Our Mission

Aging Care Connections’ mission is to enrich the quality of life in our community by providing older adults and their families with guidance and support that enhances the ability to age well.

Aging well matters to me because...

“I enjoy doing a variety of activities and want to be in reasonable health so I can continue to spend quality time with family and friends.”

- Jackie Jakubiec, Take Charge Workshop participant
This was a special year for us as we celebrated 45 years of service to older adults, families and caregivers in our community. It presented the opportunity for our board and leadership team to evaluate our mission and tagline to ensure the ever changing needs of our aging population is reflected in our work and inclusive of everyone we serve, such as adults with disabilities.

Thanks to you—our donors, sponsors, and partners—our achievements last year range from helping hospitals reduce readmission rates to permanently expanding our northern service area. Despite state budget challenges, we’ve remained strong and the leader in aging in our service area. Although limited in resources, our fiscal conservativeness combined with your support helped us to continue to provide our core services without interruptions in service.

As we approach our golden anniversary, we remain committed to honoring our past while also looking to the future. We aspire to always be at the forefront of services and care that helps older adults have the best quality of life. Our vision is to create a community where all older adults are welcomed and valued. This report highlights our accomplishments from last year. Thank you for helping to make this possible.

Debra Vershelde, Executive Director  
Michael Doepke, Board of Directors President
Aging well matters to me because...

“The most important thing to seniors is the ability to maintain a healthy, independent life as long as possible. This is at the core of Aging Care Connections’ mission; and through the expertise of its employees and their knowledge and relationships with a wide array of health care and other service providers, is a vital partner in helping seniors to achieve this goal.”

- Mr. Ed Gervain, Board of Directors Vice President
Fiscal Year 2016 Board of Directors

Top row: left to right
- Gregory Pierce
  Treasurer
- Nick Pann
- Saranne Milano
- Mark Ptacek
- William S. Wilson
- Catherine McCrory
- Dennis Foley
- Anne M. Shannon
- Michael D. Doepke
  President
- Jerry J. Burjan
  Secretary
- Ed Gervain
  Vice President

Bottom row: left to right
- Dick Haley

Not pictured:
- Kathy Ruffulo
- Thomas Walsh
  Advisory Member
- Lee Burkey, Jr.
  Emeritus Member
Martha, 72

After Martha’s daughter could no longer care for her children, she took on the role of mother to her two grandchildren. She soon realized that this role was more challenging and stressful than anticipated. Through our Grandparents Raising Grandchildren Program, she received resources, information and gained comfort in meeting others in her same situation and strengthened her abilities in this unexpected role.
Since our founding in 1971, Aging Care Connections has never stopped evolving. We have developed new, highly impactful programs, built exciting community partnerships, and expanded our geographic reach to serve more older adults than ever before. But through all of this growth, we have always been guided by our core belief: that aging well matters.

Last year, in celebration of our 45th anniversary, Aging Care Connections’ Board of Directors and leadership team updated our tagline to reflect this belief. “Because Aging Well Matters” conveys the motivation for everything we do. From providing intensive aid to vulnerable older adults who are victims of abuse or neglect, to serving as a resource for community members who are simply seeking information on aging, we offer meaningful support. Our Care Coordinators improve the lives of older adults through personalized care plans, while programs like Aging Well Neighborhood seek to enrich the lives of older adults at the community level.

The full spectrum of work that we do to serve older adults is reflected in our refreshed mission: “to enrich the quality of life in our community by providing older adults and their families with guidance and support that enhances the ability to age well.” As we move beyond our 45th anniversary, we are confident that Aging Care Connections, like the older adults we serve, will continue to age well.
Decades of Milestones

1971-1980: Setting Up Roots

1971 - Founded as Southwest Suburban Council on Aging (SWSCOA)
1971 - Founding Executive Director, Anna Yuan, is inaugurated
1972 - Declan Sheedy takes over as Executive Director
1974 - Moved to current home at 111 West Harris Avenue in La Grange

1981-1990: Building Community

1983 - Established a Care Coordination unit
1989 - Designated as an Elder Abuse Provider Agency, now known as Adult Protective Services
1990 - A multi-disciplinary team of area professionals was established to join Aging Care Connections in helping combat elder abuse
1993 - Case management is identified as a vital service to help seniors maintain independence in their homes and community—a core focus of our services

1996 - The 500 Club is established to ensure long-term sustainability

1999 - Debra Verschelde becomes SWSCOA’s 3rd Executive Director

1991-2000: Leading the Charge

2001 - Caregiver Support Services is added to menu of programs

2006 - Extensive strategic planning process transitions overall goal to leader in aging-related issues and services

2007 - Aging Resource Center established at Adventist La Grange Memorial Hospital

2009 - Unveiled our new name, Aging Care Connections

2011-Present: Expansion North

2012 - First capital campaign raises $1.2 million for a building renovation to sustain the future of aging services

2014 - Collaborated with partner organizations to develop the Aging Well Neighborhood program

2016 - Awarded permanent Care Coordination contracts for Leyden and Norwood Park Townships

2016 - Business partnership established with Plymouth Place
The Lee M. Burkey, Sr. Society was established in 2012 to recognize our highest level donors—individuals who support Aging Care Connections with cumulative gifts of $1,000 or more annually. The Society bears the name of the late Lee M. Burkey, Sr. who strongly believed in access to aging services for everyone and exhibited that philosophy in his work as a successful attorney, an Aging Care Connections board member, and his own personal philanthropy. He strongly believed that individuals had the capacity to strengthen our work and put that belief into action by helping to create our first giving society in 1996, the 500 Club, which morphed into the Lee M. Burkey, Sr. Society in 2012.

“A vibrant older person is an inspiration and guide. A society is only truly great if it cares for all who reside in it.”

-Jacqueline Walker MD, Lee M. Burkey, Sr. Society member
Karen Boyes
The Burjan Family
Lee M. Burkey Jr. and Terry Eliseuson
Kim and Bill Butler
Velaine Carnall
Michael and Mary Doepke
Katie Fielmann
Dennis Foley
Linda and Edward Gervain
Dick and Susan Haley

Mark and Linda Hussey
Ms. Patricia Kennedy
Beth McCormack
Saranne and Bob Milano
Louis and Kelly Mini
Bob and Chari Nyberg
Nick and Carolyn Pann
Raju and Lisa Patel
Gregory and Carol Pierce

Patty and Mark Ptacek
Miss Kathy Ruffulo
Mrs. Peter M. Shannon Jr.
Steve and Ginger Smits
John and Louise Starmann
Debra Verschelde
Cameron and Jacqueline Walker
Julie and Bill Wilson
Anonymous (7)
October 2015

- Aging Care Connections, Community Memorial Foundation and Rush University Medical Center present on aging well in the community at the Grantmakers in Aging Conference in Washington, DC
- Mike Doepke begins role as Board President

December 2015

- Annual Grandparents Raising Grandchildren holiday party
- Interfaith Community Partners moves into our building

November 2015

- Annual Caregiver Appreciation Luncheon
- La Grange Lions Club selects Aging Care Connections as 2015 Lions’ Share recipient

January 2016

- Aging Care Connections celebrates 45th Anniversary
- Director of Social Services, Louise Starmann, retires after 36 years

February 2016

- AARP-trained tax volunteers begin tax preparation appointments
- New Social Services Director, Jessica Grabowski, begins role
April 2016
• Adult Protective Services ranked 97.17% by AgeOptions

June 2016
• Unveiled the Lee M. Burkey, Sr. Society donor wall at appreciation reception

August 2016
• Partnership with Cantata for pilot project to provide care coordination to their new Take 2 clients

March 2016
• Co-hosted Legislative Breakfast with AgeOptions

May 2016
• 4th Annual Celebrating Seniors Week held in partnership with community organizations

July 2016
• Awarded permanent Care Coordination contracts for Leyden and Norwood Park Townships
• Business partnership conversations begin with Plymouth Place

September 2016
• 15th Annual Sports Ball Gala raises nearly $93,000
• “Death Over Dinner with Life Matters Media” discussion held
Esther, 53

After Esther’s mother, 76, was diagnosed with dementia, Esther quickly moved in to care for her aging parents. Overwhelmed with her new role, Esther gained strength and learned how to manage the many responsibilities of a caregiver through the Caregiver Support Program’s individual counseling sessions and support group meetings. Esther shared that ACC is her “safe haven of resources and fellowship.”
What We Do

- 332 cases of alleged abuse were investigated
- 2,618 individuals received comprehensive care coordination
- 17,602 healthy meals were served
- 3,307 individuals were counseled on options for care and community care
- Information & Assistance Specialists helped 4,902 individuals with aging issues

This is a small portion of the work that Aging Care Connections accomplishes every year. In fiscal year 2016:
Grants at a Glance

The Retirement Research Foundation has been a key partner in Aging Care Connections’ growth as the community’s resource on aging well in our service area. In Fiscal Year 2016, the Foundation awarded Aging Care Connections a $103,000 Flexible Support Pilot Project grant that helped us to identify needs and build the infrastructure necessary to address them. The Foundation’s mission is to improve the quality of life for our nation’s older adults.

- Community Memorial Foundation – A $125,631 grant provided year two funding for the Aging Well Neighborhood program.
- The Harry and Jeanette Weinberg Foundation – In partnership with Rush Health and Aging and Jewish Social Service Agency, we received a $150,000 grant to use the AIMS Model in hospital settings and primary care physician offices in Illinois and Maryland.
- Russell & Josephine Kott Memorial Charitable Trust – A $58,274 grant funded our Safe Transition Home Program, a component of our nationally replicated Bridge Transitional Care Program.

Aging well matters to me because...

“Growth occurs throughout one’s lifetime, regardless of chronological age.”

-Irene Frye, Executive Director, The Retirement Research Foundation
At Aging Care Connections, we believe that older adults are best served when our community works together. In 2016, our Bridge Transitional Care Program established an exciting new partnership with Plymouth Place, a senior living community in La Grange Park, to assist older adults in safely transitioning back home from the skilled nursing unit. Through this partnership, a Bridge Care Coordinator works with older adults at Plymouth Place to develop individualized care plans that address social and emotional needs that might otherwise lead to preventable re-hospitalizations. Together, we are improving the quality of life of both older adults returning home, and their caregivers.

“Aging well matters to me because...

“Our greater La Grange Park/La Grange area is a community with an inclusive culture that benefits, both socially and economically, by being a diverse, vibrant, and multi-generational community. Aging Care Connections is that strong voice and advocate which serves to keep the aging in our community involved and connected.”

- Dale Lilburn, Executive Director, Plymouth Place Senior Living
Revenue and expenses shown in the charts on this page are from Fiscal Year 2016. Aging Care Connections’ fiscal year runs from October 1 to September 30.
The charts on this page show the year-over-year difference in revenue and assets from Fiscal Year 2015 and Fiscal Year 2016.

The 2015 fiscal year ran from October 1, 2014 to September 30, 2015 and the 2016 fiscal year ran from October 1, 2015 to September 30, 2016.

*Please note that the fiscal year 2015 balances have been restated as of the fiscal year 2016 Audit.
Many nonprofit organizations thrive on the support of volunteers, but at Aging Care Connections, we believe that the dedication of our volunteers is unmatched. For example, Norm Nodulman has volunteered with our Benefits Assistance program for 13 years. He helps older adults and families understand the services they might qualify for and completes applications for benefits like Medicare/Medicaid, energy assistance, and SNAP.

In 2016, over 250 community members volunteered their time to ACC—giving 6,500 hours of service to older adults! They served lunches at Congregate Meals, answered calls at our front desk, raked leaves, served on committees, and so much more. We are grateful for the work that our volunteers do every day to help our community age well.

Aging well matters to me because...

“I hope to do it myself. I like to see older adults who are active and I’ll do whatever I can to help.”

- Norm Nodulman, Volunteer
Mission—Driven Staff

The Louise Starmann Excellence Award
Throughout her 36-year career with Aging Care Connections, Louise Starmann, former Director of Social Services, lived our mission every day. To encourage staff to recognize a colleague who demonstrates and lives the mission of our organization, we established the Louise Starmann Excellence Award in 2016. The staff award is a way to continue to celebrate Louise’s legacy through the quarterly recognition of a staff member who:
• Exemplifies our mission through their actions
• Has gone above and beyond to help a client or a colleague
• Has lifted the spirits and morale of their colleagues through encouragement and positive reinforcement

Fiscal Year 2016 Louise Starmann Award recipients Julie Heslin and Linda Hussey.

Aging well matters to me because...

“When we are at our best...we are able to help others the most.”

-Linda Hussey, Philanthropy Associate, Aging Care Connections
<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
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<tbody>
<tr>
<td><strong>Executive Director</strong></td>
<td>Debra Verschelde</td>
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<tr>
<td><strong>Director of Social Services</strong></td>
<td>Jessica Grabowski</td>
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<tr>
<td><strong>Director of Philanthropy &amp; External Affairs</strong></td>
<td>Nancy Grah</td>
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<tr>
<td><strong>Fiscal Manager</strong></td>
<td>Sandy Moy</td>
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<td><strong>Adult Protective Services Supervisor</strong></td>
<td>Elizabeth Rivera</td>
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<td><strong>Care Coordination Unit Supervisor</strong></td>
<td>Joe Siegel</td>
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<td><strong>Caregiver Support Supervisor</strong></td>
<td>Kathleen McKenzie</td>
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<tr>
<td><strong>Office Manager</strong></td>
<td>Sandy Arellano</td>
</tr>
<tr>
<td><strong>Transitional Care Program Manager</strong></td>
<td>Amy Crawford</td>
</tr>
</tbody>
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We provide comprehensive programs and services for older adults and their families. Below is a list of some of them:

Adult Protective Services
Aging Well Neighborhood
Benefits Assistance
Caregiver Support
Chore Housekeeping
Community Care Program
Comprehensive Care Coordination
Congregate Meals
Home Delivered Meals
Grandparents Raising Grandchildren
Information & Assistance
Transitional Care

September 15, 2017
Chicago Marriott Southwest Burr Ridge
6 - 11 p.m.

Tickets available at:
https://accsportsball17.auction-bid.org

Aging Well Month
May 2018

Engaging, Learning and Serving

A month of activities and events for older adults.
Aging Care Connections
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Website: www.agingcareconnections.org

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https://twitter.com/agingcareconns
#AgingWellMatters