

FY 2020 ANNUAL REPORT



Chairman's Letter



"Success today requires the agility and drive to constantly rethink, reinvigorate, react, and reinvent." This Bill Gates quote has appeared hundreds of times in

communications like this, but it has never applied to a year in AgeGuide's history as perfectly as it does the past year. If I had to find one word to characterize AgeGuide's performance during this challenging year, it is agility: adapting quickly to a continuously changing environment.

On March 21st, in response to the COVID-19 pandemic, Governor Pritzker issued a Stay at Home order that required immediate action by AgeGuide and its funded partners. Because older adults faced significant risk of developing severe illness if they contracted COVID-19, this action caused them to become homebound. What was "social distancing" for us was social isolation for them. Ours and our funded partners' response to their isolation was our aging network's most notable accomplishment of the year.

The stay at home order mandated that some services, especially those in the senior centers, had to be suspended. Others had to be modified and new ones developed and deployed.

These are some examples of the ways AgeGuide impacted the communities we serve during COVID-19:

- The suspended Community Dining program was replaced with "to-go" meals for older adults who were able to pick up meals.
- With CARES Act dollars from the Federal Government, we funded the delivery of 425,000 additional meals to over 10,000 total older adults.
- To replace the closed Senior Centers, our funded partners provided virtual Memory Cafés and dozens of virtual presentations, activities, parties and health promotion classes.
- Our funded partners continued to address social isolation by providing Sunshine Phone Calls, Friendly Visiting via Telephone and Telephone Reassurance Services.
- AgeGuide partnered with The Good Memories Choir to host weekly Sing-A-Long Memory Cafés for those with memory loss and their care partners.
- The 25th Annual Senior Lifestyle Expo pivoted into a two-day virtual event, in August. In addition to offering virtual versions of some of the familiar features, AgeGuide partnered with AARP to offer two teletown hall meetings, which AARP hosted. The first session, featuring Illinois Department of Public Health Director Dr. Ngozi Ezike and Illinois Department on Aging Director Paula Basta, was attended by 12,000 participants either by telephone or through the virtual Expo platform.
- We enhanced the AgeGuide website by adding to our resources, including COVID-19 Resources for Older Adults and Virtual Activities During Physical Distancing.

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Through all of this, with the help of our IT system's partner, the AgeGuide staff was able to seamlessly continue serving older adults while staying safe at home. Staff were able to connect with each other, clients and funded partners over platforms such as Zoom and Microsoft Teams. Our web phone service allowed staff to call from the trusted AgeGuide phone number from anywhere.

The past year has been a challenging, frustrating and sometimes frightening one for us at AgeGuide. The meaning of "normal" has been redefined and we do not know when it will return. With three vaccines approved by the FDA, and more vaccine options on the way, there is hope for the health and safety of older adults, which is what we have been fighting for this whole time. We have become stronger and more confident of our ability to serve the older adults of Northeastern Illinois.

Thank you to the Board of Directors, Advisory Council, AgeGuide leadership and professional staff for their dedication and agility during this particularly challenging year. It is an honor to serve this organization. I thank you for your continuing support of our vision and mission.

Sincerely, Jack Kreger Chairman of the Board of Directors AgeGuide Northeastern Illinois



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1 Completed term during FY202 Resigned during FY203 Elected during FY20

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Beverly Burge Lance Clemens

Chairman Vice Chairman

- 1 Completed term during FY20
- 2 Resigned during FY20
- 3 Appointed during FY20

Who We Are & What We Do

At AgeGuide Northeastern
Illinois, we believe all older
adults deserve to age well. Its
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.

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 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 the 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.

In all these ways, and in many others, AgeGuide Northeastern Illinois is proud to be "Your Guide to Aging Services." AgeGuide monitors these services throughout the region to ensure they are of high quality and the funds are spent appropriately.

AgeGuide serves its 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 by working with other funding agencies and service provides to deliver a wide range of long term services and supports to older adults.



Mission Statement

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



Our Team

Marla Fronczak /
Chief Executive Officer

OPERATIONS, FINANCE & HUMAN RESOURCES

Jeri Colucy / Director of Operations, Finance & Human Resources

Maryanne Daman / Assistant Manager of Operations

Barbara Goodrich / Fiscal Specialist

Megan Lowenstrom / Fiscal Coordinator

Jen Hill / Office Coordinator

Cherise Hogan / Executive Assistant

PLANNING, GRANTS & PROGRAM DEVELOPMENT

Leslie Edstrom / Director of Planning, Grants & Program Development

GRANTS ADMINISTRATION

Brianne Moser / Manager of Grants Administration

Jody Stoops / Grants Specialist

Ginnie Moore / Nutrition Specialist

ACCESS SERVICES & COMMUNITY PROGRAMS

Lucinda Hurt / Manager of Access Services & Community Programs

Loretto Cowhig / Benefit Access Specialist

Alaine Kvedaras / Health Promotion Specialist

Colette Jordan / Caregiver & Dementia Specialist

Glenda Love / Aging & Disability Rights Specialist

Megan Wileman / Aging & Disability Resource Network Specialist

PLANNING, ADVOCACY & PROGRAM DEVELOPMENT

Gretchen Knowlton / Manager of Planning, Advocacy & Program Development

Melissa Brackmann / Communications Specialist

DEVELOPMENT & STRATEGIC PARTNERSHIPS

Kaitie Mayberry Hauser / Manager of Events & Outreach

Elizabeth Wiggins / Outreach & Engagement Specialist

Joy Sobczak / VIP Options Counselor

Sue Heinkel / Events Coordinator

Become a Supporter of AgeGuide

Consider making a donation:

- Visit AgeGuide.org and click "Donate Now"
- Become a sponsor of an AgeGuide event



Become an advocate:

- AgeGuide is proactive in advocating for older adults in our communities
- Visit AgeGuide.org and click "Advocacy" to learn more about our initiatives and advocacy work for older adults. Here you can use our advocacy tools to contact your elected officials about issues and funding impacting older adults
- Subscribe to AgeGuide communications to get up to date information on AgeGuide and receive alerts to contact your Federal and State representatives for upcoming legislation impacting older adults in your community



Become a volunteer:

- AgeGuide could not make the impact it does without the volunteers that donate their time to older adults in our communities!
- We have many volunteer opportunities, including on our Board of Directors and Advisory Council. We also always need volunteers for the Senior Lifestyle Expo and other AgeGuide events
- Volunteer your time at one of AgeGuide's funded partners by delivering meals to older adults, fighting fraud with the Senior Medicare Patrol or becoming a Senior Health Insurance Program volunteer

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Funded Partner List



AgeGuide would like to acknowledge the strength and dedication of our funded partners. Each organization listed below worked tirelessly, through the global pandemic, harnessing all their energy and skills to meet the needs of older adults.

Advocate Good Shepard

AIM Center for Independent Living

American Association of Retired Asians

Catholic Charities, Archdiocese of Chicago

Catholic Charities, Diocese of Joliet
Coalition of Limited English-Speaking Elderly

Community Nutrition Network

Crisis Line of Will and Grundy Counties

Disability Resource Center

DuPage County Community Services

DuPage Senior Citizens Council

Ela Township

ElderCARE of Lake County

Family Counseling Service of Aurora

Family Service of Lake County

Gail Borden Library

Glen Ellyn Senior Center

Grundy County Health Department

Guardian Angel Community Services

Independence Health and Therapy

Kane Senior Council

Kankakee County Community Services, Inc.

Kendall County Health Department

Lake County Center for Independent Living

Legal Aid Chicago

Metropolitan Family Services

Options Center for Independent Living

Oswegoland Seniors

Prairie State Legal Services

Senior Services Associates, Inc.

Senior Services of Will County

Xilin Association

Waukegan Township

White Crane Wellness Center

Kendall County Health Department

Lake County Center for Independent Living

Legal Aid Chicago

Metropolitan Family Services

Options Center for Independent Living

Oswegoland Seniors

Prairie State Legal Services

Senior Services Associates, Inc.

Senior Services of Will County

Xilin Association

Waukegan Township

White Crane Wellness Center

Leading Service Design with Diversity, Inclusion & Equity

As an Area Agency on Aging, AgeGuide is mandated to assure that Older Americans Act services are appropriately targeted to those with the greatest social and economic need.



Before the global health threat of COVID-19 or the national conversation about systemic racism began last year, AgeGuide was preparing to address the question of how Older Americans Act services could better serve diverse older adults. With assistance from SAGECare trainings, AgeGuide staff and our partner organizations are becoming SAGE Care bronze credentialed providers, which involves continued education in providing culturally competent care and fostering a welcoming environment for LGBT older adults.

AgeGuide also took a deep dive into racial equity and diversity, offering training to members of its Board of Directors, Advisory Council, staff and funded partners to foster an open dialogue on prejudice, discrimination, and equity on an organizational level. The goal was to help participants understand how

systemic racism impacts healthcare and aging services and to move toward increased equity and inclusion. AgeGuide also applied a Diversity, Equity and Inclusion lens to our triannual community needs assessment. Questions and research methodology were designed to ensure representation from diverse populations. AgeGuide hosted 25 community listening sessions with 250 participants and collected community needs assessment surveys, translated into 6 different languages, from over 460 people, 80 percent of whom were older adults. The results highlight the need for access to technology; education and support; broadband and internet access; language and cultural supports; and strategies to limit the impact of social isolation due to the pandemic. These identified needs and gaps in service will quide our program design and advocacy



efforts for the next three years and beyond. In addition to these high-level organizational activities, AgeGuide is focusing on service delivery and examining who is being served.

AgeGuide is taking a hard look at whether Older Americans Act services are reaching the full spectrum of the older adults in our communities as demographics shift. Our funded partners are deeply rooted in the communities they serve and are adapting to changing demographics by striving to hire multilingual, diverse staff who reflect their communities. They are offering resources in multiple languages that also depict a range of cultures and lifestyles. To enhance these efforts, AgeGuide is partnering with the Coalition of Limited English-Speaking Elders to provide translation services and assistance to culturally and ethnically diverse older adults as they navigate aging

services.

While there is always more work to be done, AgeGuide is committed to making a difference in diversity, equity and inclusion through our service design and delivery because we know that everyone deserves to age well.



Our Community Response to COVID-19

Social isolation and loneliness in older adults was a serious public health risk long before the onset of COVID-19, but necessary mitigation strategies, such as sheltering-in-place and physical distancing further exacerbated these challenges.

While AgeGuide and its network of funded partners was already addressing these lifethreatening health risks before the pandemic hit, the new challenges required a swift ramp up of efforts to enhance existing services, pivot to virtual programing, and create new opportunities for connection.

Not only did everyday activities like grocery shopping and family visits become a health risk, but many older adults lacked internet connections and technology devices needed to access these activities online. Grocery and pharmacy delivery, telehealth services, and virtual activities presented a new learning curve. Losses in social support and interaction due to the pandemic limited older adults' access to essential resources and services in the community. According to AARP research, rates of anxiety and depression have increased among older adults. Unfortunately, the same safety measures that protect older adults from COVID-19 also put them at a greater risk for abuse and exploitation; the Adult Protective Services program has received increased reports of abuse, neglect, exploitation, and self-neglect. Caregivers are impacted as well. Family members and others caring for older adults are experiencing higher levels of exhaustion, anxiety and burn out due to lack of relief from adult day services and in-home care.

Further, because of the devastating numbers of COVID-19 cases and deaths impacting long-term care facilities, safety measures were enacted to protect residents such as restrictions on visitation, leaving one's room, or gathering with other residents. These restrictions, while needed to mitigate the spread of the virus, have been detrimental to the physical and mental health of residents. Families and advocates saw an alarming increase in reports of feelings of loneliness, abandonment, and despair among facility residents. Those with dementia or other cognitive disorders have experienced increased rates of confusion and trauma.





In response to these unique challenges to loneliness and social isolation, AgeGuide and its network of funded partners quickly mobilized strategic efforts to ensure the health and safety of older adults while finding creative ways to help them get and stay connected to loved ones and friends. Federal relief funding helped to further enhance our emergency response to COVID-19 and ensured continuity of services for older adults and caregivers.

The following efforts of the aging network have helped to reduce social isolation by eliminating barriers to participation and increasing social connection:

- AgeGuide expanded Telephone Reassurance and Friendly Visiting Phone Calls
- AgeGuide expanded the Education and Technology tablet program to help older adults connect with family, friends and community resources
- Recreational and health promotion programs transitioned to live, virtual events
- Funded partners conducted well-being calls and coordinated grocery and pharmacy deliveries
- AgeGuide helped with emergency needs such as rent, utilities, medicine, personal protective equipment, and groceries
- Good Memories Choir, Sing-A-Long Cafés and Music and Memory supported people with Alzheimer's Disease and related disorders and their care partners virtually
- Timely resources on the latest health information, tips, and tools were shared via e-mail and www.ageguide.org

- Long-Term Care Ombudsman partners used technology to monitor residents and help them connect with loved ones via virtual face-to-face visits
- Counseling partners provided phone sessions and online support groups
- Transportation partners continued to offer transportation options
- The Department on Aging temporarily expanded home delivered meals to include anyone 60 or older
- From March to September a total of over 877,000 meals were delivered to almost 11,000 older adults an almost 60% increase
- Shelf stable meals were distributed, including 55,000 meals provided by FEMA

This is only a sampling of the many ways AgeGuide and its funded partners pivoted and adapted during the COVID-19 pandemic, and it is not over yet. We will continue to support the evolving needs of older adults as the state begins to slowly reopen. We'll advocate for policies that keep older adults safe and vaccine distribution equitable and accessible. We look forward to welcoming older adults back to our senior centers and community dining locations, but for now, we will advocate and educate together while apart.

Sources

https://www.aarp.org/caregiving/health/info-2020/covid-isolation-killing-nursing-home-residents.html
http://www.advancingstates.org/sites/nasuad/files/Social%20Isolation%20Resource_10142020.pdf
Michael O'Donnell, presentation, 2/16/2021 - Impact of Covid-19 on the Mental Health of Older Adults in McLean County (PowerPoint slides are available)
Information was also taken directly from the COVID-19 resources e-blasts,

Senior Lifestyle Expo



The Senior Lifestyle Expo is hosted by AgeGuide Northeastern Illinois and is the biggest advocacy and outreach event for older adults in the Midwest. The Expo was designed to provide information on aging issues, highlight the programs available through the Aging Network and generate funds to maintain and enhance quality services.

In addition to providing valuable information, the Expo offers a wide variety of activities including educational seminars, demonstrations, health screenings, entertainment, and interactive showcases for our older adults to highlight their singing, dancing and writing talents. Over the course of 2 days, the Expo attracts 3,000 to 4,000 older adults, caregivers and aging network professionals.

In 2020, due to the COVID-19 pandemic, AgeGuide hosted the Expo virtually to protect the safety and welfare of attendees, sponsors and exhibitors. Through the generosity of our sponsors such as AARP, Aetna, Senior Blue Book, and Senior News 50 & Better, we were able to use a web-based platform to offer tele-town hall meetings, workshops, seminars, classes and entertainment over a span of two days. Over 8,000 people visited the Virtual Expo in 2020 and together, we were able to celebrate 25 years of Navigating Aging!

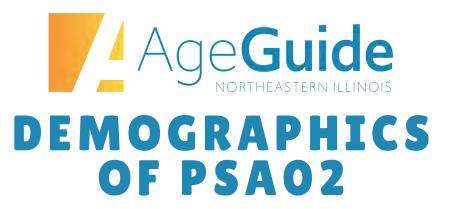
In 2021, AgeGuide will continue to "Advocate Together While Apart" with a virtual Senior Lifestyle Expo on August 17th and 18th. This year's Expo will not only be FREE, but will offer

a more robust lineup of seminars, tele-town halls, classes, workshops, entertainment, interactive showcases, and virtual exhibit spaces. We will work together to provide information on all aspects of aging from A to Z.

In conjunction with the Expo, virtual Memory Cafés will be held each day. A Memory Café is a virtual event for people living with dementia and their caregivers. Memory Cafés allow those living with any form of dementia or cognitive decline to enjoy the company of those with similar interests and share personal experiences. Enjoy connections made through music, dancing, crafts, guided reminiscing, painting, exercising, and more!

For the past 26 years, AgeGuide focused on offering older adults an annual opportunity to learn, interact and enjoy all the services available in the senior marketplace. The Senior Lifestyle Expo is a place for older adults to stay active and engaged while learning more about all the Aging Network has to offer.

For more information about the Expo visit www.SeniorLifestyleExpo.org Find us on Facebook at www.facebook.com/SeniorLifestyleExpo



AGEGUIDE'S EIGHT COUNTY REGIONAL POPULATION IS RAPIDLY GROWING

725,493

25% of the State's population of older adults reside in PSA02 (725,493) **OLDER ADULTS**



51%

in the population of older adults in PSAo2 from 2010 to 2019



Within the eight counties:

28 % of older adults are age 75+ (204, 842)

of older adults age 60+ are minorities

3% The change of 60+ from 2018 (703,733) to 2019 (725,493) is 21, 706

4% The change of 75+ from 2018 (197,219) to 2019 (204,842) is 7,623

LIVING ALONE

136,295



19% of older adults age 60+ are living alone.

POVERTY



40,276

5.5% of older adults age 60+ live at or below the poverty line.

Federal Older Americans Act Title III and VII Services

Fiscal Year 2020

TITLES III-B & VII*	UNITS OF SERVICE	PERSONS SERVED	GRANT AWARDS	EXPENDITURES
Information & Assistance***	96,590	50,520	\$2,750,090	\$2,704684
Outreach	3,738	3,124	\$177,939	\$177,722
Options Counseling	2,356	904	\$222,702	\$222,702
Residential Repair	135	135	\$49,547	\$47,647
Counseling	4,537	456	\$537,967	\$505,289
Legal Services	9,275	1,750	\$694,176	\$688,912
Ombudsman			\$1,300,087	\$1,190,713
Transportation	16,941	2,068	\$500,775	\$456,454
Community Connections Collaborative	48,273	10,459	\$472,605	\$471,491
Flexible Community Services	543	543	\$323,633	\$308,361
Adult Protective Services			\$27,967	\$27,611
Telephone Reassurance/Friendly Visiting	9,098	587	\$426,350	\$357,536
TOTAL III-B & VII	191,486	70,546	\$7,483,838	\$7,159,122
TITLE III-C				
Congregate Meals	59,020	5,678	\$941,394	\$940,689
Home Delivered Meals ***	1,306,661	12,501	\$11,196,477	\$10,739,391
TOTAL III-C	1,365,681	18,179	\$12,137,871	\$11,680,080
TITLE III-D				
Health Promotion Programs	2,249	809	\$164,912	\$164,912
TOTAL III-D	2,249	809	\$164,912	\$164,912
TITLE III-E				
Assistance***	14,407	9,353	\$474,224	\$447,800
Counseling, Training, Support	4,322	1,305	\$401,415	\$340,957
Respite	26,397	584	\$524,932	\$441,164
Gap-Filling Services	776	753	\$349,601	\$348,940
Tailored Care (TCARE)	9	9	\$15,725	\$14,860
Alzheimer's Disease & Related Dementia (ADRD)	783	261	\$82,703	\$82,703
TOTAL III-E	46,694	12,265	\$1,848,600	\$1,676,424
GRAND TOTALS	1,606,110	101,799	\$21,635,221	\$20,680,538

^{*} Includes State General Revenue funds

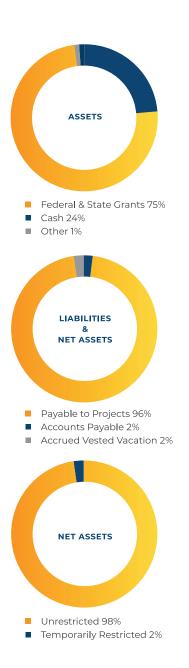
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^{**} Includes State General Revenue Funds * Nutrition Services Incentive Program Funds

^{**} Includes AAA Direct Service

Statement of Financial Position

ASSETS	FY20	FY19
Cash	\$2,057,604	\$3,092,262
Due from other Agencies		
Federal & State Grants	\$7,695,668	\$2,286,171
Other receivables	\$9,559	\$22,589
Prepaid Items	\$0	\$33,600
TOTAL ASSETS	\$9,762,831	\$5,434,622
LIABILITIES AND NET ASSETS	,	,
Accounts Payable	\$98,429	95,750
Payable to Projects	\$4,367,547	\$2,670,779
Accrued Vested Vacation	\$82,350	\$53,479
TOTAL LIABILITIES	\$4,548,326	\$2,820,008
NET ASSETS		
Unrestricted	\$5,173,140	\$2,614,614
Temporarily Restricted	\$41,365	\$0
TOTAL NET ASSETS	\$5,214,505	\$2,614,614
TOTAL LIABILITIES AND NET ASSETS	\$9,762,831	\$5,434,622



The financial report represents a final accounting of funds as of September 30, 2020. The journals and ledgers of accounting for FY2020 have been closed and audited.



CONTACT US

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

