



aging care
connections

Your Source For Senior Care



Mission

...to enrich the quality of life of older adults and their families
through a range of programs and services
that enhance their well-being and independence.

Making the Right Connection



It is with pride and gratitude that we present this inaugural report highlighting some of the most notable events of the past fiscal year ending September 30, 2008. Our challenges have been many, but despite this fact, our agency has thrived to meet the needs of more than 8,000 older adults and their families who look to us as the connection to the most comprehensive, expert information, programs and services.

One of the most exciting projects we undertook was working with a team of professionals from the “for-profit” arena through a Taproot Foundation Service Grant to develop our organization’s naming and visual identity. The road was long and winding as we explored anecdotal research, internal and external analysis, conducted interviews with funders, community organizations, clients, caregivers, staff and our Board of Directors. Competitive and organizational audits also were conducted, along with a review of our strategic plan, communication tools and other documentation.

The research confirmed what we have always known: we are the expert information and community resource on aging; we can be proud of our professional, knowledgeable, experienced staff; we are dedicated advocates of older adults and their families; and finally, we offer extraordinary value providing quality assistance with no set fees for most services. But we also learned not everyone was aware of exactly what Southwest Suburban Center on Aging does or the breadth of services we provide to connect seniors to available resources.

The Solution -- “Aging Care Connections” was born and heralded as the perfect name for our organization. We are the one-stop senior care connection sought out by older adults and caregivers to find solutions to their independent living needs. In the communities we serve, we are the leaders in providing client-centered care built on a foundation of professionalism, knowledge, experience and expertise in aging services. In a word, we are the Source.

On the following pages, our story will unfold... the myriad of clients, the vulnerabilities they experience, the dedicated case managers going the extra mile, the family members seeking information and respite, and the gratifying results often hundreds of hours in the making.

By being a friend of Aging Care Connections, you are part of this long story. With your moral and financial support, we are able to be the organization our research branded and, ultimately, named. You have made possible this journey, which is gearing up to serve even greater numbers as the multitude of baby boomers come of age. We need your help, we appreciate your help, and we know our work is not possible without YOU. By working together, we continue our long standing history of being “your source for senior care.” We thank you in advance for your additional and continued support!

Debra Verschelde
Executive Director

Saranne Milano
Board President

Connect with the Source

“I know how important these services are and how hard they are to find, so to have Aging Care Connections facilitate that is a real gift.” -- Susan Druffel, Aging Care Connections volunteer

For nearly 40 years, Southwest Suburban Center on Aging has been the leader in connecting families to the most comprehensive, expert information, resources, programs and services enabling older adults to live independent lives and their families to make the best, most informed decisions regarding needed care for their loved ones.

Now, under the banner of Aging Care Connections, we endeavor to be the premier aging resource expert and the point of entry for aging services in the community, dedicated to meeting the needs of older adults and providing support to their families. Our Specialists and Comprehensive Care Coordinators have years of experience helping people with age-related issues. We connect older adults to the many programs and services available on the local, state and national levels.

Everything seniors may need they can obtain through a single source – Aging Care Connections.



“I know how important these services are and how hard they are to find, so to have Aging Care Connections facilitate that is a real gift.”

Susan Druffel
Aging Care Connections volunteer

The Comforts of Home

Home is a place of family, of familiarity, of comfort and memories. In-home care not only is preferred by seniors, it also is more beneficial to society as the cost of in-home assistance is substantially less than that of nursing homes. Aging Care Connections makes that possible by connecting seniors who have the capability and desire to live at home with the services they need to stay where they want to live.

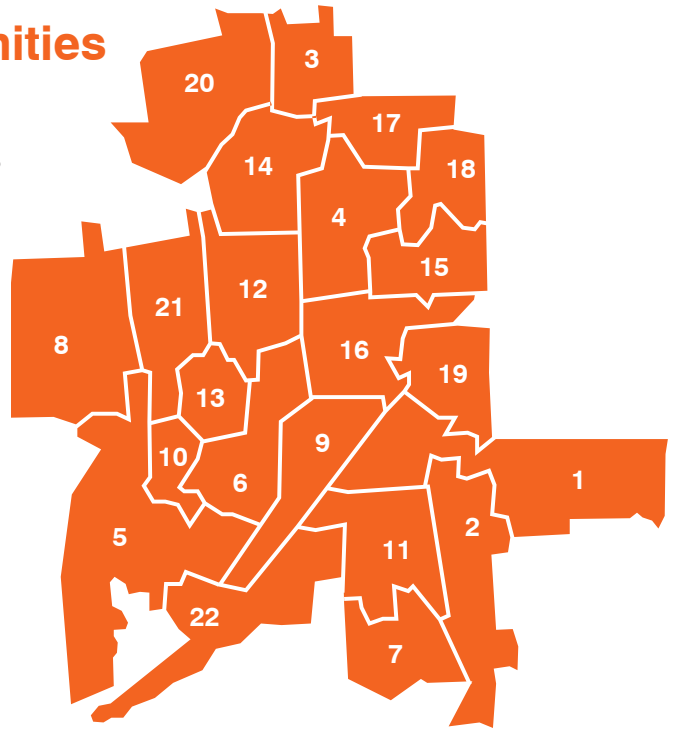
Among our many services and programs are comprehensive assessment of need, housekeeping, telephone reassurance, transportation, education and caregiver assistance. We also have a Senior Health Center on-site, staffed by a geriatric physician, where seniors can receive primary health care.

Partners in Care

We believe the best way to connect is to build relationships with others who serve in the community. We value the contribution of all service organizations and work in partnership with them to support programs that provide the best care for older adults and their families. Through strategic alliances, we combine resources to ensure the health and well-being of older adults. Our partners are social service organizations, hospitals, and health care providers dedicated to overcoming barriers to quality senior care. In collaboration with Pillars, we offer mental health services; at Adventist La Grange Memorial Hospital we established the Aging Resource Center; in collaboration with Adventist Midwest Geriatrics Specialists, we offer an on-site health clinic dedicated to the special needs of older adults.

Connect with our Communities

- | | |
|-----------------------|--------------------------|
| [1] Bedford Park | [12] La Grange |
| [2] Bridgeview | [13] La Grange Highlands |
| [3] Broadview | [14] La Grange Park |
| [4] Brookfield | [15] Lyons |
| [5] Burr Ridge | [16] McCook |
| [6] Countryside | [17] North Riverside |
| [7] Hickory Hills | [18] Riverside |
| [8] Hinsdale | [19] Summit-Argo |
| [9] Hodgkins | [20] Westchester |
| [10] Indian Head Park | [21] Western Springs |
| [11] Justice | [22] Willow Springs |



Our overriding loyalty is to our clients and the good of the communities we serve. We currently provide comprehensive service to twenty-two communities located within Lyons, Riverside and South Proviso Townships. The boundary lines of the agency are: 87th Street on the south, Roosevelt Road on the north, Harlem Avenue on the east and County Line Road on the west.

Currently, approximately 60% of the adults we serve are 75 years or older with 33% living alone. Another 14.5% require not only community-based services, but economic assistance as well. Aging Care Connections is the only non-profit organization of our type in the areas we serve. Unlike for-profit/private organizations, we have strong local community association, state/federal designations, and our non-profit motive keeps us focused on the people we serve.

Baby Boomers Grow Up

Every 7.5 seconds, another Baby Boomer becomes eligible for our services under the Older Americans Act.

By 2030, adults 65 and older will number 71.5 million and 8.9 million of them are expected to live more than 85 years. With greater numbers of older persons in our population comes greater need for resources to support them.

The impact of an aging America affects every aspect of our society. Unfortunately, the older adult population remains one of the most underserved groups in terms of attention, resources and value. Illinois is currently ranked among the top 10 **worst** states in funding home and community-based senior services.

At Aging Care Connections, our clients and their families are the center of everything we do. Every action we take is aimed at championing their interests and meeting individualized needs. Despite the many societal and economic challenges, it is our goal to continue to meet the growing demands for information, resources and access to programs and services that assist older adults in reaching their maximum level of independence and quality of life.


Connect with Comprehensive Care

When Elizabeth “Betty” O’Connell required mobility assistance, we were there to connect her with a source for a walker and an emergency response system. We also connected Betty with a source for transportation to her doctor’s appointments. Through our Telephone Reassurance program, Betty receives a phone call every morning to see how she is doing and whether she needs help with anything.

About her case manager, Betty says, “Sara’s been great.” “She paid me to say that,” she jokes. The two have an easy rapport that is aided by Betty’s Irish sense of humor. “She’s been very helpful to

me, with filling out forms and such, especially since my son was hospitalized with pneumonia,” Betty continues. “I wouldn’t have known about all the assistance that is available without Aging Care Connections.”

Our Comprehensive Care Coordination program features certified professionals, trained and sensitive to the special needs of older adults. They provide comprehensive, solution-based assessments in the home to determine individual needs and areas of concern to older adults and their families. Coordination of services and ongoing care management are provided to ensure that services are of the highest quality and appropriate to the changing needs of older persons. Care coordination is also beneficial to long-distance caregivers as they pursue the best care for their loved ones.



“Sara’s been great,” Betty emphasizes. “I wouldn’t have known about all the assistance that is available or where to go for it without Aging Care Connections. I was surprised at all the things they have to offer.”

Betty O’Connell
La Grange, Illinois

Connect with ARC

“Inpatient hospitalizations can be traumatic events for older adult patients and their families. The Aging Resource Center is designed to help patients and families make the connection on-site at the hospital prior to discharge.” -- Caroline Ryan, ARC Program Manager

Aging Care Connections collaborated with Adventist La Grange Memorial Hospital (ALMH) to establish the Aging Resource Center (ARC) as a satellite office of Aging Care Connections. ARC, located on the first floor of the Patient Care Center at ALMH, is an innovative approach in which seniors being discharged from the hospital may meet with a case manager **before**

discharge so they can receive assistance as soon as they return home. Frequently, the period after a hospitalization is one of adjustment to new therapies and priorities, so receiving our expertise at the beginning of a senior’s period of adjustment to new circumstances can be crucial.

“We at Adventist La Grange Memorial Hospital have enjoyed our partnership with Aging Care Connections for many years now,” says Ed Gervain, ALMH Chief Operating Officer. “By having the Aging Resource Center within the hospital to provide older adults with the information to make long-term care choices, the mission of both organizations is advanced. It is a wonderful example of partnering that benefits the community.”



“Inpatient hospitalizations can be traumatic events for older adult patients and their families. The Aging Resource Center is designed to help patients and families make the connection on-site at the hospital prior to discharge.”

Caroline Ryan
ARC Program Manager

Connect with our Support Groups

Children of aged parents face unique challenges and our Caregiver Support program provides multi-level assistance to those caring for an older adult. This includes information, referral, education, training, financial assistance, benefits, respite, and other support. We take the fear and worry out of making the right caregiving decision.


Alzheimer's Support

Aging Care Connections runs two support groups dedicated to clients with Alzheimer's disease and

their families: the Alzheimer's Caregivers Support Group and the Reminiscing Support Group.

Cathy Streett's mother, Betty Mushynski, was diagnosed about four years ago as being in the early stages of Alzheimer's disease. Cathy asked her doctor about support groups but found Aging Care Connections' group through an ad in the local newspaper.

"She's so happy, and she just loves to talk," Streett says about her 77-year-old mother's experience in Aging Care Connections' Reminiscing Support Group. "This is the only place I've ever found that actually runs something where the loved ones with the actual memory loss can interact with others. It's very helpful."



"It's a great program. A lot of people out there need to be helped. It's nice that someone out there is doing it right."

Charles Ramirez
Hodgkins, Illinois



Caregiver Support

“Aging Care Connections was there for me when I needed them,” testifies WGN Radio morning traffic reporter Leslie Keiling. She attended our Caregivers Support Group meetings for years while her mother fought a heart ailment thought to be terminal.

Becoming a caregiver to parents involves major changes for all concerned - physically, emotionally, socially and financially. The demands are often overwhelming and stressful. With Aging Care Connections, you are not alone. Our Caregiver Support program connects you with the best resources available to enable you to care for your loved one and get the support you need. It's the place to find answers, supportive peers and professionals to help you improve the quality of life for yourself and the one you love.

Grandparent Support

“You feel like you're not alone. Besides just discussing your situation, you get advice on where to go to for more help and what other people have done.” -- Linda Dishman, Burr Ridge, Illinois

Having to take care of their grandchildren is a critical issue facing seniors when the child's parents are incapacitated or deceased. Our Grandparents Raising Grandchildren Support Group is facilitated by a professional social worker and offers a different perspective on the unique challenges of this increasingly common phenomenon.

In addition, Aging Care Connections offers a Men's Support Group. We also partner with Pillars, a provider of community-based social services, to offer a support group serving people with family members who have mental illness – the Caregivers with Adult Family Members Who Have a Mental Illness Group.

Support groups are a lifeline at the darkest moments in life...just when you thought no one would understand what it's like, you connect with others who are in the same situation.

Connect with Solutions for Elder Abuse

Elder abuse and neglect is something people don't like to think about, but we at Aging Care Connections know it exists. Regrettably, all too often we are notified of cases in which seniors have been physically, mentally or financially abused or neglected by relatives, friends, or caregivers. This year alone we have seen a 76% increase in reports of Elder Abuse.

Aging Care Connections is the only organization in our area that meets the rigorous criteria required to be designated as an Elder Abuse Provider Agency by the Illinois Department on Aging and AgeOptions authorizing us to investigate

reports of suspected physical, emotional, and sexual abuse, neglect or financial exploitation. In fact, based on our proficiency, we have been selected to investigate elder abuse cases in 10 additional communities in Leyden and Norwood Park Townships as well.

We receive an average of 25 reports of varied types of abuse of frail, vulnerable older adults every month. Because of the fact that elder abuse flourishes in isolation, each case takes hours and hours of investigation and home-based intervention that can only be accomplished by a certified, professional Aging Care Connections case worker. The costs involved in providing services are great and governmental funding *never* covers the full cost.

A close-up portrait of Officer Edwin Ruiz, a man with short dark hair and a mustache, wearing a police uniform. He is looking directly at the camera with a neutral expression. The image is overlaid with a semi-transparent green circle on the left side.

"I rely on Aging Care Connections all the time for assistance with the elderly. I don't know what I would do if they weren't here."

Officer Edwin Ruiz
Riverside Police Department

Connect with our Funding

During our fiscal year from October 1, 2007 to September 30, 2008, our help to seniors in the 22 communities we serve increased 54 percent! This was accomplished in great part due to the funding provided by federal and state government agencies including the Illinois Department on Aging, AgeOptions (the Area Agency on Aging of suburban Cook County), Community Memorial Foundation, other private foundations, local municipalities and townships, West Suburban United Way and South-Southwest Suburban United Way.

In addition, this year, we again hosted two successful fundraising events which helped us achieve our mission of enriching the quality of life of older adults and their families:

Annual Sports Ball Benefit Gala

Our seventh annual Sports Ball Benefit Gala held at La Grange Country Club was the most successful to date raising \$45,000. That was up 21% from the prior year's Sports Ball!

Celebrity athletes representing major league teams headlined the evening of tailgate cocktails, skybox dining, auctions and dancing to the music of J.P. and the Cats. Master of ceremonies Ryan Baker, CBS Chicago sports anchor, welcomed John Lattner, Notre Dame alumnus and Heisman Trophy winner; Ken Geiger, former scout for the Chicago Bears; Bob Will, former Chicago Cubs player; Skip Pitlock, former White Sox player; Billy Leagans, Los Angeles Rams player; Charlie Brown, former Buffalo Bills and Chicago Bears player; and Dick Stanfel, former line coach for the Super Bowl Championship Chicago Bears.

The event gave 225 guests the opportunity to meet celebrity athletes who signed autographs and answered questions about the outstanding careers they enjoyed with major league teams. A dazzling array of merchandise, trips and celebrity experiences were auctioned to the highest bidders to benefit Aging Care Connections.

Annual Awards Luncheon

Also financially successful was our annual luncheon held October 18, 2007, at La Grange Country Club. Called a "friend-raiser" rather than a fund-raiser, the keynote speech, "Authentic Aging," was presented by Mary Beth Hardy, RN, MPH, Regional Director of LivHOME, and a Board member of Aging Care Connections. The Annual Community Service Award was presented to Adventist La Grange Memorial Hospital to recognize its partnership in establishing the Aging Resource Center at the hospital.

We are also very grateful for the many individual donors who supported our efforts. Without their help, we could not have connected older adults to the many programs and services they so desperately need.

Here are the major sources of our funding with the amounts they donated for the 2007-2008 fiscal year:

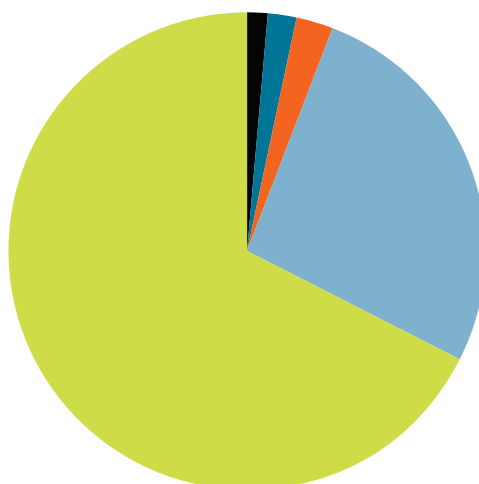
AgeOptions	\$285,798	Community Memorial Foundation	\$ 35,971
Illinois Department on Aging	\$643,854	Henrietta Lange Burk Fund	\$ 30,000
Local Government	\$23,980	Retirement Research Foundation	\$ 45,000
West Suburban United Way	\$76,037	Russell and Josephine Kott Memorial	
South/Southwest Suburban United Way	\$17,414	Charitable Trust	\$ 21,400

2008 Revenues and Expenses

Revenue Government Agencies

- State of Illinois (CCU, Elder Abuse, Other)
\$643,854
- Title III (B, D, E)
\$253,319
- Local Government
\$23,980
- S.H.A.P.
\$18,981
- RTC/Benefits Advocate
\$12,360

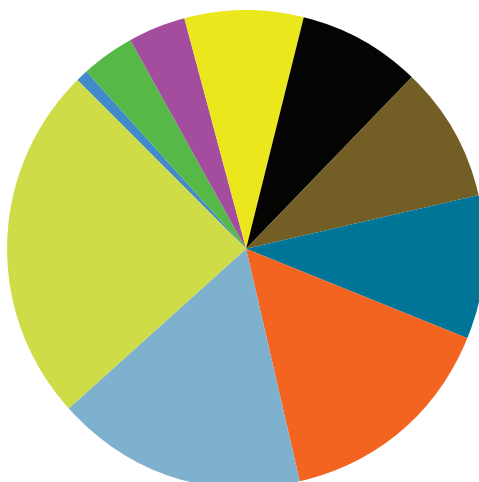
\$952,494.00



Revenue Non-Government Agencies

- Foundations
\$132,371
- United Way
\$93,451
- Special Events Income
\$82,726
- Legacies and Bequests
\$54,069
- Contributions in-kind
\$50,000
- Contributions
\$45,226
- Investment Income
(\$43,210)
- Project Income
\$22,164
- Program Income
\$19,357
- Membership
\$3,815

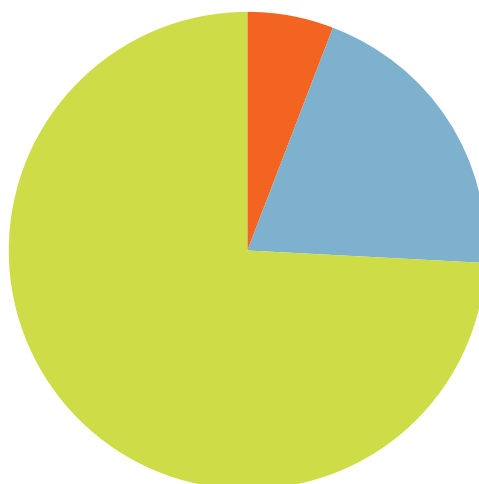
\$1,412,463.00 (Including Government Agencies)



Expenses Total Expenses

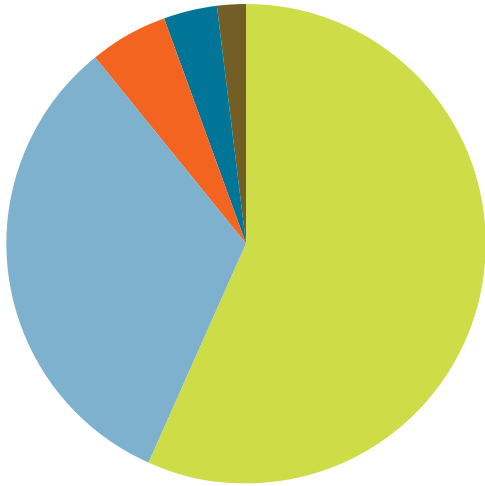
- Program
\$905,160
- Management and general
\$242,494
- Fundraising
\$70,074

\$1,217,728.00



Each year our financial statements are audited by an outside accounting firm as required by government regulations and best practices for not-for-profit organizations. Copies of our audit are available upon request.

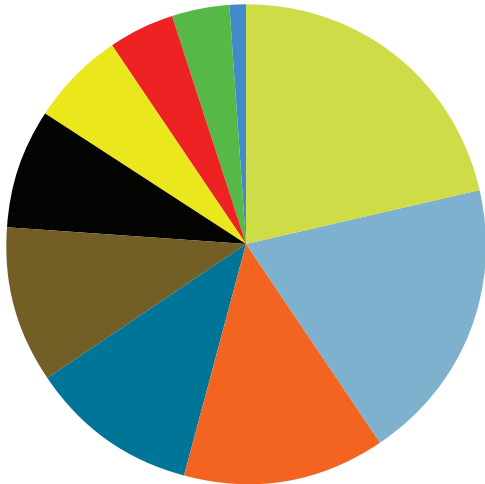
2007 Revenues and Expenses



Revenue Government Agencies

- State of Illinois (CCU, CCU Supplemental, Elder Abuse)
\$444,784
- Title III (B, D, E)
\$252,727
- S.H.A.P. (Supplemental)
\$42,652
- Local Government
\$27,500
- RTC/Benefits Advocate
\$14,541

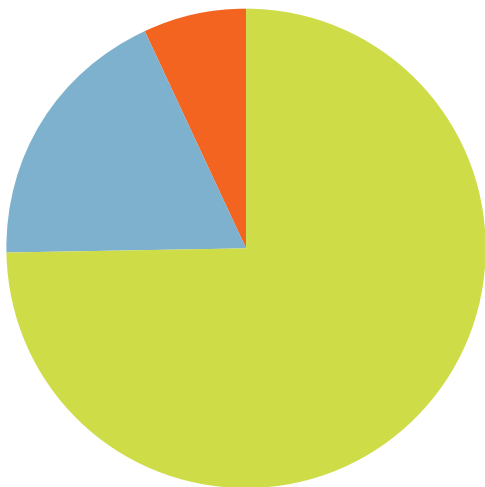
\$782,204.00



Revenue Non-Government Agencies

- United Way
\$94,414
- Foundations
\$83,900
- Special Events Income
\$60,172
- Contributions in-kind
\$50,000
- Investment Income
\$46,768
- Contributions
\$35,624
- Program Income
\$27,491
- Legacies and bequests
\$20,226
- Project Income
\$16,648
- Membership
\$4,287

\$1,221,734.00 (Including Government Agencies)



Expenses Total Expenses

- Program
\$772,723
- Management and general
\$188,501
- Fundraising
\$70,856

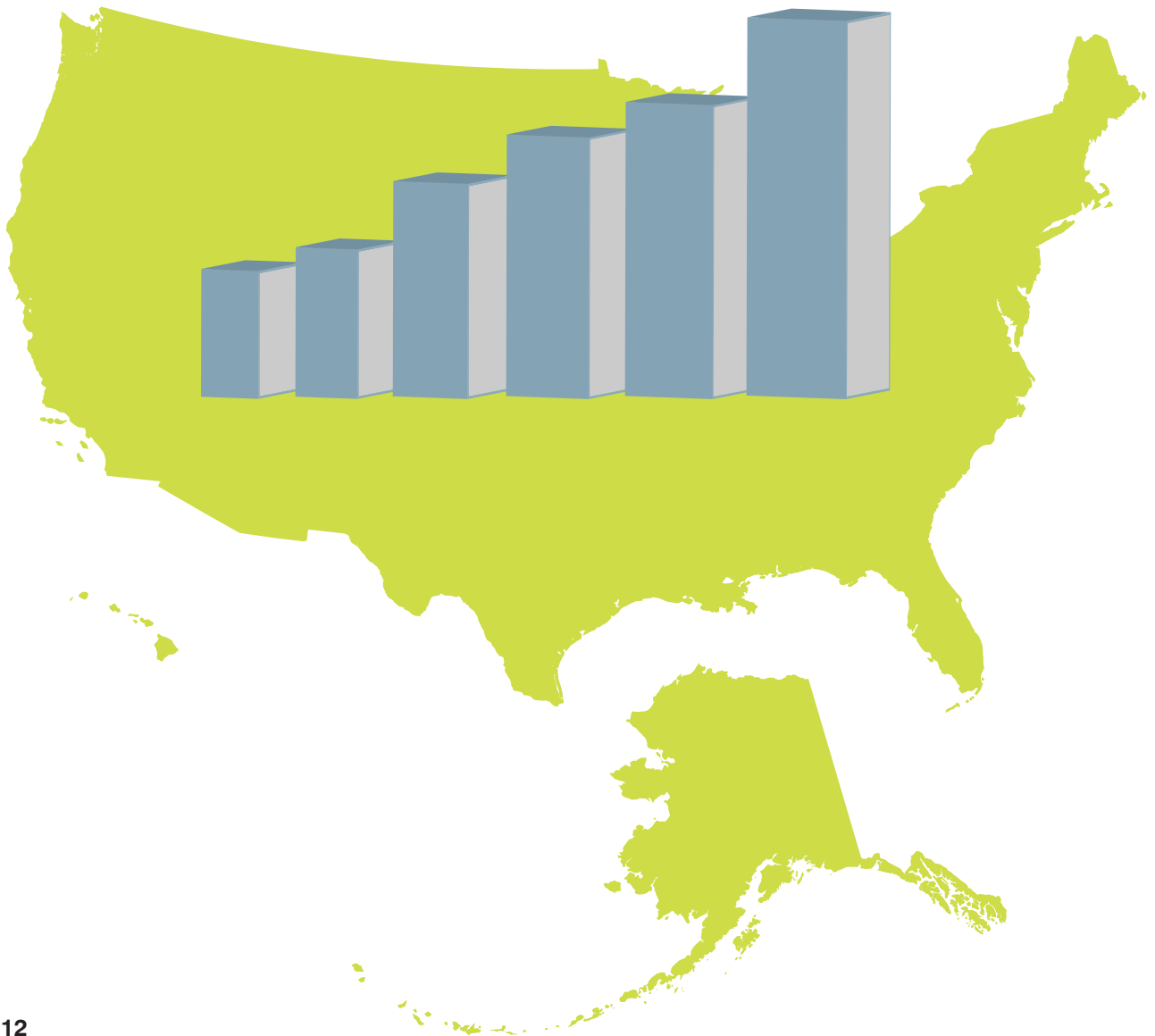
\$1,032,080.00

Connect with the Need

By 2030, there will be about 71.5 million senior citizens in the US, more than twice their number in 2000. People 65-plus represented 12.4 percent of the population in the year 2000 but are expected to grow to be 20 percent of the population by 2030. As individuals live longer, they may need services to remain safe in their homes.

Governmental policies are changing and funding is being cut. Payment for services from the state is experiencing long delays, and the funding environment is getting much more challenging. There are more competitors for funds, but they offer only a piece of the comprehensive service Aging Care Connections does. In order to continue to offer quality programming, Aging Care Connections must raise more funds, approximately 50 percent of its budget.

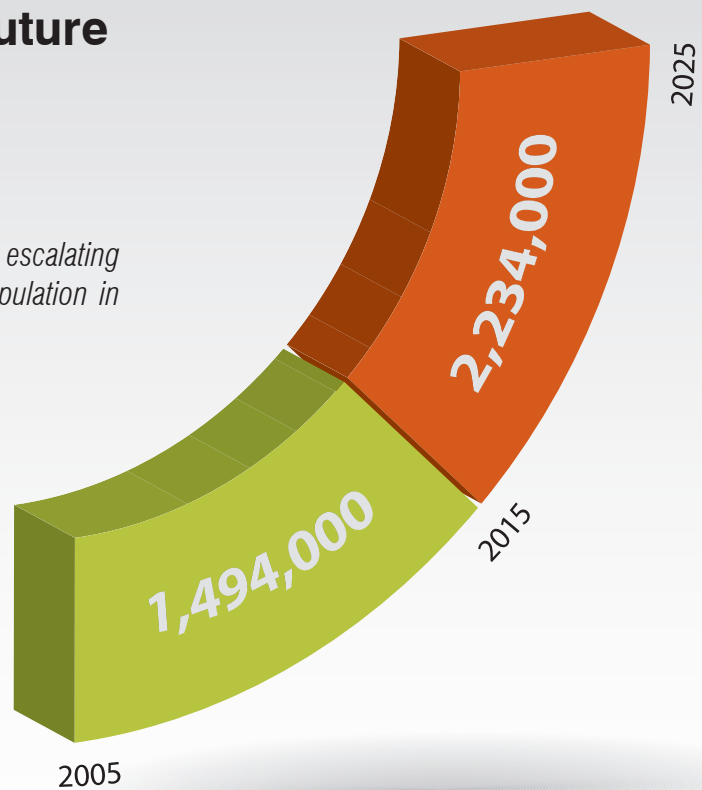
By 2030, there will be about 71.5 million senior citizens in the US



Connect with our Future

Illinois State Projections Residents 65 & Older

The senior population is growing at an escalating rate. By the year 2025 the senior population in Illinois will be as high as 2.2 million.



With record numbers of baby boomers reaching senior status, we will need to deliver more services more efficiently. Part of achieving this goal will be to improve our existing facility in La Grange. Our current building is not conducive to our needs for office space to house the clinical staff members who conduct in-home assessments, care plan development and follow-up care coordination. Our plans also call for private interviewing rooms, smaller rooms to hold support groups and educational programming, as well as building entrances that meet the requirements of the Americans with Disabilities Act (ADA).

This renovation will also enable us to be greener. We will incorporate energy-efficient lighting, solar shading, earth-friendly flooring and ceiling finishes and water saving plumbing. We estimate these improvements will cost at least \$600,000 but will save on expenses in the long run.

We are submitting grant proposals to private foundations (both local and national) to help support the cost of this project and seeking funding at the state and local municipal levels. However, contributions from private donors will be essential to making this happen.

Get Involved. Get Active. Get Connected.

We couldn't do what we do without the support of the community we serve. Our volunteers are an important part of our daily operation and **your** donations enable us to continue to grow.



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aging care
connections

Your Source For Senior Care

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