

# **Illinois Guardianship and Advocacy Commission**



**GOVERNOR  
Pat Quinn**

**DIRECTOR  
Dr. Mary L. Milano**

**CHAIRMAN  
Anthony E. Rothert**

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# 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.

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In a society which values self-reliance, economic indicators of personal success and the innate ability to conform to expectations, those who take on the State's responsibility to protect the rights, advocate for the possibilities and serve as the last resort of defense for those in our communities who are disabled and often devoid of resources, face constant challenges with little expectation of recognition.



In this, a year which has seen perhaps the worst and yet the most hopeful as well in government service, and our 34<sup>th</sup> year as an agency of the State of Illinois, I ask you to 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 to those who have no other alternatives from our system, by assuming guardianship for adults with disabilities who are without family, means or options, and investigating allegations of human rights violations by those otherwise entrusted to provide care and services to the vulnerable, the Commission is a leader in serving Illinois through the services of its most at risk 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.

Its staff also work vigorously and in concert with legislators, other governmental and not-for-profit agencies, and professional organizations to give voice to the needs and aspirations of those we serve and those who stand with them through the development and support of the sound public policy and best practices which are the goal of Illinois' government.

In these efforts we are particularly proud to point to the bi-partisan leadership of our legislator/Commissioners, Senators Don Harmon, Ira Silverstein and Representative Angelo "Skip" Saviano.

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 Quinn 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.

Dr. Mary L. Milano  
Executive Director

## About the Commission. . .

**S**ince its inception in 1979, the Illinois Guardianship and Advocacy Commission has safeguarded the rights and promoted the welfare of countless persons with disabilities throughout the state. Governed by a board of eleven commissioners, who serve without compensation, the responsibilities of the Commission are carried out through three programmatic divisions strategically located in nine regions across the state. The divisions are as follows:

The Office of State Guardian (OSG) - Appointed by the courts as a guardian of last resort, the OSG provides guardianship services and money management to more than 5,021 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, HRAs conduct investigations of alleged rights violations by providers against people with disabilities. Addition-

## General Overview

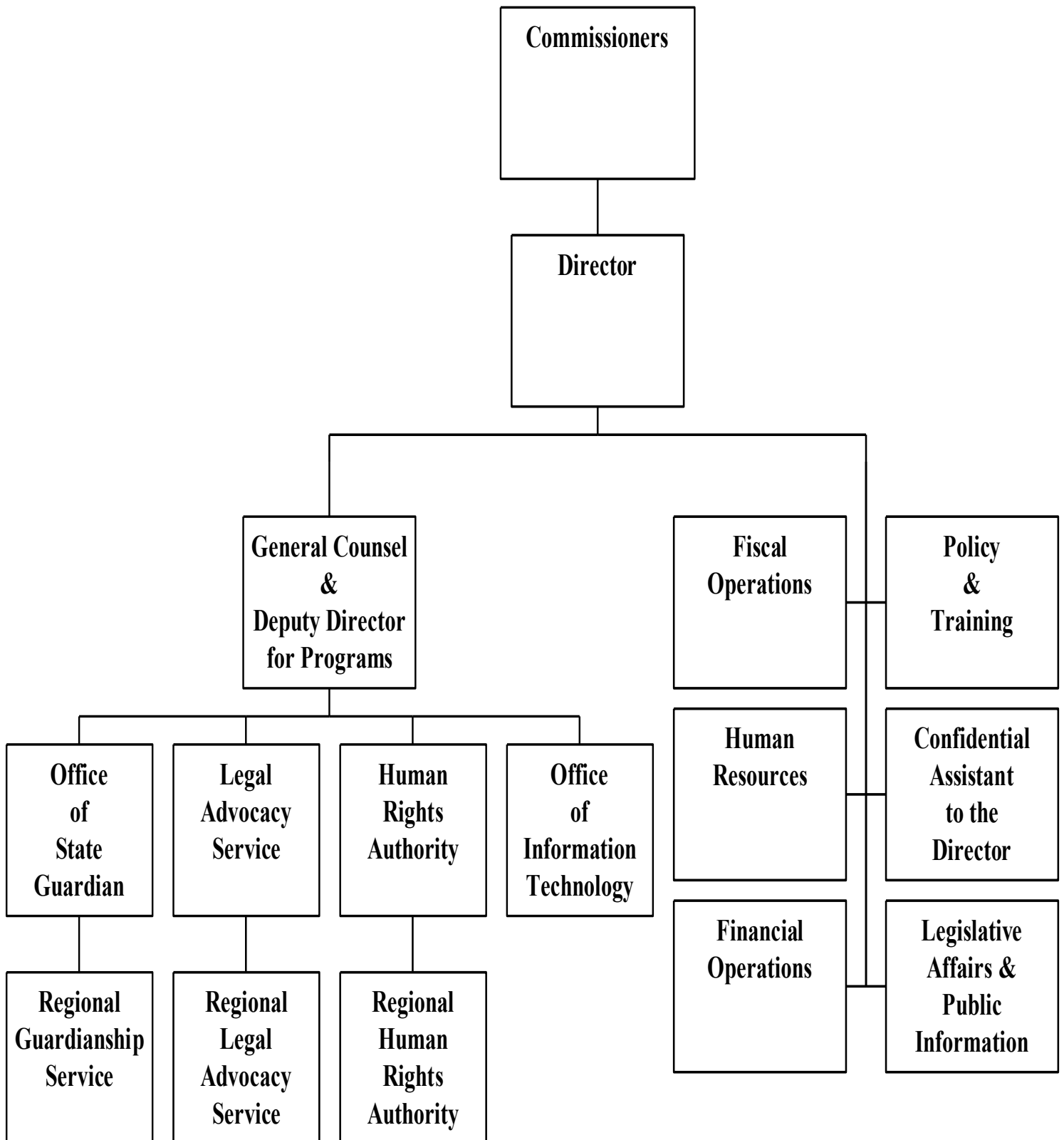
### FUNDING:

<b>General Revenue Fund</b>	<b>\$ 9,629,600</b>
<b>Guardianship and Advocacy Commission Fund</b>	<b>\$ 187,700</b>
<b>TOTAL:</b>	<b>\$ 9,817,300</b>

### SUMMARY OF SERVICES

- Served as guardian for **5,021** wards throughout Illinois. IGAC is the **largest** public guardianship agency of its kind in the nation.
- Handled over **4,486** inquiries through its Intake Unit, offering information regarding all program areas as well as referral
- Provided legal representation, general legal information and referrals to **7,615** clients
- Investigated **285** cases of alleged rights violations for persons with disabilities benefiting **24,651** persons. This is a result of **2,720** volunteer hours provided by members of the Human Rights Authority

# Organization Chart



## Meet our Commissioners. . .



### **Anthony E. Rothert, Chairperson**

Anthony Rothert is the Legal Director for the American Civil Liberties Union of Eastern Missouri. His previous experience includes six years as a staff attorney with the Illinois Guardianship and Advocacy Commission's Legal Advocacy Service. Mr. Rothert received an MSW and his Juris Doctorate from St. Louis University in Missouri. He has taught courses at Sanford Brown College in St. Louis at the Bachelor and Associate Degree levels. An active member of the Bar Associations, he serves on many committees in a variety of capacities, some include; The Committee on Human Rights, The Committee on Law- Related Education for the Public and The Committee on Sexual Orientation and Gender Identity, The Committee on Mental Health and Committee of Supreme Court Rules. He has been an active member of IGAC's Human Rights Authority in the Metro East Region for the past two years and serves on the Board of Directors for the Illinois Guardianship Association.



### **Andrea M. Schleifer, Vice Chairperson**

Andrea M. Schleifer is an attorney at law in her own practice, Andrea M. Schleifer & Associates, P.C., since 1979. Ms. Schleifer specializes in general civil litigation including: Divorce; Family Law; Adoptions; Contested Adoptions; Parentage; Child Custody; Visitation Rights; Child Support; Guardianship; Grandparents Visitation Rights; Residential Real Estate. She is the President of the Decalogue Society of Lawyers (2008-2009), and is a member of the Illinois State Bar Association, The Decalogue Society of Jewish Lawyers and the Woman's Bar Association of Illinois. She has volunteered with the Chicago Volunteer Legal Services for 25 years and was elected to two terms on Board of Directors, 2003-2009.

### **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.

## IGAC Commissioners. . .



### **Inez Torres-Davis**

As a facilitator of Open Space Technology, the Peter F. Drucker's Organizational Self Assessment and William Bridges and Associates Leading Organizational/Personal Transitions, Inez has provided strategic planning retreats for Lutheran and community organizations. Mrs. Davis served on the religious leaders' forum panel of President Clinton's Initiative on Race, "One America In The 21st Century" (1998) and the World Council of Churches consultation for Church Women's Response to Racism in Bangalore, India (2000). Mrs. Davis has served the Evangelical Lutheran Church in America on the Lutheran Immigration & Refugee Services board and on the In the City for Good Funding Team.

Inez has worked professionally as an anti-racism educator since 1994, and anti-bias education since 1991. One part Chiricahua Apache and two parts Mexican American, Mrs. Davis has conducted cross-cultural immersion experiences on Reservations as well as in Appalachia. In addition to writing and gathering curriculum used in teaching hundreds of women about being anti racist organizers, Inez has also worked in areas of organizational development, cross-cultural education, commercial sexual exploitation, environmental safety and working with youth. Since 1997 she has consulted with various groups on issues related the full-inclusion of people living with disabilities and has written disability-related cross-cultural tips for the web.



### **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.



## IGAC 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.



### **Sharon Jenkins-Collins**

Sharon Jenkins-Collins has been a Doctor of natural health care for 34 years. She holds both Doctor of Naprapathy and Doctor of Chiropractic degrees. Dr. Jenkins-Collins is in private practice on the south side of Chicago. She has been married for 25 years and is the mother of four children. Her passion for the population that the Commission serves is derived in part from her experiences as the mother of a son with special needs.



### **Angelo "Skip" Saviano**

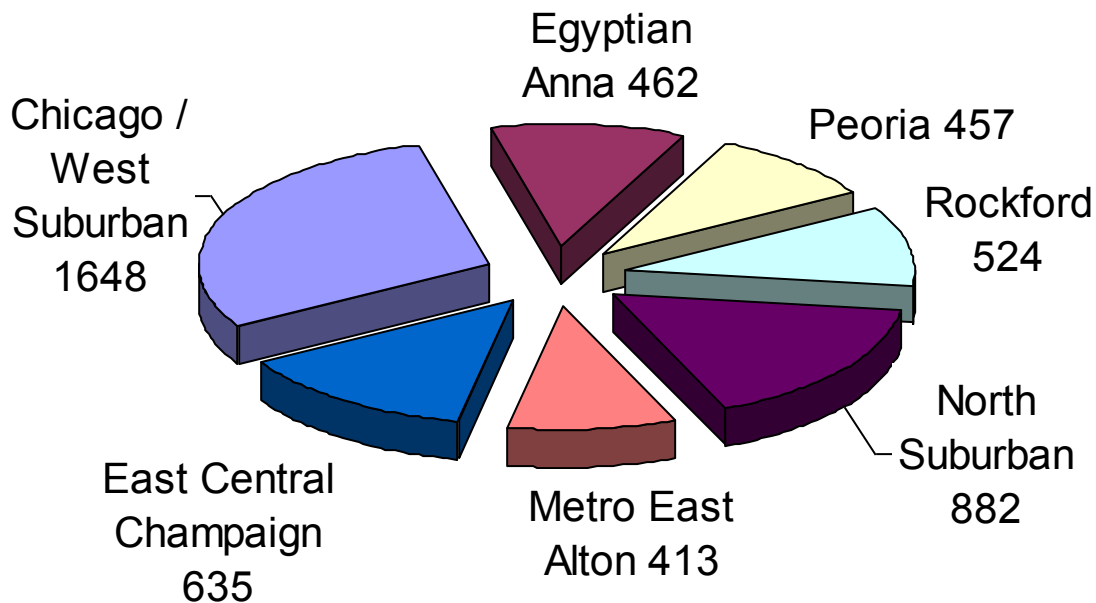
Former State Representative, Angelo "Skip" Saviano (R-Elmwood Park) represented the 77th District as a full-time state legislator. For several years. He has a B.A. from DePaul University. He is married to wife, Julie, and has two children. He was first elected to the legislature in 1993. Since 1995, Saviano served as chairman of the Registration & Regulation, Public Utilities; Aging; Health & Healthcare Disparities; Gaming; Executive, and Appropriations for Public Safety.

# Office of State Guardian (OSG)

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, when the appointment of a guardian is necessary, or when 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 5,021 adults. The average caseload of an OSG Guardianship Representative is 140 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 12,263 separate financial transactions totaling more than \$9,241,979.12 This unit also prepares state and federal tax returns for wards and assists state guardians and wards in basic financial management.

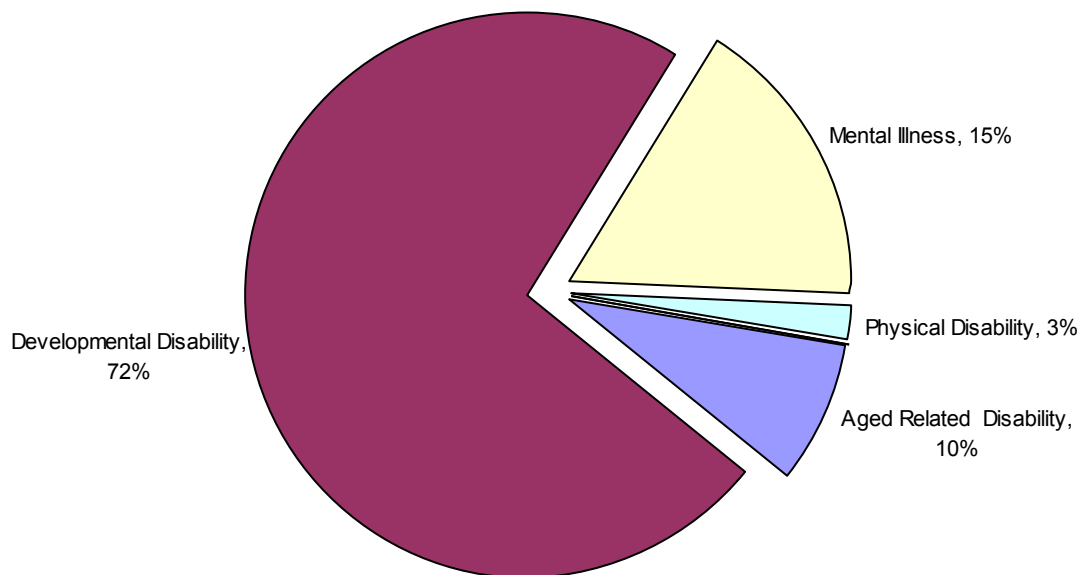
## OSG Wards by Region



## OSG Statistics for Fiscal Year 2013

• Documented visits to wards	17,268
• Medical consent activities	12,584
• After hours calls regarding services for wards	12,030
• New temporary guardianships	287
• New plenary guardianships	447
• Rights restored to wards (no longer in need of guardianship)	20

## OSG Ward Profiles



## **Legal Advocacy Service (LAS)**

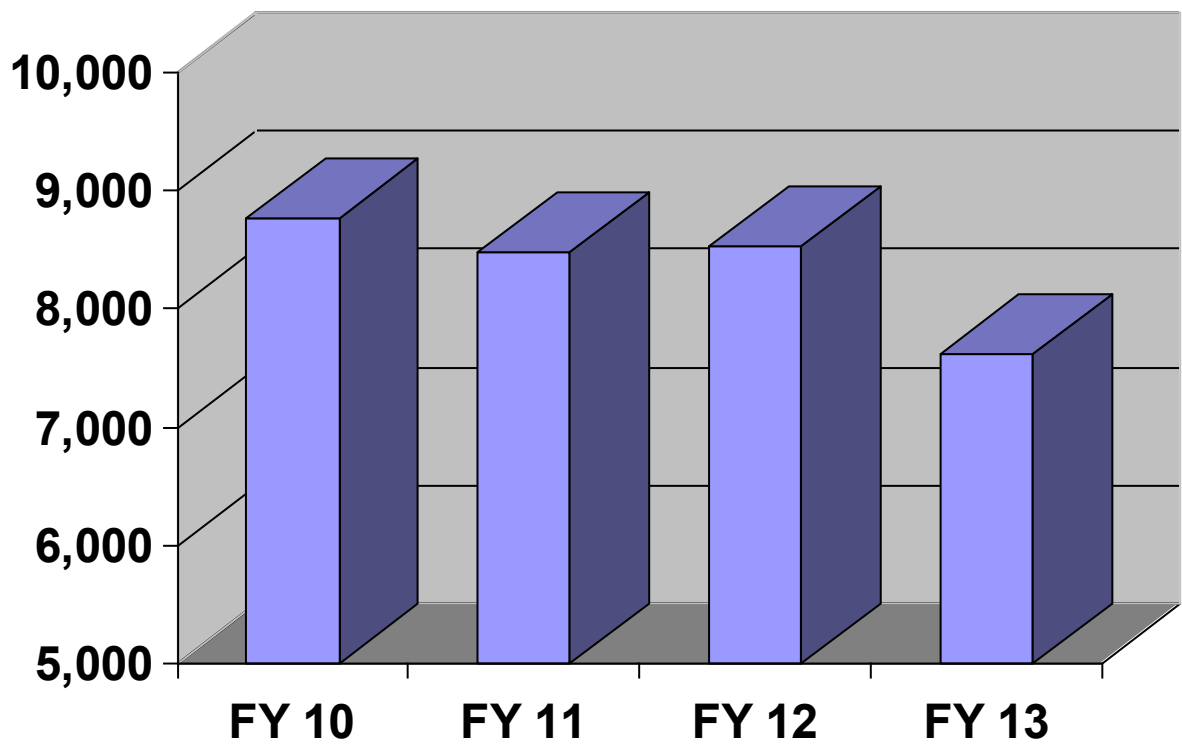
The Legal Advocacy Service (LAS) provides independent legal counsel to persons of all ages with disabilities in judicial proceedings arising out of the Mental Health and Developmental Disabilities Code; and advocacy services to persons with disabilities under related state and federal laws. Clients include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

### **LAS Activities for Fiscal Year 2013**

- 7,615 clients served
- 4862 cases handled
- Provided information and other services to 967 people.

## Number of LAS Clients Served



# Human Rights Authority (HRA)

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.

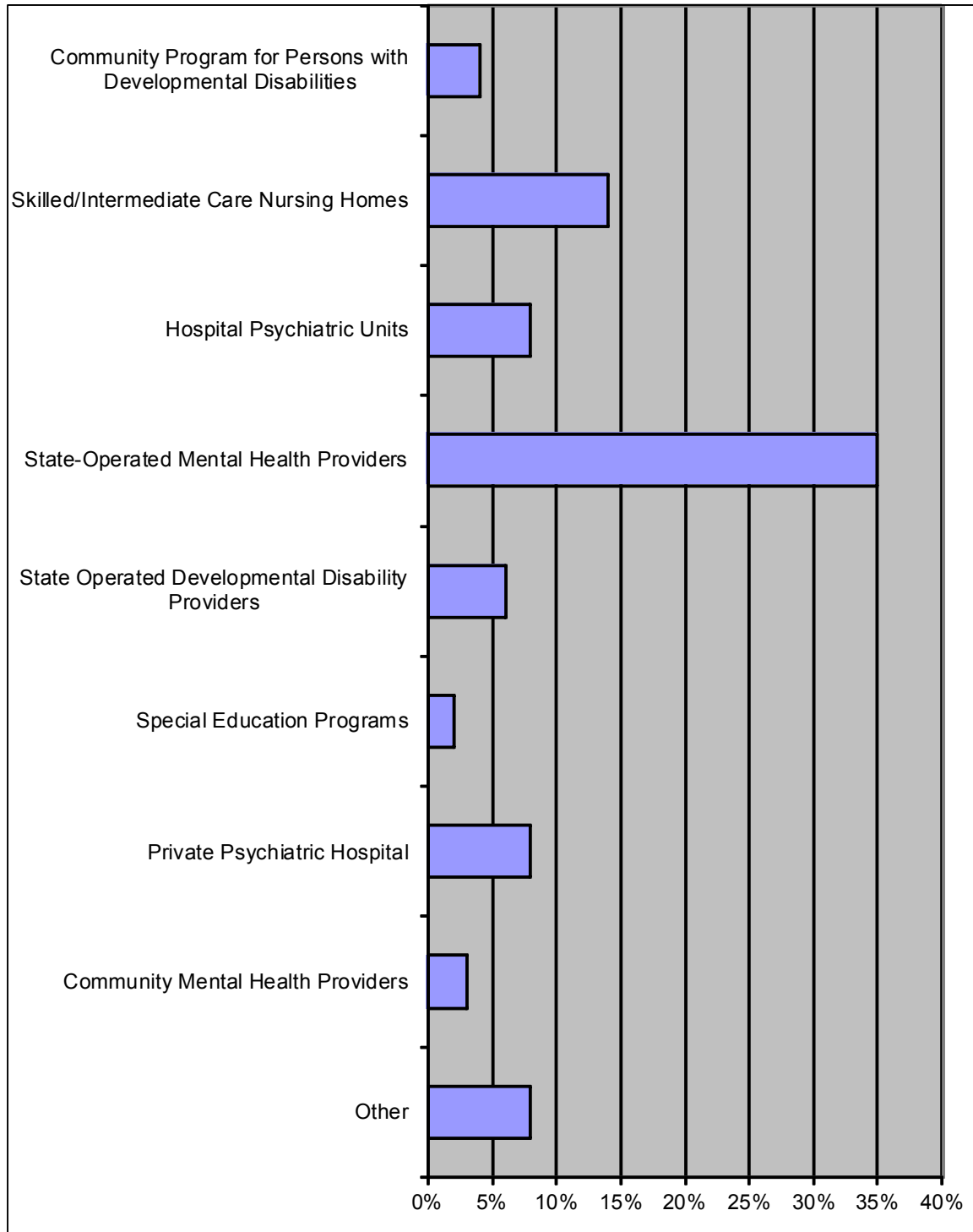
The Authority is comprised of nine regional Authorities located across the State of Illinois; each regional panel consists of nine volunteer HRA members for a total of 81 volunteers who conduct the rights investigations. The HRA members are appointed by the Commission and have expertise and experience in disability related issues; three of the nine regional HRA members are 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 of reported complaints and issues findings. Included in the findings are recommendations for improved rights protections. The ultimate goal of the Authority's work 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. The Authority's reports are available to the public and are posted on the Commission's web site at <http://gac.state.il.us>

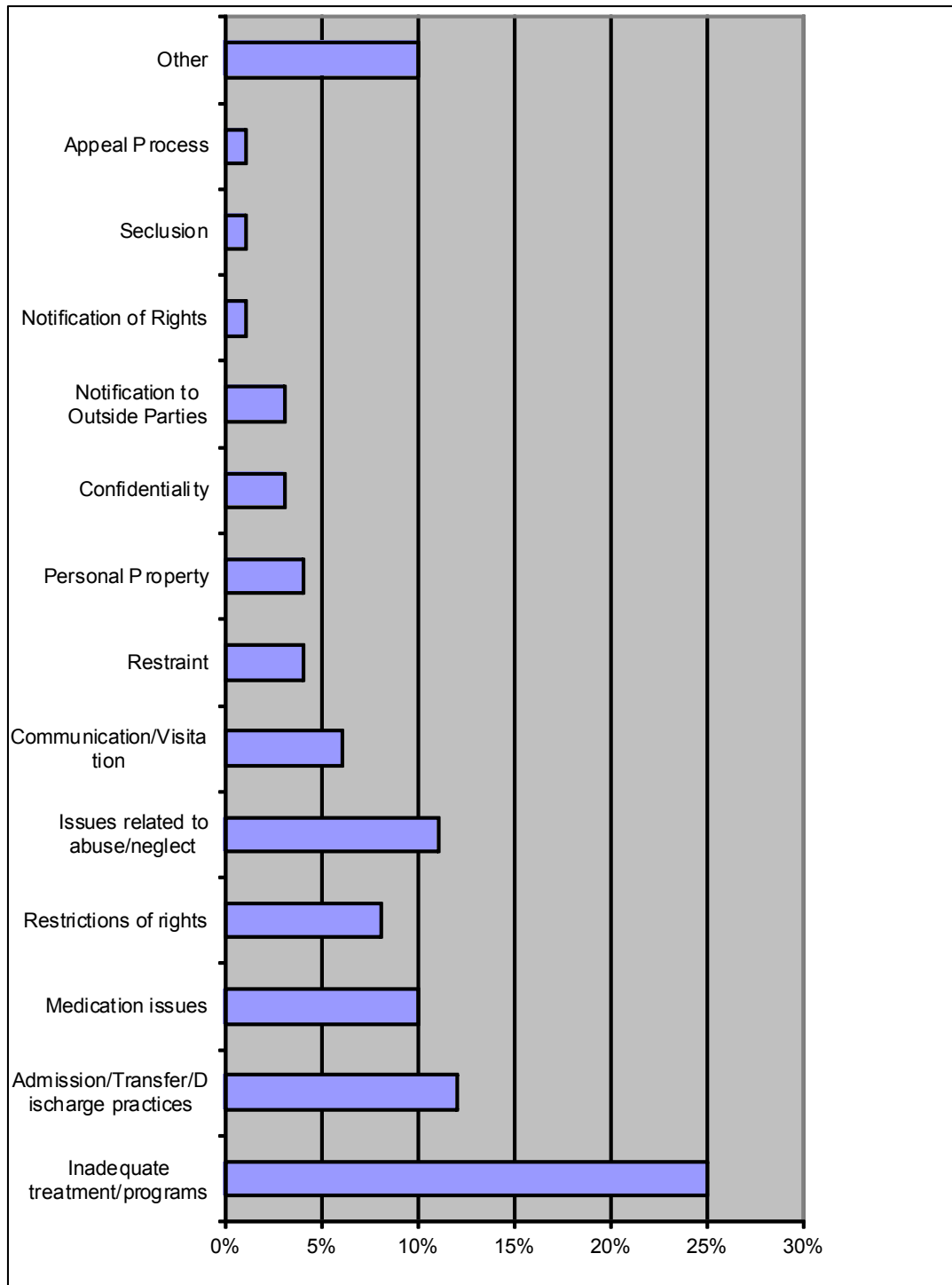
## HRA STATISTICS FOR FISCAL YEAR 2013

Total number of cases handled	285
Percentage of recommendations accepted and implemented	92%
Number of volunteer hours	2,720
Number of persons with disabilities benefiting from HRA recommendations	24,651

# Types of Service Providers Represented in New HRA cases

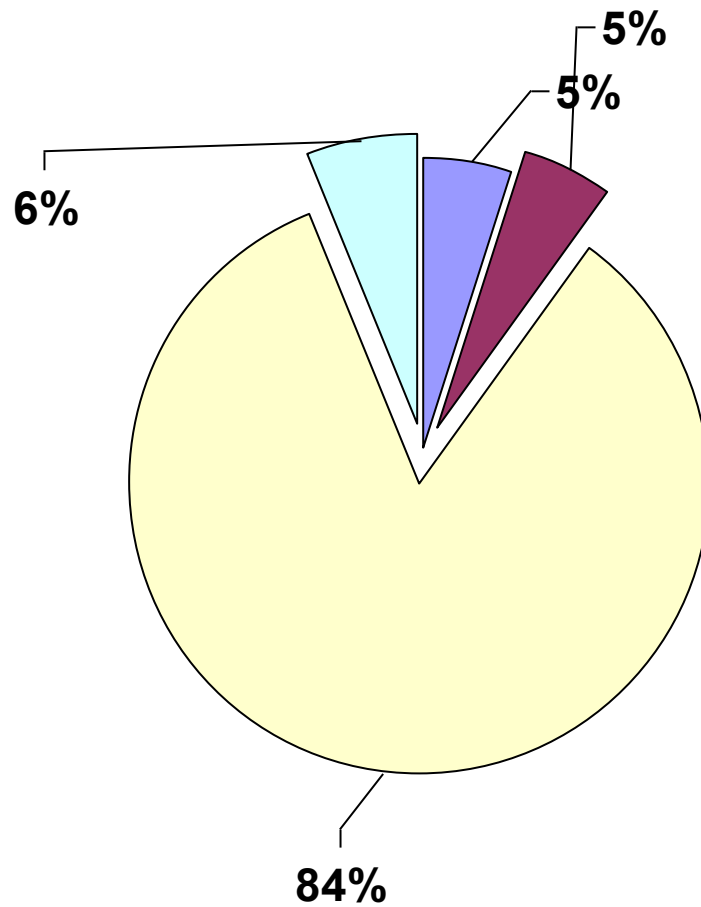


# Types of Rights Issues Represented in New HRA cases





## Recipients of HRA Services



 Aged and Disabled

 Developmental Disability

 Mental Illness

 Physical Impairment

# HRA Member List 2013

## Chicago Region

Edith Bukwa  
Ashley Casati  
Donna Claffy  
Nicole Erickson  
David Ginter  
Kamil Jaruga  
LaVonne McClairen  
Patricia Mencinkas  
Jill Quinto  
Elizabeth Tucker

## East Central Region

Mary Auth  
Annette Becherer  
Paulette Brock  
Sandra Dixon  
Sandra Kopels  
Babette Leek  
Jack Li  
Janet Manning  
William McSurley  
Thomas Larison Phillips

## Springfield Region

James Bakunas  
Annie Brooks  
Tara Dunning  
Donna Ferguson  
Javed Irshad, M.D.  
Jan Little  
Linda O'Rourke  
Janet Shelton  
Stephanie Lyn Beard Snyder  
Megan Waldschmidt

## North Suburban Region

John Barrett  
David Michael Downey  
Sumner Garte  
Donald Judson  
Kori Larson  
Louise Miller  
Art Savage

## South Suburban Region

Michelle Arthur  
Kimberlee Brewerton  
Theresa Buell  
Carol Genutis  
Maria Heer  
Georgia Jones  
Lauren Pell  
Judith Rauls

## Metro East Region

David Bollone  
Thomas Cannady  
Karen Kelly  
Margaret Merrell  
Carol Neudecker  
Marguerite Riley  
Robert Louis "Kingston" Schmid  
Beverly Sweatman  
Emil Wilson

## Peoria Region

Sandy Anton  
Janelle Crump  
Debra L. Goodwin  
Louis Hamilton  
Ann Hicke  
Flora Knutson  
Wendy Navarro  
Diane Pflederer  
Dolores Sheen  
Meri Tucker

## Egyptian Region

Judy Atherton  
Sue Taylor Barfield  
Phyllis Brown  
Alphonso Farmer  
J.R. Livesay  
Mary McMahon  
Pam O'Connor  
Kathy Rambeau  
Clarence E. Russell

## Northwest Region

David J. Carlson  
Jean McNulty  
Colleen E. Parks  
David Retzlaff  
Florence Sandberg  
Jenna Stahl  
Gail Stickle  
Erin Wade, Ph.D.

# Fiscal Summary

## Guardianship and Advocacy 2013

Cost Center	Enacted Appropriations	Appropriations After Transfers	Expenditures
Personal Services & Fringe Benefits	\$ 8,708,100	\$ 8,708,100	\$ 8,579,164
Contractual Services	\$ 474,400	\$ 463,300	\$ 326,055
Travel	\$ 175,000	\$ 175,000	\$ 132,457
Commodities	\$ 9,000	\$ 9,000	\$ 8,002
Printing	\$ 9,500	\$ 8,279	\$ 4,523
Equipment	\$ 10,000	\$ 11,221	\$ 11,201
Electronic Data Processing	\$ 40,000	\$ 48,500	\$ 48,245
Auto Operations	\$ 8,000	\$ 9,600	\$ 9,446
Telecommunications	\$ 322,800	\$ 322,800	\$ 235,688
GAC Fund	\$ 300,000	\$ 300,000	\$ 79,480
TOTAL	\$ 10,056,800	\$ 10,056,800	\$ 9,434,261

# The HRA Team



South Suburban HRA



Egyptian HRA

Peoria HRA



"I feel fortunate to be a part of an agency which allows us to work within the system to promote changes that ripple out into the community creating a safer environment, a healthier place to live and better quality of life for clients and caregivers. Being a member of this HRA board allows me an opportunity to help create a better community for all of us."

*Debbie Goodwin*

# IGAC Volunteers and Interns

**G**uardianship 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. GAC continues to recruit and train volunteers for the **Volunteer Guardian**



**ship Program.** This program increases visits to wards of the state by (roughly 170 hours). **4,945** volunteer hours were documented in assistance for office support with Over1300 hours contributed by students completing internships for Masters level programs. IGAC also captured **730** hours of **Pro-Bono Legal Assistance**. In FY013, IGAC partnered with the **University of Illinois' Springfield (GIPSI )** program to offer professional training to students seeking experience, in exchange for class credit, tuition reimbursements and other stipends. These interns work mainly at our Springfield offices however their contributions span across regional offices and divisions. These volunteers answer phones, prepare reports, visit wards, open mail; providing valuable support to commission staff.



# Human Rights Authority



East central Regional Human Rights Authority award ceremony in appreciation of its HRA board members and volunteers.

## IGAC Interns



Yashvin Prakasam  
University of Illinois Springfield

I finished my under graduate degree in Information Technology back in India. I am doing my masters in computer science at the University of Illinois Springfield (Fall 2012). I started my work as an Information System Analyst intern on Jan 1st 2013. I upgrade our agencies web site and take care of other system installations at various agencies around Illinois. As an intern I am able to enrich my technical and managerial skill under the supervision of Ann and Fletch. This will help me to get a job of my kind and succeed in it.

## IGAC Volunteer



Anna Vasilache  
Human Rights Authority Volunteer - Peoria

*Since October 2012 I have had the pleasure to service The Human Rights Authority. I am a clerical assistant and I help to file and organize the agency's records.*

*Volunteer work is a key part of my life, I enjoy volunteering because I can give back to community and interact with different people. Working with The Human Rights Authority offers me a chance to develop existing skills and experience working in a different environment.*



## IGAC Interns



Madeline Warkins  
Depaul University

My name is Madeline Warkins and for the summer of 2013, I worked with Natalie Godlewski as a Volunteer Coordinator for the Office of State Guardian Volunteer Visitor Program. I am a senior at the University of Michigan, Ann Arbor and am graduating in December 2013, with hopes of going on the law school.

Working for the Volunteer Visitor Program has been exceptional. All summer Natalie and I recruited, managed, interviewed, and trained volunteers. I loved working with truly caring and selfless volunteers and their excited wards and have gained insightful knowledge on disability policy and working with adults with disabilities.

# OFFICE DIRECTORY

## Offices of the Director

Michael A. Bilandic Building  
160 N. La Salle Street S500  
Chicago, Illinois 60601-3115  
(312) 793-5900  
Fax (312) 793-4311

521 Stratton building  
401 S. Spring Street  
Springfield, Illinois 62701-1797  
(217) 785 1540  
Fax (217) 524-0088

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

Out of state callers please dial **(708) 338-7500**  
Staff can be reached by calling toll free **1-866-274-8023**.

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

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

## Regional Offices

### East Central Regional Office

2125 South First Street  
Champaign, Illinois 61820  
(217) 278-5577  
Fax (217) 278-5588

### 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

401 Main street, Suite 100  
Peoria Illinois 61602  
(309) 671-3030  
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

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