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
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 elderly, 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 social programs.

The Community Services Department is divided into 5 units, three of which are listed below:

- **Senior Services**
  Serving persons age 60 and older

- **Human Services**
  Serving persons under the age of 60

- **Community Development**
  Developing new programs and supporting the efforts of existing programs

The following pages detail the programs of each unit. If you have any questions, please call us at any of the numbers listed below.

DuPage County Community Services
Senior Services

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SENIOR SERVICES
(630) 407-6500
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e-mail: seniorsvcs@dupageco.org

Senior Services assists DuPage County residents, aged 60 and older, to maintain their independence. The Illinois Department on Aging and Northeastern Illinois Area 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.** 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 and 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.

- **Elder Abuse and Neglect Program:** Responds to all reported cases of elder abuse, neglect and financial exploitation in DuPage County. A trained caseworker investigates each report and works with the older person 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 seniors who are victims of exploitation can receive free assistance from an insured AARP volunteer. Income and asset guidelines may apply. "The Money Management Program is part of the AARP Foundation, AARP's affiliated charity."

- **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:** An ombudsman represents and advocates for residents in long term care facilities, licensed assisted living and supportive living facilities. An ombudsman receives, investigates and attempts to resolve all concerns and/or complaints regarding the care of residents; visits all licensed facilities on a regular basis; educates residents, family members and concerned citizens about residents' rights. A booklet of long term care facilities in DuPage County and the surrounding area is available from **Senior 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

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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, Family Care/All Kids and Circuit Breaker.

- **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:** Income eligible households may receive limited financial assistance with their rent or mortgage. Clients must live in DuPage County, have not received assistance in the past 12 months; meet income guidelines as directed by the funding source available at the time; have a valid lease or be the mortgagee. In some cases clients cannot be late in payment of more than the current month and must show ability to pay future rent/mortgage; must have received a late notice; and finally, the client must prove an unexpected loss of income or extenuating circumstance that results in an imminent risk of homelessness, or loss of income.

- **Shared Housing Program:** Matches individuals who are seeking an affordable housing arrangement with residents wanting to share their homes. The client must agree to the following: comply with Case Management procedures; complete applications and interviews truthfully; and provide references and background checks acceptable to DuPage County Human Services. Finally, a provider must have a residence that passes a health and safety inspection.

- **Family Self-Sufficiency (FSS):** Empowers families to become economically self-sufficient by providing comprehensive case management, family counseling, vocational counseling, life-skills education and financial assistance for needs related to vocational goals. Eligibility requirements include: DuPage County residency, meeting income guidelines, and have children age 0-17.

- **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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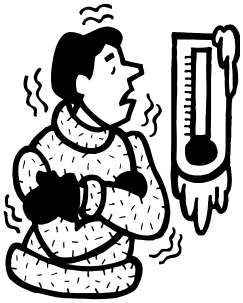
- **Community Resource Information System ("C.R.I.S."):** Provides access to information on 1,400 social service organizations via DuPage County Community Services Information and Referral and Internet access (**www.dupagecris.org**).

- **Housing 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 whose utility service has been disconnected 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 is replaced if found to be unsafe or non-repairable. Smoke detectors, carbon monoxide detectors, and fire extinguishers are installed in homes without them. Households that qualify for LIHEAP are automatically eligible for Weatherization.

Single Family Home Rehabilitation: Assist low and moderate-income homeowners address health and safety issues by providing two different loan options:

- **0% Interest Loan**: Up to $24,000 at 0% interest with as long as ten years to repay in low monthly payments.

- **Deferred Loan**: Up to $24,000 at 0% interest with no payment until a transfer of title.

The following repairs generally qualify for loans under these programs:

- Basic structural repairs
- Roofing
- Doors and windows
- Exterior siding
- Electrical
- Heating
- Weatherization
- Plumbing *(including hook-up to water)*

- **Transportation Programs**

  DuPage County is a Ride DuPage sponsor. See the Transportation section for more detailed information.

- **Holiday Adoption:** This program coordinates the generosity of individual, group and corporate donors with families in need seeking assistance for holiday gifts. Recipients must meet eligibility guidelines set by DuPage County Community Services.

- **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 and organizes a countywide day of service each September. For more information, go to **www.givingdupage.org**.