



Annual Report FY16

Illinois Guardianship and Advocacy Commission

Compiled by: 16-17 Executive Team

2/15/17

Data and material submissions
from IGAC Employees

Safeguarding the rights of persons with disabilities



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Executive Director's Message

Dr. Mary L. Milano, Esq.

While the news in our State during FY16 was often focused on uncertainties, shortfalls and insecurity about the future, and GAC was not untouched by these palpable realities, the year also saw all of the GAC community, including its varied constituencies, marking a path forward. This path continues our emphasis on the traditional services we have performed in our three statutorily mandated divisions of the Office of the State Guardian, the Human Rights Authority and the Legal Advocacy Service, with less traditional approaches both to the ways those divisions carry out their work and to concretizing our commitment to the rights and potential of those we serve in new and continuously self-critiqued ways.

To those ends, GAC has, with the support of our State Administration, looked at new ways of “doing business,” of more affirmatively shaping our identity, of reaching out to communities and institutions with educational initiatives and alliances, to partnering with and providing expertise to sister agencies and commissions in advancing the Governor’s efforts in human services, healthcare and education, and to developing the bases for precise and useful analytics and data on which to base strategic decisions.

You will read elsewhere in the Annual Report about programmatic successes and the stories of members of our larger community. Or, you might engage with what we invite you to learn by exploring our first-ever interactive eReport. That those interested in our work have these options is in itself representative of the direction we are going in communication and in the greater use of technology in support of our mission.

And you will note, in whatever format you choose, that what GAC is doing continues to be done with virtually no increase in budget or personnel, and with some of the lowest costs of services of any agency in the state.

There are some projects that particularly highlight the steps GAC is taking, continuing last year’s promise to imagine explosively while remaining consistent in service –

- Doing business in a new way, GAC has participated in every one of the Governor’s “Rapid Results” events and conferences, and participation in each has yielded a staff initiated, team driven project which is yielding results that are notable, quantifiable, transportable and useful. Of particular note from the work occurring during FY16 is the development of an on-line training and professional development program for GAC staff, which has built upon the platform and is collaborative in content with work previously done by DHS. The pilot stages have already been initially critiqued and the program will fill out in the coming year and eventually be the basis for education for the professional and general public.
- Enhancing impact on systems that serve our constituencies, participating in the breaking down of silos, and integrating our expertise with that of others, GAC participated actively in the work of the Governor’s Cabinet for Children and Youth, on the Joint Educational Leadership Council and other educational initiatives that will yield results not only for the state in general, but will enhance options for our wards and clients to move into meaningful employment wherever possible, supporting community integration.



- Approaching the needs of the elderly, those with disabilities, and those on the margins, the Community HRA reached out to the offices of Chicago area aldermen and Chicago and Cook County area state legislators, as well as hospitals and other institutions, and in collaboration with LAS, participated actively in community, ward, district and in –house events educating people and providers on Advance Directives.
- Looking to create greater efficiencies and effectiveness in the provision of services and different models of service delivery and employment environment, OSG conducted pilot studies in two regions on mobile and team based service delivery. The results of those pilots will begin to be applied across OSG in the coming year, hopefully enhancing the productivity and professional satisfaction of our Guardianship Road Warriors.
- Efforts continued in expanding our availability and affirmatively serving those in our Veterans' community, in local correctional systems and state forensic units, in developing, commenting on and collaborating in legislative initiatives, in enhancing staff capacity in the special education area, and elsewhere.
- Expanded relationships with institutions of higher learning to provide internships with meaningful work for students across varying dividing lines (among them those of disability) including Lake Forest College, Bradley University, new opportunities for the University of Chicago and UIS Springfield, as well as with the Chicago Public Schools

These are only a few of the ways that GAC is marking out a path that knows no boundaries or walls beyond the possibilities that the commitment of our community – staff, commissioners, partners, clients, legislators and sometimes critics, can imagine.



Agency Overview

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 disability rights violations. The Commission was established by the Guardianship and Advocacy Act of 1979 (20 ILCS 3955/1 et seq.) and is governed by eleven Commissioners appointed by the Governor for three year terms of office. Each Commissioner's selection reflects representation of a particular expertise, consistent with the Commission's mission to serve persons with disabilities.

The Commission carries out its mandates through the work of three primary programs, which receive support from a team of staff with expertise in areas that encapsulate the mission and vision of work for the citizens of Illinois.

- **Human Rights Authority (HRA)**
- **Legal Advocacy Services (LAS)**
- **Office of State Guardian (OSG)**

Our Vision

Ensure access to necessary guardianship and advocacy services for Illinois' citizens with disabilities with commitment to quality service provision by way of well- trained professional staff, dedication to public awareness of disability issues, advocacy for legislation and processes that have positive impacts on the agency, its services and its clients.

Our Mission

To safeguard the rights of persons with disabilities by providing public guardianship services, legal representation and processes to investigate alleged rights violations.



Fiscal Year Comparisons

	Fiscal Year 2015	Fiscal Year 2016
Total number of OSG wards	5,108	5,163
Total number of medical consents given on behalf of OSG wards	12,844	12,457
Total number of GAC intakes	4,326	4,130
Total number of clients served by LAS	9,058	9,627
Total number of LAS cases	6,767	6,393
Total number of HRA cases	284	235
Percentage of HRA recommendations accepted and implemented by service providers investigated	85%	90%
Number of persons impacted by HRA recommendations and suggestions	35,195	12,163

Programmatic Overview



Human Rights Authority

a division of



With the assistance of a team of volunteers, regional HRA's conduct investigations of alleged rights violations by disability service providers committed against people with disabilities. Complimentary to the above, HRA works closely with disability services providers to help resolve rights issues.



- ♦ 235 cases handled
- ♦ 153 intake calls
- ♦ 1,538 volunteer hours contributed
- ♦ 12,163 individuals impacted by HRA recommendations or suggestions
- ♦ 90 percent of recommendations implemented by service providers investigated
- ♦ \$89 program cost per individual with disability impacted

HRA Regional Map



- 8 - North Suburban HRA
- 1 - Evanston HRA
- 3 - Chicago HRA
- 4 - South Suburban HRA
- 5 - Springfield HRA
- 6 - East Central HRA
- 7 - Metro East HRA
- Northwest HRA
- Peoria HRA



- Notable Case Achievements
- Clients not being served in least restrictive environment
- Development of a MOU with the VA regarding forced medication
- Increased public awareness

IGAC

Illinois Guardianship and Advocacy Commission

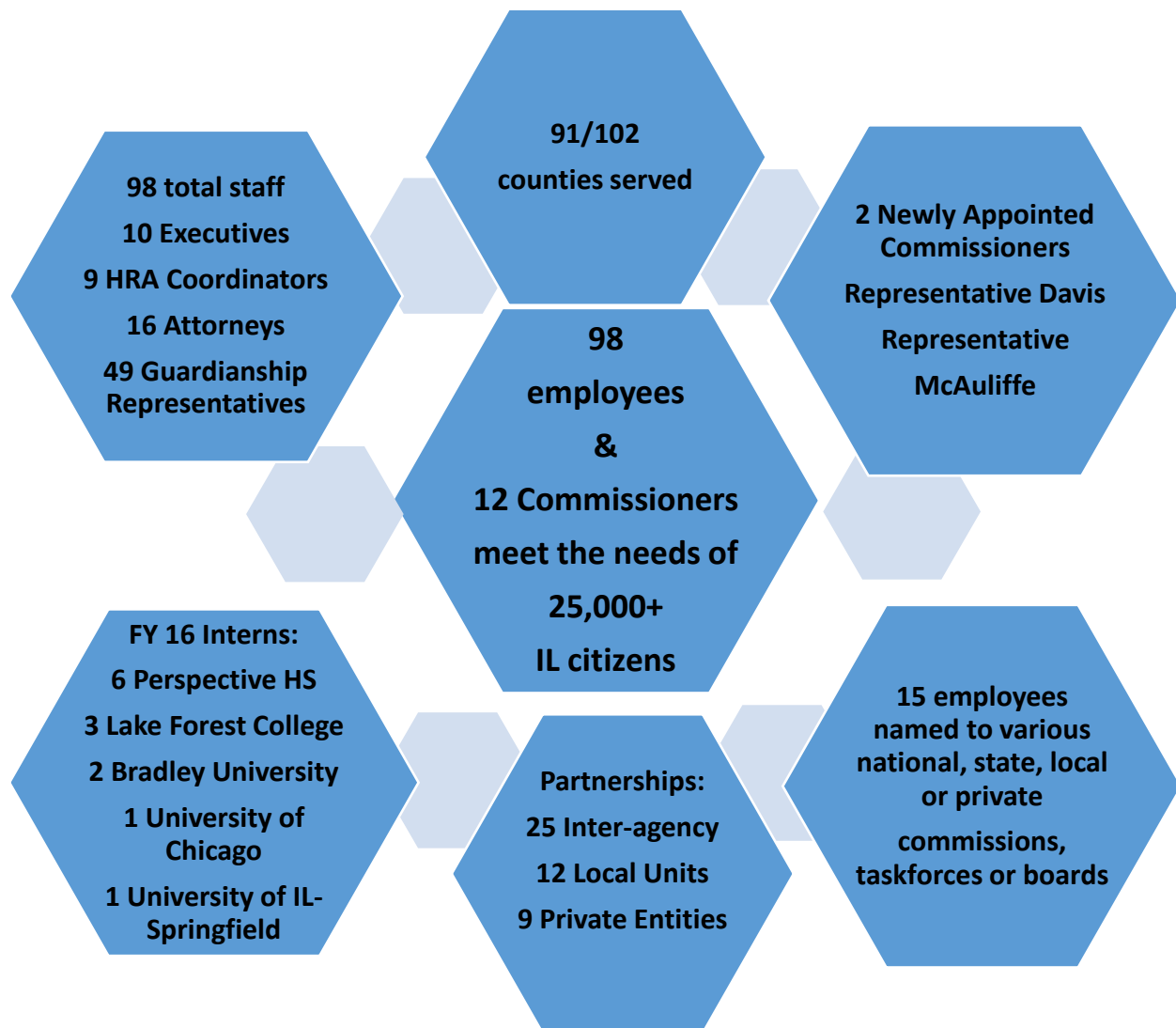


Office of State Guardian

a division of

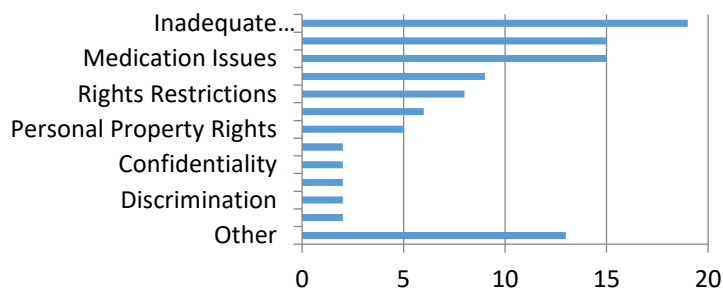


Statistical Overview

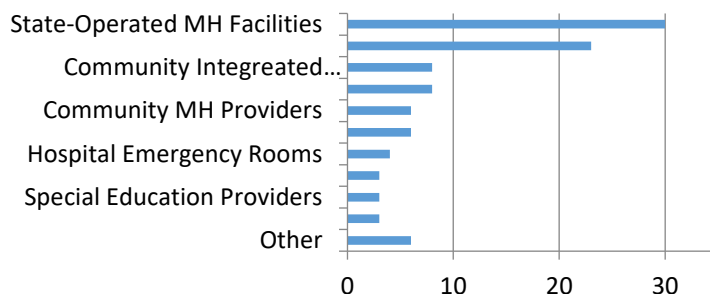


Programmatic Statistical Overviews:

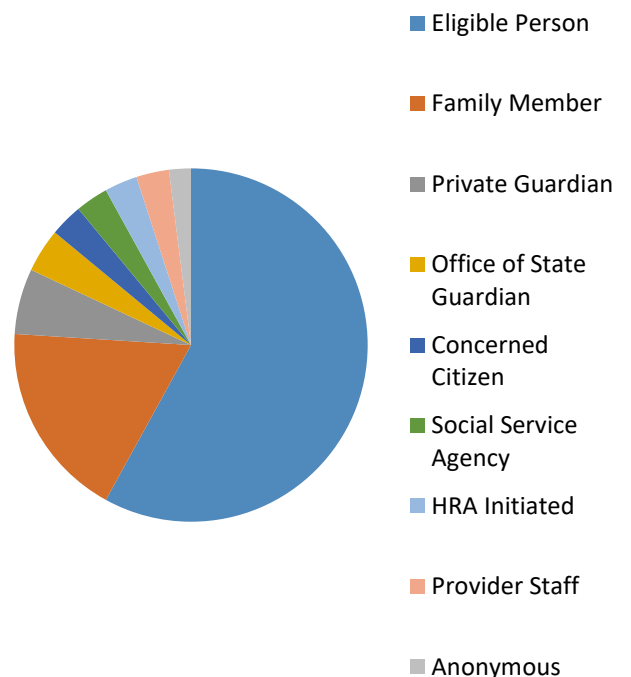
Percentage of Rights Issues Presented in New FY 16 HRA Cases



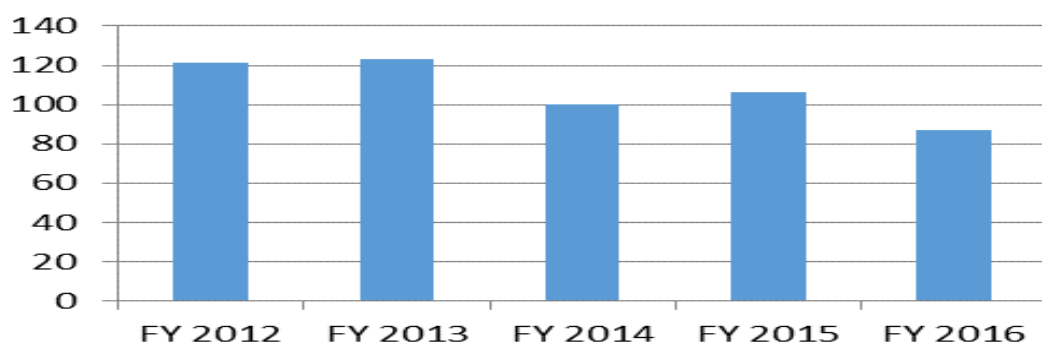
Disability Service Providers Represented in New FY 16 HRA Cases



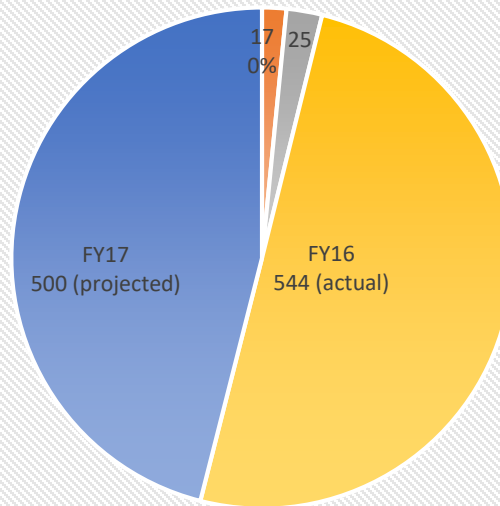
Categories of Complainants in new FY 16 Cases



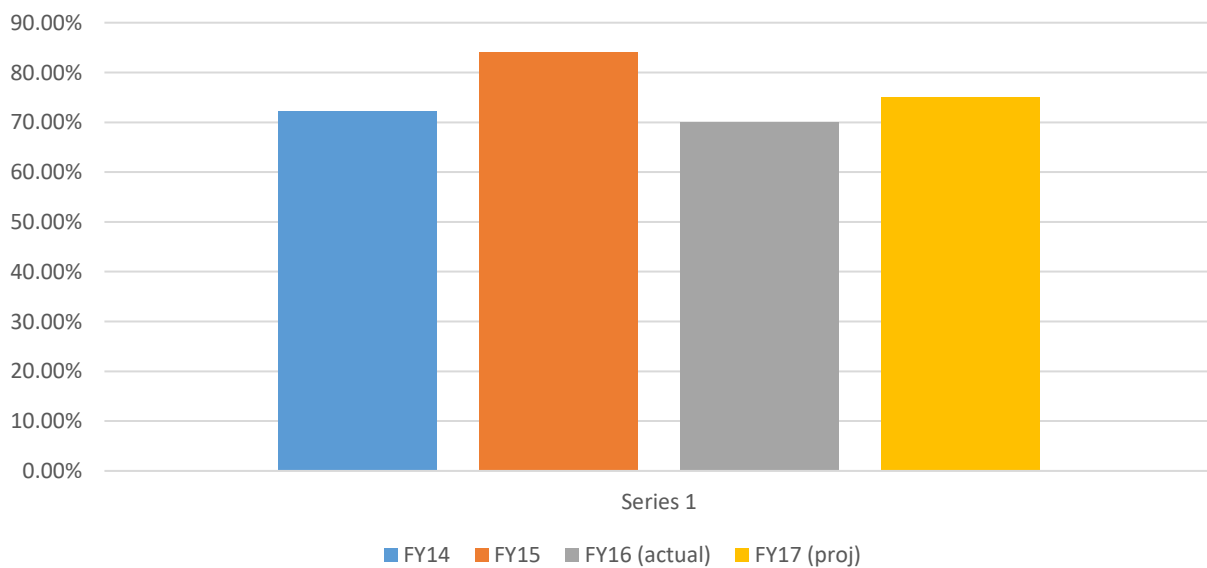
Number of Public Reports Issued in FY 16 Closed HRA Cases



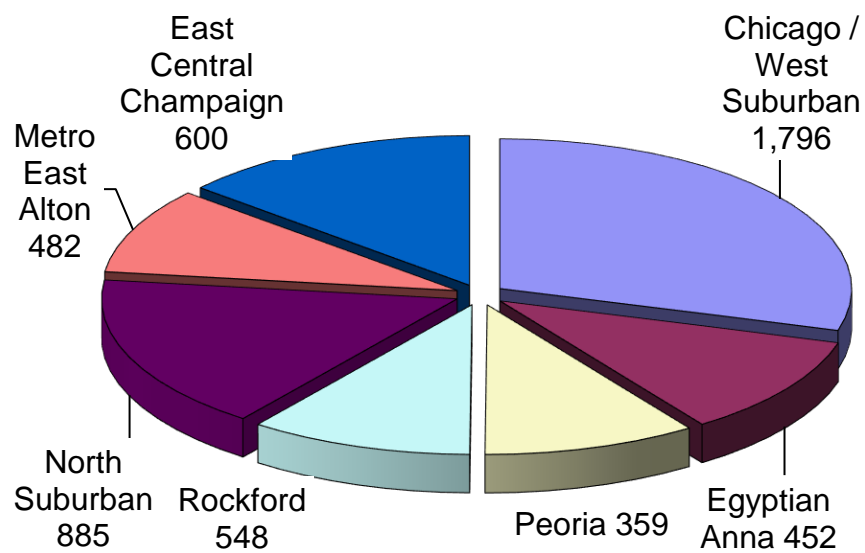
Number of Requests for Advanced Directives Assistance- LAS



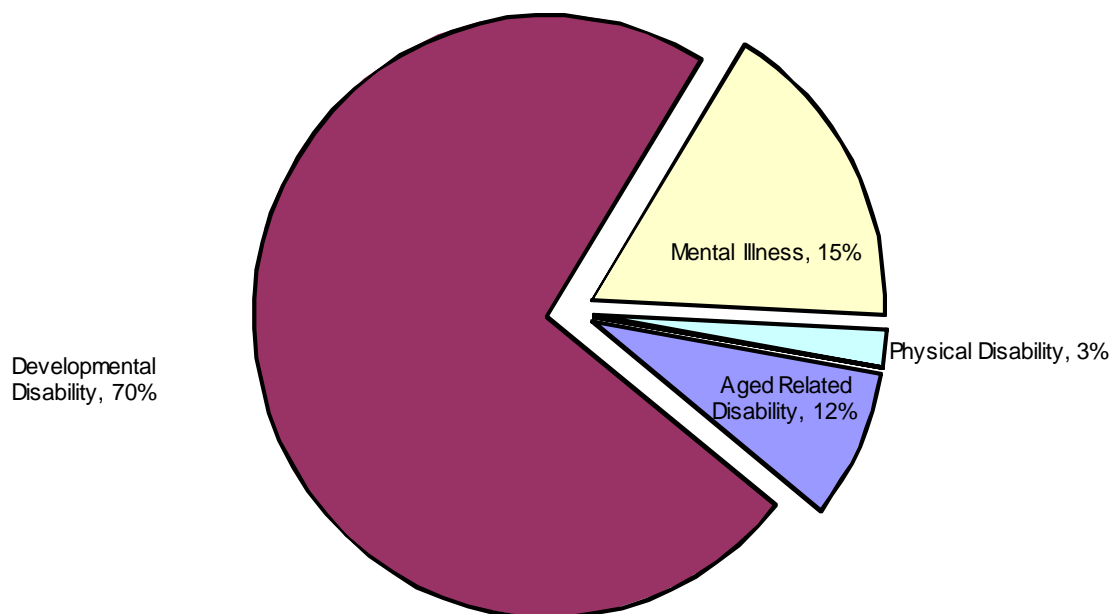
LAS' Percentage of Cases Referred to Higher Courts



OSG Cases by Region



OSG Ward Profiles





Fiscal Overview

Budgeting for Results

CRO: Gia T. Orr R,D, A2: Nicholas Hengels-Chinn					
General Cross-Divisional Projects (*New for FY17)	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Totals:
Number of programmatic or overarching internal trainings offered	0	0	0	0	0
Ward eligibility for "Restoration of Rights"	0	0	0	0	0
Predictive analytics of persons needing services from IGAC	0	0	0	0	0
Outreach activities and publications	0	0	0	0	0
Human Rights Authority	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Totals:
Percent of HRA recommendations accepted by service providers and investigated	Annual	Annual	Annual	Annual	90
Number of persons with disabilities that benefit from HRA recommendations	5913	3135	1254	1861	12163
Number of volunteer hours contributed to HRA	353	584	306	315	1558
Number of investigation reports of findings per region (*New FY17)	0	0	0	0	0
Legal Advocacy Services	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Totals:
Training for Special Education	0	0	0	0	0
Number of appeals based on merit	12	3	4	2	21
Number of advanced directives interactions	2	377	116	49	544
Office of State Guardian	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Totals:
Percentage of wards in community-based placements	50	50	50	50	50
Percentage of guardianship referrals where an alternative to state appt. was found	84	84	84	84	84
Acceptance rate (*New FY17?)					



FUND	Enacted Appropriations	Appropriations After Transfers	Expenditures	Lapse
GRF Fund	\$ 0	\$ 0	\$8,792,193	
GAC Fund	\$ 2,300,000	\$ 2,300,000	\$ 1,073,382	\$ 1,226,618
TOTAL	\$ 2,300,000	\$ 2,300,000	\$ 9,865,575	\$ 1,226,618

NOTE: Due to budget impasse, no Appropriations were made from General Revenue Funds (GRF) for FY 2016. However, by court order, the payroll was processed from GRF funds. All other operational expenses were paid from the Guardianship and Advocacy Fund (GAC Fund).

Category of Expenditure	GRF	GAC Fund
Payroll	\$ 8,792,193	\$ 211,809
Contractual		\$ 523,600
Travel		\$ 85,273
Printing		\$ 8,300
Commodities		\$ 2,800
Equipment		\$ 100
EDP		\$ 17,600
Telecom		\$ 214,900
Auto		\$ 3,300
Interest		\$ 5,700
Total Expenditure by Fund	\$ 8,792,193	\$ 1,073,382



Strategic Partnerships FY16

- ❖ Illinois Imagines
- ❖ The Department of Human Services, Recovery Specialists
- ❖ Alzheimer's Disease Committee
- ❖ Criminal Justice Discussion Groups
- ❖ Illinois Guardianship Association
- ❖ Local Interagency Council on Early Intervention
- ❖ Family Matters Parent Information and Training Center
- ❖ Tazewell County Program for Inclusive Employment
- ❖ Illinois Attorney General
- ❖ Central Illinois Transition Planning Committee
- ❖ Robbins Job and Resource Fair
- ❖ Disability Expo in Champaign
- ❖ The Illinois Department of Corrections Summit of Hope
- ❖ 18th Ward Senior Fair
- ❖ St. Coletta Resource Fair
- ❖ Mental Health Provider Network Meetings
- ❖ DD Provider Network Meetings
- ❖ City of Blue Island
- ❖ John D. Rita Recreation Center
- ❖ Cook County Commission on Human Rights
- ❖ Cook County Veterans Administration
- ❖ Office of the Cook County Public Safety Officer
- ❖ Cook County Public Guardians Office
- ❖ Representative Emmanuel Welch – District Office
- ❖ Statewide Referral Network
- ❖ Illinois Center for Civics Education
- ❖ Residences for Patriots
- ❖ Illinois Campaign for Political Reform
- ❖ Harvey Park District
- ❖ Harvey Senior Center
- ❖ Alderman Derrick Thomas
- ❖ Alderman Dexter Johnson
- ❖ CARPLS
- ❖ Volunteer Advocacy Project
- ❖ St. Louis Area Metropolitan Planning Council
- ❖ Governors State University- Office of Development



Strategic Partnerships FY16

- ❖ University of Illinois- Urbana Department of Special Education
- ❖ Lake Forest College – Office of Development and Career Advancement
- ❖ University of Chicago- School of Social Services and David Axelrod Policy Department
- ❖ University of Illinois- Springfield
- ❖ University of Illinois- Chicago
- ❖ Bradley University
- ❖ Perspectives Charter Schools
- ❖ Congressman Dan Lipinski
- ❖ ASCD formerly Association for Supervision, Curriculum and Development
- ❖ United States Department of Education- Office of Safe and Healthy Students
- ❖ United States Postal Service- Operation Santa
- ❖ Bunker 187
- ❖ MATTER
- ❖ Westside Institute for Veterans
- ❖
- ❖ Various Illinois State Agencies



COMMISSIONERS

Anthony E. Rothert, Chairman
Legal Director, ACLU of Eastern Missouri

Honorable Andrea M. Schleifer
Judge, Circuit Court of Cook County

Rev. Barbara Berry-Bailey
Program Director, Companionship for Africa
Evangelical Lutheran Church in America

Representative William Davis
Democrat, 30th District

Inez Torres Davis
Director for Justice
Women of the Evangelical Lutheran Churches of America

Senator Don Harmon
Democrat, 39th District

Sharon Jenkins-Collins
Doctor of Chiropractic and Naprapathy

Representative Michael McAuliffe
Republican, 20th District

Brian N. Rubin
Rubin Law, A Professional Corporation

Senator Ira Silverstein
Democrat, 8th District



Executive Leadership

Dr. Mary L Milano, Executive Director

Mary L. Milano has served as Executive Director of GAC since October of 2005. Immediately prior, and in her initial State service, she spent two years as Associate Director and Chief of Staff of the Illinois Criminal Justice Information Authority, with responsibility for federal programs and grants. With a lifelong commitment to social justice, her professional background has intentionally crossed traditional professional barriers and includes appointments to the Executive Staff in World Hunger of the Evangelical Lutheran Church in America, as Full Professor of Christian Social Ethics in the graduate program in pastoral ministry at Saint Mary of the Woods College, and the private practice of law in the international firm of Baker & McKenzie. She holds degrees in both law and theology through the post-doctoral level, at institutions including Mundelein College of Loyola University, Northern Illinois University College of Law, McCormick Theological Seminary, Graduate Theological Foundation and the University of Leicester. She has held fellowships in law and international human rights at Northwestern University, Universite Libre de Bruxelles, and the Institute for Higher Studies in International Criminal Justice in Siracusa, Sicily. She has been active in substantive work in the Chicago, Illinois and American Bar Associations, as well as service in the Italian American community. She is also an ordained priest of the Episcopal Diocese of Chicago.

Constance Umbles-Sailers, Confidential Assistant to the Executive Director & Director of Labor Relations

Ms. Umbles-Sailers, brings to the agency many years of supervisory and leadership experience, which includes program design, implementation, management and analysis; organizational strategic planning; grant writing, budget management; and recruitment.

Prior to working for the State, Ms. Umbles-Sailers accumulated more than twenty years of experience in higher education. The bulk of her professional career was serving as the Assistant Dean of Urban Health at the University of Illinois, College of Medicine. After leaving the College of Medicine, Constance spent several years at UIC as an Analyst, in the Chancellor for Human Resources' office monitoring, analyzing and reporting to the Chancellor and auditors, the hiring practices of the University's numerous colleges.

Constance holds a Bachelor of Science degree in Biology and a Master of Science in Biology Pre-Medical Studies, both from Chicago State University.



Florence Martin, Executive Staff

Private Secretary to the Executive Director (Chicago)

Since 2008, Ms. Martin has provided administrative support to IGAC's Executive Director and Executive staff as a whole.

She came to the Agency after a lengthy tenure as Executive Director of the Chicago Multi-Cultural Dance Center, a not-for-profit arts organization in Chicago's South Loop. She has extensive experience in the areas of customer relations and communication having worked with a client base of students ages 3 through adult, parents, and coordinating schedules for the Artistic Director, Board of Directors, faculty and staff. She holds a B.A. from Mundelein College, now of Loyola University.

Michelle Braker, Executive Staff

Private Secretary to the Executive Director (Springfield)

Ms. Braker has worked for the Commission for one year. Her prior work experience was in the Illinois House of Representatives from 1985 to 2015, with eleven of those years serving as Executive Assistant to the House Republican Leader.

Bobbie Fox, Director of Human Resources

Ms. Fox is the Director of Human Resources for Guardianship & Advocacy Commission. She has over 30 years of dedicated state service in Human Resources. Prior to coming to Guardianship & Advocacy Commission, she was the Associate Director of Human Resources for the Criminal Justice Information Authority. Her extensive experience includes the areas of workers compensation, labor relations, interview & selection, FMLA, classifications and CMS personnel rules and regulations.



Kenya Jenkins-Wright, General Counsel

Mrs. Jenkins-Wright is the General Counsel for the Illinois Guardianship and Advocacy Commission. She received her Juris Doctor, magna cum laude, from Northern Illinois University College of Law, DeKalb, IL and her Bachelor of Arts, magna cum laude, from Valparaiso University, Valparaiso, IN. Mrs. Jenkins-Wright joined the Commission February 2015. Prior to her employment with the Commission, Ms. Jenkins-Wright was a civil litigation attorney at the law firm of Greene and Letts. Ms. Jenkins-Wright is active in the legal community. She is the President of the Black Women Lawyers' Association of Greater Chicago, Inc. She is the current President of the Chicago Bar Foundation's Young Professionals Board. She is a member of the Illinois State Bar Association (ISBA) Assembly and a past member of the ISBA Board of Governors.

Teresa Parks, Director, Human Rights Authority

Ms. Parks is the statewide Director of the Human Rights Authority, Illinois Guardianship and Advocacy Commission. She holds a Master's Degree in Social Work from the University of Illinois in Champaign/Urbana and is a National Certified Guardian through the Center for Guardianship Certification. Parks has worked for the Commission for 26 years starting as a Guardianship Representative and then working as a Guardianship Estate Representative and a Regional Human Rights Authority Coordinator before becoming the Human Rights Authority Director. Parks has prior work experience with the Central Illinois Nursing Home Ombudsman Program, Peoria County's case coordination service for senior citizens and the Mental Health Association of Illinois Valley. She has also served on various disability-related boards, including the Heart of Illinois Down Syndrome Association, the Peoria Chapter of the Alzheimer's Disease Association, the Parent Advisory Committee for the Peoria Local Interagency Council for Early Intervention and the Illinois Guardianship Association. She currently serves as the Board President for the Family Matters Parent Training and Information Center, a statewide organization that educates parents on special education rights. She also serves on Committees for Illinois Imagines, the Healthy Brain Initiative and Aces for Woodford County, a county-based parent support group for parents of children with disabilities. Parks is the parent of a daughter in college and the parent and guardian of an adult son with disabilities.



Veronique Baker, Director, Legal Advocacy Service

Ms. Baker has been with the Commission for 10 years and served on the Board of the National Guardianship Association for three years. Prior to her employment with the Commission, she was employed by the Chicago Legal Clinic as a staff attorney and then a Supervisory Attorney. Baker's legal practice was concentrated in the areas of family law, probate law and bankruptcy.

She holds a Doctorate of Jurisprudence from Vanderbilt Law School, Nashville, TN and a Bachelor of Science from Tennessee State University, Nashville, TN. She is the mother of a teenage son.

Barry Lowy, Director, Office of State Guardian

Barry G. Lowy assumed a position with the Illinois Guardianship and Advocacy Commission as Director of its Office of State Guardian Barry G. Lowy beginning January 2017. Prior to this position, he had been with Equip for Equality from February 1999, initially as a senior attorney, then a project manager and supervising attorney. He has litigated individual disability discrimination cases arising under the ADA ranging from individual employment discrimination matters to class action litigation on behalf of adults seeking developmental disability services in community settings and was part of the Ligas class counsel team. He has litigated multiple adult guardianship cases on behalf of individuals with developmental and psychiatric disabilities including the appellate decision of Guardianship of Muellner v. Blessing Hospital, which prevents guardians from compelling wards with mental illnesses into nursing homes against their wishes. He has also litigated adult DD Medicaid waiver claims at the administrative and appellate level. Barry served as an adjunct professor at SIU School of Medicine, Department of Psychiatry from 2002-2012, is a member of the Illinois State Bar Association's Disability Law Committee and participates in training law enforcement Crisis Intervention Teams in central Illinois.

Prior to coming to Equip for Equality, Barry was in private practice in Cook and Lake County working in the field of personal injury including medical malpractice and products liability. He has a law degree from Tulane University School of Law and a Bachelor of Arts degree from Lake Forest College.



Gia T. Orr, Director, Community Rights, Relationships & Resources

Ms. Orr holds a B.S. in Political Science/Criminal Justice, an M.S. in Human Services Administration and an M.Ed in Leadership/Organizational Structure. Gia began her tenure as the Director of Community Rights, Relations and Resources in July 2013.

Her responsibilities are centered on agency public awareness, programmatic support to communities/service entities, and advocacy in areas underserved/underrepresented. Additionally, she is the coordinator of statewide human rights panel members who focuses on research, collaboration, advisement, education and resolutions in the areas of safeguarding the rights of persons with disabilities in both traditional and non-traditional settings. Her advocacy, policy and organizational structure roots date back to career ventures in other state and state supported systems as well as fifteen year tenure in education. She is currently a legislative advocacy appointee for ASCD based in Arlington, VA, a commissioner for Cook County Commission on Human Rights and an advisory board member for Illinois Center for Civics Education.

Gloria Lasley, Chief Fiscal Officer & Chief Information Officer

Ms. Lasley has a Bachelor of Science in Business Administration from Loyola University of Chicago; an MBA from Keller Graduate School of Management, and certification from DePaul University's Computer Career Program. She joined GAC's executive team in 2011.

Her prior experiences include 10 years as the Director of Finance and HR for L-Technology Enterprises, an IT Consulting Firm; 3 years with Oracle Corp where she worked as a Technical Sales Consultant helping clients find the right technical solutions for their business needs; and 5 years with Heller Financial, (now part of GE Credit) where she started as a mainframe programmer, and moved up to a Business Analyst and then a Database Administrator. Ms. Lasley lives in Chicago with her husband and three children.

