



2018 | **ANNUAL**  
**REPORT**



Celebrating Our  
**45<sup>th</sup>**  
*Anniversary*



## Dear Friends,

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This chairman's letter is bittersweet. As I come to the end of my second term as Board Chairman, I find myself reflecting on an occasionally challenging, but always rewarding experience. I have had the satisfaction of leading a dedicated Board of Directors, serving alongside an engaged and knowledgeable Advisory Council, and working with a focused and highly effective professional staff. It has truly been a privilege. The Agency on Aging Northeastern Illinois is fortunate to have a network of funded partners who work daily to preserve the dignity and autonomy of older adults in our community. The services they provide raise the quality of life for older persons and make aging easier. I am grateful for their partnership and dedication.

The Agency accomplished several significant initiatives this year, including the development and adoption of a new strategic plan for FY2019-21. A diverse group of stakeholders participated in this process, and I thank everyone involved for their time and talents. A new and improved website was launched in February, making it easier to find the information and services that seniors and caregivers need. The Agency has made significant progress in consolidating the two offices and will be moving to a new office in Lombard in June and upgrading office technology as part of the move. In these and many other ways, this has been an exciting and productive year.

My tenure as Board Chairman has enriched my life, and I am grateful for having had the opportunity to serve. The Agency on Aging Northeastern Illinois positively impacts the lives of older adults and caregivers in our community every day. I thank you for all you do in support of our mission.

I leave you with this final thought from Eartha Kitt, "Aging has a wonderful beauty, and we should have respect for that."

Sincerely,  
Greg Weider  
Chairman of the Board of Directors  
Agency on Aging Northeastern Illinois

# Agency on Aging Northeastern Illinois' Governing Body

## Board of Directors

Ralph Feese	DuPage
Cheryl Ghassan	DuPage
Jack Kreger	DuPage
Melissa Schmitz	DuPage
Luella M. Kellogg	Grundy
Warren Kronberger	Grundy
Robert J. O'Connor	Kane
Daniel G. Parsons	Kane
Corinne Pierog	Kane
Laurine Tucker	Kane
Bruce Conway	Kankakee
Larry Nolan	Kankakee
Jessica Bannister	Kendall
Daniel Lane	Kendall
Gary Ford <sup>1</sup>	Lake
Benjamin Frank Phillips <sup>2</sup>	Lake
Gregory Thompson	Lake
Greg Weider	Lake
Donna Fischer	McHenry
Susan G. Grossinger	McHenry
Bonnie Susan Saban	McHenry
LuAnn Johnson	Will
Gwen Ulmer <sup>2</sup>	Will
Janet V. Leonard	Emerita
Jean R. McCollum	Emerita

## Officers

Greg Weider	Chairman
Laurine Tucker	First Vice Chairman
Melissa Schmitz	Second Vice Chairman
Gregory Thompson	Secretary
Larry Nolan	Treasurer
Bruce Conway	Assistant Treasurer

<sup>1</sup> Elected during FY18

<sup>2</sup> Resigned during FY18

## Advisory Council

Karen Courney	DuPage
Karen Leimberer <sup>1</sup>	DuPage
Andrew Love <sup>5</sup>	DuPage
Kara Murphy	DuPage
Bonnie Schrader <sup>4</sup>	DuPage
Tania Schwer	Grundy
Patricia Stevens	Grundy
Larry Anderson <sup>5</sup>	Kane
Lance Clemens <sup>4</sup>	Kane
Gregory Lind	Kane
Rae Ann Van Gundy	Kendall
John Justin Wyeth	Kendall
Christina Deutschmann <sup>4</sup>	Lake
Joyce Farley	Lake
Gary Ford <sup>2</sup>	Lake
June Melber <sup>1</sup>	Lake
Sharon Gerc	McHenry
Lyn Orphal	McHenry
Paula Yensen <sup>4</sup>	McHenry
Beverly Burge <sup>4</sup>	Will
Stan Hewitson <sup>3</sup>	Will
Sharon McNeil	Will
Lauren Sherman <sup>4</sup>	Will

## Officers

Tania Schwer	Chairman
Rae Ann Van Gundy	Vice Chairman

<sup>1</sup> Completed term during FY18

<sup>2</sup> Elected to Board during FY18

<sup>3</sup> Resigned during FY18

<sup>4</sup> Appointed during FY19

<sup>5</sup> Resigned during FY19





## Your Guide to Aging Services

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At the Agency on Aging Northeastern Illinois, we believe all older adults deserve to age well. It is our mission to provide services and programs to keep older adults in their homes and active in their communities. Whether it's a home delivered meal, legal services, caregiver support services, help with Medicare enrollment or one of the other many services we offer, we strive to optimize the lives of older adults in our communities.

We are one of 622 Area Agencies on Aging throughout the United States and one of 13 in Illinois. Created by Congress to implement the Older Americans Act, Area Agencies on Aging coordinate a wide variety of services for persons age 60 and older. In 1974, the Illinois Department on Aging designated the Agency on Aging Northeastern Illinois as the Area Agency on Aging for DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry and Will counties. Over 654,000 older adults live in our agency's eight county service area.

We are a non-profit organization that works closely with the Administration on Community Living, Illinois Department on Aging and many other agencies to address both the immediate and long range needs of older adults. One of our primary functions is to award funding to local agencies in each county to provide vital Older Americans Act services. Our staff then monitors these services throughout the region to ensure they are of high quality and the funds are spent appropriately.

We serve the population by planning ahead & assessing the needs of older adults and their caregivers to establish services and funding priorities, developing new and/or expanded programs to meet the needs of our service area, and by working with other funding agencies and service providers to deliver a wide range of long term services & supports for older adults.

In all these ways, and in many others, we work hard to be "Your Guide to Aging Services."



## STAFF

Marla Fronczak,  
*Executive Director*

### ADMINISTRATION

Megan Lowenstrom,  
*Administrative Assistant, Kankakee*  
Linda Williamson,  
*Administrative Assistant, West Chicago*

### FISCAL DIVISION

Barbara Goodrich,  
*Accountant*

### GRANTS MANAGEMENT

Maryanne Daman,  
*Grants and Technology Manager*  
Myra Manssen,  
*Resource Manager*  
Jody Stoops,  
*Fiscal Analyst*

### COMMUNITY PLANNING

Leslie Edstrom,  
*Community Planning Division Manager, McHenry County Liaison*  
Colette Jordan,  
*Community Planner, Lake County Liaison*  
Donna Copeland Hill,  
*Community Planner*  
Ginnie Moore,  
*Community Planner, Kendall County Liaison*  
Glenda Love,  
*Community Planner, Kane County Liaison*  
Joy Sobczak,  
*Community Planner, Will County Liaison*  
Loretto Cowhig,  
*Community Planner*  
Lucinda Hurt,  
*Community Planner, Grundy & Kankakee County Liaison*  
Megan Napierkowski,  
*Community Planner, DuPage County Liaison*

### SPECIAL EVENTS

Kaitie Mayberry Hauser,  
*Special Events Manager*  
Melissa Brackmann,  
*Special Events/Communications Specialist*  
Sue Heinkel,  
*Special Events*



## OUR MISSION

We strive to make aging easier through the development and promotion of a network of services for older adults and persons with disabilities designed to optimize the quality of their lives.



# Let's Work Together

Nearly one in five people over age 65 is socially isolated, according to recent estimates. Social isolation – the lack of connection with other people, one's community, resources, and supports, which also often accompanies feelings of loneliness – is a serious health risk to older adults. Social isolation is often the result of many overlapping risk factors at the individual and community levels. Living alone tops the list, along with transportation barriers, chronic illness, sensory and mobility impairments, living in unsafe, inaccessible, or rural communities, belonging to a minority group, inadequate social support, and caregiving for someone ill. In the eight-county region served by the Agency on Aging, over 120,000 older adults live alone.

**One study has compared the health risks of ongoing isolation with smoking 15 cigarettes a day.**

Social isolation is associated with increased risk of depression, dementia, hospital use, nursing home placement, and death.

Isolation is not only bad for older adults' health, it's also costly. Medicare spends \$6.7 billion more per year for the care of socially isolated older adults than it does for otherwise similar non-isolated seniors. Isolated older people are also much more susceptible to abuse, neglect, and exploitation because they do not have the social supports in place to get help.

The good news is that Area Agencies on Aging (AAAs) are already taking many steps in their local communities to address isolation. Older Americans Act services funded through AAAs play a vital role in reducing social isolation and helping older adults remain independent and engaged in their communities. Information & Assistance services help connect older adults and their caregivers to essential services and resources, and community dining sites offer them a nutritious meal and companionship. Home-delivered meals provide the added benefit of a well-being check and friendly conversation by dedicated volunteers. Educational classes, recreational activities, and health promotion programs bring older adults together to foster lifelong learning, health, and well-being. Caregiver programs such as support groups, counseling, and training help them cope with the stress and isolation of caregiving. Adult Protective Services protect older adults and people with disabilities from abuse, neglect, and exploitation, and guard against the self-neglect that often occurs with social isolation.

But AAAs know that they alone cannot meet the growing risk of social isolation among the rapidly growing aging population. The Illinois Department on Aging has identified reducing social isolation among older adults and caregivers as a top priority for its three-year Statewide Initiative. The Department has charged AAAs to band together by expanding existing resources and implementing coordinated strategies to engage isolated older adults and enhance Illinois' network of aging services. A statewide marketing campaign to raise awareness of the significant health risks of social isolation will be a priority, along with education on the social supports available to promote greater connection and community for older adults and caregivers in Illinois.

The key to this campaign will be to address and reduce the stigma and fear that often prevent people from seeking help. To do this, AAAs are asking our community members and partners to join our efforts to identify isolated older adults and caregivers and help connect them to essential services. AAAs are also partnering with community gathering places such as libraries, churches, and local businesses to enhance and support the connectivity already taking place among older adults and caregivers and they are also looking at opportunities to use technology to promote social connections among older adults. Another goal is to expand volunteer and employment opportunities for older adults. Not only is this an opportunity for older adults to become more engaged, but it also provides them a way to invest their time and knowledge back into their communities to create positive change.

These critical investments need support from public policies and leaders at all levels. By working together, we can not only reduce social isolation and improve the lives of all older adults and caregivers, but we will also begin to change the vision of what aging looks like in Northeastern Illinois.

# Become a Supporter of the Agency on Aging

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## MAKE A DIFFERENCE:

- Visit [AgeGuide.org](https://AgeGuide.org) and click “Donate Now” to support aging services
- Attend the *Celebrity Chefs Brunch benefiting Holiday Meals on Wheels & Aging Services* to support nutritionally at-risk seniors in your community
- Become a sponsor of an Agency on Aging Northeastern Illinois event



## LET YOUR VOICE BE HEARD:

- The Agency on Aging Northeastern Illinois is proactive in advocating for older adults in our communities
- Contact your Federal and State Legislators to advocate for older adults on legislation and funding for services
- Join the Agency on Aging email list to get up to date information on the Agency on Aging and alerts for upcoming legislation impacting older adults in your community
- Visit [AgeGuide.org/advocacy](https://AgeGuide.org/advocacy) to learn more about our initiatives and advocacy work for older adults



## LEND A HELPING HAND:

- The Agency could not make the impact it does without the volunteers that donate their time to older adults in our communities!
- Join our team as a member of our Board of Directors or Advisory Council
- Support our programs by volunteering for Home Delivered Meals, Senior Medicare Patrol, Long Term Care Ombudsman, Senior Health Insurance Programs or volunteer at Agency events including the *Senior Lifestyle Expo* and *Celebrity Chefs Brunch benefiting Holiday Meals on Wheels & Aging Services*



## Agency on Aging Northeastern Illinois **Adopts 3 Year Strategic Plan**

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In early 2018, the Board, Advisory Council and staff at the Agency on Aging Northeastern Illinois considered how federal, state and local funding has not kept pace to adequately meet the growing needs of older adults, the organizations who serve them, and communities in which they reside. Our leaders recognized that funding continues to be a concern for organizations committed to helping older adults and new approaches to service delivery need to be identified.

We embarked on a strategic planning process to identify challenges and opportunities with fresh eyes and a shared willingness to consider new and alternative ways of meeting the current and future needs of older adults. For an organization that has remained fairly consistent in its business model for 45 years, this was an exciting (and uncertain) moment as our organization stepped onto “new terrain”.

From the start, we decided that community involvement and input into our planning was required. This enabled us to build a sense of shared vision and co-ownership among stakeholders for what felt were vital areas of focus, and to listen and learn from our partners who serve on the very front lines of service. This highly collaborative process proved crucial to the plan’s development and helped strengthen the understanding of best practices to guide the organization.

We learned that organizations and communities in our eight-county service area regard the Agency as a vital link and resource – a “hub” – and they asked us to play an even greater role in supporting them in their efforts to serve older adults. As a result of a year-long planning process, the Agency on Aging arrived at a set of five strategic priorities that encompass our 3 year strategic plan.



# Our Five Strategic Priorities

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01

## Leading the Sector

To serve as an effective advocate and champion for our providers, as an opinion leader in the community-at-large, and as convener of other stakeholder groups committed to solving problems facing older adults.

02

## Driving Innovative Programming

To encourage, spur, drive and reward innovative programs and services that serve older adults, whether through community-based organizations or through our own programming.

03

## Fostering Community Partnerships

To forge partnerships that will bring the greatest benefit to older adults in our service area and serve as a model to other area agencies across the state and country.

04

## Striving for Financial Flexibility

To develop creative approaches to generating revenue through a variety of methods that could include earned-income opportunities, philanthropy, social enterprise, sponsorships, and cause-related marketing.

05

## Modeling Outstanding Fiduciary Stewardship

To ensure that the public and private funds entrusted to us are put to the highest standards and best use for older adults.

# Federal Older Americans Act Title III and VII Services Fiscal Year 2018

TITLE AND SERVICE	GRANT AWARDS	EXPENDITURES	UNITS OF SERVICE	PERSONS SERVED
<b>TITLES III-B AND VII</b>				
Information & Assistance	\$2,264,717	\$2,255,111	80,214	43,555
Outreach	127,692	124,437	2,829	2,695
Options Counseling	224,284	219,771	1,760	703
Residential Repair	29,547	23,602	121	117
Counseling	448,337	437,670	5,641	925
Legal Services	537,219	528,718	7,898	1,557
Ombudsman	846,161	842,863		
Transportation	458,536	438,536	33,077	1,516
Community Connections Collaborative	379,857	379,740	63,114	11,645
Adult Protective Services	20,886	20,886		
<b>TOTAL III-B &amp; VII</b>	<b>\$5,337,236</b>	<b>\$5,291,334</b>	<b>194,654</b>	<b>62,713</b>
<b>TITLES III-C</b>				
Congregate Meals <sup>4</sup>	\$1,347,021	\$1,278,121	133,293	8,763
Home Delivered Meals <sup>1,4,5</sup>	6,519,479	6,417,514	859,274	5,401
<b>TOTAL III-C</b>	<b>\$7,866,500</b>	<b>\$7,695,635</b>	<b>992,567</b>	<b>14,164</b>
<b>TITLES III-D<sup>2</sup></b>				
Health Promotion Programs	\$123,785	\$115,404	5,262	734
<b>TITLES III-E</b>				
Assistance <sup>2</sup>	\$299,153	\$292,397	14,471	9,538
Counseling, Training, Support	271,320	257,423	3,842	1,332
Respite	343,249	325,322	21,171	522
Gap-filling Services	187,978	171,128	378	364
Legal Assistance	26,000	2,789	6	6
<b>TOTAL III-E</b>	<b>\$1,127,700</b>	<b>\$1,049,059</b>	<b>39,868</b>	<b>11,762</b>
<b>GRAND TOTALS</b>	<b>\$14,455,221</b>	<b>\$14,151,432</b>	<b>1,232,351</b>	<b>89,373</b>

1 Includes State General Revenue funds

2 Includes AAA Direct Service

3 Includes Title VII funds

4 Includes Nutrition Services Incentive Program funds

5 Units include Holiday Meals

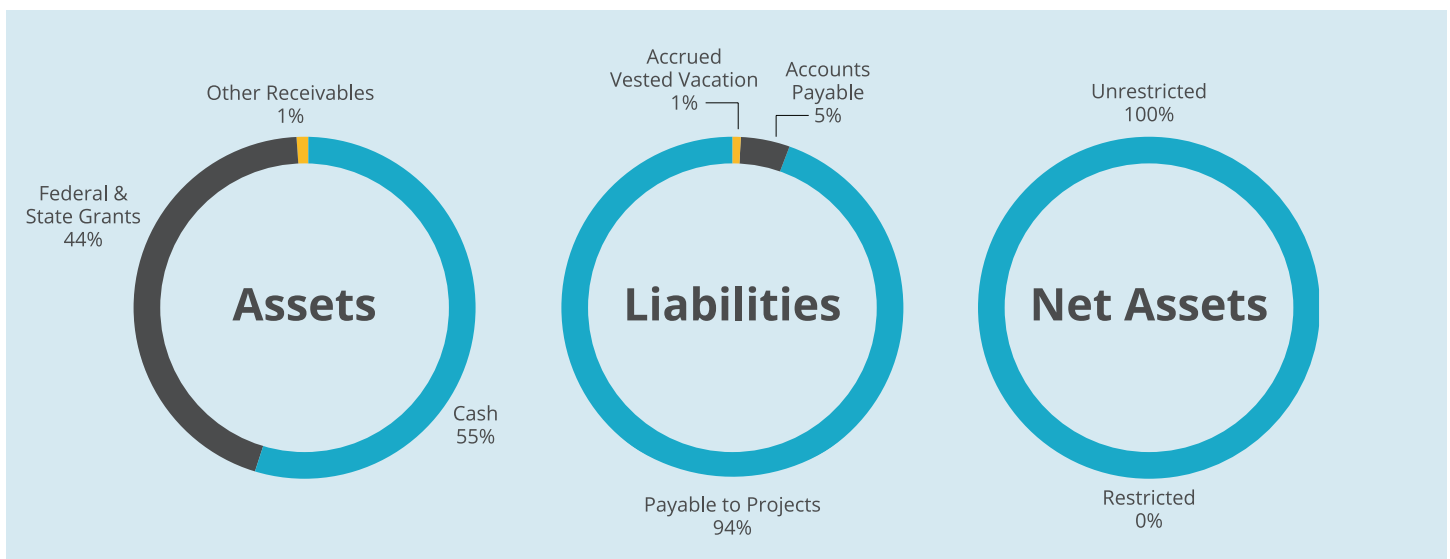
## Funded Partners

- Advocate Good Shepherd Medical Center
- AIM Center for Independent Living
- Catholic Charities, Diocese of Joliet
- Catholic Charities, Archdiocese of Chicago
- Community Nutrition Network
- Disability Resource Center
- DuPage County Community Services
- DuPage Senior Citizens Council
- Ela Township
- Family Counseling Service
- Family Service of Lake County
- Glen Ellyn Senior Center
- Grundy County Health Department
- Guardian Angel Community Services
- Independence Health and Therapy
- Kankakee County Community Services, Inc
- Kane Senior Council
- Kendall County Health Department
- Lake County Center for Independent Living
- Legal Assistance Foundation of Metropolitan Chicago
- McHenry Township
- Metropolitan Family Services DuPage
- Options Center for Independent Living
- Oswego Seniors, Inc.
- Prairie State Legal Services
- Salvation Army Golden Diners
- Senior Services Associates, Inc.
- Senior Services of Will County
- Waukegan Township
- County of Will

# Statement of Financial Position

ASSETS	FY 2018	FY 2017
Cash	\$3,006,850	\$3,053,467
Due from other agencies:		
Federal & State grants	\$2,390,671	\$2,660,888
Project Carryovers		
Other receivables	\$7,688	\$9,170
<b>TOTAL ASSETS</b>	<b>\$5,405,209</b>	<b>\$5,723,525</b>
<b>LIABILITIES AND NET ASSETS</b>		
Accounts payable	\$142,885	\$42,275
Payable to projects	\$2,905,312	\$3,574,681
Accrued vested vacation	\$46,640	\$35,950
<b>TOTAL LIABILITIES</b>	<b>\$3,094,837</b>	<b>\$3,652,906</b>
<b>NET ASSETS</b>		
Unrestricted	\$2,310,372	\$2,070,619
Temporarily restricted		
<b>TOTAL NET ASSETS</b>	<b>\$2,310,372</b>	<b>\$2,070,619</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$5,405,209</b>	<b>\$5,723,525</b>

This financial report represents a final accounting of funds as of September 30, 2018. The journals and ledgers of accounting for FY 2018 have been closed and audited.





### Statement of Non-Discrimination

The Agency on Aging Northeastern Illinois does not discriminate in admission to programs or in treatment of employment in programs or activities, in compliance with the Illinois Human Rights Act, the U.S. Civil Rights Act, Section 504 of the Rehabilitation Act, the Age Discrimination Act, the Age Discrimination in Employment Act, the Americans with Disabilities Act, and the U.S. and Illinois Constitutions. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging.

For information, call the Illinois Department on Aging at (800) 252-8966 (voice and TTY) or contact the Agency on Aging Northeastern Illinois at (800) 528-2000 or visit their website at [www.AgeGuide.org](http://www.AgeGuide.org)

### Field Office:

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### Contact Us:

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