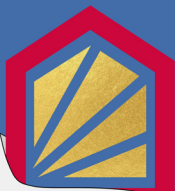


# 2023 IMPACT REPORT



**125 YEARS OF HELPING  
OLDER ADULTS THRIVE**



**125** Years  
of Care

**Chicago Methodist  
Senior Services**

## Dear CMSS Family and Friends,

CMSS began this year looking forward to the kickoff of our 125<sup>th</sup> Anniversary. As a non-profit organization, reaching this milestone is a testament to the importance of our work and to the dedication of our remarkable team members, supporters, partners, and friends. I am humbled by the generosity and hard work that so many people have brought to CMSS over our long history. Thank you for being a part of our story.

To provide the best care and services for older adults, CMSS is dedicated to listening to our community and anticipating future needs. In 125 years, the field of aging services has changed significantly, and we have continued to evolve to address needs. Today, people are living longer due to medical advances and changes in our daily lives. Our values and preferences around aging have also shifted, and now, more than ever, older adults are interested in aging in place, remaining in their homes and communities. CMSS has been growing and expanding how we support older adults who choose to age this way while continuing to provide seniors living with memory loss a safe and caring home.

Our 2023 Impact Report provides CMSS the opportunity to share our accomplishments and demonstrate all we do across our continuum of care. Please enjoy discovering more about our programs, hearing directly from those we serve, and learning why this work is so essential. As we celebrate our 125<sup>th</sup> Anniversary, I'm also proud to share with you some of our archival material and the rich history of this organization.

Our work would not be possible without your support. As CMSS looks to remain on the cutting edge, anticipating needs and responding to gaps in services, we are committed to staying responsive, listening to and caring for our community. We are grateful to have your support.

To the next 125 years,



*Bill*

Bill Lowe  
President & CEO  
CMSS

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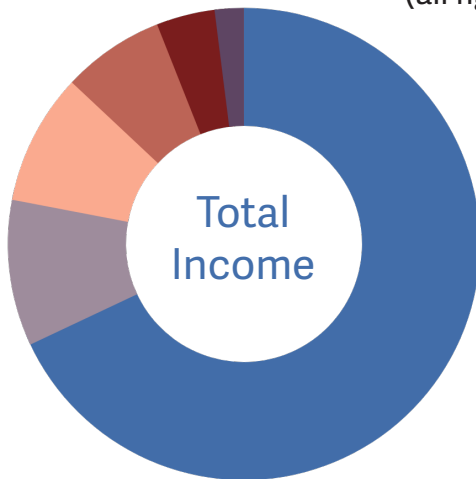




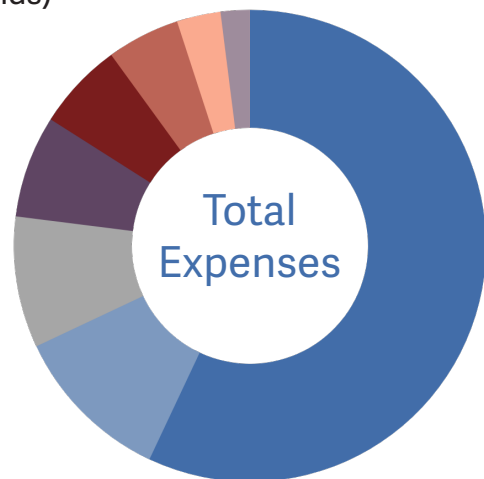
# 2023 BY THE NUMBERS

## FINANCIAL SUMMARY

Fiscal year ending December 31, 2022  
(all figures in thousands)



- Skilled Nursing & Memory Care **\$12,233**
- Community Services **\$1,867**
- Contributions **\$1,647**
- Other Nonoperating Income **\$1,202**
- Independent Housing **\$806**
- Investment Income **\$277**



- Salaries & Benefits **\$11,712**
- Purchased Services **\$2,257**
- Free & Uncompensated Care **\$1,931**
- Supplies **\$1,337**
- Occupancy **\$1,132**
- Depreciation/Amortization **\$1,081**
- General Admin **\$688**
- Interest **\$365**

**2,200**

older adults  
and their  
families served

**95%**

of participants,  
clients, residents,  
and their families  
recommend CMSS

**\$1.9M**

in free and  
uncompensated  
care

**4,600+**

meals provided  
to older adults  
in the Western  
Suburbs

**500**

instances of uncompensated  
assistance provided to affordable  
housing residents, including:

Transportation to medical appointments,  
escort for shopping and prescription  
pickup, and food assistance.

**3,350+**

hours from

**223**

volunteers





# Programs and Services

## WEST SUBURBAN

West Suburban is an inclusive, engaging, and supportive community center offering weekday programming and meals, and connecting older adults with needed guidance and resources.



“I have been coming to West Suburban for ten years. The exercise classes help me stay healthy. I’ve learned a lot through the educational presentations, like how to access my social security benefits, avoid phone scams, and improve my memory. But the best thing for me is seeing my friends here. I live alone, so it’s important for me to socialize and be a part of this community.”

-Edna S., West Suburban Participant



## LGBT+ PROGRAMMING

CMSS provides equitable and inclusive programming, including an LGBT+ group meeting weekly at West Suburban, storytelling events highlighting LGBT+ older adult voices, and other engaging activities.

“What I like most about the LGBT+ program is having a community that gets together regularly and checks in with one another. For all of us, it’s nice to get out of the house and get together and it’s especially nice to have this nearby and in the suburbs. Everyone at West Suburban has been so welcoming and we have a lot of fun together.”

-Katie T., LGBT+ Program Participant

**In 2023, CMSS staff completed training in LGBT+ cultural competency and achieved SAGECare Platinum Certification for the fourth year.**

## RESIDENTIAL MEMORY CARE

CMSS' specialized residential memory care is focused on helping residents thrive. Highly-trained and caring staff address medical, social, emotional, and spiritual needs to ensure a good quality of life.

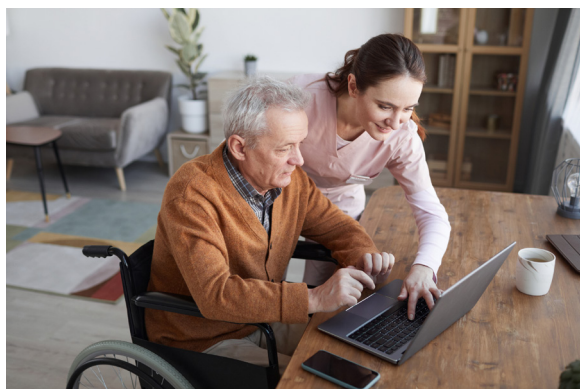


“I am very impressed with the care my mother receives at Hartwell Place. The Hartwell Place team creates a home-like, caring, and supportive environment for residents, with engaging activities and programs. I am pleased with how accessible the staff are and grateful for their responsiveness and quick communication. I know my mother is in good and capable hands at Hartwell Place.”

-Bronwyn M., Hartwell Place Family Member

“The Wesley Place team provided excellent care to my mother. And I felt cared for, too, as a family member. The staff were great communicators, and they were always transparent with me. Although my mother has passed, I continue volunteering at Wesley Place. There's a real community of care here.”

-Vera O., Wesley Place Family Member



## SASI HOME CARE

SASI provides personalized, non-medical assistance to older adults. Care Partners offer support with personal care, grocery shopping, errands, day-to-day tasks, housekeeping, and more.

“The SASI team worked hard to understand my family's needs and match us with the right Care Partner. Our SASI Care Partner provides excellent care to my husband, assisting him with daily tasks, from exercising to using the computer and running errands, and she is a great communicator. She is responsible, gentle, kind, and she listens well. We are grateful for her help.”

-Giulia G., SASI Home Care Client

**In their periodic review, the Illinois Department of Public Health found no deficiencies and complete compliance across all SASI operations, including training and quality assurance.**



# Programs and Services

## SENIOR CONNECTIONS

Senior Connections matches trained volunteers with older adults to create mutually beneficial intergenerational friendships that reduce social isolation.



“I have no family except for my son, who lives in Texas, and we don’t get to see each other often. I didn’t have anyone nearby after losing my husband. The Senior Connections program has been so important to me. It’s so nice to know someone will be checking in. My volunteer has the best sense of humor; we talk about everything and laugh a lot. I can’t say enough how great this program has been.”

-Peggy S., Senior Connections Older Adult Participant

## AFFORDABLE SENIOR HOUSING

Located in beautiful Andersonville, Glenwood and Winwood are affordable apartments for low-income older adults. The apartments are staffed during the week by CMSS employees who support residents.



“During the application process, I was overwhelmed and in shock from losing my first husband. The staff were comforting and made me feel welcome. I’m so happy to live in Andersonville, a great neighborhood with many amenities and my kids live nearby. I like my apartment and enjoy having independence and my own space. The staff continue to be kind and helpful.”

-Patricia A., Winwood Resident

**In 2023, all four CMSS residential communities participated in the Long-Term Care Equality Index (LEI) survey. The LEI recognized Glenwood and Winwood for LGBT+ inclusive policies and named Hartwell Place and Wesley Place High Performers.**



# AGING TODAY

Today, older adults are facing enormous challenges related to financial security, housing, loneliness, and accessing the care they need. This snapshot of aging in 2023 shows why CMSS' mission is so essential.

In the US,  
**10,000**  
people turn  
65 every day.

LGBT+ older adults  
are nearly  
**3 times**  
as likely to live in  
poverty as heterosexual  
older adults.

**1 in 10**  
people age 65+ live  
below the poverty level.  
**2.6M**  
more are considered  
"near-poor."

**1 in 4**  
Americans age 65+  
are considered  
**socially  
isolated.**



**5.5M**  
seniors age 60+  
face hunger.  
**That's 1 in 14.**

**9 out of 10**  
LGBT+ older adults  
have no children to  
help care for them.\*

\*Compared to 2 out of 10 heterosexual older adults.

In Chicago,  
**60%**  
of older adult  
households that rent  
pay more than 30% of  
their income toward rent.

**6M+**  
Americans are living  
with Alzheimer's. By  
2050, this number is  
projected to rise to  
**13M.**



# Our Story of 125 Years



In 1898, Alice Hartwell (left) founded the Methodist Episcopal Old People's Home, which later became CMSS. Alice noticed a need for support among some of the older members of her congregation.

At that time, no systems were in place to care for older adults – Social Security and Medicaid did not exist and older individuals had to depend on their families for housing and care. However, many older adults did not have children or a spouse to care for them. The lack of support for older adults led many religious, professional, and social groups to create “old-age assistance”

programs. At the time, it

was common for religious communities to take part in providing homes and care for older members of their faith. Alice Hartwell founded CMSS as part of this response to the gap in care and housing options for seniors.

Today, CMSS works across Chicagoland to support older adults. This year, we served more than 2,000 older adults and their families with various programs across our continuum of care. Since our founding, CMSS has continued to look to the community we serve to understand their needs and offer programs and services accordingly.



CMSS' original home was located in Evanston, Illinois. Alice Hartwell purchased this six-bedroom house (above), where eight women (left) became the first residents. Alice was focused not only on providing shelter but also care to these women. Quickly, the need of older adults outgrew this home, and Alice purchased a larger building in the Andersonville neighborhood in Chicago.





To learn more about our history and view archival materials, visit [cmsschicago.org/archives](http://cmsschicago.org/archives).





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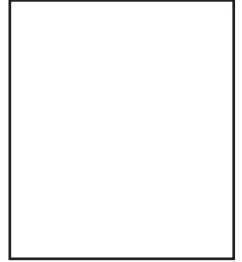
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Chicago Methodist  
Senior Services

1415 W Foster Ave  
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## Mission

CMSS is a non-profit organization providing a continuum of care and residences to older adults and their families. We empower each person we serve to live their best life, while embracing the needs of a diverse and evolving community.

## Vision

CMSS will be a leader in building a diverse, equitable, and inclusive organization. We will create a progressive model of care that will lead the next generation of services supporting older adults, while being recognized throughout our continuum of services as demonstrating excellence in memory care.

Visit Our Website

