

Agency	Illinois Guardianship And Advocacy Commission
Program Name	General Cross-Divisional Projects
Program Description	This is a category to be used for projects that encompass all three (3) programmatic functions of the agency: Office of State Guardian, Legal Advocacy Service and Regional/Statewide Human Rights Authority.
Target Population	Illinois' citizens with disabilities in general population and in traditional and/or non-traditional settings.
Activities	Creates a greater level of efficiency, consistency and accountability internally to facilitate services for the IL population demographic that IGAC serves.
Goals	<ul style="list-style-type: none"> -Educate and support citizens with disabilities and families in understanding their human rights as indicated in the MH/DD Code, the processes involved in guardianship of wards (temporary and plenary) and laws related to protecting Illinoisans with disabilities. -Ensure quality guardianship training to protect persons with disabilities quality of life in integrated or home-based settings, -Develop training modules for proactive, reactive, and retroactively reaching out to all citizens, wards, providers and caretakers, which keeps the demographic population aligned with services or able to request services be facilitated, -Forecast demographic trends utilizing multiple data measures that allow for data informed decision making on human capital and resources, - Expand facilitation of services by regions of need and selected high needs demographics, -Increase wards 18-27 viability and eligibility for restoration of rights, ability to have higher success rates living in integrated communities with supports and discern ability to join workforce ranks in more viable workplace settings, -Support employees, provide professional development and relevant materials to further enhance facilitation of services, advocacy and legal consultation.
Outcome	Increase Individual and Family Stability and Self-Sufficiency

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended

MEASURES

Number of programmatic employee trainings offered per fiscal year (New program-based measure in FY2017.)
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Reported : Annually **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : A corresponding agency in size and services offered **Source :** Public annual reports

Baseline : 12 (3 per quarter) **Baseline Date :**

Methodology :

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
153	100	160	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	45	28	37	43
2019	122	75	133	83

Agency	Illinois Guardianship And Advocacy Commission
Program Name	Human Rights Authority
Program Description	The Human Rights Authority (HRA) investigates complaints of disability rights violations committed against children and adults with disabilities by service providers.
Target Population	Individuals with disabilities, both children and adults, who receive disability related services, including community care.
Activities	Investigate allegations of rights violations committed against individuals with disabilities by disability service providers, including providers of community and institutional services. Make recommendations for corrective action to improve disability rights protections for substantiated findings.
Goals	<ul style="list-style-type: none"> - For cases with substantial disability rights violations, maintain or improve the annual percentage rate of 85% of recommendations for corrective action that are implemented by service providers investigated; - Maintain or improve the program cost per individual impacted by the corrective action recommended and implemented; - Maintain or improve the number and value of volunteer hours contributed to the Human Rights Authority.
Outcome	Meet the Needs of the Most Vulnerable

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
1,190.5	1,261	1,330.1

MEASURES

Percentage of HRA recommendations accepted by service providers that were investigated

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : 85% of recommendations for corrective action implemented **Source :** Human Rights Authority Public Accountability Report

Baseline : 85% of recommendations issued for improved rights protections will be implemented by service providers investigated **Baseline Date :**

Methodology : Number of recommendations accepted divided by the number of recommendations issued

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
85	88	85	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018				85
2019				85

Number of persons with disabilities benefitting from HRA recommendations
(FY2017 saw an unusually large number of cases closed.)

Reported : Quarterly **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : 25,000 individuals with disabilities will benefit from HRA recommendations **Source :** Agency internal management metric as no other program in country

Baseline : 25,000 individuals with disabilities will benefit from HRA recommendations **Baseline Date :**

Methodology : Totaling the number of individuals within a service providing agency that will be positively impacted by the improved rights protections resulting from substantiated findings

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
13654	14000	14000	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	1142	2144	7655	2713
2019	4654	10666	4104	6825

Number of volunteer hours contributed to the HRA

Reported : Quarterly **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : Agency internal management metric **Source :** Volunteerism part of mandate

Baseline : 3,000 volunteer hours per year **Baseline Date :**

Methodology : Total number of volunteer hours contributed to each HRA case investigation

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
1391	1700	1600	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	216	457	458	260
2019	292	610	312	583

Number of investigation reports of findings (statewide)

(New program-based measure in FY2017.)

Reported : Quarterly **Key Indicator :** Yes **Desired Direction :** Increase**Benchmark :** **Source :****Baseline :** TBA **Baseline Date :****Methodology :** Enumerate the number of findings by regions, demographics and facilities. Analyze for trends.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
59	85	70	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	16	19	11	13
2019	28	10	18	20

Number of internal referrals received cross-divisionally (Legal Advocacy Service (LAS) to HRA and Office of the State Guardian (OSG) to HRA)

(New program-based measure in FY2018.)

Reported : Quarterly **Key Indicator :** Yes **Desired Direction :** Increase**Benchmark :** 20 **Source :** FY16 and FY17 totals**Baseline :** 11 **Baseline Date :****Methodology :** LAS to HRA

OSG to HRA

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
25	25	25	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	6	2	5	12
2019	2	5	8	9

Agency	Illinois Guardianship And Advocacy Commission
Program Name	Legal Advocacy Service
Program Description	The Legal Advocacy Service (LAS) makes legal counsel available to eligible persons in matters arising out of the Mental Health and Developmental Disabilities Code and to enforce rights or duties arising out of any state or federal mental health or related laws.
Target Population	Individuals who have received, are receiving, have requested or may be in need of mental health services or are persons with a developmental disabilities or persons disabled as defined by the Disabled Persons Rehabilitation Act.
Activities	Ensure continued quality representation of this population.
Goals	<ul style="list-style-type: none"> - Provide cost effective quality legal representation in the proceedings to respondents whose liberty interests are at stake and who have no private legal representation in at least the eight Circuits historically served and personnel permitting increase by one Circuit; - Reduce the number of matters taken to a higher court where LAS has served at trial level; - Resources permitting advance the representation in Special Education matters.
Outcome	Increase Individual and Family Stability and Self-Sufficiency

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
1,932.3	2,046	2,159.7

MEASURES

Number of appeals based on merit

Reported : Quarterly **Key Indicator :** Yes **Desired Direction :** Decrease

Benchmark : 52 **Source :** Internal Agency Established

Baseline : 52 **Baseline Date :**

Methodology : Number of appeals decisions made on the merits. Quality representation at trial court reduces the number of appeals by ensuring the constitutional rights of the respondent at the trial level.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
26	15	20	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	4	7	8	7
2019	0	2	3	4

Number of advance directives

(New program-based measure in FY2017. Number of direct interactions with citizens (either through the court system or through community outreach).)

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : 11 **Source :** Internal Agency Established

Baseline : 11 in FY 2013 **Baseline Date :**

Methodology : Mental Health advance directives reduce the need to return to court and the time in hospital by providing directives to doctors and health care providers regarding treatment.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
525	350	450	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	26	58	53	96
2019	97	517	460	211

Agency	Illinois Guardianship And Advocacy Commission
Program Name	Office of State Guardian
Program Description	The Office of State Guardian (OSG) is appointed guardian of the person, the estate or both for adults who have been adjudicated disabled. OSG serves as guardian of last resort.
Target Population	Adults with intellectual disabilities, age related disabilities and/or mental illness who have no one else willing or suitable to serve as guardian.
Activities	Acts as fiduciary and surrogate decision maker for individuals unable to make personal and/or financial decisions. Provides informed consent for medical treatment, participates in care plan consultations, end of life planning, person centered planning, placement planning, completes mandated ward visits and manages ward assets and income if appointed guardian of the estate. May also act as representative payee.
Goals	<ul style="list-style-type: none"> - To visit each ward four times per year as mandated; - To continue to process and provide informed consent for wards in need of medical treatment and end of life decision making; - Maintain 24 hour and 7 days a week availability to respond to medical emergencies and other urgent ward situations; - To participate actively in appropriate care plan meetings which facilitates placements and services; - To manage assets and process fiduciary receipts and disbursements where OSG is appointed guardian of estate or named representative payee; - Implement any necessary and viable changes to achieve maximum levels of self-sufficiency and community integration to the extent of each ward's capacity; -To apply technology and team models to achieve greater operating efficiencies.
Outcome	Meet the Needs of the Most Vulnerable

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
8,095.9	8,593	9,019.9

MEASURES

Percentage of wards in community-based placements

Reported : Quarterly|Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : Fiscal year 2014 **Source :** Internal Agency Established

Baseline : O start of year **Baseline Date :**

Methodology : Percentage of wards who are both eligible to live in the community (theoretically) and those actually living in the community.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
47	45	50	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	43	49	48	48
2019	41	53	47	47

Percentage of guardianship referrals where an alternative to state appointment was found

Reported : Quarterly|Annually **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : 85% **Source :** Agency Public Accountability Report

Baseline : FY13 data **Baseline Date :**

Methodology : Total number of new plenary appointments is the numerator and the number of guardianship intakes is the denominator. The quotient is subtracted from one to get the percentage of cases where alternatives to guardianship are found.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
41	64	40	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	46	43	50	10
2019	32	21	20	49

Case acceptance/appointment rate

(New program-based measure in FY2017.)

Reported : Quarterly **Key Indicator** : Yes **Desired Direction** : Maintain**Benchmark** : TBD **Source** : CompuTrust**Baseline** : 40% **Baseline Date** :**Methodology** : Number of calls/number of appointments from those calls

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
63	40	60	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	54	58	50	90
2019	68	79	80	51