

2010 ANNUAL REPORT



How Aging Care Connections Makes a Difference by Making Connections...

As we reflect upon the last fiscal year (October 1, 2009 – September 30, 2010), I am amazed at how much we were able to accomplish despite the continued challenges presented by the State budget crisis and other funding uncertainties. Due to your unwavering support, Aging Care Connections was able to make a difference in the lives of 8,000 older adults and their family members through our professional services that connect older adults to the care they need in order to maintain independence in the community. Whether it is care we provide directly through our own programs and services, or the linkage we make to other community resources on behalf of an older person, Aging Care Connections is your guide to expert information, assessment, planning, and care management. As you read our Annual Report for the past fiscal year, I'm sure you will be touched by the real life stories of those who made their own connection by reaching out to Aging Care Connections for support and guidance in navigating the varied changes associated with aging. You may see a situation that resonates for your own family, a neighbor, a good friend. We trust these stories will shed some light on what Aging Care Connections is all about and why we are so committed to the work we do to enrich the quality of life of older adults and their families.



During fiscal year 2010, a very important accomplishment came to fruition – the integration of the Aging Well Initiative into the overall programming of Aging Care Connections. The integration of “Aging Well” is a wonderful opportunity to strengthen Aging Care Connections’ community presence and to further demonstrate our dedication to meeting the needs of older adults and providing support to their families through the many programs and services available throughout our network of resources – another example of how we make connections. Through the addition of this strategic partnership, together we can ensure that a greater number of older adults and their families have access to quality long-term care and supportive services. Our vision for the future is for every older adult and every caregiver in the Lyons, Riverside and south Proviso Township area to see Aging Care Connections as the “one call” – that first call they make when they have questions, need guidance or have a desire to maintain independence in their community for as long as possible. Our vision includes all of you; your commitment and support has been critical in helping Aging Care Connections become the premier, aging resource expert for reliable information and comprehensive services for older adults and those who care about them.

As we present our 2010 Annual Report, Aging Care Connections is focused on the future through our strategic planning process that will set the course for the next three years, enthusiastically acknowledging our 40th anniversary in 2011, and positioning our organization to remain “your source for senior care” in the communities we serve. By being a friend of Aging Care Connections, you are making an investment in the lives of older adults and their families, making your own connection in keeping older adults a vital part of the community they call home. Growing old is inevitable, but getting the best care is optional. At Aging Care Connections, we connect older adults and their families to the most comprehensive, expert information, resources and community-based, long-term care options to enhance well-being and independence. We are very proud of this fact and very grateful to you, our investors, for trusting us with one of the most valued resources in a community – older adults. We thank you and look forward to your continued support and participation in our 40th anniversary celebration in 2011.

Debra Verschelde
Executive Director

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Aging Care Connections *Makes Connections...*

A once robust outdoorsman, 85-year old Harold Wheeler's health was declining when his six children met to discuss how they could provide the support he needed after he was diagnosed with heart disease, arthritis, diabetes, and high blood pressure. It was decided that his daughter, Dorothy, 63, a successful career woman on the East coast with no family responsibilities, would move to the Chicago area to live with her father. She was able to continue working since he required just the monitoring of his medical appointments and meals.

Things went downhill rapidly after Dorothy's oldest brother passed away suddenly and their father's health deteriorated...he became very confused and forgetful. Dorothy's siblings refused to accept that their father's mental capabilities were declining. In the meantime, Dorothy took on 24-hour caregiver duties. She was exhausted and eventually had a mild heart attack.

Seeing that Dorothy was struggling to survive this situation, a friend suggested that she contact Aging Care Connections. Desperate for relief, she made the initial phone call in June, 2008 and was assigned a Care Coordinator. The Care Coordinator determined Dorothy's father was eligible for in-home services through the Community Care Program. He was assigned a caregiver for four hours a day, five days a week. This respite helped, but Dorothy continued to have difficulty getting help from her siblings when she was frequently overwhelmed by the stress of caregiving.

Dorothy's Care Coordinator encouraged her to enroll in the Early Stage Memory Loss Seminar sponsored by Aging Care Connections. Dorothy and her father both participated--Dorothy attended the group for caregivers, and her father attended the group for care receivers. The results were almost miraculous, she said. "It gave me an opportunity to talk with individuals who were in a similar situation. I learned how they coped, and it helped me to reduce my stress. I could say things to the other group members that I could not tell anyone else. The people in the group understood my needs. I learned to ask for help in advance, before I was totally stressed. Then I could ask for help from my siblings in a non-confrontational way. The group was wonderful for me; it was a blessing."

Putting into practice what she learned, Dorothy was able to communicate when she needed help, and her entire family pitched in to care for their father until he passed away recently. She became a more effective caregiver and may even have saved her life.



For several months, Leon, 86 years of age, was in and out of the hospital because of a series of medical emergencies. Over time, he became more and more confused and soon found that he was unable to care for himself. Leon's only child, a daughter and single mother, worked full-time. As her caregiving role became more complicated, Leon's daughter was forced to quit her job to oversee his daily care. She quickly became overwhelmed and did not know where to turn for help. At Aging Care Connections, she tearfully told her story to Leon's Care Coordinator who helped to enroll him in the Community Care Program. Leon now attends adult day services five days a week for eight hours a day. He receives transportation to and from the day services site. Leon's daughter was able to return to work, relieved that he was safe during the day and enjoying the company of others. She later told the Care Coordinator she is forever grateful for the Community Care Program.





Aging Care Connections sponsors a caregiver support group that meets monthly over lunch. It is a great opportunity for caregivers to get together to chat and enjoy a break from the never-ending chores that fill their days. Coincidentally, the group included two men named Frank—Frank S., 93, and Frank C., 82, both caregivers to their wives.

The elder Frank's wife, 90, is confined to bed and cared for six days a week by a privately paid worker. Although it is a relief, Frank mentioned to the group that he missed attending church on Sundays which seemed to stretch forever. The facilitator of the support group suggested that they arrange for respite services, so that Frank could attend church and enjoy a few hours to himself on Sundays. It made all the difference in the world to him!

Frank C. takes his wife, 81, to Adult Day Services five days a week, so that he is able to pursue his hobbies while she is cared for there. Frank expressed that he is able to stay calm because he gets a regular break from the rigors of caregiving. However, he was concerned about how the couple could possibly handle a family wedding that was approaching.

The group suggested a wonderful solution... Frank secured a respite worker who attended the wedding with him and his wife, Lucille. Frank was able to enjoy the event visiting with friends and family while Lucille was in good hands.

At a meeting of the "Lunch Bunch", one of the members, Anne, reached out desperately for help. She was at the end of her rope caring for her husband. How, she asked, could she enroll him in Adult Day services? Frank C. gladly shared the information that provided him with peace of mind and freedom to decompress. Anne is now enjoying a bit of free time to unwind from her tedious caregiving schedule.

Support groups provide the incentive many caregivers need to try services to ease the burden they face on a daily basis. Hearing the experiences of other caregivers is often more powerful than hearing the recommendation of their care coordinators. By sharing ideas, they become more open to trying the solutions that have worked for others. What a relief!



Mrs. Peters' daughter, Gloria, asked an Adventist La Grange Memorial Hospital social worker how she could obtain community services for her hospitalized mother. She arrived from out of town to visit her mother in the hospital and wanted to make sure she had support. The social worker referred the family to Aging Care Connections Aging Resource Center (ARC) located at the Hospital. An ARC specialist met with Mrs. Peters and her daughter. Gloria mentioned that her father was an Aging Care Connections client receiving home delivered meals and housekeeping. Gloria felt that her parents would need more resources now that Mrs. Peters was in the hospital for a cerebrovascular accident (CVA). Mrs. Peters had always been the primary caregiver for her husband. However, she had been readmitted to the hospital four times within the past 80 days. The ARC specialist provided the family with information on community resources available to help both Mr. and Mrs. Peters and followed up with both the Aging Care Connections social worker and the hospital social worker. The family requested special diet home delivered meals for their parents. The ARC specialist set up the meals and continued to update the other social workers involved. The family received information on various community resources should they determine new needs and the ARC specialist followed up with Mr. and Mrs. Peters upon their return home.

How We *Connect*

We're making our community a better place to age well! **Between October 1, 2009 and September 30, 2010...**

Information and Assistance...

Aging Care Connections responded to 10,533 phone calls from 5,035 individuals seeking help with aging issues. The caller may have asked a simple question or required more intensive assistance through referral for assessment of an older adult's declining ability to remain safely at home in the community.

Care Coordination...

Aging Care Connections served 1,053 older adults with 7,444 hours of service. The process begins with an assessment in the home, a local rehab facility or the hospital and takes into consideration multiple factors such as physical, emotional, and financial needs, as well as the strengths and support systems unique to each older adult. The result is a plan of care utilizing public and private resources, family support, and the older adult's preferences. Continued coordination of services and ongoing care management are provided to ensure that services are adequate and appropriate to the changing needs of the older adult.

Caregiver Support...

Aging Care Connections provided 914 hours of support and much-needed respite to 111 different caregivers of older adults. Family members and others play important roles in caring for older adults, which may give rise to questions and concerns, as well as stress and exhaustion. Our Caregiver Specialist is available to suggest resources, lead support groups and arrange respite, so that caregivers are able to re-energize and take care of personal needs. Their ability to be effective caregivers is only as good as how refreshed, confident and supported they feel.

Education and Health Promotion...

Aging Care Connections provided 477 hours of educational programming related to aging issues to 92 individuals. Seniors and their families and caregivers are able to make much better decisions about the often complex

and multi-dimensional issues related to aging when they are well-informed. We are dedicated to presenting the most cutting-edge information on resources and health and wellness to enhance the well-being and independence of older adults.

Elder Abuse Investigation...

Aging Care Connections investigated 245 cases of elder abuse in 30 communities with the average report taking 20 hours for a total of 4,900 hours. We received another 5 reports outside of our service area in 10 communities and made the proper referral to the appropriate agency for investigation. Elder Abuse, which can be in the form of physical, emotional, financial, neglect, abandonment and self-neglect) is increasing in alarming numbers as the economy continues to be in a downturn. In fact, self-neglect cases are on the rise, becoming the most common form of elder abuse. In addition, we are finding that the level and danger involved in recent cases has escalated significantly.

Benefits Assistance...

Aging Care Connections provided help with energy costs, pharmaceutical benefits and Medicare issues to 1,485 older adults. Our trained staff and volunteers are available to educate and assist seniors about benefits and services to which they may be entitled.

Aging Resource Center Program...

Aging Care Connections' Aging Resource Center (ARC) Program helped 364 older adults make a smooth, seamless transition from the hospital or a skilled nursing facility. The ARC Program offers older adults and their families the opportunity to explore and secure community resources and services prior to discharge from Adventist La Grange Memorial Hospital and local skilled care facilities. On-site assessment for services, connection to information about community resources, and follow-up in the community are provided through the ARC Program to ensure a smooth transition back home.

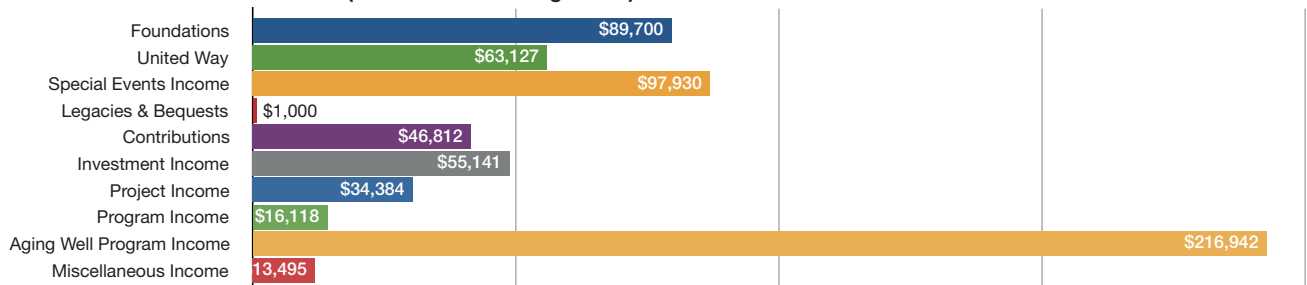
October 1 2009 - September 30, 2010

Expenses

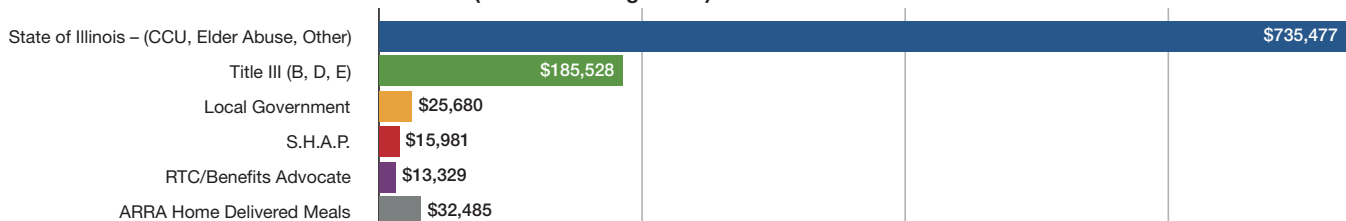


Total Expenses: \$1,574,608

Revenue (Non-Government Agencies)



Revenue (Government Agencies)



Total Revenue: \$1,643,129