

DFSS SENIOR SERVICES OVERVIEW

YOLANDA CURRY, DEPUTY COMMISSIONER
STACY SUBIDA, LCSW, SUPERVISOR
KATHY RITGER, MD, MPH

DFSS Senior Services Overview

AGENDA

- ❖ **WELCOME** — STACIE YOUNG & ALLISON CLEMENTS
- ❖ **DFSS RESOURCE OVERVIEW** — YOLANDA CURRY, STACY SUBIDA
- ❖ **CAREGIVER, CHORE, HDMS, INFORMATION & ASSISTANCE, LEGAL ASSISTANCE, SENIOR CENTERS, WELL-BEING CHECKS**
- ❖ **CDPH GUIDELINES FOR SENIOR BUILDINGS** — KATHY RITGER, MD, MPH
- ❖ **Q&A**

CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES: PROGRAM DIVISIONS



DFSS LAUNCHED THE STRATEGIC FRAMEWORK IN 2016 WITH A REFRESHED MISSION AND DEPARTMENT-WIDE PRIORITIES



OUR MISSION

Working with community partners, we connect Chicago residents and families to resources that **build** stability, **support** their well-being, and **empower** them to thrive

OUR PRIORITIES

Deliver and support high quality, innovative, and comprehensive services that empower clients to thrive

Collaborate with community partners, sister agencies, and public officials on programs and policies that improve Chicagoans' lives and advance systemic change

Inform the public of resources available to them through DFSS and its community partners

Steward DFSS' resources responsibly and effectively

CAREGIVER COUNSELING & SUPPORT SERVICES

PROVIDES INDIVIDUAL/FAMILY COUNSELING*, GROUP THERAPY/SUPPORT GROUPS* AND GAP-FILLING SERVICES TO PURCHASE UP TO **\$250.00 WORTH OF GOODS AND SERVICES FOR THE CARE RECIPIENT PER FISCAL YEAR.**

***SERVICES PROVIDED VIA ZOOM, FACE TIME, DUO OR CONFERENCE CALL.**

ELIGIBILITY

- **THE CARE RECIPIENT MUST RESIDE IN CHICAGO. THE CARE RECIPIENT DOES NOT HAVE TO LIVE WITH THE CARE RECIPIENT**
- **THERE MUST BE A FAMILIAL/INFORMAL CAREGIVER PROVIDING SERVICE TO A CARE RECIPIENT**
- **THE CARE RECIPIENT MUST BE AGE 60 OR OLDER OR IF UNDER AGE 60, HAVE ALZHEIMER'S DISEASE OR A RELATED DISORDER WITH NEUROLOGICAL AND ORGANIC BRAIN DYSFUNCTION INCLUDING, BUT NOT LIMITED TO, DEMENTIA, STROKE, PARKINSON'S DISEASE, EPILEPSY, MULTIPLE SCLEROSIS OR HUNTINGTON'S DISEASE**

CAREGIVER RESPITE

PROVIDES 80 HOURS (40 HOURS FOR THE FIRST HALF OF THE FISCAL YEAR AND 40 HOURS FOR THE SECOND HALF OF THE FISCAL YEAR) **OF IN-HOME RESPITE CARE OR UP TO A FIVE DAY STAY IN A NURSING HOME OR SUPPORTIVE LIVING FACILITY.**

ELIGIBILITY

- **THE CARE RECIPIENT MUST RESIDE IN CHICAGO**
- **THE FAMILIAL/INFORMAL CAREGIVER MUST LIVE WITH THE CARE RECIPIENT IN THE SAME HOME**
- **THE FAMILIAL/INFORMAL CAREGIVER CANNOT HAVE ANY OTHER PAID SERVICES IN THE HOME, EXCEPT FOR CCP (HOMEMAKER) SERVICES**
- **THE CARE RECIPIENT MUST BE AGE 60 OR OLDER, OR IF UNDER AGE 60 HAVE ALZHEIMER'S DISEASE OR A RELATED DISORDER WITH NEUROLOGICAL AND ORGANIC BRAIN DYSFUNCTION**

GRANDPARENTS OR OLDER RELATIVES RAISING CHILDREN

PROVIDES INDIVIDUAL/FAMILY COUNSELING*, GROUP THERAPY/SUPPORT GROUPS* AND GAP-FILLING SERVICES TO PURCHASE UP TO \$1000.00 WORTH OF ESSENTIAL GOODS AND SERVICES PER CHILD PER FISCAL YEAR (\$500 FOR THE FIRST HALF OF THE FISCAL YEAR AND \$500 FOR THE SECOND HALF OF THE FISCAL YEAR). *SERVICES PROVIDED VIA ZOOM, FACE TIME, DUO OR CONFERENCE CALL.

ELIGIBILITY

- **GRANDPARENTS OR OLDER RELATIVES MUST LIVE IN CHICAGO WITH THE CHILD(REN)**
- **GRANDPARENTS OR OLDER RELATIVES MUST BE 55 YEARS OF AGE OR OLDER**
- **GRANDPARENTS OR OLDER RELATIVES MUST HAVE A LEGAL RELATIONSHIP TO THE CHILD, SUCH AS LEGAL CUSTODY, ADOPTION, GUARDIANSHIP OR IS RAISING THE CHILD(REN) INFORMALLY**
- **CHILD(REN) MUST BE 18 YEARS OF AGE OR YOUNGER OR MUST BE INDIVIDUALS 19-59 YEARS OF AGE WITH SEVERE DISABILITIES**

SHORT-TERM CHORE OR HEAVY DUTY CHORE

SHORT-TERM CHORE PROVIDES A MAXIMUM OF 6 WEEKS/60 HOURS OF HOMEMAKER SERVICE TO ASSIST WITH COOKING, GROOMING, LAUNDRY, HOUSEWORK, GROCERY SHOPPING AND ERRANDS.

HEAVY DUTY CHORE PROVIDES INTENSIVE CLEANING SERVICES FOR CLIENTS WITH SEVERE CLUTTER OR HOARDING.

ELIGIBILITY

- **MUST LIVE IN THE CITY OF CHICAGO**
- **MUST BE 60 YEARS OF AGE OR OLDER TO RECEIVE SERVICES**
- **MUST HAVE A NEED FOR SHORT-TERM OR HEAVY DUTY CHORE SERVICES**
- **ELIGIBILITY MUST BE DETERMINED BY A CARE COORDINATOR FROM A CARE COORDINATION UNIT**

HOME DELIVERED MEALS

MICROWAVE-READY FROZEN OR HOT MEALS DELIVERED TO HOME-BOUND SENIORS WHO ARE UNABLE TO PREPARE MEALS FOR THEMSELVES AND LACK OF INFORMAL SERVICES.

➤ **10,043 HOME DELIVERED MEAL PARTICIPANTS CURRENTLY RECEIVE MEALS ON A WEEKLY BASIS.**

ELIGIBILITY

- **MUST LIVE IN THE CITY OF CHICAGO**
- **MUST BE 60 YEARS OF AGE OR OLDER TO RECEIVE SERVICES**
- **HOMEBOUND**
- **MUST HAVE LITTLE TO NO SUPPORTS**
- **ELIGIBILITY MUST BE DETERMINED BY A CARE COORDINATOR FROM A CARE COORDINATION UNIT**

LEGAL SERVICES

PROVIDES LEGAL ADVICE TO SENIORS 60 OR OLDER ON TOPICS SUCH AS BANKRUPTCY, GUARDIANSHIP, LIVING WILLS, CONSUMER DEBT, IMMIGRATION, CIVIL RIGHTS, PUBLIC BENEFITS, TENANT/LANDLORD ISSUES, FORECLOSURE, EVICTION AND TAXES. CARPLS WILL ALSO REVIEW COURT DOCUMENTS AND IN SOME CASES PROVIDE REPRESENTATION (THROUGH A CONTRACTED AGENCY). CARPLS WILL NOT TAKE FEE GENERATING CASES.

ELIGIBILITY

- **CLIENTS MUST RESIDE IN CHICAGO**
- **CLIENTS MUST BE 60 YEARS OF AGE OR OLDER**

INFORMATION AND ASSISTANCE

- **CALL CENTER TO ASSIST OLDER ADULTS & CAREGIVERS GET CONNECTED TO PROGRAMS AND SERVICES. I&A IS LOCATED IN ROOM 100 OF CITY HALL.**
- **CALLERS CONTINUE TO REQUEST INFORMATION ON **HOMEMAKER SERVICES, WELL-BEING CHECK, CAREGIVER/RESPITE, AND HOME DELIVERED MEALS AND A VARIETY OF COMMUNITY PROGRAMS AND SERVICES.****
- **OLDER ADULTS 60 YEARS OF AGE OR OLDER CAN **REQUEST INFORMATION AND ASSISTANCE BY EMAILING: AGING@CITYOF CHICAGO.ORG****
- **CALL **311** OR INFORMATION & ASSISTANCE AT **312-744-4016.****

SENIOR WELL-BEING CHECKS & INTENSIVE CASE ADVOCACY AND SUPPORT

- **THIS PROGRAM SERVES FRAIL, VULNERABLE, ISOLATED SENIORS AGE 60 AND OLDER WHO NEED INTENSIVE CASE COORDINATION AND SUPPORT WITH ISSUES SUCH AS HOARDING, UNINHABITABLE LIVING CONDITIONS, UNDIAGNOSED AND UNTREATED MENTAL HEALTH CONCERNS, LIMITED COGNITIVE ABILITIES AND SAFETY.**
- **AN ICAS WORKER WILL WORK WITH THE SENIOR TO ESTABLISH A SAFE PLAN OF CARE AND PROVIDE REFERRALS FOR OTHER SERVICES AS NEEDED.**

OTHER SERVICES PROVIDED

- **OMBUDSMAN PROGRAM**
- **FOSTER GRANDPARENTS AND SENIOR COMPANION VOLUNTEER PROGRAMS**
- **SENIOR EMPLOYMENT TRAINING PROGRAM**
- **ADULT PROTECTIVE SERVICES**

REGIONAL AND SATELLITE SENIOR CENTERS

TARGET POPULATION

- **OLDER ADULTS 55 YEARS OF AGE AND OLDER**
- **OLDER ADULTS WITH GREATEST ECONOMIC OR SOCIAL NEED WITH PARTICULAR ATTENTION TO LOW-INCOME MINORITY OLDER PERSONS.**
- **OLDER ADULTS WITH LIMITED ENGLISH PROFICIENCY.**
- **OLDER PERSONS AGING-IN TO THE SENIOR POPULATION TO BECOME EARLY ADOPTERS OF SENIOR CENTER PROGRAMS AND SERVICES TO PROMOTE POSITIVE AGING PRACTICES.**

*** CURRENTLY CLOSED FOR COVID — ONLY USE AS COOLING CENTERS AND TO-GO BOX LUNCHES**

REGIONAL AND SATELLITE SENIOR CENTERS

CORE PROGRAMS

- **FITNESS PROGRAMMING**
- **GOLDEN DINER'S PROGRAM**
- **HEALTH PROMOTION PROGRAM**
- **LINKAGE TO INFORMATION AND COMMUNITY RESOURCES**
- **RECREATION PROGRAMMING**
- **TECHNOLOGY INSTRUCTION AND INTERNET ACCESS**
- **COOLING AND WARMING CENTERS**

SIX REGIONAL SENIOR CENTERS.

1. **CENTRAL WEST** — 2102 W. OGDEN AVENUE (8:30AM-4:30PM)
2. **NORTHEAST (LEVY)**— 2019 W. LAWRENCE AVENUE (8:30AM-4:30PM)
3. **NORTHWEST (COPERNICUS)**— 3160 N. MILWAUKEE AVENUE (8:30AM-4:30PM)
4. **RENAISSANCE COURT** — 78 E. WASHINGTON STREET (9AM-5PM)
5. **SOUTHEAST (ATLAS)**— 1767 E. 79TH STREET (8:30AM-4:30PM)
6. **SOUTHWEST** — 6117 S. KEDZIE AVENUE (8:30AM-4:30PM)

15 SATELLITE SENIOR CENTERS

THE HOURS OF OPERATION ARE 8:30 AM – 4:30 PM MONDAY-FRIDAY.

ABBOTT PARK 49 EAST 95 TH STREET	EDGEWATER 5917 N. BROADWAY	NORTH CENTER 4040 NORTH OAKLEY	ROSELAND 10426 SOUTH MICHIGAN
AUBURN GRESHAM 1040 WEST 79 TH STREET	ENGLEWOOD 653-657 WEST 63 RD STREET	NORWOOD PARK 5801 NORTH NATOMA	SOUTH CHICAGO 9233 SOUTH BURLEY
AUSTIN 5071 WEST CONGRESS	GARFIELD RIDGE 5574-B S. ARCHER	PILSEN 2021 SOUTH MORGAN	WEST TOWN 1613 WEST CHICAGO
CHATHAM 8300 SOUTH COTTAGE GROVE	KELVYN PARK 2715 NORTH CICERO	PORTAGE PARK 4100 NORTH LONG	

CONTACT INFORMATION

- I. **TO REFER A CLIENT TO ONE OF OUR DFSS PROGRAMS:**
 - **CALL 311 OR INFORMATION & ASSISTANCE AT 312-744-4016.**
 - **REQUEST INFORMATION AND ASSISTANCE BY EMAILING:
AGING@CITYOF CHICAGO.ORG**
 - **REQUEST HOME DELIVERED MEALS BY EMAILING:
SENIORMEALS@CITYOFCHICAGO.ORG**

CDPH GUIDELINES FOR SENIOR BUILDINGS

QUESTIONS?