

2009 ANNUAL REPORT

How Aging *Care Connections Cares...*

It goes without saying that FY 2009 presented challenges for human service organizations, in particular those that receive state funding. Regardless of these challenges, our overriding loyalty remained focused on our participants, their families and the good of the communities we serve in bringing aging issues to the forefront. We are confident this loyalty will come alive as you read the 2009 Annual Report. More importantly, the next few pages will allow you, our supporters, to be a part of our participants' lives – experiencing their issues, their challenges and their triumphs. You will see examples of how Aging Care Connections cares about older adults, cares about caregivers and their families, and cares about the community in which older adults are an integral part resulting in changed lives.

In addition, thanks to our committed partners in aging, Aging Care Connections continued to successfully achieve our mission while accomplishing several key goals in FY 2009:

- We unveiled our new name which captures the fact that we are the one-stop senior care connection sought out by older adults and caregivers to find solutions to their independent living needs;
- Established our organization as the “One Call” for older adults and their families;
- Offered innovative programs and services that assist older adults in maintaining a maximum level of independence within the home, such as the Aging Resource Center based out of Adventist La Grange Memorial Hospital and our Caregiver Support Program;



As we share with you our 2009 Annual Report, we also realize that FY 2010 and 2011 will continue to present extreme challenges to our state and agencies like ours committed to rising above the recession and state fiscal crisis. Aging Care Connections is looking to the future through an ongoing strategic planning process that will set the course for the next three years. Plans are also underway for our agency's Fortieth Anniversary celebrating and pledging our efforts to be “your source for senior care” in the communities we serve.

Whether you are a supporter, an investor, a participant, an advocate or a champion of Aging Care Connections, you are part of how we all care for older adults, caregivers, and our desire to make the southwest and western suburbs a place where older adults can age with dignity, respect, and a continuum of care offering choices across a spectrum of needs – in other words, a place where older adults can age well. We encourage your enthusiastic support as we continue to meet the needs of 8,000 older adults and their families, while meeting the challenges of the coming years. Thank you for all you have done to help Aging Care Connections thrive during these difficult economic times and for allowing us to continue to do what we do best - **care.**

Aging Care Connections *Cares...*

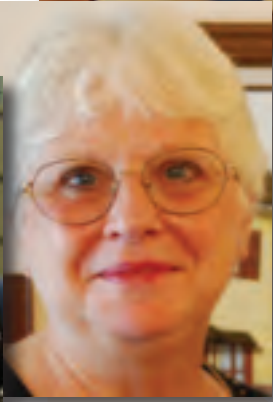
Suddenly finding yourself widowed can put stress on anyone's mental, emotional and physical well-being. For Catherine, it was a life-shattering event. At 80 years of age and unexpectedly widowed, Catherine plunged into a deep depression necessitating multiple hospitalizations. Compounding depression, Catherine was dealing with respiratory distress, urinary tract infections, insomnia and arthritis resulting in re-admission over and over again. This downward spiral lasted more than a year and a half, and her children were desperate for a solution. Catherine and her son had the opportunity to meet an Aging Resource Specialist at a local skilled nursing facility where Catherine was recuperating. The Aging Resource Specialist arranged supportive services to be in place immediately upon Catherine's return home. With an emergency response system, a daily well-being phone call and adult day care, Catherine faces each day knowing she is safe at home. More importantly, Catherine has not been hospitalized in six months thanks to the timely support she received.



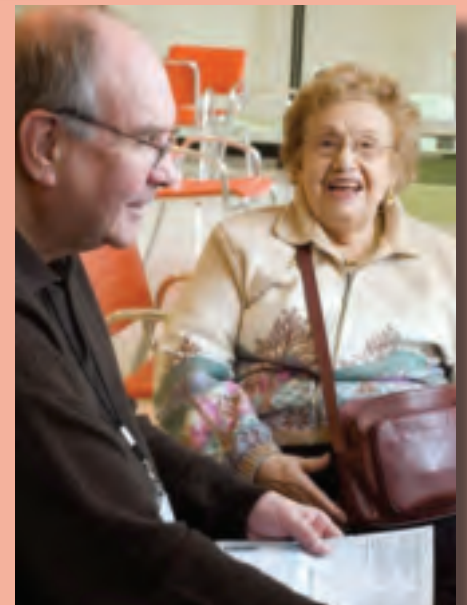
Alzheimer's disease can devastate a family. When Mary suddenly found herself taking care of her husband, an Alzheimer's victim, she was overwhelmed and panicked. Bob was always the one who took care of her, and now the tables were turned. Mary didn't know what the disease involved or how to cope. She had no support system—her stepchildren were terrified by their father's disease and wanted nothing to do with the situation. Desperate for help, Mary saw a flier about a support group providing the help she was looking for offered through Aging Care Connections. She learned about the necessary resources to care for Bob and found something she wasn't looking for—a family of understanding caregivers in the same boat—the life-preserver she needed to carry on.



For the last three years, Aging Care Connections has been helping Eddie, a 68 year-old veteran who has had a stroke and is a double amputee. Eddie suffers from diabetes and heart disease as well, and does not have any family or support system available to help him. Living on a meager allowance of Social Security and a small pension, Eddie barely pays his bills each month with nothing left over. One day, Eddie revealed to the Aging Care Connections staff that he had been sleeping on a chair every night because his bed was so unstable that it was unfit for him to use. Aging Care Connections immediately utilized the Flexible Senior Services program to buy Eddie a bed – something so simple, but critically necessary. Flexible Senior Services is one of the programs that has been eliminated by the State of Illinois this year...



Eighty year-old Alice has no children of her own, but has been raising her great nephew, Mike, as her own son. An anonymous call to Aging Care Connections reported that a woman had been physically abused—it was Alice. The caller stated that Mike had a history of schizophrenia and alcohol abuse and he hit Alice. Immediately, an Elder Abuse Case Worker responded and met with Alice at her home. Alice defended Mike saying that he was a good boy and there was no need for concern. The Elder Abuse Case Worker continued talking with Alice, building trust, and providing safety instructions in the event Alice found herself in a threatening situation. Horrifically, the abuse did not stop and Mike assaulted Alice again. Thanks to the safety instructions left by the Case Worker, Alice called the police. Mike was arrested and ordered to undergo mental health treatment. Because of the intervention of the Case Worker, Alice is no longer a victim...she is a survivor.



How We Care

We're making our community a better place to age well! **Between October 1, 2008 and September 30, 2009...**

Information and Assistance...

Aging Care Connections took 17,042 phone calls from 6,938 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 1,087 older adults with 8,368 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 721 hours of support and much-needed respite to 97 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 526 hours of educational programming related to aging issues to 167 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 254 cases of elder abuse in 30 communities with the average report taking 30 hours for a total of 7,620 hours. We took another 15 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 1,539 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...

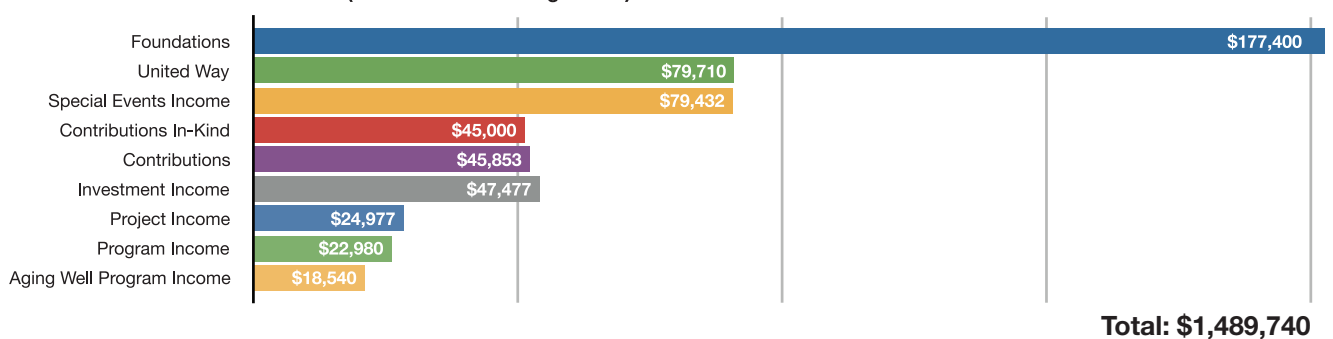
Aging Care Connections' Aging Resource Center (ARC) Program helped 494 older adults make a smooth, seamless transition from the hospital or a skilled nursing facility back into the community. The ARC Program offers older adults and their families the opportunity to explore and secure community resources 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, 2008 - September 30, 2009

Expenses



Revenue (Non-Government Agencies)



Revenue (Government Agencies)

