

ILLINOIS GUARDIANSHIP AND ADVOCACY COMMISSION

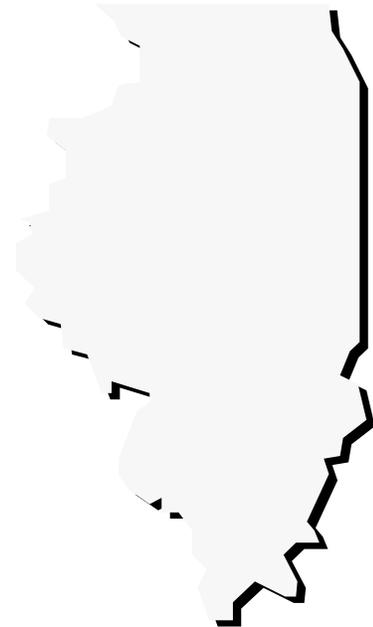
ANNUAL REPORT 2003



ROD. R. BLAGOJEVICH
GOVERNOR

KENLEY WADE
ACTING CHAIRPERSON

JOHN H. WANK
ACTING DIRECTOR



ILLINOIS GUARDIANSHIP AND ADVOCACY COMMISSION

MISSION STATEMENT

The Illinois Guardianship and Advocacy Commission safeguards the rights of persons with disabilities by providing public guardianship services, legal representation and a process to investigate alleged rights violations

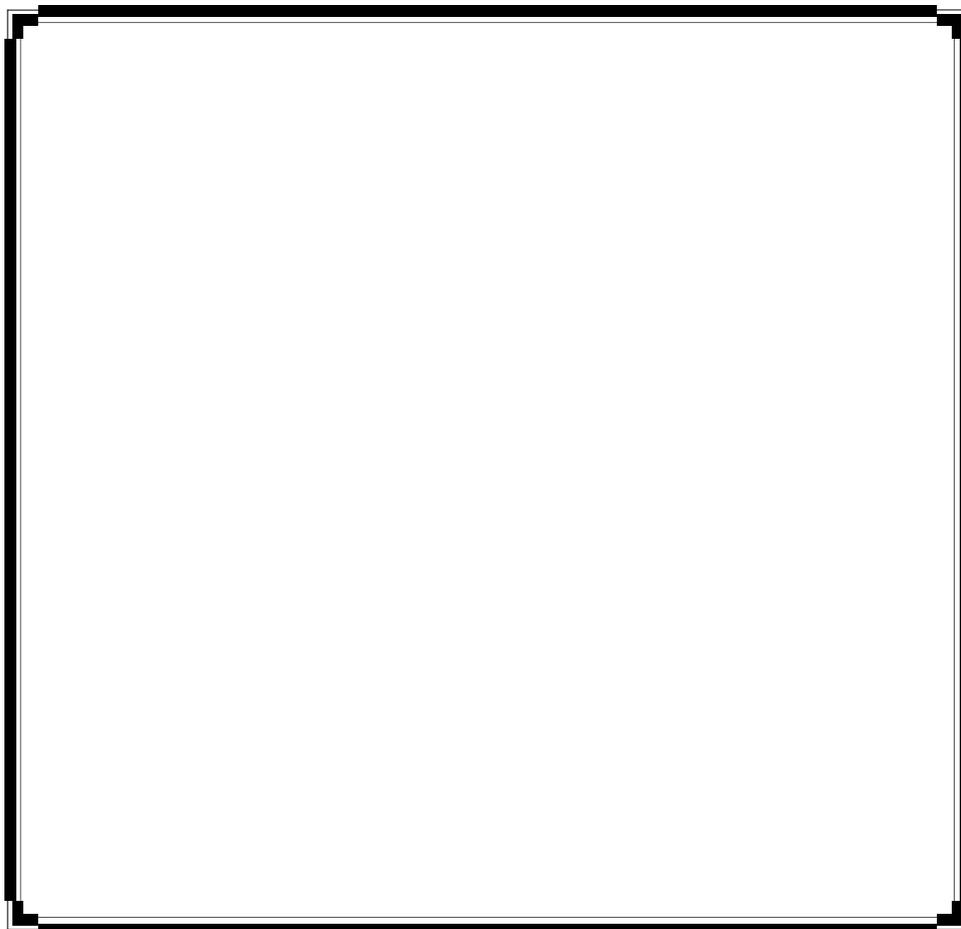
VISION

As a recognized leader in the human services area, the Illinois Guardianship and Advocacy Commission will ensure access to necessary guardianship and advocacy services for Illinois citizens with disabilities. The agency will be defined by its commitment to quality service provision by well-trained professional staff, its dedication to increasing public awareness of disability issues and its active role in advocating for legislation and process that have a positive impact on the agency, its services and its clients.

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GREETINGS



ABOUT THE COMMISSION . . .

Created in 1979, the Illinois Guardianship and Advocacy Commission protects the rights and promotes the welfare of persons with disabilities. A board of eleven Commissioners, who serve without compensation, govern the agency. Three program Divisions in nine regions throughout the State carry out the responsibilities of the Commission:

- ◆ Office of State Guardian (OSG) Appointed by the courts as a guardian of last resort, the OSG provides case services and money management to more than 5,400 persons with disabilities.
- ◆ Legal Advocacy Service (LAS) LAS represents persons with disabilities at commitment hearings and makes counsel available to enforce the rights of those with disabilities under the Illinois Mental Health and Developmental Disabilities Code and other related laws.
- ◆ Human Rights Authority (HRA) With the assistance of a team of volunteers, the HRA conducts investigations of alleged rights violations by providers against people with disabilities. Additionally, this program area works closely with providers to help resolve rights issues

O V E R V I E W

FUNDING:

General Revenue Fund	\$8,514.3
Guardianship and Advocacy Commission Fund	<u>\$ 210,000</u>
TOTAL	\$8,724.3

SUMMARY OF SERVICES:

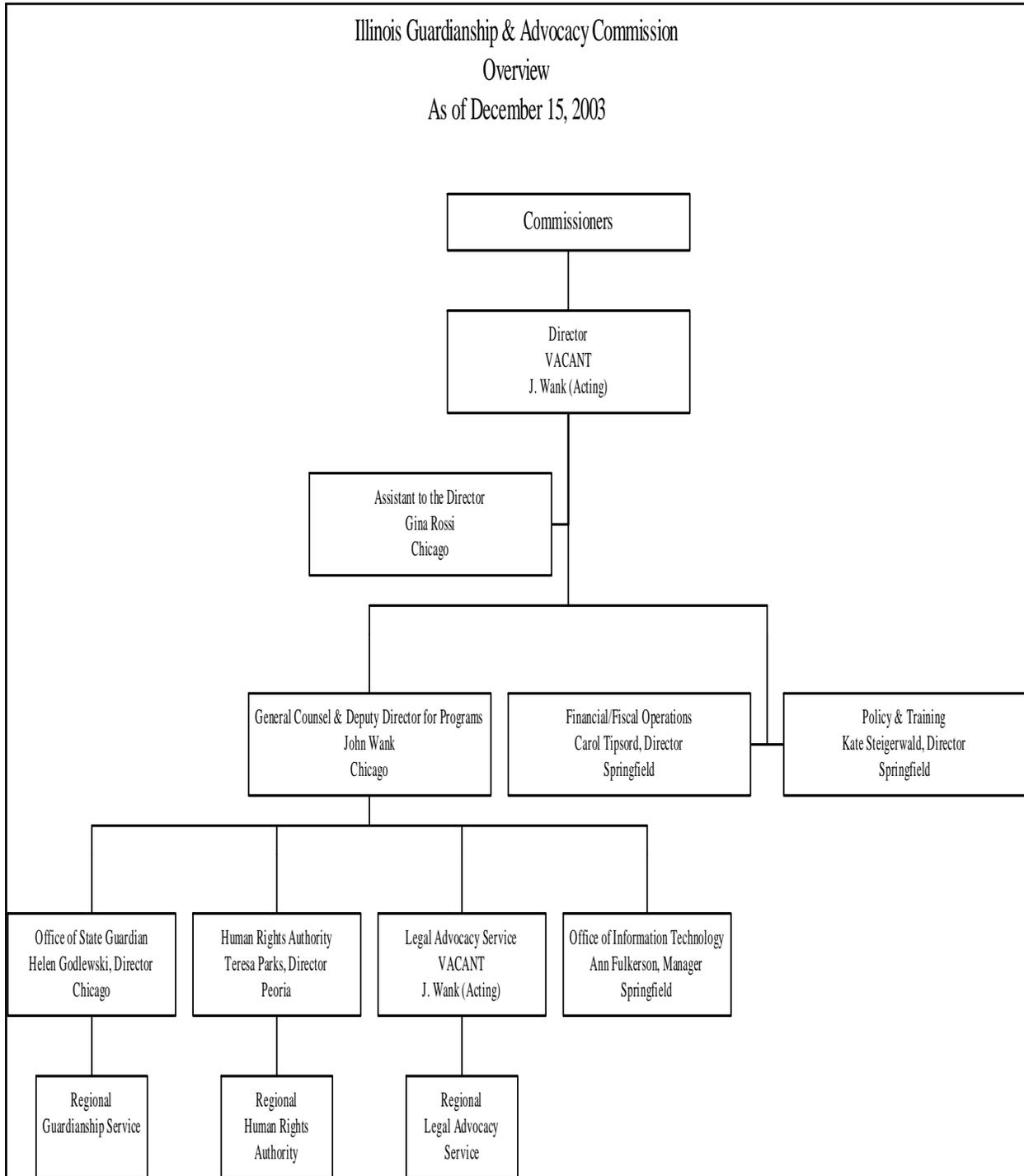
- ◆ Served as guardian for 5,489 wards throughout Illinois. This makes the Commission the largest public guardianship agency of it's kind in the nation.
- ◆ 5,651 inquiries were received by the Intake Unit, offering information regarding all program areas, as well as referrals.
- ◆ Provided legal representation, general legal information and referrals to 8,508 clients
- ◆ Investigated 666 cases of alleged rights violations for persons with disabilities, affecting 11,259 persons. This is a result of 4,401 volunteer hours provided by members of the Human Rights Authority.
- ◆ Employed 119 staff

ORGANIZATION CHART

Illinois Guardianship & Advocacy Commission

Overview

As of December 15, 2003



COMMISSIONERS

Joanne G. Perkins Chairperson



Retired, Deputy Director, Juvenile Divisions, Illinois Department of Corrections from 1991 to 1997. Former Superintendent of the Illinois Youth Center–Warrenville; Member, American Correctional Association, Auditor for the Commission of Accreditation for Corrections; Member, Council of Juvenile Corrections Administration; Member, Illinois Correctional Association; former chair of the ACA Programming Planning Council for the 1997 International Congress of Corrections; Masters Degree in Education Administration.

Kenley R. Wade Vice-Chair



Wade Management Consulting Services, a consulting practice that specializes in the management and programmatic practices of human service organizations, strategic planning and cultural competence; over 28 years of experience with the State of Illinois, including the Departments of Mental Health and Developmental Disabilities, Human Services and Children and Family Services; Masters Degree in Management

Susan McMahon Secretary



In– House Counsel & Director of Advocacy, Ray Graham Association (RGA) for people with disabilities; 27– year employee of RGA; Member, National Guardianship Association, founding Member and past President, Illinois Guardianship Association; Agent for Life’s Plan, Inc.

Senator Todd Sieben Treasurer



Illinois Senate; Chair, Agriculture and Conservation Committee; Member, Education Committee; Vice President and Co-owner, Seiben Hybrids; B.S., Business Administration, Western Illinois University; Lieutenant, U.S. Navy, 1968-72, Vietnam veteran

Susan Alvarez Commissioner



Founder and CEO, Alvarez Funeral Directors, P.C., Felcian College, Roosevelt University and Worsham College of Mortuary Science



Representative Mary Flowers Commissioner

Illinois House of Representatives; Member, Children and Youth Committee; Member, Commerce and Business Development Committee; Member Disabled Community Committee; Chair Health Care Availability and Access Committee; received 1993 “Legislator of the Year” award from Illinois Alcoholism and drug



Glenn Jackson Commissioner

Director of Clinical Services, Southeastern Illinois Counseling Centers Inc.; Member, Board of Directors, Illinois Coalition on Mental Health and Aging; Member, Department of Human Services, Office of Mental Health Financial Planning Group; Member, Office of Alcoholism and Substance Abuse Medicaid and Contract Policy Group; Master of Divinity Degree in Pastoral Care and Counseling.



Seymour Bryson, Ph.D. Commissioner

Associate Chancellor (Diversity) and Professor, Rehabilitation Institute, Southern Illinois University at Carbondale (SIU-C); former assistant to the President, SIU-C; former Associate and Dean, SIU-C; Member, State Use Commission; past Governor’s appointee to the Department of Rehabilitation Services Advisory Council; Ph.D. in Educational Psychology



Saul Morse Commissioner

Vice President and General Counsel, Illinois State Medical Society and the Illinois State Medical Insurance Services, Inc; Treasurer, City of Leland Grove; Board Member, Hope School; Board Member, United Cerebral Palsy Land of Lincoln; former Member of the Illinois Human Rights Commission (1985-1991); Bachelor’s Degree and Juris Doctorate Degree, University of



Susan B. Tatnall Commissioner

Partner, Drendel, Tatnall, Lonergan, Drendle; Fellow, American Academy of Matrimonial Lawyers; former President and Board of Directors and current Member, Kane County Bar Association; Member, Illinois State Bar Association; Member, Family Law Division of the Illinois and American Bar Associations; Member, Women’s Bar Association of Illinois



Betty A. Bollmeir Commissioner

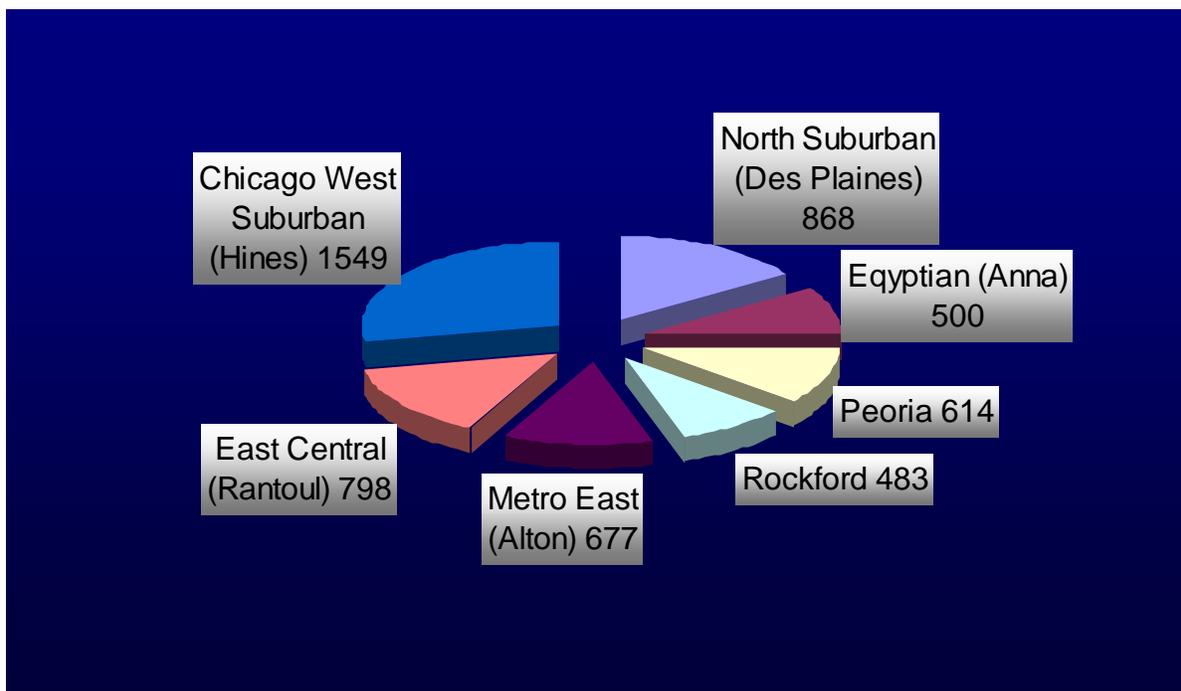
Owner and manager of farm rental property; Member, South Mascoutah Jaycees; Member, St. Clair County Farm Bureau; former President, Treasurer and Secretary, Millstadt Women’s Group

OFFICE OF STATE GUARDIAN

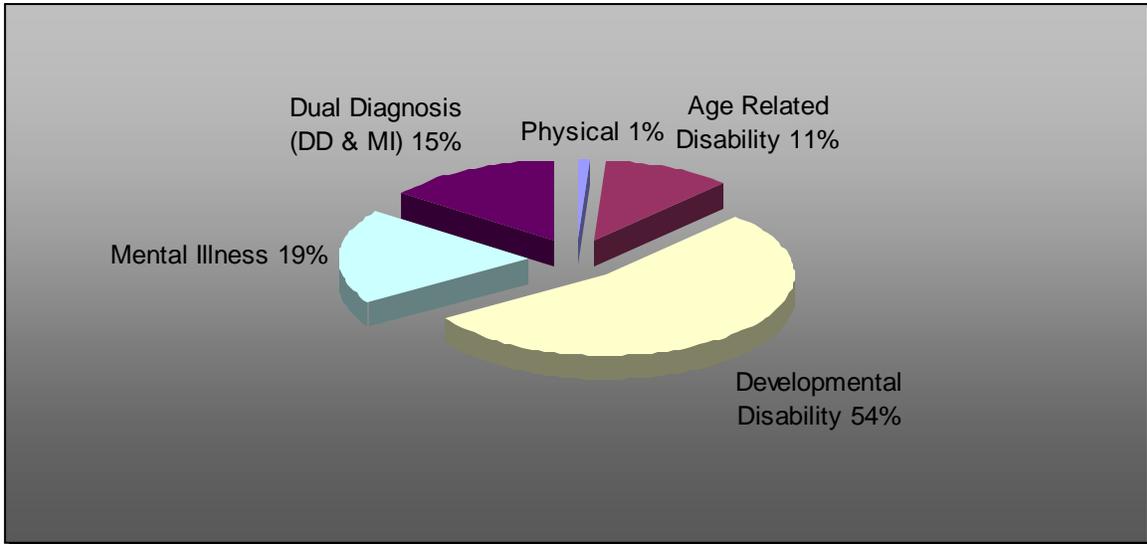
As the Guardian of the last resort in Illinois, the Office of State Guardian (OSG) provides guardianship services for adults with disabilities, by court appointment, when alternatives to guardianship have been exhausted, the appointment of a guardian is necessary, and family or friends are unavailable to serve as guardian. The purpose of adult guardianship is to provide substitute decisions making for medical treatment, residential placement, money management and direct care planning. The OSG monitors and advocates for appropriate medical and other services for each ward, and provides guardianship information, advice and assistance to families of persons with disabilities. The OSG is the largest public guardian in the United States, serving 5,484 adults. The average caseload of an OSG Guardianship Representative is 133 cases OSG serves as guardian for both Medicaid recipients and persons with estates valued at 25,000 or less.

The Office of Fiduciary Services provides assistance with the processing deposits and payments for wards of the Office of State Guardian. Last fiscal year, the Fiduciary unit processed more than 15,000 separate financial transactions totaling more than 7,000,000. This unit also prepares state and federal tax returns for Office of State Guardian wards.

OSG WARDS BY REGION



OSG WARD PROFILES



OSG STATISTICS FOR FY 2003

● Documented Visits to wards	21,497
● Medical consent activities	12,751
● After-hour calls regarding services for wards	5,564
● New temporary guardianships	186
● New plenary guardianships	349
● Rights restored to wards (no longer in need to guardianship)	18
● Successor guardian appointed	29

OSG Clients



Vern D.



Patricia L.



Pansy W.



Lorraine J.

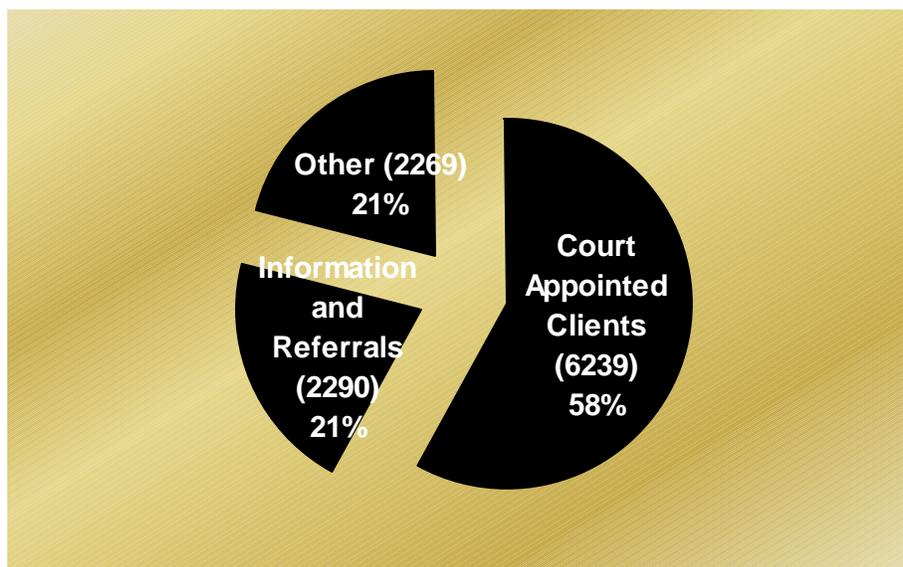
LEGAL ADVOCACY SERVICE

The Legal Advocacy Service (LAS) provides independent legal counsel to persons of all ages with disabilities in judicial proceedings arising out of the Mental Health and Developmental Disabilities Code, and advocacy services to persons with disabilities under related state and federal laws. Clients include residents of nursing homes, mental health centers and residential facilities, community placements and those living independently.

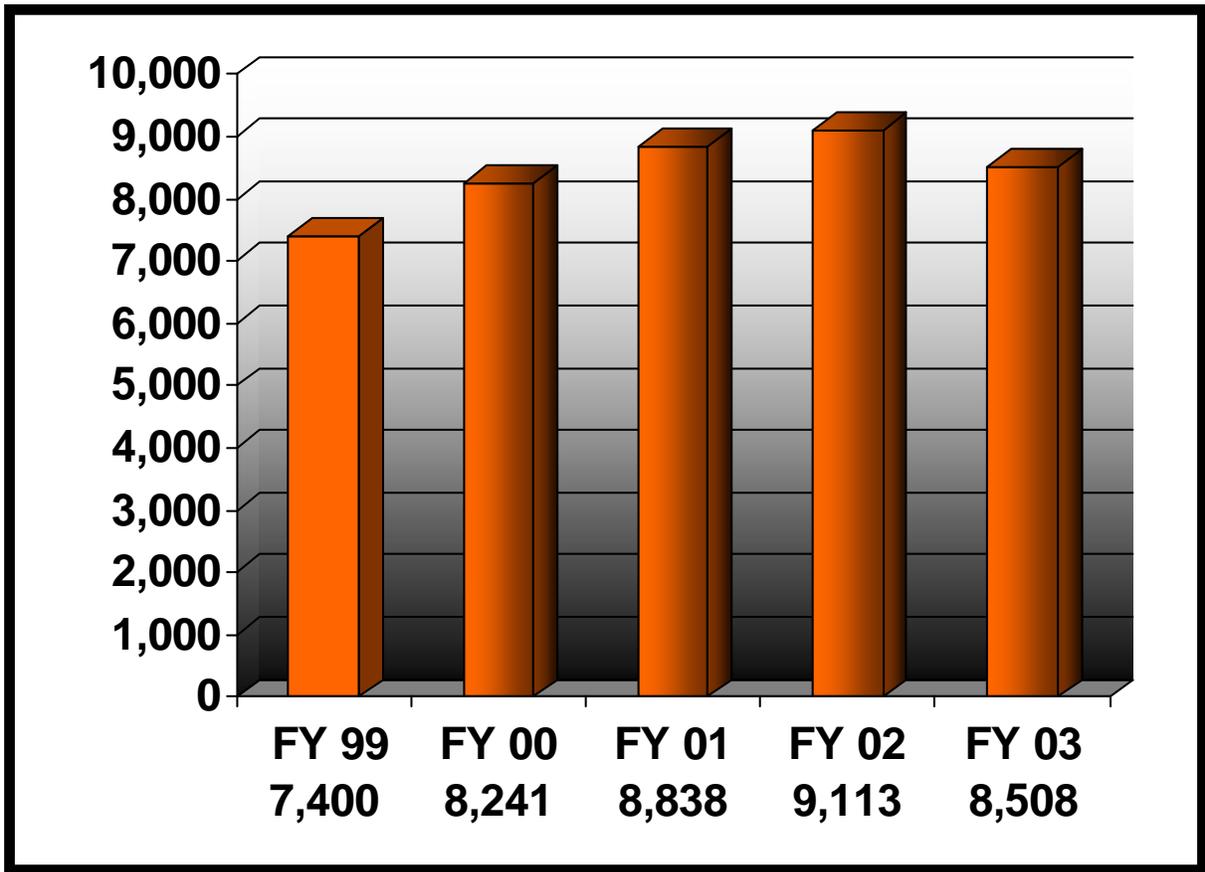
In most cases, the Illinois circuit and appellate courts appoint LAS attorneys to represent people facing involuntary hospitalization and treatment, or who have been determined in need of such services. LAS attorney interview clients and research individual situations in order to prepare the best possible defense, or enforce the client's request to receive services voluntarily. If the court finds a client in need of involuntary treatment, LAS attorneys monitor the client's treatment and progress, provide advice on appellate options, and may be appointed to represent the client in the appellate court. Additionally, pursuant to a final agreed order entered by the Cook County Circuit Court, LAS attorneys serve as appointed advocates for Cook County wards of the Illinois Department of Children and Family Services upon admission to a mental health facility or a facility for the developmentally disabled anywhere in Illinois. On a time available basis LAS serves children with special education needs, social security applicants and other Illinois citizens with disabilities.

A total of 8,508 clients were represented, provided with information or given referrals by LAS in Fiscal Year 2003.

LAS Activities for Fiscal Year 2003



Number of LAS Clients Served



HUMAN RIGHTS AUTHORITY

The Human Rights Authority (HRA) is mandated to investigate allegations of rights violations committed against both children and adults with disabilities by service providing agencies. The HRA is comprised of nine regional Authorities located across the State of Illinois; each regional panel consists of nine volunteer HRA Members for a total of 81 volunteers who conduct investigations of rights violations. The HRA Members are appointed by the Commission and have expertise and experience in disability related issues; three of the nine regional HRA Members are service provider representatives and the remaining six Members are either consumers of disability related services, family members of consumers or concerned citizens.

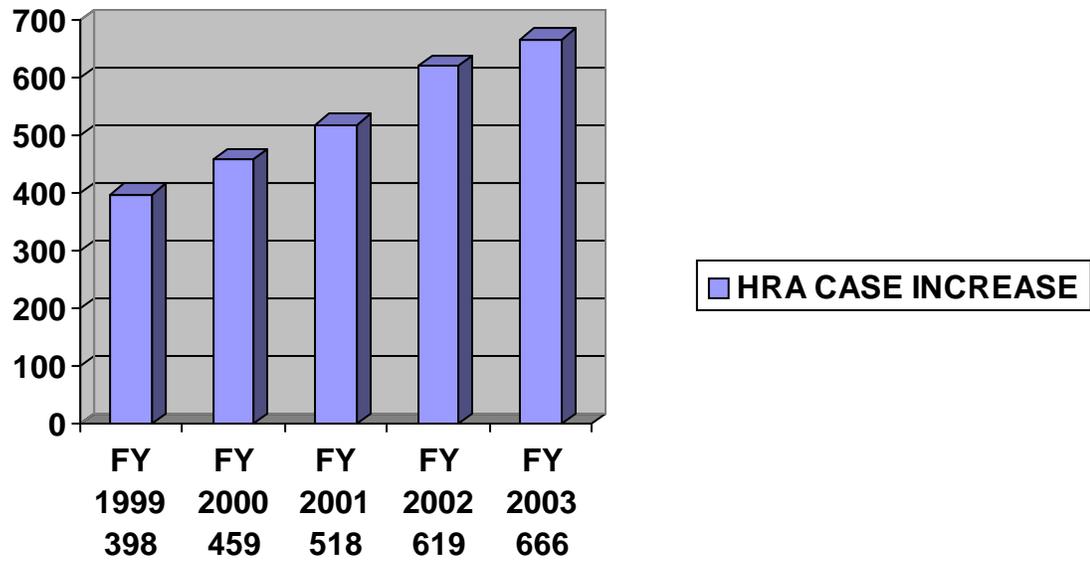
Every year, the Authority receives hundreds of complaints of alleged disability rights violations that involve a range of service providers, including mental health service providers, agencies that serve persons with developmental disabilities, and public education programs. Examples of right violations investigated included confidentiality issues, inadequate treatment or programming, inappropriate use of medication, restraint or seclusion, and issues related to abuse or neglect.

The HRA conducts investigations and issues findings. Included in the findings are recommendations for improved rights protections. The ultimate goal of the Authority's investigation is to negotiate with providers fro systemic changes to agency policies, procedures and practices that will promote rights protections for both current and future recipients of services while at the same time avoiding costly litigation.

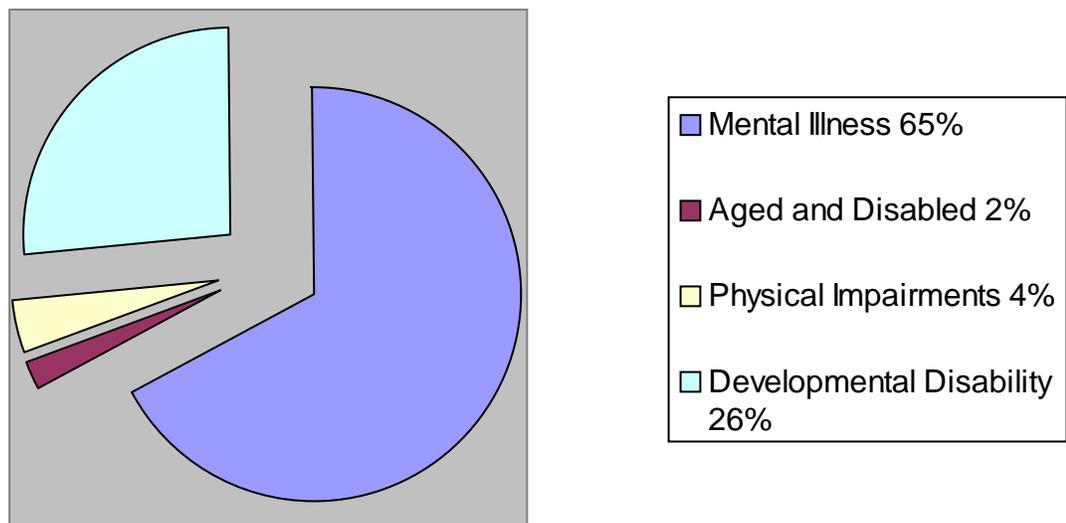
HRA STATISTICS FOR FY 2003

Total Number of Cases Handled	619
Percentage of Recommendations accepted and implemented	84%
Number of volunteer hours	4,401
Number of persons with disabilities benefiting from HRA recommendations	11,259

HRA Case Increase



Recipients of HRA Services



FISCAL YEAR 2003 REGIONAL HRA VOLUNTEERS

Chicago Region

Leona Davis
Mila Fair
Rabbi Morris Fishman
Joseph E. Mengoni
Heena Musabji
Mary Rosen Swanson
Susan Silverman
Michael Wartman
Bernard V. Wetchler, M.D.

East Central Region

Lianne Anderson
Nicol Beaumont
Phyllis Davis
Jacob Krandel
Mary Jane Pegg
Robin L. Spalding
Tim Shea

Egyptian Region

Hattie Adkinson
Sue Taylor Barfield
Phyllis Brown
James Darden
Vicki Devenport
Alphonso Farmer
Brad Friend
Wilma J. Kraatz
Larry W. Mizell
Pamela O'Connor

Metro East Region

Thomas B. Cannady
Robert Clipper, Ph.D.
Dale Richard Dawdy
Katherine A. Gregus
Beth E. McChuen
Jeffrey C. McManemy
Marguerite Newton
Mae Alice Shobe
Robert Louis Kingston Schmid
Emil E. Wilson

Carol Vance, RN, MSN

North Suburban Region

Jeanne Angres
Bruce Berry
Pamela L. Daniels
Sumner H. Garte
Daniel L. Haligas
Charlene Hill
Kori L. Larson
Donald Judson
Louise M. Miller
Rena Zaid
Jeanette Rossetti, Ph.D.

Northwest Region

Walter S. Bankson
Joel B. Cowen
John P. Ellis
Kathleen Gustafson
Erich Hagenlocher
Candace Long
James P. Medendorp
Trina O'Brien
Kirk Osborne
Joyce Peterson

Peoria Region

Michael Freda
Debra L. Goodwin
Larry Just
David A. Loudenburg
Jeremy McNamara
Barbara Runyan
James N. Simkins
Imelda Smith
Michael K. Streight

South Suburban Region

M. Marva Allison
Diane Bazan
Fred Flynn
Madeleine Jones
Thelma Larson
Nancy Leenerman
Evelyn Martin
Peggy A. Peterson
Judith Rauls
Hazel Shapen
Karen Steffan

Springfield Region

Joseph J. Kim
Matthew J. Maurer
Linda O'Rourke
Charles Pirrera
Janet Shelton
Sharon K. Steil
David VanGiesen
Debbie Weiner
Kathie E. Wozniak



FISCAL SERVICES

FISCAL YEAR 2003 (July 1, 2002— June 30, 2003)

Cost Center	Enacted Appropriations	Appropriations Reserves	Expenditures
Personal Services	\$ 6,312,400.00	\$ 6,312,400.00	\$ 6,311,441.00
Retirement Pickup	\$ 252,100.00	\$ 252,100.00	\$ 243,592.00
Retirement	\$ 655,400.00	\$ 655,400.00	\$ 651,627.00
Social Security	\$ 479,000.00	\$ 479,000.00	\$ 473,557.00
Contractual Services	\$ 297,575.00	\$ 297,575.00	\$ 276,187.00
Travel	\$ 169,200.00	\$ 169,200.00	\$ 151,797.00
Commodities	\$ 15,700.00	\$ 15,700.00	\$ 13,994.00
Printing	\$ 10,100.00	\$ 10,100.00	\$ 10,095.00
Equipment	\$ 1,300.00	\$ 1,300.00	\$ 1,296.00
Electronic Data Processing	\$ 51,975.00	\$ 51,975.00	\$ 51,936.00
Auto Operations	\$ 11,550.00	\$ 11,550.00	\$ 11,298.00
Telecommunications	\$ 258,000.00	\$ 258,000.00	\$ 257,983.00
GAC Fund	\$ 210,00.00	\$ 210,00.00	\$ 210,00.00
Total	\$ 8,724,300.00	\$ 8,684,000.00	\$ 8,520,411.00

SUCCESS STORIES. . .

LAS SUCCESS

Prior to becoming an LAS client, David spent four years at Chester Mental Health Center, a secure downstate facility. Prior to that he had been hospitalized as unfit to stand trial at Alton Mental Health Center's secure unit and Zeller Mental Health Center in Peoria. He had been continually hospitalized since 1995. David ended up at Singer Mental Health Center because he had finally been recommended for a less secure placement, under the terms of an existing involuntary hospitalization order. But a psychiatrist at Singer filed a new petition prior to expiration of the existing order, seeking to extend David's hospitalization. LAS was appointed to represent David at this hearing on that petition. At the hearing the psychiatrist who originated the petition testified that David was dangerous, but had to admit on cross examination that David had not been aggressive for two years. The court appointed examining physician and a staff person familiar with David both testified in his behalf that he was not dangerous. The judge found that David did not meet the standard for involuntary admission and ordered him discharged. David burst into tears and hugged his LAS attorney, grateful for the opportunity to finally be free again.

HRA SUCCESS

The HRA investigated an allegation that a nursing home inappropriately managed a resident's personal funds. A private guardian made the initial complaint on behalf of their ward. The resident was an elderly woman who suffers from dementia and is therefore unable to comprehend issues related to her personal funds. During the course of the investigation, the HRA found evidence that a facility employee had mismanaged some resident funds as well as made errors in the accounting of other residents' funds. In addition, the HRA discovered that the facility failed to itemize or maintain receipts for expenditures on behalf of residents. It was also noted that the facility provided quarterly statements for the resident's funds but did not itemize expenditures or provide receipts for disbursements. In addition, there was no place for the resident or guardian to acknowledge that their statement had been reviewed or that either party was in agreement with the accounting information. Therefore it was impossible for the HRA to determine if the residents actually received her monthly personal funds. The HRA substantiated the allegation and issued recommendations for corrective action. As a result of the recommendations, the facility changed their practices and began issuing the required itemized quarterly statements regarding the expenditure of resident funds. In addition, the quarterly statements include a signature line for a resident or guardian to acknowledge receipt of the statement.

OFFICE DIRECTORY

Offices of the Director

421 East Capitol Avenue, Suite 205
Springfield, Illinois 62701-1739
(217) 785-1540
Fax (217) 524-0088

Michael A. Bilandic Building
160 North La Salle Street Suite S-500
Chicago, Illinois 60601-3115
(312) 793-5900
Fax (312) 793-4311

STATEWIDE TTY: (312) 793-5937

IGAC INTAKE UNIT

All requests for general information and intake are received by the IGAC intake unit, located in the West Suburban Regional Office.

Staff can be reached by calling toll free

1-866-274-8023

Visit our World Wide Web Site

<http://gac.state.il.us>

Regional Offices

East Central Regional Office

423 South Murray Road
Rantoul, Illinois 61866-2125
(217) 892-4611
Fax (217) 892-4598

Egyptian Regional Office

#7 Cottage Drive
Anna, Illinois 62906-1669
(618) 833-4897
Fax (618) 833-5219

Metro East Regional Office

4500 College Avenue Suite 100
Alton, Illinois 62002-5051
(618) 474-5503
Fax (618) 474-5517

Peoria Regional Office

5407 North University, Suite 7
Peoria Illinois 61614
(309) 693-5001
Fax (309) 693-5050

Rockford Regional Office

4302 North Main Street
Rockford, Illinois 61103-5202
(815) 987-7657
Fax (815) 987-7227

West Suburban Regional Office

Post Office Box 7009
Hines, Illinois 60141-7009
(708) 338-7500
Fax (708) 338-7505

North Suburban Regional Office

9511 Harrison Avenue W-300
Des Plaines Illinois 60016-1565
(847) 294-4264
Fax (847) 294-4263