

# DU PAGE COUNTY COMMUNITY SERVICES

421 N. County Farm Road, Wheaton, IL 60187

**(630) 407-6500**

**(630) 407-6502 (TDD)**

**1-800-942-9412**

**e-mail: [csprograms@dupageco.org](mailto:csprograms@dupageco.org)**

**[www.dupageco.org](http://www.dupageco.org)**

**Director:** *Mary A. Keating*

**Hours:** **8:00 A.M. - 4:30 P.M.**

**Monday - Friday**

**Fees:** **None**

DuPage County Community Services provides multiple social services for the older adults, persons with disabilities, individuals who are economically disadvantaged and other persons or families in DuPage County in need of assistance. Our staff is dedicated to serving residents with a holistic approach to permanency and stability. Community Services includes:

- ◆ **Senior Services**  
Serving persons age 60 and older
- ◆ **Client Services**  
Serving persons under the age of 60
- ◆ **Community Development**  
Researching and implementing new programs and supporting the efforts of existing programs

See below for details of programs and resources provided by these units.

## **SENIOR SERVICES**

**(630) 407-6500**

**(630) 407-6502 (TDD)**

**1-800-942-9412**

**e-mail: [seniorsvcs@dupageco.org](mailto:seniorsvcs@dupageco.org)**



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**Senior Services** assists DuPage County residents, aged 60 and older, to maintain their independence. The Illinois Department on Aging and Northeastern Illinois Agency on Aging have selected **Senior Services** as the Case Coordination Unit (CCU) for DuPage County. This Unit publishes this directory, a **Long Term Care Facilities** booklet, and a **Senior Housing Directory**. All can be viewed online at **[www.dupageco.org/seniorsvcs](http://www.dupageco.org/seniorsvcs)**. Services are provided through the following programs:

- ◆ **Information and Assistance:** Provides information to seniors, their families and other community agencies on how to access programs, services and benefits that are available to older individuals.
- ◆ **Comprehensive Care Coordination:** Offers a thorough in-home assessment to identify risks to a senior's independence and provides care planning to help reduce any unmet needs.
- ◆ **Community Care Program (CCP):** Provides homemaker, adult day services and Emergency Home Response Systems to Illinois residents who are at least 60 years of age and who meet eligibility guidelines. Services include help with basic household tasks and personal care, as well as on-going case management. The purpose of this state sponsored program is to help seniors maintain the maximum possible level of independence, and to prevent unnecessary nursing facility placement. The **Community Aging Referral Program (CARP)** allows individuals with higher assets to purchase these same services with a referral from Senior Services.
- ◆ **Case Management:** Provides follow-up, monitoring and advocacy to ensure implemented plans of care continue to meet the needs and wishes of the older adult.
- ◆ **Home Delivered Meals:** Arranges home delivered meals for homebound seniors who are unable to shop, prepare meals, or attend a Community Dining Center. A care coordinator from Senior Services will complete a comprehensive assessment to determine eligibility and review other services or resources available.
- ◆ **Adult Protective Services:** Responds to all reported cases of abuse, neglect and financial exploitation for individuals with disabilities age 18-59 or adults age 60 and over. A trained caseworker investigates each report and works with individuals to resolve the abusive situation. People who report suspected cases of elder abuse are assured of confidentiality.
- ◆ **Flexible Community Services:** This grant provides limited emergency funding to meet needs for products or services for which there is no alternative funding. By definition it targets our most elderly, frail and at risk seniors with unmet needs for medical care and supplies, household support, access or transportation and home modification.
- ◆ **Residential Repair and Renovation:** Provides limited funding for minor home modifications to frail older adults, which will enhance their ability to function independently.

- ◆ **Money Management:** A volunteer based program that assists seniors who may be having difficulty paying bills, balancing their checkbooks, negotiating with creditors, or making a budget. Community Care Program clients and vulnerable adults age 18 and over who are victims of exploitation can receive free assistance from an insured volunteer. Income and asset guidelines may apply.
- ◆ **Choices for Care:** Provides a consultation to all nursing facility applicants to explore options for long term care which may include home and community-based services or other long term care solutions. A comprehensive assessment helps identify needs; reviews service options and cost, and assists in developing a plan of care. A prospective nursing facility applicant can then choose services that are appropriate and affordable.
- ◆ **Long Term Care Ombudsman Program:** Ombudsmen have a twofold mission. An Ombudsman represents and advocates for residents in long term care facilities, licensed assisted living and supportive living facilities. They receive, investigate and attempt to resolve concerns and complaints regarding the care of residents as well as providing a regular presence in the licensed facilities.

Ombudsmen are also charged with advocating and investigating service complaints for adults age 60 and over and disabled adults age 19-59 who receive community services through one of the Illinois Medicaid Waiver programs or who are Medicaid and Medicare beneficiaries and receive managed care services.

- ◆ **Pathways to Community Living:** A resident of long term care, having recovered and become stable, may decide to return to the community. A transition coordinator will meet with them, determine if this is a safe and appropriate plan and assist the individual in locating housing and securing other necessary items. Eligibility criteria must be met.
- ◆ **Outreach:** Community visits to locate seniors who may be isolated due to transportation, housing, or language barriers. Efforts are made to educate and engage these individuals and their caregivers about resources and services they may need.
- ◆ **Family Caregiver Support Program:** A federally funded program that provides information and assistance, respite services, emergency support, and legal assistance to caregivers of older persons and grandparents raising grandchildren. Services may include respite in the form of home health care, adult day services, or nursing home placement on a short-term basis. Emergency gap-filling services are also available in the form of respite care, home modification, transportation, assistive devices, and financial assistance.

- ◆ **Senior Transportation:** Provides limited funding for transportation to low income DuPage County seniors who are not eligible for other available transportation services. Priority is given for travel to medical appointments, nutrition sites, grocery shopping, and banking.

## **CLIENT SERVICES**

**(630) 407-6500**

**(630) 407-6502 (TDD)**

**1-800-942-9412**

**Client Services** provides social service assistance to DuPage County residents aged 59 and under. A Customer Service Assistant, who is trained to answer general questions regarding services, provides the first level of service. At the next level, Information and Referral Specialists offer clients a comprehensive assessment of their needs and determine their eligibility for a wide variety of services. Finally, clients with multiple or more complex needs are referred to a Client Services' Case Manager for further assistance.

- ◆ **Information & Referral (I&R):** DuPage County's central clearinghouse for social service information, providing individuals and agencies with resources available to persons aged 59 and under. Professionally trained staff helps to identify a client's need through a comprehensive assessment, and links them to the appropriate services. I&R Specialists access and utilize a vast information system, which includes data on over 1,400 social service agencies, churches, government bodies, civic groups, legal and medical organizations. There are no eligibility requirements. This program serves anyone who calls and requests information.
- ◆ **Medical Assistance Program:** Provides limited financial assistance for medical fees, prescriptions, and supplies. Services include assistance with prescriptions; medical fees such as x-rays; lab work; doctor visits; dental work; medical supplies such as glucometers, walkers, crutches, eyeglasses, and syringes. Clients eligible for Medicare that purchase a supplemental policy are not eligible. Clients age 59 and under may also apply for Access DuPage, and Family Care/All Kids.
- ◆ **Case Management:** Based upon a comprehensive assessment of the client's needs, short-term case management may be provided for up to six months. The Case Manager assists the client in the process of accessing services and programs to meet their needs. Further case management activities may include, but are not limited to, goal setting and the development of an action plan, follow-up, monitoring, and evaluation. Head of household must be 59 years of age or younger. Client signs an agreement to participate and work toward goals.

- ◆ **Homelessness Prevention:** Short-term assistance may be available to eligible households experiencing an economic crisis to avoid eviction and those who are currently homeless to become stably housed. Depending on available funding, services offered include rent, mortgage, or security deposit assistance coupled with supportive services to help maintain housing. Eligibility criteria vary by funding source. Applicants are required to document: current or intended residence within DuPage County; danger of eviction or current homelessness; ability to pay future rent and expenses through current income or development of a personal recovery plan. Additional eligibility criteria may apply. Homeless assistance from any provider may make a household ineligible for further assistance.
  
- ◆ **Case Management:** Short-term case management is available to assist DuPage County residents in need access basic needs and gain stability. Upon completion of a comprehensive assessment of strengths and needs, a case manager will assist the client to develop an individualized service plan to set goals and secure services necessary to meet basic needs. Case managers and clients meet on a planned basis to monitor progress toward goals and link with needed services. The client must be younger than age 60 and must sign an agreement to participate and work toward goals.
  
- ◆ **Family Self-Sufficiency (FSS):** This program helps families to develop career plans, reach family goals, and obtain services with the goal of achieving economic self-sufficiency. Services include comprehensive case management and supportive services for up to five years. Eligible households will be low-income DuPage County households with children. DuPage residents who are leased up with a Section 8 Housing Choice Voucher may also apply. FSS applicants must complete a structured application process and sign an agreement to work toward goals.
  
- ◆ **Shared Housing Program:** Matches individuals who are seeking an affordable housing alternative, with residents who wish to share their home at a reasonable cost. The goal of the program is to link participants, 18 years and older, in housing that is safe, mutually supportive and sustainable. The program provides supportive, short-term case management to both parties before, during and after a match is made. Each applicant completes a comprehensive assessment to determine compatibility in a shared living situation. Screening criteria include positive references, results of a background check, and completion of a home inspection.

- ◆ In-kind Goods Program/Basic Needs: Income eligible households may receive vouchers for clothing and/or household items from Repeat Boutique and St. Vincent DePaul Society; and be screened for several area food pantries for referrals, and vouchers for eyeglasses.

## **COMMUNITY DEVELOPMENT**

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- ◆ **dupagecris.org:** An online Human Services Resource database that provides program information for those residing in DuPage County. Resources included address the following types of assistance: food, healthcare, housing, material goods, transportation, utilities, job training and placement, public assistance, and temporary financial assistance.

- ◆ **Home Support Programs**

**Low Income Home Energy Assistance Program (LIHEAP):**

Assists low income households by offsetting the rising cost of home energy through direct financial assistance, energy counseling, outreach, and education. An overdue bill or disconnect notice is not required to receive LIHEAP assistance once per year. Emergency assistance is available to eligible households who have received a disconnect notice and for homeowners whose furnace is non-operational or determined unsafe to operate.



**Illinois Home Weatherization Assistance Program (IHWAP):** Provides energy conservation measures to income eligible households to aid in lowering the cost of heating and cooling. Energy saving measures may include sealing cracks, insulating walls and attics, and repairing or replacing windows and doors. Each furnace is checked for safety, and when needed, repaired, updated, cleaned and tuned to provide optimum efficiency. The furnace may be replaced if found to be unsafe or non-repairable. Smoke detectors, carbon monoxide detectors, and fire extinguishers may be installed. Households that qualify for LIHEAP meet the income requirements for Weatherization.

**Single Family Home Rehabilitation:** Assists low and moderate income homeowners to address health and safety issues, or maintain the value of their homes. See page 63 for details of these programs.

- ◆ **Transportation Programs:** DuPage County is a Ride DuPage sponsor. See the Transportation section for more detailed information.
- ◆ **Giving DuPage/Volunteer Center:** This program encourages giving and volunteering in DuPage County. It assists individuals seeking volunteer opportunities by providing referrals to local agencies who can utilize their talents and skills. Giving DuPage also publishes an Annual Giving Guide. For more information, go to **[www.givingdupage.org](http://www.givingdupage.org)**.