







Annual Message

Dear Friends of CJE.

We are pleased to present our 2020 Annual Report, and hope this finds you safe and well.

As we write you, we can't ignore the exceptional circumstances under which the last half of our fiscal year proceeded—that is, under the influence of the COVID-19 pandemic. Surprisingly to us and many others, the problem lingers on, and because of this and our intense concern for the future, the process of looking back seems difficult. However, as it has always reacted in other crises, CJE SeniorLife has gone to great lengths to adapt to the current situation. All of this has been done to protect the health of our clients, employees, and volunteers, while still providing delivery of our vital programs and services.

In previous years, as we "looked back," we were always amazed at how much CJE offers to the community. Once again, we have risen to the occasion by learning how to work remotely, delivering counseling via telehealth, deploying staff to locations that needed additional support, improving our access to technology, and developing new ways to keep engaged during this challenging time. In the face of COVID-19, CJE continues to provide the depth and breadth of programs and services that enhance the lives of older adults in the Jewish and larger community. It has been a phenomenal test of our corporate culture—we move forward even when the challenges seem daunting.

In this report, we illustrate how CJE's passion and care for older adults and their families have propelled us to be exceptionally creative during a virulent health crisis. Because of the obvious danger COVID-19 presents to seniors, we are in a unique position to be part of a family's solution to the myriad of transitions that accompany aging. We are proud to amplify our message that CJE is here to care for older adults because that is the fundamental meaning of our mission. Our intent is to show you, through amazing stories, that "Life Goes On" for our friends within the community.

We've said that we are prepared to "meet" people wherever they might be in life. This year, the pandemic has placed many of them in difficult places, and we are utilizing our 35-plus programs to address their individual needs. How, when, and where they receive supportive services differed greatly during the last half of the year. Most dramatically, our CJE Cyber Club "exploded" onto our website as a popular portal for online presentations. Our Counseling Services initiated Medicare-approved telehealth therapy. While CJE Adult Day Services had to be suspended early in the pandemic, we developed a series of special dementia-friendly activities for clients at home. ADS has since reopened.

As our 50-year anniversary approaches, we are proud that CJE has a strong foundation that allowed us to pivot quickly during the pandemic. We have been able to do this in part because of the support we receive from so many partners, the most important of which is the Jewish United Fund/ Jewish Federation of Metropolitan Chicago. This year, many new organizations, foundations, families, and individuals have also honored us with their support.

We are grateful to our entire Board, our volunteers, and our 600-plus staff members—resident care assistants, cooks, nurses, housekeepers, care managers, therapists, and many more hardworking individuals. Because of our employees' incredible commitment, CJE was primed to go from strength to strength. It is to them that this Annual Report is dedicated, highlighting their perseverance, creativity, and resilience during this mind-boggling year. Indeed, they are the reason that "Life Goes On."

With our deepest gratitude,

Dan Fagi

Mars L Berman

Dan Fagin

Marc Berman

President & CEO

Board Chair



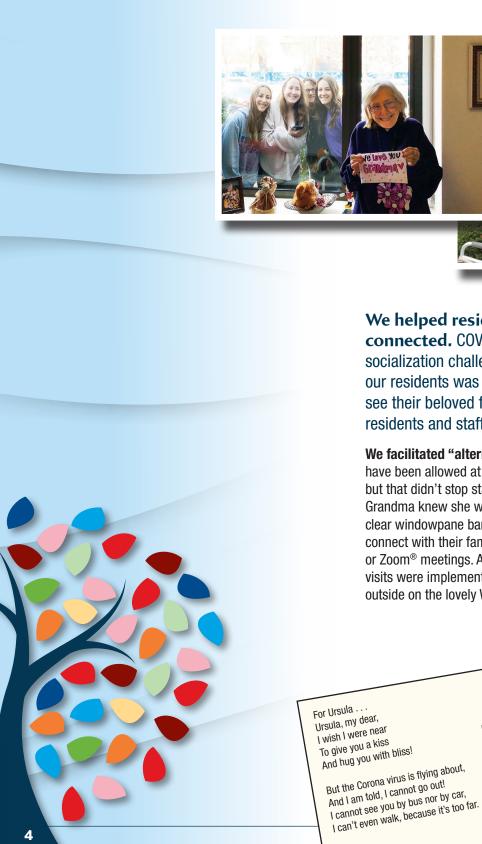
Introduction

Since the early days of the COVID-19 pandemic, CJE staff coined the phrase "Life Goes On." This acknowledges that even in the face of adversity, CJE SeniorLife continues to provide services and programs that enrich the lives of older adults and their families. We have barely skipped a beat, directing our efforts to more than 20,000 older adults and their family members by embracing our values—Respect, Advocacy, Compassion, Innovation, Intention, and Accountability.

COVID-19 was, and still is, with us and it has changed the way we do things in so many ways. Stories of its intense impact—and how we worked to relieve it—are relayed throughout this report. Upon reflection, we can be proud at how, despite many bumps along the way, CJE SeniorLife has continued to strive, adapt, and make certain that "Life Goes On."







We helped residents and clients stay connected. COVID-19 presented many socialization challenges, but the most difficult for our residents was the inability to have visitors and see their beloved family members. Resourceful residents and staff found a way around this.

We facilitated "alternative visits." Visitors might not have been allowed at Weinberg Community for a long time, but that didn't stop staff and families from making sure Grandma knew she was loved. Thanks to technology and a clear windowpane barrier, residents were able to visit and connect with their families. Staff scheduled FaceTime® calls or Zoom® meetings. As restrictions were slightly lifted, patio visits were implemented, with family able to schedule visits outside on the lovely Weinberg terrace and Lieberman patio. A resident bridged the divide with poetry. During their many years of marriage, Ernest and Ursula have spent very little time apart, until recently. In January, Ursula was injured and had to spend time in the hospital and then rehab. Though Ernest missed her not being at home, he would visit her two out of every three days or so. However, when COVID-19 hit, he was prevented from seeing her at all! That's because all rehab centers and hospitals began to prohibit visitors— even immediate family—in order to stem the spread of the virus.

Ernest adjusted by calling daily but that just didn't work well. He noticed their children sending her puzzles and all kinds of things. But that didn't guite do it for Ernest either. He needed to find something more emotional, more expressive for his bride of 66 years. So, he started sending her poems. Ernest says that his poems often come on a whim, and that he must be inspired. As you can see, these beautiful words were inspired by a restrictive lockdown and a terrifying pandemic, showing love and poetry conquers all.

I cannot see you by bus nor by car,

I cannot fly there with my magic broom, So here I am, stuck in my room! You are always in my mind, night and day; And until the covid-19 leaves, it will be that way.

So hang in there, I know you are always optimistic, The day will come when we can be very realistic!

Your loving spouse forever, ... Ernest

We were awash in generous donations.

As the virus spread, the impulse for many of our friends was to give, give, and give more. Whether it was specially designed soap tins, activity books, tablet computers, hand sanitizer, staff meals, or currency, we were amazed as the donations came flowing in.

CJE Board thanks frontline workers. In the early weeks of the pandemic, CJE President and CEO Dan Fagin sent out a call to Board Members to help purchase food for our employees at Lieberman Center and Weinberg Community who were working extra shifts. According to Fagin, the response was tremendously spontaneous and generous. As he recounts, "I made the ask, and in less than 30 minutes, I had \$6,500 committed." In the end, the Board donated over \$15,000 in funds to help acknowledge our dedicated employees during this unprecedented time.

A distillery delivered. Stories of a shortage of hand sanitizer were circulating. In response, Chicago-based Koval Distillery switched production from its organic whiskeys and specialty spirits to that of virus-vanquishing sanitizer. Leon Greenberg, CJE's Manager of Home-Delivered Meals and Kosher to Go® Programs, requested a donation from them, and they promptly dropped off four gallons of a World Health Organization-recommended 80% alcohol solution. Greenberg said, "HDM was a bit low, and Lieberman was close to running out, so this was a timely donation from them!"







We applaud our heroes. We continue to recognize and thank our heroic staff who have worked exceptionally long and difficult hours since the onset of the pandemic.

Our Environmental Services teams rocked. CJE sent out a big THANKS to our amazing Environmental Services teams at Lieberman Center and Weinberg Community. We recognized how they labored many hours behind the scenes to make sure our staff and residents could enjoy a clean and safe environment.

"CJE's housekeeping staff continued to come to work every day, serving on the front lines while caring for residents at Lieberman Center and Weinberg Community."—Dan Fagin



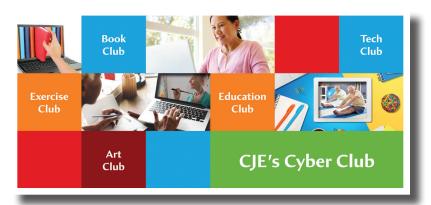
We learned what PPE stood for. The acronym for Personal Protective Equipment probably wasn't on most people's radar until earlier this year. But with the need to protect staff and residents from COVID-19 transmission, those three letters took on a lot of meaning for everyone.

CJE President becomes PPE purveyor. At a time when PPE was in great demand, Dan Fagin spent hours on the phone and internet to secure masks, shields, gloves, and gowns for staff so they would be less exposed to the highly contagious virus. Thanks to his and others' efforts, very few staff contracted it, and those who did recovered.

Face shields created through ingenuity and a

3D-Printer. CJE friend Craig R. used 3D printing to produce 100 protective face shields for CJE. Aware of the severe mask shortage, he obtained his sister's 3D printer that she had designated for him before she died at the beginning of the year. This was the perfect opportunity to honor her legacy and help others. He began to manufacture the shields, but it took 2.5 hours to make just one, which wasn't efficient at all. He solved that by using a Computer Numerical Control (CNC) Router to speed up the process, adjusting the design with a Computer Aided Design (CAD) file. He could then make about 24 face shields every 30 minutes! During the period, he made face shields 24/7 in his kitchen. "I wanted to do my part," he noted, "and I was inspired to see how others were stepping up as well!"





Life Enrichment

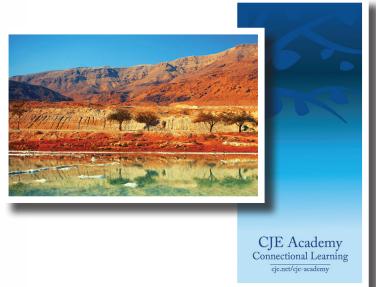
We pivoted to online programs. When the pandemic hit, our in-person community programs had to be canceled, but we continued to provide life enriching activities. Within a short time, the Community Engagement team and others put together videos and online classes that our clients or community members could access quickly and easily. To help those new to digital technology, pamphlets and classes explaining computers and how to access online programs were provided.

The genesis of CJE Cyber Club. Community Engagement jumped into action and launched its new Cyber Club in March. After introducing some great programming in its first weeks, the platform is now bursting with a variety of entertainment, fitness, educational, and arts sessions—even Yiddish! Live programs as well as video recordings are available on this new online life enrichment forum.

Counseling Services (CS) comes to Cyber Club. CS worked with CJE Cyber Club to present a series of support groups as well as mental health education programs over Zoom.

Instant Israel and CJE Academy. Instant Israel in-person events were placed on hold, but more funding has been received and new ways to "visit" the homeland are being explored. CJE Academy was able to present the timely "How to Deal with Stress During COVID-19" over Zoom. Another presentation on "Sleep Problems and Sleep Solutions" is scheduled for the end of September 2020.

Adult Day Services (ADS) and dementia-friendly programs. Though closed during phase one of the pandemic, ADS in Evanston and at Friend Center presented programs online through CJE Cyber Club.





"The situation was difficult, but despite the hurdles, it seems that what we did helped a lot."— Rabbi Michelle Stern

Our Religious Life team adapted. Believing that an active spiritual life is a foundation for health and wellness, CJE values and strongly supports the work of Michelle Stern, CJE's Rabbi/Chaplain.

Rabbi Stern knew the needs of our residents, families, and staff were intensified by the restrictions of the stay-at-home order and the resulting stress caused by isolation and the fear of contracting COVID-19. She felt Holocaust survivors seemed particularly impacted by, sensitive to, and possibly triggered by, the concept of confinement, use of masks, and by the strict limitations on their movements. Because the Rabbi's access to in-person visits was minimal, she and other CJE staff realized that they needed to bring programming to residents and patients through technology. Thus, she is presenting live streamed services, pre-recorded Torah studies, tele-Chaplaincy, a "Family Connections" meeting held with Weinberg Community families over Zoom, live streaming of a Passover seder, and live Shabbat Music sung over the loudspeaker at Weinberg Community.

Rabbi Stern's role in providing spiritual and pastoral support did not alter—just the way it was delivered changed. She concludes, "This continues to be gratifying and holy work."

Volunteers answered our call. Volunteer Services put out an urgent call for people to help deliver meals, and make friendly calls and wellness checks. Much to our pleasure, many devoted people came to our aid in this time of exceptional need.

Volunteer Friendly Caller provided virtual seder.

Everyone wondered how they would be able to conduct their Passover seders and still practice social distancing. Thus, the Zoom seder was born! CJE Volunteer Services had always worked hard to recruit Friendly Callers who would connect by phone with isolated and homebound older adults who needed contact with the outside world. When the state mandated that residents stay at home. their Friendly Caller needs intensified. Fortunately, a new volunteer, named Lori, had signed up as a volunteer with the express intent to be a Friendly Caller. She was matched with Client P. and their friendly phone exchanges commenced. Lori arranged to hold a Zoom seder with family and friends and she graciously invited Client P., who gladly accepted. She not only attended the seder, but she participated! Through CJE, Lori shared her family and its Jewish traditions, as well as the gift of companionship, with her new friend.



Volunteers before and during pandemic. CJE has a robust corps of volunteers who give of themselves during the year on a regular basis. Volunteers also rose to the occasion and helped reconfigure several donated iPad tablets. Two high schools sent hundreds of letters to residents and patients as part of a letter-writing campaign. And of course, industrious sewers and 3D printer pros made masks and shields.







Supportive Resources

We supported residents, clients, and patients as much as possible. Older adults, families, and caregivers need our help during a regular year, and with the pandemic, this year was by no means ordinary.

Holocaust Community Services dispatched pandemic care packages to survivors. In what can only be called a synergy of funds, gifts, and teamwork, HCS held an ambitious, large-scale mailing to all current clients to help them during the pandemic. Because of their age, frailty, and the trauma they have endured, many Holocaust survivors are particularly vulnerable to the stress that comes with upheavals and change. Worry about shortages of basic resources, such as food and medicine, can be heightened in survivors. HCS Director Yonit Hoffman, PhD adds, "We need to help with their real needs as well as with the anxiety triggered by the past." That is why HCS put together an emergency package that not only had information about extra funds for food and medication and a list of supportive resources, but practical items as well. The mailing went out to 1,900 HCS clients. Each package included: an update letter about emergency funds, a list of essential resources, CDC guidelines, gloves and masks, and a File of Life card with medical contact and medication info.

CJE Care Manager finds a place for a mother. Early this year, a client's mother was being discharged from a nearby hospital and had nowhere safe to go because of the pandemic. Working with Joan Ente and Your Eldercare Consultants (YEC), solutions were found.

The daughter wept with relief when staff at Lieberman Center handled her mother's admission with empathy and consideration. She was overcome with gratitude for the kindness with which she and her mother were treated after coming up against seemingly insurmountable barriers to arranging proper care. Mrs. M., a frail 90-year-old woman, suffers from advanced dementia and requires round-theclock care. For years, her elderly husband was her primary caregiver. He lovingly watched over his wife until, tragically, he developed symptoms of COVID-19 and, within days, he died. Mrs. M's daughter found herself in charge of caring for her mother and reached out to YEC's Joan Ente who secured a bed at Lieberman Center. "The Admissions team expedited the placement, arranged safe transfer, and did everything possible to make things easier for Mrs. M's grieving family," said Joan. She also connected the daughter with an eldercare attorney for phone consultation about managing costs of care. She partnered with CJE's free Consumer Assistance service to sort out complicated insurance details. Going forward, Mrs. M's family can count on Lieberman Center for the certified dementia care she needs.

We put finishing touches on Tamarisk NorthShore. CJE moved ahead with the launch and management of a new independent living community for those 65 and better.

Tamarisk NorthShore staff continue preparations for the August opening of this elegant 240-apartment building located in Deerfield, across from Weinberg Community. One new resident explained her easy decision to make her home at Tamarisk: "It's brand-new and beautiful. They have talented and committed staff and there is an endless list of amenities."



Live, Thrive, and Socialize at Tamarisk NorthShore.







Healthcare

Lieberman Center launched Transitional

Care. To reduce rehospitalizations, coordinating healthcare when a person moves from one setting to another or to home is essential.

The Transitional Care Nurse, Maureen Spathies, RN, MHA, facilitates a patient's move from the hospital to Lieberman's rehabilitation program. She gets involved before and during discharge. After discharge, she accompanies the patient (with consent) to their first physician visit and follows up with home care providers for several months.

Counseling Services (CS) implemented telehealth. The pandemic posed a challenge for those who had been living with mental health concerns because they couldn't see their regular counselors in person.

So, CS staff made a quick and successful move to telehealth in March. The services were provided without any guarantee of insurance reimbursement. But, thankfully, Medicare approved charges retroactively. Now more than 90% of CJE's counseling clients are converted to telehealth.

Research and Education

We enhanced our research program. Leonard Schanfield Research Institute (LSRI) continues to receive prestigious grants.

LSRI was one of only eight grantees out of 71 applicants nationwide to receive an Evidence-Based Falls Prevention Grant to increase the availability of falls prevention efforts. Also, its Sage Resource Project received a Patient-Centered Outcomes Research Institute (PCORI) Eugene Washington PCORI Engagement Award (#EATR-18926). Through it, CJE is poised to become a national leader in engaged research with older adults by educating researchers in the Sage Resources and training them in The Sage Model.

The Numbers in Fiscal Year 2020

CJE SeniorLife

20,977 individuals were served last year by CJE.

593,431 total meals (including Home-Delivered Meals and Kosher to Go®) were served throughout CJE in our communities.

66 individuals advanced themselves in their profession by attending our CEU/CE events.

2,707 people engaged in Jewish programming.

Adult Day Services (ADS)

145 older adults with memory issues participated at ADS Evanston, Deerfield and CJE at Sinai.

Care Management

232 persons received care management with **75** individuals referred to subsidized home care services.

Community Engagement (CE)

2,983 people attended cultural and educational events.

2,560 people participated in health and wellness activities.

205 community members "visited" the Homeland via CJE's Instant Israel virtual travel program.

Consumer Assistance (CA)

1,745 unique clients were served.

1,435 people were assisted by CA with government benefits.

\$134,746 in emergency financial assistance was distributed by CA to **325** households.

Counseling Services (CS)

218 clients received mental health therapy from Counseling Services.

154 Linkages clients were served.

145 persons attended Support Groups.

Food Services

383 clients received Home-Delivered Meals (HDM).

33 clients received Kosher to Go® meals.

62,541 Kosher to Go and Home-Delivered Meals were served.

8,894 non-perishable emergency meals were distributed by HDM during the pandemic.

Holocaust Community Services (HCS)

\$8,618,413 in financial assistance was distributed to **1,875** households.

1,956 total survivors were served.

1,875 clients received case management, **1,207** received personal care, and **148** received counseling.

Independent Housing

502 individuals lived in CJE affordable housing.

Lieberman Center

413 persons received skilled nursing care at Lieberman Center, with **143** in Short-Term Care and **270** in Long-Term Care.

Transportation

523 persons were given a total number of **10,683** one-way rides.

Volunteer Services

1,642 individuals volunteered for CJE last year.

12,433 total hours of volunteer service was contributed to CJE.

\$388,177 is the value of CJE volunteer hours worked (2019 rate = \$27.20 per hour).

Weinberg Community

193 total residents lived at Weinberg Community, with **138** at Gidwitz Place and **55** at The Friend Center for Memory Care.

Your Eldercare Consultants

244 clients received valuable advice, guidance, and care management from geriatric care managers.

Social Accountability

\$1,325 was raised for CJE's Employee Emergency Fund mostly through "Jeans Days" donations. The Fund distributed over **\$11,900** in grants to employees in need, primarily due to the impact of COVID-19.

CJE SeniorLife collected **327** pounds of food for EZRA and the ARK during the Thanksgiving food drive.

CJE employees provided over **1,250** of regular volunteer hours to various organizations. As of March, they contributed over **175** hours of their time to COVID-related activities.

Team CJE represented CJE at the Alzheimer's Walk.

Other

\$72,552 was raised by CJE on #GivingTuesday, with the **\$5,000** matching grant from the RRF Foundation for Aging.

\$4,400 was granted to Home-Delivered Meals by Meals on Wheels America® (MOWA) for participating in Subaru's Share the Love Event with Evanston Subaru in Skokie.

4,400 online users accessed virtual programming on CJE Cyber Club.

Our YouTube videos had more than **5,000** views.

Our website had 71,000 users and 452,000 page views.

Our social media followers totaled:

1,365 on Facebook

1,700 on LinkedIn

305 on Instagram

723 on Twitter



CJE SeniorLife Mission and Values

Mission

The mission of CJE SeniorLife is to enhance quality of life and facilitate the independence of older adults.

Values

At CJE SeniorLife, we fulfill our Mission and realize our Vision for and on behalf of our Clients, our Clients' families, our Staff, our Board Members and our Volunteers by striving for excellence through Respect, Advocacy, Compassion, Intention, Innovation and Accountability.

Respect-Kavod

We recognize, honor and acknowledge the inherent value of each person, for their wisdom, their culture, their background and their unique history.

Advocacy-Timicha

We give voice to our clients' needs and facilitate positive actions on their behalf. We engage state and federal officials to advocate the adoption, preservation and/or modification of governmental programs and practices which benefit our community and clients.

Compassion-Chesed

We treat everyone with caring, sensitivity, understanding and supportive responsiveness.

Intention-Kavanah

We approach our work and each task with mindful consideration as to what we are doing and why we are doing it, as individuals and as an agency.

Innovation-Chidushim

Advance our knowledge and strive to develop, evaluate and implement new and advanced programming and models of care to bring benefits to our clients, community and broader older adult/health care environment.

Accountability-Arevut

We are responsible individually and as an agency for honest, accurate work and interaction with others. We plan strategically and provide quality care with measurable outcomes with fiscal and ethical responsibility.

Employees of the Year

The following CJE SeniorLife staff members personify the values and commitment to customer service by which CJE has come to be known.

Oliver Burke, Environmental Services Worker—Lieberman Center Julio Ramos, Engineering Assistant—Weinberg Community Catherine Samatas, Manager of Community Engagement—Horwich Building

CJE Employees with 20 or More Years of Service

Shevonne Abraham, Resident Care Assistant

Yelena Abramova, Resource Specialist

Maureen Beckford, Resident Care Assistant

Paula Berger, Service Coordinator

Martha Berry, Resident Care Assistant

Joel Brody, Manager, Internal Auditing

Tara T. Bryant, Human Resources Assistant

Conchita Ching, RN, Health Services

Esther Craven, Resource Center Associate

Marlyn Cua. RN. Health Services-Float Pool

Lois Davis, Manager, Activities-Housing

Marie Delva, Resident Care Assistant

Diana Diaz, Housekeeping Worker

Sharon Dornberg-Lee, LCSW, Clinical Supervisor

Grigory Dvorkin, Maintenance Supervisor

Antonia Ellis, Resident Care Assistant

Romeo Foronda, *Dining Services Associate*

Paula Gayle, Resident Care Assistant

Juan Gibson, Environmental Services Worker

Delba Gines, Resident Care Assistant

Pamela Goren, Resource Specialist

Dorothy Graham, Receptionist

Nataliya Grin, *Billing Analyst*

Maya Gumirov, Russian Services Mgr/Clinical Supervisor

Mumtaz Hadi, Resident Care Assistant

Nancy Harris, Sr Director, Corporate Compliance-Risk

Daphne Hill, *Resident Care Assistant*

Lyenda Hooks, Second Cook

Deena Karno, Personal Care Manager/Social Worker

Mary Kuriakose, Resident Care Assistant

Marie J. Lenesca, *Dining Services Associate*

Miguel Lopez, Lead Resident Assistant, Housekeeping

Svetlana Lukomski, *Care Manager* lvy Macawili Lucas, *Cook's Helper*

Macario Macawili, Resident Assistant, Housekeeping

Melanie Matin Croke, Senior Accountant

Kelly Mcclendon, LPN

Merle Mendoza, *Environmental Services Worker* Svetlana Mishiyeva, *Resident Assistant, Personal Care*

Myrtle Mobley, *Health Information Clerk*

Pornchit Noomano, LPN

Ricky Olaco, *Resident Care Assistant*Gloria M. Ortiz, *Resident Care Assistant*Irina Polishchuk, *Resource Center Associate*Hubert Powell. *Environmental Services Worker*

Barbara Sarasin, *Care Manager* Rocio Scala, *Night Monitor, Robineau*

Melina Scheibe, Coordinator, Nutrition and Food

Helena Skowyra-Munoz, RN, Health Services-Float Pool

Basil Smith, Environmental Services Worker

Lyudmila Smotkina, *Care Manager*

Ranford Stephens, *Dining Services Associate* Chana Sulpar, *Resource Center Associate*

Rozalya Trogub, *Care Manager* Liza Turetsky, *Senior Accountant* Wanda Turner, *Activity Coordinator*

Twanna O. Vankinscott, Dining Services Associate

Lucas Viloria, *Dining Services Associate*

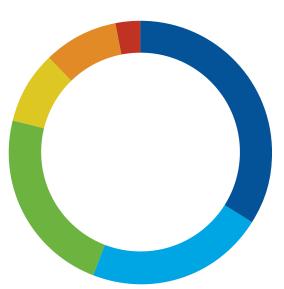
Jason Watkins, *Program Aide*

Dennis Wedderburn, Lead Environmental Services Worker

Summary of Income and Expense

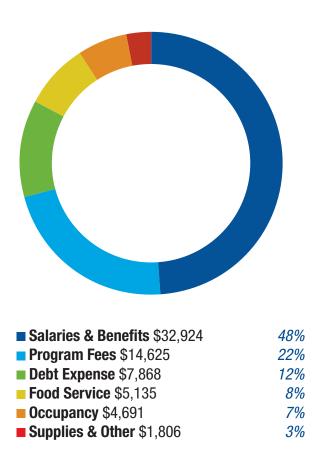
Fiscal Year Ended June 30, 2020

Total Income in thousands \$67,049

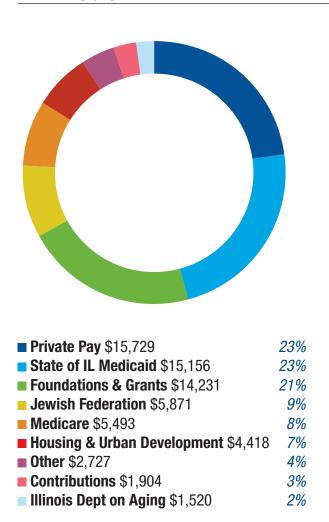




Functional expenses in thousands \$67,049



Income by payor source in thousands \$67,049



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The CJE Endowment Foundation was created in partnership with the Jewish Federation's Agency/Day School Endowment Program, which was established to ensure that CJE SeniorLife and our sister Agencies have the necessary resources to meet growing and evolving Jewish community needs. All commitments are recognized as gifts to the Jewish Federation's Centennial Campaign.

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We are the grateful beneficiaries of our community's trust. We thank the following individuals, families, businesses, philanthropic organizations, foundations and government agencies who helped us provide services from July 1, 2019–June 30, 2020.

Contributors

\$100,000+

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The Crown Family Foundation
The Albert and Lucille Delighter and
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\$50,000-99,999

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