



SHORE Community Services, Inc. 2010 Annual Report

Kindness Matters



To the Friends of SHORE:

As of this writing, SHORE continues to be challenged by the State of Illinois' budget deficit. Like many other human service agencies, SHORE has been affected by a tremendous and persistent cash flow problem, as the State has not made timely reimbursements on services rendered. Despite this ever-growing financial hardship, our mission to improve the quality of life for those we serve is always at the forefront and will not be undermined. During Fiscal Year 2010, SHORE was able to provide programs and services to nearly 400 young children and adults with developmental disabilities.

The staff at SHORE is at the frontline of providing kindness and compassion to our persons served. We employ over 100 staff members of whom 27 of them have been employed at the agency ten or more years. Two individuals at the helm of the agency, Gerald "Jerry" Gulley, Executive Director, and Darlene Mack, Director of Business Management, guided SHORE through the most challenging financial year we have ever experienced. Throughout their combined 76 years of employment, SHORE has grown exponentially. Jerry celebrated his 40th anniversary of employment at SHORE in January. This June, Darlene passed away from a gallant battle with cancer. She dedicated over 36 years to SHORE and is dearly missed.

Fifty-four individuals received residential services during the year at numerous sites. Our group homes: Buehler House – SHORE Homes East and SHORE Homes West celebrated their 25th anniversary. Our Community Integrated Living Arrangements (CILA) program celebrated 15 years. A number of the residents have lived at the homes since their inception. A highlight during the year has been the implementation of a "Kindness Chart." This chart is used to track when the residents are kind, respectful, polite, helpful and supportive of each other. If they meet the target goal each week all earn a reward. This program motivates and helps to improve interactions among the residents.

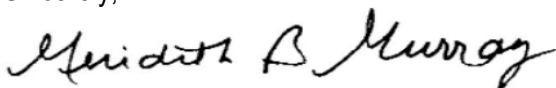
The dedication and kindness of our volunteers continues yearlong. Over 100 volunteers from Integrated Merchandising Systems, LLC (IMS), a company specializing in merchandising services, returned for a second consecutive year to complete building improvements at the Lois Lloyd Center. Employees spent the day painting, cleaning and making other improvements while underwriting all costs. The experience was rewarding for the volunteer employees, as well as, SHORE's staff and our persons served. The underwriting resulted in significant savings for the agency, and in turn was used towards program needs.

Thirty volunteers gather each month to reside on the Board of Directors and Honorary Board. They are informed of current and upcoming issues and make decisions regarding the business aspects of the agency. The board assists in all fundraising efforts including: the Spring Benefit, Golf Outing, Tootsie Roll and Entertainment Book Drives. Many of these individuals have willingly served on the Board for numerous years.

Forty dedicated individuals volunteer to maintain the agency's resale shop Second Time Around Thrift and Gift Shop. New avenues have been sought to obtain merchandise donations and Dan Lloyd, son of agency founder's, Lois and Thomas Lloyd, has been instrumental in this task. Northwestern University, Sedgebrook, area churches and senior centers have all donated their gently used items to the shop. The SHORE Joseph Koenig Training Center trainees were enlisted to assist in sorting, hanging and boxing these items. This past year was a record year, once again, with nearly \$90,000 in proceeds donated to SHORE to enhance programs and services.

SHORE Community Services programs could not continue without the dedicated staff, volunteers, donors, companies, foundations and area organizations whose kindness and generosity supports our mission. I want to thank each and every person who spends countless hours all for the betterment of individuals with developmental disabilities. THANK YOU!

Sincerely,



Meridith Murray
President, Board of Directors

Programs & Achievements

Vocational Programs

SHORE Joseph Koenig, Sr. Training Center in Morton Grove is a vocational program supporting persons with 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.

- **208 individuals served during the year.**
- **18 individuals participated in 250 community integration experiences.**
- **The Sales Department reached \$65,000 in contract work from businesses in the community.**
- **18 persons served in the Supported Employment Program and 35 individuals were provided services at outside sites by the Community Employment Department. Non-paid community work experiences were a continued focus due to the difficulty of finding paid employment. One example, trainees volunteered during the entire year for the Village of Skokie's Home Delivered Meals Program.**
- **Building improvements included: the building of a new bathroom in the front office and the renovation of an older one.**



Residential Services

SHORE offers three distinct residential programs. The Buehler House - SHORE Homes East in Evanston, and SHORE Homes West in Skokie house 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 and 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 six 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 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. Twelve individuals live in the homes 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 counseling and case management.

- **During the fiscal year, 54 individuals received services at the various residential sites. Living a healthy lifestyle continues to be a primary goal for all the residents. To add to the focus on diet and healthy foods, one of the social work interns from the University of Chicago created an exercise manual for staff to use with the residents. She conducted training for staff to become familiar with the exercises, which are now scheduled twice a week at SHORE Homes West. The intern also compiled a Healthy Living recipe book for some of the residents in the Supported Living Program.**
- **Kindness really does matter. The residents at the Buehler House-SHORE Homes East and SHORE Homes West are working on becoming more considerate of each other. A “Kindness Chart” was implemented at both homes as a way for the residents to track and be recognized for the times they are kind, respectful, polite, helpful and supportive of each other. A target goal is set each week and a party is earned if the residents meet the goal. This has been a motivator for the residents and staff is seeing an improved interaction with each other.**
- **SHORE Homes celebrated 25 years in operation and the CILA (Community Integrated Living Arrangement) Program celebrated 15 years. Several residents have lived at SHORE since the residential sites first opened.**
- **The Karger CILA was able to install a new energy efficient heating and air conditioning system, windows and doors through a Community Development Block Grant that was received from the Village of Skokie.**



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.

- **76 individuals were served in the Adult Services Program.**
- **Over 176 community integration activities took place to sites including: various museums, malls, parks, restaurants, concerts, stores and other places of interest.**
- **Free monthly dental screenings continued throughout the year by the Illinois Masonic Dentistry for the Handicapped Program.**
- **An agreement was made with the Illinois School of Health Careers to place six externs at the Lois Lloyd Center for a five-week period. The externs are in the Patient Care Technician Program and worked as additional direct care staff in the group rooms.**

- For the second year in a row, Integrated Merchandising Systems, LLC (IMS) in partnership with Rebuilding Together had over 100 volunteers complete building improvement projects throughout the Lois Lloyd Center. Some of the projects included: painting kitchen cabinets and the exterior trim of the building; windows were washed; the back parking lot was re-sealed and blacktopped; a vinyl covering was installed along a wall to protect it from wheelchairs; the deteriorating raised garden was removed and 12 stone planters were placed in the back patio area; and other areas. IMS provided food and t-shirts for their staff, as well as, for SHORE. In addition, the company underwrote the costs of all the needed equipment and supplies. SHORE cannot thank IMS enough for their kindness and generosity in brightening the center and the lives of the individuals that attend daily.
- Community support was received from the Kiwanis Club of Evanston to purchase chairs for the lunchroom, computers were donated from Northwestern University and the West End Block Club planted tomatoes in the stone planters, which were used for the cooking program. Also, the planters are a perfect height so individuals in wheelchairs can participate in the gardening experience.



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 other 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.

- 60 children received Early Intervention (EI) services during the year.
- A playgroup was started that integrates the following disciplines: occupational therapy, developmental therapy and a Polish language translator.
- Practicum/Internship opportunities were expanded to other colleges and universities.
- National Lekotek, which is an agency that works with young children with developmental delays and collaborates with SHORE's EI Program, renewed an arrangement to share space at the EI Center in September 2009 for two years.

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 a 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.

- **20 individuals received Respite Services during the year.**



Gloryana Angus and Ron Schell are working hard as volunteers at the Second Time Around Thrift and Gift Shop.



*Second Time Around Thrift and Gift Shop
4123 Oakton Street in Skokie.*

Agency Re-Sale 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. All proceeds benefit SHORE's programs and services. In fact, nearly \$90,000 was donated to SHORE in FY 2010. Over 40 dedicated volunteers run the shop, which is open Tuesday-Saturday. If interested in volunteering contact Meredith Murray at (847) 673-3172. Donations are always needed and tax credit is given. Please check out the shop's website at www.shores2ndtime.com for more information.

Administrative Fundraising & Highlights

Thank you to all those who supported SHORE throughout the year with their time, resources, in-kind donations, and participation in our fundraising events. We would not be the agency we are today without your help.

- **15th Annual Golf Outing held at the Deerfield Golf Club in Riverwoods on Friday, July 17, 2009. Eighty-four golfers attended and over \$13,000 was raised.**
- **Annual Appeal generated over \$113,000.**
- **Spring Benefit honored Charles G. Cooper, Board Member, with the Thomas and Lois Lloyd Humanitarian Award on Saturday, April 17, 2010, at the North Shore Country Club in Glenview. Over 140 people attended the event and nearly \$58,000 was realized.**

- First Annual Bean Bag Tournament & Fundraiser held on June 19th at Joe's Bar on Weed Street in Chicago. Megan Lloyd, Granddaughter of SHORE Founders Thomas and Lois, and Alison Lev chaired the event that had over 60 people participate and raised over \$2,400.00 for SHORE.
- Annual Meeting was held at a new location at the DoubleTree Hotel North Shore in Skokie on Thursday, June 24, 2010, and featured four award presentations. See the award recipients pictured below.



Carolyn Lowe of W.W. Grainger (c.) was named the Supervisor of the Year for her support and training given to persons served by SHORE for over 10 years. Lisa Wright, Director of SHORE Joseph Koenig, Sr. Training (L) and Emily Cox from Grainger are also pictured.



Integrated Merchandising Systems, LLC (IMS) received the John S. Hubner Volunteer of the Year Award. Debbie Shulruf, Director - Lois Lloyd Center (c.) holds the award with Patti Haidu & Rick Remick.



Mildred Thompson (r.) stands with Kate Jesko, Director of Residential Services, after receiving the Joyce Buehler Second Time Around Volunteer of the Year Award.



James Davis (c.) from the Adult Services Program received the Personal Achievement Award. Tanashua Slaton, Developmental Trainer (L) and Kiya Lewis, Developmental Trainer Assistant, are also pictured.

SHORE Employees with Ten or More Years of Service were also recognized at the Annual Meeting.

Susan Arias
 Debora Braun
 Anni Braverman
 Metelva Brown
 Mary Chandler
 Ottis Crudup
 Nadia Diab
 Diego Garcia
 Robert Gasquoine

Susan Glassenberg
 Gerald Gulley
 Bette Heide
 Gladys Horton
 Kate Jesko
 Hai Kang
 Darlene Mack*
 Michael Mack
 Mary Matz

Audrey Quaid
 Alethea Randle
 Debbie Shulruf
 Joanne Skotticelli
 Tanashua Slaton
 Kimley Stanton
 Theresa Triak
 Deborah Walker
 Lisa Wright

*In Memoriam

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July 1, 2009 to June 30, 2010

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Please accept our apologies if we have mistakenly omitted your name.

During Fiscal Year 2010, over \$15,000.00 was donated to SHORE's Endowment Fund as Memorials or Honorariums. This fund secures a brighter future for individuals with 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.

*In memory of Alice Adler
 In memory of Arthur Boguse
 In memory of John Brzezinski
 In honor of George Buckman
 In honor of Arthur Buehler
 In memory of Eric & Joyce Buehler
 In memory of Mr. Cagen
 In memory of Thomas Carlson
 In memory of Paula Cheney
 In memory of Irv Cobert
 In honor of Paul Dubrow
 In honor of Mrs. Dolores Favorite
 In memory of Richard Glasser
 In honor of Mr. & Mrs. Norman Greenberg's 60th Anniversary
 In memory of Lucy Hillebrand
 In honor of Nicki Huels
 In memory of Theresa Jaykowski
 In honor of Mr. & Mrs. Vernon Kagen
 In memory of Leticia Klein
 In memory of Alvin Klevs
 In honor of the Koenig's New Home
 In honor of Eunice Kozin
 In honor of Ruth Krock's 90th Birthday
 In honor of Mr. & Mrs. Robert Kurz*
 In honor of Joshua & Richard Leipsiger's Birthdays
 In memory of Vincent Lercara
 In memory of Sherry Sue Levin*
 In memory of Thomas & Lois Lloyd
 In honor of the birth of Jason & Kristin Lund's Twin Boys
 In memory of Darlene Mack*
 In honor of Marilyn & Azell Madden's Anniversary
 In memory of Mr. & Mrs. John Martin
 In honor of Ida Miller
 For the recovery of Shelly Millman
 In honor of Meridith & Laura Murray's Birthdays
 In memory of Marie Nelson*

*In memory of Annette Niedelman
 In memory of Florence Perlman
 In honor of Jane Peterson
 In honor of Robert Prindiville
 In memory of Harold Rosenberg
 In honor of Steven Samler
 In honor of Larry, Barbara, Byron & Eric Scott
 In honor of Mr. & Mrs. Eugene Shepp's 57th Anniversary
 In honor of Ann Silver's 85th Birthday
 In memory of Virginia Spurry
 In memory of Pat Strong
 In memory of Alice Strauss
 In memory of Bortolo Tasca
 In honor of Mildred Thompson
 In honor of Milt Tornheim's 80th Birthday
 In memory of Theodore Van Zelst
 In honor of Carl Weese
 In honor of Linda Winstead*

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
 Bloomingdale's
 Michelle Brookfield
 Dr. Henry Conroe
 Gail Dooley
 DoubleTree Hotel – Skokie
 Fela Dogadko
 Dennis Downes
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 Rebuilding Together
 Ron Schell
 Second Time Around Thrift & Gift Shop Volunteers
 Stivers Staffing Services
 Dr. Robert Storm
 Panoptic Studios
 Therapy Providers
 Univ. of Chicago Social Service Admin. Interns
 Mrs. Theodore W. Van Zelst
 West End Area Block Club
 Scott Williams
 Ilene Wilson
 Wright College Psychosocial Rehab Program Interns
 Don Winslow

Individuals Served and Program Statistics

Gender

Male.....	232
Female.....	139
Total.....	371

Age

0-3.....	60
4-17.....	32
18-64.....	261
65+.....	18
Total.....	371

Race/Ethnicity

Caucasian.....	228
African American.....	60
Hispanic.....	30
Asian.....	40
Pacific Islander.....	12
American Indian.....	1
Total.....	371

Program Enrollment (Duplicated)

Joseph Koenig, Sr. Training Center....	208
Early Intervention.....	60
Lois Lloyd Center.....	76
Residential.....	54
Home Based Services.....	21
Respite.....	21
Total.....	440*

Communities Served

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

*One hundred thirty-six individuals received evaluations/referral and follow-up services, and many receive services in more than one program.

Financial Results Fiscal Year 2010 July 1, 2009 - June 30, 2010

Operations

Public Support and Revenue.....	\$5,209,760
Expenses(before depreciation/amortization).....	\$5,110,092
Surplus/Loss.....	\$99,668
Depreciation/Amortization Expense.....	\$189,440

Sources of Income

State Government.....	\$3,843,906	73.3%
Private Fees.....	\$535,656	10.5%
Contributions.....	\$331,998	6.5%
Sales to the Public.....	\$165,183	3.2%
Federal Government.....	\$255,911	5.0%
Local Government.....	\$67,273	1.3%
Miscellaneous.....	\$9,833	0.2%

Distribution of Expenses

Programs.....	\$3,851,882	75%
Facilities.....	\$568,787	11.1%
Administration/Fund Raising.....	\$689,423	13.9%

**“Practice random acts of kindness
and senseless acts of beauty.”**

- Anne Herbert

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.

Accredited By:

Commission on Accreditation of Rehabilitation Facilities - CARF

Approved By:

Evanston Health Department
 Evanston Mental Health Department
 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
 United States Department of Housing and Urban Development
 United States Department of Labor

Affiliations:

Evanston, Morton Grove & Skokie Chamber of Commerce
 Illinois Association of Non-Profit Organizations (IANO)
 Illinois Association of Rehabilitation Facilities (IARF)
 North Shore United Way

Please contact us by the following:

SHORE Community Services, Inc.
 Regenstein Center
 4232 Dempster Street
 Skokie, IL 60076
 (847) 982-2030 phone
 (847) 982-2039 fax
 Website: www.shoreinc.org
 E-Mail: shorecom@sbcglobal.net

Agency Leadership

Board of Directors

Meridith Murray, President
 David T. Lloyd, Vice President
 Robin S. Thomas, Vice President
 Victor R. Fernitz, Treasurer/Secretary
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 Larry Berg
 Donna Brown
 Arthur G. Buehler
 Charles G. Cooper
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 Maynard I. Kagen
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 Michael Selway
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David R. Cichy
 Joan Joyner
 Robert Kurz
 Dr. Eugene Lerner
 Thomas L. McRaith

Administration

Gerald Gulley, Executive Director
 Debora Braun, Associate Executive Director
 Kathleen Jesko, Director of Residential Services
 Darlene Mack, Director of Business Management*
 Deborah Shulruf, Director of Lois Lloyd Center
 Lisa Wright, Director of Joseph Koenig, Sr. Training Center

*In Memoriam

Second Time Around
Thrift & Gift Shop

4123 OAKTON STREET • SKOKIE, IL 60076
 847.673.3172

We offer for sale gently used clothing & accessories, jewelry, vintage collectibles, home décor, small furniture, books & more!
Enjoy a great shopping experience and give back to those in need!

Business and Donation Drop-Off Hours:

TUESDAY, FRIDAY & SATURDAY 10 A.M. - 4 P.M.
 WEDNESDAY & THURSDAY 12 - 4 P.M.

For up-to-date information visit our website at
WWW.SHORES2NDTIME.COM



All proceeds benefit SHORE Community Services.
 Improving the quality of life for children and adults with developmental disabilities.

Mark Your Calendar For Upcoming Events

Bloomington's Community Shopping Benefit
 Called "Love Where You Live"
 Wednesday & Thursday
 October 20th & 21st
 Tickets only \$10

SHORE Celebrates 60th Anniversary in 2011!
 Spring Benefit in April.

Pizzamania Hosted by the Kiwanis Club of Evanston
 Fat Tuesday, March 8, 2011