

# ABSTRACTS OF STATE REPORTS

JULY 2022

COMMISSION ON GOVERNMENT FORECASTING AND ACCOUNTABILITY

## Reports Filed with the General Assembly

The CGFA staff is required to prepare abstracts of reports required to be filed with the General Assembly (25 ILCS 130/10-6). Legislators may receive copies of entire reports by emailing the form that was delivered to their Springfield office to [isinfo@ilsos.net](mailto:isinfo@ilsos.net) or by mailing it to the State Government Report Distribution Center at the Illinois State Library. This report is posted monthly on our website.

### **Aging, Dept. on**

#### *Adult Protective Services annual report, FY 2021*

The Adult Protective Services program received 20,567 reports of abuse—down 233 (1.1%) from FY 2020. This was the second year of declining reports, which the Department attributes to the pandemic. About 30% of abuse reports alleged financial exploitation (victims may suffer more than one type of abuse). Among alleged victims, 68% were aged 60 to 85 and 15% were 86 and older. The Department launched a new #Engage2Change program, including public service announcements, a website, and billboards, to raise awareness and encourage reporting of suspected abuse. (320 ILCS 20/11; March 2022, rec'd June 2022, 36 pp.)

#### *Annual report, FY 2020*

The Department's \$1.34 billion budget for FY 2020 covered 6 areas: community

care, community supportive services, central management, elder rights, employment services, and training and staff development. Fiscal 2020 accomplishments include transitioning to a remote service delivery model due to COVID-19, and working with community-based care coordination units to provide over 10,000 older adults with transportation, medication deliveries, home modifications, grocery shopping, and meals. (20 ILCS 105/7.09(2); undated, rec'd June 2022, 17 pp.)

#### *Community Care Program annual report, 2021 (FY 2020 data)*

The program provides services to help older adults stay in their homes. In FY 2020, 63,900 people received services each month. In that year, 73 adult day services sites served 2,000 people per month; the Emergency Home Response Service was used by almost 30,000 people each month;

and 101 home care agencies served about 57,500 older adults each month. The report also includes information on the Department of Human Services' Home Services Program, which helps people with severe disabilities who are not eligible for the Community Care Program stay in their homes. Services can include a personal assistant, home-delivered meals, assistance equipment, and respite services. (20 ILCS 105/4.02; Sept. 2021, rec'd June 2022, 2 pp.)

### **Central Management Services, Dept. of**

#### *Data Governance and Organization to Support Equity and Racial Justice Act progress report, 2022*

Under the Act, agencies must report demographic information of participants in each of their major programs. In an earlier report, CMS identified one major program for analysis, called "PEERS—Personnel Mainframe." This report gives

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data on the race, ethnicity, age, gender, disability status, and primary language of the 44,788 participants. (20 ILCS 65/20-15(f); undated, rec'd June 2022, 6 pp.)

*State Workers' Compensation Program Advisory Board annual report, FY 2022*

The Board was created to review and provide recommendations to improve the state's workers' compensation program. It met 3 times in FY 2022. At those meetings, best practices were identified in the areas of small group training; regular meetings with the state workers' compensation program administrator; and resources for agency coordinators. (20 ILCS 405/405-411(e); undated, rec'd June 2022, 5 pp.)

**Commerce Commission**

*Cable & video service deployment annual report, 2022*

Since 2007, the Commission has approved 28 applications from companies seeking to provide cable or video services. As of 2021, DIRECTV, LLC (formerly AT&T Illinois) offered access to 3.1 million households (29% low-income); Highland Communication Services to 4,486 (25% low-income); Mediacom Illinois LLC to 248,175 (31% low-income); MCC Illinois LLC to 80,879 (33% low-income); Comcast to all 354,187 low-

income households in Chicago; Computer Techniques, Inc. to 10,586 (39% low-income); Illinois Electric Cooperative to all 929 households in its footprint (28% low-income); Mediacom Southeast LLC to 1,876 (39% low-income); RCN Telecom Services of Illinois, LLC to 478,730 (33% low-income); Co-Mo Comm, Inc. to all 32,795 households in its footprint (34% low-income); iTV-3, LLC to 49,108 (29% low-income); Frontier North Inc. to 45,243 (14% low-income); Wabash Communications to 747 (31% low-income); Consolidated Communications Enterprise Services, Inc. to 108,492 (32% low-income); Zito Midwest LLC to all 2,682 households in its footprint (20% low-income); Telecommunications Management, LLC to 120,940 (31% low-income); Madison Communications, Inc. to all 3,552 households in its footprint (3% low-income); Cass Cable TV, Inc. to all 9,398 low-income households in its footprint; MCC Network Services, LLC to 861 (9% low-income); and Illinois Fiber Connect LLC to 498 (20% low-income). Surf Air Wireless, LLC provided cable services to Ottawa; it has stopped offering video services. Pavlov Media Cable Illinois, LLC reported that technical issues delayed cable and video services; it expects to start providing service later in 2022.

(220 ILCS 5/21-1101(k); issued & rec'd June 2022, 19 pp. + 22 attachments)

**Commerce and Economic Opportunity, Dept. of**

*Report to the Restore Illinois Collaborative Commission, March 2022*

The report describes actions under the Restore Illinois plan for responding to COVID-19, including support to businesses, residents, and local governments. As of March 8, DCEO had awarded \$180 million in Back to Business grants to 4,897 businesses. Community Navigators have provided technical assistance to over 160,000 businesses. Applications are being reviewed for the Rebuild Downtowns & Main Streets and the Tourism Attractions & Festivals grant programs. As of March 7, \$236.5 million of \$250 million available to local governments outside of Cook, Lake, Will, Kane, & DuPage counties under the Local CURES (Local Coronavirus Urgent Remediation Support) program had been awarded to 1,059 local governments. So far in round 2 of the Illinois Rental Payment Program, \$17.6 million was disbursed to 1,960 applicants. (20 ILCS 605/605-1045(c); March 2022, rec'd June 2022, 9 pp.)

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**Insurance, Dept. of***Office of Consumer Health**Insurance annual report, 2020*

The Office's toll-free number got 6,711 calls in 2020.

Consumers requested 2,723 external reviews, but only 914 were eligible. Of those, 415 adverse determinations were overturned; 482 were upheld; and 17 were partially overturned. Due to the COVID-19 pandemic, the Department began allowing consumers to submit documents electronically instead of by mail in 2020. It also observed an increase in complaints and inquiries about telehealth availability. Later that year, Executive Order 2020-09 expanded telehealth services. (215 ILCS 134/90(a)(7); Jan. 2021, rec'd June 2022, 14 pp.)

*Office of Consumer Health**Insurance annual report, 2021*

The Office's toll-free number took 6,963 calls in 2021.

Consumers requested 3,092 external reviews, but only 948 were eligible. Of those, 421 adverse determinations were overturned; 516 were upheld; and 11 were partially overturned. In 2021, the Department acquired new technology and equipment to answer hotline calls remotely due to the COVID-19 pandemic. The Department recommended requiring health plan cards to identify the

appropriate regulatory entity to avoid delays in seeking information. (215 ILCS 134/90(a)(7); Jan. 2022, rec'd June 2022, 12 pp.)

*Workers' Compensation**Insurance Oversight Report, 2020*

In 2019, over 135,000 workers' compensation claims were opened in Illinois. Illinois companies received over \$2.39 billion in workers' compensation insurance premiums that year. Illinois had 346 insurance companies active in this market, second to Pennsylvania. Illinois' workers' compensation market's profits declined by 2.2 percentage points from 2018 to 2019; the national decrease was 1 point. Illinois insurers paid \$635 million in indemnity payments and \$577 million in medical payments. The average premium for Illinois policies effective in 2020 per \$100 of payroll was \$1.29 for the voluntary market and \$3.65 for the assigned market. (820 ILCS 305/29.2(a); March 2021, rec'd June 2022, 11 pp.)

*Workers' Compensation**Insurance Oversight Report, 2021*

In 2020, over 97,000 workers' compensation claims were opened in Illinois. Illinois companies received over

\$2.22 billion in workers' compensation insurance premiums that year. Illinois and Indiana had the most active workers' compensation insurers at 356 each. Illinois' workers' compensation market's profits declined 7.3 percentage points from 2019 to 2020; the national decrease was 3.3 points. Illinois insurers paid \$620 million in indemnity payments and \$501 million in medical payments. The average premium for Illinois policies effective in 2021 per \$100 of payroll was \$1.39 for the voluntary market and \$4.01 for the assigned market. (820 ILCS 305/29.2(a); undated, rec'd June 2022, 11 pp.)

**Natural Resources, Dept. of***Coal statistical report, 2021*

In 2021, the output from the state's 13 mines was about 38.3 million tons. They employed 2,500 workers. The report has information on counties with mines, transportation methods, use of explosives, methods of mining, office addresses of mines, and historical information on mining. It also includes data on physical characteristics of individual mines. (225 ILCS 705/4.18; undated, rec'd June 2022, 24 pp.)

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**State Board of Education**  
*Strategic plan for elementary  
and secondary education, 2022  
update*

The report describes accomplishments and goals in four areas: educational equity; student learning; learning conditions; and supporting educators. The agency adopted Spanish language arts standards and updated social science standards; released grants to help recruit and retain school principals and special education teachers; and established seven hubs statewide to train educators on practices that

cause childhood traumas. (105 ILCS 5/2-3.47a; issued & rec'd June 2022, 36 pp.)

**Veterans' Affairs, Dept. of**  
*Semiannual report on resident  
complaints and communicable  
diseases, Jan.-June 2022*

State veterans' homes had 34 resident complaints filed on official grievance forms or requiring follow-up: 7 in Chicago, 6 in LaSalle, 11 in Manteno, and 10 in Quincy; no complaints were filed in Anna. Most were resolved. The report also presents statistics on communicable diseases

requiring antibiotic treatment by type, month, and facility. (20 ILCS 2805/2.13(b); June 2022, rec'd July 2022, 1 p. + 2 attachments)

*Semiannual report on staffing,  
Jan.-June 2022*

The report lists numbers of staff providing direct patient care at the five state veterans' homes. Each had enough staff to meet the standard of 2.5 hours of care per day set by the U.S. Department of Veterans Affairs. (20 ILCS 2805/2.07; June 2022, rec'd July 2022, 3 pp.)

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