Sometimes the best ideas are born when you sit down and ask, “How do we make what we’re already doing even better?”

Family Service HomeCare has 40+ years of experience providing in-home non-medical assistance to older adults. We’ve been helping seniors remain safely at home for as long as possible. That assistance gives family caregivers time to just enjoy their relationship with their loved one and share some meaningful moments together.

To keep our HomeCare program staffed with trained, qualified assistants, we’ve been conducting trainings every month. That’s when we realized that we also have a great training team for family caregivers!!

Our professionally trained HomeCare assistants are doing the same job that many family caregivers perform daily. They bathe, dress, and complete personal hygiene tasks for older adults. They also clean house, cook meals, provide rides and run errands. The biggest difference is that our staff members have received professional training.

Since our Senior Resource Center offers both HomeCare and Caregiver Support services, we thought, “Why not offer family caregivers the opportunity to join trainings relevant to them, and how can we afford to offer it at no charge?”

We received a grant from the Marajen Stevick Foundation administered by the Community Foundation of East Central Illinois. The Marajen Stevick Foundation has a priority of making funds available to assist seniors in our community. That grant covered the cost of new training materials. It also allows us to offer the classes to family caregivers at no charge. The family caregiver will have the opportunity to provide feedback on the value to them of the trainings and offer suggestions for improvement on future training topics. We are so appreciative for this collaboration to assist seniors and caregivers!

We’ve organized our trainings into modules, so caregivers can choose the sessions that fit their situation. If you’re a caregiver and your loved one has a communication disorder, you’d be interested in our communication module. It includes separate sections on the best ways to communicate with someone who has hearing loss, those experiencing Alzheimer’s, and people dealing with Aphasia.

Or if you’re assisting someone in a wheelchair, you’d find the day we cover helping the walking-impaired more relevant with sections on assisting someone in a wheelchair, using a mechanical lift, safe personal care and falls prevention.

Family Service is offering each of our modules on a monthly basis. Currently we’re hosting the caregiver sessions in the afternoons from 1-4 pm. We have the flexibility to offer morning sessions if that works better for caregivers. Please call our HomeCare Director Yvonne for specifics on future trainings and module topics. We hope you join us!

We are excited to offer this triple-win collaboration that benefits seniors and trains both the professional and family caregivers who assist them!

HomeCare training classes are taught on a monthly basis. If you are a caregiver, please consider joining us.

For more information about our HomeCare services or this training contact:
Yvonne 217-352-5100
SENIOR RESOURCE CENTER
Promoting opportunities for seniors to remain safe, healthy, and capable members of our community.

Homecare
273 seniors received 23,158 hours of non-medical in-home care:

- Allowing them to stay at home by preventing or delaying nursing home placement;
- Providing short-term post-hospital care;
- Providing supplemental assistance in choice living and residential facilities;
- Assisting with supportive care ---bathing and personal care, household tasks, bill paying, errands, meal planning and preparation;
- Providing much-needed planning and respite for family caregivers.

Senior Counseling and Advocacy

- Benefitted 1,605 seniors and their families with services that include outreach, counseling, friendly visiting, adult protective services, and family caregiver support;
- Provided information about community senior services to thousands of callers;
- Coordinated 31 nursing student volunteers who provided 186 hours of friendly visiting;
- Provided support and training for families caring for a senior and to seniors raising their grandchildren;
- Offered the evidence-based Chronic Disease Self-Management Program (CDSMP), Diabetes Self-Management Program (DSMP) and Matter of Balance (fall prevention) program to the community and trained group leaders.

“My HomeCare Assistant is amazing. She helps me organize everything. She has an amazing ability to look at the situation, jump in, organize, clean and put away in a very short time.”
(From a client survey)

“My caseworker is wonderful. She has comforted me in stressful situations, helped to put things into perspective, helped with so many things I don’t understand. She never fails to cheer me up. I feel so much more secure.”
(From a client survey)
Senior Transportation

Working with a dedicated crew of volunteers, local cab companies and Champaign-Urbana MTD, Senior Transportation provided:

• Access to medical appointments and grocery shopping;
• “Quality of life” rides to reduce social isolation;
• 6,324 rides to 355 persons over 60.

Meals On Wheels

13,447 meals were delivered to the homes of 141 seniors and others unable to prepare meals for themselves. More than just a meal, the five day a week contact provides:

• Nutritious prepared meals, including special diets and optional sack suppers;
• Reassurance checks;
• Social contact;
• Community support through utilization of more than 300 volunteers.

“I am so appreciative of your services; otherwise, I can’t get to my doctor’s appointments. Thank you so, so much.”
(From a client survey)

“I did use Meals on Wheels [this year] and it was great. My wife spotted the ad from the newspaper. She was going to the hospital and she knows I’m a bad cook.”
(From a client survey)

“Volunteers bring my meals in all types of weather. It’s good to know I’ll have a hot meal.”
(Comment from client survey)
FAMILY ADVOCACY AND SUPPORT

Supporting and advocating for families and individuals during times of challenge to promote successful transitions and healing.

Counseling

Our therapists provided 448 hours of counseling to 43 men, women, and children, addressing such issues as:

- Parenting and communication,
- Marital or family conflict,
- Anxiety,
- Life stresses and domestic violence.

A sliding fee scale assures that quality counseling is available to all who desire it, regardless of income.

RETIRERED AND SENIOR VOLUNTEER PROGRAM (RSVP)

Promoting and supporting opportunities for seniors to be involved in the community through volunteerism and helping to solve community problems using senior volunteers, RSVP provided:

- Coordination and support (transportation, insurance, meals & recognition) for 602 senior volunteers;
- 100,390 hours of volunteer service;
- Volunteer labor to more than 80 non-profit organizations in our area.

The staff of the RSVP program also coordinates the activities of the Helen Mary Stevick Senior Citizen’s Center and their Food for Seniors program. The Center provides office space to RSVP at 15 Main St., in downtown Champaign.

“Hats off to the staff at RSVP! The volunteer opportunities in this community are great. No matter what your interests are, you can find a niche!” (From an RSVP volunteer)

Photo left: RSVP staff sport their first 5K medals at the 2018 Christie Clinic IL Marathon! Typical of RSVP, they decided to make it a team effort.

“With the use of the skills we learned in counseling...my husband and I are getting along a lot better and we’re well on the path to a happy, healthy family life.” (From a client survey)
“The [Children First] class was very helpful! I enjoyed the environment it was presented in. Well done with the presentation and discussion for various [parent-child] situations.”

(From class participant surveys)

“The Self-Help Center

- Provided information on a wide variety of mutual support groups, designed to help group members address common concerns such as addiction and dependency, caregiver issues, grief, health, mental health and parenting;
- Assisted in developing and maintaining self help groups;
- Distributed the 16th edition of the Support Group Directory, listing hundreds of local support groups, and maintained a website at [www.selfhelp.famservcc.org](http://www.selfhelp.famservcc.org) that received thousands of visits this year.

Children First

465 divorcing parents, court mandated to keep their child’s best interest “first,” attended the four-hour Children First program to:

- Learn about the impact of divorce on their children;
- Develop resources and new ways of relating to each other and their children.

“I just found your website. Wow! What a great resource for our community. I had no idea there were this many support groups out there. I have printed a lot of this information and am distributing it to various groups within my church. Thank you!”

(Email from a community member)
More Than 6,000 Individuals & Families Assisted in 2017-2018

STATEMENT OF ACTIVITIES
For the Year Ended June 30, 2018

SUPPORT and REVENUE: $1,671,229
- Grants/Contracts (70.5%)
- Client Fees (12%)
- Contributions (10.5%)
- United Way (6%)
- Other (1%)

EXPENSES: $1,693,716
- Program Services (85%)
- Administration & Fundraising (15%)

FY18 Family Service Funders:
BankChampaign; Carle; Champaign County; Champaign County Mental Health Board; City of Urbana/Cunningham Township; Corporation for National and Community Service; East Central Illinois Area Agency on Aging; Illinois Department on Aging; Illinois Department of Human Services; Orange Krush; Ruth Hayward Masonic Fund; Stevick Foundation; United Way of Champaign County; Victor A. Hoersch Elderly Services Trust; Village of Rantoul.

A complete Financial Audit is available for review upon request at the offices of Family Service, 405 S. State, Champaign, IL.
Snapshots of our Year’s Highlights

The triumphant Family Service board & staff team in their green shirts and medals at Memorial Stadium after they finish the 5K race of the 2018 Christie Clinic IL Marathon.

Ann Zolt, a 90-year old RSVP volunteer, was delighted to be honored with the Rena Lenz Award for her work with Carrie Busey kindergarten children. They noted, “Best volunteer ever! Class loves her and can’t wait to see her again! Thank you.”

Above: Ryan Burk of WCIA-TV films Justin Lee, Ms. Harvey, and Evelyn Lee as part of an interview for C-I Living. Ms. Harvey gets a weekly ride from Justin and Evelyn, Senior Transportation volunteers to get her dialysis treatment. They’ve become friends!

Right: RSVP volunteer Bernice Harrington was honored by the Champaign County NAACP with a Service award for her outstanding work in our community, on their board and with the ACT-SO program for 14 years. Note: Ms. Harrington was one of the first African-American students to attend Centennial High School. She remains actively involved in serving, educating and advocating for youth locally.
Year’s Highlights

Right: RSVP volunteer Ann Neely poses with two students during a WCIA-TV interview about the Pen Pal program in which senior volunteers and elementary students are Pen Pals and share letters throughout the year. CI Living filmed an end-of-year class party where Pen Pals are delighted to finally meet each other!

Left: Sandra Hall (left) and Megan Holland (right) accept the “Station of the Year” award on behalf of Carle Foundation Hospital at the RSVP Appreciation Luncheon. Carle was honored “in recognition of their tireless efforts to enhance the lives of others.”

Above: First Responders are honored on September 11th by RSVP staff and volunteers at a Picnic in the Park. Police officers, fire fighters and EMT’s enjoyed a cook-out including lots of homemade sides and desserts!

Right: Directors from Daily Bread Soup Kitchen, Frances Nelson, and Family Service are treated to lunch by the Champaign West Rotary and receive $7,000 each from the proceeds of C-U’s Got Talent.
**Friends of the Family**

**Family Service Donors**
July 1, 2017 - June 30, 2018
(Donations received after June 30, 2018 are not reflected below)

We extend our deepest appreciation to all our Friends of the Family who provided essential support to Family Service and, through us, to the thousands of individuals and families who we served this year.

$1,000 +
Adams, Richard & Januszki, Pat
Allison, Elizabeth A.
Ascoli, Jean
   *In memory of Marian Ascoli*
BankChampaign
Bautch, Sheryl
Carle
Champaign West Rotary Charities
Clark, Roger & Wong, Gaye
Consolidated Communications
Day, Deborah
Exelon Foundation
Goldwasser, Elizabeth
Grace Lutheran Church Women
Haile, Mike & Linda
Hilgert, Joyce
Hobbs, Paul & Abby
Holbrook, Robert
Irwin, David
Neumann, Frederick
Phillips, James & Constance
Porcheddu, Julie A.
Selin, Teresa
Smith, Dorothea E.
Smith, Ora
Tepper Electric Supply Company
Unitarian Universalist Church of Urbana-Champaign
Young, Debby

$250 - $499
Adams Memorials
Bagby, John F. & Beatrice H.
Bunce, Joyce K.
Cockrum, Dennis
Cozad Asset Management, Inc.
Delong, Doug & Dianne
   *In honor of Dick Delong*
Donsbach, David
Edwards, Robbie & Nohmer, Richard
Gillette, Sheila & Mike
Green, Jane
Havenland, Christina & Crum, Jennifer
Johnson, Marilyn
Kiddoo, Ronald & Susan
Lee, Matthew
Loschen, Ken & Juanita
Madigan, Patrick
Nally, Traci & Kelso, Bruce
Neely, Skip & Ann
Nolan Grob, Colleen M.
O’Connor, Georgia
Randles, Christopher M.
Redmon, Lisa
Roberts, Donald & Gay
Schoedel, Grace & William

$500 - $999
Aronson, Kenneth S. & Sari
Christie Clinic IL Marathon
Dalton, Louis & Betty
Dixon, Joan

RSVP volunteer Mary Wegeng is an accomplished seamstress who made 13 of these gorgeous bags to hang on walkers. She donated them to the Veterans Hospital in Danville.

Einhorn, Ann
Ezra Levin Foundation
Fraser, Kim & Cindy
   *In memory of Ed Gordon*
Fraternal Order of Police Lodge #17
Goode, Kenny & Terry
Hood, W. Peter & Joan
Johnson, Susan
La Fave, Wayne & Loretta
Michelson, Bruce & Theresa
Miley, George & Elizabeth
Mueller, Allan

Nagy, Renee
Pace, Richard & Joy
Schicht, Richard
Schuele, Amy & Alan
Smith, Amie & Todd
Spodek, Prudence
Storm, Les
“Three Musketeers” from our staff (Rosanna McLain, Terry Goode and Alice Kirby) led the Family Service United Way Workplace Campaign with an “All for One and One for All” team motto.
RSVP staff and volunteers celebrated the Martin Luther King, Jr. Day of Service by making “Happy Cards” to share some cheer with people living in assisted living centers.

Brown, Shirley  
Bucey, Gary  
Bufford, Patsy  
Burger, Kenneth  
Cain, Kathy  
Chakravorty, Dwipendra & Uma  
Charis, William  
Cochran, Jo Anne  
Cordle, Liane  

In memory of Ed Gordon  
Daigh, George & Nancy  
Davisson, Mr. and Mrs. M.T.  
Dean, Karl  
DiPietro, Deborah  
Dunlap, Allyson  
Espeseth, Robert & Mary Ann  
Fehrenbacher, Mary Lou  
Feldman, Dr. Victor & Judy  
Flessner, Donald  
Foster, Stephanie  
Frank, Linda  

Frankenberg, Natalie  
Gillette, Katie  
Ginsberg, Joli  
Givens, Margaret  
Gladney, Matthew  
Goebel, Michael  
Goode, Joshua R.  
Goode-Meredith, Catryna  
Green, Ronald & Pamela  
Grove, James  
Harder, Violet  
Henry, Mark A.  
Henry, Martine  
Hiser, Cathy  
Hodson, Kay E.  
Hoff, William S.  
Homestead Corporation  
Hood, Dorothy  
Hunter, Francis  
Hunzinger, Jennifer  
Johnson, Bessie M.  

Johnson, Patricia  
Johnson, Sharon L.  
Johnson-Goode, Antonette  
Johnston, Elizabeth  
Jolly, Sharla & Franklin, Rocky  
Kessler, Phillip & Susan  
Kobel, Edward & Barbara  
Kogen, Peter A.  
Kuhlmann, Margo  
Li, Xili  
Lokshin, Solomon  
Majers, Louise  
Mank, Norma  
Manning, Susan  
Marine Bank  
Martin, Geraldine  
McCoy, Dawn  
McDade, Trudy  
McDonald, Evelyn  

In memory of Dorothy Bautch & Eddie McDonald
RSVP Director Karen Graves poses with Congressman Rodney Davis and Savoy Village President Joan Dykstra at Tax-Aide at Faith United Methodist Church. RSVP staff and volunteers have assisted with this program for many years.

Soskin, Tony & Penny
Spencer, Doreen
Stagg, Nancy
Stangl, Dave & Pat
Staske, Robert & Bernadine E.

Steger, Dennis & Carol
Stevick Men’s Coffee Group
In memory of Ed Gordon
Summers, Amy
Swanson, Judith N.
Swisher, Judith & Harold
Thies, Dick & Marilyn
Tilbury, Sonja
Tucker, Heather
Valkos, Patricia
Van Buer, Laura
Vance, Kathleen
Walczak, Richard
Wease, Marian
Welch, Daniel & Karen
Wheeler Smith, Myrna
Wicklund, Lila Jean
Wiley, Virginia
Wilson, Mary Anne & David
Yette, Robin L.
Young, Angela M.
Young, Danita Brown
Young, Jane E.

$1 - $24
Adam, Sandra J.
Alford, Jeannelle
Anderson, Marie
Bonn, Mary A.
Britt, Hilda

Lovia Henderson, Anna McCarthy, and Debbie McCoy proudly display warm hats lovingly made at the Stevick Center for area school children through the Warm-a-Kid program.
Broadway, Minnie
Buhr, Marie
Cook, Tamera
Cooks, Annie
Cooper, Verna
Deaville, Karen
Doney, Shirley
Dyer, Callie
Fay, C. Sam
Fileccia, Mary
Gonsiorowski, Claudette
  In memory of Ed Gordon
Grice, Martha V.
Hansen, Veronica
Hardin, Joy
Hayes, Keisa
Hood, Mary Ann
Hubbart, Carolyn
  In honor of John Schreiber
Johnson, Morgan
Johnson, Richard A.
King, Mary C.
Kuntz, Shirley
Land, Rosielee
Lindstrand, Roberta
  In memory of Ed Gordon
McMath, Maxine
Mercon, Kathy
Newman, Elaine
  In memory of Bill Newman
  In honor of Roxanna Webb
Novruzova, Ninel

Thanks to Carle for donating this AED machine and training so our staff members know how to use it. Family Service is prepared to respond to cardiac emergencies.

Pippenger, Cinda G.
Rice, Richard & Kim
  In memory of Ed Gordon
Riggs, Richard
Riley, Merita
Rohrer, Thomas M.
Ruggieri, Dr. Rafael & Liz
Ryan, Lucille M.
  In honor of Kathy Mercon
Schechter, Rachel
Seaman, Thomas
Stillman, Julianne
Theodore, Gloria
Thorpe, Jeremy
Wilson, Joyce
Wooldridge, Kenneth & Ina
Wooley, Richard & Karen

We regret any inadvertent omissions from or errors in this list. Please contact us so that we may correct the oversight.

Roxanna Webb, Family Service Caregiver Advisor (center) serves on a panel of speakers for the Executive Club sharing tips for how caregivers can simplify and enjoy the holidays.
In-Kind Donations

We also wish to acknowledge the generous in-kind donations received during fiscal year 2018 (July 01, 2017-June 30, 2018), from Deborah Brooks & Patrick Madigan, Carle, Champaign County Association of Realtors, Fraternal Order of Police Lodge #17, Jane Green, Hickory River, Polly Kroha, Beverly Kudeki, The News-Gazette, Premier Print Group, RSVP raffle contributors, Linda Schrock, Katherine Underwood, Up Close Printing, Bonnie Brooks Volk, Michael Wegeng, Mick Wolf, and the many other organizations and individuals who provided services, equipment and products to assist our organization and those we serve.

In addition to financial and in-kind support, hundreds of volunteers donated their time and talents to deliver meals, provide transportation, make phone calls, visit homebound seniors, help in offices, and serve on our board and advisory committees.

2019 Family Service Board of Directors:
Seated: (l to r) Amy Lee, Morgan Johnson, Sandy Haas
Standing: (l to r) Christopher Randles, G. Andrew Hohn, Karen Foster, Karen Kulas, Mitch Wilson
Not pictured: Susan Johnson, Susan Michaels
Family Service
Enriching Lives Across the Generations

405 S. State Street • Champaign, IL 61820-5196

OUR MISSION
Founded in 1911, Family Service is the oldest private social service agency in Champaign County. Our mission is supporting people across the generations by providing quality human services.

FOR MORE INFORMATION
For more information regarding this report or any of our programs or Family Service, contact Executive Director Sheryl Bautch at (217) 352-0099 or sbautch@familyservicecc.org. You may also visit our website at www.famservcc.org.

as of Jan. 01, 2019
BOARD OF DIRECTORS
Karen Foster, President
Karen Kulas, Vice President
Sandra Haas
G. Andrew Hohn
Morgan Johnson
Amy E. Lee
Susan Michaels
Christopher Randles
Susan Johnson, Secretary
Mitch Wilson, Treasurer
Karen Klaus, Vice President

Premier Printing does an excellent job with our printed materials. We want to honor their loyal support and professional assistance.

Thanks for your support!

United Way of Champaign County
United Fund

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