



*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.*

SENIOR SERVICES

The Senior Services Division, which serves as the Chicago Area Agency on Aging for the City of Chicago, is responsible for planning, coordination, administrative and assessment functions that foster the development of a comprehensive and coordinated service delivery system for older adults and caregivers living in Chicago. In addition, the Division advocates for older adults and is the primary disseminator of information and technical assistance relating to aging issues within city areas.

Services can be accessed through the Information and Assistance (I&A) hotline. To access services: Call 312-744-4016, 8:30 a.m. to 4:30 p.m., Monday-Friday

- Email at aging@cityofchicago.org
- Visit City Hall, Room 100

Services Provided

Brain Health: The state of brain functioning across cognitive, sensory, social-emotional, behavioral and motor domains. The DFSS Senior Services Brain Health Series (1-6) is web based and designed to help adults learn how to reduce risks associated with memory loss and support cognitive development.

Benefits Access: Assists Seniors with Seniors Ride Free Transit Benefits, Persons with Disabilities Free Transit Rides and Secretary of State License Plate Discount.

Caregiver Case Management (TCARE): Tailored Caregiver Assessment and Referral (TCARE) is an evidence-based, Administration on Community Living (ACL)-accredited assessment used to prevent family caregiver burnout. Administered on cloud-based software, it collects caregiver demographics including length of caregiving, physical, emotional health, as well as care recipient demographics on activities of daily living, service needs etc. TCARE is used to support care plans and to identify resources.

Caregiver Counseling and Support Programs: Provides short-term one-on-one or family counseling and support groups, assistance to purchase a limited supply of essential items, and training and education to learn new skills for caregivers of older adults age 60 or over or individuals of any age with Alzheimer's or related dementias (Program ex. Caregiver Stressbusters & Savvy Caregiver)

Caregiver Respite Program: Provides in-home or a facility-based stay at a long-term care facility to provide a short-term break for family members or friends who are caring for older adults ages 60 or over or individuals with Alzheimer's or related dementias. Respite can be used in an emergency, such as the illness of a caregiver or for planned time away.

Case Advocacy & Support: Provides a well-being check to Chicagoans age 55+ living in the community who may be experiencing challenges to living independently or are at-risk to themselves or others. The team meets with the older adult, assesses their situation, then provides helpful referrals to services and links to community supports.

Chore Services: The heavy-duty chore program is a one-time service providing cleaning support like

trash removal or help with packing or moving furniture. Short-term chore provides housekeeping, laundry, & self-care tasks like bathing or dressing while recovering from illness or life transition. This program was expanded under the Chicago Recovery Plan to include lawncare, snow and ice removal, and extermination services.

Congregate Dining: Seniors enjoy healthy, nutritious meals each day while enjoying the company of friends at 49 community sites throughout the city.

ARP Congregate Dining Program: This citywide initiative provides culturally diverse meals to congregate participants across nutrition sites through current meal providers. Additionally, we are introducing a small pilot program to support this initiative which includes the use of restaurants and caterers on the south and west side of Chicago to provide meals to nearby congregate sites. Possible cuisines considered include South Asian, East Asia, Mediterranean, Eastern European, Central American, West and East African, Caribbean, as well as others.

Grandparents or Older Relatives Raising Children: Provides short-term one-on-one or family counseling, group therapy and support groups; help to purchase a limited supply of essential items, and training and education to learn new skills for grandparents or older relatives 55 and over caring for children under 18 or persons with disabilities ages 19-59.

Home-Delivered Meals (HDM): For seniors who are frail and/or homebound because of illness or incapacitating disability or are otherwise isolated. The HDM program follows a Healthy Lifestyle diet (low sodium, low fat, and low sugar) to address the nutritional needs of older adults and includes the following diets: General, Vegetarian, Pureed and Kosher. DFSS expanded HDM to include additional culturally appropriate meals, with new South Asian and Eastern Asian Diets.

Older Adult Market Day Program: The Seniors Services Division partners with the Greater Chicago Food Depository to distribute free, nutritious food, including fresh produce, through community markets at designated senior center sites.

Ombudsmen: Ombudsmen advocate on behalf of residents residing in long term care facilities. They investigate, mediate and report complaints from residents and family members, as well as inform older adults of their rights. They also provide information on resident needs and concerns to families, facility staff, and the department.

Enhanced Options Counseling/Buried Treasure: Expanded services to include What's in your closet and 8 week Buried in Treasure programs to empower older adults, overwhelmed by extreme clutter, to make informed decisions about items to keep, donate and/or discard. It provides practical support on how to organize possessions acquired throughout a lifetime and how to access supportive DFSS senior services.

Senior Centers: DFSS operates six Regional Senior Centers and 15 Satellite Senior Centers for older adults to access a range of activities and services to improve their health, well-being, independence, and obtain information including linkage to departmental and other community resources. Programming includes a wide range of classes, special events, trips, presentations and access to citywide senior services. Some programs are also accessible virtually and by telephone. Regional Senior Centers are listed below. For a full list of all Regional and Satellite Senior Centers, visit chicago.gov/seniors.

- **Central West Regional Senior Center**, 2102 W Ogden Ave, 312-746-5300
- **Downtown Renaissance Court**, 78 E Washington St, 312-744-4550
- **Northeast Levy Senior Center**, 2019 W Lawrence Ave, 312-744-0784
- **Northwest Copernicus Senior Center**, 3160 N Milwaukee Ave, 312-744-6681
- **Southeast Atlas Senior Center**, 1767 E 79th St, 312-747-0189
- **Southwest Regional Senior Center**, 6117 S Kedzie Ave, 312-747-0440

Senior Food Box Program

The Senior Food Box program is designed to alleviate food insecurity by providing monthly delivery of fresh produce, pantry staples, and frozen meats to older adults age 60+, their caregivers, and grandparents or older relatives 55+ raising children or persons with disabilities. Fresh produce, meat, vegetarian, and child-friendly options are available.