Illinois Department on Aging

Performance Report

Period ending July 30, 2025

Illinois Department on Aging Mission

The mission of the Illinois Department on Aging is to serve and advocate for older Illinoisans and their caregivers by administering quality and culturally appropriate programs that promote partnerships and encourage independence, dignity, and quality of life.

Illinois Act on Aging

This Care Coordination Unit performance report is produced to fulfill requirements detailed in the Illinois Act on Aging (20 ILCS 105). *The Act provides that the Department shall conduct bi-annual review of Care Coordination Unit performance and adherence to service guidelines. The bi-annual review shall be reported to the Speaker of the House of Representatives, the Minority Leader of the House of Representatives, the President of the Senate, and the Minority Leader of the Senate. The Department shall collect and report longitudinal data on the performance of each care coordination unit. Nothing in this paragraph shall be construed to require the Department to identify specific care coordination units.*

Community Care Program Overview

The Illinois Department on Aging's (IDoA) Community Care Program (CCP) is the Medicaid-Waiver Program for the Elderly for which IDoA is the Operating Agency and Healthcare and Family Services (HFS) is the managing State Medicaid Agency. CCP serves 128,620 (inclusive of fee for service [Medicaid], non-Medicaid and managed care [Medicaid]) older Illinoisans statewide through 41 Care Coordination Units (CCUs) [with 58 contracted service areas], 412 in-home provider agencies, 66 Adult Day Service (ADS) programs, 8 Emergency Home Response Services (EHRS) providers and 6 Automated Medication Dispenser (AMD) providers. This program serves as alternative to nursing facility placement by supporting older adults with comprehensive care coordination and the development of person-centered plans of care for eligible individuals, allowing older adults to continue to live and thrive in their home and community with the supports and services they require.

Care Coordination Units

General Overview

Care Coordination Units (CCUs) are under contract with IDoA. They serve as the front door for individuals and their family, to learn how to access Community Care Program (CCP) services and/or other home- and community-based services and supports. At the initial face-to-face meeting, an IDoA-certified CCP Care Coordinator conducts an eligibility assessment and Determination of Need (DON). Individuals must score a minimum of 29 on the DON to be eligible for CCP Waiver services. The Care Coordinator works with the CCP eligible older adult, and their family, friends or other ''authorized representative", if that is the participant's choice, to develop a person-centered plan of care (PCPOC) based on the participant's strengths, needs, and preferences. Additionally, participants are required to apply for Medicaid, which the CCU facilitates, unless there is already an application in progress, or the person is currently receiving Medicaid. If an individual is determined eligible for Medicaid, they are required to accept which allows the State to claim Federal match for CCP Waiver services received.

The Care Coordinator uses the PCPOC to facilitate participant connections with providers of services and supports. This includes tasks and activities associated with accessing In-Home Care (using Homecare aides to assist with dressing, meal preparation, cleaning, laundry and taking participants to appointments), Adult Day Services (ADS), Emergency Home Response Services (EHRS), and/or Automated Medication Dispensers (AMD). At this visit, the participant has the option to choose their preferred provider. The Care Coordinator completes the paperwork to get services started within a maximum of fifteen (15) days.

Six months after the initial assessment or Medicaid redetermination, the CCU is required to conduct a face-to-face review. This check-in could result in a full assessment if the participant is presenting with increased or decreased difficulties or needs.

The CCU must redetermine all CCP participants eligibility and level of need at least annually. At the initial and annual redetermination, the Care Coordinator will conduct the full CCP assessment as well as check for financial eligibility which requires verification of income, assets, and related financial documents.

Choices for Care: Under this Program, CCUs screen to determine eligibility and educate individuals in hospitals, nursing facilities, and in the community about all long-term care options, including home and community-based service (HCBS) options. This equips individuals with the information needed to make an informed choice about their options for long-term services and supports to prevent and/or reduce unnecessary institutionalization. The CCU shall ask the individual if they would like to schedule follow-up with a Care Coordinator within a certain number of days to discuss their possible return to the community and HCBS options. Following person-centered practices, the individual/authorized representative drives this process and has the full authority to accept or decline follow-up.

Successes

Across the State, the CCUs are providing services to 128,620 older persons. Of this, 53,965 are CCP Medicaid, 19,176 CCP non-Medicaid and 55,965 Medicaid are assessed for eligibility for CCP by the CCU and the older persons are managed by a Managed Care Organization (MCO).

More CCP Participants on Medicaid

The following table demonstrates an increase in CCP participants who are receiving Medicaid, going from 47,521 in December 2023 to 55,965 as of June 23, 2025, owing in part to the State's increase in allowable assets from $2,000 to $17,500 for Medicaid eligibility effective May 12, 2023, and CCUs focusing on ensuing the eligible individuals become enrolled in Medicaid. Since August 2019 when IDoA was mandated to work with the CCUs to increase their efforts to enroll eligible participants in Medicaid, the percentage has increased from 69% to 83.6% in January 2025.

Data as of June 23, 2025

PSA	Waiver Services provided by an MCO (all Medicaid)	Community Care Program (CCP)			Total CCP and MCO Participants
		Medicaid	Non-Medicaid	Total CCP Participants	
01	1,802	2,446	641	3,087	4,889
02	8,559	7,567	2,338	9,905	18,464
03	1,114	1,283	515	1,798	2,912
04	1,017	1,014	267	1,281	2,298
05	2,190	2,618	711	3,329	5,519
06	296	404	48	452	748
07	1,390	1,896	518	2,414	3,804
08	1,761	2,093	477	2,570	4,331
09	431	582	13	595	1,026
10	374	482	43	525	899
11	1,289	1,368	109	1,477	2,766
12	22,655	19,298	8,142	27,440	50,095
13	12,601	12,914	5,354	18,268	30,869
Total	**55,479**	**53,965**	**19,176**	**73,141**	**128,620**

Totals from 1 year ago*

Total	**54,854**	**52,536**	**22,933**	**75,469**	**130,323**

Data as of 6/26/24

Totals from 2 years ago*

Total	**55,117**	**47,521**	**30,291**	**77,812**	**132,929**

Data as of 6/22/23

Totals from 3 years ago*

Total	**52,720**	**44,581**	**30,121**	**74,702**	**127,422**

Data as of 6/29/22

Totals from 4 years ago*

Total	**49,093**	**41,507**	**31,224**	**72,731**	**121,824**

Data as of 6/15/21

Totals from 1st Enrollment Report (8/29/2019)

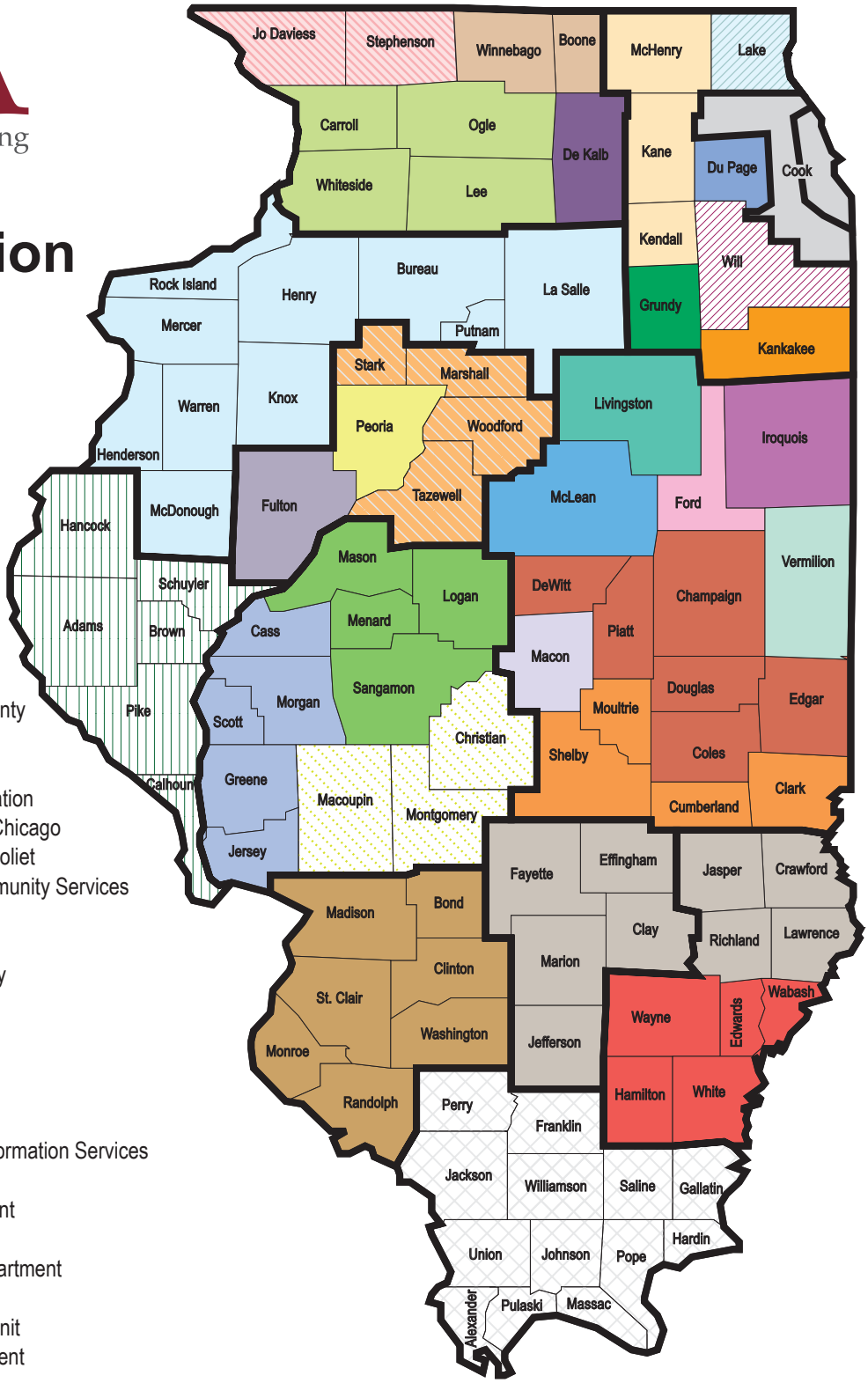
Total	**40,735**	**36,085**	**34,559**	**70,644**	**111,379**

Data as of August 29, 2019.

Data Source: Authorized participants listed in IDoA Billing System compared to daily eligibility file from HFS.

Illinois Department on Aging

Care Coordination Units



- PSA 01 Elderly Care Services of DeKalb County
- PSA 01 Lifescape Community Services
- PSA 01 Stephenson County Senior Center
- PSA 01 Mercy Health Visiting Nurses Association
- PSA 02 Catholic Charities of the Diocese of Chicago
- PSA 02 Catholic Charities of the Diocese of Joliet
- PSA 02 DuPage County Department of Community Services
- PSA 02 Grundy County Health Department
- PSA 02 Senior Services Associates
- PSA 02 Senior Services Center of Will County
- PSA 03 Alternatives for the Older Adult
- PSA 04 ACM Care (+Peoria City)
- PSA 04 CCSI- Case Coord. (Peoria County)
- PSA 04 CCSI- Case Coordination
- PSA 05 CCSI- Case Coordination
- PSA 05 Community Resource, Research, Information Services
- PSA 05 Care Horizon
- PSA 05 Ford County Public Health Department
- PSA 05 Iroquois County Health Department
- PSA 05 Livingston County Public Health Department
- PSA 05 Macon County Health Department
- PSA 06 West Central IL Case Coordination Unit
- PSA 07 Montgomery County Health Department
- PSA 07 Prairie Council on Aging
- PSA 07 Senior Services of Central Illinois
- PSA 08 Southwestern IL Visiting Nurse Association
- PSA 09 Effingham City-County Committee on Aging
- PSA 10 Effingham City-County Committee on Aging
- PSA 10 CCSI- Case Coordination
- PSA 11 Shawnee Alliance for Seniors
- See Cook County Breakdown

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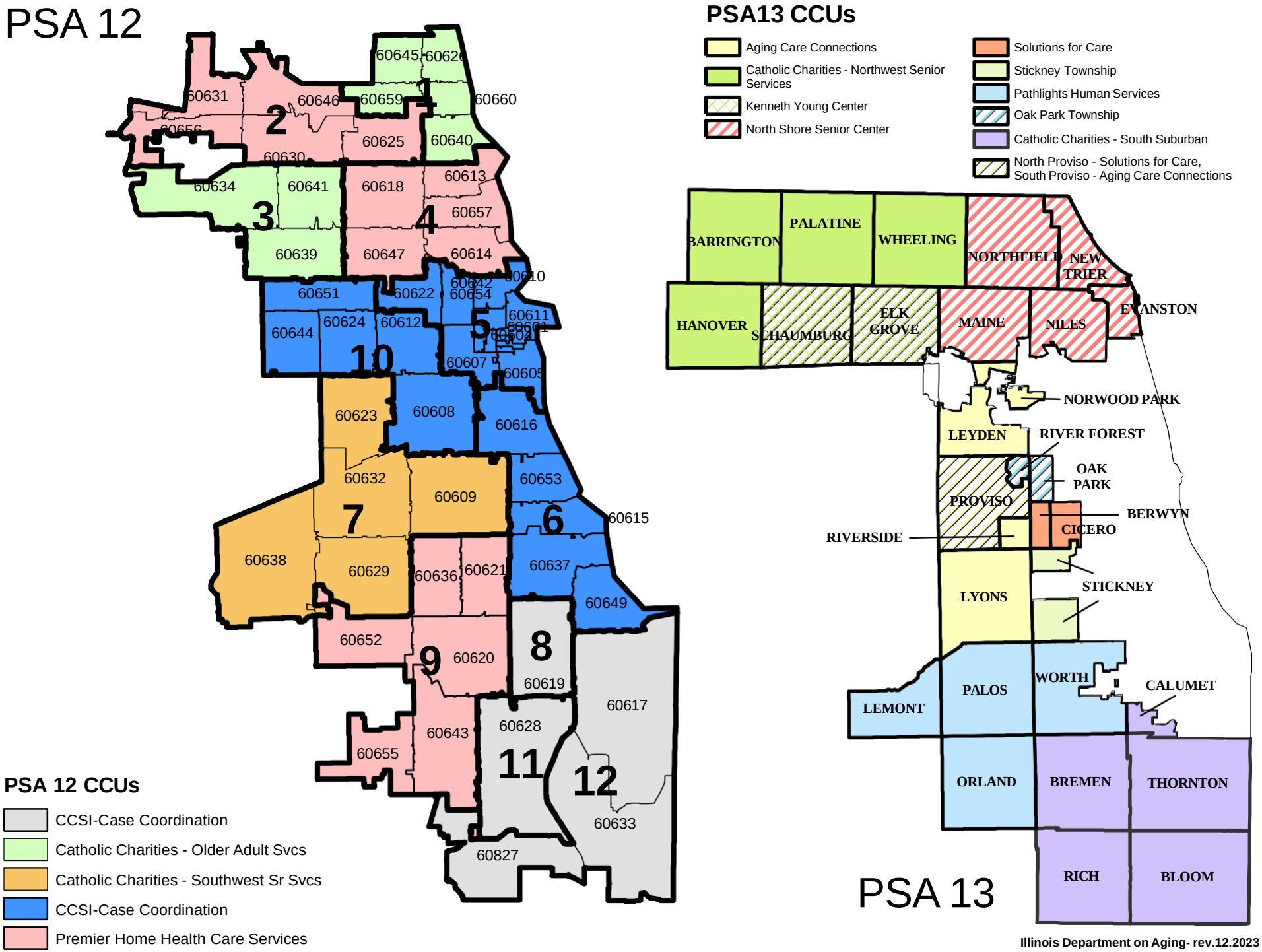
Revised 8/2024



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Six-month Review

In 2022, to fulfill the requirement of the six-month review under the Persons Who Are Elderly 1915(c) Waiver, IDoA, as the Operating Agency, implemented this mid-year formal touch base with participants to ensure services are meeting needs. As of June 27, 2025, 83% of participants received their six-month review. IDoA monitoring staff continue to work with the CCUs who are behind in meeting the requirement.

Choices for Care

The CCUs play a pivotal role in ensuring older adults know their community care options when being discharged from hospitals, admitted to nursing facilities, and discharged from nursing facilities. In FY24, the CCUs conducted 142,359 pre-screens and 5,729 post-screens. As of June 26, 2025, 140,346 pre-screens and 6,222 post-screens have been completed across the State.

PSA	Pre- Screens FY24	Pre- Screens FY25 YTD (July 2024 through June 26, 2025)	Post-Screens FY24	Post-Screens FY25 YTD (July 2024 through June 26, 2025)
PSA 1	9,153	9,119	487	569
PSA 2	34,935	33,279	1,377	1,573
PSA 3	5,626	5,190	408	527
PSA 4	5,538	5,137	94	108
PSA 5	10,394	9,561	224	224
PSA 6	1,391	1,301	43	41
PSA 7	5,145	5,004	141	249
PSA 8	6,691	6,687	913	514
PSA 9	2,092	2,118	380	294
PSA 10	1,074	935	366	254
PSA 11	2,646	2,955	451	553

PSA 12	22,289	23,441	259	411
PSA 13	34,385	35,709	586	905
Total	**141,359**	**140,436**	**5,729**	**6,222**

CCU Participation in PACE

The Program of All-Inclusive Care for the Elderly (PACE) is a comprehensive and integrated Medicare and Medicaid program administered by the Department of Healthcare and Family Services (FHS) which gives people aged 55+ additional choice in how they access health care as needs change with age, allowing more older adults to continue living at home safely, for longer. CCUs have a critical role in PACE as they complete the federal CMS mandated Determination of Eligibility prior to PACE enrollment and serve as a referring source to older adults who are candidates for the PACE program. There are currently 112 people served through the 3 PACE sites currently in operation with 9 CCUs collaborating with the PACE sites to complete the Determination of Eligibility.

Challenges

Annual Redetermination Rate

The annual redetermination rate is determined by the number of participants who are reassessed within twelve months of the last assessment. The chart below shows the annual redetermination rates for FY16-FY25 YTD. During the public health emergency (PHE), for a short period of time, CCUs were able to complete remote assessments. This led to an increased redetermination rate for FY21, the highest in the lookback period cited below. Since 2021, the CCUs have moved back to face-to-face assessments in the participant's home and in the community. Upon the lifting of the PHE flexibilities, the CCUs were flooded with a waterfall of redeterminations in the face of significant workforce challenges, along with the incorporation of the new asset limit for Medicaid increasing the number of Medicaid-eligible participants and Medicaid applications. Currently, the CCUs are at 68.6% for FY25 YTD, in discussions with CCUs, workforce challenges are the cited as the persistent barrier. Another challenge for the CCUs that is set to take place in 2027 through the new Medicaid Access Rules, is the requirement of a 90% redetermination rate for Medicaid waiver participants, an increase from the current performance goal of 86%. Currently, IDoA monitoring staff are working with the CCUs with redetermination rates below 86% to develop weekly corrective action steps to meet current performance measures through ensuring delinquent redeterminations are completed, data clean-up, and filling Care Coordinator vacancies.

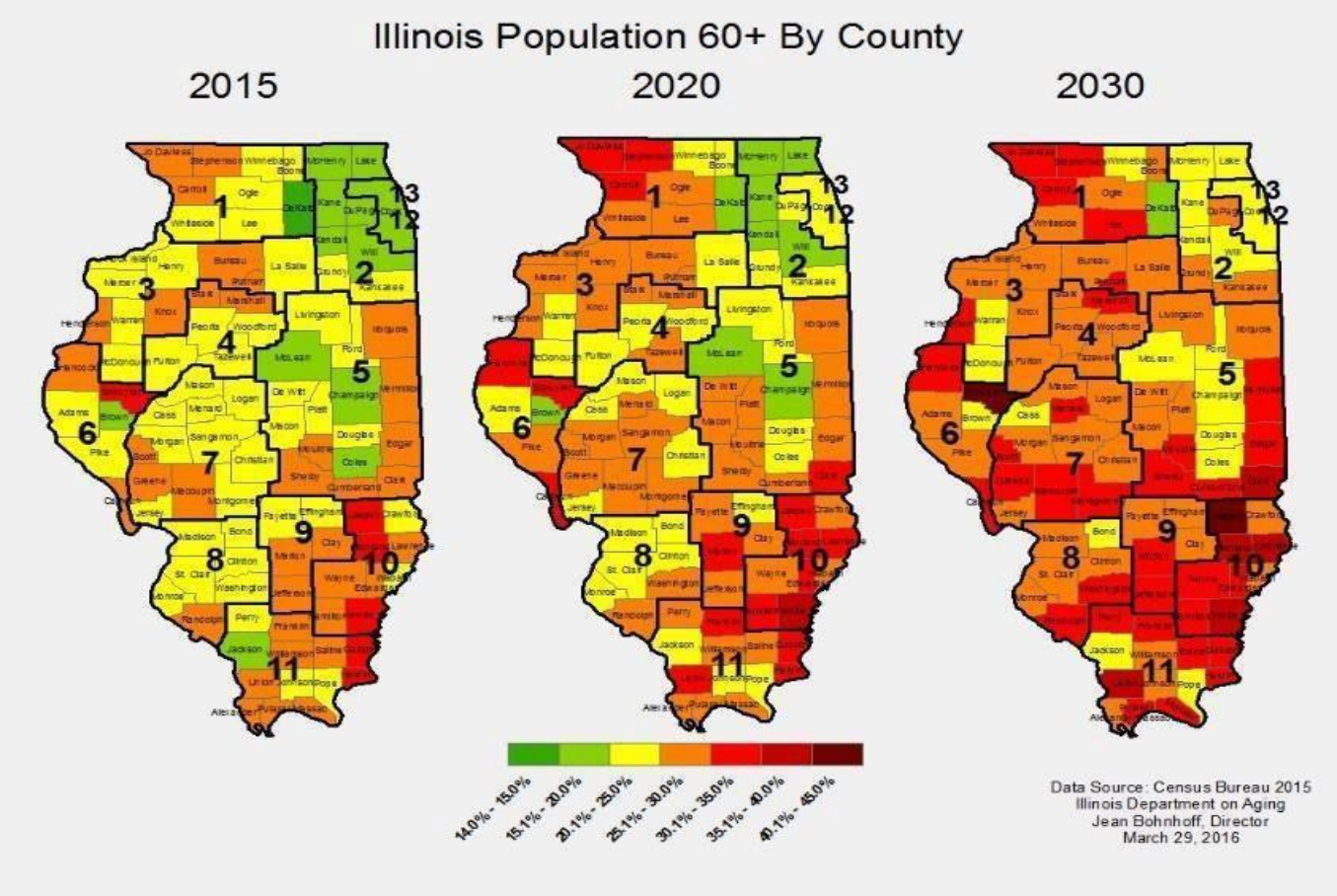
Fiscal Year	Percentage of Assessments completed timely annually
FY16	70.2%
FY17	71.3%
FY18	69.8%
FY19	73.5%

FY20	76.6%
FY21	82.7%
FY22	73.3%
FY23	65.1%
FY24	61.1%
FY25 YTD	68.6%

Care Coordination Unit Workforce Shortages

Care Coordination Unit (CCU) workforce shortages continue to impact CCUs across the State with the southern part and some urban areas of the State demonstrating significant challenges recruiting and retaining Care Coordinators. To address these issues, IDoA continues to utilize several strategies including a demonstration grant aimed at understanding the challenges associated with serving clients in the most remote and rural areas of the state. In FY 26, the rural demonstration grant was developed to help the CCU staff a portion of PSA 10 that has experienced historic workforce challenges due to low population and increased travel demand for Care Coordinators due to the rural landscape. This demonstration grant will help IDoA determine if this methodology would satisfy CCU workforce needs in other rural areas of the State. This demand is expected to continue as the Illinois population ages creating communities with a higher density of older people, demonstrated by the projected population estimates in the maps on the following page.

IDoA has also engaged in intensive retreats with the CCUs to identify best practices with regard to recruiting and retention. In addition, IDOA is undertaking a rate study in connection with the Persons Who Are Elderly 1915(c) Medicaid Waiver. Finally, IDoA will be participating in a national survey to add to the body of research surrounding care coordination in home and community-based services.



Summary

The CCUs continue to meet the needs of thousands of older Illinoisans through assessment for services, development of a person-centered plan of care, and comprehensive care coordination. A 4% increase in CCP enrollment is anticipated for FY25.

Workforce shortages along with the sustained increase in need for CCP will continue to be a challenge for the CCUs. The Department looks forward to working with the CCUs, the State Medicaid Agency, and national leaders to continue to identify successful recruitment and retention strategies.

State of Illinois
Department on Aging
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Springfield, Illinois 62702-1271

Senior HelpLine: 1-800-252-8966, 711 (TRS)
8:30 a.m. to 5:00 p.m. Monday through Friday
24-Hour Adult Protective Services Hotline: 1-866-800-1409, 711 (TRS)
ilaging.illinois.gov