

Illinois' Guardianship and Advocacy Commission



Annual
Report
Fiscal
Year 2014

WHERE ADVOCACY MATTERS

GOVERNOR

Pat Quinn

DIRECTOR

Dr. Mary L. Milano

CHAIRMAN

Anthony E. Rothert

By Awisi A. Quartey

Since 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 case services and money management to more than 5,073 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 teams of volunteers, regional HRAs conduct investigations of alleged rights violations by disability service providers committed against people with disabilities. Additionally this program area works closely with disability service providers to help resolve rights issues.

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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Greetings from the Executive Director

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 35th 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 works 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



General Overview

FUNDING:

General Revenue Fund	\$ 10,000,000
Guardianship and Advocacy	\$ 500,000
TOTAL:	\$ 10,500,000

SUMMARY OF SERVICED

IGAC served as guardians for

5,073 wards throughout

Illinois. IGAC is the largest public guardianship agency of its kind in the nation.

IGAC handled over

4,059

Inquiries through its intake Unit, offering information regarding all program areas as well as referrals.

IGAC provided legal representation, general legal information and referrals to

7,615 clients.

IGAC INVESTIGATED 265 CASES

Of alleged rights violations for persons with disabilities benefiting

13,139 persons. This is

a result of 1,991 volunteer hours provided by members of the Human Rights Authority.



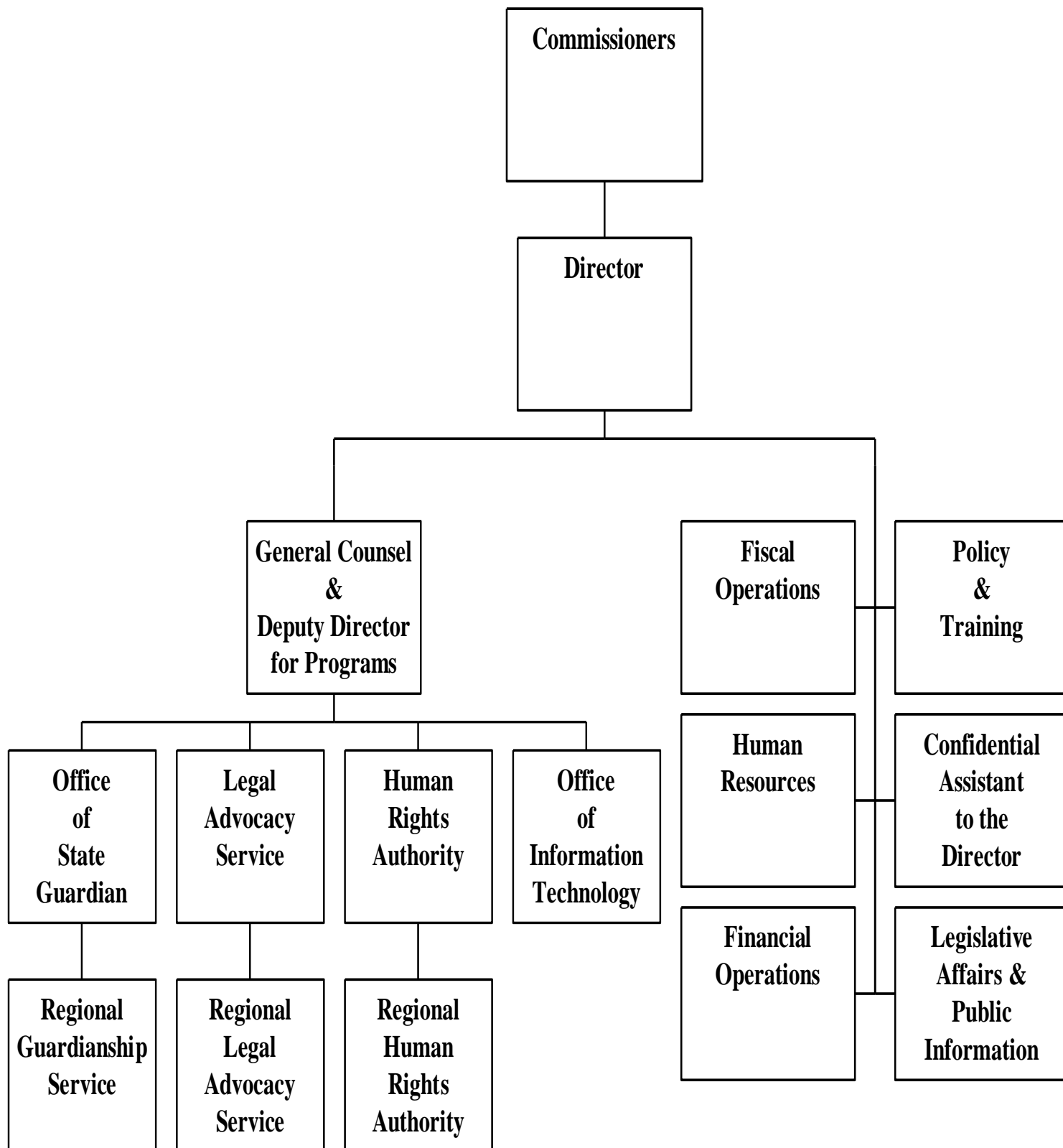
Guardianship and Advocacy 2014

FUND	Enacted Appropriations	Appropriations After Transfers	Expenditures
GRF Fund	\$ 10,000,000	\$ 10,000,000	\$ 9,839,417
GAC Fund	\$ 500,000	\$ 500,000	\$ 93,084
TOTAL	\$ 10,500,000	\$ 10,500,000	\$ 9,932,501

Fiscal Year 2014—Appropriation was a lump sum appropriation with all expenditures made from line 1910 – Lump Sum Operations. Details of these expenditures are below.

Category of Expenditure	GRF	GAC
Payroll	\$9,013,459	\$37,894
Contractual	\$346,271	\$52,754
Travel	\$157,472	\$1,423
Printing	\$8,635	\$596
Commodities	\$8,116	\$416
Equipment	\$1,327	
EDP	\$28,978	
Telecom	\$267,732	
Auto	\$7,427	
Total Expenditure by Fund	\$9,839,417	\$93,084

Organization Chart





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.

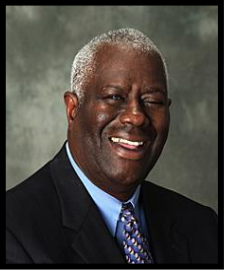
Meet our Commissioners...

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 a retired 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 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.

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.

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.

Right place, right time': Meet our Lawyer of the Year



Tony Rothert, Guardianship and Advocacy Commission's Chairman and legal director of the American Civil Liberties Union of Missouri, at his office in St. Louis. Photo by: KAREN ELSHOUT

In 2014, gay marriage went from an uncertain legal cause to a near reality in Missouri, executions that had been on hold for years proceeded at a record pace despite court challenges, and the streets of Ferguson exploded, exposing the fraught relationship of police to some of the communities they serve.

Those have been three of the biggest legal stories of the year, and at the center of all three stands one lawyer in particular: Anthony Rothert, the legal director of the American Civil Liberties Union of Missouri. It's for that reason Missouri Lawyers Weekly names Rothert its 2015 Lawyer of the Year.

Missouri Lawyers Weekly will honor him at its annual Missouri Lawyers Awards luncheon, Jan. 30 in downtown St. Louis.

Since transforming into a truly statewide organization just last year, Rothert's ACLU legal team has managed to mold some of the most pressing legal issues in the state — and they're just getting started. "I'm kind of in the right place, right time for my job and what I want to

do professionally," Rothert said in an interview last week.

It's hard to believe, then, that this time last year Rothert was glum about the prospects of legalizing gay marriage in Missouri.

The state Supreme Court had ruled in October that the same-sex partner of an officer killed in the line of duty could not collect survivor benefits because they weren't married. While the ruling left the door open to more direct challenges on Missouri's gay marriage ban, Rothert was "not entirely optimistic" about his chances, he said at the time.

But in the last few months, same-sex marriage has rolled through Missouri courts like a storm, in large part due to ACLU-backed litigation. A Jackson County circuit judge in October declared that the state must recognize same-sex marriages validly performed in other states — and to Rothert's astonishment, the attorney general's office declined to appeal the ruling. (A group of lawmakers, however, is seeking to intervene to force a review.)

The following month, the federal court in Kansas City declared Missouri's gay marriage ban to be unconstitutional, just days after a different judge, in a case brought by the city of St. Louis with which the ACLU was not involved, reached a similar conclusion. Those cases likely will see the inside of one Supreme Court or another in the near future.

Rothert credited the dramatic change in public opinion on gay rights in the last few years, a shift on which he capitalized by having same-sex couples testify about the hardships they face without the ability to marry.

"When we bring litigation, we're trying not only to win — we are trying to win — but we're also trying to have a conversation with the public and change people's minds about what's right and what the constitution requires," Rothert said.

Not all civil rights litigation leads to such clear-cut victories. More than a year's worth of court challenges so far have failed to lift the veil of secrecy from Missouri's execution process. Still, what details are known are due in large part to the ACLU's emphatic requests under the Sunshine Law. We now know, for instance, that state officials refused to return a batch of drugs to a manufacturer that had barred them for use in executions — a controversy that forced the state to delay a late 2013 execution and to switch to a new drug.

Throughout this year, Rothert has filed a series of suits in state and federal courts, which are scheduled to result in hearings over the next month. He remains hopeful that the ACLU's combination of litigation and public records requests soon will come to a head.

"We're building a historical record," he said. "When capital punishment is eventually abolished and we look back, this will be part of the story about how the public came to think that it's shady, that the entire business is unbecoming of a just state."

While same-sex marriage and death-penalty transparency were strategic efforts, the turmoil in Ferguson was thrust upon Rothert, as it was upon the entire country. In the days after the initial protests, Rothert found himself in court defending the rights of protesters to assemble in the streets and for reporters and others to record the actions of police. Those suits, he said, were more frustrating than productive.

"Those seem like they are such obvious constitutional conclusions," he said. "It's sad that we had to go to court to get court orders to enforce them."

Now the real work begins: Addressing the long-simmering discontent within many minority communities that led to the protests and rioting. As a lawyer, Rothert said some of that work will result in litigation. But true change won't happen until residents, police, local officials and the public at large understand the scope of the problem in places like Ferguson. As with gay marriage, Rothert said any victory will require the people most affected by racial inequities to make their stories known, both in and out of the courtroom.

"It may end with a consent judgment of some sort," Rothert said. "But the real work has to be done in the community through public education."

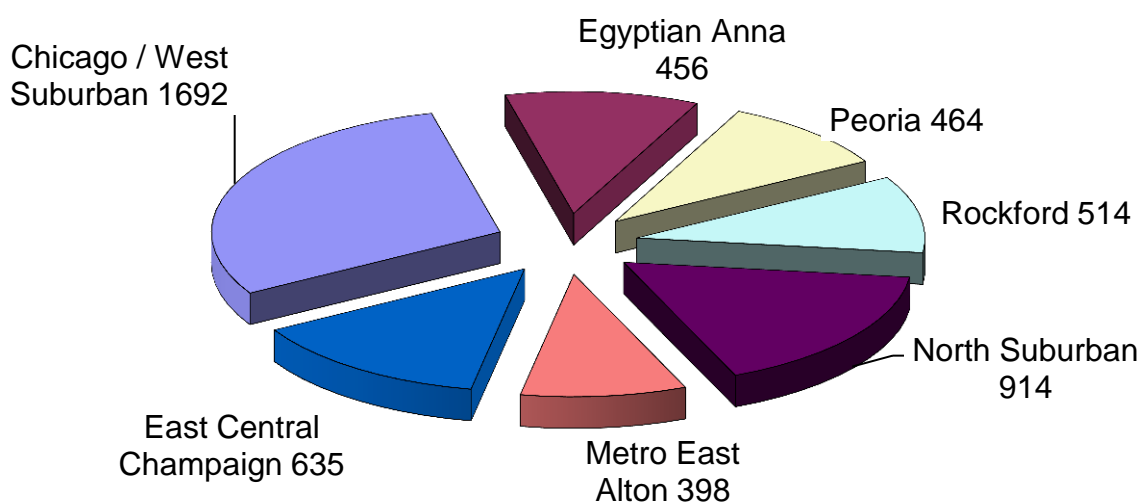
By: Scott Lauck
scott.lauck@molawyersmedia.com

Office of the State Guardian (OSG)

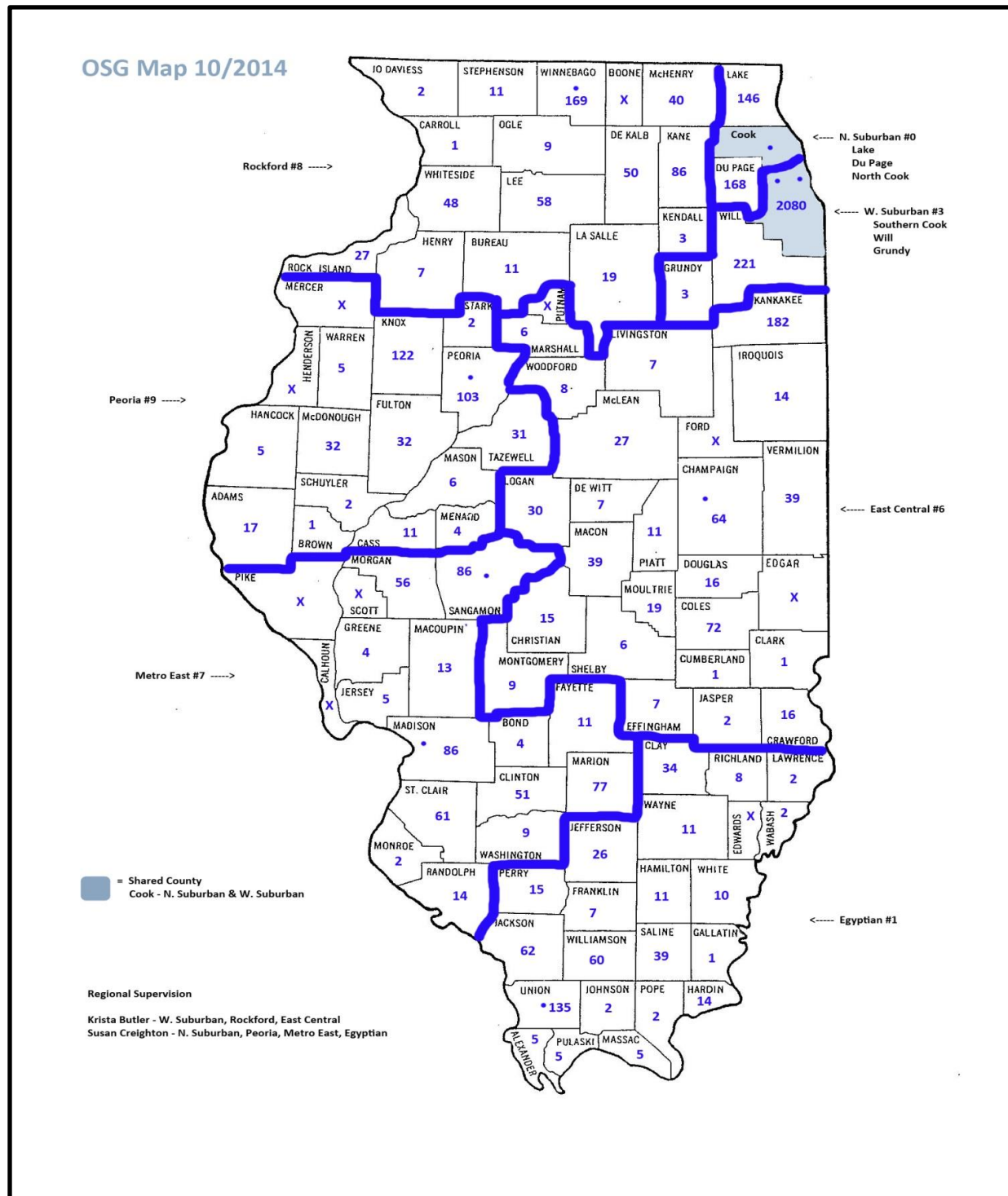
As the guardian of last resort in Illinois, the Office of State Guardian (OSG) provides guardianship services for adults with disabilities by court appointment when alternatives to guardianship have been exhausted, when the appointment of a guardian is necessary, or when family or friends are unavailable 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 5,073 adults. The average caseload of an OSG Guardianship Representative is 123 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 12,152 separate financial transactions totaling more than \$7,653,795. 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



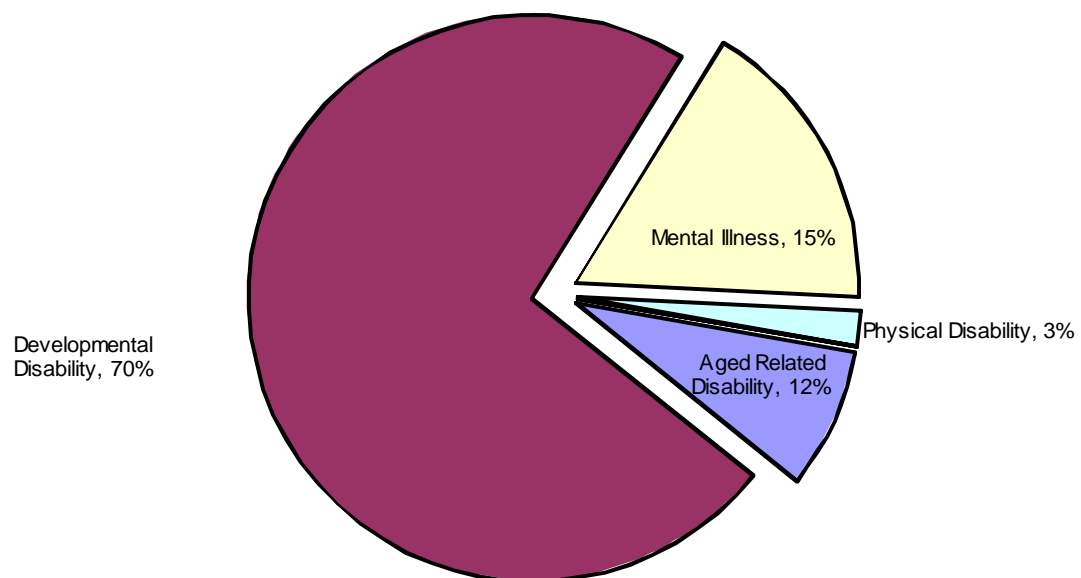
Updated OSG Map

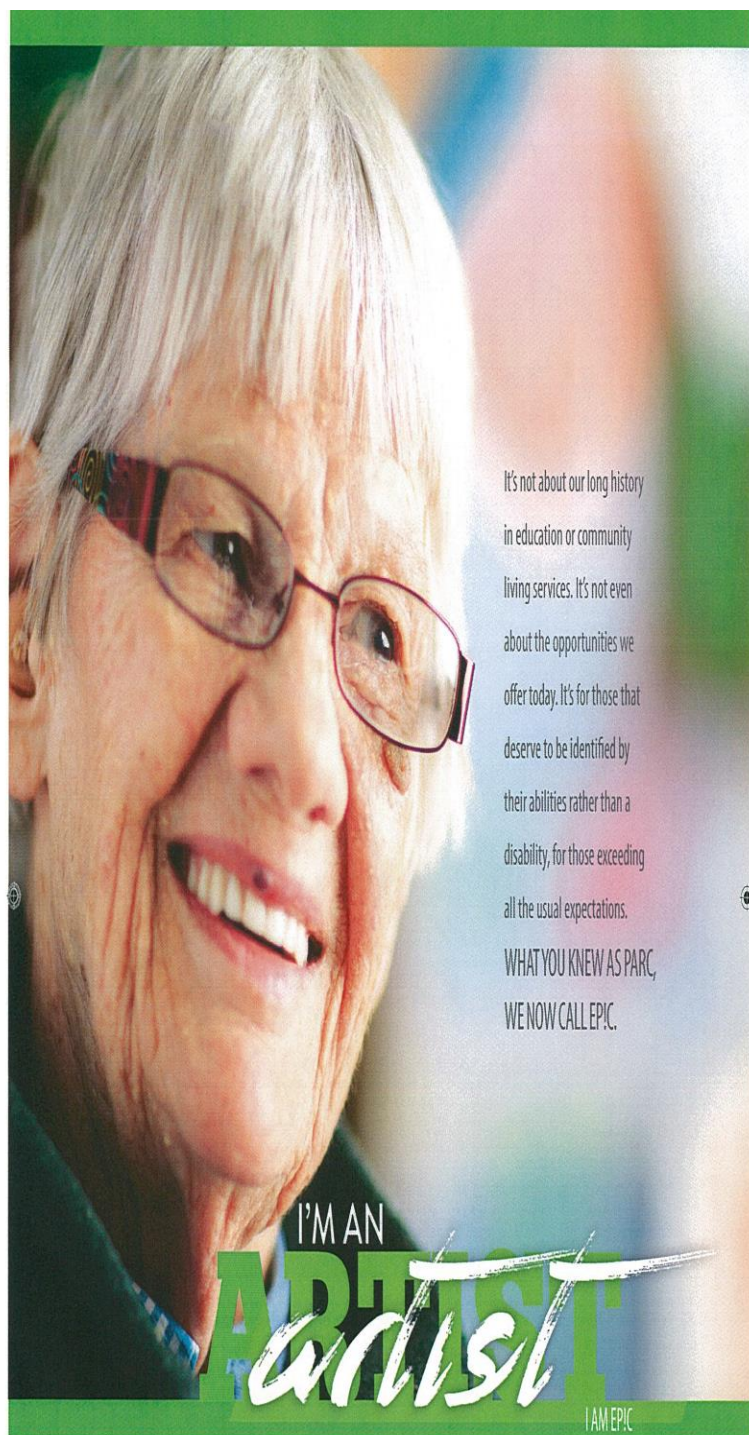


OSG Statistics for Fiscal Year 2014

• Documented visits to wards	16,867
• Medical consent activities	12,621
• After hour calls regarding services for wards	9,423
• New temporary guardianships	333
• New plenary guardianships	376
• Rights restored to wards	14
(No longer in need of guardianship)	

OSG Ward Profiles





EPIC empowering people, inspiring capabilities.

epiqueoria.org

June is 93 years old and resides at CWTC Hartrick House, a 16 bed facility that will be turned into an eight bed CILA this spring. She attends EPIC day program five days a week and loves it. In 2009, EPIC received an Art Community Foundation grant which funded the Creative Legacy Project. With this grant they started offering art classes to consumers. June has always been very active at EPIC and gets paid for the cleaning she does while there. She loves to wipe down chairs, dietary cards, and anything else she can get her hands on. During her yearly staffing we would discuss the need to try and get her to "slow down" a bit as she is on the go from sun up to sun down. In 2013 EPIC opened the "official" art room where they have volunteers staffing and assisting consumers in art projects. June started attending these classes and loved it. She now considers herself an artist and loves to display her work to anyone who asks. One of the activities she enjoys there involves a wooden box with a canvas in the it, June then paints colors of her choice in swatches around the box. She then drops some marbles in the box and rolls them around creating a picture. Some other activities include a canvas standing upright and with taped off sections. June will then pick different colors to paint the sections, before removing the tape, and then filling other colors as needed to finish her piece. June is truly a joy to get to know and be around and it's been wonderful watching her spend hours in the art room creating her masterpieces.

By Doreen Basso

Jimmie is an OSG ward who lives in a community based housing, manages his own money, transportation, doctors' appointments and is doing well. He has regular visits with the local mental health center. He picks up odd jobs for extra money like cleaning an auto place once a week. He enjoys seeing movies and is quite happy now. He got his rights restored and was ecstatic!

Andrew has been working full time at Walmart and is living with his girlfriend who works full time at her parents' house in Arlington. He talks about getting his rights restored since he has been making all of his decisions for the last year.

By **LAURA WILLIAMS (ROCKFORD)**

Menion s was moved from an ICFDD in Ziegler Colonial Manor to Family counseling CILA as an emergency placement when Ziegler closed. She is now singing in a local church choir and fully participating in her community.

By **FROM JOE STAFFORD (EGYPTIAN)**

Ray was at Glencrest nursing home. He moved this past summer to Ivy Apartments under the Colbert Consent Decree.

By **SUSAN CREIGHTON (NORTH SUBURBAN)**

Rosella – OSG was appointed guardian for an approx. \$500K estate, consisting of 2 homes, farmland, cow, several bank accounts, *despite our objection due to being over asset limit.* – Update: OSG was discharged, ward's son was appointed guardian of estate and granddaughter appointed guardian of person.

By **KENDRA MOSES (PEORIA)**



Louis and volunteer guardian Brandon

Legal Advocacy Services (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 a

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 2014

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

U.S. military veterans charged with criminal disorderly conduct for symptomatic behavior while on VA inpatient mental-health units; LAS successfully represented veterans with disorderly-conduct charges dismissed in U.S. federal court

While court-appointed to represent two veterans at two different VA hospitals during the summer of 2014, Legal Advocacy Service (LAS) learned that both veterans had been charged with criminal disorderly conduct for displaying symptomatic behavior while admitted to the hospitals' inpatient mental-health units.

The two veterans, both honorably discharged from the U.S. Military, and both having been found subject to civil involuntary mental-health treatment orders, were charged by the VA police with criminal disorderly conduct – one for arguing and being loud, the other for having an altercation with another patient. The two veterans each faced paying a fine of \$275, or appearing in U.S. federal court to contest the charges. In addition to the disorderly-conduct charge, each veteran also received an emergency treatment intervention (a medication injection given with the intent to calm the recipient).

The Illinois Mental Health Code, which applies to VA facilities with mental-health units in Illinois, provides for emergency treatment interventions when a person is at risk of serious and imminent harm. Sometimes hospitals will contact security (or in the case of VA hospitals, the VA police) to assist with imposing or enforcing an emergency intervention. Such an intervention is always considered *treatment*, and should not result in charging the patient as a criminal in addition to the treatment intervention. The Illinois Supreme Court recognizes that persons with mental illness are not thereby "criminals" and should not be treated as such. *In re Stephenson*, 67 Ill. 2d 544, 556 (1977).

LAS attorneys saw the injustice of treating the two veterans with mental illness

– who had each been adjudicated as "mentally ill" by the circuit court in involuntary mental-health proceedings – as criminals willingly engaging in "disorderly conduct." LAS attorneys, on behalf of each veteran, contacted both VA hospital's administrators and legal counsel, urging them to withdraw the criminal charges. LAS attorneys argued that the veterans had received emergency treatment interventions in response to their symptomatic behavior, that forcing the veterans to appear in federal court to face criminal charges would be counter-therapeutic, and that the veterans may have lacked capacity to understand that their behavior could be viewed as criminal disorderly conduct.

In the first veteran's case, the VA hospital initially refused to negotiate or to dismiss the criminal charge. After numerous letters, meetings, telephone calls, and emails, with VA police, mental-health treatment staff, administration, and legal counsel, the VA requested that the U.S. Attorney dismiss the criminal charge. The U.S. Attorney did so, and the veteran was spared from appearing in court to contest the charge. But in the second veteran's case – at a different VA hospital – the administration persisted in refusing to negotiate or to dismiss the criminal charge. Because the veteran lacked funding to hire an attorney, and because the prospect of appearing alone in Federal court on a criminal charge was intimidating and stressful, an LAS attorney filed an appearance on the veteran's behalf and appeared with him in Federal court in November, 2014. After a full trial, the LAS attorney argued for a directed finding that the State had not met its burden of proof. The U.S. District Court granted LAS's motion for directed finding and the criminal charge was dismissed with prejudice.

LAS is now working with State and Federal agencies to address and change the VA's policy of charging veterans with criminal disorderly conduct for symptomatic behavior occurring while the veterans are hospitalized in VA mental-health units.



LAS in Springfield has been educating hospital administration, attending physicians, DHS, judges and the State's Attorney's Office to prevent unnecessary litigation. LAS attorneys now have access to the local hospitals' electronic medical records systems, which provides for instantaneous client information and updates. McFarland's Medical Information Department emails pertinent medical information directly to LAS on an ongoing basis. LAS and the State's Attorney's Office now collaborate on a weekly basis to identify cases that should not be litigated and these cases are dismissed. Independent medical evaluations are being used for the first time in decades. The combination of these efforts has led to less restrictive alternatives

being implemented routinely for LAS clients. There has also been a marked increase in cases that are disposed of by agreement of the parties which implement outpatient treatment.



Client satisfaction with representation has drastically increased which has resulted in a significant decrease in Respondent appeals.

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 2014

Total number of cases handled: 265

Total number of new cases opened: 169

Total number of cases closed: 154

Cases active when fiscal year changed: 96

New cases accepted for investigation: 122

Number of volunteer hour: 1,991

Number of persons with disabilities

benefiting from HRA recommendations: 13,139

Disability Type Represented in Cases Closed:

Mental Illness: 63%

Developmental Disability: 30%

Aged and Disabled or Other: 5%

Physical Impairment: 2%

Types of Service Providers Represented in New HRA cases



State-Operated Mental Health Providers: 34%

Skilled/Intermediate Care Nursing Homes: 11%

Hospital Psychiatric Units: 11%

Community Program for Persons with Developmental Disabilities: 7%

Community Mental Health Providers: 7%

Community Integrated Living Arrangements (CILAs): 6%

Hospital Emergency Rooms: 4%

Private Psychiatric Hospitals: 3%

State Operated Developmental Disability Providers: 2%

Special Education Programs: 2%

Intermediate Care Facilities for Persons with Developmental Disabilities: 2%

Other: 2%

Types of Rights Issues Presented in New Cases:

Total Number of Rights Issues

presented in New Cases: **166**

Inadequate treatment/programs: **27%**

Medication issues: **14%**

Admission/Transfer/Discharge practices: **11%**

Restrictions of rights: **7%**

Personal Property: **7%**

Communication/Visitation: **6%**

Discrimination: **4%**

Confidentiality: **3%**

Notification to Outside Parties: **3%**

Restraint : **2%**

Notification of Rights: **2%**

Appeal Process: **1%**

Transportation: **1%**

Other: **12%**



Complainant Categories

Eligible Person: **51%**

Family Member: **22%**

Private Guardian: **7%**

Office of State Guardian: **6%**

Social Service Agency Staff: **4%**

Concerned Citizen : **4%**

Anonymous: **4%**

Facility Staff: **1%**

HRA Initiated: **1%**



Outgoing Metro East HRA
Members, Emil Wilson and
Dr. Marguerite Riley

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. GAC continues to recruit and train volunteers for the **Volunteer visitor Program**. This program increases visits to wards of the state by (roughly 300 hours). **4,945** volunteer hours were documented in assistance for office support with Over 2000 hours contributed by students completing internships for Masters level programs. IGAC also captured **730** hours of **Pro-Bono Legal Assistance**. In FY014, 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.



My name is Stephanie Marsaglia and I am the Volunteer Coordinator for the OSG program. I have been with IGAC

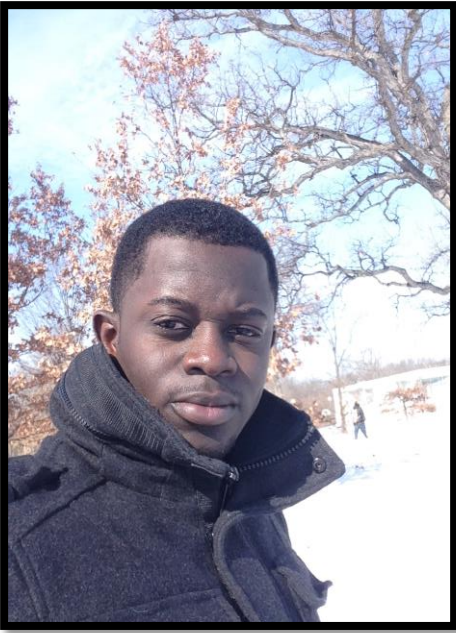


since August of 2014. I attend the University of Illinois – Springfield Graduate program. My course of study is a Master's degree in Human Development Counseling – Marriage, Couple, & Family. I enjoy making personal visits to our wards in Christian and Montgomery Counties. I wish to attain experiences working with

intellectual disabilities and I find this internship very rewarding as I also help connect volunteers with wards in our agency. My expected date of graduation is May of 2016.



My name is Ana Drake and I am from Brazil, I have been in the US for almost 7 years. I am in my second year (of 3 years) of my master in Human Development Counseling with concentration in Mental Health at the University of Illinois at Springfield. I have been in this agency for 4 months as a Community Ward Visitor Intern and this is a great experience to me because I have a chance to work with people and see in practice what I am learning at school. I am planning to graduate in May 2016.



disabilities in our community.

Hobbies: Traveling, Exploring exotic countries, Music and Soccer.

My name is Oluseye Obafemi Jeje

Undergraduate: Psychology

Graduate study: Masters in Public Health from the University of Illinois Springfield.

I have been with the agency since Aug 2014

I currently work as a Ward Visitor for the Guardianship and Advocacy Commission.

My expected date of graduation is May 2016.

I wish to attain a wealth of experience with how to help, appreciate and relate well with people with



My name is Sunaina Varaganti and I am a graduate student pursuing my Master's degree in Computer Science at the University of Illinois Springfield. I have been working with the agency since August 2014 and it has been a wonderful experience so far. While working as an Information System Analyst Intern, I was given the opportunity to work on real time projects and use the concepts I learned while simultaneously earning my Master's degree. My expected date of graduation would be May 2015.

My name is J.P. Matz and I am a senior studying psychology with a concentration in human services at DePaul University. I have been on board since September 2014. This past fall I have been given a caseload of 20 wards. My internship has allowed me the opportunity to visit the residence of the wards. It is my job at the facility to ensure that the ward is living in an appropriate and safe environment. With this I ensure that the staff is tending to the ward's needs and that the ward feels comfortable in his or her living situation. Also, I ask clinical staff about any recent changes in medications as well as medical emergencies. Naturally through my visits I have learned a great deal about the wards as well as the different facilities that our wards live at. I have become accustomed to how many long-term

care facilities operate and feel comfortable with healthcare jargon and deciphering medical charts. Also through my experiences I have been able to attend a state legislative joint hearing about police worn body cameras. Similarly I have also attended a probate court hearing. For my internship in the New Year I intend to learn about and track legislative bills that pertain to the organization. I plan on interning with the Office of the State Guardian thru May of 2015 and graduate from DePaul in early June of 2015. My goal for my internship is to have a first hand in depth experience with a government agency that looks to provide a service to some of the state's most vulnerable residents. With this experience I look to have a better grasp of the different components to the commission and to

lend a helpful hand in as many ways as I can.

OFFICE DIRECTORY

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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**.

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