



# The Leading Edge

News from CHICAGOLAND METHODIST SENIOR SERVICES

Summer 2011

## President's Message | CMSS: A New Name, Same Mission

As you may have already heard, United Methodist Homes & Services (UMH&S) and Covenant Retirement Communities (CRC) announced earlier this year that the two organizations have amicably dissolved the Covenant Methodist Senior Services joint venture. At the same time, we announced the formation of Chicagoland Methodist Senior Services.

Chicagoland Methodist Senior Services, which is wholly owned and operated by UMH&S, picks up just where Covenant Methodist Senior Services left off. Although the name has changed, our mission remains the same: to support, improve and enhance the quality of life for older adults by empowering them to live with dignity and respect. There have been no changes to our programs and services, which the community has come to know and trust. We will also continue to use the shorter CMSS as we have since 2006.

As you will see on the following pages, we are also continuing our commitment to continually assess the satisfaction levels of our residents, clients and their families on an annual basis. One of the best indicators of the quality and efficacy of our programs is how they are perceived by their target populations. I am happy to say that, based on the results of our 2011 surveys, we have been successful in meeting the expectations of our clients.

The results of our satisfaction surveys are not just indicators of what occurred in the past. The results are at the forefront of guiding our ongoing efforts to improve and enhance our programs and services. They tell us what we are doing right and where we need to improve.

In response to each year's survey results, each of our programs is charged with putting together a service plan. The service plans address areas for improvement that outline specific solutions to problem areas as well as what defines successful solutions. After the service plans are put into place, progress toward meeting the goals is monitored and reassessed at every level. This ensures that we are constantly in tune with the goals of the service plans and are considering all possible solutions and improvements.

After reviewing the information on the following pages, I think you will agree that CMSS is committed to ensuring ever-improving outcomes in our service to Chicago's older adults. It is our goal at CMSS to be as vital an organization in the future as we have been throughout our 113-year history.



William A. Lowe  
President & C.E.O.

Bill

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President and C. E. O.  
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For more information, resources, and our Chicago Senior Pulse Blog, please visit our web site: [www.cmsschicago.org](http://www.cmsschicago.org).

Find us on Facebook: [www.facebook.com/cmsschicago](http://www.facebook.com/cmsschicago).

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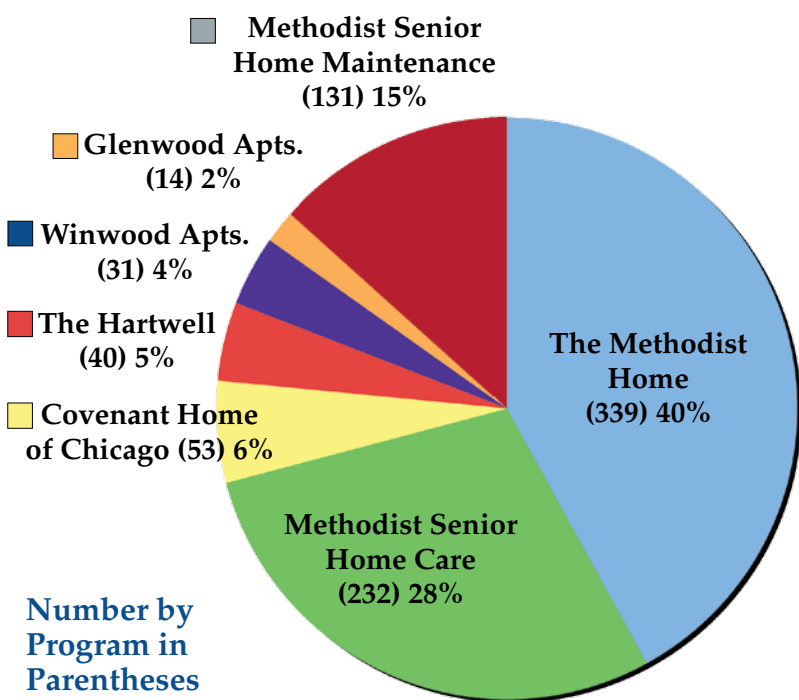
## Chicagoland Methodist Senior Services FY 2010 Program Outcomes

CMSS began 2010 true to a mission that has remained steady for more than 100 years. CMSS ended the year with a new name and a renewed commitment to improving the lives of older adults throughout Chicagoland. A busy year of planning by both the Board and management helped CMSS continue to serve over 800 individuals and employ over 300 staff.

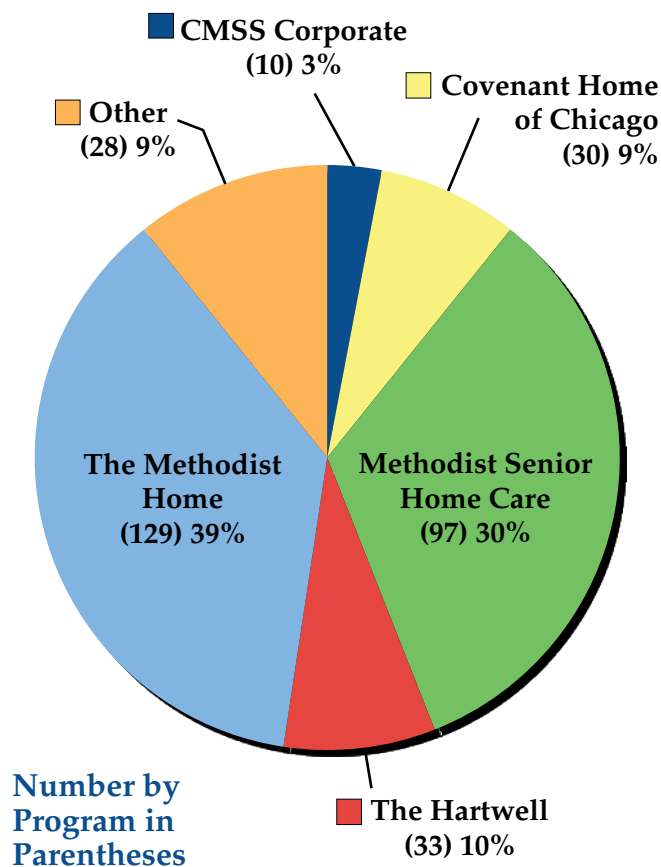
Covenant Home of Chicago saw unprecedented growth in census following a transition from assisted to supportive living. The Hartwell also saw growth in census and enhanced programming. A vibrant Continuing Education Unit program and support group helped to produce overall improvements in both programs.

Methodist Senior Home Care continued to hold its own in a difficult economy and competitive market, seeing increasingly positive feedback on annual client satisfaction surveys. Methodist Senior Home Maintenance also received exceptional feedback from both new and repeat customers.

## Number of Persons Served in 2010 Total: 840



## Active CMSS Employees by Division Total: 327 (as of 12/31/2010)

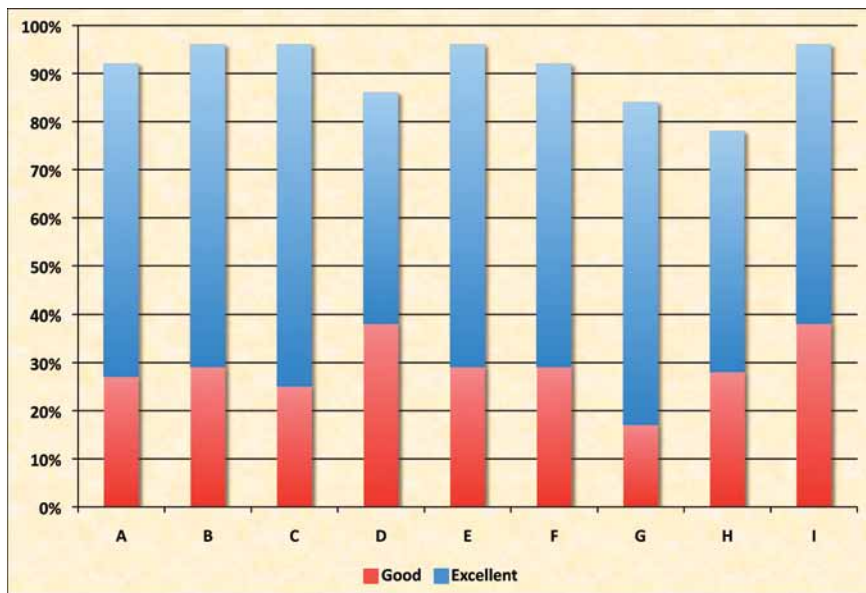


## FY 2010 Program Outcomes *continued*

Winwood and Glenwood Apartments for low-income seniors preserved a strong presence in Andersonville, fostering a sense of community and pride among residents. Residents generously provided feedback on many ways to enhance and improve the environment at both buildings, exemplified by the landscaping beautification project begun in 2010.

The Methodist Home experienced the biggest challenges in 2010; the future of the building and programs were both in question. A year-end decision to forge ahead will manifest in both cosmetic and structural renovations at CMSS's flagship and a renewed focus on quality rehabilitative, subacute and memory support care.

### 2010 CMSS Satisfaction Survey Methodist Senior Home Care Client Results



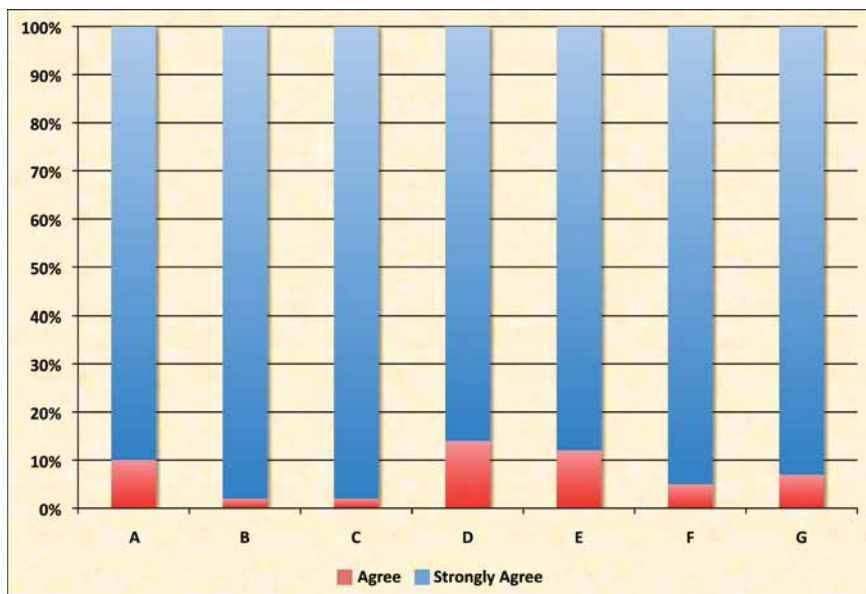
#### Key to Survey Questions

- A. Overall satisfaction
- B. Recommendation to others
- C. Respectfulness of staff
- D. Responsiveness of management
- E. Care/Concern by staff
- F. Services by caregivers
- G. Response to unusual situations
- H. Response to schedule changes
- I. Competency of staff

#### Accomplishments in 2010

- Increased the score of "excellent" by clients in the areas of overall satisfaction, recommendation to others, care/concern by staff and competency of staff.

### 2010 CMSS Satisfaction Survey Rehab at 1415 Survey Results



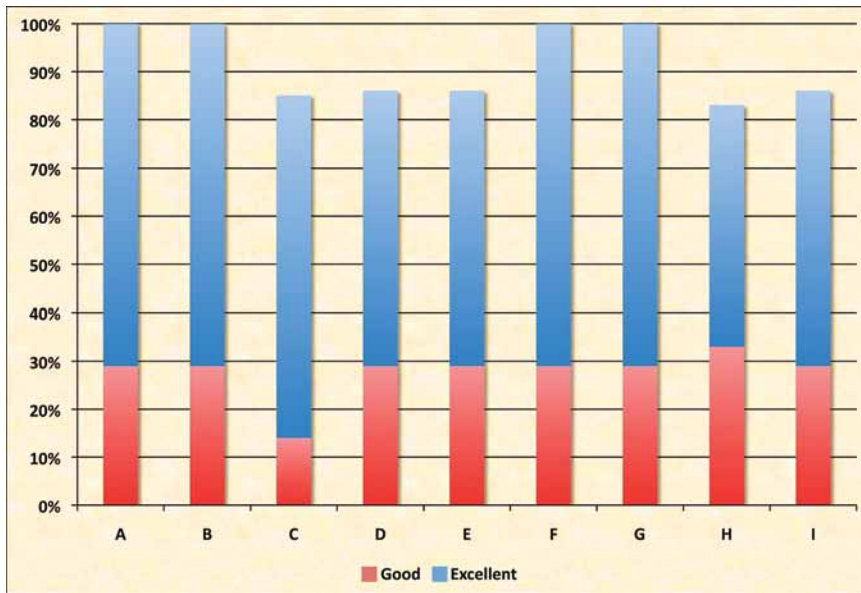
#### Key to Survey Questions

- A. Compassionate approach to treatment
- B. Respectful approach to treatment
- C. Courteous approach to treatment
- D. Therapy staff kept you well informed of treatment/progress
- E. Therapy staff involved in decisions that affected your care and goals
- F. Therapy staff provided treatment as scheduled
- G. Recommend to others

#### Accomplishments in 2010

- Successfully established as a highly reputable rehabilitation unit, boasting excellent clinical results, as well as exclusively private rooms, one of the few providers throughout Chicago to offer such an amenity.

### 2010 CMSS Satisfaction Survey The Hartwell Family Results



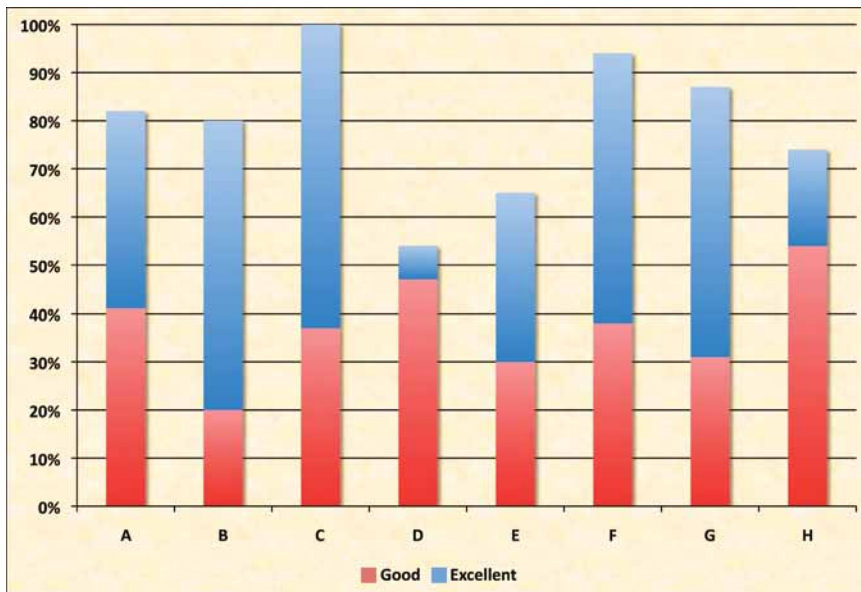
#### Key to Survey Questions

- A. Overall satisfaction
- B. Recommendation to others
- C. Safety of facility
- D. Meaningfulness of activities
- E. Variety of meals
- F. Sufficiency of health care needs
- G. Care/Concern of staff
- H. Responsiveness of management
- I. Commitment to family updates

### Accomplishments in 2010

- Deficiency free annual survey and issuance of a two-year license from IDPH.
- Monthly staff training, utilizing outside sources in addition to internal trainers.

### 2010 CMSS Satisfaction Survey Covenant Home of Chicago Family Results



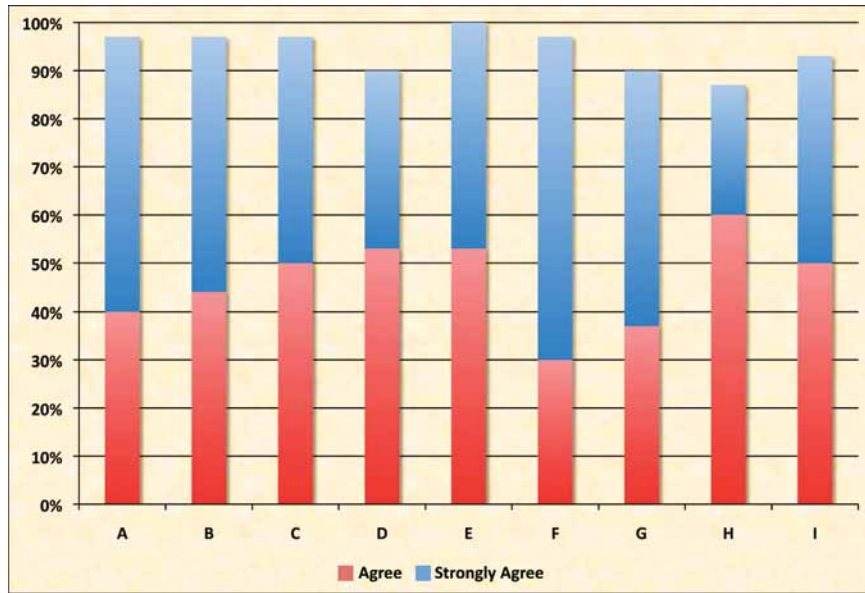
#### Key to Survey Questions

- A. Overall satisfaction
- B. Safety of facility
- C. Variety of suitable activities
- D. Quality of food and snacks
- E. Quality of care
- F. Responsiveness to daily needs
- G. Accessibility of administration
- H. Responsiveness to inquiries

### Accomplishments in 2010

- Implemented Supportive Living Program and received SLF Certification.
- Implemented volunteer program (SMILE Program, in partnership with Loyola University students).

### 2010 CMSS Satisfaction Survey Winwood/Glenwood Tenant Results



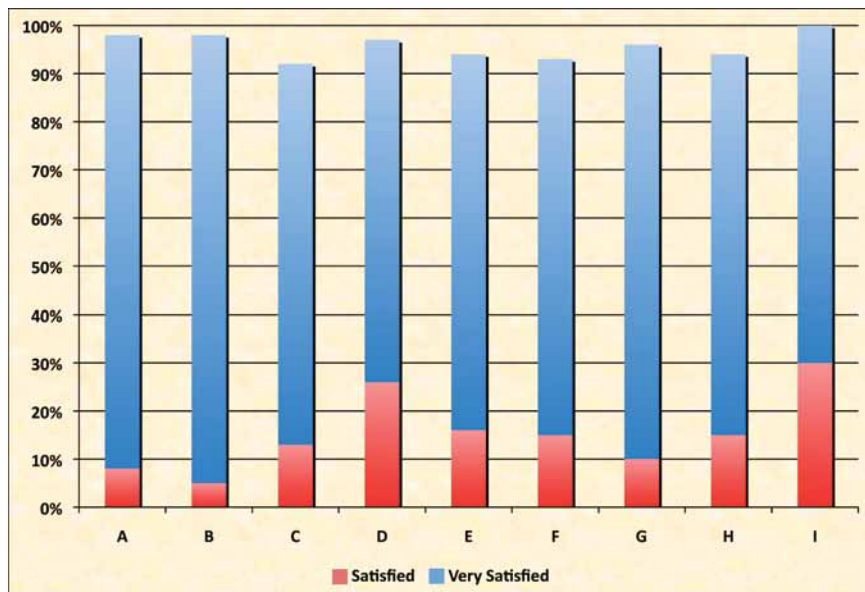
#### Key to Survey Questions

- A. Comfortable & affordable living
- B. Recommendation to others
- C. Feel safe living here
- D. Annual quality inspection done
- E. Know who to contact regarding apartment concerns
- F. Staff is polite and receptive
- G. Grounds clean and free of debris, including snow and ice removal
- H. Maintenance issues responded to in a timely manner
- I. Tenants kept informed of policies and services offered

#### Accomplishments in 2010

- Received a 20-year rent subsidy HUD contract renewal for all units in Winwood Apartments.
- Glenwood Apartments received a grant and other funding for capital building improvements.

### 2010 CMSS Satisfaction Survey Methodist Senior Home Maintenance Client Results



#### Key to Survey Questions

- A. Professionalism of initial call to coordinator
- B. Friendliness of staff
- C. Professionalism of contractor
- D. Proposal process
- E. Communication between staff and client
- F. Time frame
- G. Dependability
- H. Quality of work
- I. Final Cost

#### Accomplishments in 2010

- Increased number of projects completed by more than 35% over 2009.
- Added two new services: Heating and air systems maintenance / Free home safety inspections.

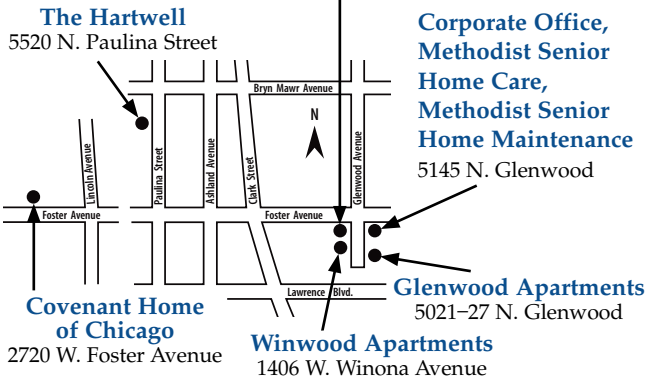


# CHICAGOLAND METHODIST SENIOR SERVICES

The Most Extensive Senior Services Network On Chicago's North Side

1415 W. Foster Avenue, Chicago, Illinois 60640-2288

**The Methodist Home  
Rehab at 1415**  
1415 W. Foster Avenue



**Main Phone: (773) 769-5500**

[www.cmsschicago.org](http://www.cmsschicago.org)



Accredited by CARF as an aging services network.



CRC does not discriminate pursuant to the Fair Housing Act subject to any exemptions that may apply.

*To receive this newsletter electronically (via e-mail), please call (773) 596-2298 or send an e-mail to [donald.niepagen@cmsschicago.org](mailto:donald.niepagen@cmsschicago.org). Thank you.*

## The Methodist Home

Telephone: (773) 769-5500

- ❖ Rehabilitation and subacute care center
- ❖ Skilled memory support

## Rehab at 1415

Telephone: (773) 769-5500

- ❖ Orthopedic Rehab

## The Hartwell

Telephone: (773) 275-2400

- ❖ Memory support assisted living

## Covenant Home of Chicago

Telephone: (773) 506-6900

- ❖ Customized supportive living

## Methodist Senior Home Care

Telephone: (773) 769-5270

- ❖ Personalized home care services

## Methodist Senior Home Maintenance

Telephone: (773) 769-9000

- ❖ Home repairs and improvements

## Winwood & Glenwood Apartments

Telephone: (773) 769-5500

- ❖ Affordable housing for seniors with low incomes

## Collaborative Services

### White Crane Wellness Center

Telephone: (773) 271-9001

- ❖ Adult day wellness program at Covenant Home

## Community Events

### Alzheimer's & Dementia Family Support Group

First Wednesday of every month, 5:00 P.M. – 6:00 P.M.

The Hartwell, 5520 N. Paulina, Chicago

Cost: Free! Reservations required. Call (773) 275-2400.

### Andersonville Farmer's Market

Every Wednesday on Berwyn between Clark and Ashland.

June 22 through September 7 from 3:00 – 8:00 P.M.

September 14 through October 19 from 3:00 P.M. – 7:00 P.M.

### Andersonville Sidewalk Sale

Friday, July 29, Saturday, July 30 and Sunday, July 31.

The sidewalks of Andersonville will be lined with a splendid array of specialty gifts, clothing and more from your favorite Andersonville stores during the annual Andersonville Sidewalk Sale.

### Chicago Memory Walk 2011

Sunday, September 18, 2011, beginning at 10:00 A.M.

Location: Lincoln Park Field (near Zoo), Chicago.

To join or support the CMSS team, please contact Janette Foley at [jfoley@cmsschicago.org](mailto:jfoley@cmsschicago.org).

### 1415 CLUB: A Social Gathering for Neighborhood Seniors

Wednesday, September 21, 2010, 2:00 P.M. – 4:00 P.M.

The Methodist Home, 1415 W. Foster, Chicago.

Cost: \$5.00. Reservations required. Call (773) 769-5500.