

Illinois Guardianship and Advocacy Commission

Annual Report 2005



DIRECTOR
Dr. Mary L. Milano

CHAIRPERSON
Saul J. Morse

GOVERNOR
Rod Blagojevich

Illinois Guardianship and Advocacy Commission

Mission Statement

The Illinois Guardianship and Advocacy Commission safeguards the rights of persons with disabilities by providing public guardianship services, legal representation and a process to investigate alleged rights violations.

Vision

As a recognized leader in the human services area, the Illinois Guardianship and Advocacy Commission will ensure access to necessary guardianship and advocacy services for Illinois' citizens with disabilities. The agency will be defined by its commitment to quality service provision by well-trained professional staff, its dedication to increasing public awareness of disability issues and its active role in advocacy for legislation and processes that have a positive impact on the agency, its services and its clients.

C O N T E N T S

GREETING	2
ABOUT THE COMMISSION	3
OVERVIEW	4
ORGANIZATION CHART	5
COMMISSIONERS	6
OFFICE OF STATE GUARDIAN	9
LEGAL ADVOCACY SERVICE	11
HUMAN RIGHTS AUTHORITY	13
FISCAL SERVICES	16
SUCCESS STORIES	17
VOLUNTEERS	22
OFFICE DIRECTORY	23

Greetings . . .

In this, our 27th year as an agency of the State of Illinois, please join me in thanking the countless number of staff, volunteers, Commissioners and others who perform and support the work of the Illinois Guardianship and Advocacy Commission.

Our three programs, the Office of State Guardian, the Legal Advocacy Service, and the Human Rights Authority, provide valuable support and services to thousands of persons with disabilities each year. By supplying legal representation, assuming guardianship for adults with disabilities and investigating allegations of rights violations, the Commission is a leader in serving Illinois and its most vulnerable citizens.

The Commission's work takes it throughout the State, with its caseworkers serving and visiting clients in approximately two thousand different residential settings in almost every Illinois county. Its attorneys provide vigorous advocacy and legal services of a consistently high quality for persons facing civil commitment. Its Human Rights Authority volunteer members and supporting professional staff work to improve the lives of persons with disabilities, to preserve their rights and to interface with providers in a non-litigious context in virtually every care setting in Illinois.

The Commission has traditionally been a leader in educating Illinois citizens and consumers about critical matters that affect a population beyond those it may directly serve. It continues to fulfill this role as it educates people and communities about the need for carefully drawn health care directives, and the availability of alternative means of health decision-making such as the Health Care Surrogate Act. It further has played a key role in suggesting stronger and better mental health and guardianship laws and its staff's efforts have produced a wide body of case law used daily by legal practitioners. In so doing it enhances the quality of life and its possibilities under the most difficult of circumstances for all the citizens of Illinois.

With the leadership provided by Governor Blagojevich and members of the General Assembly, Illinoisans should have every confidence that the Commission will continue to fulfill its mission on their behalf effectively, compassionately and with the passion for excellence for which it has become known throughout the country.

Sincerely,

Dr. Mary L. Milano

Executive Director



About the Commission. . .

Created in 1979, the Illinois Guardianship and Advocacy Commission protects the rights and promotes the welfare of persons with disabilities. A board of eleven commissioners, who serve without compensation, govern the agency. Three program divisions in nine regions throughout the state carry out the responsibilities of the Commission:

The Office of State Guardian (OSG) Appointed by the courts as a guardian of last resort, the OSG provides case services and money management to more than 5,390 persons with disabilities.

The Legal Advocacy Service (LAS) LAS represents persons with disabilities at commitment hearings and makes counsel available to enforce the rights of those with disabilities under the Illinois Mental Health and Developmental Disabilities Code and other related laws.

The Human Rights Authority (HRA) With the assistance of a team of volunteers the HRA conducts investigations of alleged rights violations by providers against people with disabilities. Additionally this program area works closely with providers to help resolve rights issues.

General Overview. . .

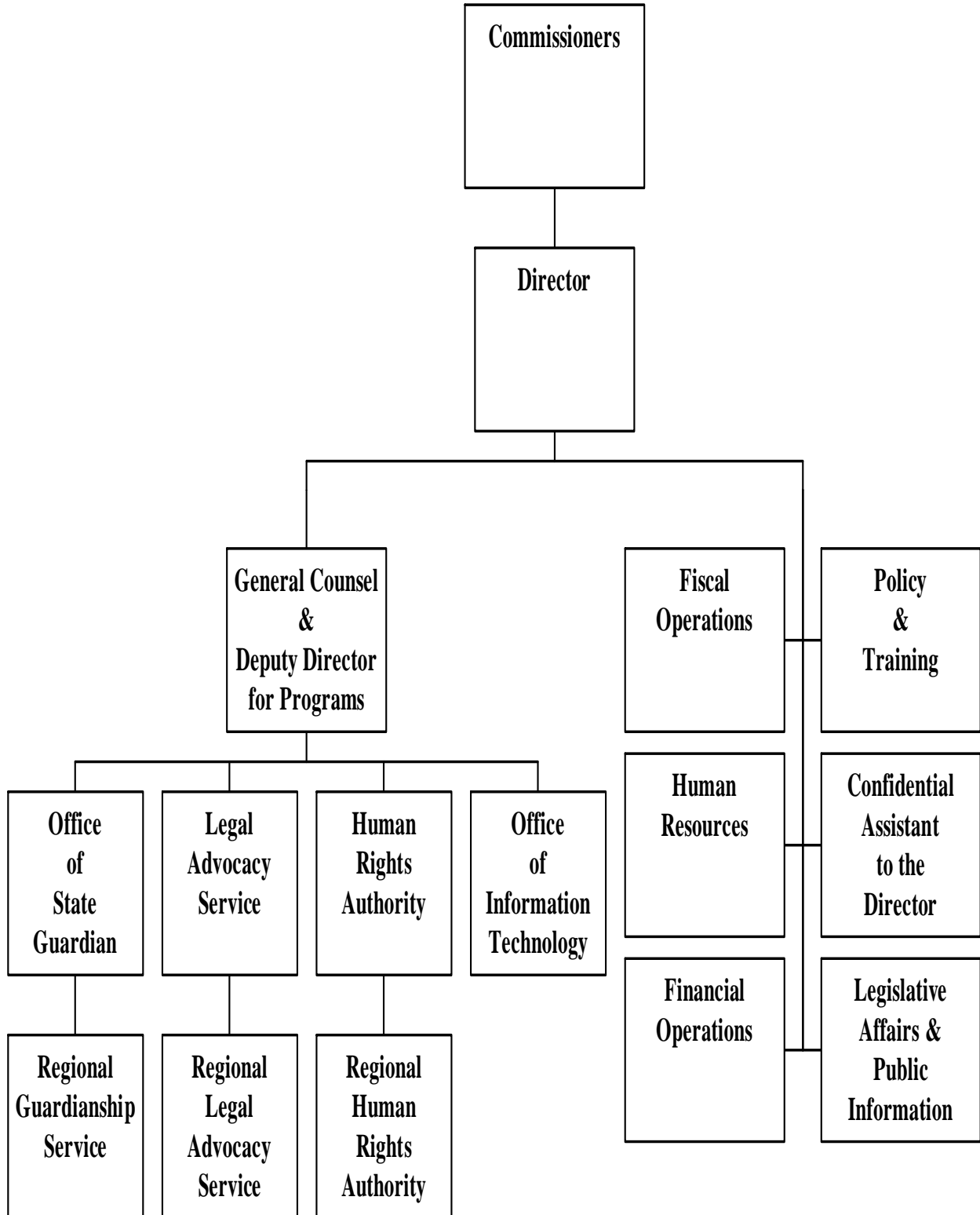
FUNDING:

General Revenue Fund	8,053,100
Guardianship and Advocacy Commission Fund	187,700
TOTAL:	8,240,800

S U M M A R Y O F S E R V I C E S

- Served as guardian for 5,316 wards throughout Illinois. IGAC is the **largest** public guardianship agency of its kind in the nation
- Handled over **5,200** inquiries through its Intake Unit, offering information regarding all program areas as well as referrals
- Provided legal representation, general legal information and referrals to **8,705** clients
- Investigated **748** cases of alleged rights violations for persons with disabilities benefiting **16,834** persons. This is a result of **5,875** volunteer hours provided by members of the Human Rights Authority
- Employed **109** staff

Organization Chart



Meet our Commissioners. . .

Saul Morse, Chairman



Saul Morse is an attorney with the Springfield law firm of Brown, Hay and Stephens LLP. He is the current treasurer of the City of Leland Grove and Vice President of the United Cerebral Palsy of Land of Lincoln. He is also a Member of the Board of Directors of the Visiting Nurse Association and Adjunct Assistant Professor at Southern Illinois University School of Medicine. He is a Graduate of the University of Illinois and the University of Illinois College of Law. Former Counsel to the Minority Leader, Illinois State Senate, former member of the Illinois Human Rights Commission.

Glenn Jackson



Glenn Jackson is the Executive Director of Southeastern Illinois Counseling Centers, Inc. He is a graduate of Eden Theological Seminary with a Masters Degree in Pastoral Care and Counseling.

He is licensed as a social worker and a Clinical Professional Counselor in Illinois. Glenn has worked intensely as a consultant and trainer in the field of Disaster Mental Health.

Dr. Seymour Bryson

Seymour Bryson, Ph.D. is currently the Associate



Chancellor (Diversity) and a Professor in the Rehabilitation Institute at Southern Illinois University Carbondale. He is a three degree graduate from SIUC, where he received a Doctorate in Educational Psychology. He has served as a Governor's appointee to the Department of Rehabilitation Services Advisory Council and is currently a member of the State Use Commission.

Senator Todd Seiben



Senator Seiben was elected to the Illinois State Senate after serving three terms in the House of Representatives. He was selected as an Assistant Senate Republican Leader in 2003. Senator Seiben carries a Bachelors Degree in Business Administration from Western Illinois University. He is a Vietnam Veteran and served as a lieutenant in the United State Navy. Senator Seiben focuses on issues pertaining to education, agriculture and business development.

Senator Don Harmon



Senator Harmon carries a BA from Knox College and a law degree from the University of Illinois at Chicago; he has been serving in the Senate since 2002. He has promoted a progressive agenda; advocating for better educational opportunities for children, greater access to affordable health care, meaningful assistance to seniors facing high prescription medicine cost and economic opportunities for all citizens of Illinois. He serves as the Vice Chair on the Senate Judiciary Committee and is a member of Senate Appropriations II. In 2003 , the Illinois Association of Park Districts honored Harmon with their Outstanding Legislator of the Year Award.

Dr. M. Jeanne Dolphus Cotton



The Reverend Dr. M. Jeanne Dolphus Cotton is the founder and CEO of Trinity Universal Center Inc. (TUC), a center for positive youth, family and personal development. Dr. Cotton is the Executive Minister of Trinity’s Fellowship Hour, the spiritual arm of TUC. She has more than 35 years of experience as an Educator, Administrator, Personologist and a Counselor. She is an Ordained Minister and serves as an Independent Contractor for the College of Lake County and the Waukegan Public School District. She has created many successful programs for at risk youth and their parents. Dr. Cotton is regarded as an innovator in the field of Human Resources Development, Management Leadership and Goal Achievement. She has traveled extensively and carries multiple graduate level degrees.

Commissioners. . .

Senator Ira Silverstein



Senator Silverstein is an attorney with degrees from Loyola University and John Marshall Law School. He is a current member of the Illinois Bar Association; the Estate Planning and Probate Committee of the Chicago Bar Association and Decalogue Society. His practice concentrates in areas of Probate and Guardianship. He has served as Guardian Ad Litem in the Probate Court since 1988. He is the past President of the North Town Community Council, and is a current board member of the Korean Senior Center. He is the Director of the Bernard Horwich JCC.



Kenley R. Wade

Kenley Wade's consulting practice specializes in the management and programmatic practices of Human Service Organizations, Strategic Planning, Cultural Competence, and Leadership. He initiated his consulting practice after serving as a top-level Administrator in state Human Service Agencies in Illinois for over 28 years, including 13 years in Mental Health, 10 years in Child Welfare, and 4 years as Director of the Equal Employment Opportunity and Affirmative Action programs. He has a Masters Degree from Northwestern University's School of Management.

Susan Mc Mahon

Ms. McMahon is the current Vice President of Operations for the Ray Graham Association for People with



Disabilities (RGA) in Downers Grove, a private agency which provides residential, recreational, vocation-

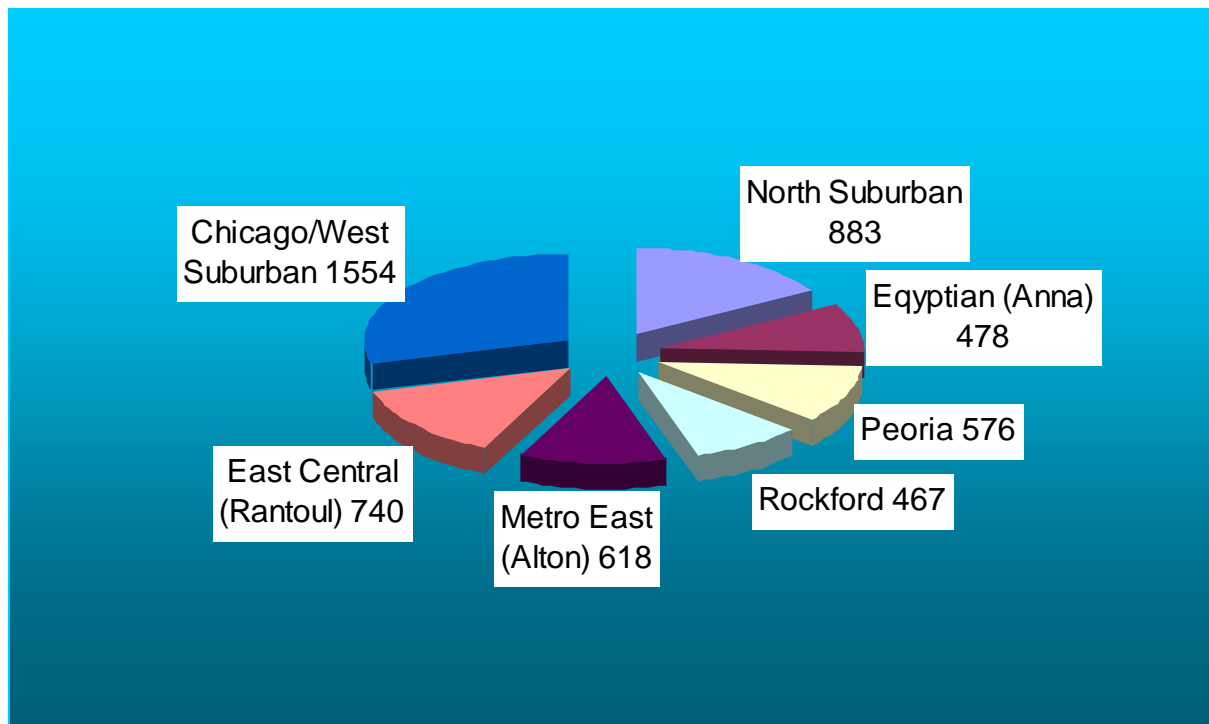
and respite service to approximately 2300 persons with disabilities. She is also the Agent for Life's Plan Inc, a not-for-profit organization created to provide educational opportunities regarding life care planning and options to individuals with disabilities and their families. Ms. McMahon is a long standing board member and past President of the National Guardianship Association.

Office of State Guardian

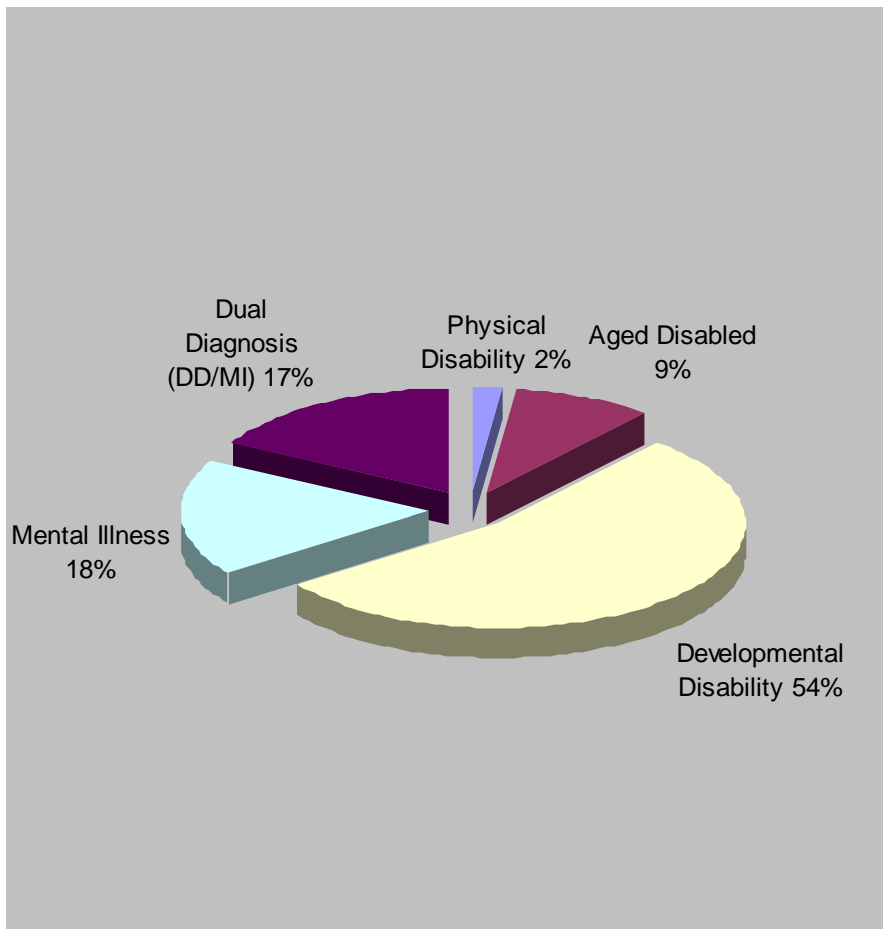
As the guardian of last resort in Illinois, the Office of State Guardian (OSG) provides guardianship services for adults with disabilities by court appointment when alternatives to guardianship have been exhausted, the appointment of a guardian is necessary, and family or friends are unavailable to serve as guardian. The purpose of adult guardianship is to provide substitute decision making for medical treatment, residential placement, money management and direct care planning. The OSG monitors and advocates for appropriate medical and other services for each ward and provides guardianship information, advice and assistance to families of persons with disabilities. The OSG is the largest public guardian in the United States, serving 5,316 adults. The average caseload of an OSG Guardianship Representative is 126 cases. Most OSG wards are Medicaid recipients and indigent, but the office does serve persons with estates valued at \$25,000 or less.

The Office of Fiduciary Services provides assistance with processing deposits and payments for wards of the Office of State Guardian. Last fiscal year, the Fiduciary Unit processed more than 11,391 separate financial transactions totaling more than \$4,473,000. This unit also prepares state and federal tax returns for wards and assists state guardians and wards in basic financial management.

OSG WARDS BY REGION



OSG Ward Profiles



Medicaid Reimbursement

OSG entered into an interagency agreement with the Illinois Department of Public Aid, that allows for administrative case management services provided by OSG to be billed on a quarterly basis to Medicaid. Billings have been submitted for services from the period of October 1, 1998 through June 30, 2005. All reimbursement for the Medicaid Billings is deposited into the General Revenue Fund. Total billings submitted through June 30, 2005 were \$10,659,277. In FY 05 Medicaid Billings totaled \$1,697,167.

OSG Statistics for Fiscal Year 2005

● Documented visits to wards	19,810
● Medical consent activities	11,382
● After hours calls regarding services for wards	5,964
● New temporary guardianships	178
● New plenary guardianship	366
● Rights restored to wards (no longer in need of guardianship)	11
● Successor guardian appointed	19

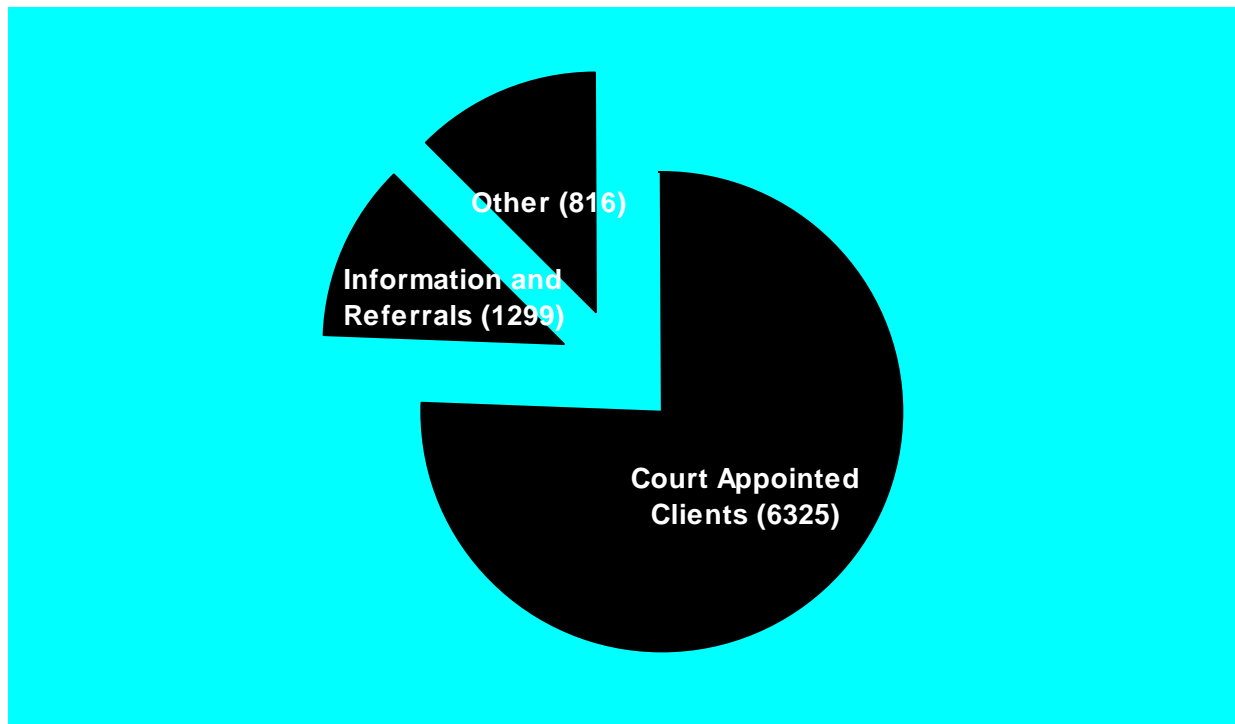
Legal Advocacy Service

The Legal Advocacy Service (LAS) provides independent legal counsel to persons of all ages with disabilities in judicial proceedings arising out of the Mental Health and Developmental Disabilities Code, and advocacy services to persons with disabilities under related state and federal laws. Clients include residents of nursing homes, mental health centers and residential facilities, community placements and those living independently.

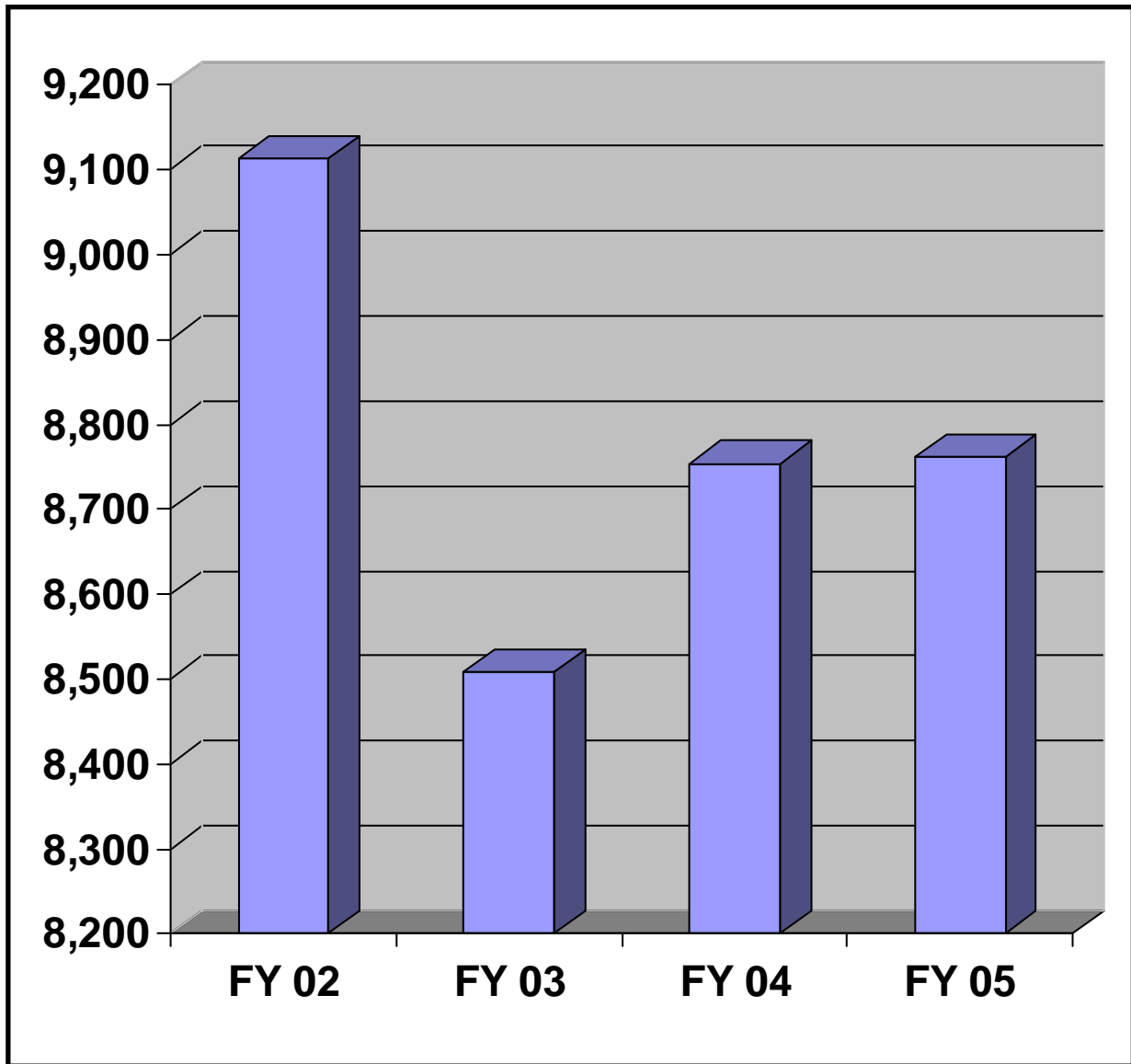
In most cases, the Illinois circuit and appellate courts appoint LAS attorneys to represent people facing involuntary hospitalization and treatment, or who have been determined in need of such services. LAS attorneys interview clients and research individual situations in order to prepare the best possible defense, or enforce the client's request to receive services voluntarily. If the court finds a client in need of involuntary treatment, LAS attorneys monitor the client's treatment and progress, provide advice on appellate options, and may be appointed to represent the client in the appellate court. Additionally, pursuant to a final agreed order entered by the Cook County Circuit Court, LAS attorneys serve as appointed advocates for Cook County wards of the Illinois Department of Children and Family Services upon admission to a mental health facility or a facility for the developmentally disabled anywhere in Illinois. On a time available basis, LAS serves children with special education needs, social security applicants and other Illinois citizens with disabilities.

A total of 8,705 clients were represented, provided with information or given referrals by LAS in Fiscal Year 2005

LAS Activities for Fiscal Year 2005



Number of LAS Clients Served



Human Rights Authority

The Human Rights Authority is mandated to investigate allegations of rights violations committed against both children and adults with disabilities by service providing agencies. Every year, the Authority receives hundreds of complaints of alleged disability rights violations. The allegations involve a range of service providers, including mental health service providers, agencies that serve persons with developmental disabilities, and public education programs that work with children who have disabilities. Examples of rights violations investigated include confidentiality issues, treatment or programming concerns, inappropriate use of medication, restraint or seclusion complaints and issues related to abuse or neglect.

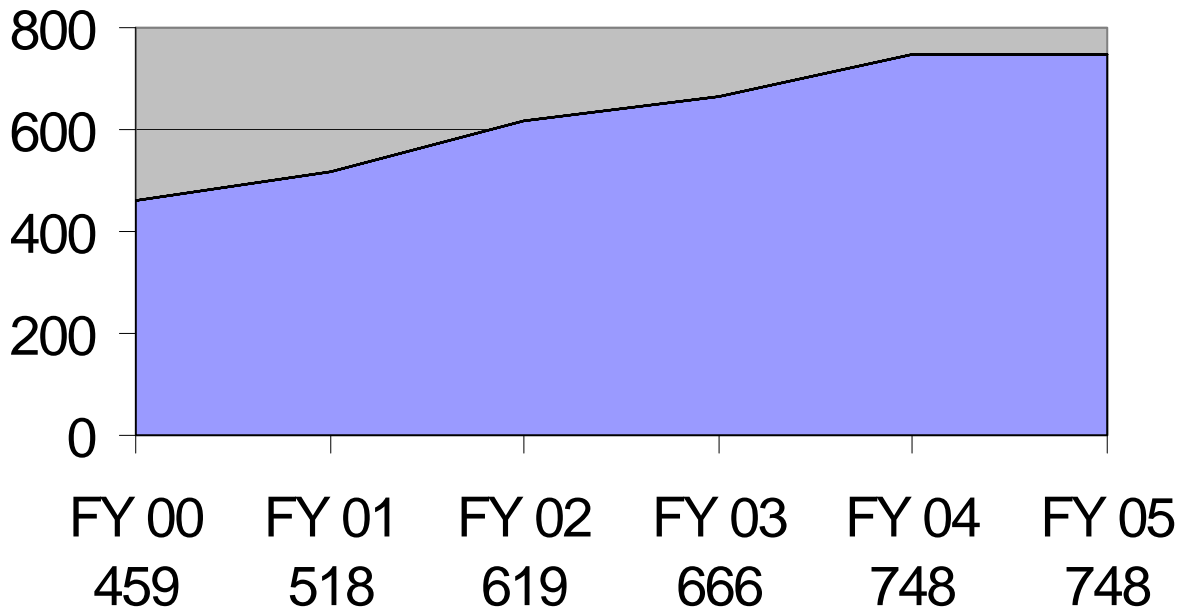
The Authority is comprised of nine regional Authorities located across the State of Illinois; each regional panel consists of nine volunteer HRA members for a total of 81 volunteers who conduct the rights investigations. The HRA members are appointed by the Commission and have expertise and experience in disability related issues; three of the nine regional HRA members are required to be service provider representatives, and the remaining six members are either consumers of disability services, family members of consumers or concerned citizens.

The Authority conducts investigations and issues findings. Included in the findings are recommendations for improved rights protections. The ultimate goal of the Authority's investigations is to negotiate with providers for systemic changes to agency policies, procedures and practices that will promote rights protections for both current and future recipients of services. During Fiscal Year 2005, 98% of Human Rights Authority recommendations were accepted and implemented by service providers investigated, and those recommendations had an impact on more than 16,834 persons with disabilities. The Authority's reports are available to the public and are posted on the Commission's web site at <http://gac.state.il.us>

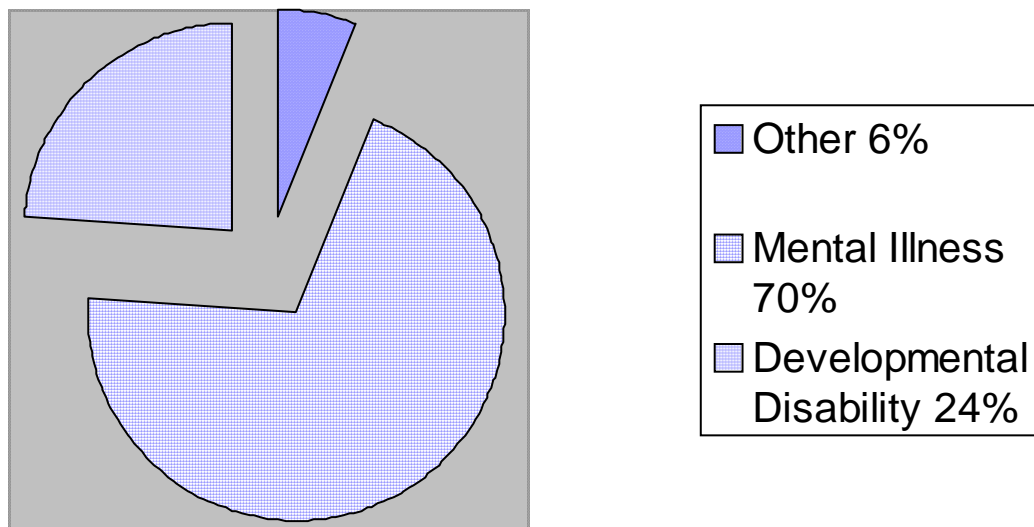
HRA STATISTICS FOR FISCAL YEAR 2005

Total number of cases handled	748
Percentage of recommendations accepted and implemented	98%
Number of volunteer hours	5,875
Number of persons with disabilities benefiting from HRA recommendations	16,834

HRA Case Increases



Recipients of HRA Services



FISCAL YEAR 2005 REGIONAL HRA VOLUNTEERS

Chicago Region

Mila Fair
Rabbi Morris Fishman
Joseph E. Mengoni
Katherine Dunford
Mary E. Rosen-Swanson
Michael Wartman
Bernard Wetchler M.D.
Eleanor Murkey

East Central Region

Lianne Anderson
Doris J. Walker
Marlys D. Buelow
Phyllis Davis
Robert Drew
Diana Krandel
Karen Scrogam
Robin L. Spalding

Egyptian Region

Karen S. Choate
Sue Taylor Barfield
Brad L. Friend
Kimberly Guelersloh
George C. Welborn
Alphonso Farmer
Wilma J. Kraatz
Mary McMahan
Larry W. Mizell
Pamela O'Conner

Metro East Region

Thomas B. Cannady
Robert Clipper, Ph.D.
Dale Richard Dawdy
Kathy Gregus
Richard Avdoian
Jonathan Sorenson
Beverly Sweatman
Robert Louis Kingston Schmid
Mae Alice Shobe
Emil E. Wilson



Erich Hagenlocher



M. Marva Allison



Joseph Mengoni



Alphonso Farmer

North Suburban Region

Bruce Berry
Pamela L. Arnold
Daniel L. Haligas
Charlene Hill
Kori L. Larson
Donald Judson
Louise M. Miller
Jeanette Rossetti, Ph.D.

Northwest Region

Walter S. Bankson
Jean McNolty
Kathleen Gustafson
Erich Hagenlocher
Candace Long
Erin Wade, Ph.D
Trina O'Brien
Kirk Osborne

Peoria Region

Michael Freda
Debra L. Goodwin
Donald Rulis
Connie Schiele
Jeremy McNamara
Barbara Runyan
Steven R. Watts
Michael K. Streight

South Suburban Region

M. Marva Allison
Lauren Pell
Dennis Haynes
Symon Hopson
Thelma Larsson
Paula Phillips
Peggy A. Peterson
Judith Rauls

Springfield Region

JoAnn Brown
Rodney P. Lefever
Kay Maier
Matthew J. Maurer
Linda O'Rourke
Mary Ann Schadow
Janet Shelton
Sharon K. Steil
Kendra Moses
Debbie Weiner



Mary Ann Schadow



Peggy Peterson



Walter Bankson

Fiscal Summary 2005

Cost Center	Enacted Appropriations	Appropriations After Transfers	Expenditures
Personal Services	\$ 5,935,300.00	\$ 5,935,300.00	\$ 5,885,654.90
Retirement Pickup	\$ 6,528.00	\$ 6,528.00	\$ 6,527.69
Retirement	\$ 955,900.00	\$ 955,900.00	\$ 930,365.10
Social Security	\$ 451,100.00	\$ 451,100.00	\$ 430,811.28
Contractual Services	\$ 240,400.00	\$ 240,400.00	\$ 240,392.98
Travel	\$ 158,000.00	\$ 154,586.00	\$ 140,482.42
Commodities	\$ 13,400.00	\$ 13,400.00	\$ 11,321.07
Printing	\$ 13,000.00	\$ 5,700.00	\$ 4,946.24
Equipment	\$ 7,900.00	\$ 8,700.00	\$ 8,638.50
Electronic Data Processing	\$ 21,400.00	\$ 26,400.00	\$ 26,399.04
Auto Operations	\$ 7,300.00	\$ 10,400.00	\$ 10,342.48
Telecommunications	\$ 242,900.00	\$ 244,714.00	\$ 244,714.00
GAC Fund	\$ 187,700.00	\$ 187,700.00	\$ 132,872.81
TOTAL	\$ 8,240,828.00	\$ 8,240,828.00	\$ 8,073,468.51

Success Stories. . . HRA

The Authority received a complaint that a recipient was taken to a hospital emergency room to have his vital signs checked. He was then reportedly locked in an examination room for 24 hours and not informed of his rights. The recipient was also allegedly given an injection against his will prior to being transferred to another facility. The Authority investigated these potential violations of rights guaranteed in the Mental Health and Developmental Disabilities Code by meeting with hospital staff, including emergency room staff and physicians, interviewing the recipient and family members, and reviewing the recipient's record with consent and examining pertinent hospital policies. The Authority found that the hospital's emergency department did not follow the mandated involuntary admission process for this recipient, that the recipient was secluded by himself in an exam room without a written order or a notification of rights restriction, and that the emergency room did not follow informed consent requirements as specified in the Mental Health Code. The Authority made recommendations to improve rights protections of persons with mental illness served by the hospital's emergency room.

As a result of the investigation, the hospital provided nursing staff with additional training on the involuntary admission process, seclusion and the administration of psychotropic medication, implemented monthly audit reviews on the use of restraints and seclusion, revised its policy on psychotropic medication administration, revised log reports related to medication and restraint/seclusion, reviewed changes with emergency room physicians and consulted with hospital risk managers and legal counsel.

The HRA is really important. The people we serve don't always have a voice of their own and the public in general may not understand their needs and challenges. Sometimes they're not taken seriously, particularly those with mental illness. I've learned a lot about service and regulations that I wasn't aware of before. We can make a difference especially being community representatives. I think laypersons can often be empowering."

Kathy Gustafson, Northwest Regional HRA Member



HRA Success Stories.

Earlier this year the Peoria HRA conducted a site visit as part of its investigation of complaints regarding a CILA residential provider. The complaints primarily involved concerns about living conditions in several of the CILA homes. The HRA visited several of the agency's CILA houses and observed safety issues in two of the homes. Both of the houses had basement bedrooms with small ceiling level windows that were described by staff as the secondary emergency exits. The windows were typical small basement windows that were located approximately 6 feet above the floor. The location of the windows would be inaccessible and too small for residents with disabilities to utilize them as exits. The second issue involved a bedroom that served two residents that did not have enough floor space to walk around two twin beds.

At the conclusion of the site visits, administration staff for the CILAs asked for immediate feedback on any problems that the HRA observed. The HRA team noted the basement bedrooms lacked accessible secondary emergency exits and the bedroom that served two residents had inadequate floor space to accommodate two individuals.

Approximately three weeks after the site visit and prior to the issuance of the HRA Report of Findings, the HRA received correspondence informing the Authority that residents had been moved out of the basement bedrooms and the undersized bedroom had been converted to a single room. The HRA acknowledges that the CILA provider took prompt action in response to the HRA's informal recommendations regarding environmental concerns at three of their CILA homes.

The benefit of the HRA is that problems identified with service providers can be addressed in a way that allows for positive improvements in the services provided to persons with disabilities. The HRA is constantly striving to improve the quality of services by providing reliable third party advocacy for the public that can help mediate issues to reach a resolution without litigation.

Debra Goodwin, Peoria Regional HRA member



Success Stories . . .LAS

JOHN FROOM was born and raised in DeKalb, Illinois. He is a 1970 graduate from DeKalb High School and went on to receive a Bachelor's degree in Science & Art Education (1974) and a Master's degree in Education (1984), both from Northern Illinois University. He married, twice, and has two sons; a 30 year old son who has a degree from the University of Illinois in Computer Engineering and works as a computer media specialist, and a 20 year old son who is attending the College of St. Francis and is pursuing a career in medicine. John is an LAS client.



John had what he calls his “first break-down” in 1977 due to the stress from working 2 jobs and living and working in what he felt was a dangerous urban area. He had some issues with his anger and as a result, agreed (under some pressure from the police and his wife) to get a psychiatric evaluation. He was diagnosed with schizophrenia. On another hospitalization he was diagnosed with bi-polar disorder. For a long time, this diagnosis followed him and he was sustained on Lithium. Yet, he had several hospitalizations in the Chicago suburban area. He came upon difficult times and his marriages both broke up. He moved back to the DeKalb area.

After several years, he again had difficulty with his mental health. He was brought to Singer Mental Health Center on a petition for involuntary admission. He called LAS to discuss his options. He made the decision to sign in as a voluntary patient and engage in the treatment there. After participating in treatment, John felt that he was ready to leave. But his doctor disagreed. He again called LAS and discussed his legal options and the legal procedures that were available to him. He decided to sign a request for discharge. The doctor told him that he really needed to be in a group home. John disagreed. A nurse told him that if he left, he would just deteriorate, and would be right back. John disagreed. The doctor asked him to rescind his request for discharge and insisted on a group home placement. So, he contacted LAS again to discuss his options. He decided to not rescind his request for discharge and he was discharged. He returned to his home community and has not been hospitalized since.

Currently, John works as a volunteer for the Pathway's to Recovery Group of the Ben Gordon Clinic. He is the group facilitator. Most of the people in his group have been hospitalized at some point in their lives, but are ready to move on and learn as much as they can about themselves. He describes Pathway's as “a strengths model; it is a recovery technique to bring out your strengths instead of thinking of yourself as being ill. Strengths, hope, adjusting attitudes, behaviors and cognitions help to foster recovery. People with mental illness do recover and live healthy and productive lives, even though there is no cure for mental illness.”

Success Stories Continued. . . LAS

John goes on to say “we were always told that we would have to be on medication for the rest of our lives, now on a case to case basis, not everyone needs to take medication for the rest of their lives.” He states that it is important to keep the lines of communication open between the patient and the doctor and to learn as much about the medications and the disorder and the best way to treat it.

John also attends a Grow group once a week, therapy at Ben Gordon Mental Health Center in DeKalb once a week and sees his psychiatrist once every 3 months. John stopped off at the GAC office in Rockford to chat, but he was on his way to view a film about a family that is dealing with mental health issues. Following the film there was to be a panel discussion. He was going in order to give support to his girlfriend, who was on the panel.

He is also involved with his church and plays guitar at the services every Sunday. He enjoys it and beams when people call him a “good musician”. He has also conducted a seminar on bipolar disorder to a group of 38 people at the community mental health center. John has gained a lot of knowledge and friendship since his hospitalizations. Others describe John as a “people-pleaser”, “intelligent”, “faithful” and someone who has a “zest for life.”

John feels that it was important to have LAS available while he was at Singer. He says that “sometimes it was hard to get through on the phones, once I got through, it was worth it. LAS helped me to learn that it isn’t just the doctor who can make the decision, the patient gets to decide too”. John further states that “LAS serves a valuable purpose to a patient that is in a mental health ward, and it is always nice to be receiving help, especially a lot of times when you feel alone. It is nice to get the help you need”.

Success Stories . . . OSG

Gary Doherty, Guardianship Representative (East Central Region) was planning on doing a normal quarterly visit and was surprised to hear that Debby (OSG ward) and her boyfriend Chuck wanted to speak to him. They met in a private office at their group home for an important talk. Chuck asked Gary if he could have Debby's hand in marriage. Gary said he kind of felt like a Dad. Both of them waited for a response from Gary, the state guardian. Gary knew that they had lived in the same group home for 15 years and had been the best of friends for all that time. The couples plan was to move to a different room in the facility where they could room together after they were married. Knowing how close they were Gary could think of no reason to object. They were married June 5th in Louisville and they stayed at a hotel overnight for a brief honeymoon before moving into their newly decorated room at the Countryview Group Home.

Congratulations Debby and Chuck!



OSG Success Stories. . .



Bev with Laura
(OSG caseworker)

OSG ward Bev N. from East Central Region. Bev was a ward who needed extensive nursing care for her health issues. Bev suffered from breast cancer in 1991; she went into remission but unfortunately the cancer returned in 2005. When it was determined that her life was coming to it's end, case worker Laura Layton asked her if there was anything she could do to make her more comfortable.

Bev responded by saying Laura could take her on a vacation. As much fun as Bev would have been on a tropical vacation it was simply not possible. So, Laura offered to take her on an outing of her choice. Bev requested a trip to the Harrah's Casino in Joliet.

John Goodwine, a guardianship representative in OSG's East Central Office suggested that OSG staff collect some money for her to gamble with. Laura told the facility where Bev lived that OSG was taking up a collection and they followed suit. \$100.00 dollars was collected to make Bev's last wish come true. When Laura traveled to the facility to pick Bev up she was met by Bev's doctor, who told Laura Bev needed to go to the hospital to have fluid drained from her abdomen. He did not give Laura much hope for Bev surviving too much longer. When Bev returned to the facility late that afternoon, she found Laura and asked "Are you still up for the casino?" Laura asked Bev if she was sure she felt good enough to go; Bev replied, "Give me a minute to put on some make-up and I'll be ready."

Laura took Bev to Dinner in Joliet, Bev had a non-alcoholic beer with her dinner and they had a great time. Bev said she hadn't had a beer in 7 years. She gambled for hours. She played the slot machines and roulette; she won and lost, but when all was said and done, she left with \$22.50 and was very happy. On the way back to her home she told Laura, "That was really fun, I should get out more often!" Unfortunately about 36 hours later, Bev passed away. OSG was proud to be part of her last days.



IGAC Volunteers and Interns. . .

Guardianship and Advocacy recruits and trains volunteers to assist with office support and supplemental visits to wards. IGAC also partners with universities and colleges to provide internships, both clinical and administrative, for students at an advanced degree level. Many interns complete over 700 hours per internship with IGAC. Licensed attorneys, law students, case managers, retired seniors from the community and persons with disabilities looking to gain job experience are just some of the professionals who have contributed their time and effort to the Commission as volunteers. IGAC actively recruits volunteers year round, through a number of various resources, and is continually striving to increase the volunteer base. In FY 05 GAC continued to recruit and train volunteers for the Volunteer Guardianship Program. This program increased visits to wards of the state by 32 visits this year alone. In FY 05 an average of 3,000 volunteer hours were documented in assistance for office support. Over 2,200 hours were contributed by students completing internships for Masters level programs.



M. Herbert Gordon
Volunteer Guardianship



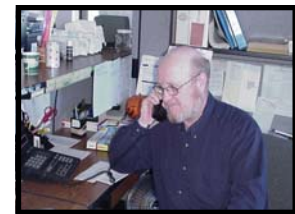
Pat Donahoe,
Office Volunteer



Katie and John, two volunteers
from Misericordia Home, with
Gina, GAC staff



Maria Mc Cann-Fonseca
Intern University of Illinois



Robert Kingston Schmidt
Office Volunteer



Sharon Schaffer RSVP
Office Volunteer

OFFICE DIRECTORY

Offices of the Director

421 East Capitol Avenue, Suite 205
Springfield, Illinois 62701-1797
(217) 785-1540
Fax (217) 524-0088

Michael A. Bilandic Building
160 North LaSalle Street Suite S-500
Chicago, Illinois 60601-3115
(312) 793-5900
Fax (312) 793-4311

All requests for general information and intake are received by the
IGAC INTAKE unit located in the West Suburban Regional Office.

Staff can be reached by calling toll free **1-866-274-8023**

Visit our World Wide Web Site: <http://gac.state.il.us>

Regional Offices

East Central Regional Office

423 South Murray Road
Rantoul, Illinois 61866-2125
(217) 892-4611
Fax (217) 892-4598

Egyptian Regional Office

#7 Cottage Drive
Anna, Illinois 62906-1669
(618) 833-4897
Fax (618) 833-5219

Metro East Regional Office

4500 College Avenue, Suite 100
Alton, Illinois 62002-5051
(618) 474-5503
Fax (618) 474-5517

Peoria Regional Office

5407 North University, Suite 7
Peoria Illinois 61614-4776
(309) 693-5001
Fax (309) 693-5050

Rockford Regional Office

4302 North Main Street, Suite 108
Rockford, Illinois 61103-5202
(815) 987-7657
Fax (815) 987-7227

West Suburban Regional Office

Post Office Box 7009
Hines, Illinois 60141-7009
(708) 338-7500
Fax (708) 338-7505

North Suburban Regional Office

9511 Harrison Avenue, W-300
Des Plaines, Illinois 60016-1565
(847) 294-4264
Fax (847) 294-4263

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