

# 2011 ANNUAL REPORT

## Aging Care Connections – Our Story

We believe that life is all about the stories we create – wouldn't you agree? Stories that educate us, provide us with wisdom and a sense of history; stories that give us hope and inspire us to do great things; and stories to challenge us to create a healthier and safer future for ourselves, our families and our communities.

In fiscal year 2011, Aging Care Connections was proud to recognize thousands of amazing stories that inspired, educated and challenged us as we celebrated a significant milestone in our history – 40 years of providing critical services to older adults and their families. What an impressive testament to the strength of our service delivery, commitment of our professional staff and investment of generous, community supporters like you!

At the same time, we shared our own personal story – a story of pride with a rich history and a commitment to older adults and their families in your community. As we began to form our Anniversary Committee, we were inspired to connect with important partners – individuals and organizations alike – who helped to make this agency the critical community resource it is today. Through the support of this group of dedicated volunteers, we were able to:

- Continue providing critical services to older adults and their families despite the significant funding cuts and delays;
- Celebrate the efforts and investment of more than 300 community volunteers;
- Reconnect with past supporters such as various community leaders and former Board and staff, participating in a series of Anniversary cultivation events hosted throughout the community;
- Strengthen current partnerships with community resources like the First National Bank of La Grange and Adventist La Grange Memorial Hospital – creating a Signature Lecture Series, bringing in top national and local experts addressing various aging and health-related issues;
- Connect with new partners, such as United Parcel Service (UPS), beginning a new relationship to ensure healthy aging in the communities in which their employees work, live and age well;
- Witness the most successful fundraising gala (Sports Ball) in our history;



All of this because a small group of dedicated community leaders came together in March of 1971, to help ensure the independence and well-being of older adults. Moreover, even after 40 years, our vision for the future remains the same: that every older adult and every caregiver in our service area of 32 communities can access Aging Care Connections as their “one call” – the 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.

In order to keep true to our vision, Aging Care Connections embarked on a strategic planning process, which was approved by our agency's Board in May, 2011. Setting the course for the next three years, one of the many recommendations presented to us was the launch of a significant and much-needed capital and program improvement campaign – a campaign that will:

- Help sustain current and future program levels, strengthen our program/service delivery model to reach more older adults in need throughout our service area and;
- Make our building more ADA compliant and accessible while addressing usage, needed repairs and refurbishing so we can better serve our growing client population in a safe and more efficient building.

Of course, our vision continues to include all of you; your commitment and support has been critical in helping Aging Care Connections be the premier, aging resource expert for reliable information and comprehensive services for older adults and those who care about them. We are very grateful to you, our investors and look forward to your support and participation in our upcoming “Leading the commitment to aging well Campaign” as it unfolds.

In closing, we hope that you will be inspired by the many faces captured in our photo montage – those who have made their own connection with Aging Care Connections and created their own personal stories associated with aging. Perhaps they are neighbors, friends or family members – all changed because of your investment.

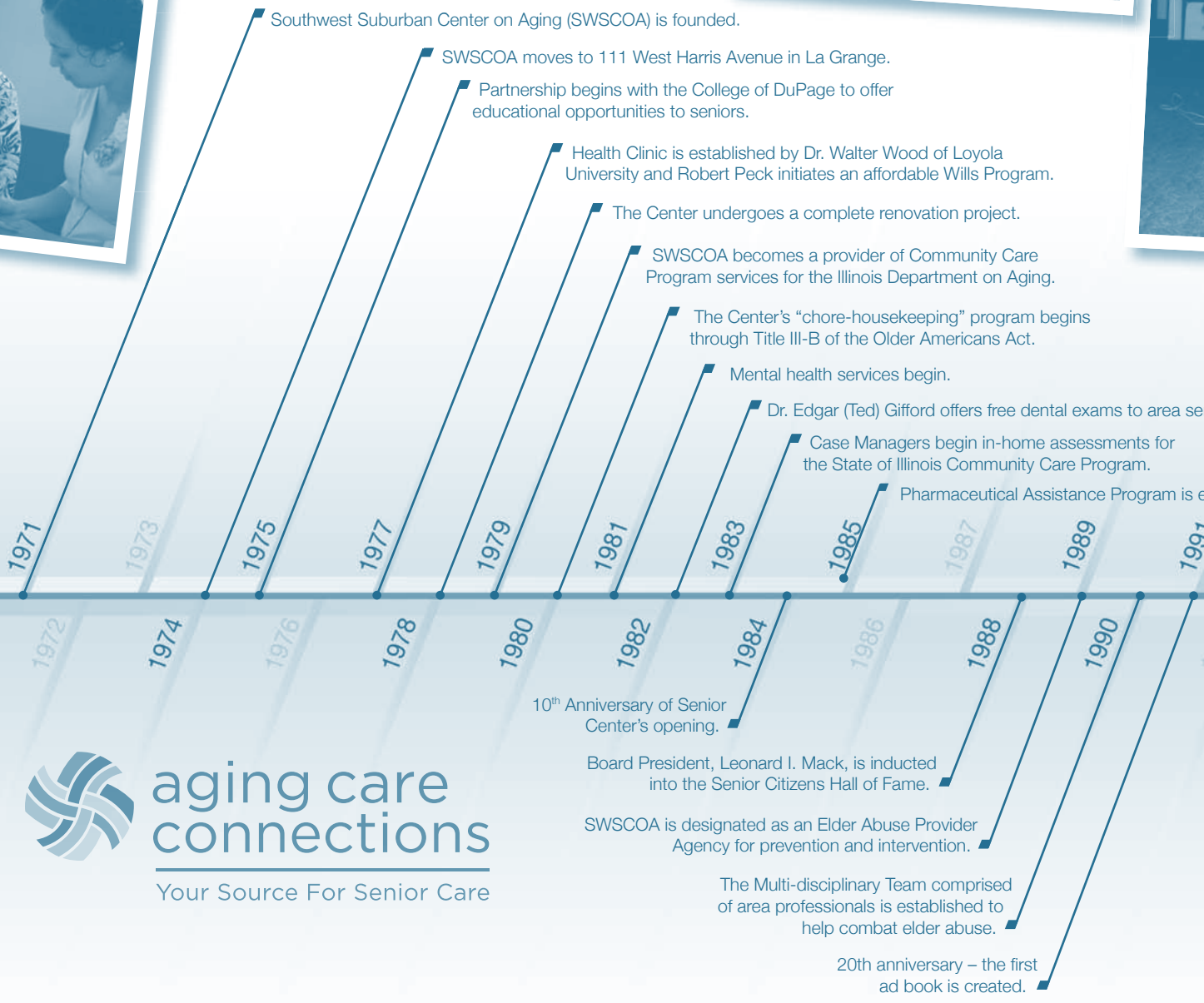
Thank you again for being a friend of Aging Care Connections and for your commitment to older adults and their families in your community. We are proud to represent this fine agency and be the narrators of this story.

**Debra Verschelde**  
Executive Director

**Saranne Milano**  
President, Board of Directors



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# aging care connections

Your Source For Senior Care



SWSCOA/Loyola Senior Health Center selected as the outstanding health clinic based in a senior center.

Center engages in an extensive strategic planning process.

The Friday Morning Regulars, a men's support group, begins at SWSCOA.

The Center adds caregiver support services to its comprehensive range of programs and services.

SWSCOA receives its first Community Memorial Foundation grant award.

The Aging Resource Center (ARC) is established at Adventist La Grange Memorial Hospital.

SWSCOA is awarded two Taproot Foundation service grants to raise awareness in our community.

SWSCOA unveils its new name, **Aging Care Connections.**

1993

1995

1997

1999

2001

2003

2005

2007

2009

2011

1994

1996

1998

2000

2002

2004

2006

2008

2010

25th anniversary

SWSCOA hospital-based case manager is stationed at La Grange Hospital.

A support group for grandparents raising grandchildren is established.

Adventist La Grange Memorial Hospital offers primary health care services through the SWSCOA Senior Health Center.

Sports Ball, the first major league gala event to support our mission, is created.

The Center's focus on leadership in aging-related issues and services is solidified.

The Aging Well Partnership is incorporated into Aging Care Connections' program offerings.

Aging Care Connections celebrates 40 years of excellence in our community.

# How We Care

We're making our community a better place to age well! **Between October 1, 2010 and September 30, 2011...**

## Information and Assistance...

*Aging Care Connections took 9,423 phone calls from 4,556 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 1,030 older adults with 7,737 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 1,410 hours of support and much-needed respite to 138 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 2,963 hours of educational programming related to aging issues to 2,040 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 289 cases of elder abuse in 30 communities with the average report taking 20 hours for a total of 5,780 hours.* 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...

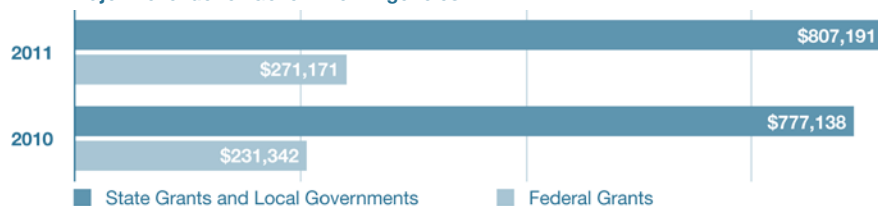
*Aging Care Connections provided help with energy costs, pharmaceutical benefits and Medicare issues to 1,181 older adults.* Our trained staff and volunteers are available to educate and assist seniors about benefits and services to which they may be entitled.

## Aging Resource Center Program...

*Aging Care Connections' Aging Resource Center (ARC) Program helped 606 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, 2010 - September 30, 2011

Major Revenue for Government Agencies



Major Revenue for Non-Government Agencies



Total Expenses

