

ANNUAL REPORT FOR **FY17**



# NORTHEASTERN ILLINOIS AREA AGENCY ON AGING



*“Working Harder To Make Aging Easier”*

# board of directors

Ralph Feese	DuPage
Cheryl Ghassan	DuPage
Jack Kreger <sup>1</sup>	DuPage
Melissa Schmitz	DuPage
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Warren Kronberger	Grundy
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Daniel G. Parsons	Kane
Corinne Pierog <sup>1</sup>	Kane
Laurine Tucker	Kane
Bruce Conway <sup>1</sup>	Kankakee
Larry Nolan	Kankakee
Jessica Bannister	Kendall
Daniel Lane	Kendall
Alon Jeffrey <sup>2</sup>	Lake
Benjamin Frank Phillips	Lake
Gregory Thompson	Lake
Greg Weider	Lake
Donna Fischer	McHenry
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LuAnn Johnson <sup>1</sup>	Will
Michael Stowe <sup>2</sup>	Will
Gwen Ulmer	Will
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Jean R. McCollum	Emerita

## OFFICERS

Greg Weider	Chairman
Laurine Tucker	First Vice Chairman
Melissa Schmitz	Second Vice Chairman
Gregory Thompson	Secretary
Larry Nolan	Treasurer

<sup>1</sup> Elected during FY17

<sup>2</sup> Resigned during FY17

Dear friends,

I recently came across this Margaret Mitchell quote: *Life's under no obligation to give us what we expect.* While I'm not a huge *Gone with the Wind* fan, the words gave me pause.

I thought about what I expected from life, and how that has changed as I have aged. We all make plans for the future, we take on challenges, and we do our best to make the most of our opportunities. Yet, there is life – with its changes and its “new normal” never really putting us exactly where we expected to be. It can all be overwhelming and a bit intimidating.

Since 1974, this Agency on Aging has been striving to make aging easier through the development of a network of services designed to optimize the quality of life for older persons. This network not only provides for the needs of older adults, but also works to ensure each person's dignity and autonomy, with respect for their individual value. We are blessed as an organization to have a strong group – dedicated grantees, a committed professional staff, an Advisory Council that is connected in the community, and an engaged Board of Directors. Together we work toward making aging easier in the eight counties we serve.

The agency had a changing of the guard when Lucia West Jones retired in 2017. Her tenure of service and commitment to our mission made Lucia a bit of a legend, but it is her “happy dance” and her friendship that will remain my most lasting memories. Our tradition of strong and committed leadership continues with our new Executive Director, Marla Fronczak. Marla jumped in with both feet and hit the ground running. I am extremely excited to work with her to meet the challenges before us.

It is truly an honor to serve as Chairman of the Board, and I thank you for all you do in support of our mission.

Sincerely,

Greg Weider  
Chairman of the Board of Directors  
Northeastern Illinois Area Agency on Aging



The average Social Security benefit for a retired worker in January, 2017, was \$1,360, or \$16,320 a year. That is about 30% above the poverty level. For more than a third of beneficiaries, Social Security benefits are 90% or more of their total income.

# Pilot Programs Help Create Dementia-Friendly Communities

A few medical and demographic facts about Alzheimer's Disease and related dementias make it abundantly clear why the aging network must increase its efforts to respond to these diseases:

- About 5.4 million Americans currently have dementia, including 16% of those aged 65-74 and 38% of those aged 85+. People aged 75+ account for 82% of Alzheimer's cases.
- Alzheimer's is the sixth leading cause of death in the U.S., and the rate is increasing.
- The number of Americans with Alzheimer's is projected to double by 2050, because of the huge growth of the most susceptible age group.
- Over 15 million people are unpaid caregivers – spouses, adult children, siblings, close friends – to someone with dementia. About 70% of these caregivers are women.
- Health care and long-term care for Alzheimer's cost \$259 billion last year. Medicare and Medicaid paid 67% of that (\$175 billion), and 21% (\$56 billion) was the patient's or caregiver's direct expense.
- Despite years of research, there is still no effective way to prevent, slow, or cure Alzheimer's.

These basic facts and far more detailed information show two clear needs: to greatly increase research on the prevention and treatment of dementia, and to meet more effectively the immediate and continuing needs of those with dementia and their caregivers.

In the latter effort, the federal Administration for Community Living has launched its Alzheimer's Disease Supportive Services Program, which Illinois is implementing through its Alzheimer's Disease Initiative and Specialized Supportive Services. At both the federal and state level, these are efforts to help the aging network and our broader communities respond to the needs of people with Alzheimer's Disease or other dementias and of their caregivers. This goal is often described as a more "dementia-friendly" society.

The Northeastern Illinois AAA and two other Illinois AAA are participating in a 16-month pilot project that will be expanded statewide if it proves effective on a small scale. The project will establish the criteria and training curriculum for

Dementia Care Specialists, so that the staff of aging and disability network service providers will be better prepared to support dementia patients and their families. Many of these workers have academic backgrounds in gerontology, social work, or related fields, but they may not have had recent intensive training on Alzheimer's Disease, so this curriculum will fill that gap. Dementia Care Specialists will also be catalysts to create dementia-friendly communities where people with dementia can remain active and stay in their own homes as long as possible. The pilot project will focus on North Chicago and Kankakee, where it will work to create more dementia-friendly environments through both public and private efforts.

Another aspect of the dementia-friendly initiative is a nine-week "Stress-Busters" program to relieve some of the stress in which caregivers for people with dementia often live. NEIL will pilot this program in Illinois, while the downstate AAAs offer "Savvy Caregiver," a program with similar goals but a different methodology. Stress-busters will work with small groups of caregivers to offer support, education, and techniques of problem solving and stress management. The program was developed at the University of Texas Health Science Center, and has been tested and refined to increase its effectiveness.

In the two pilot communities, the dementia-friendly project will also work with local public services and groups, such as libraries, first responders, health care providers, and religious institutions and communities to offer training and outreach on the initiative. Dementia-friendly advisory councils are being organized to guide this effort, and applicants for these groups would be welcome.

Until medical advances make significant progress in preventing and treating Alzheimer's Disease, support both for people with dementia and for those who care for them must intensify. These dementia-friendly initiatives are small steps to raise communities' awareness of the needs of people with dementia and caregivers and to help them respond to those needs.

## mission statement

We strive to make aging easier through the development and promotion of a network of services for older persons designed to optimize the quality of their lives.



## FY17 ADVISORY COUNCIL

Karen Courney <sup>1</sup>	DuPage
Jack Kreger <sup>3</sup>	DuPage
Karen Leimberer	DuPage
Andrew Love	DuPage
Tania Schwer	Grundy
Patricia Stevens <sup>1</sup>	Grundy
Larry Anderson	Kane
Gregory Lind	Kane
Kara Murphy <sup>1</sup>	Kane
Bruce Conway <sup>3</sup>	Kankakee
Arlene Martin <sup>2</sup>	Kankakee
Rae Ann Van Gundy	Kendall
John Justin Wyeth <sup>1</sup>	Kendall
Joyce Farley <sup>1</sup>	Lake
Gary Ford	Lake
June Melber	Lake
Nicholas Cassell <sup>2</sup>	McHenry
Sharon Gerc	McHenry
Lyn Orphal <sup>1</sup>	McHenry
Stan Hewitson	Will
Lou Ann Johnson <sup>3</sup>	Will
Sharon McNeil <sup>1</sup>	Will

## OFFICERS

Tania Schwer	Chairman
Rae Ann Van Gundy	Vice Chairman

<sup>1</sup> Appointed during FY17

<sup>2</sup> Resigned during FY17

<sup>3</sup> Elected to Board during FY17



## STAFF

February, 2018

Marla Fronczak  
*Executive Director*

## ADMINISTRATIVE SERVICES

Megan Lowenstrom  
*Secretary, Kankakee*  
Linda Williamson  
*Secretary, West Chicago*

## FISCAL DIVISION

Barbara Goodrich  
*Accountant*

## GRANTS MANAGEMENT

Maryanne T. Daman  
*Grants and Technology Manager*  
Myra J. Manssen  
*Resource Manager*  
Jody Lynn Stoops  
*Fiscal Analyst*

## COMMUNITY PLANNING

Loretto S. G. Cowhig  
*Community Planner, Information Services*  
Donna Copeland Hill  
*Community Planner, Health Educator*  
Lucinda Hurt  
*Community Planner, Protective and Supportive Services*  
Colette Jordan  
*Community Planner, Caregiver Support*  
Glenda Love  
*Community Planner, Ombudsman*  
Ginnie Moore  
*Community Planner, Nutrition*  
Megan Napierkowski  
*Community Planner, Aging and Disability Resource Network*

## SPECIAL EVENTS

Kaitie Mayberry Hauser  
*Special Events Manager*



## 2017 GRANTEES

AIM Center for Independent Living  
Catholic Charities, Diocese of Joliet  
Catholic Charities, the Archdiocese of Chicago  
Community Nutrition Network and Senior Services Association  
DuPage County Community Services  
DuPage Senior Citizens Council  
Family Alliance, Inc.  
Family Counseling Service  
Family Service of Lake County  
Grundy County Health Department  
Guardian Angel Community Services  
Kankakee County Community Services, Inc.  
Kendall County Health Department  
Lake County Center for Independent Living  
Legal Assistance Foundation of Metropolitan Chicago  
McHenry Township  
Metropolitan Family Service DuPage  
Options Center for Independent Living  
Oswegoland Seniors, Inc.  
Prairie State Legal Services  
Salvation Army Golden Diners  
Senior Services Associates, Inc.  
Senior Services Center of Will County  
Will County  
Will-Grundy Center for Independent Living



**A year of home-delivered meals for one person costs about the same as one day in a hospital.**

## STATEMENT OF FINANCIAL POSITION SEPTEMBER 30, 2017

ASSETS:	FY 2017	FY 2016
Cash	\$3,053,467	\$3,643,308
Due from other agencies:		
Federal & State grants	2,660,888	666,632
Project Carryovers		6,362
Other receivables	9,170	
<b>TOTAL ASSETS</b>	<b>\$5,723,525</b>	<b>\$4,316,302</b>
<b>LIABILITIES AND NET ASSETS</b>		
Liabilities:		
Accounts payable	\$42,275	\$103,360
Payable to projects	3,574,681	2,543,300
Accrued vested vacation	35,950	58,440
<b>TOTAL LIABILITIES</b>	<b>\$3,652,906</b>	<b>\$2,705,100</b>
<b>NET ASSETS</b>		
Unrestricted	\$2,070,619	\$1,610,654
Temporarily restricted		548
<b>TOTAL NET ASSETS</b>	<b>\$2,070,619</b>	<b>\$1,611,202</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$5,723,525</b>	<b>\$4,316,302</b>

*This financial report represents a final accounting of funds as of September 30, 2017.*

*The journals and ledgers of accounting for FY 2017 have been closed and audited.*

**During the 2017 Medicare open enrollment period in October through December, the region's eight Case Coordination Units spent over 1,700 hours helping 2,000 Medicare enrollees individually select a drug plan, understand their health care bills, enroll in Parts and B, and choose a supplemental plan or Medicare Advantage plan. Many other SHIP sites in the region provided similar services.**



## STATEMENT OF ACTIVITIES FOR THE YEAR ENDED SEPTEMBER 30, 2017

UNRESTRICTED NET ASSETS	FY 2017	FY 2016
<b>REVENUES</b>		
Federal grants	\$9,657,476	\$9,440,216
USDA Commodities	541,945	550,288
State grants	5,548,361	4,510,908
Interest income	16,121	5,213
Miscellaneous income	125,811	136,303
<b>Total unrestricted revenue</b>	<b>\$15,889,714</b>	<b>\$14,642,928</b>
<b>NET ASSETS RELEASED FROM RESTRICTION</b>	<b>\$81,485</b>	<b>\$130,352</b>
<b>TOTAL UNRESTRICTED REVENUE &amp; RECLASSIFICATIONS</b>	<b>\$15,971,199</b>	<b>\$14,773,280</b>
<b>EXPENSES</b>		
Personnel	\$979,859	\$1,030,454
Fringe benefits	487,864	487,219
Travel	13,830	10,361
Occupancy	125,842	120,748
Supplies	16,729	11,605
Equipment	18,029	18,505
Other	306,915	224,163
Project costs	13,562,166	12,763,501
<b>TOTAL EXPENSES</b>	<b>\$15,511,234</b>	<b>\$14,666,556</b>
<b>Increase (Decrease) in unrestricted net assets</b>	<b>\$459,965</b>	<b>\$106,724</b>
<b>TEMPORARILY RESTRICTED NET ASSETS</b>		
Contributions for meals	\$80,937	\$135,858
Net assets released from restriction		
Restrictions satisfied by payments	(81,485)	(130,352)
<b>Increase (decrease) in temporarily restricted net assets</b>	<b>(548)</b>	<b>5,506</b>
<b>Total increase in net assets</b>	<b>\$459,417</b>	<b>\$112,230</b>
<b>Net assets-October 1, 2016</b>	<b>\$1,611,202</b>	<b>\$1,498,972</b>
<b>Net assets-September 30, 2017</b>	<b>\$2,070,619</b>	<b>\$1,611,202</b>

*This financial report represents a final accounting of funds as of September 30, 2017.*

*The journals and ledgers of accounting for FY 2017 have been closed and audited.*

## TITLES III AND VII SERVICES IN FISCAL YEAR 2017

Title and Service	FY17 Grant Awards	Expenditures	Units of Service	Persons Served
<b>TITLES III-B AND VII</b>				
Information & Assistance <sup>1,2</sup>	\$2,034,079	\$1,905,200	83,377	44,803
Outreach	116,658	113,249	2,664	2,552
Ombudsman <sup>1,3</sup>	621,503	621,503		
Adult Protective Services <sup>3</sup>	27,184	27,184		
Legal Services	442,889	442,889	7,800	1,755
Transportation	364,255	360,416	28,452	1,396
Counseling	367,618	363,234	5,538	818
Residential Repair	29,547	20,264	79	79
Community Connection Centers	339,390	336,442	46,698	7,575
Options Counseling <sup>1</sup>	224,284	218,664	1,204	511
<b>Total, III-B and VII</b>	<b>\$4,567,407</b>	<b>\$4,409,045</b>	<b>175,812</b>	<b>59,489</b>
<b>TITLE III-C</b>				
Congregate Meals <sup>4</sup>	\$1,271,681	\$1,192,696	156,204	9,664
Home-Delivered Meals <sup>1,4,5</sup>	5,295,770	5,213,229	756,601	5,015
<b>Total, III-C</b>	<b>\$6,567,451</b>	<b>\$6,405,925</b>	<b>912,805</b>	<b>14,679</b>
<b>TITLE III-D <sup>2</sup></b>	<b>\$138,382</b>	<b>\$134,902</b>	<b>5,171</b>	<b>1,263</b>
<b>TITLE III-E</b>				
AAA Direct Service Waiver	\$54,000	\$54,000	239	239
Assistance	174,492	174,492	11,675	6,933
Counseling, Training, Support	209,420	206,290	4,899	776
Respite	320,160	294,108	19,983	404
Gap-filling	132,152	130,264	373	271
Legal Assistance	29,000	15,581	11	9
<b>TOTAL, III-E</b>	<b>\$919,224</b>	<b>\$874,735</b>	<b>37,180</b>	<b>8,632</b>
<b>GRAND TOTALS</b>	<b>\$12,192,464</b>	<b>\$11,824,607</b>	<b>1,130,968</b>	<b>84,063</b>

<sup>1</sup> Includes state funds

<sup>2</sup> Includes AAA Direct Service

<sup>3</sup> Includes Title VII funds

<sup>4</sup> Includes Nutrition Services Incentive Program funds

<sup>5</sup> Units includes holiday meals

More than two-thirds of Medicare enrollees have two or more chronic conditions, and 14% have six or more. The most common are hypertension (58%), high cholesterol (45%), heart disease (31%), arthritis (29%), and diabetes (28%).



## STATEMENT OF NON-DISCRIMINATION

The Agency on Aging of Northeastern Illinois does not discriminate in admission to programs or in treatment of employment in programs or activities, in compliance with the Illinois Human Rights Act, the U.S. Civil Rights Act, Section 504 of the Rehabilitation Act, the Age Discrimination Act, the Age Discrimination in Employment Act, the Americans with Disabilities Act, and the U.S. and Illinois Constitutions. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging.

For information, call the Illinois Department on Aging at (800) 252-8966 (voice and TTY) or contact the Northeastern Illinois Area Agency on Aging (815) 939-0727 or (800) 528-2000, or check its website at [www.ageguide.org](http://www.ageguide.org).

# Agency's Wide-Ranging Activities Fulfill its Mission

Area Agencies on Aging (AAAs) are often described as the best-kept secret in American government. Few people know that they exist, and fewer still know what they do. Most people are familiar with the popular “meals on wheels” program, and some are aware of local agencies that provide the meals and other supportive services. But very few people know that AAAs play a key role in developing a network of long term services and supports that make it possible for older adults to age in place.

The Older Americans Act created AAAs nationwide, and in 1974 the Illinois Department on Aging designated us as the AAA for DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry, and Will Counties. In the briefest of summaries, our mission is to plan, coordinate, and advocate for seniors – a description that tells everything and nothing. Here are some examples of what we do:

- **Fiduciary Stewardship** – AAAs grant federal and state funds to local agencies that provide Information and Assistance, Medicare Counseling, Congregate and Home Delivered Meals, Transportation, Legal Services, Counseling, Caregiver Support, Adult Protective Services and Long-term-care Ombudsman, Health Promotion programs, and other services. We monitor the quality of these services and their cost effectiveness.
- **Advocacy** – Demographics demand focus on policies and programs that support older adults and their caregivers. We advocate for policies that effectively address the needs of an aging America through legislative forums and roundtables, direct contact with state and federal legislators and local officials, participation in the National Association of AAAs and its Illinois chapter, and our association with many other senior advocacy groups.
- **Innovative Programming** – This includes special projects such as the Dementia-Friendly Initiative, described in this report, and the Veterans Independence Program, or VIP. This is a collaboration with the Veterans Administration to enable veterans at risk of nursing home placement to remain in their own homes with supportive services. These projects recognize and respond to the changing needs of older adults.
- **Senior Nutrition** – The agency's Holiday Meals on Wheels Program supplements the publicly funded home-delivered meals for nutritionally at-risk homebound seniors on weekends and holidays, when meals would otherwise not be provided. Our annual Celebrity Chefs Brunch and other events raise funds to support this holiday meal program initiative. The congregate meal program provides social engagement as well as nutritious meals for more active seniors.

- **Where to Get Help** – The AAA helps consumers navigate the aging network through Information and Referrals, Caregiver Support, and Medicare and Benefit Counseling and Educational Presentations. Our annual Senior Lifestyle Expo provides sources of information on aging issues and increases visibility for the aging network, and attracts thousands of seniors to its educational seminars, exhibits, demonstrations, health screenings, and entertainment.

- **Elder Justice** – Through strong relationships with social service agencies, local units of government, and health care providers, we play a significant role in detecting and preventing elder abuse. We participate in activities such as senior fairs, TRIADs, and the Senior Medicare Patrol, which fights Medicare fraud and abuse.

- **Healthy Aging** – We deliver evidence-based health promotion programs such as A Matter of Balance and the Chronic Disease Self-Management program. These programs have been researched and demonstrated to show positive results in helping older adults confidently manage their chronic health conditions and reduce their risk of falls.

- **Building Capacity** – Our role is always constrained by legal mandates, financial restrictions, and the need to expand services to keep up with the rapidly growing senior population while we evolve to meet new needs and circumstances. In recent years the greatest increase in the senior population, both nationally and in our region, has been among the relatively young seniors, as the huge baby boom aged into the 60+ group. More than half of this generation is now aged 60+. In the foreseeable future, the leading edge of the baby boomers will be well into the 75+ group, whose needs will be somewhat different and more intense.

It is the agency's responsibility to prepare for this change and to respond when it occurs. The region's seniors are also becoming more diverse racially, ethnically, and culturally, which calls for a more tailored package of services that meet their needs and circumstances. In aging services it was probably never true that one size fits all, but it certainly is not true today. In all these ways, and in many others, the Northeastern Illinois Area Agency on Aging works daily to fulfill its motto, “Working Harder to Make Aging Easier.”





An average of 10,000 Americans reach age 65 every day and qualify for Medicare. This rate will continue for about the next 15 years.



*“Working Harder To Make Aging Easier”*

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