

West Suburban Senior Services
Annual Report
Fiscal Year 2007-2008

***West Suburban Senior Services
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**Staff and Board of Directors
Major Accomplishments
Service Productivity
Financial Statements**

***West Suburban Senior Services
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Board of Directors and Staff

West Suburban Senior Services

Senior Center
439 Bohland Avenue
Bellwood, Illinois 60104

River Park Center
8300 Roosevelt Road
Forest Park, Illinois 60130

OARS Center
712 East Elm
LaGrange, Illinois 60525

Board Of Directors 2007 to 2008

Officers

Mrs. Elaine Reno	President
Ms. Debbie Noweder	Vice President
Mrs. Lois Albers	Treasurer
Ms. Carole Kulinski	Secretary

Directors

Mrs. Mary Conti	Mrs. Kathleen Contuchio
Mrs. Lela Grimble	Honorable Noreen Love
Honorable Anthony Peraica	Ms. Tywana Rand
Honorable Donald Sloan	Dr. Robert Strnad
Ms. Catherine Swan	Mrs. Jimmi Wooten

Staff *

Judith Arquilla	Chore Worker	James Louden	Driver
Michelle Barker, MSW	Social Worker	Marian Lynch, MSW	Social Worker
Cheryl Bland	Activity Aide	Patti Marino	Case Aide
Natalie Bloodgood	Chore Worker	Doris Molette	Receptionist
Helen Brown	Driver	Delores Morrison, RN	Registered Nurse
Mary Cole, RN	Registered Nurse	Mary Murray, MA	Psychologist
Toni Cole	Activity Aide	Gwendolyn Perkins	Social Worker
Vincent Coppola	Art Instructor	Barbara Phillips	Senior Center Director
Tinesha Freeney	Activity Aide	Zeline Ross	Driver
ChezParee Green	ADHC Aide	Carol Sack, RN	Registered Nurse
Glenn R Green, Ph.D.	Executive Director	Diane Saunders	Social Worker
Joella Harris	Chore Worker	Barbara Sedlack	Administrative Assistant
Sandra Hollis	Social Worker	Ronald Semran	Printer
Tami Jimenez, LCSW	Social Worker	Cloy Sherrod	Chore Worker
Angela Johnson	Driver	Patricia Sloan	Administrative Assistant
Joann Johnson	Nutrition Coordinator	Eleanor Stevens	Driver
Valerie Kristopher LCSW	Social Worker II	Elizabeth Szilagyi	Senior Service Director
Marguerite Krueger, RN	Nurse Case Manager	Gary Trent, DPM	Podiatrist
Michelle Krueger	Social Worker	Dorothy Waller, LPN	Nurse
Robin Leach	CAT Specialist	Joy Wieska	Senior Advocate
R. Timothy Lee, Ph.D.	Clinical Director	John Woods	Maintenance
Debra Lewis	Activity Aide	Donald Wright	Activity Assistant
Consuelo LeZama	Senior Advocate		

* As of June 30, 2008

**West Suburban Senior Services
Board Of Directors
2007 to 2008**



*West Suburban Senior Services
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Major Accomplishments

Major Accomplishments of West Suburban Senior Services

- ❑ The Kott Memorial Foundation continues to support the agency and three cohort organizations with funded internships and clinical support over the past two years and has proven to be invaluable and has generated energy, skills and enthusiasm within the agency. The grant was extended for an additional three years adding three new collaborative organizations including DuPage County, DeKalb Senior Services and a to be named home health or hospice organization. A total of fifteen interns are supported through their graduated school education. The collaborating universities include Argosy University, Aurora University, Chicago State University, Dominican University, Governors State University, Loyola University, University of Chicago and University of Illinois at Chicago
- ❑ The agency assisted numerous senior citizens with questions and concerns regarding Medicare Part D, prescription drug coverage.
- ❑ West Suburban Senior Services completed successful independent reviews of the organization by AgeOptions, US Department of Veterans Affairs, and the Illinois Department on Aging.
- ❑ West Suburban Senior Services received an unqualified CPA's opinion for the 2007-2008 audit and qualified again as a low-risk auditee.
- ❑ West Suburban Senior Services continued quality services while maintaining appropriate staffing patterns. The agency increased the average tenure of staff while maintaining an approximate minimum staff turnover rate.
- ❑ The agency continued with fully funding its pension plan assuring for the adequate retirement of its employees.
- ❑ The agency began providing community based mental health services with a Licensed Clinical Social Worker funded by the Proviso Township Mental Health Commission. This new contract is a welcome addition to our case management system and focuses services for individuals and families with recent losses, mental health issues and concerns.
- ❑ West Suburban Senior Services continued to significantly expand the quantity and quality of senior center programming.
- ❑ West Suburban Senior Services maintained reasonable yet effective cost control over expenses concluding the year on budget with an operating surplus of \$43,538 during a time of grant and contract funding reductions. Capital investments of \$61,6990 were made and improvements continued. The agency replaced the photocopier at River Park, a HVAC compressor at Bellwood, and client furniture at OARS in addition to other capital improvements.
- ❑ The agency continued the process of computerizing all required activities. The agency and client forms are scanned and indexed into the computer system increasing speed, accuracy and reliability. Programs such as adult day care, chore housekeeping, congregate meals,

home delivered meals, information and assistance, senior center and transportation are 100.0% electronic.

- ❑ The agency replaced the many windows at the Senior Center in Bellwood under a grant from CDBG Cook County. The final phase of the project is anticipated to be completed in Spring of 2009 with all windows replaced.
- ❑ Finally, the agency paid off its mortgage in March, 2008 and is debt free for the first time in over twenty years.
- ❑ The agency notes the passing of Beverly Thompson. Bev was a member of the Board of Directors from 1997 to 2003 and also served as the agency's Treasurer and Chair of the Pension Committee. As Director of the Forest Park Community Center, Bev was knowledgeable and well-versed in the needs of senior citizens.

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Service Productivity

Service Activity Review

The following services maintained, reduced or increased activity and productivity from Fiscal Year 2006-2007:

<i>Service</i>	<i>Percentage Change in Units of Service</i>	<i>Percentage Change in Number of People</i>
Adult Day Health Care	3.5%	(13.8%)
Caregiver Casemanagement, Education and Outreach	34.3%	(0.1%)
Casemanagement	32.3%	(0.8%)
Chore/Housekeeping	8.2%	(8.6%)
Friendly Visiting	13.1%	(20.0%)
Food Baskets	(18.4%)	(26.3%)
Health Screens	51.9%	5.1%
Home Delivered Meals	(7.1%)	(27.9%)
Information and Referral	(43.0%)	(23.6%)
Mental Health	Not Applicable	Not Applicable
Podiatry	(3.3%)	0.0%
Respite	(15.9%)	(15.5%)
Rides	12.7%	(45.8%)
Senior Center	23.8%	8.7%
Site Meals	(6.4%)	(34.8%)
Telephone Reassurance	(39.2%)	34.8%

Note that many services are grant or contractually limited. The food basket program, for example, is limited to a fixed dollar grant to be spent over nine months. The agency manages its contracts and grants within the limits imposed by these funding bodies.

**West Suburban Senior Services
Review of Service Statistics
Units of Service**

<i>Service</i>	Service Statistic	Fiscal Year 2000	Fiscal Year 2001	Fiscal Year 2002	Fiscal Year 2003	Fiscal Year 2004	Fiscal Year 2005	Fiscal Year 2006	Fiscal Year 2007	Fiscal Year 2008
Adult Day Health Care &	Days	8,823	8,280	7,113	11,707	10,441	9,879	9,664	9,331	9,657
Caregiver Case Management	Hours	N/A	N/A	N/A	N/A	N/A	N/A	1,072	1,441	1,199
Caregiver Education	Hours	N/A	N/A	N/A	N/A	N/A	N/A	136	116	160
Caregiver Outreach	Hours	N/A	N/A	N/A	N/A	N/A	N/A	11	79	129
Case Management	Hours	13,304	11,567	14,185	12,807	12,261	10,224	8,479	9,956	13,176
Chore/Housekeeping	Hours	3,948	4,326	6,231	4,246	2,944	2,359	2,103	1,877	2,032
Food Baskets	Baskets	481	266	500	501	914	549	978	479	391
Friendly Visits &	Hours	2,180	6,380	6,940	9,780	5,890	4,710	7,392	2,735	3,094
Health Screens @	Screens	1,107	914	2,844	2,933	2,344	3,093	1,944	729	1,107
Home Delivered Meals	Meals	24,510	28,232	26,251	23,981	27,118	24,169	21,924	22,277	20,679
Information & Referral	Calls	10,032	11,910	15,150	18,337	18,037	13,541	10,664	12,886	7,343
Mental Health	Hours	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	597
Podiatry	Visits	419	465	429	453	483	474	434	458	443
Respite	Hours	N/A	N/A	N/A	N/A	N/A	N/A	2,735	4,610	3,876
Rides #	Rides	8,748	7,960	10,671	18,096	18,680	16,106	15,193	12,798	14,417
Senior Center	Visits	25,841	22,091	23,436	20,697	15,257	20,514	24,593	22,764	28,172
Site Meals ##	Meals	20,007	19,880	19,424	29,373	22,853	20,119	13,953	16,018	14,994
Telephone Reassurance &	Calls	13,139	12,841	8,420	8,274	9,408	6,975	6,158	4,587	2,786
Weekend HDMs *	Meals	3,065	2,476	2,676	2,844	966	N/A	N/A	N/A	N/A

**West Suburban Senior Services
Review of Service Statistics
Unduplicated Number of Participants**

Service	Service Statistic	Fiscal Year 2000	Fiscal Year 2001	Fiscal Year 2002	Fiscal Year 2003	Fiscal Year 2004	Fiscal Year 2005	Fiscal Year 2006	Fiscal Year 2007	Fiscal Year 2008
Adult Day Health Care	People	77	78	69	110	111	94	83	95	82
Caregiver Case Management	People	N/A	N/A	N/A	N/A	N/A	N/A	214	286	260
Caregiver Education	People	N/A	N/A	N/A	N/A	N/A	N/A	90	76	95
Caregiver Outreach	People	N/A	N/A	N/A	N/A	N/A	N/A	11	56	91
Case Management	People	4,490	2,107	2,124	1,859	1,885	2,126	1,632	1,590	1,577
Chore/Housekeeping	People	108	109	133	103	78	71	69	58	53
Food Baskets	People	44	28	40	43	60	45	60	57	42
Friendly Visits	People	18	58	39	25	22	20	35	20	16
Health Screens	People	252	432	809	853	739	913	102	217	228
Home Delivered Meals	People	251	237	211	209	224	174	173	204	147
Information & Referral	People	4,428	3,437	3,884	3,645	3,750	3,611	3,300	2,839	2,169
Mental Health	People	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	93
Podiatry	People	170	159	148	175	165	167	144	141	140
Respite	People	N/A	N/A	N/A	N/A	N/A	N/A	46	58	49
Rides	People	119	98	108	215	163	146	202	170	92
Senior Center	People	799	635	613	1,410	1,502	1,330	1,403	1,315	1,433
Site Meals	People	673	660	639	640	782	591	749	840	547
Telephone Reassurance &	People	113	79	56	78	90	49	40	23	31
Weekend HDMS	People	63	53	54	45	37	N/A	N/A	N/A	N/A

* Federal funding for Weekend HDMS and Garden House Congregate Site eliminated in 2003

& OARS Merger Completed in 2003

Adult Day Care participants declared ineligible for congregat
meals in 2005

Caregiver Caemanagement, Education, Outreach and Respite services
computerized in 2006

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Financial Statements

Statement of Financial Position of West Suburban Senior Services As of June 30, 2008

Assets

Current Assets

Cash and Notes	\$222,202
Grants and Contracts Receivable	\$943,063
Contributions Receivable	\$64,550
Prepaid Expenses and Other	\$1,155
<i>Total Current Assets</i>	\$1,230,970

Other Assets

Deferred Compensation	\$28,166
Land, building and equipment, net of Accumulated depreciation of \$437,958	\$877,318
Prepaid Pension Cost	\$152,609
<i>Total Other Assets</i>	\$1,058,093

Total Net Assets **\$2,389,063**

Liabilities and Net Assets

Current Liabilities

Deferred Revenue	\$4,879
Accrued Expenses	\$112,339
<i>Total Current Liabilities</i>	\$117,218

Other Liabilities

Deferred Compensation	\$28,166
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Total Liabilities **\$145,384**

Net Assets

Unrestricted	\$1,375,131
Temporarily Restricted	\$768,548

Total Net Assets **\$2,143,679**

Total Liabilities and Net Assets **\$2,389,063**

Statement of Activities of West Suburban Senior Services As of June 30, 2008

Revenues and Other Support

	Unrestricted	Temporarily Restricted	Total
Revenues			
Contributions	\$30,315	-	\$30,315
Contributed Services	\$11,914	-	\$11,914
Gift shop (net of cost)	\$1,006	-	\$1,006
Grants and Contracts	\$1,902,752	\$768,548	\$2,671,300
Other Income	\$4,455	-	\$4,455
Project Income	\$212,567	-	\$212,567
United Way	\$131,802	-	\$131,802
Net assets released from restrictions: Satisfaction of purpose restrictions	\$116,793	(\$116,793)	-
<i>Total Revenues and Other Support</i>	\$2,411,604	\$651,755	\$3,063,359

Expenses

	Unrestricted	Temporarily Restricted	Total
Expenses			
Program Expenses	\$2,168,391	-	\$2,168,391
Fundraising	\$4,729	-	\$4,729
Management and General	\$72,882	-	\$72,882
<i>Total Expenses</i>	\$2,246,002	-	\$2,246,002

Change in Net Assets

Non-Operating

Effect of Adoption of Recognition And Measurement Provision of FASB Statement Number 158	(\$122,064)	-	(\$122,064)
Total Change in Assets	\$43,538	\$651,755	\$696,293
Net Assets Beginning of Year	\$1,331,593	\$116,793	\$1,448,396
Net Assets End of Year	\$1,375,131	\$768,548	\$2,143,679