

West Suburban Senior Services Annual Report 2009-2010



***West Suburban Senior Services
Annual Report
Fiscal Year 2009-2010***

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

*West Suburban Senior Services
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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 **2009 to 2010** **Officers**

Mrs. Debbie Noweder
Mrs. Lela Grimble
Mrs. Jann Beauchamp
Mrs. Tywana Rand

President
Vice President
Treasurer
Secretary

Directors

Mrs. Janice Carter
Mrs. Kathleen Contuchio
Mr. Ted Griffin
Mr. Luigi Mazzei
Dr. Robert Strnad
Mrs. Jimmi Wooten

Mrs. Mary Conti
Mr. Arthur Grapenthein
Mr. Robert Jones
Honorable Donald Sloan
Ms. Catherine Swan

Staff *

Lessie Barr	Activity Aide	Debra Lewis	Activity Aide
Cheryl Bland	Activity Aide	James Louden	Driver
Michelle Bonadies, LCSW	Caregiver Specialist	Patti Marino	Case Aide
Mark Booczko, MA	Senior Advocate	Doris Molette	Receptionist
Diane Brown	Site Supervisor	Gwendolyn Perkins	Social Worker
Gustavio Carrillo	Administrative Assistant	Barbara Phillips, MA	Senior Center Director
Mary Cole, RN	Registered Nurse	Bridget Pitts	Chore Worker
Toni Cole	Activity Aide	Bennie Ramos	Maintenance
Vincent Coppola	Art Instructor	Elaine Reno	Site Supervisor
Maggie Dodd	Site Supervisor	Lauren Rose	Social Worker
Tasha Duncan	Chore Worker	Carol Sack, RN	Registered Nurse
ChezParee Green	ADHC Aide	Ronald Semran	Printer
Glenn R Green, Ph.D.	Executive Director	Laura Smith, LCSW	Social Worker
Julie Hadler, MSW	Social Worker	Eleanor Stevens	Driver
Joella Harris	Chore Worker	Elizabeth Szilagyi	Senior Service Director
Joann Hennig	Social Worker	Virginia Torres	Social Worker
LaTonya Hughes	Social Worker	Gary Trent, DPM	Podiatrist
Tami Jimenez, LCSW	Social Worker	Gene Wesolowski, LCSW	Clinical Director
Tia Jimenez	Scanner	Joy Wieska	Senior Advocate
Angela Johnson	Driver	Valerie Winterfeldt, MSW	Caregiver Specialist
Valerie Kristopher LCSW	Social Worker II	John Woods	Maintenance
Michelle Krueger	Social Worker	Donald Wright	Activity Assistant
Sarah Krywokulski, MSW	ADHC Director		
Robin Leach	CAT Specialist		

* As of June 30, 2010

**West Suburban Senior Services
Board Of Directors
2009 to 2010**



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Major Accomplishments of West Suburban Senior Services

- ❑ A total of thirty-three grant applications were submitted for the year. Of those applications, twenty seven were fully funded, five applications were partly funded, at an 85.6% funding level and one application was not funded.
- ❑ 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. This year marks the sixth year of funding for this program and the support has proven to be invaluable and has generated energy, skills and enthusiasm within the agency.
- ❑ The first year of the Westlake Health Foundation grant implemented and evaluated 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. Activities provided were outstanding and the each organization grew in meeting its goals and objectives.
- ❑ 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 2009-2010 audit and qualified again as a low-risk auditee.
- ❑ The agency expanded its community-based mental health services with a Licensed Clinical Social Worker funded by the Proviso Township Mental Health Commission. This expanded contract is an addition to our case management system and focuses services for individuals and families with recent losses, mental health issues, self neglect and other concerns.
- ❑ West Suburban Senior Services maintained reasonable yet effective cost control over expenses concluding the year on budget with an operating surplus of \$167,335 during a time of grant and contract funding reductions. The agency has challenges with the State of Illinois lagging in reimbursement. At one time, the State of Illinois fell eight months behind in payments.
- ❑ Capital investments of \$74,500 were made and improvements continued. The agency replaced the photocopier at OARS, completed the window replacement project at Bellwood, and upgraded our computer servers and terminals in addition to other capital improvements.
- ❑ The agency continues to be debt free.
- ❑ Service productivity for most programs remained stable or increased. The number of senior citizens served across most programs increased.
- ❑ The dreadful economy resulted in decreased support for the organization from senior citizens, the community and by funding bodies. With increasing demand for many services, the agency continues to struggle with funding.
- ❑ The agency moved the congregate program from our OARS location to a restaurant in Hodgkins with great success. Seen as a model for service, the site has served hundreds of individuals with quality food and programs.

- Of the sixteen reported services, the number of clients who used that service increased in ten eleven services or sixty-two percent. The greatest increase in the number of individuals assisted was in case management (71.21%), information and assistance (35.66%) and mental health assistance (129.6%). 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 2008-2009:

<i>Service</i>	<i>Percentage Change in Units of Service</i>	<i>Percentage Change in Number of People</i>
Adult Day Health Care	6.95%	2.40%
Caregiver Casemanagement, Education and Outreach	2.32%	74.68%
Casemanagement	3.82%	71.21%
Chore/Housekeeping	(10.47%)	(6.45%)
Friendly Visiting	(66.64%)	(66.67%)
Food Baskets	42.47%	153.13%
Health Screens	198.16%	57.24%
Home Delivered Meals	6.08%	(7.24%)
Information and Referral	25.09%	35.66%
Mental Health	46.66%	129.61%
Podiatry	11.02%	1.54%
Respite	(41.54%)	(34.62%)
Rides	(3.61%)	11.04%
Senior Center	9.61%	(18.96%)
Site Meals	28.19%	79.26%
Telephone Reassurance	(40.54%)	(40.00%)

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 mental health program expanded hours and individuals due to increased funding.

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 2002	Fiscal Year 2003	Fiscal Year 2004	Fiscal Year 2005	Fiscal Year 2006	Fiscal Year 2007	Fiscal Year 2008	Fiscal Year 2009	Fiscal Year 2010
Adult Day Health Care & Caregiver Casemanagement	Days	7,113	11,707	10,441	9,879	9,664	9,331	9,657	8,469	9,058
Caregiver Education	Hours	N/A	N/A	N/A	N/A	1,072	1,441	1,199	1,827	1,640
Caregiver Outreach	Hours	N/A	N/A	N/A	N/A	11	79	129	130	147
Casemanagement	Hours	14,185	12,807	12,261	10,224	8,479	9,956	13,176	15,317	15,903
Chore/Housekeeping	Hours	6,231	4,246	2,944	2,359	2,103	1,877	2,032	2,398	2,147
Food Baskets	Baskets	500	501	914	549	978	479	391	478	681
Friendly Visits	Hours	6,940	9,780	5,890	4,710	7,392	2,735	3,094	2,260	754
Health Screens	Screens	2,844	2,933	2,344	3,093	1,944	729	1,107	1,247	3,718
Home Delivered Meals	Meals	26,251	23,981	27,118	24,169	21,924	22,277	20,679	23,124	24,529
Information & Referral	Calls	15,150	18,337	18,037	13,541	10,664	12,886	7,343	25,784	32,252
Mental Health	Hours	N/A	N/A	N/A	N/A	N/A	N/A	597	1,995	2,922
Podiatry	Visits	429	453	483	474	434	458	443	381	423
Respite	Hours	N/A	N/A	N/A	N/A	2,735	4,610	3,876	3,053	1,785
Rides	Rides	10,671	18,096	18,680	16,106	15,193	12,798	14,417	13,664	13,170
Senior Center	Visits	23,436	20,697	15,257	20,514	24,593	22,764	28,172	18,076	19,813
Site Meals ##	Meals	19,424	29,373	22,853	20,119	13,953	16,018	14,994	12,955	16,607
Telephone Reassurance	Calls	8,420	8,274	9,408	6,975	6,158	4,587	2,786	2,511	1,493
Weekend HDMS	Meals	2,676	2,844	966	N/A	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 2002	Fiscal Year 2003	Fiscal Year 2004	Fiscal Year 2005	Fiscal Year 2006	Fiscal Year 2007	Fiscal Year 2008	Fiscal Year 2009	Fiscal Year 2010
Adult Day Health Care	People	69	110	111	94	83	95	82	83	85
Caregiver Casemanagement	People	N/A	N/A	N/A	N/A	214	286	260	284	264
Caregiver Education	People	N/A	N/A	N/A	N/A	90	76	95	6	107
Caregiver Outreach	People	N/A	N/A	N/A	N/A	11	56	91	18	167
Casemanagement	People	2,124	1,859	1,885	2,126	1,632	1,590	1,577	2,251	3,854
Chore/Housekeeping	People	133	103	78	71	69	58	53	62	58
Food Baskets	People	40	43	60	45	60	57	42	32	81
Friendly Visits	People	39	25	22	20	35	20	16	12	4
Health Screens	People	809	853	739	913	102	217	228	290	456
Home Delivered Meals	People	211	209	224	174	173	204	147	221	205
Information & Referral	People	3,884	3,645	3,750	3,611	3,300	2,839	2,169	3,547	4,812
Mental Health	People	N/A	N/A	N/A	N/A	N/A	N/A	93	179	411
Podiatry	People	148	175	165	167	144	141	140	130	132
Respite	People	N/A	N/A	N/A	N/A	46	58	49	52	34
Rides	People	108	215	163	146	202	170	92	114	127
Senior Center	People	613	1,410	1,502	1,330	1,403	1,315	1,433	1,329	1,077
Site Meals	People	639	640	782	591	749	840	547	834	1,495
Telephone Reassurance &	People	56	78	90	49	40	23	31	20	8
Weekend HDMs	People	54	45	37	N/A	N/A	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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Statement of Financial Position of West Suburban Senior Services As of June 30, 2010 ¹

Assets

Current Assets		
Cash and Notes		\$373,646
Grants and Contracts Receivable		\$393,540
<i>Total Current Assets</i>		<i>\$767,186</i>
Long Term Assets		
Multiyear grant receivable		\$45,000
Land, building and equipment, net of Accumulated depreciation of \$508,229		\$900,447
<i>Total Long Term Assets</i>		<i>\$945,447</i>
Other Assets		
Deferred Compensation		\$58,171
<i>Total Other Assets</i>		<i>\$58,171</i>
Total Net Assets		\$1,770,804

Liabilities and Net Assets

Current Liabilities		
Deferred Revenue		\$16,452
Accrued Expenses		\$96,886
<i>Total Current Liabilities</i>		<i>\$113,338</i>
Other Liabilities		
Deferred Compensation		\$58,171
Liability for Pension		\$57,646
Total Liabilities		\$229,155
Net Assets		
Unrestricted		\$1,436,531
Temporarily Restricted		\$105,118
Total Net Assets		\$1,541,649
Total Liabilities and Net Assets		\$1,770,804

¹ All figures are unaudited.

Statement of Activities of West Suburban Senior Services As of June 30, 2010

Revenues and Other Support

	Unrestricted	Temporarily Restricted	Total
Revenues			
Contributions	\$32,211	-	\$32,211
Contributed Services	\$13,452	-	\$13,452
Gift shop (net of cost)	\$1,017	-	\$1,017
Grants and Contracts	\$2,003,453	\$15,118	\$2,018,571
Other Income	\$5,821	-	\$5,821
Project Income	\$200,246	-	\$200,246
United Way	\$30,325	-	\$30,325
 Net assets released from restrictions: Satisfaction of purpose restrictions	 \$426,653	 (\$426,653)	 -
<i>Total Revenues and Other Support</i>	\$2,713,178	(\$411,535)	\$2,301,643

Expenses

	Unrestricted	Temporarily Restricted	Total
Expenses			
Program Expenses	\$2,466,658	-	\$2,466,658
Fundraising	\$2,250	-	\$2,250
Management and General	\$74,610	-	\$74,610
 <i>Total Expenses</i>	 \$2,543,518	 -	 \$2,543,518
 Change in Net Assets	 \$169,660	 (\$411,535)	 (\$241,875)

Non-Operating

Annual Fiscal Adjustment for Defined Benefit Pension Plan under FASB ASC 958	(\$2,325)	-	(\$2,325)
 Total Change in Assets	 \$167,335	 (\$411,535)	 (\$244,200)
 Net Assets Beginning of Year	 \$1,269,196	 \$516,653	 \$1,785,849
 Net Assets End of Year	 \$1,436,531	 \$105,118	 \$1,541,649