



JB Pritzker, Governor
Mary Killough, Director

555 W Monroe St., Suite 1500S, Chicago Illinois 60661-3714
Phone: 1-800-252-8966 • 711 (TRS) • Fax: 312-814-2916

September 17, 2026

Sent via Email:

jacob@jacobforcityclerk.com

Re: Freedom of Information Act Request

Dear Jacob Schulz:

The Illinois Department on Aging (Department) has received your Freedom of Information Act (FOIA) request on September 11, 2026 where you stated the following:

Dear FOIA Officer:

Pursuant to the Illinois Freedom of Information Act, 5 ILCS 140, I request electronic copies of the following existing aggregate records concerning inquiries received by the Illinois Department on Aging, particularly through the Senior HelpLine and other resident-facing information and referral services.

Inquiry and service classification

Please provide the current list, taxonomy, data dictionary, call-reason codes, inquiry categories, disposition codes, queue names, referral categories, or comparable existing record used to classify why older adults, caregivers, family members, or other members of the public contact the Department or Senior HelpLine.

This includes categories identifying:

- the reason for the inquiry;
- the program, benefit, or service involved;
- requests for information or assistance;
- eligibility or application questions;
- referrals to another agency or service provider;
- inquiries outside the Department's jurisdiction; and
- the outcome or disposition of the contact, where tracked.

Most common resident inquiry topics

For:

January 1 through December 31, 2024

January 1 through December 31, 2025

January 1, 2026 through the date of this request

please provide any existing aggregate report, dashboard export, statistical summary, management report, or comparable record showing the number of calls, inquiries, or contacts by subject, issue category, program, call reason, or comparable classification.

Where those categories are already maintained, please include inquiries concerning matters such as:

- benefits and eligibility;
- Medicare or health-insurance navigation;

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The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966; 1-888-206-1327 (TTY)



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prescription-drug assistance;
in-home services;
caregiver support;
nutrition programs;
transportation;
housing or long-term-care resources;
legal assistance;
utility or financial assistance;
long-term-care ombudsman services;
adult protective services information or referrals;
senior centers or community programs; and
other high-volume information and referral topics.

If Chicago-specific or Cook County-specific reports are maintained, please provide those records.

If the Department does not maintain reports at that geographic level, statewide aggregate reports are sufficient.

Referrals and inquiries outside the Department's jurisdiction

For the same periods, please provide any existing aggregate report showing:
inquiries referred to an Area Agency on

Aging;

inquiries referred to another State of Illinois agency;

referrals to City of Chicago or Cook County programs;

referrals to federal agencies, including Social Security or Medicare-related services;

referrals to nonprofit, healthcare, legal-aid, transportation, housing, or community organizations;

the destination agency, program, or organization, where tracked;

inquiries determined to concern a matter outside the Department's jurisdiction; and

information-only inquiries that did not result in another Department action or case.

If referral or disposition categories are maintained but no aggregate report exists, please provide the current list of those categories.

Existing customer-service and call-center performance measures

Please provide any existing aggregate report, dashboard, or management summary for the same periods showing, to the extent maintained:

total incoming calls or resident contacts;

calls answered;

abandoned calls;

average wait or speed-to-answer time;

average handling time;

average hold time;

callbacks;

transfers;

repeat contacts;

first-contact or first-call resolution;

service-level performance; and

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any comparable measure of whether a caller received the information, referral, or assistance sought during the initial contact.

Existing reports concerning service-navigation barriers

Please provide any existing aggregate report, analysis, dashboard, or management summary identifying common barriers encountered by residents seeking aging-related services, including, where already tracked:

- difficulty determining which program or agency to contact;
- eligibility confusion;
- missing or incomplete documentation;
- difficulty completing an application or enrollment process;
- difficulty reaching another agency or service provider;
- repeat contacts for the same issue; and
- other recurring service-navigation problems.

Scope

I seek existing aggregate and administrative records only.

I am not requesting call recordings, transcripts, names, addresses, telephone numbers, medical information, Adult Protective Services case files, individual benefit records, individual Long-Term Care Ombudsman case records, or other personally identifying or confidential information.

I am also not requesting that the Department create a new statistical analysis if the requested information is not already maintained.

If responsive information exists in an existing dashboard, call-center reporting system, information-and-referral database, CRM, spreadsheet, database report, or business-intelligence tool from which an ordinary electronic export is available, an export of that existing report is sufficient.

Please provide responsive records electronically, preferably in their existing spreadsheet or CSV format where available, or as searchable PDFs.

If any portion of this request would be considered voluminous or unusually burdensome, please contact me before processing that portion so I may narrow it further.

If anticipated fees exceed \$25, please provide an estimate and obtain my approval before incurring those fees.

Best regards,

Jacob Schulz

Jacob@jacobforcityclerk.com

773-812-8992

This letter is the Department's response to your request.

This letter was sent to you using a link.

That same link gives you access to 13 different files which contain the information you requested above.

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Best,

David Perry
FOIA Officer
Office of General Counsel
Illinois Department on Aging

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