making connections

2017/2018 ANNUAL REPORT

north shore senior center
“If we can fall in love with serving people, creating value, solving problems, building valuable connections and doing work that matters, it makes it far more likely we’re going to do important work.”

SETH GODIN, AUTHOR & ENTREPRENEUR
Dear Friends,

Trick question: How high is our ceiling in terms of expanding our focus on serving the older adult community? The answer is simple: There is no ceiling.

I have had the pleasure of being part of North Shore Senior Center as it has broadened its care of older adults. We have increased the number of critical connections we make for seniors in need. We have expanded our unique set of services with the addition of guardianship through our affiliate North Shore Senior Options. And, as our original founders intended, we have continued to be the place for people to connect and interact with each other and learn new things.

Our connections are not one dimensional. We connect with seniors in their homes, at our offices, in their communities or when they are about to be discharged from the hospital to go to a nursing home or rehabilitation facility. We provide social and therapeutic connections for those experiencing memory loss and support to their families. We go where seniors need our help, develop the services they need in collaboration with other organizations in the community, and ensure we are making a difference in the lives of the families we serve. And, there is one final connection that happens to seniors at the Center that is so special—friendships and camaraderie.

North Shore Senior Center is here serving seniors throughout New Trier, Northfield, Niles and Maine Townships, as well as the City of Evanston. In every community, we are helping seniors make connections they need as evidenced by the more than 26,000 people whose lives we touch. As we move forward in 2019 and beyond, I am excited about what we will do next to impact the lives of older adults. It couldn’t be done without your past and future support and for that, North Shore Senior Center is very grateful.

Sincerely,

Stuart Smith
Board Chair
From providing case management to loaning out durable medical equipment, and from educating folks about community resources to providing nursing home screenings, North Shore Senior Center impacts more than 4,000 Glenview seniors each year.

**SENIOR & FAMILY SERVICES**

Stationed at Glenview Village Hall, Senior Services Coordinator Kim Hand has been connecting Glenview seniors to vital resources for 20 years. She works closely with Glenview police and fire departments and other community organizations to identify and help seniors in need. Kim assists residents with Medicare and Medicaid, entitlements, tax relief and pharmaceutical assistance programs, and connects them with North Shore Senior Center's Senior and Family Services. She also does a considerable amount of outreach in the community, providing educational programs such as GLENergy in conjunction with the Village of Glenview Senior Services and the Glenview Public Library, and holding senior housing fairs so residents can learn about affordable housing and senior living communities.

“The long-standing relationships with Glenview community organizations have paved the way for these opportunities for North Shore Senior Center to really make a difference in thousands of people’s lives,” Kim said. “In one instance, we connected a widowed, low-income client with various community agencies—nine to be exact—to assist him with rent and utility payments, medical costs and medications, groceries, transportation, and a free cell phone. Collectively, we made it possible for him to remain in his home.”

**CHOICES FOR CARE**

North Shore Senior Center contracts with the State of Illinois to conduct prescreen assessments for every person who is entering rehab or a long-term care facility. Last year, 10,886 senior hospital patients received 18,874 hours of prescreenings at five area hospitals through the statewide Choices for Care program.

Last year, 1,946 patients were seen at Glenbrook Hospital. “For many people, this visit from the Choices for Care program is his or her first exposure to senior services,” said Tara Hughes, a case manager at Glenbrook Hospital. “We introduce patients to services and resources so they become aware of what is available in the community, whether they need it now or in the future.” Tara provides handouts on the many services available such as home delivered meals, transportation, support groups and friendly visiting. “Patients are often in crisis so having things in writing is helpful. They can consider more options when they have a calm moment,” she said.

For those who financially qualify, Tara and the Choices team are able to set up state-funded homemaking services and emergency meals for seniors opting to return home directly after their hospital stay.

**CASE MANAGEMENT AND COFFEE WITH DIANE**

In addition to managing a full case load of clients like her colleagues in Senior and Family Services, Case Manager Diane Behnke provides education and information to Glenview seniors through “Coffee with Diane.” Held the third Thursday of each month at The East Wing Glenview Senior Center, “Coffee with Diane” is in its fourth year and features guest speakers, connects older adults to resources, and teaches them how to self-advocate. Presenters discuss a range of topics such as early memory loss, protecting oneself from abuse, neglect and financial exploitation, available legal aid and caregiver respite.

Diane also sees Glenview residents by appointment for options counseling and Medicare advising. “Whether it’s educating people on choosing the right Medicare plan or providing referrals for housing or entitlement programs, I like to help people experience the positive side of aging in place and encourage them to remain as active as possible,” Diane said.

“It truly does take a village to make sure no one is left in need of services we have right here in our community.”

**KIM HAND, SENIOR SERVICES COORDINATOR**
Lou Becker and Mort Drexler have more than one thing in common: they married sisters Loretta and Carole. Lou and Loretta have been married for 52 years, and Mort and Carole have been married for 55 years. Brothers-in-law by marriage, Lou and Mort are also united by the unfortunate fact that both Loretta and Carole have Alzheimer’s disease. Loretta was diagnosed in 2012, and Carole’s diagnosis came four years later. Both families have found support and comfort through House of Welcome (HOW) Adult Day Services, which has been providing specialized programs for people living with Alzheimer’s disease and other dementias for 35 years.

It was at a family party shortly after Carole’s diagnosis that Lou told Mort about his and Loretta’s experiences at the Day Program and, before that, Mind Matters for people with early memory loss. “Loretta and I both benefit tremendously from being part of HOW programs,” he said. Besides the obvious perks of Loretta enjoying therapeutic activities and socialization in the Day Program and Lou getting some much needed respite, the couple has made meaningful connections through the Mind Matters and Alzheimer’s family support groups that extend beyond North Shore Senior Center. Lou shared, “Socializing with others becomes challenging when you’re dealing with memory loss. We are fortunate to have met two other couples through the support groups with whom we socialize, and everyone is comfortable because within each couple, one person has dementia.”

In addition, Lou takes part in an informal support group with Mind Matters families. “When Loretta was newly diagnosed she participated in Mind Matters, and I made some lasting friendships in the Mind Matters family support group. I still meet with some of them and share resources. We can provide support for each other in ways that other friends can’t. It’s hard to describe the positive impact we all have on each other.”

For many people living with memory loss, socialization declines as the disease progresses. Carole, a dedicated Mahjong player, had a standing date with friends every week for five years. When she began having trouble keeping up with the game, her friends called Mort and together they decided it was best that she not continue playing with the group. “Carole understood what it meant, but was saddened that she no longer could participate in this game with her friends, he said.” Learning about Mind Matters from Lou gave them hope. “As Carole’s disease progresses, it becomes harder to socialize with friends in the same way. Mind Matters has such a nice way of engaging people and keeping them involved. Now we come to the Center early and visit with others before the program starts. It’s been a nice way to get Carole comfortable with the group. Having relationships with others going through the same thing is unbelievably helpful and comforting.”
Therapy dog Walter and his owner Mike visit Day Program participants.
“North Shore Senior Center saved my life,” said Evanston resident Glenn Nixon. “Filling out government forms and applications for aid is so confusing and frustrating. I don’t know how people do it without the help of North Shore Senior Center.”

Last year, we made critical connections for more than 2,600 older Evanston residents in the areas of case management, older adults benefits, nursing home screenings, support groups and more.

CASE MANAGEMENT
Senior Services Coordinator Jonas Flink works out of the Evanston Civic Center and is the point of contact for older residents in need of social services. He provides case management to approximately 80 Evanston clients, linking them to critical Community Care Program services and providing benefits counseling. He regularly visits senior housing buildings to answer residents’ questions and help them with benefits.

By maintaining an office in Evanston, North Shore Senior Center has become a critical asset to the senior community there. The City of Evanston often refers clients and directs some 311 calls to our Evanston office. “Location is key to our success and provides Evanston residents an “in” to the Center and its programs and services. Our ongoing community outreach lets folks know that North Shore Senior Center is here for them,” Jonas said.

One of Jonas’ Spanish-speaking clients lost his SNAP (Supplemental Nutrition Assistance Program) benefits and turned to Jonas for help. “I was able to assist him with an appeal to get his benefits back and fill in the gaps until his benefits were reinstated,” Jonas explained. “People who rely on public benefits aren’t always treated well, but when they turn to us for help, we treat them with dignity and respect.”

OLDER ADULTS BENEFITS
Older Adults Benefits Specialist Michelle Grochocinski oversees 18 benefits volunteers who help clients gain access to benefits including LIHEAP (Low Income Home Energy Assistance Program), transportation benefits, SHIP (Senior Health Insurance Program), Medicaid counseling and more.

“Many of our clients don’t know how to navigate the red tape and technology to receive these benefits, and some don’t even realize these benefits exist. Our volunteers help them understand what’s available and help them get those benefits,” she said.

In addition to providing benefits counseling, Michelle establishes partnerships with other service organizations by coordinating informational outreach and hosting events at outside sites such as the Levy Senior Center and New Trier Township. Through these partnerships, we are able to support and assist seniors who are unable to travel to our offices.

CHOICES FOR CARE
North Shore University Evanston Hospital is staffed with North Shore Senior Center Choices for Care managers who, upon older adult patients’ discharge from the hospital, meet with them and their families to screen them for needed services upon returning home after a stay in a rehabilitation facility. Choices for Care managers can connect patients with meal delivery, personal care and homemaking services, and the loan of durable medical equipment such as canes, walkers and wheelchairs. Last year, we provided 967 screenings to Evanston Hospital patients.

SUPPORT GROUPS
Evanston is also home to several North Shore Senior Center support groups that are held at the Levy Senior Center. Grandparents Raising Grandchildren provides grandparents who are raising their grandchildren with emotional support, parenting education, respite and financial counseling while they navigate the challenges of raising their grandchildren. The Family Caregiver Support Group provides a place for caregivers of older adults to discuss caregiving issues and concerns in a nonjudgmental atmosphere, while also learning about helpful resources such as respite services. Individuals with low vision can discuss their insights and challenges of living with vision loss at the Low Vision Support Group. Member Tom Patterson said, “Losing your vision is a frightening thing. The support group gives us a chance to share ideas on adjusting to the different stages of vision loss.”

“I am diabetic and have been blind since 2008 and have a lot of expenses associated with that. Without the help of North Shore Senior Center, I wouldn’t be able to afford my medication.”

DICK GERGERIAN, CLIENT
An affiliate of North Shore Senior Center, North Shore Senior Options was carefully designed to focus on the ever-increasing needs of older adults to enable a positive quality of life as they age. Senior Options is a 501(c)(3) and provides a specialized suite of services including care management, guardianship, money management, home safety assessments and psychotherapy. While Senior and Family Services serves low-income clients, Senior Options is provided on a fee-for-service basis and any revenue generated beyond expenses supports Senior and Family Services.

Led by Elizabeth Gordon, Ph.D., Senior Options made sizable strides in fiscal year 2018. “This year we’ve experienced rapid growth in all areas, especially in the area of team development, the initiation of guardianship, and the expansion of behavioral health. We’ve also established relationships with key collaborators in the areas of finance, healthcare and law,” Liz said.

GUARDIANSHIP
The addition of guardianship is a pivotal area of growth for Senior Options. This program allows Senior Options to serve as guardian of the person and/or estate. Guardianship is court-appointed and protects people from neglect, exploitation or abuse, and encourages development of self-reliance and independence. Guardian Care Manager Maya Jacob explained, “As guardians of a person, we serve as advocates for individuals and help them navigate their personal and financial affairs. We ensure vulnerable clients do not go without care, treatment and the necessities of life.” As guardian of the estate, Senior Options manages a person’s income, assets, bills and debt, as well as other financial transactions.

BEHAVIORAL HEALTH
Originally in-office only, Behavioral Health expanded to include in-home and group psychotherapy. The team also launched the evidence-based PEARLS (Program to Encourage Active and Rewarding Lives), a depression-management program that empowers clients to take action to reduce symptoms of depression and improve their quality of life. This service offers sliding scale to those who don’t have the necessary resources to pay. “We coordinate with other professionals for an integrative approach,” noted Terri McHugh, LCSW, clinical supervisor of the program. “Our commitment comes from a shared interest in promoting value and purpose in the community.”

KEY PARTNERSHIPS
To ensure it remains on the front lines of client care, Senior Options has cultivated relationships with several leading organizations in the areas of finance, healthcare and law. Wintrust Wealth Management supports the financial needs of guardianship of the estate and powers of attorney for property. Partnering with Senior Options in the area of healthcare is NorthShore University HealthSystem, NShore Patient Advocates and Associates in Psychiatric Medicine. Elder law attorneys from Peck Ritchey, LLC support the guardianship program and other legal needs of the team and their clients.

ADVISORY COMMITTEE
North Shore Senior Options has an advisory committee comprised of board members and Center staff to provide feedback and insights as the team continues to expand its areas of expertise and explore new avenues of growth.

SENIOR OPTIONS’ SUCCESS
Senior Options is supported in part by grants from the Evanston Mental Health Board, The Healthcare Foundation of Highland Park and The Retirement Research Foundation, among others. “Our work embodies the mission and values of North Shore Senior Center in connecting older adults with the programs and services they need to live independent, safe and healthy lives. We do this in conjunction with Senior and Family Services, House of Welcome Adult Day Services, our key partners, and other community resources,” said Liz.

“It’s a highly rewarding and exciting time to be able to provide this growing suite of services to our older adult community and their families.”

Elizabeth Gordon, Ph.D., Director
27% increase in the number of people served since fiscal year 2017

56% increase in hours of service provided over the last year
Some mornings at the Center you can hear the sweet sounds of Chopin and Mozart spilling out of Cohn Auditorium. Inside, seated at the piano is member Alice Kim, fingers effortlessly dancing up and down the ivory keys. She often comes in to play a few songs before her craft clubs gather.

Alice joined the Center two years ago after her husband passed away. Even though she didn’t know how to crochet, she joined the philanthropic Stitchers and Share the Warmth clubs. “They were so kind and welcoming, and being part of these clubs gave me a new purpose,” she said. “Learning to crochet has added color to what had become my colorless life.”

Alice visits the Center two mornings a week for the group camaraderie and the sense of purpose she gets from crocheting blankets for people fighting cancer. “After Kwang passed away, my whole world changed. Sadness overtook me and for a while I couldn’t do anything or go anywhere. People in my support group suggested I join a senior center so I joined North Shore Senior Center. It gives me a comfortable place to go and spend time with people who I share common interests with,” she said. “It’s not easy making new friends as we get older, but the friendships I’ve made here have been life-changing,” she said. She went on to share that group members support each other as they age and through sickness and death. “We look out for each other.”

One connection, in particular, took on new meaning outside of the Center. Alice, who is from Korea and working hard to become more fluent in English, struck up a friendship with fellow crocheter Mary Lou Grein, who has a degree in English Literature and is a former ESL teacher and nurse. For two years now the pair meets once a week at the Glenview Library where Mary Lou and Alice work on reading, comprehending and speaking English. “Working with Alice is very rewarding for me. She started out having read most materials printed in Korean. Now, she reads The New York Times and many magazines that have various styles of writing in English,” Mary Lou said. “Mary Lou helps me better understand the content of the articles and is helping me strengthen my communication skills. She has become a good friend to me,” Alice said.

Meaningful connections are made all over North Shore Senior Center every day. From the Art Studio and the Fitness Center to the support groups and the A&A Café, friendships are formed, nurtured and strengthened.

“It took a while after my husband passed away to realize I have to create my own happiness. Joining North Shore Senior Center was so good for me. It feels like home now.”

**Alice Kim, Member**
## Revenue & Expenses

### FISCAL YEAR ENDED JUNE 30, 2018

#### Revenue

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<th>Description</th>
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<td>Friends</td>
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<td>Annual Benefit</td>
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<td>Support from Kenilworth United Fund</td>
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<td>Government Support:</td>
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<td>Townships:</td>
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<td>New Trier</td>
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<td>Niles</td>
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<td>Northfield</td>
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<td>Municipalities:</td>
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<td>Evanston - CDBG</td>
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<td>Service Fees &amp; Community Education</td>
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<td>Investment Income</td>
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<td><strong>Total Revenue</strong></td>
<td><strong>$7,850,498</strong></td>
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#### Expenses

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<td>North Shore Senior Options</td>
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<td>Management &amp; Development</td>
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<td><strong>Total Expenses</strong></td>
<td><strong>$7,764,341</strong></td>
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**Revenue Over Expenses** $86,157

### Net Assets as of June 30, 2018

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<th>Description</th>
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<td>Unrestricted</td>
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<td>Undesignated</td>
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<td>Permanently Restricted</td>
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<tr>
<td><strong>Total Net Assets</strong></td>
<td><strong>$2,582,546</strong></td>
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*We acknowledge with gratitude in-kind contributions from friends and organizations and volunteer services from individuals.*
North Shore Senior Center is proud to report another year of strong support from our generous donors who enabled us to serve more than 26,000 older adults. As we move forward into 2019, we remain committed to fiscal vigilance to ensure sustainability, compassionate care, and high-quality programming for the communities we serve.
22,982 unduplicated older adults participated in programs and services through House of Welcome Adult Day Services, Senior and Family Services and North Shore Senior Options.

83 cents of every dollar directly benefited our clients.

447 people participated in 11 Support Groups.

Volunteers provided 21,649 hours of service across the organization, the equivalent of nearly 12 full-time employees.

10,886 older adults received services through our Choices for Care Program, which connects seniors to needed services upon hospital discharge.

3,582 individuals received 2,549 hours of Benefits Counseling.

59,947 hours of service were provided to 623 people through our House of Welcome Adult Day Services.

20,195 enrollments in 650 Lifelong Learning classes were offered.

97% of participants in House of Welcome Adult Day Services Day Program and Mind Matters avoided long-term nursing home admission.
North Shore Senior Center is dependent upon the thoughtful generosity of its members and friends whose forward-looking philanthropic contributions will ensure the continued success of the organization. It is because of your generosity that we can help someone pay a utility bill to keep their lights on or connect someone to home-delivered meals as they recover from surgery. Thank you for investing in us so that we can invest in those who need us.

**Bequests, Estate and Planned Gifts** are arranged in the present and allocated at a future date, commonly through a will or trust. These gifts allow donors to have a legacy at North Shore Senior Center long after they’ve passed away.

**Life Insurance** for which all premiums have been paid is an ideal way to make a charitable contribution as long as the life insurance policy names North Shore Senior Center as the owner and beneficiary.

**Real Estate** can be given as appreciated property if held for longer than one year. The donor gets a federal income tax charitable deduction and avoids paying capital gains tax.

**Publicly Traded Securities (Stock)** may be donated to North Shore Senior Center.

**Retirement Plan Assets** from an employee retirement plan, IRA or tax-sheltered annuity can be left to us, leaving your loved ones with less heavily taxed assets.

**An IRA** is a tax-free way to give to North Shore Senior Center. Donors 70 years old and older can give up to $100,000 from their IRAs without having to pay income taxes on the money.

**Naming Opportunities** allows you to ensure your loved one’s name continues to endure within North Shore Senior Center. Donors have opportunities to name various spaces and rooms, outdoor gardens at House of Welcome Adult Day Services and our main building, and our spacious Atrium.

**The Heritage Society** is for donors who make a one-time cash gift of $25,000 or more, designate North Shore Senior Center as the beneficiary of a qualified retirement plan, savings bond, bank account, or life insurance policy, and have provided for the Center in their wills or trusts.

**LEARN MORE**
To learn more or discuss possible ways you can support North Shore Senior Center, contact Jon Labaschin, Director of Development, at jlabaschin@nssc.org or 847.784.6020.
we thank our donors

North Shore Senior Center is grateful to the individuals, businesses and organizations that support us with gifts of $500 or more. Their generosity not only is a vote of confidence in us and our mission, but also represents our commitment to the communities in which we serve.

OUR COMMUNITY DONORS

$100,000 +
AgeOptions
The Healthcare Foundation of Highland Park
New Trier Township
North Shore Senior Center Foundation

$50,000 - $99,999
Village of Glenview

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Northbrook Civic Foundation
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Chicago Community Foundation
of the Chicago Community Trust
McGraw Foundation
North Shore Place
Park Ridge Senior Center
Polk Brothers Foundation
Right at Home
Radford Green at Sedgebrook
Valenti Builders, Inc.
Winnetka Congregational Church
Women’s Society

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Best Care for You
Cores Foundation
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Church of the Holy Comforter
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Robert & Terri Cohn Family Foundation
Thomas W. Dower Foundation
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Glencoe Union Church
Glencoe State Bank
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Hotel Human Resources
Association of Chicago
Kirkland & Ellis Foundation
Maine Township
Marquette Associates
Mather Place of Wilmette
Missionary Sisters Servants of the Holy Spirit
Northbrook Woman’s Club Foundation, Inc.
Northfield Community Church
Northfield Township
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The Berghorst Foundation, Inc.
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Glenview Terrace
Hearing Loss Association of America
Chicago North Shore Chapter
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Lincoln International, LP
MichaelSilver
Navy Pier
Northbrook Inn Memory Care
PMMI Media Group
Presbyterian Homes
Symphony of Evanston

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$25,000 - $49,999
Phyllis L. Berning
Carol Maxon

$10,000 - $24,999
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Julia R. Johnson
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Lois G. Melvoin
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Ellen Robinson
Babette H. Rosenthal
Judith and Stuart Smith
Orrin R. Williams*
Sylvia Mayer Wolfson*

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Joan G. Adler
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Renee and Jordan Luhr
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Cynthia MacFarland
Ann and John Mommesen
Anne and M. Mead Montgomery
Betsey and John W. Puth
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Karen G. Reynolds

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Sheila and Robert L. Berner, Jr.
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Carol and Richard J. Bowman
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Marilyn Drury-Katillo
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Richard A. Hirschmann
Bonnie and Herbert Horn
Carter Howard
Diane M. and Laurence B. Istvan
Howard E. Jessen
Barbara S. and Garrett B. Johnson
Beverly P. Joutras
Barbara and Ira B. Kornblatt
Anthony R. Licata
Mary Anne and Joseph Cappo
Eugenio Bulgarella
Mary Westerman and Marjorie F. Brumitt
Mary and Carl Boyer
Mary B. and David B. Birkenstein
Marila Beatty
Susan and Milford Ardell
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The mission of North Shore Senior Center is to foster the independence and well-being of older adults, enhance their dignity and self-respect, and promote their participation in and contribution toward all aspects of community life.