

ANNUAL REPORT FY2017



Safeguarding the rights of persons with disabilities



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Executive Director's Message

Dr. Mary L. Milano, Esq.

In the course of FY17, GAC continued to pursue its mission to fulfill specific mandates to serve citizens of Illinois with disabilities and to more broadly serve the communities of the State of which they are a part. The people of GAC see this mission as one which is integrated in purpose, and activity and is integral to the health of our communities in their diversity, compassion and potential.

We continue to be committed to providing “traditional” services of our three statutorily mandated divisions – the Office of the State Guardian, the Human Rights Authority and the Legal Advocacy Service – but in what we believe are not traditional ways. We are more committed than ever to finding ways to deepen, expand and re-imagine both our methodologies and our vision of barriers broken down, lives enhanced, persons empowered, and communities enriched. We are committed to demonstrating that in pursuing these paths, we intentionally model responsible use of every dollar and resource allocated to us as a public agency, and the ability to be agile, responsive and imaginative in the face of whatever economic and other challenges we face. We continue to do our work with virtually no budgetary or personnel increases and with some of the lowest costs of services of any agency in the State.

I encourage you to look at our statistics – but also to look at the stories in this report. Those we have been privileged to serve will, I believe, amaze you as they amaze and challenge us every day. And we continue our pledge, renewed each year and in many ways each day, to imagine explosively, collaborate actively and make the path we mark out to be one that knows no boundaries or walls, and represents the best that all of you – staff, commissioners, partners, clients, legislators, and sometimes critics – can imagine as well.



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.

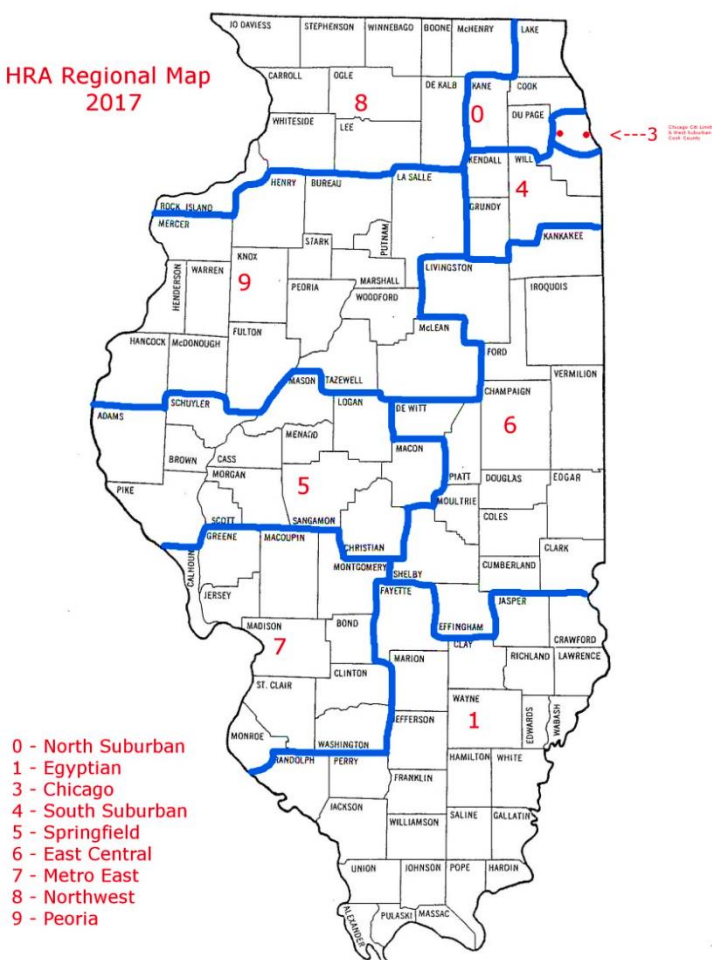
9 HRA coordinators

FY 17 – 4 Interns

Bradley University	2
Illinois State University	1
Peoria High School	1

- 278 cases handled
- 214 intake calls
- 1650 volunteer hours
- 13,188 individuals impacted by HRA recommendations and suggestions
- 92% of recommendations implemented by service providers
- \$67 program cost per individual with disabilities impacted

HRA Regional Map
2017

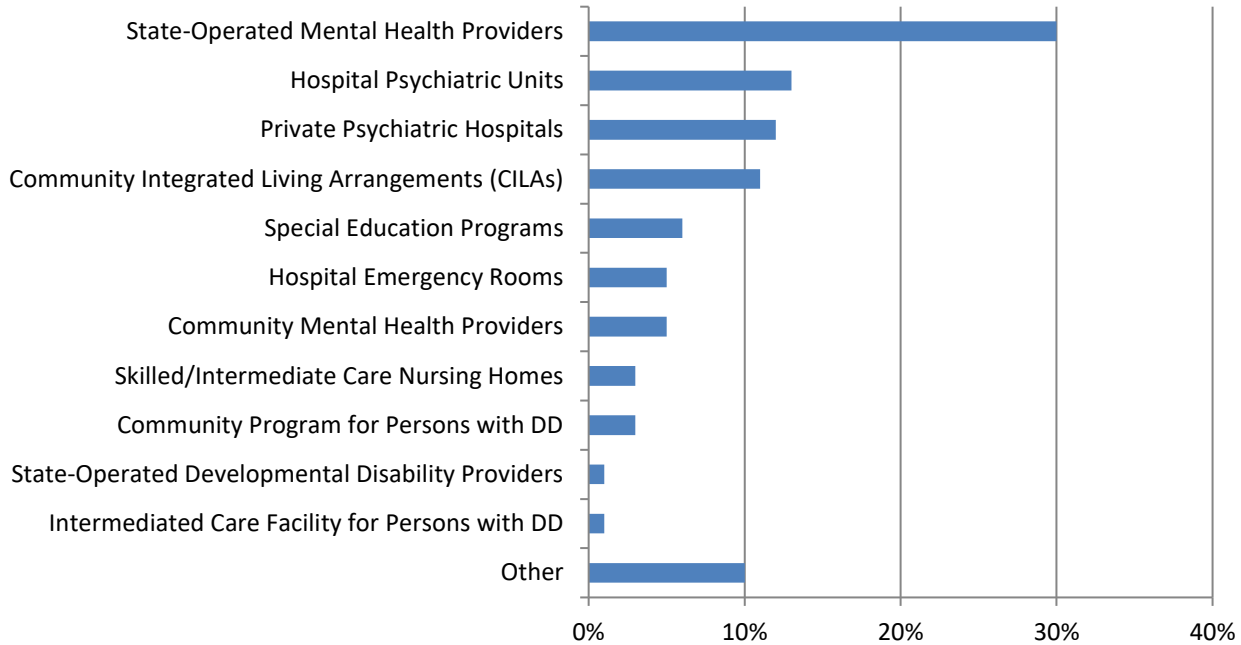


The Human Rights Authority investigates allegations of rights violations committed by both public and private entities that serve children and adults with disabilities.

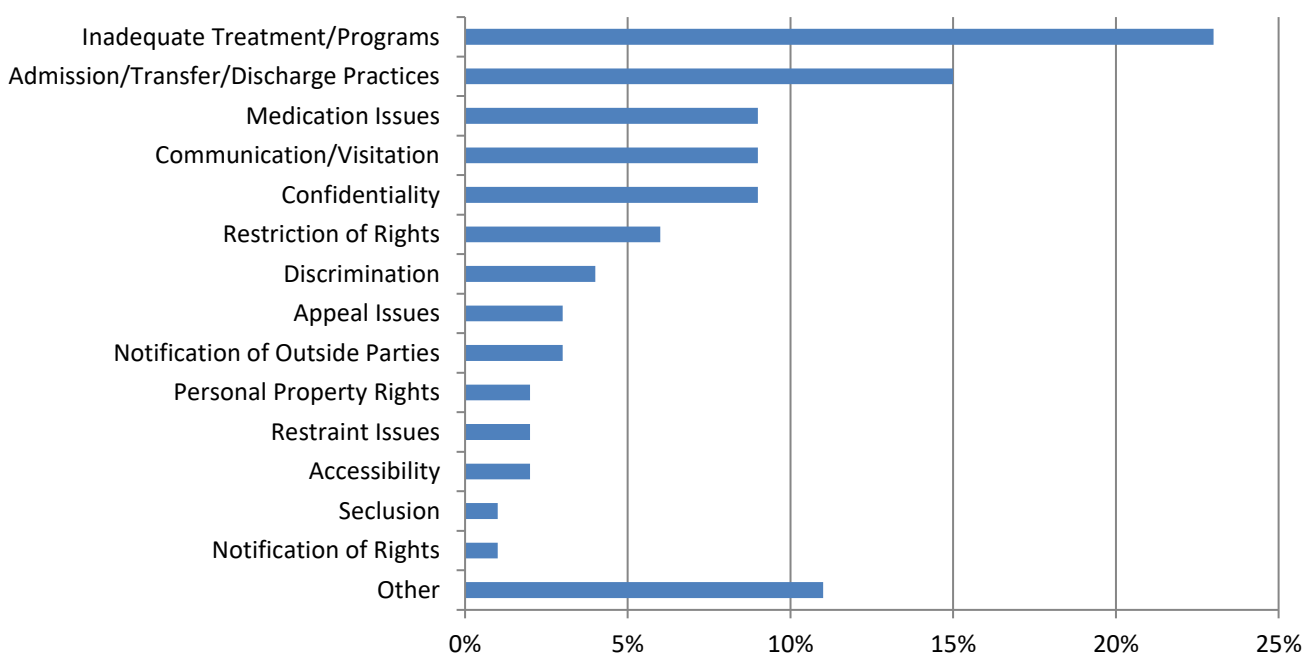
Through its investigations and negotiated case outcomes, the Authority advocates for systemic changes to provider policies, procedures and practices that improve disability rights protections.

Comprised of nine regional panels, located across the State, the Authority engages Illinois' citizens who serve, voluntarily, as members on the panels. Each region is staffed by a coordinator and nine volunteer members (81 total volunteers); each panel consists of three members who are service provider representatives and the remaining six members are consumers, family members or concerned citizens. The Authority provides a confidential and knowledgeable resource to refer complaints of disability rights protections and offers service providing agencies an objective means of resolving complaints without costly litigation. HRA findings are publicly released and can be accessed through the Commission website.

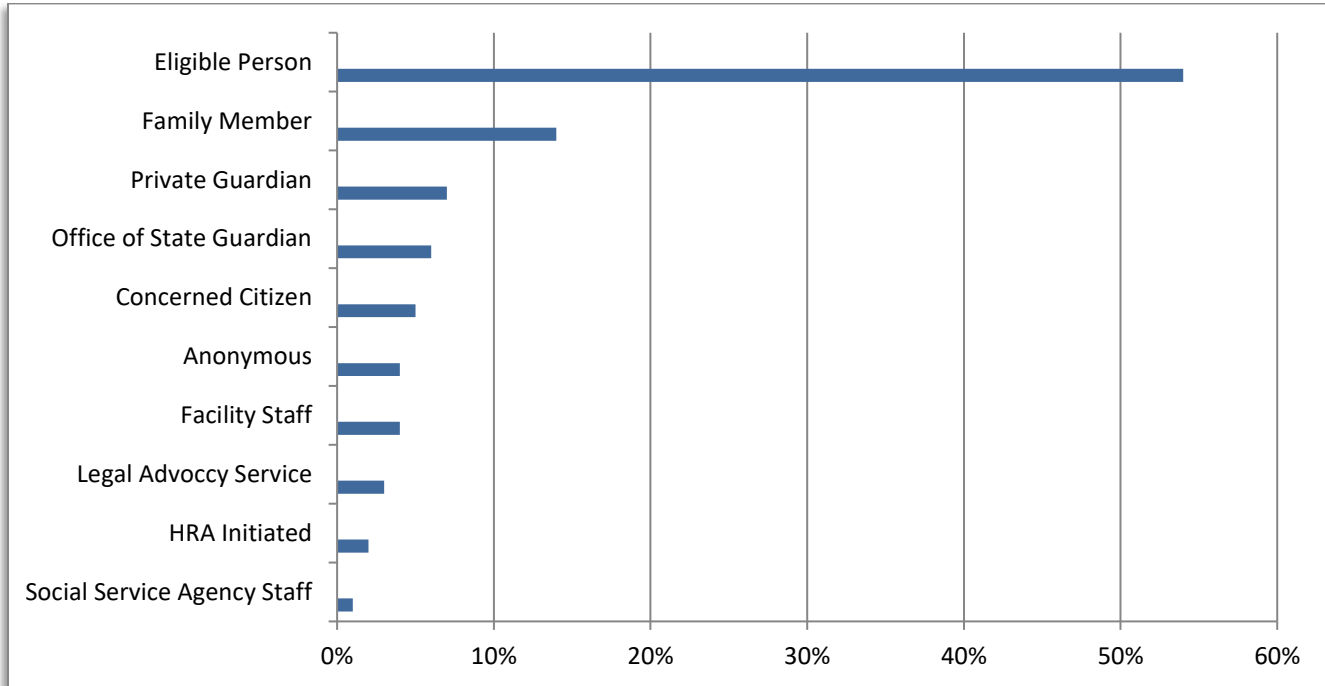
Percentage of Disability Service Providers Represented in New HRA Cases



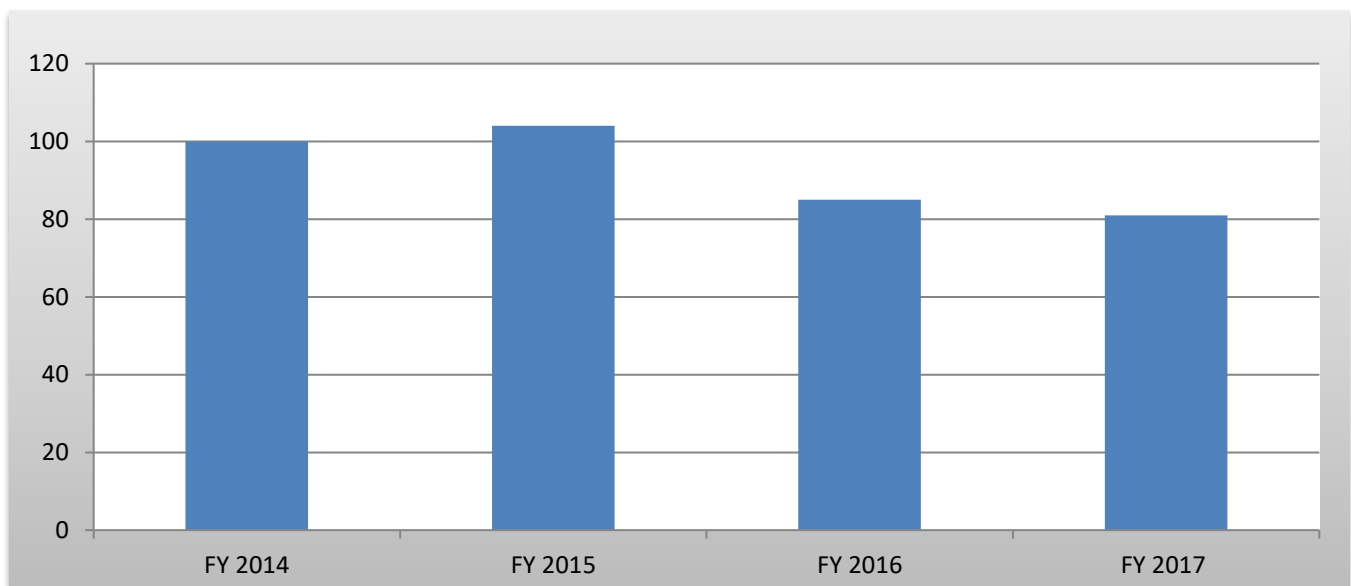
Percentage of Rights Issues Presented In New FY 17 HRA Cases



Categories of Complainants in New FY 17 Closed HRA Cases



Number of Public Reports Issued in FY 17 Closed HRA Cases





Legal Advocacy Service (LAS)

13 staff attorneys

4 interns

- 7075 clients served
- 8729 cases handled
- 1143 intake calls
- 1074 Lee Wesley Consent Decree referrals
- 437 hearings held
- 316 requests for Advanced Directives Assistance
- 61 new appeals
- 86% of cases referred to higher courts
- \$157 cost per case handled
- \$194 cost per client served

2017 Notable Accomplishments



Barbara Goben

President, Illinois State Bar Association
Mental Health Law Committee



Andreas Liewald

Secretary, Illinois State Bar Association
Mental Health Law Committee



Matthew Davison

Panelist, Chicago Bar Association Seminar

Mental Health Resources: Pathways to Help for Persons and Families in Crisis



In January 2017 LAS became a sub-grantee in the Cook County Health and Human Services' Assisted Outpatient Treatment Program, providing legal representation in mental health cases with the goal of entering Agreed Out-Patient treatment orders. The program has had 65 clients screened.

Appellate Successes



In re Benny M., 2015 IL App (2d) 141075



In re Clinton, S., 2016 IL App (2d) 151138



In re Amanda H., 2017 IL App (3d) 150164



In re Carol B., 2017 IL App (4th) 160604



In re Tara S., 2017 App (3rd) 160357



In re Linda B., 2017 IL 119392



In re Beverly B., 2017 IL App (2d) 160327

The Legal Advocacy Service was created so that eligible children and adults could obtain legal advice and representation to protect and enforce their rights guaranteed by Illinois' mental health laws. LAS attorneys provide needed assistance to persons with disabilities in a variety of settings: mental health facilities, residential programs, community placements and nursing homes. Issue addressed include, but are not limited to: involuntary admission to and treatment in hospitals, discharge from hospitalization, adequate treatment, refusal of unwanted services and confidentiality of mental health records. Illinois courts often appoint LAS to represent persons with disabilities. Many cases result in published opinions which educate other mental health law attorneys, shape the manner in which future hearings are conducted and create precedents for future court decisions. The Legal Advocacy Service provides assistance to thousands of individuals with disabilities each year. This assistance takes the form of information, referrals and legal representation in court hearings and administrative proceedings.



Office of State Guardian (OSG)

5 Attorneys

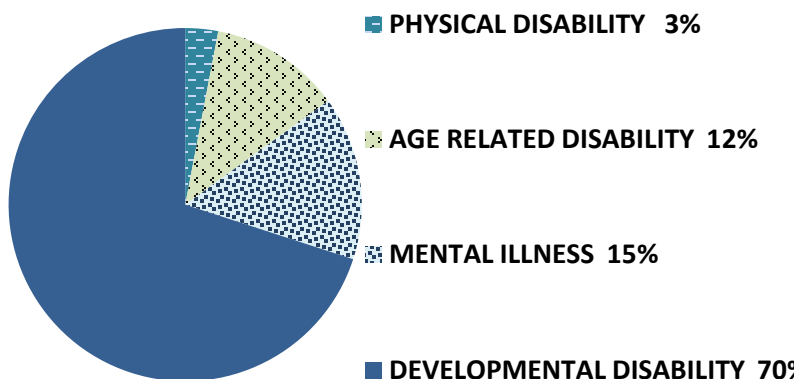
4 Intake Representatives

5 Guardianship Representatives for Estate cases

37 Guardianship Representatives for Person cases

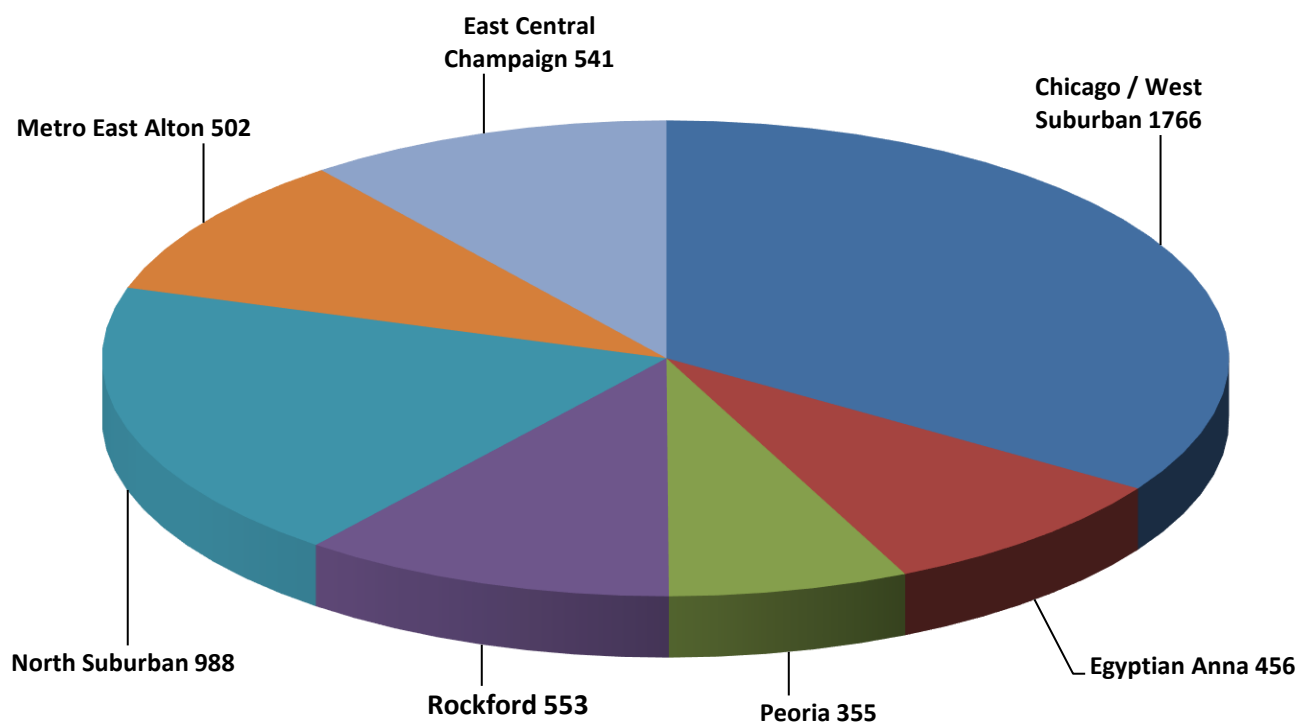
- **5,351 wards**
(Includes those who are listed as deceased in FY17)
- **Average caseload 154**
- **14,217 consent activities**
- **3,706 intakes**
- **14,217 medical and other consent activities**

Ward Profiles



The Office of State Guardian is the largest public guardianship agency of its kind in the United States with cases located in 94 out of 102 Illinois Counties. The purpose of adult guardianship is to provide substitute decision making for medical treatment, medication, residential placement, money management and direct care planning. Appointed by the court, OSG is responsible for the affairs of nearly 5400 wards, and serves over 10,000 clients annually who have a wide range of disabilities including chronic mental illness, developmental disabilities, age-related disabilities or profound illnesses. In addition, OSG manages over \$3 million of its wards' assets, ensuring appropriate expenditures and investments of their funds. Many wards live in community settings for persons with mental illness or developmental disabilities, others live in nursing homes or State operated institutions throughout the State. The expertise of OSG allows it to monitor and advocate for appropriated medical and rehabilitative services unique to each disability and each client.

Number of Cases by Region



Fiscal Summary

FUND	Enacted Appropriations	Appropriations After Transfers	Expenditures	Lapse
GRF Fund	\$ 0	\$ 0	\$8,760,383	
GAC Fund	\$ 2,300,000	\$ 2,300,000	\$ 1,039,987	\$ 1,260,013
TOTAL	\$ 2,300,000	\$ 2,300,000	\$ 9,800,370	\$ 1,260,013

Due to budget impasse, no Appropriation was made from General Revenue Funds (GRF) for Fiscal Year 2017. However, by court order, payroll was processed from GRF funds. All other operational expenses were paid from the Guardianship and Advocacy Fund (GAC).

Lapsed funds were largely due to the delay in IT Infrastructure project to upgrade agency's Case Management System. This project has been delayed until Fiscal Year 2019. Additional lapse due to lower headcount as retirement outpaced hiring.

Details of the expenditures by category are as follows:

Category of Expenditure	GRF	GAC Fund
Payroll	\$ 8,760,383	191,086
Contractual		460,403
Travel		89,500
Printing		10,200
Commodities		9,100
Equipment		7,876
EDP		52,429
Telecom		209,917
Auto		3,780
Interest		5,696
Total Expenditure by Fund	\$ 8,760,383	\$1,039,987

Budgeting for Results

General Cross-Divisional Projects (Increase ind. & family stability + self-suff)	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Totals:
Number of programmatic or overarching internal trainings offered	19	51	17	52	139
Ward eligibility for "Restoration of Rights"	40	40	38	25	143
Predictive analytics of persons needing services from IGAC	(census) 20000	*20000	*21800	*22000	0
Outreach activities and publications	49	118	63	101	331

Human Rights Authority (Meet the needs of the most vulnerable)	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Totals:
Percent of HRA recommendations accepted by service providers and investigated	Annual	Annual	Annual	Annual	92%
Number of persons with disabilities that benefit from HRA recommendations	5671	1094	4717	1706	13188
Number of volunteer hours contributed to HRA	484	271	437.5	457.5	1650
Number of investigation reports of findings per region	20	9	19	33	81

Legal Advocacy Services (Increase ind. & family stability + self-sufficiency)	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Totals:
Training for Special Education	0	6	0	0	6
Number of appeals based on merit	3	4	2	5	14
Number of advanced directives interactions	65	29	54	97	245

Office of State Guardian (Meet the needs of the most vulnerable)	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Averages:
Percentage of wards in community-based placements	49	47	44	43	45.75
Percentage of guardianship referrals where an alternative to state appt. was found	74	66	65	51	64
Acceptance rate	26	34	35	49	36



Strategic Partnerships

- ✦ 18th Ward Senior Fair
- ✦ Alderman Derrick Thomas
- ✦ Alzheimer Disease Committee
- ✦ Arab American Network of Resources
- ✦ ARC of Illinois
- ✦ ASCD formerly Association for Supervision, Curriculum and Development
- ✦ Bradley University
- ✦ CARPLS
- ✦ Central Illinois Transition Planning Committee
- ✦ Chicago Public Schools
- ✦ City of Blue Island
- ✦ Congressman Dan Lipinski
- ✦ Cook County Commission on Human Rights
- ✦ Cook County Justice and Mental Health Commission
- ✦ Cook County Public Guardians Office
- ✦ Cook County Sheriff's Office
- ✦ Cook County Veterans Administration
- ✦ Criminal Justice Discussion Groups
- ✦ DD Provider Network Meetings
- ✦ Disability Expo in Champaign
- ✦ Family Matters Parent Information and Training Center
- ✦ Governors State University – Office of Development
- ✦ Governors State University – College of Arts and Sciences
- ✦ Greater Peoria Works
- ✦ Harvey Park District
- ✦ Harvey Senior Center
- ✦ Illinois Attorney General
- ✦ Illinois Campaign for Political Reform
- ✦ Illinois Center for Civics Education
- ✦ Illinois Department of Human Services
- ✦ Illinois Department of Innovation and Technology (DoIT)
- ✦ Illinois Department of Public Health
- ✦ Illinois Guardianship Association
- ✦ Illinois Imagines
- ✦ Illinois State Board of Education



Strategic Partnerships

- ✚ Illinois State Police
- ✚ Illinois State University
- ✚ Lake Forest College – Office of Development and Career Advancement
- ✚ Local Interagency Council on Early Intervention
- ✚ Mental Health Provider Network Meetings
- ✚ Molina Health Care
- ✚ National Louis University
- ✚ Office of the Cook County Public Safety Officer
- ✚ Peoria High School
- ✚ Perspectives Charter Schools
- ✚ Primo Center for Women and Children
- ✚ Rapid Results
- ✚ Representative Emmanuel Welch – District Office
- ✚ Residences for Patriots
- ✚ Robbins Job and Resource Fair
- ✚ St. Coletta Resource Fair
- ✚ St. Louis Area Metropolitan Planning Council
- ✚ Statewide Referral Network
- ✚ Tazewell County Program for Inclusive Employment
- ✚ The Department of Human Services, Recovery Specialists
- ✚ The Illinois Department of Corrections Summit of Hope
- ✚ United States Department of Education- Office of Safe and Healthy Students
- ✚ University of Chicago- School of Social Services and David Axelrod Policy Department
- ✚ University of Illinois- Chicago
- ✚ University of Illinois- Springfield
- ✚ University of Illinois- Urbana Department of Special Education
- ✚ Veterans Administration
- ✚ Volunteer Advocacy Project
- ✚ Westside Institute for Veterans



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 Q. 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.

Teresa Parks, Director, Human Rights Authority

Ms. Parks is the statewide Director of the Human Rights Authority. 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 been with the Commission for twenty-eight years starting as a Guardianship Representative and then a Regional Human Rights Authority Coordinator before becoming the Human Rights Authority Director. Parks has prior work experience as a Nursing Home Ombudsman, as a Case Coordinator for the Department on Aging's Community Care Program and as a Program Director for the Mental Health Association of Illinois Valley. She has served on various disability related boards, including the Heart of Illinois Down Syndrome Association, the Peoria chapter of the Alzheimer's Disease Association, a Parent Advisory Committee for the Peoria Local Interagency Council for Early Intervention, the Illinois Guardianship Association, Family Matters Parent Training and Information Center, Illinois Imagines Public Policy Committee and the Commission Representative for the Alzheimer's Advisory Committee.

Veronique Baker, Director, Legal Advocacy Service

Ms. Baker has been with the Commission for twelve 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.



Executive Leadership

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 and Resources

Ms. Orr holds a Bachelor of Science in Political Science/Criminal Justice, a Master of Science in Human Services Administration and a Master of Education 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 and 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.



Executive Leadership

Bobbie Fox, Director of Human Resources

Ms. Fox is the Director of Human Resources for Guardianship & Advocacy Commission. She has over thirty 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.

Constance Umbles-Sailers, Confidential Assistant to the Executive Director and 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 the Urban Health Program at the University of Illinois, College of Medicine. After leaving the College of Medicine, Constance spent several years at UIC as a Research 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.

Kenya Jenkins-Wright, General Counsel

Ms. 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. Ms. 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 Ex-Officio of the Black Women Lawyers' Association of Greater Chicago, Inc. She is a Board Member of the Chicago Bar Foundation, the Illinois State Bar Association (ISBA) Assembly and a past member of the ISBA Board of Governors.

Michelle Braker, Executive Staff, Private Secretary to the Executive Director (Springfield)

Ms. Braker has worked for the Commission for three years. 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.

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 three through adult, parents, and coordinating schedules for the Artistic Director, Board of Directors, faculty and staff. She holds a Bachelor of Arts from Mundelein College, now of Loyola University.



Organizational Structure

