# 61 Years of Providing High Quality Programs and Services For Children and Adults With Intellectual and Other Developmental Disabilities

Support from state, federal and local governments, private donors, companies, foundations and community organizations

Dedicated Staff -Strong Leadership - Board of Directors Honorary Board Members - Volunteers Parents and Family Support -United Way Member

Accreditated by Commission on Accreditation of Rehabilitation Facilities (CARF)

## SHORE

## **ACHIEVING EXCELLENCE TOGETHER**

2012 ANNUAL REPORT SHORE COMMUNITY SERVICES, INC.

SHORE's mission is to improve the quality of life for persons with developmental disabilities through educational, residential, vocational and related programs provided with community integrated supports and services.

#### To Our Friends:

For over 61 years, SHORE Community Services has maintained its mission to improve the quality of life for individuals with developmental disabilities through educational, residential, vocational and related programs provided with community integrated supports and services. This mission has been exemplified through the dedication to providing the highest quality programs and services possible. The Commission on Accreditation of Rehabilitation Facilities (CARF), a prestigious international accrediting agency, awarded the agency its 14th consecutive 3-year year accreditation and is the highest award given. SHORE received only one recommendation out of thousands of CARF standards that were applied to the programs and services. The Joseph Koenig, Sr. Training Center and Adult Services Program received excellent results from the Department of Human Services Bureau of Licensure and Accreditation and the Bureau of Quality Management for the Developmental Training programs.

To achieve continued excellence strong leadership is a driving force. Jerry Gulley, Executive Director for nearly 36 years, set this ongoing ascent during his tenure. Prior to his retirement in December, he shared his vast wealth of knowledge with our new incoming Executive Director, Debora Braun. Her tenure at SHORE and this additional knowledge will help to build continued successes of the agency. Debora is fortunate to work with a tenured staff of four directors, over 100 employees with almost one third having ten or more years of service, and 26 volunteer board of directors and 5 honorary members who are responsible for overseeing the agency and meeting fundraising goals.

SHORE volunteers provide invaluable services that strengthen our quest for excellence. In Fiscal Year 2012 (7/1/2011-6/30/2012), 187 volunteers provided 13,083 hours of service. The volunteers interacted with our persons served; provided building and grounds improvements; assisted with fundraising events, and worked at the Second Time Around Thrift & Gift Shop. Their efforts result in substantial financial savings that are utilized towards our programs and services.

The Second Time Around Thrift & Gift Shop continues to add significant monies to assist SHORE every year. Generous donations of gently used items from hundreds of donors, churches, Sedgebrook Retirement Community, Northwestern University's Clothing Drive and leftover goods from the Winnetka Congregational Church's Annual Rummage Sale along with other church rummage sales, enabled the shop to obtain sales of over \$104,000 with \$74,000 benefiting SHORE. The shop even serves as a vocational setting for the trainees from the Koenig Training Center. They receive real life sales experience through greeting customers, ringing up sales, cleaning and arranging the shop.

As of June 30, 2012, I sadly relinquished my duties as SHORE Board President. I enjoyed the trust the Board of Directors and Executive Directors had in my abilities to represent this fine agency. As a layperson, I learned from an insider's point-of-view the highs and lows social service agency employees go through day after day; the expertise it takes to satisfy the thousands of requirements from overseeing State and Federal agencies; and to successfully serve our SHORE clients and families with grace and strength. Happily, I will not be leaving SHORE. I have become an employee with a new role as the Charity Resale Shop Manager at Second Time Around Thriff & Gift Shop. I will manage the day-to-day operations and the wonderful volunteers and I will continue to be involved in SHORE fundraising as much as possible. With my retirement, the baton has been passed to our new Board President, Natalie Romano. She has been a Director for eight years and is a capable and caring individual. I know she will continue our tradition of excellence and help to guide SHORE Community Services successfully into the future.

With dedicated staff, board members, volunteers, families, donors, foundations, businesses, local organizations and most importantly the nearly 400 children and adults with intellectual and other developmental disabilities that entrust us with their care, we are achieving excellence together.

Sincerely,

Meridith Murray

President, Board of Directors

Guider & Muray

New Charity Resale Shop Manager

## **Vocational Programs**

SHORE Joseph Koenig, Sr. Training Center in Morton Grove is a vocational program supporting persons with intellectual and other developmental disabilities ages 16 years and older. The program seeks to enhance the individual's ability to obtain and maintain employment. Objectives include: providing employment, maintaining job performance and improving job-related skills and habits to maximize earning potential. The Center utilizes community job sites and subcontract work from local industries to prepare individuals for employment. A Senior Services Program is also available for individuals (55 or older), who have chosen to retire. This program offers leisure-based and community activities.







- 171 individuals served during the year.
- The Sales Department had over \$185,000 in contract work from businesses in the community, and sales increased 57% over last year.
- -17 persons served in the Supported Employment Program and 41 individuals were provided services at community work sites by the Community Employment Department (CED). The CED added Trim-Tex, Inc. and Advocate Lutheran General Hospital as new sites for community work experience.
- Goals were implemented to enhance the quality of program services for trainees when they are not working. To assist with the goal, a number of curriculum guides were purchased for teaching functional skills and developing lesson plans for group activities. Trainees will utilize 10 laptops, which were installed with a variety of educational software by a SHORE trainee, and has wireless internet capabilities. Through a grant from the Morton Grove Foundation, WIFI was installed throughout the building, which will allow staff and trainees in the workshop to access the internet. Cabinets, bins and shelving were purchased for the storage of program supplies from a grant from the Morton Grove Foundation and donations to the Spring Benefit Reverse Auction. In addition, a speaker from Autism Speaks presented a topic of how to teach individuals with disabilities to use the internet safely to staff on Institute Day.
- For a consecutive year, three interns from Wright College and one from the Jesuit Volunteer Corp. completed volunteer and internship hours at the center. Also, high school students, community members and corporate groups through the United Way Days of Caring Program volunteered adding to over 3,025 hours of service.
- Featured on 190 North , which is hosted by Janet Davies and features the hippest and trendiest lifestyle and entertainment stories on ABC's Channel 7. Focused on assembly and packaging job performed by trainees for Kibbons Ribbons – an area business that sells fashionable shoelaces.
- Jessica Friday was promoted to Community Employment Program Manager in July and Steven Black was hired as a Program Manager.

## **Residential Services**

SHORE offers three distinct residential programs. The Buehler House/SHORE Homes East in Evanston and SHORE Homes West in Skokie, houses 12 residents at each site in a 24-hour staff supported living environment as similar as possible to life in mainstream society. Residents are encouraged to interact with their community and to learn to become less dependent on others. All residents are engaged in daytime employment, training or senior leisure programming.

Community Integrated Living Arrangements (CILAs) are homes in the community where two to seven people reside. The Jean F. Karger House and Laura House are located in Skokie and the Brown CILA is in Evanston. The program consists of an array of services designed to meet the needs of each resident on a long-term basis. Staff support is available on a 24-hour basis. Residents attend one of SHORE's day programs during the week.

The Patricia Lloyd Townhomes (PLT) in Evanston and scattered-site apartments in Evanston and Skokie comprise SHORE's Supported Living Arrangements (SLA) program. The Patricia Lloyd Townhomes are a row of five two-story units, each housing three individuals that are available to adults who are able to live more independently. Currently, twelve individuals live in the townhomes and most are employed in the community. Residents are responsible for themselves and their homes. A House Manager resides in one unit to provide support as needed. The scattered-site apartment residents have intermittent contact with staff. Services are on an as-needed basis and training includes: budgeting, housekeeping, cooking, shopping, transportation, interpersonal skills counseling and case management.







- During the fiscal year, 57 individuals received services at the various residential sites.
- Healthy living, with an emphasis on diet and exercise, continues to be in the forefront of the residential program. The residents exercise by riding the stationary bike and the treadmill. Those residents who lost weight, also increased their daily exercise either by at home exercises or choosing to walk to work, day program, the bank, Walgreens, etc. PLT resident's participate in exercise classes at the Levy Center in Evanston and train for the Special Olympics through the Evanston Special Recreation.
- The "Kindness Program," which tracks the kind acts and behavior exhibited by the residents is now being used at both group homes, Buehler House/SHORE Homes East and West. The resident's earn a party each week if the meet the intended goal. As a result, social interactions have improved significantly.
- Mary Chandler, Program Manager at SHORE Homes West, created a slideshow of the residents, which includes: pictures of their home and places they have attended. She continues to add pictures and the Residents enjoy watching the slideshow.
   A slideshow has also been created for the resident's at Buehler House/SHORE Homes East.
- Michelle Ess was hired as the Program Manager at Buehler House/SHORE Homes East in March 2012.
- Building improvements include: new office furniture; new carpeting in the hallway and activity room at Buehler House/SHORE Homes East purchased with funding from the Department of Housing and Urban Development (HUD); West remodeled a resident's bathroom with assistance from HUD; Mr. and Mrs. Richard Leipsiger replaced the kitchen floor at the Karger CILA; a Village of Skokie Community Development Block Grant enabled the Laura House CILA to remodel a handicap bathroom, install new kitchen and dining room floors, and four windows were replaced. PLT replaced one of the resident's kitchen cabinets through a gift from the Marie Bastings Charitable Trust and completed a landscaping project.

## **Respite Services**

The purpose of the In-Home Respite Care program is to ease some of the stress families endure when they are the sole caregivers of a family member with intellectual or other developmental disability. In-home training is provided that assists respite recipients with communication, self-care and social skills while enabling the primary caregiver to leave the home. Objectives are developed with the input from the individual, family members and staff, which are part of an individualized program plan. A family is usually assigned one respite worker to assure continuity. Hours for respite can range from a few hours every week, to weekends or additional hours as needed. This year,14 individuals received Respite Services.

## **Service Facilitation**

Service Facilitation is provided for those individuals who are enrolled in the Illinois Home Base Support Services program. The program is designed to help individuals with intellectual or other developmental disabilities maintain community placement within their family home. SHORE's Service Facilitator provides case management and support for the individuals and their families including: identifying and assisting linkage to identified service needs for the person served. Twelve individuals received Service Facilitation during the year.

## **Adult Services**







The Adult Services Program, which offers developmental training for individuals 18 years and older, is located at the Lois Lloyd Center in Evanston. Participants may have multiple disabilities, including: severe/profound to moderate developmental disabilities and other physical and medical challenges. This educational program offers a curriculum in the areas of language and communication, adaptive daily living skills and prevocational skills. Eighty - seven individuals were served in the Adult Services Program.

- 300 community integrated activities occurred to the following places: various museums, malls, parks, restaurants, concerts, stores and other places of interest. Staff have directed more activities including: cooking, Bingo, art, literature hour, music and the 4th Annual Fashion Show with clothing, jewelry and accessories donated from the Second Time Around Thrift & Gift Shop.
- Free monthly dental screenings continued throughout the year by the Illinois Masonic School of Dentistry.
- The North Shore United Way awarded the Adult Services Program a grant to promote healthy living through the increase of fruit and vegetable consummation and physical activity. The persons served exercise regularly, which has led to many decreasing their Body Mass Index (BMI).
- Alan Cooper, QIDP, was hired as the Program Manager in March 2012.

## Early Intervention

Early Intervention (EI) serves infants to three-year-olds who are experiencing developmental delays. SHORE provides individual and group (occupational, physical, speech, and developmental) therapies and other services in a variety of locations such as our EI Center in Skokie, the child's home or day care centers. The primary focus of the program is, the family, and what is best for the child. Research has demonstrated that working on prevention activities with children at a very young age is much more cost effective than remedial programs at a later age.







- A playgroup continues that integrates occupational therapy, developmental therapy and a Polish language translator. Fifteen children received services this year.
- The El program had two interns from Wilber Wright Junior College's Occupational Therapy Assistant Program.
- National Lekotek, which is an agency that works with young children with developmental delays and collaborates with SHORE's El Program, continues to share space at the El Center.

## Agency Resale Shop



The Second Time Around Thrift & Gift Shop, located at 4123 Oakton Street in Skokie, is a re-sale shop that sells donated gently used clothing, home décor, kitchen items and more. The shop had over \$104,000 in sales in Fiscal Year 2012 with over \$74,000 donated to SHORE. The shop is open Tuesday-Saturday and donations are always needed. With the shop running primarily by over 30 dedicated volunteers, additional help can be utilized. If interested in volunteering contact Meridith Murray, Charity Resale Shop Manager, at (847) 673-3172. Please check out the shop's website at www.shores2ndtime.com for more information. Hours of operation: Tuesday, Friday & Saturday (10 a.m. - 4 p.m.) and Wednesday, Thursday (12 - 4 p.m.).

## **Administrative Fundraising & Highlights**

For 61 years, fundraising has been a key component in SHORE's ability to offer the highest quality programs and services possible and to expand these offerings as the need arises. It is through the generosity of time, in-kind donations and financial support that has helped create the organization we are today.

- 17th Annual Golf Outing held at the Deerfield Golf Club in Riverwoods on Friday, July 15, 2011. Forty-nine golfers attended and over \$9,700 was raised.
- Annual Appeal generated over \$108,000 with 322 contributors.
- Board of Directors hosted a retirement party for long-time Executive Director Gerald "Jerry" Gulley at Ruby Tuesday in Skokie. Nearly 100 people attended including Illinois State Representative Daniel Biss who read a Proclamation approved by the House of Representatives in Jerry's honor. Jerry was employed at SHORE for nearly 42 years and served as Executive Director for 36 years.
- Debora Braun became the Executive Director on January 1, 2012, after the retirement of Jerry Gulley. Allison Cobert was hired as Event & Volunteer Coordinator in early January and Georgette Smith as Accounts Payable/Payroll Clerk in March.
- Annual Spring Benefit called "Celebrate With A Twist," was held on Saturday, April 28, 2012, at the Hilton Orrington Hotel in Evanston. Over 175 people attended and a net of over \$67,000 was realized, which is the fourth highest netting fundraising event in SHORE's history.

## **Agency Leadership**

#### **Board of Directors**

Meridith Murray (President), David T. Lloyd (Vice President), Robin S. Thomas (Vice President), Victor R. Fernitz (Treasurer), Natalie Romano (Secretary), Harold Berg, Larry Berg, Donna Brown, Arthur G. Buehler, Sandra B. Buzard, Charles G. Cooper, Dr. Amy Daniels, Chris Gardenhire, Maynard I. Kagen, Elizabeth A. Karlson, Kevin Katz, Dr. Carl Lieberman, Gloria Moore, Kevin Murray, Sam E. Pfeffer, Dr. Ramesh Rao, Jennifer F. Scanlon, J. Paul Schmidt, Douglas P. Schwartz, Michael Selway, Robert D. Tranter

#### **Honorary Board**

David R. Cichy, Joan Joyner, Robert Kurz, Dr. Eugene Lerner, Thomas L. McRaith, John E. Whalen

## **Administration**

Debora K. Braun, Executive Director, Susan Arias, Director of Accounting & Human Resources, Nadia Diab, Director of Residential Services Deborah Shulruf, Director of Lois Lloyd Center, Lisa Wright, Director of Joseph Koenig, Sr. Training Center

## **Special Thanks**

SHORE acknowledges the support given by the following companies, organizations and individuals through various partnerships in the donation of time and resources to the agency.

Allegra Print & Imaging - Evanston, Berg & Berg Attorneys at Law, Dr. Henry Conroe, Gail Dooley, DoubleTree Hotel - Skokie, Fela Dogadko, Dr. Mark Drexler, Evanston Township H.S. Wrestling Team, Brittni Grace - JVC Volunteer, Chris Gulley, Jesuit Volunteer Corps. - JVC, Kiwanis Club of Evanston, Carl Lieberman, Dan Lloyd, Dave Longaker - The Cup Man, Mather Lifeway, Mark Vend Co., Meridith Murray, North Cook Young Adult Academy, NU - Kellogg School of Management, Pup in the Ruff, Ron Schell, Second Time Around Thrift & Gift Shop Volunteers, Stivers Staffing Services, Therapy Providers, University of Illinois at Chicago, USG Corporation, West End Area Block Club, Ilene Wilson, Wright College Occupational Therapy Assistants Program Interns, Wright College Psychosocial Rehab Program Interns, Don Winslow

## The Annual Meeting

The Annual Meeting was held at Hackney's on Lake on Tuesday evening, June 19, 2012, and featured numerous award presentations. See the award recipients pictured below.

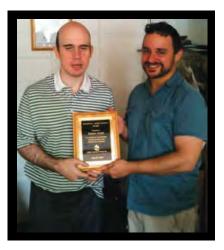
SHORE Employees with 10 or more years of service were also recognized at the Annual Meeting:
Audra Anderson, Susan Arias, Debora Braun, Metelva Brown, Mary Chandler, Otis Crudup, Nadia Diab, Diego Garcia,
Robert Gasquoine, Dale Green, Bette Heide, Gladys Horton, Hai Kang, Mark Kavaney, Michael Mack, Evelyn Margolies,
Destiny Martinez, Mary Matz, Audrey Quaid, Alethea Randle, Debbie Shulruf, Joanne Skotticelli, Tanashua Slaton,
Kimley Stanton, Martha Trice, Theresa Trlak, Deborah Walker and Lisa Wright.



Carol Berger stands proud with Mary Chandler, Program Manager at SHORE Homes West, after receiving the Personal Achievement Award.



Catherine Garcia received the Personal Achievement Award from the Koenig Training Center and Don Regal accepted the Employer of the Year Award on behalf of Sodexo.



The Adult Services Program selected Robert as the Personal Achievement Award recipient and Allan Cooper, Program Manager, QIDP, presented the award.



Vice President, Dave Lloyd gladly accepted the Joyce Buehler Second Time Around Volunteer of the Year Award, presented by Board President, Meridith Murray, on behalf of his brother, Dan Lloyd.



Lisa Wright, Director of SHORE Koenig Training Center (R) presented Brittni Grace with the John S. Hubner Volunteer of the Year Award.



Dave Lloyd, Vice President, presented Meridith Murray with the Distinguished Service Award. Mrs. Murray served as Board President for four years.

## **Contributions**

July 1, 2011 – June 30, 2012

#### Gifts of \$10,000 or More

Anonymous (2)

Cook County Community Development Block Grant Evanston Mental Health Board John and Alice Lloyd Foundation

Mr. and Mrs. Joseph Koenig, Jr. - Koenig Family Charitable Foundation Dr. and Mrs. Eugene Lerner – Eugene and Janet Lerner Foundation

New Trier Township North Shore United Way

Skokie Community Development Block Grant The Rose F. and Alice M. Koffend Foundation Township of Evanston

#### Gifts of \$5,000-\$9,999

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Chicago Tribune Charities – McCormick Tribune Foundation
Dr. and Mrs. Ramesh P. Rao
Richard C. and Margaret V. Romano Charitable Trust - Gift designated by Natalie and Joe Romano
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The Siragusa Foundation
Winnetka Congregational Church – Woman's Society

#### Gifts of \$1,000-\$4,999

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#### Gifts of \$100-\$499

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Mr. and Mrs. Edward J. Zulkev

\*Indicates that donation, or part, was designated to SHORE through the United Way or Company Campaign.

Please accept our apologies if your name has been inadvertently left out.

Supervalu Foundation

Mr. and Mrs. Alan E. Susmarski

Mr. and Mrs. Cory Tabachow

During Fiscal Year 2012, \$7,116 was donated to SHORE's Endowment Fund as Memorials or Honorariums. This fund secures a brighter future for individuals with intellectual and other developmental disabilities and future gifts may be made in the individual's name. In addition, the \*\* denotes names that have been added to SHORE's Endowment Honor Roll Plaque as the result of significant gifts made on their behalf.

#### **Memorials**

Theodore Abend Gloria Astor Genevieve Balkin Richard Braun\*\* Olga Brown Betty Carlson Clomage's Mother Michelle Firestone Robert Friedman Dorothy Glickman Vicki Goldberg Calvin Greyson Dorothy Hillebrand David Kadish
Joe Kiehl
Laura Leftwich
Reva Margolis
Tim Marros
Holly Mergili
Steve Saltzman
Joan Sataloe
Mollie Schaffer
Elmer Segal
Carol Ann Seiler
Morris Shocket
Fred Wilkin

#### **Honorariums**

Arthur Buehler Bigelman Family Jessica Friday Dorothy Glickman Abe Goldberg Gerald Gulley\*\* Richard Leipsiger Pearl Levine Meridith Murray Bruce & Una Narowitz Craig & Janet Narowitz Sam & Paula Pfeffer Mike & Linda Selway Lorraine & Randi Shepard Min Shulman Diana Stachura Joan Taube Robin Thomas Janie Walcoff

### Financial Results Fiscal Year 2012 July 1, 2011 – June 30, 2012

Operations	Sources of Income	Distribution of Expenses
Public Support and Revenue \$5,481,626	State Government \$3,594,634 (65%)	Programs \$4,231,531 (76%)
Expenses (before depreciation/amortization) 5,567,853	Contributions \$703,995 (13%)	Facilities \$597,005 (11%)
Surplus/Loss (\$86,635)	Private Fee \$557,708 (10%)	Administration/Fundraising \$739,317 (13%)
Depreciation/Amortization Expense \$179,745	Sales to the Public \$295,443 (5%)	
	Federal Government \$259,590 (5%)	
	Local Government \$47,168 (1%)	
	Miscellaneous \$23,088 (1%)	

## Individuals Served and Unduplicated Program Statistics

#### Communities Served

Arlington Heights, Bensenville, Chicago, Des Plaines, Elk Grove, Evanston, Glenview, Harwood Heights, Highland Park, Hoffman Estates, Island Lake, Lincolnwood, Morton Grove, Niles, Northbrook, Northfield, Palatine, Park Ridge, Prospect Heights, Rolling Meadows, Rosemont, Skokie, Wheeling, Wilmette, Winnetka

Gender	Age	Race/Ethnicity	Program Enrollment
Male - 208	0-5 years - 52	Caucasian - 214	Duplicated
Female - 127	6-17 years - 8	African American - 46	Joseph Koenig, Sr. Training Center - 171
Total - 335	18-64 years - 249	Hispanic - 32	Early Intervention - 52
	65+ years - 26	Asian - 28	Lois Lloyd Center - 87
	Total - 335	Pacific Islander - 15	Residential - 57
		Total - 335	Service Facilitation - 12
			Respite - 14
			Total - 393*



(Scan to go directly to SHORE's website)

## SHORE Community Services, Inc.

Regenstein Center 4232 Dempster Street Skokie, IL 60076

Phone: (847) 982-2030 Fax: (847) 982-2039

Website: www.shoreinc.org E-Mail: shorecom@sbcglobal.net

#### Accredited By:

Commission on Accreditation of Rehabilitation Facilities - CARF

#### Approved or Funded By:

Evanston Health Department, Evanston Mental Health Board, Illinois Department of Health Care & Family Services, Illinois Department of Human Services
Illinois Department of Labor, Illinois Department of Public Health, New Trier Township, Niles Township, Skokie Health Department,
Township of Evanston, United States Department of Housing and Urban Development, United States Department of Labor

#### Affiliations: