

## Year in Review

# north shore senior center

161 Northfield Road, Northfield, Illinois 60093  
847.784.6000

Niles Senior & Family Services Office  
7900 Milwaukee Ave., Suite 2-20B Niles, IL 60714  
847.864.3721

Evanston Social Services Office-Evanston Civic Center  
2100 Ridge Ave., G205  
Evanston, IL 60201  
847.866.5938

Glenview Village Hall  
2500 E. Lake Ave.  
Glenview, IL 60026  
847.904.4366

### **FY2021 Organization-Wide Annual Outcomes Summary Ana Pinshower, Supervisor of Program Evaluation and Quality Assurance**

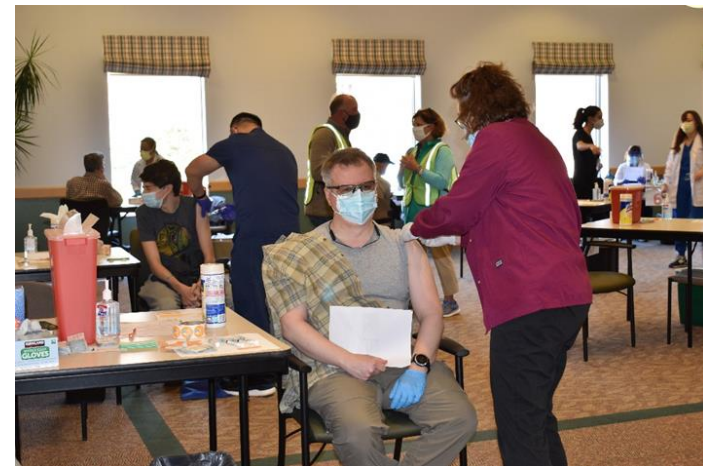
North Shore Senior Center (NSSC) is an independent 501(c)(3) organization founded in 1956. The organization offers a wide-ranging continuum of programs and services for older adults, adults with disabilities, and their families.

**Senior & Family Services (SFS)** offers in-home and community-based supportive services, primarily to economically disadvantaged older adults. **North Shore Senior Options (SO)** offers care management, daily money management and counseling, providing older adults and their families options to improve well-being and quality of life. **House of Welcome Adult Day Services (HOW)** offers specialized programs for persons with memory loss and their families. **Lifelong Learning (LL)** offers a variety of programs, classes, and clubs.

North Shore Senior Center (NSSC) is governed by a 26-person board of directors with oversight by an Executive Director. The Leadership Team includes eight department heads responsible for programs/services and business functions. The NSSC team is comprised of 120 talented and compassionate employees. Additionally, hundreds of volunteers provide invaluable service and support to the organization. NSSC's annual budget exceeds \$7 million.

**The COVID-19 pandemic impacted operations across the organization during the entire FY21: July 1, 2020-June 30, 2021.** Face-to-face visits resumed for APS Case Workers in Senior and Family Services on July 15, 2020. Some departments were more significantly impacted than others, which is reflected in the outcomes.

NSSC partially reopened to the public July 2020 following CDC guidelines as well as building updates—newly installed air filtration system that uses ultraviolet lights, higher efficiency filters to deliver cleaner air, continued frequent sanitization and cleaning of restrooms, commonly touched surfaces, and high-traffic areas as well as installation of touchless water coolers.



*April 3, 2021 NSSC participated in a COVID-19 Vaccine Clinic in collaboration with AgeOptions and Metropolitan Family Services. Over 400 Vaccines were administered to community members.*

## Year in Review

North Shore Senior Center				
<b>Stakeholders</b>	Clients, Families, Members, Participants, Donors, Funders, Volunteers, Community Members, Community Partners, Referral Sources			
<b>Mission</b>	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.			
<b>Core Values</b>	Share a Purpose ♦ Embrace Diversity ♦ Take Responsibility ♦ Pursue Excellence ♦ Act with Passion			
<b>Programs: Service Delivery</b>	<b>North Shore Senior Center offers a continuum of programs and services for older adults, adults with disabilities, and their families.</b>			
	<b>Senior &amp; Family Services</b> <i>(In-home Community-based services)</i>	<b>North Shore Senior Options</b> <i>(Care Management and related services)</i>	<b>House of Welcome Adult Day Services</b> <i>(Specialized programs for persons with memory loss)</i>	<b>Lifelong Learning</b> <i>(Programs, community, connection)</i>
<b>Access Criteria</b>	<ul style="list-style-type: none"> <li>Persons who meet eligibility criteria based on each service/program</li> </ul>	<ul style="list-style-type: none"> <li>Eligible participants served through Colbert/H.O.P.E. grant</li> <li>Older adults and families in need of care management and related services</li> <li>Services are fee-based</li> </ul>	<ul style="list-style-type: none"> <li>Persons with memory loss and their families</li> <li>Varies by program</li> </ul>	<ul style="list-style-type: none"> <li>Adults eager to engage, learn, connect and volunteer.</li> </ul>
<b>Persons Served</b>	<ul style="list-style-type: none"> <li>Older adults, adults with disabilities, and their families</li> </ul>	<ul style="list-style-type: none"> <li>Older adults and their families</li> </ul>	<ul style="list-style-type: none"> <li>Persons with memory loss and their families</li> </ul>	<ul style="list-style-type: none"> <li>Adults</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>Adult Protective Services (APS)</li> <li>Caregiver Program</li> <li>Case Management (CM)</li> <li>Choices for Care</li> <li>Community Education</li> <li>Grandparents Raising Grandchildren Program</li> <li>Illinois Department on Aging (IDOA) Community Care Program (CCP)                             <ul style="list-style-type: none"> <li>MCO DOE (determination of eligibility)</li> </ul> </li> <li>Information and Assistance (I&amp;A)</li> <li>Lending Closet</li> <li>Older Adults Benefits Program</li> <li>Options Counseling</li> <li>Support Groups (Caregivers, Hearing Loss, Low Vision, Parkinson's Disease)</li> <li>Wellness and Fitness Groups</li> <li>Services generally available, M-F, 9 a.m. - 5 p.m.</li> </ul>	<ul style="list-style-type: none"> <li>Behavioral Health                             <ul style="list-style-type: none"> <li>Group Therapy</li> <li>Individual Therapy</li> </ul> </li> <li>Care Management</li> <li>Colbert/H.O.P.E. Participants</li> <li>Daily Money Management</li> <li>Guardianship of Person/Estate</li> <li>POA for Healthcare/Property</li> <li>Services available M-F, 9 a.m. - 5 p.m., with 24/7 services available to contracted ongoing support clients</li> </ul>	<ul style="list-style-type: none"> <li><b>Alzheimer's Caregiver Manual</b></li> <li>Alzheimer's Family Support Group</li> <li>Day Program</li> <li>Early Memory Loss Programs                             <ul style="list-style-type: none"> <li>Mind Matters group program</li> </ul> </li> <li>Memory Café (in collaboration with Senior &amp; Family Services and House of Welcome)</li> <li>Supportive Case Management</li> <li>Services available M-F, 8:30 a.m. - 4 p.m.</li> </ul>	<ul style="list-style-type: none"> <li>Community                             <ul style="list-style-type: none"> <li>A place where older adults find a community of peers</li> </ul> </li> <li>Connection to a broad range of services</li> <li>Programs                             <ul style="list-style-type: none"> <li>Educational</li> <li>Enrichment</li> <li>Fitness &amp; Health</li> <li>Social &amp; Recreational</li> </ul> </li> <li>Programs offered M-F, 9 a.m. - 4 p.m., with special events weekends and evenings</li> </ul>
	<ul style="list-style-type: none"> <li>Professional &amp; Community Education</li> </ul>			
<b>Business-Administrative Functions: Support Service Delivery Programs</b>				
<ul style="list-style-type: none"> <li>Executive Director &amp; Leadership</li> <li>Development</li> <li>Marketing &amp; Communications</li> <li>Facility Operations</li> <li>Finance</li> <li>Human Resources</li> <li>Program Evaluation &amp; QA</li> </ul>				

## Year in Review

North Shore Senior Center is committed to providing programs and services that are of high quality, reflect best-practices, and demonstrate leadership in the field of aging. NSSC's reputation for excellence is well-known and valued. Quality improvement is an ongoing process, requiring each of NSSC's Departments to evaluate its programs and services through its Annual Outcomes Report/Department Measurement-Management-Improvement Plan. Business and administrative functions are also addressed relative to their impact on service delivery. The information/results obtained are reviewed and analyzed to ensure that we are meeting the needs of persons served; providing accessible, efficient, effective and satisfactory services; and addressing areas for improvement. Results are shared with stakeholders in a variety of ways.

### Process for each program/area of service delivery

- Data collection ongoing throughout fiscal year
- October: draft reports prepared for Monthly Department Staff Meetings to review and develop performance improvement plan with next year's targets
- December: reports published
- Share with stakeholders

### Accreditations

- CARF Accreditation is an independent, voluntary process documenting that the services reviewed meet "internationally recognized standards of quality in the provision of outcomes-driven programs and services to enhance the lives of the persons served."
  - Adult Day Services, Senior & Family Services and North Shore Senior Options, as well as organization business practices, are subject to review
  - A three-year accreditation, the maximum possible, was awarded in March 2021, the seventh consecutive time
- The National Institute of Senior Centers (NISC), part of the National Council on Aging, conducts an accreditation review every five years, evaluating our Lifelong Learning Department programs, activities, and business practices.
  - The review is based on NISC's standards of excellence for senior center operations, including outcomes-based evaluations
  - Completed NISC accreditation process and 5-year accreditation awarded July 2019

### FY2021 Organization-Wide Highlights

- **21,696** unduplicated persons served/**76,467** hours of service provided through:
  - Senior & Family Services (SFS)
  - Senior Options (SO)
  - House of Welcome Adult Day Services (HOW)
  - Escorted Transportation Service (ETS)
  - Tax Assistance
  - **74%** of persons served were at the level of poverty to low income
- **3,606** unduplicated persons served/**601** classes/**23,216** enrollments provided in Lifelong Learning
- **83 cents** on the dollar used for programs/services for persons served
- Volunteers provided **7,959** hours of service across the organization
  - A value of \$227,149.86 in in-kind support
- **1,144** persons attended **38** community education programs with **96%** of survey respondents expressing satisfaction
- Fundraising efforts support all programs organization wide

## Year in Review: Senior & Family Services

### Outcomes

- **Service Access**
  - 21,179 unduplicated persons were served in 38 Senior & Family Services programs/services
  - 69,597 hours of service were provided
  - Volunteers provided 2,888 hours of support
- **Efficiency**
  - Annual audits conducted by AgeOptions and the Illinois Department on Aging completed with positive results
- **Effectiveness**
  - 2.5% of clients receiving home-based services were admitted to a skilled nursing facility
    - CMS statistic for skilled nursing facility admission for age 65 and over is 3.3%
  - 79% of identified needs were met

### Personnel Accomplishments

- 6 staff members became Licensed Clinical Social Workers

### Future Plans

- Care Coordinators are preparing to return to face to face visits with participants in the community. We are following IDPA and IDOA guidance regarding safety measures for staff and participants.
- Newly created positions— Caregiver Specialist Operational Manager and New Trier Township Social Services Coordinator — will be filled in July 2021.

### Significant Events

- July 15, 2020, APS staff returned to face-to-face visits with clients.
- Successful transition to drive-thru events such as Seniors Farmers Market Coupon Distribution events and Grandparents Raising Grandchildren Holiday Party.
- Partnership with Development & Marketing Department to create a virtual Giving Tree while continuing to have an on-site Giving Tree option. We were able to secure and distribute approximately 250 gifts.
- The Older Adults Benefits Program completed 432 LIHEAP applications. This translated to \$207,697 in financial assistance for energy bills.



*Staff pictured from left—Sal Carbone, Kathy Honeywell, Jackie Frazier, Amanda Sabri, Al Davis, Sharon Stolz and Tish Rudnicki participated in the drive-thru Grandparents Raising Grandchildren Holiday Party*



## Year in Review: North Shore Senior Options

### Outcomes

- **Service Access**
  - 462 unduplicated persons were served
  - 4,885 hours of service were provided
- **Efficiency**
  - A total of 330 hours of Information & Assistance provided
- **Effectiveness**
  - Outreach and assistance provided through Colbert to 230 persons with 1,593 hours of service provided
- **Satisfaction**
  - 97% of behavioral health survey respondents expressed overall satisfaction with services provided

### Personnel Accomplishments

- One staff member became a Certified Daily Money Manager®
- One staff member completed in-depth training on Interpersonal Therapy

### Future Plans

- Start new grief support group effective November 1, 2021
- Develop plan for supporting older adults with adult disabled children
- Develop partnerships with communities for older adults to offer services to their residents



#### *Senior Options Team:*

*Bottom row from left—Terri McHugh, Anne Wieboldt, Carrie Cutler*

*Top row from left—Deanna Lesht, Sam Hussein, ShaVaun Hailey, Cynthia Phon, Jean Adaskevich, David Rudzin*

### Significant Events

- Streamlined service offerings to focus on staff strengths and alignment with NSSC mission
- Launched “Life After Caregiving” support group
- Received grant from AgeOptions to help Medicaid-eligible individuals move from nursing homes into the community with supportive services (Colbert/H.O.P.E.)

## Year in Review: House of Welcome Adult Day Services

House of Welcome Adult Day Services, both the Day Program and the Mind Matters Early Memory Loss Program were significantly impacted by the Covid 19 pandemic. Both programs stopped meeting in-person in March 2020. The Day Program did not resume for the entirety of FY21 due to concerns for the health and safety of vulnerable individuals in a congregate setting. Mind Matters resumed meeting in person with a small number of participants until the State of Illinois issued a stay-at-home advisory due to a Covid surge.

Daily virtual activities for participants and the public continued throughout the year. The Dementia Family Support Group and Memory Café continued to meet using a virtual format and expanded from monthly to weekly meetings.

In preparation for a re-opening of the Day Program, HOW conducted a community survey to better understand the types of supports and services needed by caregivers of people living with dementia. The goal is to re-open a new and refreshed Day Program in early FY22.

### Outcomes

- **Service Access**
  - HOW virtual activities group served 66 persons and provided 2,923 hours of service
- **Efficiency: 3,421 hours of service provided to 212 persons**
  - 165 participants were served through Case Management.
    - 75 hours of service were provided
- **Effectiveness**
  - Alzheimer's Family Support Group average attendance: 6.
    - 47 persons served
    - 388 hours of service provided



*House of Welcome Volunteer Julie Lamberti in the improved House of Welcome Garden with participants*

### Future Plans

- Reopening of Day Program in FY22
- Reopening of Mind Matters Program in 4<sup>th</sup> quarter of FY22

### Significant Events

- Upgrades made to HOW throughout the duration of it being closed due to COVID-19. For a virtual tour of updates please check out NSSC's YouTube video: <https://youtube/QWSbMQwZgP0>.

## Year in Review: Lifelong Learning

### Outcomes

- **Service Access**
  - 23,216 enrollments/601 classes
  - 100% of scholarship applications were awarded.
  - 8 participants on waiting lists for 36 classes.
- **Efficiency**
  - The industry benchmark for Lifelong Learning/Community Ed Programs from LERN is 10%, NSSC Lifelong Learning had a cancellation rate of 9%
  - Volunteers provided 2, 930 hours of support.
- **Effectiveness**
  - 93% of respondents to the annual outcomes survey have reported that they have participated in Lifelong Learning programs in the past year either online or in person at the center
  - Program quality score was 4.6 out of 5, based on participant evaluation of each new class offered

### Personnel Accomplishments

- Hired new Fitness and Wellness manager
- Staff expanded tech skills to remain agile in constantly changing programming environment
- Experienced international attendance of programs

### Future Plans

- Absorbed an adult education program that was formerly operating as the Lifelong Learning Institute at National Louis University. Classes begin in Fall 2021 as Peer Lead programming.
- Will begin offering on-site classes with a hybrid option so participants may continue to participate remotely.

### Significant Events

- Expanded online programming with a max enrollment of 300 on Zoom, free of charge
- Brought some programming back on-site as COVID-19 restrictions allowed
- Brought Fitness Center management in-house and hired new Fitness & Wellness Manager to run Fitness and Wellness program



*Lifelong Learning participants enjoy playing Bridge on-site*

## **Business-Administrative Functions/Other**

- Measured/analyzed, i.e., written analysis of business function performance indicators in relation to performance targets
- Operational challenges that may not be specific to a program, e.g., HR, Technology Plan, Budget, Strategic Plan, Accessibility Plan, Fundraising
- Key objectives identified by the organization as supporting service delivery improvement

<b>Business-Administrative Functions/Other</b>	Accessibility Plan	<ul style="list-style-type: none"> <li>• Departments included in organization-wide Accessibility Plan</li> <li>• Reviewed/approved January 2018</li> </ul>
	Strategic Plan	<ul style="list-style-type: none"> <li>• Departments collaborate on strategic planning process</li> <li>• Plan established through FY2022</li> </ul>
	Budget will meet organization needs	<ul style="list-style-type: none"> <li>• Departments collaborate with Executive Director and Finance Department on developing and monitoring annual budget</li> </ul>
	Subsidize revenue gap in budget	<ul style="list-style-type: none"> <li>• Departments' needs included in the Development Department's annual fundraising plan</li> <li>• Executive Director, Leadership Team and Staff collaborate with fundraising efforts in a variety of ways throughout the year</li> </ul>
	Marketing efforts will support organization programs and services	<ul style="list-style-type: none"> <li>• Departments' needs included annual Marketing plan</li> <li>• Executive Director, Leadership Team and Staff collaborate with efforts to promote programs and services in a variety of ways throughout the year</li> </ul>
	IT needs are met	<ul style="list-style-type: none"> <li>• Outsourcing of IT established with a new provider</li> <li>• Departments included in IT plan</li> </ul>
	Critical incidents will be addressed/tracked/analyzed	<ul style="list-style-type: none"> <li>• Incident Report Tracking System maintained</li> </ul>
	Feedback will be addressed/tracked/analyzed	<ul style="list-style-type: none"> <li>• Feedback Tracking System maintained</li> </ul>
	Maintain/support qualified staff and volunteers	<ul style="list-style-type: none"> <li>• Human Resources supports/collaborates with all Departments in recruiting/supporting qualified staff and volunteers</li> </ul>