

HOME SUPPORT SERVICES

Support services enable older adults to maintain their independence and prevent unnecessary long-term care facility placement. These services assist with activities of daily living and health care, provide a sense of security and promote independence. They can be arranged on a full or part-time basis. Options included in this section are homemaker services, home health care, case management, caregiver support services, emergency response systems, telephone reassurance programs, hospice, home repair and renovation, and moving/reorganizing resources.



HOME HEALTH CARE AGENCIES

Home health care may be a cost-effective alternative to nursing facility placement. These services can include homemaker and/or companion services, nursing care, speech, physical and occupational therapy and medical social services. These services are sometimes covered by Medicare, Medicaid, private health, or long-term care insurance. Always check with your insurance carrier for coverage benefits. See page 43 for physician services at home. A list of licensed Home Health Care Agencies can be requested from **DuPage County Senior Services** at **(630) 407-6500** or **1-800-942-9412**, or viewed on www.dupageco.org/seniorsvcs.

COMMUNITY CARE PROGRAM

DuPage County administers the **Community Care Program**, a subsidized program that offers adult day care (page 1), emergency home response systems (page 59), homemaker services and money management for frail adults who are at least 60 years of age and who meet eligibility guidelines (based on need and financial resources). Homemakers assist clients with light housekeeping, laundry, personal care, meal preparation, shopping, errands and transportation. These services are free to those who qualify. The **Community Aging Referral Program (CARP)** allows individuals with higher assets to purchase these same services with a referral from Senior Services. For additional information, or to apply, please contact:

DuPage County Senior Services
421 N. County Farm Road
Wheaton, IL 60187
(630) 407-6500, 1-800-942-9412,
(630) 407-6502 (TDD)

CAREGIVER SUPPORT SERVICES/RESPIRE

Keeping a parent or spouse at home is a goal for many people. Respite services provide temporary care for the elderly to relieve caregivers of the stress of their time consuming responsibilities. Respite may be arranged in a client's home or a "home away from home", an adult day center, or in a nursing facility. In addition to the resources listed below, many home health care agencies provide this service. Adult Day Centers provide daytime supervision and activities for older adults on a part-time or full-time basis. Many nursing facilities offer short-term respite when community services are not an option. For additional information and locations see Adult Day Services (page 1). If you have any questions, please contact **DuPage County Senior Services** at **(630) 407-6500** or **1-800-942-9412**.

Family Caregiver Resource Center

DuPage County Senior Services

421 N. County Farm Road

Wheaton, IL 60187

(630) 407-6500

1-800-942-9412

www.dupageco.org/seniorsvcs

DuPage County Senior Services is designated by the Northeastern Illinois Agency on Aging to be the Family Caregiver Resource Center for DuPage County. This federally funded program provides information and assistance, respite services, and support to caregivers of older persons and grandparents of any age raising grandchildren. Services can also be provided to caregivers of an individual with Alzheimer's disease or related disorders regardless of age. Funding for the following services is allocated annually and may not always be available.

Respite Services - May include substitute supports or short-term living arrangements in the form of homemaker services, adult day services or short-term nursing home placement. Childcare, camp, and other services can be provided for grandparents raising grandchildren.

Emergency Gap-Filling Assistance is available to assist with unexpected or unforeseen circumstances or occurrences and provides emergency support in the form of respite care, home modifications, transportation, assistive devices and financial assistance. Legal services are another component of gap filling. Caregiver's can access these funds in some cases to protect their legal rights, secure advice, and pursue guardianship and other such activities.

Caregiver Information and Assistance is available over the phone or in person to assist caregivers by providing information on opportunities and services and by linking the caregiver to those services.

In-Home Senior Respite Program

Metropolitan Family Service DuPage

222 E. Willow Avenue, Wheaton, IL 60187

(630) 784-4875

In-Home Senior Respite provides screened and trained volunteers recruited from faith organizations and the general community. These volunteers are matched with a family giving care to an older relative to provide respite for the caregiver and concurrent companionship for the older adult. Volunteers may provide either weekly or intermittent respite visits to a particular family, and may volunteer as an individual or as a family team, intergenerational team, friend team, co-worker team, etc. Volunteers do not perform any medical or professional services while in the home, but visit, play cards, share hobbies or simply converse with an older person while the family caregiver takes a break. Family contributions to help support and expand the program are welcome.



Caring for an Adult Disabled Child

Ray Graham Association

Corporate Location

901 Warrenville Road, Suite 500, Lisle, IL 60532

(630) 620-2222

www.raygraham.org



Ray Graham Association supports more than 2,000 DuPage County residents and their families to live in and contribute to their community. Through a variety of innovative programs provided by Ray Graham Association, children and adults with disabilities are becoming vibrant and active members of their communities in which they live. Services include: Residential, Community Learning Centers, Employment

Services, Respite, Service Facilitation, Recreation, and several customized services for adults of all ages. Ray Graham Association also provides specialized residential services for adults with developmental disabilities experiencing dementia and Alzheimer's.

Services For Family Caregivers

Metropolitan Family Service DuPage

222 E. Willow Avenue, Wheaton, IL 60187

209 N. York Road, Elmhurst, IL 60126

1999 W. 75th Street, Woodridge, IL 60517

27475 Ferry Road, Warrenville, IL 60555

(630) 784-4800 (For all locations)

www.metrofamily.org



- ◆ Family Caregiver Consultation and Counseling - Licensed counselors offer information or counseling around issues common in caring for an older relative. These include coping with difficult emotions, managing stress, communication, setting limits, asking for help and locating resources. Appointment required.
- ◆ Support for Grandparents Raising Grandchildren - A regular support group and individual consultation is offered to assist grandparents who have the primary responsibility for raising one or more grandchildren.
- ◆ Caregiver Support Group – A regular drop-in support group for adult children, spouses and other family caregivers, where peers share their caregiving experiences, share solutions, learn about resources, and experience the acceptance and understanding of other family caregivers. Facilitated by a social worker.

American Parkinson Disease Association Midwest Chapter

CDH Care Center

1800 N. Main Street, Suite 215

Wheaton, IL 60187

(630) 933-4392

www.apdamidwest.org



Via their “**Time Out**” Program, will pay up to \$500 per person per year for a substitute caregiver to provide respite for the family caregiver. Call for information on eligibility and an application.

EMERGENCY RESPONSE SYSTEMS AND OTHER TECHNOLOGY

A 24-hour emergency communication link to assistance outside the home. This service is provided by a two-way voice communication system. An individual wears a small wireless transmitter that communicates with their phone. If the transmitter is activated attempts are made to contact the person, caregivers or emergency personnel. Additional services are available through some companies that include medication reminders and dispensers, home temperature alerts, and other options that can provide peace of mind for individuals and their caregivers. Not all companies offer the same products and services and costs vary. The Community Care Program (page 55) can pay for this basic service for those who are eligible.

Advanced Security Technologies (AST)
(847) 540-9166
www.advancedsecuritytechnologies.com

★ **HealthCom**
1-800-525-6237
www.mycarelink.com

★ **American Medical Alert Company/TunStall**
1-800-770-5355
www.amac.com

★ **Lifeline**
1-800-368-2925
www.lifelinesystem.com

Companion Services from ADT
Home Health Security System
(877) 474-9434
www.adt.com

Link to Life
(855) 742-5585
www.link-to-life.com

★ **Critical Signal Technologies**
1-888-557-4462
www.criticalsignaltechnologies.com

Med Home Alert
1-866-277-3395
www.medhomealert.com

★ **Guardian Medical Monitoring**
1-888-349-2400
www.stayout.com

★ **Valued Relationships Inc. (VRI)**
1-800-860-4230
www.monitoringcare.com

★ **Contracted with the Illinois Department on Aging**
Community Care Program (page 55)



CapTel (Captioned Telephone)

Customer Service

450 Science Drive, Madison, WI 53711

1-888-269-7477

To order: 1-800-233-9130

For people with some degree of hearing loss the captioned telephone works like any other phone but it also displays every word the caller says throughout the conversation. Phone users can listen to the caller and read the captions in the phone's display at the same time. See the **ITAC** information on page 49 for information about how to get this service for free.



SafeLink Wireless

1-800-378-1684

www.safelinkwireless.com

SafeLink Wireless service is a program for income eligible households provided by TracFone Wireless, Inc. to provide cell phone service to those who can't otherwise afford it. In order to participate in the SafeLink Wireless service, persons must meet certain eligibility requirements set by each State where the service is to be provided. Service is limited to one person per household.

DuPage County Sheriff's Office

Cell Link Cell Phone Donation Program to Benefit Seniors

501 N. County Farm Road, Wheaton, IL 60187

(630) 407-2317 (Non-emergency)

The Cell Link program provides donated cell phones to senior citizens who may otherwise not have funds to purchase one. The cell phones are programmed to dial 911, but cannot make or receive any other outside calls. All cellular 911 calls made within DuPage County are received at the DuPage County Sheriff's Office. Applicants must be age 62 or older, or younger than 62 with physical or mental disabilities and not own a cellular phone.



TELEPHONE REASSURANCE PROGRAMS

Telephone reassurance programs, usually provided by volunteers, offer periodic well being calls to residents who are homebound or who live alone. If a problem arises, the caller can notify either emergency contacts or "911" for immediate assistance. Although most programs are free, eligibility requirements and services vary. For additional information, contact the programs listed below.

In these two communities, seniors may register with the police department. The senior must check in by phone before a designated time each day. If they fail to check in, the police will call them and dispatch an officer to the house if no response. Police maintain a key to the home.

**Clarendon Hills
Police Department
(630) 323-2153**

**Hinsdale Police Department
(630) 789-7070**

The programs listed in these columns are each sponsored by different organizations and operate in different ways. Call for specific instructions.

**The Guardian Program
DuPage County Sheriff's Department
(630) 407-2400**

**The Sunshine Program
Tri-Town YMCA
(630) 629-9622**

**Elmhurst S.A.L.T.
(Seniors and Law Enforcement Together)
(630) 530-3050**

DuPage County Sheriff's Lock Box Program

This program provides Law Enforcement a way to gain entry into the home of a participant during a life threatening emergency. A key for the home is stored in a locked box outside the home. County residents who are elderly, disabled or who have medical or special needs are eligible. Fee of \$30 for the lockbox may be charged. For more information or to register, call the DuPage County Sheriff's Office at **(630) 407-2400**.

HOSPICE

Hospice provides a range of services that combine medical and personal care to help individuals who are terminally ill and their families live as comfortably as possible. The emphasis of this program is to ease pain and offer dignified choices in the last stages of life.

Adventist St. Thomas Hospice

119 E. Ogden, Suite 111
Hinsdale, IL 60521

(630) 856-6990

www.keepingyouwell.com

Advocate Hospice

1441 Branding Avenue, Suite 200
Downers Grove, IL 60515

(630) 963-6800

1-800-564-2025

www.advocatehealth.com

Angels Grace Hospice

440 Quadrangle Drive, Suite G
Bolingbrook, IL 60440

(888) 444-8341

www.angelsgracehospice.com

CNS Home Health and Hospice

690 E. North Avenue, Suite 100
Carol Stream, IL 60188

(630) 665-7005 Referral

(630) 665-7000 Main

Family Centered Hospice

2171 Executive Drive, Suite 450
Addison, IL 60101

(866) 320-3300

www.familyhhs.com

Fox Valley Volunteer Hospice

200 Whitfield Drive
Geneva, IL 60134-0707

(630) 232-2233

www.fvvh.org

Harbor Light Hospice

800 Roosevelt Road
Building C, Suite 206
Glen Ellyn, IL 60137

(630) 942-0100

1-800-419-0542

www.harborlighthospice.com



Hospice

Journeycare

405 Lake Zurich Road
Barrington, IL 60010

(224) 770-2489 - Referral

www.journeycare.org

Residential Hospice IL LLC

1431 Opus Place, Suite 310
Downers Grove, IL 60515

(866) 902-4000

www.residentialhomehealth.com

Sanctuary Hospice

440 Quadrangle Drive, Suite K
Bolingbrook, IL 60440

(630) 226-1306

www.sanctuaryhospiceil.com

The Hospice Home (16 bed facility)

Joliet Area Community Hospice

250 Water Stone Circle
Joliet, IL 60431

(815) 740-4104

1-800-360-1817

www.joliethospice.org

HOME REPAIR AND RENOVATION

A growing concern for many senior citizens who own their own homes is how to maintain their independence and adapt to limitations they have experienced. The following programs offer assistance to seniors with the goal of helping them remain in the home environment as long and as safely as possible. Some offer financial assistance.



DuPage County Community Services

421 N. County Farm Road, Wheaton, IL 60187

(630) 407-6500

1-800-942-9412

- **Illinois Home Weatherization Assistance Program**

Provides a diagnostic test to income eligible households to aid in lowering the cost of utilities. Energy saving measures provided may include sealing cracks, insulating walls and attics, as well as weather stripping, caulking and repairing windows and doors. IHWAP checks each furnace for safety and efficiency. Smoke detectors and carbon monoxide detectors are installed in homes without them. Households who qualify for LIHEAP are automatically eligible for Weatherization. Accommodations are available to assist the homebound apply.

- **Senior Services Grant Programs**

Provides limited funding for minor home modifications to frail older adults, which will enhance their ability to function independently. Grants are limited and eligibility requirements may apply.

- **Single Family Rehab Program**

DuPage County offers a grant of up to \$15,000 so that homeowners can address accessibility issues, code violations, and/or health and safety issues. Household must be below 80% median family income and the after rehab value of the housing unit cannot exceed \$214,000.

DuPage Senior Citizens Council (DSCC)

Home Maintenance Program

1919 S. Highland, Bldg. A, Suite 210, Lombard, IL 60148

(630) 620-0804

www.dupageseniorcouncil.org

Provides minor home repairs to seniors age 60 and older in DuPage County at a reduced rate. This program supplies competent service people to handle small repairs at an affordable cost. Repairs include minor plumbing repairs, such as repairing or replacing faucets or toilets, changing cartridges in faucets, or replacing toilet wax rings; minor electrical repairs, such as replacing existing outlets and light switches, repairing or replacing fluorescent fixtures, installing carbon monoxide and smoke detectors, or installing light fixtures and ceiling fans; minor carpentry and general maintenance, such as installing shelves, repairing or replacing weather stripping, minor painting, replacing door knobs, caulking windows, replacing filters on heating systems, cleaning gutters, hanging pictures or draperies, installing locks, deadbolts, peepholes, and window locks; and safety installations, including repairing stairs, installing hand railings, and installing grab-bars, bath benches, transfer benches, hand-held showers, raised toilet seats, and other safety equipment. For larger repairs, a Contractor Referral Program provides seniors with contact information for contractors who can handle their repairs at a fair price.

In addition, fall and spring Chore Days, sponsored by the DSCC, are held in DuPage County. Groups of volunteers of all ages help with various outside chores, such as raking leaves, trimming shrubs, and other yard tasks.

Illinois Assistive Technology

1 West Old State Capitol Plaza, Suite 100, Springfield, IL 62701

(217) 522-7985

1-800-852-5110 (TTY/Illinois only)

www.iltech.org

A not-for-profit agency that promotes the availability of assistive technology (AT) services and programs for people with disabilities. Programs include a device loan program, low interest rate cash loans for assistive technology and home-based employment, a demonstration center, workshops, and much more. IATP serves all people with disabilities regardless of age or income. Call for more information.

CAPS Certified Aging Place Specialist
National Association of Home Builders (NAHB)
1201 15th Street NW, Washington DC 20005
1-800-368-5242
www.nahb.org

The Remodelers Council of the National Association of Home Builders (NAHB) in collaboration with the NAHB Research Center, NAHB Seniors Housing Council, and AARP developed the Certified Aging-In-Place Specialist (CAPS) program. CAP Specialists are trained to design and build home modifications that eliminate common barriers for seniors who want to remain at home.

Opportunity Illinois: Disaster Recovery Loan Program
(312) 814-1244
www.treasurer.il.gov/programs/community-invest

Low interest loan program provided by some local financial institutions with support from the state treasurer's office to help residents and businesses recover from weather related damage. The area where the property is located must be formally designated as a natural disaster area. Funds are typically used as short term bridge loans while insurance settlements are pending.

TechConnect
1W Old State Capitol Plaza, Suite 100, Springfield, IL 62701
1-800-852-5110
(217) 522-9966 (TTY)
www.iltech.org

A program of the Illinois Assistive Technology Project, that helps people with disabilities find and use technology. Promotes living, working and playing independently through information, advocacy and workshops.

CASE MANAGEMENT/ELDER CARE CONSULTANTS

Finding your way through the array of services available for older persons can often be confusing and overwhelming. Case managers assist individuals and their caregivers locate the most appropriate and cost effective resources and offer follow-up and monitoring.

The State of Illinois offers comprehensive in-home assessments and some case management services for older persons at no cost through DuPage County Senior Services. To determine eligibility for these services, call **(630) 407-6500** or **1-800-942-9412**.

Private case management agencies charge from \$30.00 to \$160.00 per hour. Some agencies may offer a sliding scale fee under certain circumstances.

Brightstar of Naperville
1809 N. Mill Street, Suite F
Naperville, IL 60563
(630) 778-2005
www.brightstarcare.com

Lifecare Innovations, Inc.
8330 S. Madison, Suite 90
Burr Ridge, IL 60527
(630) 953-2154
www.caring.com

Charism Elder Care Services
1320 Cass Lane West, No. 202
Westmont, IL 60559
(630) 515-9223
charism@charism.net
www.charism.net

Sanders and Warren
Geriatric Care Management
799 Roosevelt Road, Bldg. 6, Suite 111B
Glen Ellyn, IL 60137
(630) 858-6466
www.sandersandwarren.com

ElderCare Solutions, Inc.
15 S. Wright Street
Naperville, IL 60540
(630) 416-2140
www.eldercaresolutions.com

Wisdom Eldercare, Inc.
323 N. York Street
Elmhurst, IL 60126
(630) 530-2868
1-800-562-5555
www.wisdomeldercare.com

National Association of Professional Geriatric Care Managers
(520) 881-8008
www.caremanager.org

National network of professional Geriatric Care (GCM) providing varied services to seniors and their families. For a local listing of GCM serving your area, visit their website.

MOVING, CLEANING OUT AND REORGANIZING

Whether you decide it's time to move or you want to remain at home, you may need assistance either way. The following businesses provide a multitude of services customized to your situation. These services may include estate sales, packing, helping decide what stays or what goes, supervising the move and coordinating your resettlement, or possibly organizing, repairing, rearranging or redecorating your current home to make it safer and more accessible.

★ **All Clear Company, Inc.**
(630) 398-7153
www.allclearco.org

★ **Paxem, Inc.**
(847) 269-6272
www.paxem.com

★ **Clearing Chaos**
(847) 942-3996
www.clearingchaos.com

Piles To Smiles
(630) 724-1111
www.pilestosmiles.com

★ **De-Clutter Box**
(630) 968-7557
www.de-clutterbox.com

★ **Stuffbusters**
(708) 828-6652
www.stuffbusters.com

Get-it-Done Gurus
(630) 545-1955
www.getitdonegurus.com

The Clutter Coach
(630) 221-8900
www.thecluttercoach.com

Lifecare Home Solutions
(630) 932-4032
www.lcius.com

★ Also specializes in hoarding remediation

ADDITIONAL RESOURCES

AIM-CIL

Achieving Independence Mobility Center for Independent Living

3130 Finley Road, Suite 500, Downers Grove, IL 60515
(630) 469-2300 VTTY

Empowers persons with disabilities, living in the community, to effectively control and direct their own lives. Non-profit, consumer controlled and consumer driven

organization that provides access through four core independent living programs and services in the areas of:

- Advocacy
- Independent Living Skills Training
- Information and Referral
- Peer Mentoring and Counseling

HCS Family Services

Memorial Building

19 E. Chicago Avenue, Hinsdale, IL 60521

(630) 323-2500

www.hcsfamilyservices.org



Supportive services, via home and/or office visits, are provided to seniors in Burr Ridge, Clarendon Hills, Darien, Hinsdale, Oak Brook, Westmont and Willowbrook. Social workers assess the needs of those who qualify for other services. Provides information and counseling, and works with existing support systems to enable seniors to continue to live in their own homes. Assistance is available to help seniors apply for benefits, complete Medicare forms, etc. Seniors in financial need can access the food pantry, used clothing service, government food commodities (when available) and emergency financial assistance.

LONG TERM CARE OMBUDSMAN PROGRAM

HOME AND COMMUNITY OMBUDSMAN SERVICES: (HCO)

Overview: Home and Community Ombudsman (HCO) were created to protect, defend, and advocate for individuals who are residing in the community, and who are also receiving managed care services to help them stay in their homes. This program is designed to serve older adults as well as younger adults who are disabled who are living in the community.

Target Population: Adults age 60 and above or disabled adults 18-59, and who receive services through one of the Illinois Medicaid Waiver programs, or who are Medicaid and Medicare beneficiaries and receive managed care services:

Medicaid Waiver Services:

- Illinois Department on Aging
 - Community Care Program
- Illinois Department of Human Services
 - Home Services Program
 - Brain Injury Program
 - HIV/AIDS Program

- Illinois Department of Healthcare and Family Services
 - Supportive Living Program

Managed Care Agencies:

- Aetna Better Health
- Healthcare Service Company (Blue Cross Blue Shield)
- Healthspring of Illinois
- Health Alliance
- Humana Health Plan
- IlliniCare Health Plan
- Meridian Health Plan
- Molina Healthcare of Illinois



For additional information, call Senior Helpline

Mon.-Fri. 8:30 a.m. – 5:00 p.m. CST

Toll-Free within Illinois: 1-800-252-8966, 1-888-206-1327 (TTY)

Outside Illinois: (217) 524-6911

Fax: (217) 524-6968

email: aging.il.senior@illinois.gov



MORE HELP ON THE WEB

Department of Rehabilitative Services

Provides services to disabled individuals under age 60.

www.dhs.state.il.us

Family Caregiver Alliance

Information, education, services, research and advocacy for family caregivers.

www.caregiver.org

Leeza's Care Connection

A source of information, service and support for those with memory disorders and their caregivers.

www.leezascareconnection.org

National Alliance for Caregiving (NAC)

Created to support family caregivers of the elderly and the professionals who serve them.

www.caregiving.org

This Caring Home

Helpful website provides tips and tools to enhance home safety for persons with Alzheimer's and other dementias.

www.thiscaringhome.org



ILLINOIS DEPARTMENT ON AGING
Senior Helpline
1-800-252-8966

For information and assistance regarding senior services offered in other areas of the state, call the Illinois Department on Aging.

Eldercare Locator
1-800-677-1116
www.eldercare.gov



The Eldercare Locator gives you nationwide access to a network of organizations serving older individuals at the state and local level. They will provide you with the telephone numbers(s) of the appropriate state or local agency for a variety of services including adult day care, Adult Protective Services, home delivered meals, homemaker services, transportation and more.