

# Senior Benefits and Services Guide



**Northwestern Illinois Area Agency on Aging**

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Rockford, Illinois 61108-1652

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815-226-8984 (fax)

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Website: [www.nwilaaa.org](http://www.nwilaaa.org)

## **Foreword**

This Senior Benefits and Services Guide contains basic information about benefits and services for seniors in (adults age 60 and older) in Northwestern Illinois. With so many programs, the options can easily become puzzling for seniors and caregivers alike. We have provided this information to alert you to available programs. Space limitations prevent us from including all the resources available to older adults in northwestern Illinois.

If you cannot find the resource you need or have questions about what additional services may be available in local communities, contact Northwestern Illinois Area Agency on Aging at 815-226-4901.

## **Funding Statement**

This document was prepared with funds from the federal Older Americans Act, State of Illinois General Revenue and Area Agency on Aging. The Illinois Department on Aging and the U.S. Administration on Aging are recognized for their support of the Area Agency. Neither is responsible for the contents of this document.

## **Statement of non-Discrimination**

NIAAA does not discriminate in admission to programs or activities or treatment of employment in programs or activities in compliance with appropriate State and

Federal Statutes. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information, call the Senior Help Line: 1-800-252-8966 (voice & TTY) or contact Jeffrey Barnes, Executive Director, at 815-226-4901 or 815-226-8984 (fax).

### **Statement of non-Endorsement**

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## **Adult Day Care Services**

Adult Day Care Services provide family members and caregivers with time off to take part in other activities with the security of knowing that their loved one is receiving care from trained personnel. Adult day services provide programs ranging from socialization to active rehabilitation and health-related care. The structure of programs may vary, and some centers have specialized programs for persons with Alzheimer's disease.

Most Adult Day Centers offer flexible scheduling. Participants can attend from one to five days a week and receive service for a half or full day.

The State of Illinois pays for adult day services for eligible persons through the Community Care Program (See Community Care Program, pgs. 7-8)

### **DeKalb County**

#### [The DeKalb Adult Day Center](#)

124 S. Fourth Street, Suite C

DeKalb, IL 60115

Phone: 815-758-4286

#### [Sandwich Adult Services](#)

1406 Suydam Road

Sandwich, IL 60548

Phone: 815-786-940

## **Ogle County**

### [Generations at Neighbors Nursing Home](#)

811 W. Second, PO Box 585

Byron, IL 61010

Phone: 815-234-2511

## **Stephenson County**

### [Friendship Center](#)

222 W. Main St., PO Box 172

Lena, IL 61048

Phone: 815-369-2690

### [Ascension Living Saint Joseph Village Adult Day Center](#)

659 East Jefferson St.

Freeport, IL 61032

Phone: 815-232-6181 or

815-266-8067

## **Winnebago County**

### [Lifescape Adult Day Program](#)

1330 S. Alpine Rd

Rockford, IL 61108

Phone: 815-964-2433

### [Memory Care at Kirk's Place](#)

#### [Wesley Willows](#)


4141 N. Rockton Ave.

Rockford, IL 61103

Phone: 815-316-1500

## BENEFIT ACCESS PROGRAM

APPLY at [ilaging.illinois.gov](http://ilaging.illinois.gov)



The Benefit Access Program offers two benefits for seniors and persons with disabilities:

- A LICENSE PLATE FEE DISCOUNT
- FREE RIDES ON FIXED-ROUTE TRANSIT SYSTEMS

*Eligibility is determined by income, residency, age and/or disability utilizing an online application.*

### Benefits Access

The Benefits Access Application or BAA, (formerly known as Circuit Breaker) provides a vehicle license plate discount. Individuals must be 65 or older (or receiving disability benefits from Social Security), an Illinois resident, and meet annual income criteria. Apply on-line at

<https://www2.illinois.gov/aging/benefitsaccess/Pages/default.aspx>, or contact your county I&A site or the Illinois Department on Aging for assistance.

### **Caregiver Services**

With the passage of the National Family Caregiver Support Program in 2000, new services are available to assist family caregivers (including grandparents raising their grandchildren and older adults caring for a disabled family member). Caregivers are provided with

information, direction and support through the following services.

Call NIAAA at 815-226-4901 for more information.

**Caregiver Assistance**  
**Caregiver Resources**  
**Caregiver Training and Education**  
**Support Services**

**Respite Care**

Limited funds are available to help pay for relief services to give caregivers a break. In home care, adult day care, or nursing home placement can be paid for on a short-term basis for older adults with physical or memory problems. These funds are for relief only and are not intended to replace ongoing care.

**Support Groups**

**Boone County**

[Senior Connections](#)

(Boone County Council on Aging – KeenAge)

2141 Henry Luckow Lane

Belvidere, IL 61008

779-552-7240

Meets the 1st Thursday of each month, Starting at 2pm

Immanuel Lutheran Church

Crown Point Bldg. 925

Belvidere Rd, Belvidere 61008

815-544-8058

Meets the 1<sup>st</sup> Thursday of the month starting at 2:00pm

## **Carroll County**

[Carroll County Senior Services Org.](#)

17612 E Benton St.

Mt. Carroll, IL 61053

815-244-1800

Meets the 3rd Tuesday of each month, at 8:00 am

## **DeKalb County**

Elder Care Services of DeKalb

1701 E Lincoln Hwy.

DeKalb, IL. 60115

815-758-6550

Various meetings throughout the month

## **Lee County**

[Lee County Council on Aging](#)

100 W 2nd St

Dixon, IL 61021

815-288-9236

Meets the 1st Tuesday of each month, at 2:00 pm

## **Jo Daviess County**

Hanover Park District

Hwy 84 and Fillmore St.

Hanover, IL 61041

For information, call the [Stephenson County Senior Center](#) at 815-235-9777

## **Ogle County**

### [Rock River Center](#)

810 S 10th St.

Oregon, IL 61061

815-732-3252

Meets the 3rd Tuesday of the month at 10:00 to 11:30am

## **Stephenson County**

St. John United Church of Christ

1010 South Park Blvd.

Freeport, IL 61032

Meets the 3rd Tuesday of each month, 5:30-7:30 pm

For information, call the [Stephenson County Senior Center](#) at 815-235-9777

## **Whiteside County**

### [Whiteside County Senior Center](#)

1207 West 9th St.

Sterling IL. 61081

815-626-7707

Alzheimer's Care Givers Education & Support Group

Meets the 3rd Monday of the month at 3:00pm

## **Winnebago County**

Alzheimer's Rockford Area Support Group

Ken Rock Community Center

524 Adams Street

Rockford, IL 61107

Meets the 1st and 3rd Thursdays, 9:00 am

For information, call 815-398-8864

## [Lifescope Community Services](#)

1330 S Alpine Rd

Rockford, IL 61108 815-963-1609

Meets the 4th Thursday of the month at 5:00 to 6:00pm

## [NW IL Area Agency on Aging](#)

1111 S. Alpine Rd., Suite 600

Rockford, IL 61108

815-226-4901

Meets the 3rd Thursday of each month from 1:30 -

3:00pm

Rockford Housing Authority

223 S. Winnebago St.

Rockford, IL 61102

Meets the 1st and 3rd Tuesdays, 6:30-8:30 pm

For information, call 815-961-3176

UW SwedishAmerican Hospital

First Floor, Conference Room #7

1401 East State Street

Rockford, IL 61104

Meets the 2nd and 4th Thursdays, 6:30-8:30 pm  
For information, call the Winnebago County Health  
Department at 815-962-1200

Zion Lutheran Church  
925 Fifth Avenue  
Rockford, IL 61103

Meets the 1st and 3rd Tuesdays, 12:30 pm  
For information, call 815-964-4609

## **Case Management**

Case management helps older persons with health problems stay safely in their own homes. Professional case managers work closely with the older person and family members to arrange for a variety of services to increase the older person's independence. Contacts are made with the client on a regular basis to make changes and provide additional help as needed. Case managers authorize adult day services and homemaker services paid for by the State of Illinois Community Care Program.

### **Agency**

[Elder Care Services](#)  
1701 E. Lincoln Hwy  
DeKalb, IL 60115  
815-758-6550

### **County**

DeKalb

Lifescape Community Services

206 Dixon Ave – Ste 1  
Rock Falls, IL 61071  
815-490-1125

Carroll, Lee, Ogle,  
Whiteside

Mercyhealth at Home

4223 East State Street  
Rockford, IL 61108  
815-971-3502

Boone, Winnebago

Senior Resource Center

206 E. Stephenson St  
Freeport, IL 61032  
815-235-9777 and 888-645-7150

Jo Daviess, Stephenson



## **Community Care Program**

To be eligible for Community Care Program (CCP) services, a person must be 60 years of age or older and require assistance performing some or all activities of daily living (meal preparation, laundry, personal care, house cleaning etc.). CCP offers a menu of services that help maintain the independence of older adults and supports them living at home. The agencies below are responsible for qualifying applicants for CCP within the counties they serve and providing case management. If you are interested in applying for CCP, or would like to refer an older adult for CCP services, please call the Case Management Agency listed above under Case Management based upon the applicant's county residence. A Case Manager will work with the applicant to determine eligibility for the program. All CCP services are paid for by the Illinois Department on Aging for qualified participants.

## **Counseling/Psychiatric Resource Information**

Aspen Counseling and Consulting

<https://www.aspenbh.com>

Beacon Pathways, PLLC

<https://beaconpathways.clientsecure.me>

Counseling Associates of Rockford

<https://counselingassociatesofrockford.com>

Family Counseling Services

<https://www.familycounselingrockford.org>

Insight Counseling Group <https://insightcounseling.us>  
KP Counseling <https://www.kpcounseling.com>  
Marianne Geiger, M.D., Clinic of Psychiatric Care  
<http://mariannegeigermd.com>

**Rockford area clinics** featuring complete psychiatric evaluations, medication management and psychotherapy services.

Mathers Clinic <https://themathersclinic.com>  
Restore Counseling & Recovery  
<https://www.restorerockford.com>  
Rosecrance Ware Center  
<https://rosecrance.org/rosecrance-ware-center>  
The Center for Marriage & Family  
<https://www.cmfcounseling.org>

**Psychiatry (Rockford):**

Aspen Counseling and Consulting  
<https://www.aspenbh.com>  
Marianne Geiger Clinic of Psychiatric Care  
<http://mariannegeigermd.com>  
Mathers Clinic  
<https://themathersclinic.com>  
Rockford Psychiatric Medical Clinic  
<http://www.rockfordpsych.com>  
UIC College of Medicine Psychiatric Services  
<https://www.psych.uic.edu>

## **Counseling Surrounding Area:**

Braden Counseling Center in Sycamore

[https://www.bradencenter.com/counseling-services-in-sycamore-illinois/?utm\\_source=gmb&utm\\_medium=organic](https://www.bradencenter.com/counseling-services-in-sycamore-illinois/?utm_source=gmb&utm_medium=organic)

Changes Counseling Center: Loves Park / Rochelle / Oregon

<http://changesplace.com>

<https://www.changescounselingllc.com>

Family Counseling Services

<https://www.familycounselingrockford.org>

New Horizons Counseling Center

<https://www.newhorizonscounselingcenter.com>

Clayton & Clayton Counseling

<https://www.claytonandclaytoncounseling.com/>

Patricia J. Cox, LCSW

[https://npidb.org/doctors/behavioral\\_health/marriage-family-therapist\\_106h00000x/1396882460.aspx](https://npidb.org/doctors/behavioral_health/marriage-family-therapist_106h00000x/1396882460.aspx)

Rosecrance Belvidere Clinic

<https://rosecrance.org/rosecrance-belvidere-clinic>

Sinnissippi Centers – Dixon, Oregon, Rochelle, Sterling

<https://sinnissippi.org>

## **Drug Discounts**

The Illinois Rx Buying Club was established to help lower the cost of medicines for Illinois seniors age 65 or older and persons with disabilities. This program provides discounts on all prescription drugs approved by the FDA. To join, you must fill out the Illinois Rx Buying Club application at

<https://www.rxresource.org/prescription-assistance/illinois-rx-buying-club.html>

or call 1-866-215-3462.

## **Elder Abuse/Abuse in Later Life**

### **Elder Abuse**

Elder abuse is defined as an intentional act or failure to act that causes a risk of harm to an adult, age 60 or older. Abuse can take many forms, the most prevalent examples being physical abuse, emotional abuse, sexual abuse, passive neglect, willful deprivation, confinement, and financial exploitation. The abuse may occur in the home at the hands of a loved one or trusted caregiver or can arise from maltreatment of those residing in long-term care facilities and assisted/supportive living facilities. In addition, through a form of self-neglect, an elderly individual may fail to provide for his own needs due to a lack of means, capacity, or ability to do so while continuing to remain in his or her own home. Elder abuse can also be in the form of consumer

fraud scams where vulnerable adults unknowingly give predators money or access to their finances, which can leave the vulnerable adult financially devastated.

Illinois Elder Abuse Task Force Report, 2020.



### **Adult Protective Services (APS)**

Adults age 60+ and adults with a disability age 18-59 may be at risk of abuse at the hands of family members or others close to them. Abuse may be physical (rough handling, slapping, hitting), emotional (insults, threats, calling names), financial (forced signing over of property or money), neglect (withholding food, medical care, basic necessities of life, social contact), forceful confinement or restraint, or sexual (forced sexual intimacy).

Many older adults who have been taken advantage of are afraid to make a report for fear of reprisal. They need someone to call for help on their behalf.

Anyone can call to make a report, and the caller can remain anonymous. Calls should be made to the Illinois Department on Aging at 1-866-800-1409 (in- and out-of-state) 1-888-206-1327 (TTY) or to one of the following local agencies.

**Agency**

[Elder Care Services](#)

1701 E. Lincoln Hwy  
DeKalb, IL 60115  
815-758-6550

**County**

DeKalb

[Lifescape Community Services](#)

206 Dixon Ave – Ste 1  
Rock Falls, IL 61071  
815-490-1125

Carroll, Lee, Ogle,  
Whiteside

[Mercyhealth at Home Adult Protective Services](#)

4223 East State Street  
Rockford, IL 61108  
815-971-3502

Boone, Winnebago

[Senior Resource Center](#)

206 E. Stephenson St  
Freeport, IL 61032  
815-235-9777 and 888-645-7150

Jo Daviess, Stephenson

## **Abuse in Later Life**

Abuse in Later Life is the segment of elder abuse that focuses specifically on those cases where the abuse is perpetrated by someone in an ongoing relationship (e.g., spouse, partner, family member, or caregiver) with the victim. Sexual abuse and stalking by an offender who is known to the victim or is a stranger is also included in the definition. The definition applies to older adults age 50+.

The National Clearinghouse on Abuse in Later Life

<https://www.ncall.us/>

## **Victim/Survivor Services**

Advocates can offer a range of services that might include:

- Accompanying you to court
- Helping you fill out paperwork
- Helping you understand the civil or criminal process
- Providing information about available options.
- Providing support before, during and after court.



# Family Peace Center

**Family Peace Center**  
**1-779-348-7600**

Comprehensive services for survivors of domestic and sexual violence, child abuse, elder abuse and trafficking, including centralized intake, advocacy, orders of protection assistance, support groups and classes, referral to various other service providers in the community.

## **Winnebago County Abuse in Later Life Program located at the Family Peace Center**

Advocacy, order of protection assistance, support, groups, counseling, emergency assistance, and referrals for older adult survivors age 50 and over.

Domestic Violence Assistance Center (DVAC) - 1-815-516-2440. Located in the Winnebago County Courthouse and can provide support for those seeking Orders of Protection.



**Remedies Renewing Lives – 24-hour Domestic  
Violence Hotline – 1-815-962-6102**

24-hour emergency shelter, order of protection assistance, counseling, support and advocacy for victims of domestic violence.



**[Rockford Sexual Assault Counseling \(RSAC\)](#)**

**24-hour hotline: 1-815-636-9811**

Provides counseling, medical & legal advocacy services, prevention, and education.

**Elder Abuse (see Adult Protective Services above)**



**Employment**

The [Senior Community Service Employment Program](#) is a federal program helping older workers (age 55 and

older) return to the workforce. Staff place eligible individuals in training programs where they can update skills or develop new abilities. To qualify, individuals must have income below 125% of the federal poverty level. For more information call [National Able Network](#) at 312-994-4200.

### **Home Delivered Meals (HDM)**

Home delivered meals are nutritious meals delivered daily to homebound older adults. Each meal provides one-third of the Dietary Reference Intakes. Frozen meals can be requested for holidays and weekends. Sack lunches for the evening meal may also be requested. Special diet requirements can often be accommodated, and breakfast may be available. There is no charge for the meals; however, donations are encouraged.

### **Older Americans Act Funded HDM Providers**



#### **Lifescape Community Services**

705 Kilburn Avenue

Rockford, IL 61101

815-963-1609 or 800-779-1189

Serving: Boone, Lee, Ogle, Winnebago



## NICAA Senior Citizens' Services ([Golden Meals](#))

524 West Stephenson St.  
Freeport, IL 61032  
815-232-8896

Serving: Carroll,  
Jo Daviess, Stephenson,  
and Whiteside

## Voluntary Action Center (VAC)

1606 Bethany Road  
Sycamore, IL 60178  
815-758-3932

Serving: DeKalb



## Home Delivered Meals Independent Providers

Independent home delivered meal programs do not receive federal or state funding. They provide regular diet meals and may provide special diet requests such as low sodium, diabetic, restricted calorie, and others. A fee is required for service.

**Agency**

Freeport Memorial Hospital  
1045 West Stephenson Street  
Freeport, IL 61032  
815-599-6352

**City**

Freeport

Allure of Mount Carroll  
Mobile Meals  
1006 North Lowden Rd.  
Mt. Carroll, IL 61053  
815-244-7715

Mt. Carroll

Dixon Meals on Wheels  
403 E. 1<sup>st</sup> Street  
Dixon, IL 61021  
815-284-0333

Dixon

**Homeowners Tax Assistance****Senior Citizen Homestead Exemption**

- Application may be made any time in the year owner turns 65 years old
- Reduces the taxable value by \$5,000
- Automatically renews provided senior still owns and occupies residence.

## **Senior Citizen Assessment Freeze**

- Requires January 1st occupancy for the year of application and the prior year. (ex: must have lived in home 1-1-20 and 1-1-21 for 2021 application)
- Requires the total household gross income of \$65,000 or less
- Requires annual renewal application
- Establishes “Base Year” and “Base Value” from first year of eligibility and\ reduces EAV by the difference between current assessment and “Base Value”. No limit on Reduction. Only applies to owner occupied residences.
- Must be receiving the Senior Citizen Homestead Exemption

## **Homestead Exemption for Persons with Disabilities**

- Initial application requires proof of total disability. (i.e., a Physician's Statement, a Social Security Award Letter, or an Illinois Persons with Disability ID Card)
- Annual renewals are sent to properties currently receiving exemption
- Owner occupied homes only
- Reduces the EAV by \$2,000

## **Standard Homestead Exemption for Veterans with Disabilities**

- Disability must be a result of armed service

- Initial application requires proof and percentage of disability. (i.e., award letter from VA and DD 214 form)
- Annual renewals are sent to properties currently receiving exemption
- Owner occupied homes only
- If disability level is from 30% to 49% the reduction is \$2,500 EAV
- If disability level is from 50% to 69% the reduction is \$5,000 EAV
- If disability level is from 70% to 100% the property is exempt from property taxes
- Can be granted to “un-remarried surviving spouses”

### **Property Tax Deferral**

Persons 65 and over with a yearly household income of \$65,000 or less may defer property tax payments. Taxes would be paid after the home is sold or when the taxpayer dies. Applications must be submitted before March 1st each year. Contact your County Treasurer for further information.

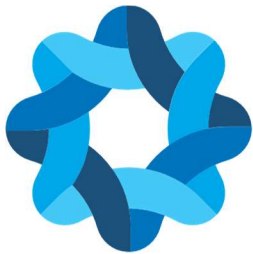
### **Housing**

See our housing guide at

<https://www.nwilaaa.org/resources/publications>

## **Information & Assistance**

Older adults and their caregivers are often unaware of the various benefits and services for which they may be eligible. Older Americans Act funds Information & Assistance (I&A) sites educate seniors about services available in the community. Information and Assistance specialists act as a resource and advocate for seniors, linking them to such benefits and services as Benefits Access, public aid and many more. They also make home visits to homebound seniors needing help. For more information on resources available to you, contact the I&A provider in your county or the NIAAA office at 815-226-4901.



**SeniorConnections**  
Companionship & Services

### **Boone County**

#### [Senior Connections](#)

(Boone County Council on Aging – KeenAge)

2141 Henry Luckow Lane

Belvidere, IL 61008

815-544-9893

**Carroll County**  
[Carroll County Senior Services](#)

17612 E Benton St  
Mt. Carroll, IL 61053  
815-244-1800



**DeKalb County**  
[Elder Care Services](#)  
1701 E. Lincoln Hwy  
DeKalb, IL 60115  
815-758-6550

**Jo Daviess and Stephenson Counties**  
[Senior Resource Center](#)  
206 E. Stephenson St  
Freeport, IL. 61032  
815-235-9777 and  
888-645-7150





## Jo Daviess County

Resources On Demand for  
Accessibility, Disability, & Seniors  
(**ROADS**)

Phone Number: 414-578-0376

email address:

<mailto:roadsresourcesofwi@gmail.com>



## Lee County

[Lee County Council on Aging](#)

100 West 2nd Street

Dixon, IL 61021

815-288-9236



**Ogle County**

[Rock River Center](#)

810 S. 10th St.

Oregon, IL 61061

815-732-3252 or 800-541-5479



**Whiteside County**

[Whiteside Co. Senior Center](#)

1207 West 9th Street

Sterling, IL 61081

815-622-9230 or

888-622-9230



**Winnebago County**

[Lifescape Community Services](#)

615 N Longwood Avenue

Rockford, IL 61107

815-963-1609

## Legal Services



### PRAIRIE STATE LEGAL SERVICES

#### [Prairie State Legal Services](#)

This agency provides free civil legal representation and advice to adults age 60 and over on a range of matters such as abuse and exploitation, housing, Medicaid and Medicare payments, Supplemental Security Income, SNAP, Social Security, veterans' benefits, guardianship questions, nursing home questions, and financial problems of nursing home residents.

#### **Boone, Carroll, Jo Daviess, Ogle, Stephenson, & Winnebago Counties**

Prairie State Legal Services  
303 North Main Street, Suite 600  
Rockford, IL 61103  
Phone: 815-965-2902  
Toll Free: 800-892-2985

#### **DeKalb County**

Prairie State Legal Services  
31 W 001 E.N. Avenue  
West Chicago, IL 60185  
Phone: 630-232-9415  
Toll Free: 800-942-4612

## **Lee & Whiteside Counties**

Prairie State Legal Services

1515 5<sup>th</sup> Avenue – Suite 200

Moline, IL 61265

Phone: 309-794-1328 Toll Free: 800-322-9804

**Power of Attorney (POA):** A written document granting another person (“agent”) the authority to act on behalf of someone else (“principal”). There can be a POA for healthcare, finances, or both. The scope of the agent’s authority is set forth under the written POA document; the agent’s word that he or she possesses a POA should not be accepted unless and until he or she provides a copy of the written document. Although the agent under a property POA may have authority to access the principal’s money, the money should be used **ONLY** for the principal’s expenses. It is not for the agent’s personal use.

*“Any person dealing with an agent named in a copy of a document purporting to establish an agency may presume, in the absence of actual knowledge to the contrary, that the document purporting to establish the agency was validly executed, that the agency was validly established, that the named principal was competent at the time of execution, and that, at the time of reliance, the named principal is alive, the agency was validly*

*established and has not terminated or been amended, the relevant powers of the named agent were properly and validly granted and have not terminated or been amended, and the acts of the named agent conform to the standards of this Act. No person relying on a copy of a document purporting to establish an agency shall be required to see to the application of any property delivered to or controlled by the named agent or to question the authority of the named agent.” (755 ILCS 45/2-8(c))*

*If there are reasonable doubts concerning the statutory presumption, competent legal advice should be sought.*

**Guardianship:** Probate court may appoint someone to make personal and/or financial decisions for persons with mental or physical disabilities if the Court determines that the person is unable to make responsible decisions for his or her personal care or finances because of his or her disability. The Guardian has a duty to manage the disabled person’s care and assets, subject to periodic monitoring by the Court.



**Illinois Guardianship and Advocacy Commission**

**1-866-274-8023**

**Statewide TTY: 1-866-333-3362**

**Rockford Regional Office 1-815-987-7657**

The Commission serves the needs of incapacitated adults, through its Office of State Guardian and all other persons with disabilities through the Human Rights Authority and the Legal Advocacy Service.

**Illinois Guardianship Association**

**1-312-458-9867**

Provides for the exchange of ideas, education and communication between groups and individuals interested in providing or furthering adult guardianship services, or alternative protective services to those in need of such services in Illinois.



## **LIHEAP**

The **L**ow-**I**ncome **H**ome **E**nergy **A**ssistance **P**rogram (**LIHEAP**) helps low-income households pay their heating bills. Eligibility for the program is based upon income.

Contact your local Community Action Agency for Winnebago and Boone Counties – call 844-710-6919. In DeKalb County call 847-697-4400. Currently the maximum qualifying income for a 1-person household is \$2,430/month – 2-person household is \$3,287/month for program year 2024.

## **Weatherization**

The Illinois Home Weatherization Assistance Program provides free assistance to eligible homeowners in making their homes or apartments more energy efficient. Eligibility is based upon income and uses the LIHEAP application.



### **Long-Term Care Ombudsman program**

The Long-Term Care Ombudsman Program protects and improves the quality of care and quality of life for residents of long-term care facilities (including licensed assisted supportive living facilities, and intermediate care facilities for the intellectually or developmentally disabled). Trained and certified ombudsmen regularly visit long-term care facilities, monitor conditions and care, and provide a voice for vulnerable residents who otherwise may have no one to speak for them. Long Term Care Ombudsmen make every reasonable effort to assist, empower, represent, and intervene on behalf of the resident. Ombudsman work is directed by the resident.

The concerns and problems addressed are not limited to care issues, but include Medicaid, Medicare, family problems, guardianship issues and many other issues that confront long term care facility residents.

Anyone can contact the ombudsman program for information and to make a referral, including long-term care facility residents, friends, relatives, administrators, employees, or other concerned citizens.

**Boone, Carroll, DeKalb, Jo Daviess, Lee, Ogle, Stephenson, Whiteside and Winnebago Counties**



[Catholic Charities](#)

[LTC Ombudsman Program](#)

431 S. Phelps Ave, Suite 607

Rockford, IL 61108

Phone: 815-316-0040 or toll free at 800-369-0895

E-mail: [CCOmbudsmanInfo@RockfordDiocese.org](mailto:CCOmbudsmanInfo@RockfordDiocese.org)



## Medicare

This medical program is available to adults 65 and older and certain other qualified persons. Medicare benefits consist of Parts A and B.

- **Part A** covers hospitalization, stays in skilled nursing facilities, some home health services and hospice care. Part A is free to individuals covered by Social Security.
- **Part B** covers doctors' services, home health care and various medical services and supplies not covered by the hospital insurance part of Medicare. Part B also covers many annual screenings. Part B premium increases as income increases and Part B annual deductible may change annually.

### **Medicare Part D**

Medicare prescription drug plans are available for anyone with Medicare, regardless of income or age.

There are many different drug plans available in Illinois. These drug plans are approved by Medicare but administered by private companies.

For more information about Medicare Part D, and to enroll, please see [Medicare.gov](https://www.medicare.gov)

### **“Extra Help” for Out-of-Pocket Costs**

Social Security will assist lower income individuals with some of their Part D plan out-of-pocket costs (premiums, deductibles, co-pays, etc.). This benefit is called “Extra Help” To see if you qualify, see [socialsecurity.gov](https://www.socialsecurity.gov)

Individuals who receive Medicaid, SSI, QMB or SLIB will automatically receive the “Extra Help” benefit without having to apply. “Extra Help” applications are available at NIAAA, the Social Security Office, and other agencies serving seniors. It is also available online at [socialsecurity.gov](https://www.socialsecurity.gov)





## Department of Human Services

### [Aid to the Aged, Blind and Disabled \(AABD\)](#)

AABD is a state program which provides cash assistance to low-income individuals. AABD complements the Supplemental Security Income (SSI) program (see SSI program information). AABD recipients are also eligible for medical assistance under the Medicaid and Food Stamp programs (see Medicaid and Food Stamp Program information).

An individual must be at least age 65 or blind or disabled to be eligible for AABD. Income and asset guidelines must also be met. Eligibility and amount of monthly checks are determined on a case-by-case basis.

	State of Illinois – Healthcare and Family Services <b>MEDICAL CARD</b>	For questions or to report changes call: Para preguntas o reportar cambios llame al: DHS 1-800-843-6154, or HFS 1-800-226-0768 (TTY 1-877-204-1012)
	(CASE NAME AND ADDRESS)	
<b>Keep this card and the separate notice we send about your medical coverage. Guarde esta tarjeta y el aviso separado que le enviamos sobre su cobertura médica.</b>		
HFS 469 (R-9-12)		IL478-0234

## Medicaid

Medicaid is a medical program administered by the Department of Human Services. The program covers some medical charges not covered by Medicare. Covered charges include basic inpatient and outpatient medical services and various additional services. Apply at your local Department of Human Services.

### **Qualified Medicare Beneficiary (QMB)**

QMB pays Medicare premiums, deductibles, and co-insurances. Apply at your local Department of Human Services office or I&A site. Call for eligibility requirements.

### **Specified Low-Income Medicare Beneficiary (SLMB)**

SLMB pays for the Medicare Part B premium. Apply at your local Department of Human Services office or I&A site. Call for eligibility requirements.

### **Qualified Individual (QI)**

QI pays for the monthly Medicare Part B premium (similar to **SLMB**). While SLMB recipients receive Medicaid, QI participants have a “spend-down.” Persons enrolled in spend-down are not considered eligible for Medicaid. Contact your local Department of Human Services or I&A site.



## **SNAP/ Food Stamp Program**

The Food Stamp program helps people with low income increase their food purchasing dollars. To qualify you must meet the eligibility requirements. Apply at your local Department of Human Services.

- Monthly income limits are 200% of the poverty level. Household income may be higher for certain elderly and people with disabilities.

## **Estate Recovery**

The Illinois Department of Human Services may place a lien against any real estate owned by someone receiving Medicaid benefits. The claim will only be enforced after the death of the recipient or a surviving spouse and only when there is no surviving child under age 21, blind or permanently and totally disabled living in the home. Under certain circumstances, familial caregivers who lived with and provided care to a Medicaid recipient may be able to keep the home. Also, the caregiver had to

have lived in the home with the person for at least two consecutive years with no interruption (i.e., nursing home stays).

For more information, contact your local Prairie State Legal Services office.

**NOTE:** The state will not put a lien on the estate of someone who only receives QMB, SLIB or QI-1 Benefits.

## **Department of Human Services**

**Boone & Winnebago**      171 Executive Parkway  
Rockford, IL 61107  
815-987-7620

**Carroll & Whiteside**      2605 Woodlawn Road  
Sterling, IL 61081  
815-632-4045

**DeKalb**      1629 Afton Road  
Sycamore, IL 60178  
815-895-8667

**Jo Daviess & Stephenson**      1631 S. Galena Avenue  
Freeport, IL 61032  
815-232-6121

**Lee & Ogle**      1001 Pines Rd.  
Oregon, IL 61061  
815-732-2166

Open door policy allows you to go to any DHS office, in your state, to apply for benefits.

### **Senior Dining**

Congregate meals are provided as part of a nutrition program administered by the Illinois Department on Aging under authority and funding of the Older Americans Act. The full cost of a meal is made known as a suggested donation amount. Meals are served to eligible persons regardless of their willingness or ability to make a donation. Meals at dining sites are available to anyone age 60 or older and to their spouses regardless of age if the eligible spouse participates in the program. Meals may also be made available to a person with a disability at a dining site located in a senior housing facility in which the person with a disability resides. Persons with disabilities, regardless of age, who reside at home with a person over age 60 and accompany the older person to the meal site are also eligible. Reservations are recommended at senior dining sites.

## **Boone County**

[Senior Connections](#) (Boone County Council on Aging – KeenAge)  
2141 Henry Luckow Lane  
Belvidere, IL 61008

## **Carroll County**

Savanna Table  
411 Main St.  
Savanna, IL 61074  
815-273-4875

## **DeKalb County**

Fox Valley Community Services  
1406 Suydam Road  
Sandwich, IL 60548  
815-787-6219

Taylor Street Plaza (Mon.- Sat.)  
507 East Taylor St.  
DeKalb, IL 60115  
815-758-1678

## **Lee County**

Amboy Community Center  
280 W Wasson Road  
Amboy, IL 61310

[Lee County Council on Aging](#)

100 W 2nd St  
Dixon IL 61021

**Ogle County**

Hub City Senior Center  
401 Cherry St  
Rochelle, IL 61068

[Rock River Center](#)

810 S 10th St  
Oregon IL 61061

**Stephenson County**

Freeport Golden Meals  
524 W. Stephenson St  
Freeport, Illinois 61032  
815-232-8896

Meadow Ridge Apartments - Senior Housing

1731 Hance Dr.  
Freeport, Illinois 61032  
815-233-9253

Lincoln Towers - Senior Housing

320 N. Park Blvd  
Freeport, Illinois 61032  
815-235-3474

Willow Park Apartments - Senior Housing  
300 N. Park Blvd.  
Freeport, Illinois 61032  
815-235-6060

**Whiteside County**

Civic Plaza1- Housing  
1113 5th Ave  
Rockfalls, Illinois 61071  
815-625-5558

Golden Meals  
903 W. Rockfalls Rd.  
Rockfalls, Illinois 61071  
815-626-4442

[Whiteside County Senior Center](#)

1207 W. 9th St.  
Sterling, Illinois 61081  
815-622-9230

**Winnebago County**

Downtown Diner  
109 Benton St  
Winnebago, IL 61088  
(Site serves breakfast & lunch)

GPAC Center  
400 heart Blvd  
Loves Park IL 61111

Image Lounge and Restaurant  
5524 Auburn St.  
Rockford, IL 61101  
(815) 962-7643  
(Breakfast and Lunch available)

Skyrise Apartments  
841 North Main Street  
Rockford, IL 61103  
815-964-7307

Valley View Apartments  
3303 East State Street  
Rockford, IL 61109  
815-399-4198

## **Senior Centers**

Senior Centers offer a wide variety of programs of interest to seniors in their area, including social events such as parties, card games and outings; educational programs on topics such as health, nutrition, current events and special interests; recreational programs such as golf leagues and exercise classes; congregate meal

programs; arts and crafts; and numerous other activities of interest to the participants.

Senior Centers also offer many opportunities for volunteering. In various centers, volunteers provide transportation for seniors, help with programming, assist in office projects and perform as volunteer coordinators of programs and services.



## **SHIP**

The [Senior Health Insurance Program](#) (SHIP) is sponsored by the Illinois Department on Aging. SHIP provides free assistance to persons who have problems or questions about their health insurance.

Trained SHIP volunteers answer questions on health insurance benefits and coverage, particularly Medicare, Medicare supplements, and long-term insurance.



## **Social Security Administration**

### **Social Security**

Social Security provides monthly payments to retired or disabled workers, their spouses, dependent children, widows, widowers and divorced spouses. Eligibility and the amount of monthly payment are dependent on a worker's record of earnings. Application for Social Security should be made 3 months before the date when benefits are expected to begin. Apply at the nearest Social Security office.

### **Supplemental Security Income**

Supplemental Security Income (SSI) provides a minimum income for people who are 65 or older, blind or disabled and may not qualify for regular Social Security payments, or whose Social Security payments are low.

You may apply at your local Social Security Office or call 1-800-772-1213. To qualify, you must meet eligibility requirements.

## **Transportation**

Some transportation services are funded through the federal Older Americans Act; seniors are not required to pay for rides funded through this Act.

Most other services have established fees (fees are not listed). The Medicaid program and Veterans' Affairs offices may reimburse clients for transportation used for medical purposes. Apply at the nearest Social Security office.

### **Boone County**

[Senior Connections](#) (Boone County Council on Aging – KeenAge)  
2141 Henry Luckow Lane  
Belvidere, IL 61008  
815-544-9893

### **Carroll County**

[Carroll County Senior Services](#)  
17612 E Benton St.  
Mt. Carroll, IL 61053  
815-244-0011 or 855-702-7433

## **DeKalb County**

[Voluntary Action Center of Northern IL](#) (VAC)

1606 Bethany Road  
Sycamore, IL 61078  
815-758-3932

Sandwich Nutrition and Transportation  
1406 Suydam Road  
Sandwich, IL 60548  
815-787-6219

[Transdev Services Inc.](#)

For fixed route questions: 815-759-6900  
Paratransit related questions: 815-420-5500

## **Jo Daviess County**

[The Jule-City of Dubuque and East Dubuque](#)

563-690-6464

[Jo Daviess County Transit](#)

710 South West Street  
Galena, IL 61036  
815-777-8088

## **Lee County**

[Lee County Council on Aging](#)

100 West 2nd Street  
Dixon, IL 61021  
815-288-2117 or 1-888-239-9228

## **Ogle County**

### [Hub City Senior Center](#)

401 Cherry Avenue  
Rochelle, IL 61068  
815-562-5050

### [Lee-Ogle Transportation System \(LOTS\)](#)

100 West 2nd Street  
Dixon, IL 61021  
815-288-2117 or 1-888-239-9228

### [Rock River Center](#)

810 South 10<sup>th</sup> Street  
Oregon, IL, 61061  
815-732-3252 or 800-541-5479

## **Stephenson County**

### [Pretzel City Transit](#)

206 E. Stephenson St  
Freeport, IL 61032  
815-235-7433

### [Senior Resource Center](#)

206 E. Stephenson St  
Freeport, IL 61032  
815-235-9777 for transportation

## **Whiteside County**

### [Whiteside County Senior Center](#)

1207 West 9th Street

Sterling, IL 61081

815-625-7433 (transportation scheduling)

## **Winnebago County**

### [Lifescape Community Services](#), Inc.

705 Kilburn Avenue

Rockford, IL 61101

815-963-1609 or 800-779-1189

### [Rockford Mass Transit District](#)

520 Mulberry Street, Rockford, IL 61101

815-961-9000 (general information)

815-961-2255 (Para Transit dispatch/TTY)

815-961-2257 (Para Transit info/voice)

815-961-0072 (TTY/fixed route)

### [State Line Mass Transit](#)

520 Mulberry Street

Rockford, IL 61101

877-561-3330

Serving: Rockton, Roscoe & South Beloit



## [American Cancer Society](#)

24-hour Cancer Helpline:  
**1-800-227-2345**

The American Cancer Society offers programs and services to help during and after cancer treatment. The 24-hour cancer helpline

provides support for people dealing with cancer. They can connect you with trained cancer information specialists who will answer questions about cancer diagnosis and provide guidance and a compassionate ear.

<https://www.cancer.org/treatment/support-programs-and-services.html>



## **Illinois Department of Veterans' Affairs**

### **Veterans Benefits**

Veterans are qualified for a variety of services, including medical care, pensions, death and burial benefits, home care, loans, nursing home care, life insurance,

medication assistance, and much more. Each of these services has guidelines to determine whether the veteran is eligible for that service. Contact your local State of Illinois Department of Veteran Affairs for information on these and other veteran's programs.

## **State of Illinois Departments of Veterans Affairs**

### **Boone, DeKalb, Ogle and Winnebago Counties**

Machesney Park National Guard Armory

10451 North 2nd Street

Machesney Park, IL 61115                      815-633-5875

### **Carroll, Jo Daviess and Stephenson Counties**

223 West Exchange, Suite 201

Freeport, IL 61032                                      815-233-5092

### **DeKalb County**

The Veterans Assistance Commission of DeKalb  
County - Community Outreach Bldg.

2500 N. Annie Glidden Road, Suite A

DeKalb, IL 60115                                      815-756-8129

Hours: 8:30 am – 4:30 pm M-F

### **Lee and Whiteside Counties**

1600 First Avenue

Rock Falls, IL 61071                                      815-626-2468

## SUMMARY OF TOLL- FREE NUMBERS

AARP	888-687-2277
Benefits Access Program (BAA)	800-252-8966
Illinois Department of Insurance Senior Health Insurance Program (SHIP)	800-548-9034
Illinois Department of Human Services	800-545-2200
Illinois Department of Revenue	800-732-8866
Illinois Department of Veterans' Affairs	800-437-9824
U.S. Department of Veterans' Affairs	800-827-1000
Office of the Attorney General	
– Chicago	800-243-5377
– Springfield	800-243-0618
Office of the Secretary of State	800-252-2904
Social Security Administration	800-772-1213

### **Need additional resources?**

Northwestern Illinois Area Agency on Aging offers personalized information and help in obtaining senior services. 815-226-4901

**Publications:** NIAAA's publications are designed to help older adults and caregivers be more informed about programs and services available to them. These Guides and Directories are available in print and on NIAAA's website at

<https://www.nwilaaa.org/resources/publications>

**Speakers Bureau:** NIAAA has staff available to speak to senior groups, businesses and other professionals on a variety of aging and caregiver topics. Contact NIAAA at 815-226-4901 to arrange for someone to speak to your group.

### **Board and Care Homes**

Illinois Board and Care rules require all board and care homes in Illinois register with the Illinois Department on Aging. Board and Care homes are defined as publicly or privately operated residences providing room, housekeeping and meals to fewer than 12 persons who are unrelated to the owners and the managers of the residences. Each resident of the home must be capable of independent self-care.

<https://www.aplaceformom.com/caregiver-resources/articles/assisted-living-vs-board-care-homes>