



# VOICE of the VOLUNTEER

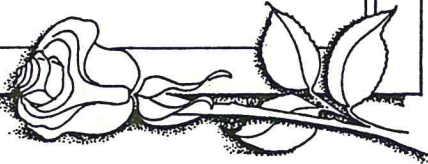
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VOLUNTEER DEPARTMENT  
COUNCIL for JEWISH ELDERLY  
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Evanston, Illinois 60202

NUMBER VII

SUMMER 1985

VOLUME III

VOLUNTEER  
RECOGNITION DAY  
"The Best Ever"



Well before the scheduled hour, guests began arriving, eager to participate in the festivities of the Twelfth Annual CJE Volunteer Recognition Luncheon. For the 243 volunteers in attendance at Temple Emanuel on May 23rd, the day more than lived up to their expectations. Based upon criteria of service developed by the Volunteer Services Committee, 427 volunteers were eligible to receive Certificates of Recognition.

#### Expressions of Appreciation by Speakers

Beginning with Lenore Ehrenberg, Chairman of the Volunteer Services Committee of CJE and Chairman of the Luncheon Sub-Committee, every speaker noted the devoted efforts of CJE volunteers and the meaning of that effort to our clients.

Ronald Weismehl, Executive Vice President, CJE, most intriguingly made the connection between the Federal Social Security System, now in its 50th year, and the Social Security which CJE provides its clients in terms of a network of programs, services and people who ensure that our clients live with dignity and a measure of independence.

Echoing appreciation to CJE volunteers were: Rabbi Nathan Gordon, Chaplain, CJE; Shirley Garland, Director of Volunteer Services Dept., CJE; Robert Adams, Manager, Voluntary Action Center, United Way; John Ballard, Sr. Planner, Jewish Federation of Metropolitan Chicago; Joseph Gidwitz, Honorary Chairman, CJE Board of Directors; and Rabbi Morris A. Gutstein, Rabbinical Consultant, CJE.

The delightful lunch was followed by an outstanding Musical Review presented by Council Cues, National Council of Jewish Women. Never was a program more enjoyed as volunteers gave rapt attention to the various talents of the women performing an Irving Berlin life retrospective and medley of songs.

This year, eleven Outstanding Volunteers were selected by members of the CJE Volunteer Services Committee from among those nominated by staff.

Presenters of the awards were two former recipients of the Outstanding Volunteer Award, Beverly Fishman and Diane Sherman, and three members of the Volunteer Services Committee, Leon Reinstein, Vivian Medak and Raymond Hartstein.

In his presentation of Volunteer Certificate of Service awards, Daniel Silverstein, Associate Executive Director, CJE focused on the characteristics of CJE volunteers. He noted that, each day of the year, 125 hours of volunteer services are being given to CJE for a total of 45,000 hours yearly. This translates into an excess of \$300,000. Seventy-five functions are serviced by volunteers who come from the city and suburbs, from Zion on the north to far South suburbs. Our volunteers range in age from nine to ninety years.

FORWARDED BY  
THE POSTER  
TO THE  
1078-11th Street  
Washington, D.C. 20002

# OFFICE of the SOLICITOR GENERAL



UNITED STATES DEPARTMENT OF JUSTICE

1. The Commission on the Organization of the Court was organized in 1962 to study the structure and functions of the Supreme Court and to recommend changes that would improve its efficiency and effectiveness. The Commission's report, published in 1969, recommended a number of changes, including the creation of a new position of Chief Justice of the United States and the elimination of the position of Associate Justice of the United States.

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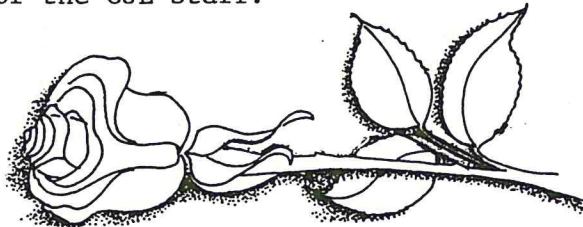
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A long time volunteer, Isabel Levin, captured the meaning of the Outstanding Volunteer awards in the following words, "After seeing and hearing of the personal commitment of the Outstanding Volunteers, I felt a great sense of admiration, awe and humility. The Council for Jewish Elderly is to be commended for its ability to nurture this kind of feeling in its participants, as well as for all the other fine services given to the Jewish community."

A most difficult task awaited the members of the Volunteer Services Committee, choosing, from among almost 600 worthy volunteers, those who were most outstanding in 1985.

"In grateful appreciation CJE presents this expression of esteem and gratitude" reads the book-plate certificate in the book, Aging Is A Family Affair", presented to the Outstanding Volunteers. The book was written by Victoria Bumagin and Kathryn Hirn, both members of the CJE staff.



#### 1985 OUTSTANDING VOLUNTEERS

##### ISADORE SPITZER

Isadore has missed only one Friday, since April, 1983, in lovingly and creatively interacting with Day Services Center clients. Nominated by Faith Block, Program Coordinator of Day Services Center and Caren Herzog, Supervisor, Day Services Center is Isadore Spitzer.

Isadore Spitzer greets each Day Services client, as they arrive, with a warm smile and then gives them crackers and coffee as they like it. He knows each one's preference. He helps move clients between rooms in the Center with conversation and understanding. He plays cards (especially Casino) with all takers and raises their morale and self image. Using the newspaper and his personal experience, he conducts current events discussions and involves everyone with his questions and the topics he chooses. As "Rabbi Izzy", he conducts the Friday Kiddush program and calls on different clients to read in English and Hebrew. One of the clients recovering from a stroke is now reading - thanks to Izzy. He is always quick to help staff whenever needed; is perceptive to the programmatic needs of the Center; and does not need staff direction to initiate tasks. He avails himself as a host, a "Fix-It" man, and a compassionate friend. He helps serve lunch, repairs equipment, aids staff in adaptive sports, and even helps at Shabbat Luncheons. His willingness to help and his ability to be flexible harmonizes with the environment of the Day Services Center. Over a period of time he has reached out to everyone, but has had a lasting effect and influence on some of our more introverted members.

For his outstanding contribution of warmth, understanding and creativity in interacting with Day Services clients, for assisting staff in delivering the specialized Day Services Center programming designed to improve the physical and psychological condition of impaired, elderly clients, and, additionally, for his faithful service as a Home Delivered Meals volunteer for the past 2 years, we name Isadore Spitzer an Outstanding

##### FRITZI EAGLE

It is impossible to place a value on Fritzi's volunteer services because her value is even greater than the important tasks she performs. Her example, her smile and her humor make her volunteer time an "event" for both other volunteers and staff. A mainstay in the Friends of CJE organization for the past 7 years - nominated by Jacqueline Schoenstadt, Development Director of Friends of CJE is Fritzi Eagle.

Fritzi Eagle's talents and skills are diverse. She is in charge of writing acknowledgement letters to new members, is an excellent typist, organizer of mass mailings and expert in general office procedures. Fritzi acts as Friends' secretary in the absence of staff, at which time she assumes total responsibility for processing new members, membership renewals, acknowledging donations and making bank deposits. The quality and consistency of her volunteer hours adds significantly to Friends of CJE's fund raising efforts. These funds are translated into buses, Kiddush & Holiday Programs, refurbishing & refurbishing projects, horticulture and social programming, along with many other areas where Friends support has enriched the lives of CJE clients.

For her important on-going efforts on behalf of Friends of CJE in strengthening the Friends of CJE organization, for helping Friends to help CJE improve the environments, mobility and programming for our elderly, we honor Fritzi Eagle as an Outstanding Volunteer.

##### LIBBY GUNANSKY

Libby's efforts on behalf of the South Side program has significantly freed staff to respond more effectively to the needs of the client population in a direct way. Nominated by Payah Prochovnick, Volunteer Coordinator of the South Side Center is Libby Gunansky.



For the past 5 years, Libby Gunansky has traveled 1 hour each way to lend her expert secretarial, typing and general office skills to the South Side program. A former employee of a South Side program that was phased out in 1980, Libby generously offered to continue her work on a voluntary basis. She combines expert skills with a thorough familiarity with programming and office procedures and a willingness to step in when she sees the need. She is often viewed as a staff member because of her thoroughly professional performance and attitude.

For her dedication to the South Side Center that serves approximately 300 elderly people, through her capable typing, secretarial tasks and assistance with the Rodfei Zedek Group program, for which she has earned the appreciation of staff, volunteers and Center members, we name Libby Gunansky an Outstanding Volunteer.

#### JOYCE ROSS

Joyce not only lends her crafts and gardening skills to Robineau Group Living programming, but her warm relationships with residents, who view her as "one of the family", have made her weekly visits eagerly awaited events over the past 2 years. Nominated by Lila Barnow, Group Living Activity Coordinator and Dolores Savin, Group Living Coordinator is Joyce Ross.

Joyce Ross carries with her a huge "Mary Poppins" bag containing scissors, thread, sewing & knitting needles, yarn, bits of twine, thimbles of all sizes, and - most importantly - it is also filled with love and caring. If a resident wants something, Joyce rummages through her bag. If she can't find it, she always manages to improvise. Joyce is also the "plant doctor", and residents bring their sad looking plants to her for medicine. Not only is she a wonderful "idea person", but she is able to inspire the residents to become involved in projects that stretch their abilities and improve their self-image through these creative accomplishments. Because of Joyce Ross, Group Living's Arts & Crafts Fair, held annually at Channukah time, has been a huge success. This year, the Fair was attended by 200 people and raised \$1,300 which the residents donated to Ethiopian Jewry in Israel and the General Orphan's Home in Israel. The residents take great pride in this tangible expression of the value of their personal creations. Joyce has re-introduced, to the residents, the art of needlepoint, knitting, crocheting and sewing that many of them did years ago. In addition, Joyce, on her weekly visits, stops in to see anyone who is ill, listening and giving words of encouragement. She also often accompanies residents on walks after class is over.

For sharing her expertise and creativity with the 24 residents of the Robineau Group Living Home, for encouraging them to experience gratification derived from expressing their personal creativity, and for being a caring friend to them all, we name Joyce Ross an Outstanding Volunteer.

#### ELEANOR MARSH

Eleanor provides an additional and important link in the chain of people who care about an 80 year old CJE client. A concerned Friendly Visitor for the past 4 years - nominated by Kathryn Hirn, Supervisor of Counseling is Eleanor Marsh.

In addition to talking to her on the telephone 4 to 5 times a week, Eleanor Marsh sees an 80 year old CJE client on weekends, when she takes her to lunch, dinner, a movie or a concert. The client is invited to spend holidays and special family occasions with Eleanor and her family, including times when Eleanor's grandchildren come to visit in her home. Every winter, when the client visits relatives in California for a few months, Eleanor calls her to keep in contact in order to provide security and continuity. When Eleanor Marsh, herself, had eye surgery, she still managed to maintain phone contact with the client 5 to 7 times a week, and was anxious to begin driving again because she sensed that the client was becoming depressed and needed the interest and sympathy Eleanor is able to supply. Eleanor is able to provide all of this caring and attention despite a lack of expressed appreciation from the client, and despite a busy professional and family life of her own.

For maintaining a rich, on-going relationship with a demanding client, for showing us what giving is all about by requiring nothing in return but the personal satisfaction of improving the quality of life of a lonely elderly person, we name Eleanor Marsh an Outstanding Volunteer.

#### MARIAN KLOTZ

Marian is a very special Lieberman Geriatric Health Centre volunteer, and one who is also a resident at Lieberman. Nominated by Charlene Wisniewski and Maureen Wells from the Accounting Dept. is Marian Klotz.

A person of great dedication with a keen sense of responsibility, Marian Klotz, on her second day at Lieberman Centre, approached a staff member and asked how she could lend volunteer support. Her work in both the Business Office and at the Information Desk provides important service to both residents and staff. At the Information Desk, her duties include directing visitors and preventing confused residents from leaving the building. In the CJE Business Office, located at Lieberman Centre, Marian has been entrusted with filing in a very confidential area where the staff appreciates not only her conscientious work, but report that she brings joy and life into the office when she is present.

CJE and Lieberman Centre are proud to see resident participation in the volunteer program and recognize Marian Klotz not only for the important services she performs, but for the example she sets for other residents and, indeed, for all of us.





#### HAROLD LEE

Harold's vitality and commitment in two areas important to CJE, are evidenced by the fact that, although he is away for the winter months, he logs more hours annually than most year-round volunteers. Nominated by Adeline Sobol, Administrative Clerk, Home Delivered Meal Program, is Harold Lee.

In addition to volunteering twice a week in the Home Delivered Meal Program and taking clients to doctors appointments, Harold Lee provides important support to the CJE Resale Shop. Freyda Wolfman, Resale Shop Manager, notes that Harold "understands this type of business" and is very good in dealing with people. When he is asked to pick up donations of clothing, furniture, etc., he makes himself available any day and on short notice. He will borrow a station wagon to pick up a quick load from suppliers. He helps in the store and is willing to do anything the manager asks, from moving boxes to pricing to helping at the cash register. He is also very flexible, adjusting his time to meet the needs of the shop, and has used his business background to research getting the best prices for needed store equipment.

For his dedication to the Home Delivered Meal Program, so critical in helping CJE clients remain living independently in the community, and for his assistance in the CJE Resale Shop, where last year 19 volunteers working with the shop manager, netted \$70,000 for CJE, helping the agency to meet ever-growing needs of our elderly, we name Harold Lee an Outstanding Volunteer.

#### AL ANDERS

Al is a twice a week Lieberman Centre volunteer who is such an overall achiever that his volunteer assignments have to be prioritized because he performs so well in so many areas. Nominated by Barbara Wexler, Assistant Director of Long Term Care, and Dorothy Gaertner, Director of Therapeutic Activities, is Al Anders.

Al Anders, who has been involved in volunteer work in every Lieberman Centre department over the past 2 years, knows almost every resident, volunteer and staff member by name. In the Therapeutic Activities area, he plans and administers 2 Music Appreciation programs each month plus a men's group on Monday evenings. Al also administers the ceramics group where, with his encouragement, residents are motivated to express their creativity. Additionally, he has assumed responsibility for keeping the resident's library in order after he organized all the shelves and stacks. His enthusiasm for programming, and his sensitive, caring interaction with the residents, has resulted in bringing larger groups of residents to many of the scheduled activities.

Another area in which Al Anders makes a major contribution is in helping to collect, design and compose the museum case displays that delight residents, staff and visitors. When the museum cases, in February and March, were filled with old sheet music and phonograph albums, Al encouraged residents to hum wonderful old tunes, thereby evoking the old good memories. Additionally, Al works to compile detailed statistical data for Lieberman Centre staff and performs clerical duties for both the Activity and Volunteer departments.

For his on-going efforts in meeting the practical, the psycho-social, and the aesthetic needs of the residents of the Lieberman Centre, accomplished with creativity and love, all of this giving in spite of chronic pain resulting from an injury, we designate Al Anders an Outstanding Volunteer.

#### SARAH RIFFKIN

Sarah has expressed her love for CJE and all who enter the Morse Avenue Center through her 13 years of continuous service, positively impacting staff and clients alike with her warmth and enthusiasm. Nominated by Donna Pezzuto, Supervisor of Neighborhood Development and Rita Goone, Neighborhood Worker, is Sarah Riffkin.

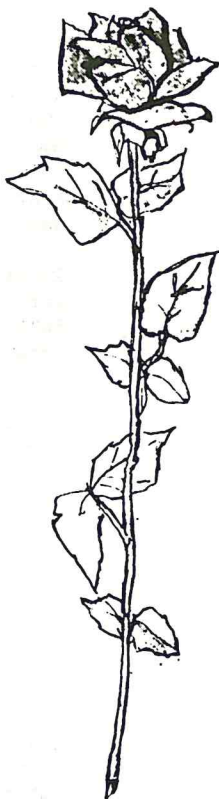
Sarah Riffkin welcomes new visitors to the Center with a smile, conversation and coffee. She prepares the challah and wine for Kiddush and sets the Kiddush table. At the service, she lights the candles. Sarah always dresses up for Shabbat, and truly looks like a "Shabbat Queen". Such is her dedication that when she broke her shoulder, she missed only one Kiddush, saying that she did not feel that she could miss any more. Always thinking of ways to make the Kiddush a special event, Sarah was responsible for purchasing a new cloth for the table.

For creating a warm caring atmosphere for the 550 elderly people who come monthly to the Morse Avenue Center where they socialize, borrow books, participate in the Kiddush program, receive advocacy & legal assistance, assistance with forms, exchange coupons, and meet with a nurse, social worker and Rabbi twice a week, and for helping to create an authentic spiritual experience on Shabbat for those who would not otherwise celebrate in the community, we name Sarah Riffkin an Outstanding Volunteer.

#### MOLLY KAPLAN and ROSE TRUBITT

Kind, considerate, loving, patient, helpful, compassionate, concerned and caring are some of the adjectives used by nominating Lieberman Centre staff members to describe the qualities exhibited by our final two nominees. Nominated by Marcia Cohen, Director of Nursing; Barbara Wright, Family Nurse Practitioner; Renee Franks, RN; and Josephine Sanders, CNA, is Mollie Kaplan. Nominated by Gale Vogler, RN, Assistant Director of Nursing; Shirley Aizenstein, RN; Carol Barzalai, LPN; Barbara Straus, Social Worker; and Josephine Sanders, CNA, is Rose Trubitt.

For the past 2-1/2 years, Mollie Kaplan and Rose Trubitt have been pioneer volunteers in the Meals Assistance Program at Lieberman Centre. They work on the 3rd floor with the most impaired residents; those whose inability to respond and interact and whose decreased verbalization requires a calm and unhurried approach by volunteers who care about them as human beings. Talking with the residents despite a lack of significant response, Mollie and Rose coax residents to open their mouths, reminding them of what is coming next, making sure they eat as much as possible and drink extra juice to increase their hydration. Personalizing their encounters with these residents, Mollie and Rose not only help the residents get the proper nutrition vital for their overall health, but help to increase their sense of awareness through the stimulation provided by their caring one-on-one interaction.





Outstanding Volunteers (Continued)

Rose Trubitt, additionally, volunteers with Lieberman's most vital residents on the 6th floor twice a week, filling water pitchers, watering plants, helping residents with tasks in their rooms and writing letters for them. Her visits are treasured even by depressed and withdrawn residents who respond positively to her warmth and giving.

For their devotion, skill and genuine concern in meeting nutritional needs of severely impaired elderly residents...for brightening the lives of those they help by making them feel important and cared for... for searching beyond the unresponsive facade and finding the individuality and personhood of each resident and responding with their special touches of humanity and love, we name Mollie Kaplan and Rose Trubitt Outstanding Volunteers.



FROM: Lenore Ehrenberg, Chairman  
Shirley Garland, Director of  
Volunteer Services

TO: Members of Sub-Committee for  
Annual Volunteer Recognition  
Luncheon

Pearl April	Betty Melamed
Hank Braver	Bertha Noparstak
Bernice Davis	Judith Perkins
Ben Edelheit	Leon Reinstein
Leone Eisenberg	Elinor Rubinberg
Lois Goldfein	Diane Sherman
Shirley Halper	Rose Twersky
Rose Levenson	Birdie Wagner
Phyllis Lipsky	Rae Weinper

TO: Staff Members  
Ida Bass Rochelle Merel  
Elliott Kleinman Adel Sobol  
Jacqueline Schoenstadt

(Sung to the tune of: "Thanks for the Memories")

THANKS FOR THE MEMORIES  
Of meetings that were fun;  
Of work done on the run;  
Of food so good that no-one could  
complain when day was done.  
We thank you so much!

THANKS FOR THE MEMORIES  
Of decorations gay.....  
They brightened up the day.  
Of gracious greeters who did roam  
so everybody felt at home.  
We thank you so much!

The parking went so smoothly;  
The speakers spoke so well.  
Awards presented "warmly"  
And movingly, so we could "qvell".

AND, THANKS FOR THE MEMORIES  
Of our committee grand,  
Who did the job at hand.  
Through years you've learned, and you have earned  
applause (we don't mean "canned").  
WE THANK YOU so much!!

NEW VOLUNTEERS

From staff and clients alike comes praise without end. A better name for volunteer...a "truer" one...is FRIEND!!

Cindy Bielawski	Simon Roberts
Marcus Cohen	Milton Rose
Nancey Cohen	Rose Semer
Lillian Corren	Ernest Simon
Rae Feldman	Judy Simon
Nanette Packer	David Tully
Ruth Plant	Richard Vendig

Mark Wolf

We welcome all of you to the CJE volunteer corps of nearly 600 volunteers<sup>+</sup> who share in common a willingness to interact positively with others and a desire to expand their own personal horizons through service to our clients.

HELP!!.....HELP!!

The Volunteer Department was fortunate to discover the talents of several volunteer "knitters" last year. These women produced many wonderful gifts for CJE clients who enjoyed the beauty and warmth of the booties, hats, scarves, lap robes and shrugs, as well as the warmth of knowing someone "cares".

In order to continue this program, we need yarn, yarn and more yarn. Please call Rochelle Merel at 570-7071, to make your donation.



SHABBAT LUNCHEON

We need more volunteers to help with Shabbat Luncheon-Service....warming and portioning food in the kitchen, setting tables, socializing with guests. If you are interested, please call Shirley Garland at 570-7070.

The luncheons are held twice monthly on Fridays at Beth Sholom Congregation in Chicago. They are a "much looked forward to" event by our clients who are invited guests.

Sponsoring groups for the next several months are:

July 19	Ilene Garoon
26	Temple Menorah
Aug. 9	Fay Rogak
23	Lincolnwood Jewish Congregation
Sept. 6	Northwest Suburban Jewish Cong.
27	North Shore Congregation Israel

We are planning our calendar for next year. Please call Volunteer Services Dept. if you are interested in sponsoring a Shabbat Luncheon-Service, or for more information call 570-7069.







THE ROLE OF THE NEIGHBORHOOD SOCIAL WORKER

The Council for Jewish Elderly operates Neighborhood Centers for the elderly under the auspices of the Neighborhood Development Department. The Neighborhood Development Department is one part of the Council for Jewish Elderly's coordinated system of service delivery. It seeks to assist the elderly in all aspects of neighborhood life.

Currently, there are 2 Neighborhood Centers. One is located in a store front on a busy street, and the other is located in a Chicago Housing Authority senior citizens building of about 450 tenants.

Staff at the Centers provide direct assistance to the elderly by improving their access to a wide range of resources. Seniors are able to obtain help and information regarding government programs, housing and legal problems, and in-home services. The staff will act as advocates on behalf of the individual client in order to obtain these resources. In addition to working with outside resources, information and referral are given for all of CJE's services. The Centers act as a direct link between the community and the Council for Jewish Elderly.

Over the years, the Neighborhood Centers have become more than just buildings where services are delivered. They provide a comfortable, informal milieu in which older people can come to socialize and seek help. Based on the concept of the Jane Addams settlement houses, the Centers are for those dependent on the neighborhood for tangible items but, more importantly, those less tangible needs such as a sense of security, recognition as an individual, and a way of ordering the day.

Clients come into the Centers for help as they provide easy access and can be seen as much less threatening than going directly to a more formal office setting. Differing from using a psychotherapeutic approach, the staff deals with the client's ability to deal with his day to day living. Assessing the client's current living situation and how he faces his external environment, impacts directly on how he deals with his internal struggles. This is the role of the Neighborhood social worker.

Since an individual relies on his neighborhood for very tangible items, the Centers offer a variety of information about services and benefits for the individual over 60. In order to educate the clients and teach them what their rights are, many programs were created and offered in the Centers and throughout the Neighborhood. Resource Racks are centrally located at each Neighborhood Center. They hold leaflets and brochures on a wide variety of subjects. Bulletin boards set up throughout the community, in such places as the library, grocery stores, butcher shops, banks and synagogues, serve as a communication network for the elderly in their community. The largest component of the educational process is our Outreach Program. The classical definition of outreach, as used by social and welfare agencies, is the door to door canvassing or case finding. This is only a portion of our program. As we have developed, the outreach has taken on a more sophisticated dimension. Formal outreach, or door to door canvassing, consists of a contact in a specific area of the neighborhood, or with a specific individual. For example, as our services expanded to West Rogers Park, our staff went door to door talking with the residents about what was available to them in the community, and what the Council for Jewish Elderly now had to offer them. An outreach team is sent to the homes of older persons who are new in the area. Most of these names are obtained through CJE or the Chicago Housing Authority. A more specialized outreach is done as a follow-up or further investigation of a client as a result of client, family or neighborhood concern. For example, a local butcher contacted CJE when his regular customer, an elderly woman, did not come in to purchase her usual order. The butcher contacted us, giving us her name and address. Staff went to her home to make sure that she was alright. We learned that she was going into the hospital and did not need her meat order. However, she was interested in learning how CJE could help her once she returned home from the hospital.

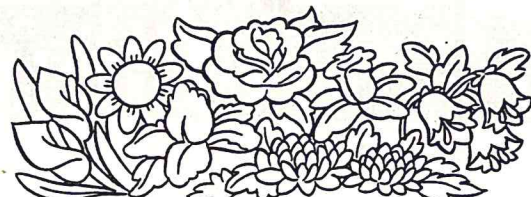
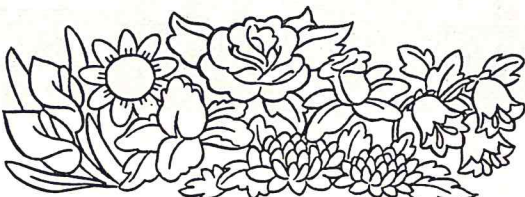
Staff deals with merchants and business on a variety of levels. We inform them of our services and availability in the community as well as help them in dealing with problems and concerns they may have with their elderly customers.

Staff of the Centers maintain on-going relationships with other organizations in the area with primary focus on those who deal with the elderly. Staff has been actively involved with the Department on Aging and Disability Providers Council, the Beat Representatives program, the Police Department and Rogers Park and Northtown Community Councils.

Once the individual learns what is available to him, he may attempt to utilize this service or attempt to take advantage of these benefits. The goal of the Advocacy program is to assist clients in the pursuit of resources from the many systems that confront and confound them.

We define advocacy broadly to include education about the individual's rights and the process of getting benefits and services, translation, assistance with forms, problem definition, and direct intervention in the system. These systems include Medicare, Social Security, Public Aid, Circuit Breaker and Chicago Housing Authority. The legal system which is designated to protect the rights of individuals as consumers, tenants, and citizens is another target system.

(Continued on Page 8)





The increase in the Advocacy program was precipitated by the Neighborhood Development's staff increasing expertise in the area of advocacy. To develop these skills, we participated in lay advocate training programs at the John Marshall Law course for community developers and social workers. We also established contacts at Public Aid, Social Security, Illinois Circuit Breaker Division and other processing systems.

Through the years, in addition to our regular services, the Neighborhood Development staff has responded to crisis situations affecting elderly people in the communities we serve. Crisis is being defined here on 2 levels. One would be a disaster in the community such as an apartment building fire. In this case, staff would Outreach the tenants to assess their immediate needs and assist them with relocation.

On another level, a crisis situation is one in which an elderly person has been the victim of physical abuse, rape or mugging. In this case, follow-up would be done by the Neighborhood social worker to, again, assess and access immediate services and follow-up with the police department.

The police units in our service areas, through their relationships with Neighborhood Development, have developed confidence in the quick and caring response provided by CJE in these situations. Fortunately, the need for such services does not occur frequently.

In summation, CJE's goal of service delivery is to enable older individuals to function at their optimum level of independence by providing an individualized and integrated service program. Its service philosophy includes the perspective that the individual's problems may be caused and perpetuated by a range of factors including physical abilities, availability of income, social supports and psychosocial strengths and weaknesses. Likewise, an individual can use these factors or resources to assist him in solving his problems and reaching and maintaining an optimum level of independence. CJE's role in the Neighborhood Development Department then becomes to encourage the older individual to use these resources to the best of his ability and to supplement the resources as needed.

Again, the role of the social worker in the Neighborhood Development Department is to assess the situation, coordinate the resources, educate the community and access services.

...Barbara Cohn, Neighborhood Worker  
o o o o o o o o o o o o

FRIENDS OF CJE

The 39th Annual Voluntary Action Awards were presented on April 23rd at a breakfast meeting at the Westin Hotel. Friends volunteer program, which was one of 87 nominees, was reviewed and considered by the VAC Selections Committee.

The Voluntary Action Center (VAC) awarded a certificate which cites Friends program for its merits.

Robert Adams, Manager, Volunteer Development, United Way Crusade of Mercy notes that, "volunteers in organizations and agencies like Friends are making a significant contribution to people in the Chicago area". More than 6,000 volunteers are serving in the nominated programs.

\* With the buyers, to take the annual physical inventory of the Gift Shop merchandise in June.

To apply for the position of Gift Shop Manager, and for more information, call Shirley Garland, 570-7070.

WELCOME!

CJE is pleased to announce the appointment of Ms. Louise Guttman as Office Manager. Louise is a native north-sider who received her education from the University of Illinois and Bachelor of Arts degree in Business Administration from Mundelein College.

Louise began her business career in the hotel industry and has held positions of Front Office Manager, Reservations Manager and Sales Office Manager with major corporations. One of her most gratifying achievements was coordinating housing arrangements for 18,000 students and chaperones for the Distributive Education Clubs of America Conference in 1976. A more glamorous aspect of her career was working for Las Vegas resort properties such as Caesars Palace, Sands and Sahara Hotels. Reorganizational achievements included establishment of new systems and methods of operation for improved economic efficiency.

In 1969 she joined the staff of the Association of American Railroads. Besides office management, she was responsible for control and administration of the \$1.2 million budget for the Division. "NO became a very active word in my daily vocabulary", Louise states. When the decision was made to relocate the office to their Washington, D.C. headquarters, Louise decided to remain in Chicago.

She is a Chicagoan not just by birth, but by choice which is one of the reasons she came to work for CJE. "It is now important that I serve the community and family that has supported me through a lifetime of experiences", says Louise. "Being at CJE is being home!"

LIEBERMAN FRIENDS GIFT SHOP

VOLUNTEER POSITION OPEN!!

POSITION TITLE: Gift Shop Manager

REPORTS TO: Friends Board Vice-President

BASIC FUNCTION: To manage all activities related to the operation of the Lieberman Centre Gift Shop.

POSITION RESPONSIBILITIES:

- \* To advise and assist the volunteer buyers in selecting appropriate items for sale in the Gift Shop.
- \* With the buyers, to determine inventory levels and to ensure that inventory levels are maintained.
- \* To maintain a cross-reference file of all Gift Shop suppliers and specific item sources.
- \* To display items attractively and to store items in an orderly fashion.
- \* To promote good volunteer and customer relations.
- \* To advise and assist Sales Staff Coordinator in training and supervising all volunteers working in the Gift Shop.
- \* Schedule Gift Shop cleaning with the Centre Housekeeping staff.



CENTER FOR APPLIED GERONTOLOGY



The Center for Applied Gerontology, sponsored by Council for Jewish Elderly, was established in 1984, to provide continuing education to professionals and paraprofessionals in the field of gerontology. The uniqueness of the Center lies in its centralized approach to continuing education and training for persons working in the field of aging, and a commitment to ongoing evaluation and response to the changing needs of the professional community.

The Center provides programs which emphasize the application of practice principles through workshops, courses, lectures and conferences.

There are several Center programs which are implemented by memorial funds. The Milton Mallin Memorial Fund makes possible the annual Scholar-In-Residence program this year, which brought Dr. Herbert H. Shore of Dallas, Texas to Chicago to present a lecture on the quality of life in nursing homes. The Center also offers workshops which are partially funded by the Elsie O. and Philip D. Sang Foundation.

Programming for 1985-1986 is currently being planned. Although the primary focus is on education for those working and interested in aging, many programs are accompanied by luncheons and/or dinners, to allow for group interaction on several levels. The next event is the Steinberg Memorial Lecture on November 6, 1985 with Dr. Carl Eisdorfer as featured speaker. Dr. Eisdorfer is President of the Montefiore Medical Center in New York and past president of the Gerontological Society of America. He has done extensive research, particularly on Alzheimer's Disease and has made significant contributions to knowledge in the field of aging. The Steinberg Lecture is funded by friends and family in memory of the late Harold Steinberg, M.D. For more information, please call the Center for Applied Gerontology at 508-5250.

NEIGHBORHOOD DEVELOPMENT DEPARTMENT SALUTES THEIR VOLUNTEERS

On May 23, 1985, Sarah Riffkin, one of Neighborhood Development's volunteers, received recognition as an Outstanding Volunteer for her services at the Morse Ave. Center. We were all very pleased and proud of this deserving honor. However, we feel all the volunteers in the department are outstanding and we wish to acknowledge them.

At the Morse Ave. Center, Josepha Dmoch and Ethel Ratskoff act as hostesses, along with Sarah, prepare and serve coffee to Center visitors. Lillian Schneider, Ada Levin and Fay Fefer lead the singing at Kiddush Program. Fay also works with Ethel and Sarah in the preparation and distribution of wine and challah for all Kiddush and Holiday programs. They all play a vital role in making the Morse Ave. Center a warm and welcome place in the community.

At the Devon-Sheridan Center, Ida Goldberg and Daisy Boddy act as librarians. On Mondays and Thursdays they staff the library, checking books in and out and making selections for "their" clients. Ida accompanies staff each month to purchase new paperback books for the library. She looks for love stories (the favorite), large dark print books and those with the right number of pages. David Dobrin leads our Kiddush service every Friday. He prepares for each week by selecting special prayers, calling on participants to read, offer the blessings and lead the group in songs and, sometimes, dances. His wife, Pearl is his inspiration. Susanna Rendel is one of our Kiddush Hostesses. She arrives early to set the tables and decorate the Kiddush table. On holidays, Susanna brightens up the room with festive decorations. Bea Birz and Ida Sigale also act as hostesses. They welcome each Kiddush participant, seat them and serve them wine and challah.

(Continued on Page 10)



Neighborhood Development also wishes to thank our volunteer attorney, Sidney Bernstein, for his legal assistance to staff and clients.

Thank You All!!



CRIME VICTIM/WITNESS ASSISTANCE PROGRAM



Council for Jewish Elderly's Neighborhood Development Department has recently been the recipient of a grant from the Attorney General's Office. These funds have been made available through the Illinois Violent Crime Victims Assistance Act. Volunteers will be utilized as part of the service delivery system of the Crime Victim/Witness Assistance Program to provide supportive services to victims/witnesses of violent crime.

The need and amount of volunteer intervention will be determined on a case-by-case basis at the case conference between Neighborhood Development and Social Services.

The request for volunteer intervention will be part of the service plan and will be initiated by the case manager.

VOLUNTEERS NEEDED - CRIME VICTIM/WITNESS ASSISTANCE PROGRAM

(Job Description)

- Qualifications:** Ability to communicate with elderly crime victims/witnesses, be sensitive to their needs and have some comprehension of the system with which the client is dealing.
- Capacity to maintain objectivity with clients in crisis.
- Flexibility.
- Responsibilities:** Providing support to clients through the court system. This would include accompanying clients to court and explaining the court process and legal system to the client.
- Transporting clients to court, doctor appointments, etc.
- Acting as a Friendly Visitor.
- Translation.
- Conducting follow-up interviews of clients served by the program.
- Supervision:** Volunteers will be supervised by the Supervisor of the Neighborhood Development Department and will, also, work closely with the client's case manager.
- Training:** All volunteers will be included in training sessions for the program. Areas to be covered are:
- general orientation to common crimes against the elderly
  - how to assist elderly crime victims; including sensitization to common victim reactions
  - review of court system and procedures

Due to the nature of this program, the amount of time involved will vary depending on the number of clients who enter the program.

If interested, apply to Shirley Garland, Director of Volunteer Services, 570-7070.



NEWS FROM THE SOUTH SIDE SENIOR ADULT JEWISH CENTER

One of the volunteers at our Center has become our programming volunteer. Max Aver, a retired businessman, began to play the flute as a retirement pursuit. Through the years he became acquainted with other talented individuals, many either retired or semi-retired. When he joined the Del Prado Senior Adult Club, which meets at the Center, he graciously volunteered to help arrange programs for our members, using these wonderfully talented people as resources. All of us, members and staff alike, are grateful for the capable ability of this wonderful volunteer.

\* \* \* \* \*

The South Side CJE/JCC Senior Adult Jewish Center, at 1642 East 56th Street, has need of volunteers to serve in various capacities. We maintain a 5-day a week program serving the needs of senior adults within our community. Volunteers can be useful for such tasks as answering the telephone, driving people to medical appointments, one-to-one relationships with people, programming, as well as other areas where volunteers would like to share their expertise. For more information, please contact Payah Prochovnick, Volunteer Coordinator, 667-7373.

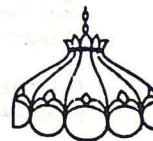


LIEBERMAN GERIATRIC HEALTH CENTRE

Tribune Writes About Lieberman: For the 2nd time this year, the Chicago Tribune wrote an article about Lieberman's unique Intergenerational Program that we offer as an ongoing activity. Copies of this article are available in the volunteer lounge at Lieberman.

Older American's Month: The observance of this special month was particularly enjoyable for the residents of the Lieberman Geriatric Health Centre. We had a senior film festival, "Walk With Israel", and a combined staff/residents talent show. To top it all was the CJE Volunteer Recognition Luncheon where our residents were honored for the many hours they gave of themselves to help their friends and neighbors.

June Activities: Many of Lieberman's programs were held outdoors on the 2 patios. The programs are planned for morning hours when the western sun is not so strong. There were 2 piano concerts in addition to the regular music programs. All of these programs require volunteer help in order to make them available to all of our residents. Residents are planting flower and vegetable gardens on the 2nd floor patio. As they blossom, the flowers will be used at nursing stations and in the dining room. The cooking group, which meets on Friday, will be using the vegetables in their program.



RESALE SHOP

The Resale Shop needs a continuous supply of good saleable furniture, household items, collectibles and "GENTLY WORN" clothing. You may submit your own list with your own tax estimate, or one from your appraiser, decorator or furrier. For further information, or to arrange for pick-up of large items in good condition, call Freyda Wolfram, Manager, at 583-5118. One cannot forget the efforts put forth by the never-tiring Resale Shop Volunteer group. They are truly a special group of dedicated volunteers. Call Shirley Garland, 570-7070, to volunteer. A Drop-off Service has been established at Lieberman Geriatric Health Centre, 9700 Gross Point Road, Skokie, for small items and clothing.



HOUSEKEEPING

Barbara Becker Hochwert is the new Supervisor of Housekeeping Services, responsible for the day to day operations of the Housekeeping program. She supervises and instructs staff as to agency expectations, recruits and hires housekeepers, and develops and conducts orientation and in-service training programs for staff.

Currently there are 17 housekeepers on staff. Staff provide approximately 1700 hours of services per month. Due to the high volume of paper work generated by a staff of 17, volunteers are greatly needed and much appreciated.

Volunteers assist with preparing weekly schedules, post cards, client information cards and other necessary materials that keep the program functioning. The volunteers possess a good understanding of their assignments and tackle any requested task with enthusiasm.

The Housekeeping Department salutes our volunteers!!



MEMORANDUM

TO: Shirley Garland, Director of Volunteers, CJE

FROM: Alice Schlosberg, Center Director, Senior Adult Center at Congregation B'nai Zion

"If awards were given to CJE tenants for cooperation and harmony in inter-group living, I would nominate Levy House as the recipient of that award.

The uniqueness of Levy House is its self-governing organization, the tenant's appreciation for the concern and interest of CJE in their welfare and well-being. Many of the residents come to B'nai Zion Center on a regular basis, serve as volunteers at the lunch program, and perform services at the Morse Ave. Drop-In Center. They work as a team under the able leadership of Florence Rabin, President of Levy House.

For 7 years I served as advisor to the Levy Tenants Group, meeting with them on a weekly basis. Florence has served as a volunteer in many capacities: as Hostess for the Jarvis Center Kiddush for 9 years; at B'nai Zion Center Nutrition Lunch Program since its inception in 1974. She is chairman of the Center Advisory Board, in charge of the Friday Kiddush at the Center. She also served for 6 years as Secretary of the Monday Club JCC, and has been an active participant in city-wide JCC Senior Builders and Seniors Alert.

For the past 9 years Florence has served as President of Levy House, worked consistently to sustain a stable, self-governing organization with the cooperation of the tenant members. She has been a strong advocate for tenant's concerns, bringing them to the attention of CJE.

Levy House has Truman College classes, weekly meetings and special events. Florence has done a splendid job in organizing Holiday celebrations, Mothers Day and Anniversary luncheons out of the building, all immensely enjoyed by the tenant members.

Under Florence's leadership Levy House has become a prime example of older persons living independently, assuming responsibility for developing and maintaining a self-governing group that serves their needs.

I congratulate Florence Rabin and the residents of Levy House for their ability to create a harmonious and enjoyable life together."



HELEN CODY BAKER AWARD

Council for Jewish Elderly recently received a Helen Cody Baker Award for its Directory of Services for the Elderly which won first place for Interpretive Reports. The annual Helen Cody Baker Awards, sponsored by Social Service Communicators, recognizes excellence in public relations work in non-profit agencies.

The awards program is the single competition that exclusively honors efforts in the health and social service public relations field in Metropolitan Chicago.

Printed and audio-visual materials, and special public relations projects submitted in the competition, are judged by a panel of public relations experts.



### GERIATRIC ASSESSMENT CENTER

A newly established Geriatric Assessment Center will be operated by the Council for Jewish Elderly and Mt. Sinai Hospital/Medical Center. The Geriatric Assessment Center will provide comprehensive, interdisciplinary assessments of older persons who suffer multiple, chronic health impairments and who are at risk of nursing home placement in the absence of coordinated planning on their behalf.

The Geriatric Assessment Center (GAC) will offer assessment and planning assistance to older people and their families where it is believed that the older person's ability to function independently is endangered. The Center will conduct thorough, interdisciplinary assessments of the older client and, based on the findings, will recommend a series of actions which will help the older person to remain independent.

By counseling the client and his/her family, the assessment team will help them to marshal the services and supports required to maintain or improve the quality of life for both the older person and the caregivers. Finally, the Center hopes to prevent unnecessary institutionalization or hospital stays by linking both client and family with less restrictive, community-based services.

The assessment team on the staff of the GAC is comprised of experts from a range of helping professions. Included will be a geriatrician, nurse, social worker and neuropsychologist. Each member of the team will speak with both the older person and his/her family members. Afterwards, team members will meet to discuss the problems presented by family and to develop recommendations for a treatment plan for the management and care of the older person. A team consultation between the Center staff and the client and family will be the forum through which recommendations of the assessment staff will be conveyed.

The GAC will be located in the Pittsfield Building, 55 E. Washington, Chicago. For more information, call CJE Intake Department, 570-7000.



#### THE SOCIAL WORKER & THE VOLUNTEER: A PARTNERSHIP IN BEHALF OF THE CLIENT

##### FRIENDLY VISITING

Many CJE clients are well provided with services but are, nevertheless, hungry for sociability. Some of them have no families, or none close enough for regular visits. Even those who do have concerned relatives may lack peers who share their interests, or younger folk who would like to hear the stories of their youth, or learn skills they have developed over a lifetime. Attending a ball game or learning a crochet pattern may not sound like important services, but they can do wonders for the self esteem of those who see themselves primarily as service recipients with little to give and few sources of fun.

This is why Friendly Visitors are in such great demand. Although dedicated volunteers help with nearly every aspect of CJE programs, there never seem to be enough people who are willing and able to become not only service providers, but friends.

This is understandable, for the Friendly Visitor's job, while often rewarding, is not easy. Lonely old people can be very demanding of time and energy. It may be difficult to set limits, to understand unusual behavior, or to empathize with a life style very different from one's own. For these reasons, all clients who have volunteer visitors are assigned a case manager in the Social Services department. The social worker is available to the volunteer to discuss problems, respond to concerns and observations, or to share insights and discoveries. The social worker and the volunteer, thus, form a partnership in behalf of the client in which each enhances the skills of the other.

In addition to the one-on-one partnership of volunteer and case manager, consideration is being given to the development of groups of volunteers who could share experiences with each other while drawing on the expertise of a professional social worker. This would enhance the learning of all (including the social worker) and make the volunteer's job less lonely.

Kathryn Hirn, CJE Supervisor of Counseling, recently conducted two workshops for current Friendly Visitor volunteers.

To learn more about the Friendly Visitor program, participate in it, or to suggest ways to improve it, contact Shirley Garland at 570-7070.



PARA CHAPLAINS PROVIDE MUCH NEEDED SERVICE  
TO JEWISH RESIDENTS OF AREA NURSING HOMES

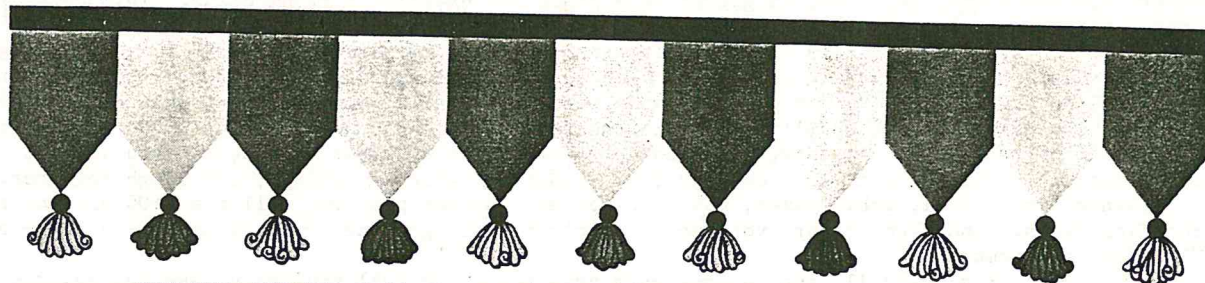
For the past 2 years, CJE and the Chicago Board of Rabbis have been co-sponsoring a program to provide volunteers representing the Jewish Community to the Jewish residents of proprietary nursing homes. Many of these residents have no family nearby or have outlived all of their relatives. Regular visits by our Para Chaplains, who do friendly visiting and provide Jewish observances, help to brighten the day of these nursing home residents. The following people have given many hours of dedicated service:

- |                   |                       |                    |                 |
|-------------------|-----------------------|--------------------|-----------------|
| Arlene Bereskin   | Lake Cook Terrace     | Maurice Nagle      | Ballard         |
| Myla Bobrow       | Lake Cook Terrace     | Jean Nerenberg     | Lake Shore      |
| Annette Cohn      | Glenview Terrace      | Sherwin Rabinowitz | Cuneo Hospital  |
| Gail Denenberg    | Glenview Terrace      | Gerald Sakol       | Lake Shore      |
| Judy Denenberg    | Glenview Terrace      | Felix Salier       | Rosewood Manor  |
| Eleanor Eisenberg | Old Orchard           | Bernard Samson     | Clark Manor     |
| Davida Grossman   | Resurrection          | Betty Samson       | Clark Manor     |
| Nettie Hagler     |                       | Judi Tecktiel      | Village Nursing |
| Herbert Hibnick   | Goldman Memorial Home | Sue Verson         | Village         |
| Edith Nagle       | Ballard               | Laure Weinstein    | Cuneo Hospital  |

These people will be joined by the following persons who have recently graduated from the Para Chaplain Training Course:

- |                   |                 |                  |
|-------------------|-----------------|------------------|
| Lee Agres         | Harry Glutzer   | Toby Paull       |
| Morris Agres      | Holli Horwitz   | Meyer Rubenstein |
| Alfred Anders     | Danny Mandel    | Jerry Shane      |
| Milton Blum       | Phyllis Mandel  | Gary Siegelman   |
| Paula Brandis     | Alice Mosbacher | Joyce Soroka     |
| Lisa Sari Dushkin | Henry Mosbacher | Beverly Weiner   |
| Dorine Finn       | Erna Newburger  | Hannah Zwang     |

If you are interested in becoming a Para Chaplain, please contact Rabbi Nathan Gordon at Lieberman (674-7210) or Sally Mann, Coordinator, Community Education (570-7090).



PROPOSED FEDERAL FY86 BUDGET MEANS CUTS IN BENEFITS TO THE ELDERLY

By: Sally S. Mann, Coordinator, Community Education

Just at the time when there is a dramatic increase in life expectancy which is resulting in a rapidly growing number of elderly in need of services, the Administration is in the process of recommending stringent cuts which will greatly affect services, especially to the low income elderly. More attempts are being made to require increased co-payments from service recipients and to subject programs to a "means test" to prove low income. These cuts will affect Medicare and Medicaid, Social Security, Housing, Low Income Energy Assistance, and Legal Services.

Medicare/Medicaid: The House Select Committee on Aging estimates that the proposed cuts and eligibility revisions will result in the average older person having to pay \$2,316 a year or 18% of income on health care. In addition, the President's 1986 Budget Proposal to raise monthly premiums could cause these premiums to rise faster than annual Social Security benefit increases. Since the Part B premium is withheld from the Social Security check, the monthly benefit amount could actually decrease. (One of the Senators from Pennsylvania has introduced legislation to counter this effect - #S916.)

Social Security: Cutting or freezing cost of living increases are being proposed. In addition, the budget calls for closing as many as 281 field offices across the country, making it more difficult for elderly citizens to receive information about Social Security benefits.

Housing: Reductions in construction of new subsidized housing will leave approximately 100,000 elderly persons, who are eligible, without housing assistance.

Low Income Energy Assistance: Under the present administration proposal, this program would be terminated.

Legal Services: According to analysis of Legal Services Corporation clients, approximately 230,000 cases, brought by elderly citizens, would not be able to be initiated.

Action by Congress to these proposed cuts will depend very heavily upon the degree of concern expressed by the public to their Senators and Representatives.











