



Annual Message

Dear Friends of CJE,

This 2021 Annual Report details our takeaways from a year that defies definition. It tells the story of the extraordinary and groundbreaking responses and initiatives CJE SeniorLife implemented during a year that can only be described as unique and for some, harrowing. Constantly guided by our Jewish values, we have reflected on the disruptions we faced during this past year. Yet, we were also heartened by what we learned, above all, about our tenacity.

Looking back at the enormous obstacles we faced, we are amazed at how much CJE was able to offer the community by keeping laser-focused on our mission of enhancing the lives of older adults in the Jewish and larger community. To be sure, CJE was immensely affected: family and volunteer visits were suspended, programs were streamed online, staff quickly learned how to work remotely, meetings were held on Zoom, hundreds of uncomfortable COVID tests were administered, and temperatures were checked every time someone entered our buildings.

Our staff truly met every challenge set before them, highlighting their enduring passion, drive, and talent. There are no words to adequately express our deepest appreciation for the dedication and sacrifices provided by our frontline staff—nurses, resident assistants, social workers, care managers, therapists, bus drivers, cooks, and servers—as well as a whole host of hardworking individuals behind the scenes. It is difficult to quantify the vast contributions of our Board members and other volunteers who made hundreds of calls to people who were isolated.

None of this could have been accomplished without the invaluable support we received from the Jewish United Fund/Jewish Federation of Metropolitan Chicago, including their COVID Relief Fund. Our tremendous efforts were also successful thanks to the many organizations, foundations, corporations, families, and individuals who supported us with their extraordinary generosity. In fact, the range of the many philanthropic donations we received inspired us every day! And for that we remain forever grateful.



Dan Fagin, President & CEO (left) and Marc Berman, Board Chair

There is no doubt that 2021 will remain in our memories as a year unlike any other. But through it, we can state affirmatively that our CJE family has learned a massive amount about its resilience, enabling us to rebuild, reconnect, and truly transform ourselves in many ways. Moving forward, we are ready to embark on a process of courageous strategic transformation that will be implemented through a lens of equity to ensure that we are doing everything in our power to provide justice and parity of experience to many, especially our most vulnerable. We expect this to culminate in a celebration of our 50th year of service that is a testament to our agency's commitment to positive aging. CJE SeniorLife has overcome such huge challenges this past year that it is difficult to conceive of anything that we can't surmount.

With our sincere gratitude and hope for a more normal year,

Marc L Berman

Marc Berman
Board Chair

Dan Fagin

Dan Fagin
President & CEO

Introduction

With the singular occurrence of a virulent pandemic, this past year has certainly been one like no other, revealing more about CJE SeniorLife than we ever could have discovered during "normal" times. Therefore, we are pulling back the curtain to unveil what we learned about CJE as we stepped up to provide unprecedented support to our community. We stress that CJE proceeded with the overarching intention to keep everyone as safe as possible, and we were diligent about abiding by the scientific evidence, maintaining strict adherence to COVID-19 protocols.

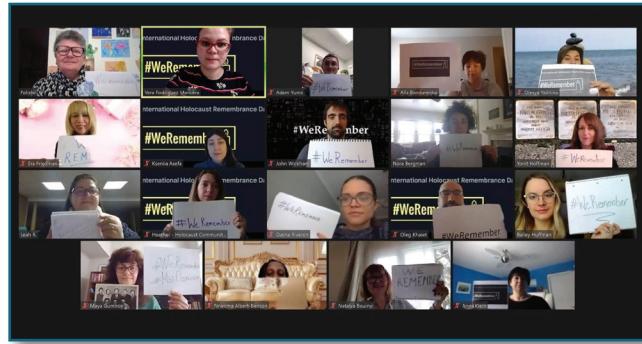


We Learned That ... Employees of Weinberg Community for Senior Living Exemplified the Definition of a Hero. A hero is a person who is admired for courage, outstanding achievements, or noble qualities. The sign outside the building that reads "HEROES WORK HERE!" speaks proudly to this definition. During the most challenging year of everyone's lives, staff at Weinberg Community's Gidwitz Place and Friend Center showed how truly dedicated they are by coming to work every day for residents. They often went above and beyond to provide care, engaging programs, and emotional and spiritual support when residents needed it the most.

"The compassion, and patience of staff helped my family get through a challenging situation to a better time. Thank you from the bottom of our hearts for all your care."
—Family of Weinberg Community Resident

“When I opened your gift of masks and gloves, my eyes were full of tears. You did a very good job, and it was absolutely heroic.”

—Holocaust Survivor and Client



We Learned That ... Both the Strengths and Vulnerabilities of Holocaust Community Services (HCS) Clients Were Magnified by the Pandemic.

HCS observed survivors' intense fears and physical and emotional challenges, but also witnessed the incredible resilience they acquired from having survived and coped with their traumatic pasts. The imposed isolation revealed how much survivors crave interaction and socialization. Thus, many overcame technological barriers and were present in their support groups by phone or Zoom to participate in virtual wellness classes. HCS continued to provide almost 2,000 survivors with ongoing services and social support—in both English and Russian—as staff rose to the occasion again and again. HCS staff and survivors alike remained committed, dedicated, and determined to persevere.



We Learned That ... The Use of Technology by Counseling Services (CS) was Swift and Inspired.

Counseling Services (CS) quickly transitioned the majority of its sessions from in-person to virtual with telehealth, challenging the common stereotype of the older adult who resists change and fears technology. First, CS made every effort to remain accessible to those clients who preferred telephone contact. CS stretched its resources to utilize an even more person-centered and adaptive approach than ever offered. The results were an increase in the level of quality, accessibility, and availability of services equal or better than pre-COVID times. Even staff became more technologically savvy as they converted all documentation and reports to an online format while they worked remotely. CS now provides an array of online and telephonic psychotherapy services that include individual, family, and group services as well as large community outreach and education programs. CS returned to face-to-face services slowly as needed, while at the same time, is currently developing a hybrid practice that can meet the needs of more clients.



“There are movies on Monday, art classes on Thursday... and we visited the Lincoln Home. Plus, the performance by Lyric Opera singers was absolutely outstanding!”

—CJE Cyber Club Participant



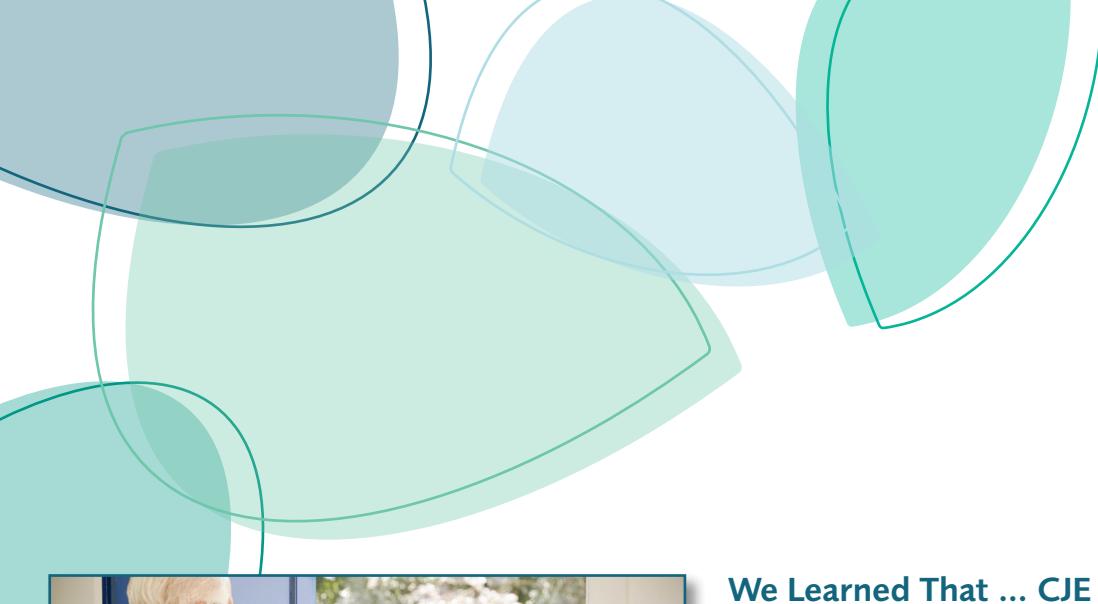
We Learned That ... CJE Cyber Club Revolutionized Community

Engagement (CE) Programming for Older Adults. Launched by CE in immediate response to the pandemic, CJE Cyber Club has grown tremendously, now presenting a varied menu of almost 500 engagement, information, and entertainment offerings. By constantly exploring new ways to effectively engage the older adult community, Cyber Club visits grew to over 20,000 persons. CE even found ways to reach those who for many years have been isolated due to transportation issues or other concerns. CE staff not only searched for, planned, and coordinated dynamic programming for Cyber Club, they were also instrumental in teaching thousands of older adults how to connect to each other virtually. After initial training and coaching, staff cheered on community members as they learned how to access multiple programs from all different types of devices. CE beamed with pride as participants built online relationships that grew from just virtual connections into in-person meetups on their own.



We Learned That ... Not Even a Pandemic Can Stop Home-Delivered

Meals (HDM). This past year, HDM did not miss a beat delivering hot, well-rounded meals to its clients, many of whom would have no other way of maintaining daily nutrition. Though HDM had to suspend delivery by volunteers for a time, our Transportation staff made sure that people received their food without interruption. Volunteers eventually returned to make deliveries, and wellness checks also resumed.



"My Care Manager always goes out of her way to be proactive and in my corner, giving 110% of herself. I can't tell you how much peace of mind she and CJE have provided me in such uncertain times."

—CJE Care Management Client



We Learned That ... CJE Care Management (CM) Fulfilled Its Goals

with Strength and Fortitude. The objective of CM is to help older adults remain in their homes if possible. During the last fiscal year, despite enormous obstacles, CM enabled 96% of its clients to do just that. CM staff continued to arrange for vital home care services, home-delivered meals, and emergency financial assistance. They also successfully handled all the complicated logistics of moving—daunting under normal conditions—and successfully transitioned 17 people to affordable housing. Determining the scope of a situation through in-home assessments had to be conducted via phone because of initial COVID-19 restrictions. To resume essential home visits as the pandemic persisted, extreme precautions had to be put in place so that the CM team could begin seeing clients again. As of May 2021, CM reported that 100% of its clients were being seen monthly, including home visits for various Counseling and Consumer Assistance clients.

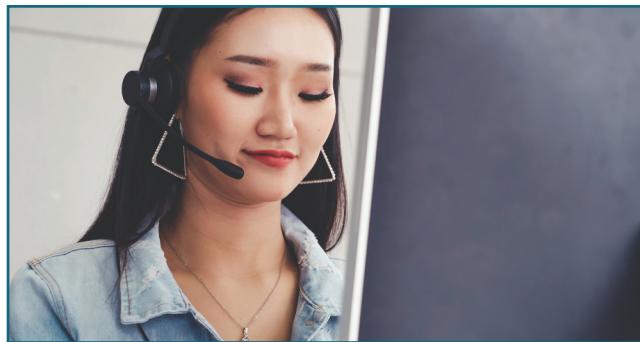


We Learned That ... Tamarisk NorthShore (TNS) Staff Triumphed

Despite the Pandemic. Tamarisk NorthShore, the CJE-managed independent living community in Deerfield, opened on schedule last year with great anticipation and celebration. The breathtaking environment and superb location of TNS enticed many older adults to become residents. Tamarisk's attractive amenities, dining options, and multitude of life enrichment opportunities make it the destination of choice for those who want an elegant-yet-easygoing lifestyle.



We Learned That ... Adult Day Services is Responsive. After an initial mandate to shut down, ADS reopened with extreme care in the fall of last year, only to close again. ADS finally reopened in May 2021, just as construction started on an affordable housing complex at the Evanston location of ADS. After much planning, the program was temporarily relocated to a newly renovated space at Village Center. The flexibility and compassion of ADS and Transportation staff members stood out as they were dispatched to other locations to assist with meal deliveries and a myriad of resident activities. Staff also made well-being calls to ADS clients, as well as presented a Cyber Club virtual art program, funded by the Alzheimer's Foundation of America.



We Learned That ... Despite the Challenges, Consumer Assistance (CA) Employees Displayed Resourcefulness. Working remotely, CA staff tirelessly helped seniors meet their basic needs—in both English and Russian. Early on, some team members returned to the office to make sure clients could be supported when they needed it most. They would meet clients at the door to receive necessary documents to apply for or retain government benefits. The team diligently connected clients remotely to other counselors, resource specialists, care managers, and Home-Delivered Meals staff in order to coordinate essential services. In the end, Consumer Assistance received over 4,800 requests for services—an increase of 81% over the previous year!

"To me, you are like an angel, because I could never do this myself."

—CA Client to Staff Member



We Learned That ... Volunteer Services (VS) is Blessed with Devoted

Volunteers. This past year, over 900 volunteers continued to give their time in meaningful ways, including performances by Lyric Opera artists, book club meetings, cooking classes, concerts from home, Yiddish Tish, travelogues, Chanukah candle lighting, and more—all implemented virtually! Plus, more than 60% of Home-Delivered Meals volunteers resumed their deliveries when it became possible. VS staff created and was selected to deliver a special presentation entitled “The Friendly Caller During the Pandemic” at a virtual conference of the Network of Jewish Human Services Agencies. Most importantly, VS staff maintained vital connections with volunteers by holding a virtual Town Hall and conducting three drive-thru events during National Volunteer Appreciation Week.

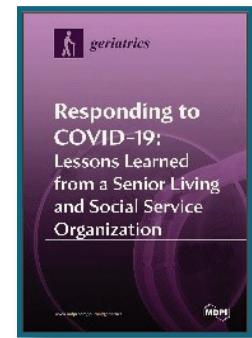


We Learned that ... Religious Life (RL) Provided Critical Spiritual

Support During a Time of Uncertainty. Life can be difficult even in normal times, and CJE's Religious Life team worked selflessly to bring light into the darkness, transmitting spirituality and faith to our residents—both virtually and in person. Deeply aware that spiritual health was crucial to helping residents cope with the pandemic, our Rabbi worked in the COVID wing to provide pastoral care to residents. Throughout CJE, our clients, residents, and employees sought prayer, understanding, and compassion from RL in record numbers. Religious Life staff used their creativity to respond to all the challenges of social distancing and other restrictions. For them, it was a rich opportunity to discover new ways to celebrate and connect to faith, ritual, and tradition. Thus, on Shabbat, the Rabbi could be heard chanting in the hallways of Weinberg Community, as residents' doors slowly cracked open to admit the joy and affirmation of faith that she radiated.

“The Rabbi has been wonderful for me during this time. She really has a commitment to the spiritual life of the people here ... I can see that.”

—Weinberg Community Resident



We Learned That ... Leonard Schanfield Research Institute (LSRI)

Provided Evidence-Based Strategies for Pandemic Response. In a timely article in *Geriatrics*, "Responding to COVID-19: Lessons Learned from a Senior Living and Social Service Organization," LSRI showed that similar organizations could enhance effectiveness of remote work and services and that contingency plans and remote work procedures should be developed. Further recommendations included using communication techniques that medical providers use, such as huddles. Researchers concluded that proactive policies and procedures for facilitating work from home, like education to improve digital literacy, are needed by those in the industry to effectively provide remote care and services.



We Learned That ... CJE Affordable Housing (AH) Provided Safe

Shelter During an Extraordinary Crisis. With affordable housing vital for many older adults, AH had to "soldier on" by conducting applicant interviews, lease renewals, and move-ins. Housing immediately discovered how essential communication was, and staff made sure to provide updated signage and messages so that the most current information was available to residents. Although the pandemic prevented participation in enrichment activities, including field trips, Affordable Housing adapted by providing special English and Russian materials to residents in all buildings. Because community rooms and libraries (where residents normally congregate) were closed, smart TVs were installed in some apartments. Swartzberg residents also appreciated several enhancements to their environment: they were transitioned to a pendant emergency call system; they had access to raised garden beds (with 21 participants this past year); and they were the beneficiaries of additional outdoor seating.



What We Learned . . . From the Numbers

Because of pandemic closures, comparable statistics for many programs, services, and locations are unavailable.

COMBINED DATA FROM MULTIPLE PROGRAMS, SERVICES, AND LOCATIONS

20,000 TOTAL INDIVIDUALS WERE SERVED LAST YEAR BY CJE SENIORLIFE.

FINANCIAL ASSISTANCE, MEALS, AND TRANSPORTATION

1,948 households received **\$11,519,174** in financial assistance.

3,470 individuals were assisted in gaining or maintaining public benefits.

439,359 meals were served.

457 individuals received transportation assistance.

ENRICHMENT, EDUCATION, WELLNESS, AND FITNESS

2,513 individuals participated in social, cultural, and educational activities.

8,592 community members attended community outreach and educational programming.

1,288 older adults engaged in Jewish programming.

1,911 individuals attended health, wellness, and nutrition programs.

555 individuals participated in fitness activities.

HEALTHCARE

774 individuals received direct healthcare.

215 Individuals received skilled long-term care and **80** individuals received short-term rehab.

466 individuals received health screenings.

RESIDENTIAL SERVICES

500 individuals lived in CJE-operated apartments.

INDIVIDUAL PROGRAMS, SERVICES, AND LOCATIONS

CARE MANAGEMENT

247 total clients received services last year, with referrals made for **100** clients to home care services and **24** clients to Home-Delivered Meals.

109 clients received emergency financial assistance.

196 clients were served by Your Eldercare Consultants.

COMMUNITY ENGAGEMENT AND OUTREACH

478 online enrichment and education programs were presented through CJE Cyber Club, attracting **6,930** participants.

56 individuals received legal services.

243+ persons attended two virtual CJE Academy presentations.

CONSUMER ASSISTANCE

81% increase in the number of individual requests for services over the last year.

COUNSELING SERVICES

238 individuals and families received mental health care.

724 community members attended mental health-related events.

171 professionals received CEs each for attending a CJE program.

HOLOCAUST COMMUNITY SERVICES

2,102 Holocaust survivors received care management and other services and assistance.

1,965 Holocaust survivors received ongoing financial assistance.

TAMARISK NORTHSHERE

August 17, 2021 was observed as Tamarisk's first anniversary, and the **51** individuals who moved in last year were celebrated as its original residents.

VOLUNTEER SERVICES

973 individuals volunteered for CJE last year.

4,318 volunteer hours were donated for a total value of **\$123,236** for their work (at \$28.54/hour rate from Independent Sector).

WEINBERG COMMUNITY

219 individuals resided in Assisted Living at Gidwitz Place.

61 individuals lived in Memory Care at Friend Center.

GIVING

\$2,975 was distributed to employees from CJE's Employee Emergency Fund.

5 large boxes of food were collected during the annual staff Food Drive and were distributed to The ARK and EZRA.

500+ volunteer hours were donated by more than **25** employees.

RECEIVING

\$114,595 was raised by CJE on #GivingTuesday, including a **\$5,000** matching grant from the RRF Foundation for Aging.

\$5,499 was granted to Home-Delivered Meals by Meals on Wheels America® (MOWA) for participating in Subaru's Share the Love® Event with McGrath Evanston Subaru in Skokie. McGrath named CJE its hometown charity for the 2021-22 Share the Love Event.

DIGITAL MEDIA

CJE Website Traffic

83,000 total visits were made to our website last year.

CJE Cyber Club

21,653 visits were made to the site.

CJE Social Media Accounts

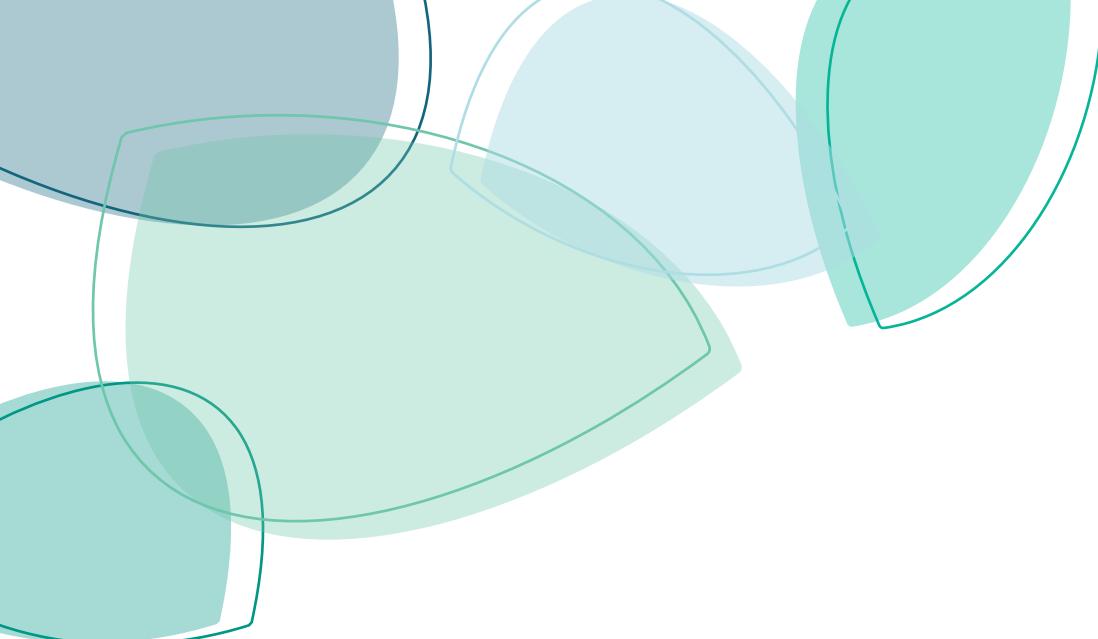
2,197 followers on Facebook.

2,160 followers on LinkedIn.

598 followers on Instagram.

1,202 followers on Twitter.

362 subscribers on YouTube.



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.

Terri LoCoco, *Payroll Manager at CJE*

Charles "Chuck" Puchmelter, *Driver for ADS*

Diana Diaz, *Housekeeper at Robineau Residence*

CJE Employees with 20 or More Years of Service

Yelena Abramova, *Resource Specialist*

Paula Berger, *Service Coordinator*

Joel Brody, *Manager, Internal Auditing*

Esther Craven, *Resource Center Associate*

Marlyn Cua, *RN, Health Services-Float Pool*

Diana Diaz, *Housekeeping Worker*

Sharon Dornberg-Lee, *LCSW, Clinical Supervisor*

Juan Gibson, *Environmental Services Worker*

Pamela Goren, *Resource Specialist*

Dorothy Graham, *Receptionist*

Nataliya Grin, *Billing Analyst*

Maya Gumirov, *Russian Services Manager/Clinical Supervisor*

Nancy Harris, *Senior Director, Corporate Compliance-Risk*

Lyenda Hooks, *Second Cook*

Miguel Lopez, *Lead Resident Assistant, Housekeeping*

Svetlana Lukomski, *Care Manager*

Ludmila Luscika, *Staff Accountant, Jr.*

Macario Macawili, *Resident Assistant, Housekeeping*

Melanie Matin Croke, *Senior Accountant*

Barbara Sarasin, *Care Manager*

Rocio Scala, *Night Monitor, Robineau*

Melina Scheibe, *Coordinator, Nutrition and Food*

Lyudmila Smotkina, *Care Manager*

Ranford Stephens, *Dining Services Associate*

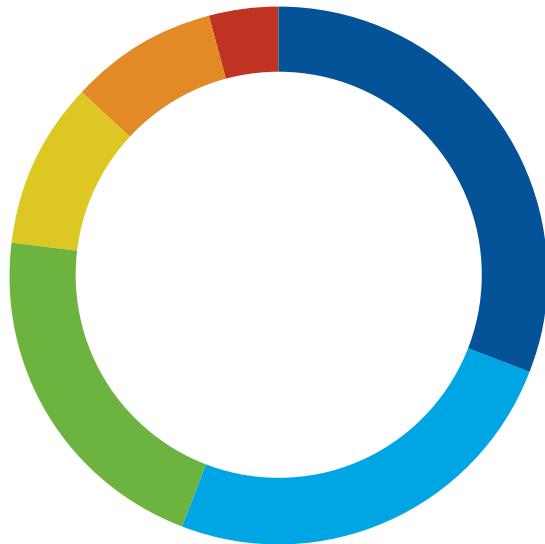
Chana Sulpar, *Resource Specialist*

Susan Williams, *Manager, Transportation*

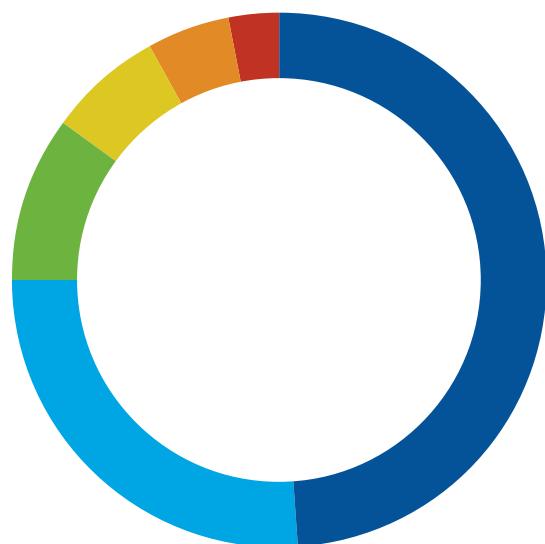
Summary of Income and Expense

Fiscal Year Ended June 30, 2021*

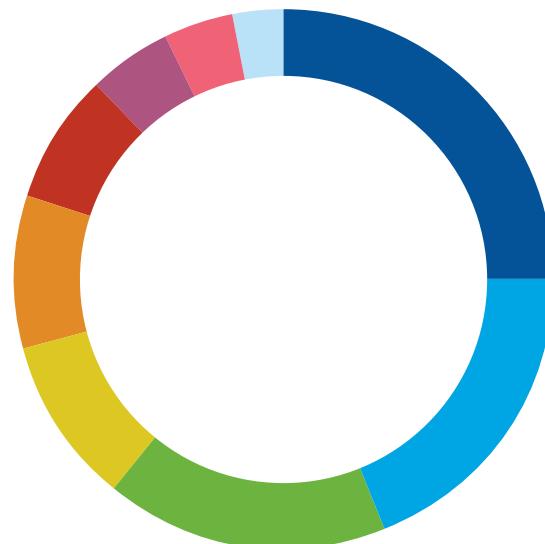
Total income in thousands \$63,645



Functional expenses in thousands \$64,858



Income by payor source in thousands \$63,645



*Approved Fiscal Year 2021 budget assumed \$1.1 million deficit due to impact of COVID-19.

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* Past Board Chair

CJE Endowment Foundation Board

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Allan Goldstein	Marci L. Shapiro

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, 2020–June 30, 2021.

Contributors

\$100,000+

Anonymous
The Crown Family Foundation
Jacob J. Fink Charitable Foundation
Bernard Heerey Family Foundation
Jewish United Fund/JFMC
David C. & Sarajeann Ruttenberg Arts Foundation

\$50,000–\$99,999

Alvin H. Baum Family Fund
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The Chicago Community Trust
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Brenda and Lawrence Feis
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Lindsay and Evan Stein
Miriam Toney
Sarah Warren and Jason Amrani
Jane Woldenberg
Lisa and Richard Worsek
Cindy and Dr. Ned Zallik
\$1,000-\$2,499
AgeOptions
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Jane and Herbert Beller
Buni and Jordy Berger
Nicole and Dave Berger
Joanne and Lawrence Blankstein
Howard Blum
Linda and Mark Blumenthal
The Robert Thomas Bobins Foundation
Marcy and Gregory Carlin
Jenifer and Scott Carnow
Leasha and Joel Carp

The Chicago Jewish Teen Foundation Social Justice Cohort
Coffee & Tea Bar Holdings LLC
Shirlee and Eugene Cohen
The Cooper Foundation
Joseph Doherty
Carol and Steven Edelson
Estia Eichten and Deborah Forman Eichten
Dr. Arthur Elstein
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The Estate of Pearl Nager
Abigail Natenson
Estate of Irving H. and
Harriet B. Nathan
Jerome J. Nathan Trust
Ian Natkin - in memory of Lillian Natkin
Joseph & Jennie Newman Fund
Ilse S. Nicholson
Margo and Mike Oberman
Estate of Mary G. Oppenheim

Estate of Konrad Parker
Morris L. Parker Trust
Kenneth and Susan Pearl
The Fannie Penikoff Charitable Trust
Maurice Pickard
Vicki Franklin Pines
June Raffel Charitable Trust
Estate of Charlene Raimondi
Nate Y. Ratner Fund
Michael Reese Service League
Susan and Howard Reese and Family
Sonya & Robert Reich Philanthropic Fund
Dr. Carl Resnick
Estate of Rose Resnick
Marilynn Rivkin
Joseph Robineau Fund
Ellen and Steven Rogin
Milton and Beatrice Rohde Estate
Steven Ronsen
Doris Roskin
Alan (z"l) and Mally Rutkoff
Norma Sachs Fund
The Robert L. and Claire Sampson Charitable
Annuity Trust
Stephen P. Sandler
Estate of Elaine Scheye
Leonard Schanfield
Research Endowment Fund
Robert and Julie Schlossberg
Anita Schwab Revocable Trust
Terry L. Schwartz
Estate of Eugene M. Segal
Susan Ringel Segal
Dr. and Mrs. Mervin and Aileen Shalowitz
Special Assistance Fund
Edward and Dorothy Shapiro
Marci L. Shapiro
Estate of Jerome & Natalie Share
Leonard Shraiberg Endowment Fund
Joel S. Siegel
Linda Soreff Siegel
Seymour and Roslyn Simon Trust
Edward and Honora Singer
Estate of Lillian and Dwight D. Slater
Stephanie Millman Smerling

Judy and Michael Smith
Georgette Grossz Spertus Trust
Adele Stern
Estate of Veda Stern
Rick Strusiner
Swartzberg / Zoller Family Foundation
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Estate of Birdie Wagner
Miss Brenna Wagner
The Wagner Foundation
Estate of Muriel Wein
The Harry & Jeanette Weinberg
Foundation Inc.
Stanley L. Weinberg
Mark and Patty Weiner
Nellie & Louis Weiner Fund
Weinfield Trust
Ronald Weismehl, z"l
Enid and Kalman Wenig
Judith W. Whellan
Marshall Yablon, z"l
June and Howard Zimmerman

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Chicago Department of Housing
Chicago Department of Planning and
Development/Chicago Low Income
Housing Trust Fund
Chicago Housing Authority
Federal Emergency Management Agency
Illinois Department of Healthcare and Family
Services
Illinois Department of Human Services
Illinois Department on Aging
Illinois Housing Development Authority
U.S. Department of Housing and Urban
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