

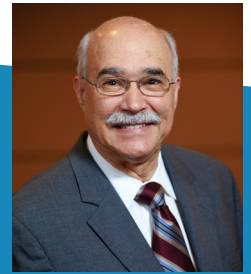
2019 | **ANNUAL
REPORT**



Serving DuPage, Grundy, Kane,
Kankakee, Kendall, Lake, McHenry & Will Counties

www.ageguide.org
(800) 528-2000

Dear Friends,



The past year has been a busy one at AgeGuide. One very noticeable change is our new name. “AgeGuide” captures the spirit of our mission to optimize the quality of life of the older adults and caregivers we serve, guiding them to the services they need to live independently as they age. We also moved into new offices in Lombard that are designed to carry us forward into our next decade.

Looking back on 2019, we recognize the members of our Board of Directors and Advisory Council for their dedication of time and talent in support of our mission. We are grateful for a professional staff that embraces making aging easier as their calling.

The past year saw our 2019-2021 Strategic Plan come to life as we implemented its initiatives. A few highlights include:

Initiative: Foster Community Partnerships that will Bring the Greatest Benefit to the Older Adults in Our Service Area

AgeGuide is increasingly being recognized as an Aging Services thought leader.

We have been the champion organization in support of our communities as they work to become dementia friendly. With our assistance three were awarded national recognition as Dementia Friendly; along the way, our staff trained nearly 800 individuals on creating dementia friendly businesses and workplaces. With our support, five more are well on their path to similar recognition.

In partnership with our sister area agency, AgeOptions, we provided advice and assistance to the Metropolitan Mayors Caucus Age-Friendly Community Collaborative to promote age and dementia friendly communities.

Initiative: Step Up to Leadership in the Aging Services Sector

First, we congratulate our Chief Executive Officer, Marla Fronczak, who was elected president of the Illinois Association of Area Agencies on Aging, a statewide advocacy body for aging services and policy development.

We stepped up to the need for better communication and connection among all the aging service providers in our area. We hosted Regional Advocacy Breakfast Collaboratives to educate and address social isolation in older adults; presented to several key statewide associations; and convened Age Strong Collaboratives in DuPage and McHenry Counties. We also retooled, added content and launched a more user-friendly agency website, AgeGuide.org, and amplified our social media presence.

Initiative: Drive Innovative Programs and Services that Serve Older Adults

In the past year, we designed and secured funding for additional projects to address social isolation and Alzheimer’s disease and related dementias. Our high priorities for 2020 are Friendly Visiting, Telephone Reassurance, technology education, and targeted outreach to culturally diverse older adults.

In closing, to paraphrase Jan Carlzon, we realize our mission is tested each time—hundreds of thousands of times a year—an older adult benefits from an aspect of the services we and our funded partners provide. As we turn to the next year and the challenges it will bring, we re-embrace our mission and look forward to every test.

It is an honor to serve this organization. Thank you for everything you do in support of us and our mission.

Sincerely,

Jack Kreger

Acting Chairman of the Board of Directors

AgeGuide Northeastern Illinois

AgeGuide Northeastern Illinois' Governing Body

Board of Directors

Ralph Feese	DuPage
Cheryl Ghassan	DuPage
Jack Kreger	DuPage
Melissa Schmitz	DuPage
Luella Kellogg	Grundy
Warren Kronberger	Grundy
Robert O'Connor	Kane
Daniel Parsons	Kane
Corinne Pierog	Kane
Laurine Tucker	Kane
Bruce Conway	Kankakee
Larry Nolan	Kankakee
Jessica Bannister ¹	Kendall
Daniel Lane	Kendall
Gary Ford	Lake
Michael Steiner ³	Lake
Gregory Thompson	Lake
Greg Weider ²	Lake
Donna Fischer ¹	McHenry
Susan Grossinger	McHenry
Bonnie Saban	McHenry
Lou Ann Johnson	Will
Kristin Murphy ³	Will
Janet Leonard ⁴	Emerita
Jean McCollum	Emerita

Officers

Laurine Tucker	Chairman
Jack Kreger	1 st Vice Chairman/ Acting Chairman
Corinne Pierog	2 nd Vice Chairman
Bruce Conway	Treasurer
Larry Nolan	Assistant Treasurer
Gregory Thompson	Secretary

Advisory Council

Karen Courney	DuPage
Kara Murphy	DuPage
Bonnie Schradel ³	DuPage
Tania Schwer	Grundy
Patricia Stevens	Grundy
Larry Anderson ²	Kane
Lance Clemens ³	Kane
Gregory Lind	Kane
RaeAnn VanGundy ¹	Kendall
John Wyeth	Kendall
Christina Deutschmann ³	Lake
Joyce Farley	Lake
Sharon Gerc	McHenry
Lyn Orphal	McHenry
Paula Yensen	McHenry
Beverly Burge ³	Will
Sharon McNeil	Will
Lauren Sherman ³	Will

Officers

Kara Murphy	Chairman
Gregory Lind	Vice Chairman

1 Completed term during FY19

2 Resigned during FY19

3 Appointed during FY19

4 Deceased in FY19



WHO WE ARE & WHAT WE DO



At AgeGuide Northeastern Illinois, we believe all older adults deserve to age well. It is our mission to empower older adults to remain independent, connected and to age well. We do that through our advocacy and coordination of life-changing resources such as meals, transportation, caregiver and family support. These meaningful services optimize quality of life and offer peace of mind.

AgeGuide Northeastern Illinois is 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 AgeGuide Northeastern Illinois as the Area Agency on Aging for DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry and Will Counties. Over 700,000 older adults live in our agency's eight county service area.

AgeGuide is 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 AgeGuide's primary functions is to award funding to local agencies in each county to provide vital Older Americans Act services. AgeGuide then monitors these services throughout the region to ensure they are of high quality and the funds are spent appropriately.

AgeGuide serves the population by planning ahead and 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 working with other funding agencies and service providers to deliver a wide range of long-term services and supports to older adults.

In all these ways, and in many others, AgeGuide Northeastern Illinois is proud to be "Your Guide to Aging Services."

STAFF

Marla Fronczak,
Executive Director

ADMINISTRATION

Jeri Colucy,
Office Manager

Jen Hill,
Office Assistant

FISCAL DIVISION

Barbara Goodrich,
Fiscal Manager

Megan Lowenstrom,
Fiscal Assistant

GRANTS MANAGEMENT

Maryanne Daman,
Grants Manager

Jody Stoops,
Fiscal Analyst

Brianne Moser,
Grants Coordinator

COMMUNITY PLANNING

Leslie Edstrom,
Community Planning Manager

Alaine Kvedaras,
Community Planner, Health Promotion

Colette Jordan,
Community Planner, Caregiver Support

Ginnie Moore,
Community Planner, Senior Nutrition

Glenda Love,
Community Planner, Ombudsman

Gretchen Knowlton,
Advocacy & Planning Specialist

Joy Sobczak,
Veterans Specialist

Loretto S. G. Cowhig,
Community Planner, Information Services

Lucinda Hurt,
Community Planner, Protective and Supportive Services

Megan Wileman,
Community Planner, Aging and Disability Resource Network

SPECIAL EVENTS

Kaitie Mayberry Hauser,
Events Manager

Melissa Brackmann,
Events/Communications Specialist

Sue Heinkel,
Events Assistant

OUR VISION

We empower older adults
to remain independent and
connected and to age well.



Introducing AgeGuide:

A Shorter Name that Better Reflects our Larger Purpose

The Northeastern Illinois Area Agency on Aging has rebranded to AgeGuide to better reflect its mission to guide older adults and their caregivers through the aging process no matter where they are in their journey. In an age of social media marketing and communicating to its targeted audience, AgeGuide is now positioned to be an easily identifiable resource for aging services.

For over 45 years, AgeGuide has empowered older adults to remain independent and connected and age well. It does this through its advocacy and coordination of life-changing resources such as meals, transportation, caregiver and family support. While these meaningful services to optimize the quality of life and offer peace of mind, the public needs to know where to find them.

“We wanted to simplify our name to be more recognizable as a trusted resource in the community” said Marla Fronczak, AgeGuide Chief Executive Officer. “We know there was some confusion about our name, but not confusion about what we do, which is help guide folks to the services they need to live independently as they age.”

Its shorter name quickly communicates an unbiased resource for families to access the information they need to thrive in their home and community. AgeGuide conveys the breadth of services provided to the older adults in its eight-county service area, whose ranks are expected to grow, as 1 in 4 Illinoisans will be 60 or older by 2030. It will drive greater access to its coordinated local network of supportive services and will amplify the impact its funded partners make in the lives of older adults and their families.

AgeGuide amplifies its voice to advocate for age-friendly system and policy changes that keep older adults socially engaged in their communities to reduce their social isolation. As it is estimated that 90 percent of older adults want to age well in their own homes and communities, AgeGuide encourages creating more age-friendly communities and health care systems that support successful aging. It urges legislators and municipalities to invest in affordable and accessible housing and transportation for older adults. AgeGuide’s Age-Friendly Summit will address these opportunities and offer solutions to prepare us all for the longevity economy.

As AgeGuide, it is now better positioned to improve the lives of the over 700,000 older adults residing in its eight-county service area. It has spent decades building a coalition of local network of providers, from point-of-service organizations to libraries to senior centers that help older adults maintain their wellbeing and it is looking forward to many more decades of service here in northeastern Illinois.

Become a Supporter of AgeGuide



CONSIDER MAKING A DONATION

- Visit AgeGuide.org and click “Donate Now”
- 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 AgeGuide event



BECOME AN ADVOCATE

- AgeGuide is proactive in advocating for older adults in our communities
- Contact your U.S. Senators and Representative on federal issues, or your Illinois Senator and Representative about state issues, to advocate for older adults
- Join the AgeGuide email list to get up to date information on AgeGuide and alerts for upcoming legislation impacting older adults in your community
- Visit AgeGuide.org and click “Advocacy” to learn more about our initiatives and advocacy work for older adults
- Follow AgeGuide on Facebook, Twitter and LinkedIn



BECOME A VOLUNTEER

- Our organization could not make the impact it does without the volunteers who donate their time to older adults in our communities!
- We have many volunteer opportunities including on our Board of Directors and Advisory Council, Home Delivered Meals, Senior Medicare Patrol, Ombudsman or the Senior Health Insurance Program. We also always need volunteers at our *Senior Lifestyle Expo* and *Celebrity Chefs Brunch benefiting Holiday Meals on Wheels & Aging Services*

Working to Build an Age & Dementia Friendly Northeastern Illinois

It is no surprise that the population of the United States is rapidly aging. By 2030, one in every five people in the U.S. will be 65 and older. By 2035, the number of adults older than 65 will be greater than the number of children under 18.[1]

Even after hearing these statistics, the topic of aging is seldom a high priority when it comes to policy priorities for politicians. When asked, many mayors of cities do not believe an aging population would be the most beneficial to boost their cities' economy, but in fact it's just the opposite.

Americans over age 50 account for \$7.6 trillion in direct spending and related economic activity. By 2032, this longevity economy is projected to reach over \$13.5 trillion or 52% of the US GDP[2], but too many local leaders still overlook the connection between aging policies and their cities' vitality and sustainability.

An Age-Friendly community is a great place to grow up and grow old. Baby Boomers and Millennials desire walkable neighborhoods that include conveniently located grocery stores, safe streets, affordable housing, and well-maintained healthcare facilities.[3] Think about that stop light on Main Street. If the cross-walk time is extended to accommodate an older adult, it also helps a young mother pushing a stroller, or a resident with a disability.

Dementia-Friendly communities support older adults and their loved ones, so they feel less isolated. AgeGuide led efforts to establish five nationally recognized Dementia-Friendly communities, with five more ready to launch. AgeGuide trains businesses to become Dementia-Friendly by educating on the signs of dementia, communications strategies to use with customers, and environmental changes to enhance safety for older adults. To date, AgeGuide has trained nearly 9,000 employees of local businesses, health care, and law enforcement to become dementia friendly.

“Ageism is the biggest threat to improving quality of life for older adults.”

AgeGuide is calling for a national conversation on how to make the next act of life productive, meaningful and fulfilling. We can do this by changing negative attitudes about aging such as the notion that this stage of life is all about decline, loss and irrelevance.

The great news is that together we can affect change! By empowering older adults to remain healthy and economically secure, not only are our communities more vibrant, but studies show they spend less on costly supportive services. The economic, social, and personal benefits of Age- and Dementia-Friendly communities are vast and AgeGuide is proud to be a leader in the movement to help older adults age well and stay engaged in their communities. What we do now to make our communities more inclusive to all will benefit not only today's generations but all generations to come.

Image Source: Dementia Friendly America

[1] "The AARP Network of Age-Friendly States and Communities", AARP, <https://www.aarp.org/livable-communities/network-age-friendly-communities/>

[2] "The Longevity Economy: Generating Economic Growth and New Opportunities for Business," Oxford Economics and AARP, (2013), <https://www.aarp.org/content/dam/aarp/home-and-family/personal-technology/2013-10/Longevity-Economy-Generating-New-Growth-AARP.pdf>

[3] "Age-Forward Cities for 2030", Caroline Servat and Nora Super, Milken Institute Center for the Future of Aging (2019): 7



The Older Americans Act - Your Golden Ticket to Health

Your opportunity for good health starts long before you need medical care. Health begins where we live, learn, work, and play. Improving the conditions of our homes, neighborhoods, and relationships will create a healthier population, society, and workforce.

The United States leads the world in medical research and care, and for what we spend on health care, we should be the healthiest people on Earth. Yet, one of the most important indicators, how long we live, reports that the United States is not even in the top 25. In fact, we're behind countries like Bosnia and Jordan.

It's time for the U.S. to lead again on health and longevity. All it will take is one very important step. We need to stop thinking of health as something we can only get from clinics, hospitals, and doctors' offices and recognize that health is determined by where we live, what we eat, who we interact with, and even the air we breathe. We call these things that are not specifically about health, but that have a direct impact on it, social determinants of health (SDOH).



Amazingly, The Older Americans Act (OAA), passed in 1965, recognized the importance of social determinants of health on the impact of the health and well-being of older adults and people with disabilities. Each OAA priority, whether directly aimed at health or not, fosters healthier lives. Here's how.

Home and Community-Based Services include transportation; case management and information and referral; in-home services such as personal care, chore, and homemaker assistance; and community services such as adult day care and evidence-based wellness programs. The vast majority of older adults want to remain in their own homes as they age. These critical services help older adults avoid nursing home placement and keep them healthy, engaged, and physically active. Over 82% of people receiving these services reported that they were better able to care for themselves.

Nutrition Programs like Home-Delivered Meals and Congregate Meals play an important role in helping people stay healthy and independent. Research shows half of older Americans are malnourished or at risk of being malnourished. Food insecurity and malnutrition are associated with a variety of health problems, including more frequent and longer hospitalizations. Nutrition programs in the OAA also promote social interaction and physical activity. Social isolation is widely recognized as a serious public health threat. Program evaluations show that 93% of home-delivered meal recipients report that the meals allowed them to continue living in their own homes and increased their social interaction.

Health Promotion programs supported by the OAA, such as Matter of Balance, Take Charge of your Health, and Stress Busting for Caregivers, are evidence-based programs that empower older adults to take control of their health by increasing knowledge, changing behavior, and improving their health status.

Caregiver Resources are critical for family and other informal caregivers who are the mainstay of America's long-term care system. A recent AARP study found that approximately 15% of adults provided care to someone over 50 years old. Caregiving is a labor of love that helps people stay in their own homes, but it's challenging for caregivers to manage physical and emotional stress and balance work and family responsibilities. The economic cost of replacing unpaid caregivers is estimated to be about \$522 billion annually. The caregiver resources available through the OAA focus on ensuring that older adults and caregivers are connected to the appropriate local resources so that older adults can continue to age well in their own homes and communities and not in institutions such as nursing homes.

Elder Rights Protections provide a full array of services that effectively address complaints of abuse, neglect, or violation of rights; advocate for system improvements; and support innovation. As many as one in ten older people are abused, neglected, or exploited each year, and as many as four in ten are the victims of financial exploitation.

Long-Term Care Ombudsman Program works to resolve problems related to the health, safety, welfare, and rights of people who live in long-term care facilities such as nursing homes, assisted living, and other residential care communities. These programs promote policies and protections that not only improve long-term services and supports at facilities but protect the rights and health of residents.

A Golden Ticket to Health

Health providers and policymakers are increasingly aware that meeting social and community needs (social determinants of health) reduces health care costs while also preserving, promoting and improving health. The Older Americans Act promotes health by helping people to live well, engage in their communities, and find fulfillment as they age.

Federal Older Americans Act Title III and VII Services Fiscal Year 2019

TITLE AND SERVICE	UNITS OF SERVICES	PERSONS SERVED	GRANT AWARDS	EXPENDITURES
TITLES III-B AND VII				
Information & Assistance ²	78,025	42,831	\$2,359,901	\$2,350,594
Outreach	3,304	3,156	132,957	131,906
Options Counseling	2,576	1,073	223,284	223,284
Residential Repair	140	137	49,547	42,385
Counseling	6,580	794	441,261	435,661
Legal Services	8,693	1,818	573,859	570,231
Ombudsman			920,202	920,202
Transportation	39,091	1,956	478,186	466,986
Community Connections Collaborative	82,316	11,230	340,428	340,428
Flexible Community Services	300	292	134,336	134,336
Adult Protective Services			27,273	27,236
TOTAL III-B & VII	221,025	63,287	\$5,681,234	\$5,643,249
TITLES III-C				
Congregate Meals ⁴	134,774	8,477	\$1,481,221	\$1,447,517
Home Delivered Meals ^{1,4,5}	753,784	4,970	6,614,835	6,462,380
TOTAL III-C	888,558	13,447	\$8,096,056	\$7,909,897
TITLES III-D²				
Health Promotion Programs	4,567	548	\$157,809	\$157,809
TITLES III-E				
Assistance ²	16,608	10520	\$331,420	\$321,617
Counseling, Training, Support	3,885	1285	292,424	289,466
Respite	25,055	541	378,063	365,233
Gap-filling Services	507	485	188,078	184,646
Legal Assistance	12	12	17,180	17,180
TOTAL III-E	46,282	13,058	\$1,207,165	\$1,178,142
GRAND TOTALS	1,160,432	90,340	\$15,142,264	\$14,889,097

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 Partner Organizations

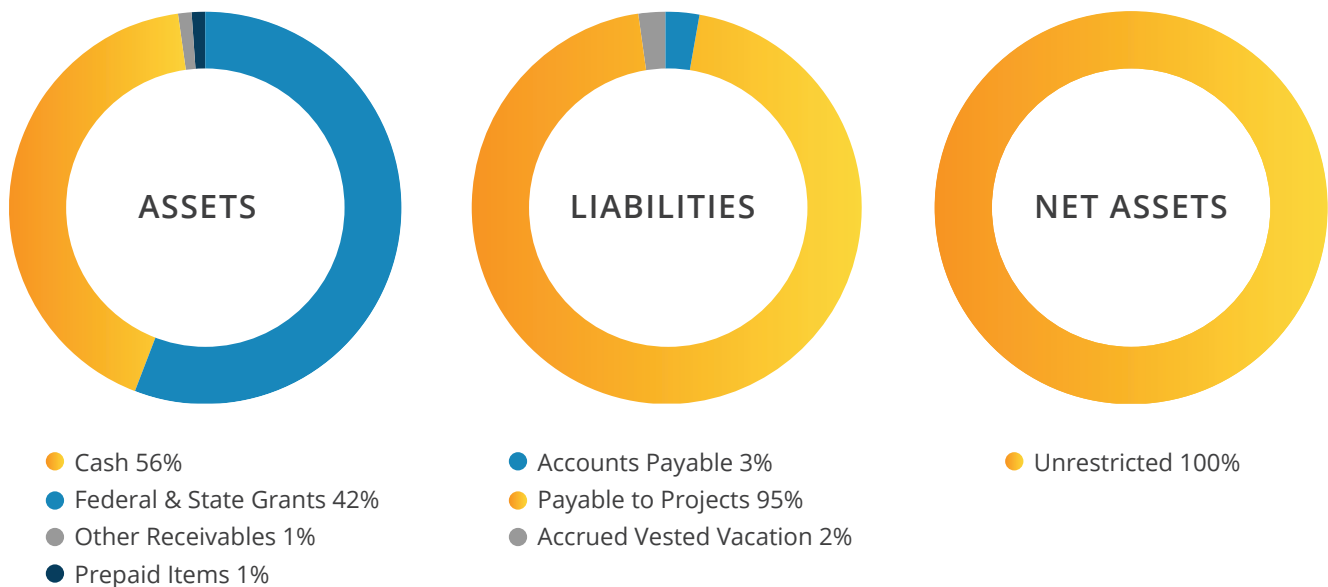
- Advocate Good Shepherd Medical Center
- AIM Center for Independent Living
- Catholic Charities, Diocese of Joliet
- Catholic Charities, Archdiocese of Chicago
- Community Nutrition Network
- Disability Resource Center
- DuPage County Community Services
- DuPage Senior Citizens Council
- Ela Township
- 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
- Senior Services Associates, Inc.
- Senior Services of Will County
- Waukegan Township
- White Crane Wellness Center
- County of Will

For more information on these organizations, the programs they provide and the counties served, visit www.ageguide.org

Statement of Financial Position

ASSETS	FY 2019	FY 2018
Cash	\$3,092,262	\$3,006,850
Due from other agencies:		
Federal & State grants	\$2,286,171	\$2,390,671
Other receivables	\$22,589	\$7,688
Prepaid Items	33,600	
TOTAL ASSETS	\$5,434,622	\$5,405,209
LIABILITIES AND NET ASSETS		
Accounts payable	\$95,750	\$142,885
Payable to projects	\$2,670,779	\$2,905,312
Accrued vested vacation	\$ 53,479	\$ 46,640
TOTAL LIABILITIES	\$2,820,008	\$3,094,837
NET ASSETS		
Unrestricted	\$2,614,614	\$2,310,372
Temporarily restricted	0	0
TOTAL NET ASSETS	\$2,614,614	\$2,310,372
TOTAL LIABILITIES AND NET ASSETS	\$5,434,622	\$5,405,209

This financial report represents a final accounting of funds as of September 30, 2019. The journals and ledgers of accounting for FY 2019 have been closed and audited.





Statement of Non-Discrimination

AgeGuide 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 AgeGuide Northeastern Illinois at (800) 528-2000 or visit their website at www.ageguide.org

AgeGuide

1910 S. Highland Ave.
Ste.100
Lombard, Illinois 60148
630-293-5990
800-528-2000
www.ageguide.org

Stay Connected:

www.AgeGuide.org

 AgeGuide

 AgeGuide