment Program ..... 1-877-US-2JOBS  
[www.doleta.gov/seniors/](http://www.doleta.gov/seniors/)

Illinois State <b>Library's</b> Talking Book and Braille Service .....	1-800-665-5576
<a href="http://www.cyberdriveillinois.com/publications/librarypub.html">www.cyberdriveillinois.com/publications/librarypub.html</a>	(TTY) 1-888-261-7863
<b>Medicare</b> Helpline .....	(1-800-MEDICARE) 1-800-633-4227
<a href="http://www.medicare.gov">www.medicare.gov</a>	(TTY) 1-877-486-2048
Railroad Retirement Board beneficiaries .....	1-800-808-0772
Medicare Claims Part A .....	(1-800-MEDICARE) 1-800-633-4227
Medicare Claims Part B .....	(1-800-MEDICARE) 1-800-633-4227
Medicare Part D .....	(1-800-MEDICARE) 1-800-633-4227
Medicare or Medicaid Fraud Hotline .....	1-800-447-8477
<b>Mental Health</b> America, Resource Center .....	1-800-969-6642
<a href="http://www.nmha.org/go/contact-us">www.nmha.org/go/contact-us</a>	
<b>Parkinson's Disease</b> Information, American Parkinson's Disease Association	
<a href="http://www.apdaparkinson.org">www.apdaparkinson.org</a> .....	1-800-223-2732
State Information and Assistance .....	708-657-5787
<b>Prescription Drug Assistance:</b>	
Illinois Cares Rx:	
<a href="http://www.illinoiscaresrx.com">www.illinoiscaresrx.com</a>	
Application Form IL-1363: <a href="http://www.cbrx.il.gov">www.cbrx.il.gov</a>	
The Health Benefits Hotline .....	1-800-226-0768
	(TTY) 1-866-675-8440
Senior HelpLine .....	1-800-252-8966
	(TTY) 1-888-206-1327
Senior Health Insurance Program (SHIP) .....	1-800-548-9034
	(TTY) 217-524-4872
Illinois Rx Buying Club .....	1-866-215-3462
<a href="http://www.IllinoisRxBuyingClub.com">www.IllinoisRxBuyingClub.com</a>	(TTY) 1-866-215-3479
Medicare Prescription Drug Coverage .....	(1-800-MEDICARE) 1-800-633-4227
<a href="http://www.medicare.gov">www.medicare.gov</a>	(TTY) 1-877-486-2048
Partnership for Prescription Assistance .....	1-888-477-2669
<a href="http://www.pparx.org">www.pparx.org</a>	
<b>Social Security</b> Administration .....	1-800-772-1213
<a href="http://www.ssa.gov">www.ssa.gov</a>	
National <b>Stroke</b> Association .....	1-800-787-6537
<a href="http://www.stroke.org">www.stroke.org</a>	
U.S. Department of <b>Veterans' Affairs</b> , Telephone Assistance Service	
<a href="http://www.va.gov">www.va.gov</a> .....	1-800-827-1000

*All phone numbers are standard voice telephone unless otherwise designated.*

## Directory of Agencies and Organizations Serving Seniors

View the following contact information lists at the Illinois Department on Aging Web site, [www.state.il.us/aging/1directory/directory-main.htm](http://www.state.il.us/aging/1directory/directory-main.htm).

- Adult Day Service Centers
- Alzheimer's Association Chapters
- Area Agencies on Aging in Illinois
- Comprehensive Care Coordination Providers, Care Coordination Units
- Coalition of Limited-English Speaking Elderly (Chicago area only)
- Community Action Agencies, Illinois Community Action Association
- Elder Abuse Designated Provider Agencies
- Family Caregiver Resource Centers
- Foster Grandparent Program Sites
- Gambling — Help for Seniors
- Grandparents Raising Grandchildren Support Groups
- Hispanic/Latino Affairs Office, Illinois Department of Human Services
- Illinois State Library's Talking Book and Braille Service
- Legal Services Offices
- Long-Term Care Ombudsmen in Illinois
- Nutrition Projects in Illinois
- Older Women's League
- Retired and Senior Volunteer Program (RSVP) Sites
- Senior Centers
- Senior Companion Program Sites
- Senior Health Assistance Program Offices
- Service Corps of Retired Executives (SCORE) Chapters, U.S. Small Business Administration
- Veterans' Homes, Illinois Department of Veterans' Affairs

## Questions?

This Choices for Care directory may not answer all your questions about whom to contact in the aging network. If that's the case, please contact our toll-free Senior HelpLine.

### **Our professional information and assistance specialists can tell you more about:**

- In-home and adult day services
- Meal and transportation services
- Senior centers and Caregiver Resource Centers
- Income benefits and employment
- Housing and nursing facilities
- Alzheimer's support groups
- Elder abuse protective and intervention services
- Publications, speakers bureau and audio and visual resources
- Emergency Preparedness information and assistance

# 1-800-252-8966

**1-888-206-1327 (TTY)**

**Out-of-state: 1-217-524-6911**

8:30 a.m. to 5:00 p.m., Monday - Friday

E-mail: [aging.ilsenior@illinois.gov](mailto:aging.ilsenior@illinois.gov)

[www.state.il.us/aging](http://www.state.il.us/aging)

**Elder Abuse 24-Hour Hotline:**

**1-866-800-1409, 1-888-206-1327 (TTY)**

National:

**Eldercare Locator:**

**1-800-677-1116**

(Long distance caregivers in Illinois can be referred to services in other states.)



## **Choices for Care in Illinois**

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### **State of Illinois, Department on Aging**

421 East Capitol Ave., #100, Springfield, Illinois 62701-1789

[www.state.il.us/aging](http://www.state.il.us/aging)

**Senior HelpLine** (8:30 a.m. – 5:00 p.m., Monday - Friday):

**1-800-252-8966**, 1-888-206-1327 (TTY)

**Elder Abuse Hotline** (24-Hour):

**1-866-800-1409**, 1-888-206-1327 (TTY)

**Circuit Breaker/Pharmaceutical Assistance** (24-Hour automated information):

**1-800-624-2459**, 1-888-206-1327 (TTY)

National:

**Eldercare Locator: 1-800-677-1116**

[www.eldercare.gov](http://www.eldercare.gov)

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).

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