

*West Suburban Senior Services*  
*Annual Report*  
*Fiscal Year 2008-2009*

***West Suburban Senior Services  
Annual Report  
Fiscal Year 2008-2009***

**Staff and Board of Directors  
Major Accomplishments  
Service Productivity  
Financial Statements**

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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 2008 to 2009

### Officers

Mrs. Debbie Noweder	President
Mrs. Lela Grimble	Vice President
Mrs. Lois Albers	Treasurer
Mrs. Tywana Rand	Secretary

### Directors

Mrs. Jann Beauchamp	Mrs. Janice Carter
Mrs. Mary Conti	Mrs. Kathleen Contuchio
Mr. Arthur Grapenthein	Mr. Robert Jones
Mr. Luigi Mazzei	Honorable Anthony Peraica
Honorable Donald Sloan	Dr. Robert Strnad
Ms. Catherine Swan	Mrs. Jimmi Wooten

### Staff \*

Michelle Barker, MSW	Caregiver Specialist	Consuelo LeZama	Senior Advocate
Cheryl Bland	Activity Aide	James Louden	Driver
Sam Caples	Maintenance	Patti Marino	Case Aide
Mary Cole, RN	Registered Nurse	Brooke McMillin, MSW	ADHC Director
Toni Cole	Activity Aide	Doris Molette	Receptionist
Bobby Cooper	Activity Aide	Juliette Nations	Social Worker
Vincent Coppola	Art Instructor	Gwendolyn Perkins	Social Worker
Tasha Duncan	Chore Worker	Barbara Phillips	Senior Center Director
Tinesha Freeney	Activity Aide	Bridget Pitts	Chore Worker
ChezParee Green	ADHC Aide	Carol Sack, RN	Registered Nurse
Glenn R Green, Ph.D.	Executive Director	Diane Saunders	Social Worker
Julie Hadler, MSW	Social Worker	Barbara Sedlack	Administrative Assistant
Joella Harris	Chore Worker	Ronald Semran	Printer
Sandra Hollis	Social Worker	Eleanor Stevens	Driver
LaTonya Hughes	Social Worker	Elizabeth Szilagyi	Senior Service Director
Tami Jimenez, LCSW	Social Worker	Gary Trent, DPM	Podiatrist
Angela Johnson	Driver	Gene Wesolowski, LCSW	Clinical Director
Joann Johnson	Nutrition Coordinator	Joy Wieska	Senior Advocate
Valerie Kristopher LCSW	Social Worker II	Valerie Winterfeldt, MSW	Caregiver Specialist
Marguerite Krueger, RN	Nurse Case Manager	John Woods	Maintenance
Michelle Krueger	Social Worker	Donald Wright	Activity Assistant
Robin Leach	CAT Specialist		
Debra Lewis	Activity Aide		

\* As of June 30, 2009

**West Suburban Senior Services  
Board Of Directors  
2008 to 2009**



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**Major Accomplishments**

## Major Accomplishments of West Suburban Senior Services

- ❑ The Kott Memorial Foundation continues to support the agency and five other cohort organizations with funded clinical internships and support over the past two years. The support 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 two new collaborative organizations including DuPage County and Elder Care Services of DeKalb. A total of fifteen interns are supported through their graduated school education. The collaborating universities include Aurora University, Chicago State University, Dominican University, Governors State University, Loyola University, University of Chicago and University of Illinois at Chicago.
- ❑ Westlake Health Foundation has awarded the organization \$135,000 over three years to implement and evaluate a community based health education program developed in collaboration with the University of Illinois Extension Service. This collaboration is a unique public private partnership combining the skills and expertise of both organizations.
- ❑ 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 2008-2009 audit and qualified again as a low-risk auditee.
- ❑ 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 other concerns. This service will expand in 2009 to include an outreach component for individuals that have terminated needed and necessary services.
- ❑ West Suburban Senior Services maintained reasonable yet effective cost control over expenses concluding the year on budget with an operating surplus of \$101,994 during a time of grant and contract funding reductions.
- ❑ Capital investments of \$17,950 were made and improvements continued. The agency replaced the photocopier at Bellwood, windows at Bellwood, and installed IP cameras in addition to other capital improvements.
- ❑ For the first time in over twenty-five years, the agency is debt free when it paid off its mortgage for the OARS building. With delayed payments by the State of Illinois, reduced United Way payments and program eliminations, the elimination of debt payments comes at a very advantageous time.
- ❑ Service productivity for most programs remained stable or increased. Interestingly, the number of people served across most programs increased.

- ❑ The dreadful economy resulted in decreased support for the organization from senior citizens, the community and by funding bodies. West Suburban Senior Services did not reduce staffing at this junction.
- ❑ The agency is beginning new food services including weekend congregate, weekend home delivered meals and shelf stable meals with Stimulus ARRA funding. This funding is for eighteen months and then is scheduled to expire.
- ❑ Of the sixteen reported services, the number of clients who used that service increased in eleven services or sixty-eight percent. The greatest increase in the number of individuals assisted was in case management, information and assistance and mental health assistance. The increase in the number individuals served was also paralleled by the number of units of service provided.
- ❑ The agency has continued with extending the tenure of staff reflecting the need for long term staffing and staff for long term care.

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**Service Productivity**

## Service Activity Review

The following services maintained, reduced or increased activity and productivity from Fiscal Year 2007-2008:

<i>Service</i>	<i>Percentage Change in Units of Service</i>	<i>Percentage Change in Number of People</i>
Adult Day Health Care	(14.0%)	1.2%
Caregiver Casemanagement, Education and Outreach	34.3%	8.5%
Casemanagement	15.3%	29.9%
Chore/Housekeeping	15.2%	15.4%
Friendly Visiting	(36.9%)	(33.3%)
Food Baskets	18.3%	(31.2%)
Health Screens	11.2%	21.4%
Home Delivered Meals	10.6%	33.5%
Information and Referral	71.5%	38.9%
Mental Health	70.1%	48.0%
Podiatry	(16.3%)	(7.7%)
Respite	(27.0%)	5.8%
Rides	(5.5%)	19.3%
Senior Center	(55.9%)	(7.8%)
Site Meals	(15.7%)	34.4%
Telephone Reassurance	(10.1%)	(55.0%)

*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>	<b>Service Statistic</b>	<b>Fiscal Year 2001</b>	<b>Fiscal Year 2002</b>	<b>Fiscal Year 2003</b>	<b>Fiscal Year 2004</b>	<b>Fiscal Year 2005</b>	<b>Fiscal Year 2006</b>	<b>Fiscal Year 2007</b>	<b>Fiscal Year 2008</b>	<b>Fiscal Year 2009</b>
Adult Day Health Care	Days	8,280	7,113	11,707	10,441	9,879	9,664	9,331	9,657	8,469
Caregiver Case Management	Hours	N/A	N/A	N/A	N/A	N/A	1,072	1,441	1,199	1,827
Caregiver Education	Hours	N/A	N/A	N/A	N/A	N/A	136	116	160	189
Caregiver Outreach	Hours	N/A	N/A	N/A	N/A	N/A	11	79	129	130
Case Management	Hours	11,567	14,185	12,807	12,261	10,224	8,479	9,956	13,176	15,317
Chore/Housekeeping	Hours	4,326	6,231	4,246	2,944	2,359	2,103	1,877	2,032	2,398
Food Baskets	Baskets	266	500	501	914	549	978	479	391	478
Friendly Visits	Hours	6,380	6,940	9,780	5,890	4,710	7,392	2,735	3,094	2,260
Health Screens	Screens	914	2,844	2,933	2,344	3,093	1,944	729	1,107	1,247
Home Delivered Meals	Meals	28,232	26,251	23,981	27,118	24,169	21,924	22,277	20,679	23,124
Information & Referral	Calls	11,910	15,150	18,337	18,037	13,541	10,664	12,886	7,343	25,784
Mental Health	Hours	N/A	N/A	N/A	N/A	N/A	N/A	N/A	597	1,995
Podiatry	Visits	465	429	453	483	474	434	458	443	381
Respite	Hours	N/A	N/A	N/A	N/A	N/A	2,735	4,610	3,876	3,053
Rides	Rides	7,960	10,671	18,096	18,680	16,106	15,193	12,798	14,417	13,664
Senior Center	Visits	22,091	23,436	20,697	15,257	20,514	24,593	22,764	28,172	18,076
Site Meals	Meals	19,880	19,424	29,373	22,853	20,119	13,953	16,018	14,994	12,955
Telephone Reassurance	Calls	12,841	8,420	8,274	9,408	6,975	6,158	4,587	2,786	2,511
Weekend HDMs	Meals	2,476	2,676	2,844	966	N/A	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 2001	Fiscal Year 2002	Fiscal Year 2003	Fiscal Year 2004	Fiscal Year 2005	Fiscal Year 2006	Fiscal Year 2007	Fiscal Year 2008	Fiscal Year 2009
Adult Day Health Care	People	78	69	110	111	94	83	95	82	83
Caregiver Case Management	People	N/A	N/A	N/A	N/A	N/A	214	286	260	284
Caregiver Education	People	N/A	N/A	N/A	N/A	N/A	90	76	95	6
Caregiver Outreach	People	N/A	N/A	N/A	N/A	N/A	11	56	91	18
Case Management	People	2,107	2,124	1,859	1,885	2,126	1,632	1,590	1,577	2,251
Chore/Housekeeping	People	109	133	103	78	71	69	58	53	62
Food Baskets	People	28	40	43	60	45	60	57	42	32
Friendly Visits	People	58	39	25	22	20	35	20	16	12
Health Screens	People	432	809	853	739	913	102	217	228	290
Home Delivered Meals	People	237	211	209	224	174	173	204	147	221
Information & Referral	People	3,437	3,884	3,645	3,750	3,611	3,300	2,839	2,169	3,547
Mental Health	People	N/A	N/A	N/A	N/A	N/A	N/A	N/A	93	179
Podiatry	People	159	148	175	165	167	144	141	140	130
Respite	People	N/A	N/A	N/A	N/A	N/A	46	58	49	52
Rides	People	98	108	215	163	146	202	170	92	114
Senior Center	People	635	613	1,410	1,502	1,330	1,403	1,315	1,433	1,329
Site Meals	People	660	639	640	782	591	749	840	547	834
Telephone Reassurance	People	79	56	78	90	49	40	23	31	20
Weekend HDMs	People	53	54	45	37	N/A	N/A	N/A	N/A	N/A

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**Financial Statements**

# Statement of Financial Position of West Suburban Senior Services As of June 30, 2009

## Assets

<b>Current Assets</b>	
Cash and Notes	\$393,316
Grants and Contracts Receivable	\$30,326
Contributions Receivable	\$579,580
Other	\$360
<i>Total Current Assets</i>	\$973,590
 <b>Long Term Assets</b>	
Multiyear grant receivable	\$90,000
Land, building and equipment, net of Accumulated depreciation of \$472,621	\$860,605
<i>Total Long Term Assets</i>	\$950,605
 <b>Other Assets</b>	
Deferred Compensation	\$39,992
<i>Total Other Assets</i>	\$39,392
 <b>Total Net Assets</b>	 \$1,964,187

## Liabilities and Net Assets

<b>Current Liabilities</b>	
Deferred Revenue	\$6,060
Accrued Expenses	\$76,965
<i>Total Current Liabilities</i>	\$83,025
 <b>Other Liabilities</b>	
Deferred Compensation	\$39,992
Liability for Pension	\$55,321
 <b>Total Liabilities</b>	 \$178,338
 <b>Net Assets</b>	
Unrestricted	\$1,269,196
Temporarily Restricted	\$516,653
 <b>Total Net Assets</b>	 \$1,785,849
 <b>Total Liabilities and Net Assets</b>	 \$1,964,187

# Statement of Activities of West Suburban Senior Services As of June 30, 2009

## Revenues and Other Support

	Unrestricted	Temporarily Restricted	Total
<b>Revenues</b>			
Contributions	\$13,470	-	\$13,470
Contributed Services	\$29,180	-	\$29,180
Gift shop (net of cost)	\$773	-	\$773
Grants and Contracts	\$1,845,275	\$185,001	\$2,030,276
Other Income	\$5,841	-	\$5,841
Project Income	\$177,909	-	\$177,909
United Way	\$64,550	\$30,326	\$94,876
Reduction of multiyear grant	-	(\$58,498)	(\$58,498)
Net assets released from restrictions: Satisfaction of purpose restrictions	\$408,724	(\$408,724)	-
<i>Total Revenues and Other Support</i>	\$2,545,722	(\$251,895)	\$2,293,827

## Expenses

	Unrestricted	Temporarily Restricted	Total
<b>Expenses</b>			
Program Expenses	\$2,379,439	-	\$2,379,439
Fundraising	\$1,107	-	\$1,107
Management and General	\$63,182	-	\$63,182
<i>Total Expenses</i>	\$2,443,728	-	\$2,443,728
<b>Change in Net Assets</b>	\$101,994	(\$251,895)	(\$149,901)

## Non-Operating

Effect of Adoption of Recognition And Measurement Provision of FASB Statement Number 158	(\$207,930)	-	(\$207,930)
<b>Total Change in Assets</b>	(\$105,936)	(\$251,895)	(\$357,831)
<b>Net Assets Beginning of Year</b>	\$1,375,132	\$768,548	\$2,143,680
<b>Net Assets End of Year</b>	\$1,269,196	\$516,653	\$1,785,849