



SENIOR & FAMILY SERVICES

Hours: Monday - Friday 9 a.m. - 5 p.m.
www.nssc.org

Arthur C. Nielsen, Jr. Campus
161 Northfield Road, Northfield, 60093 • 847.784.6000

Niles Senior & Family Services
7900A Milwaukee Ave., Ste. 2-20B, Niles, 60714 • 847.864.3721

Information and Assistance North Shore Senior Center's professional staff is available in person or by phone to assist individuals and families in learning about valuable community resources and services. Each program has slightly different guidelines and policies. All services are voluntary and confidential.

The following programs are not fee-based, but some financial guidelines may determine eligibility.

Adult Protective Services The State of Illinois has designated North Shore Senior Center as the local agency to investigate reports of abuse, neglect, self-neglect and financial exploitation of older adults and people with disabilities, ages 18-59. Call us at 847.784.6040 or call the Adult Protective Services Hotline at 866.800.1409. All reports are handled with strict confidentiality.

Benefits Counseling & Medicare (SHIP) Trained volunteers assist older adults in applying for and maintaining public entitlements, including LIHEAP, Medicaid, SNAP and Benefit Access. Medicare counselors help with understanding coverage, plan comparisons, claims and appeals, and more. Individuals are screened for eligibility for 20 different programs that may provide financial aid or services.

Caregiver Resource Center This program offers respite, caregiver support groups, supportive counseling and education programs.

Choices for Care Designed to ensure that individuals who are planning to enter a nursing home actually need that level of care, this program also explores alternative community resources and options so an informed decision can be made.

Chore Housekeeping This program can provide a trained housekeeper to assist older adults by doing light housekeeping several hours a month. An assessment is required to determine eligibility.

Community Care Program (CCP) Administered through the Illinois Department on Aging, CCP provides eligible older adults with a trained homemaker to assist with personal care and household tasks. CCP also may provide for adult day services through which the individual can engage in supervised recreational/social activities. An Emergency Home Response System is available to those who qualify.

Escorted Transportation Service (ETS) Volunteers transport older adults to and from medical and dental appointments within our service area. One-week advance notice is required. Transportation is provided Monday through Friday, between 9 a.m. and 5 p.m. To request a transport, please call 847.784.6053. There is a fee for this service.

Friendly Visiting Through this outreach effort, volunteers offer socialization to home-bound older adults on a weekly basis.

Counseling Professional staff offers short-term counseling to address common emotional issues such as depression, anxiety, bereavement, changing family roles, and loss of independence.

General Case Management This program requires an

assessment to determine an individual's needs before a plan of care can be implemented. Common issues involve applying for benefits, arranging for in-home help, home-delivered meals, or gaining access to medical care and affordable housing.

Hearing Loss Program A weekly speech reading class and support group are offered, as well as monthly meetings of the Hearing Loss Association of America (HLAA).

Home-Delivered Meals North Shore Senior Center provides assessments to determine need, makes referrals to meal providers, and monitors the program's effectiveness. This process ensures that isolated older adults can enjoy healthy, nutritious food in their homes.

Lending Closet At our Northfield and Glenview locations, we operate a Lending Closet for borrowing durable medical goods such as walkers, canes and wheelchairs. There is no charge, membership, residency, age or income requirement.

Support Groups A variety of support groups are offered including low vision, grandparents raising grandchildren, Parkinson's disease, hearing loss and dementia.

Wellness Education A variety of health and wellness education programs are offered at local senior housing buildings. Topics include arthritis, nutrition, exercise, asthma and osteoporosis.

Options Counseling Options Counselors offer guidance, help develop personal long-term care plans and connect older adults and their families to vital resources and services.

What We Do In fiscal year 2020, Senior & Family Services served 22,212 unduplicated people and provided 69,190 hours of service. Eighty-one percent of people served identified as greatest social need, having one or more of characteristics of age 75+, low income, minority, lives alone, limited English.

North Shore Senior Options is a *fee-based program* offering a suite of services to help seniors and their families manage the many challenges faced by older adults. Services include **Counseling and Therapy** to support emotional well-being through therapeutic counseling and **Money Management** to assist with managing financial-related activities. Please call Senior Options at 847.242.6270 for more information or to arrange a no-fee consultation.

House of Welcome Adult Day Services offers specialized programs for people with memory loss including a **Day Program, daily virtual activities** and a **Dementia Family Support Group**. For more information, call 847.242.6250.

The mission of North Shore Senior Center is to foster the independence and well-being of older adults, enhance their dignity and self-respect, and promote their participation in and contribution toward all aspects of community life.

North Shore Senior Center is a 501(c)(3) nonprofit organization. Donor support allows us to further our mission. To learn more about donation opportunities, please visit www.nssc.org.

It is our policy to not discriminate against any person served or person employed or seeking employment based on age, race, color, disability, pregnancy, ethnicity, national origin, genetic information, gender identity, sexual orientation, religious tradition or spiritual practice. If you feel that you have been discriminated against, call the Senior Help Line at 800.252.8966 or 888.206.1327 (TTY).

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Senior & Family Services
North Shore Senior Options
Adult Day Services-
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