

# Friedman Place

## 2014 Profile Report



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

*A Community for Adults with Vision Loss*

This report is intended to serve as a “snapshot” of Friedman Place and provide information about our residents, staff, and finances. It is hoped that over time it will develop into a comprehensive report on many other aspects of the agency and its successes and challenges. Most of the data is for the calendar year 2014, although some of the resident demographics are from December 2014 and the financial data is for our fiscal year, which ended June 30, 2014.

Located on the northwest side of Chicago, Friedman Place is a nonprofit residential community that serves adults aged 22 and up who are blind or visually impaired. The agency’s beginnings go back to 1935; the year 2015 will be our eightieth of serving low income adults who are blind. The agency’s services are provided in a building that we

purchased and renovated in 2004. Each resident lives in his or her own apartment - there are 81 in the building – each with a full bathroom and kitchenette. The building is specially designed for people with visual impairments such as special lighting; changes in floor textures; high-contrast paint colors; handrails; and "talking" elevators so residents may move about safely and freely while at home.

Staff, specially trained to work with adults with visual impairments, provides social work and nursing services; housekeeping; meals; and a variety of programs and activities fitting resident needs and interests. The organization is led by a volunteer board of directors.

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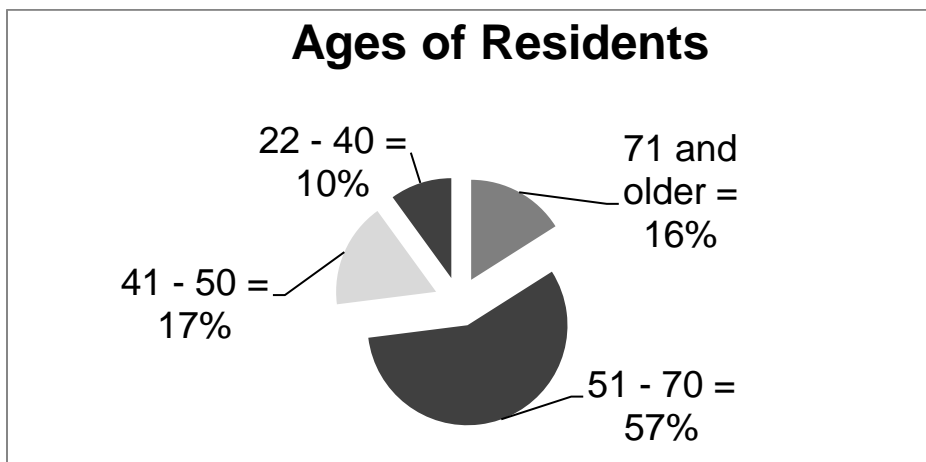
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## RESIDENT DEMOGRAPHICS

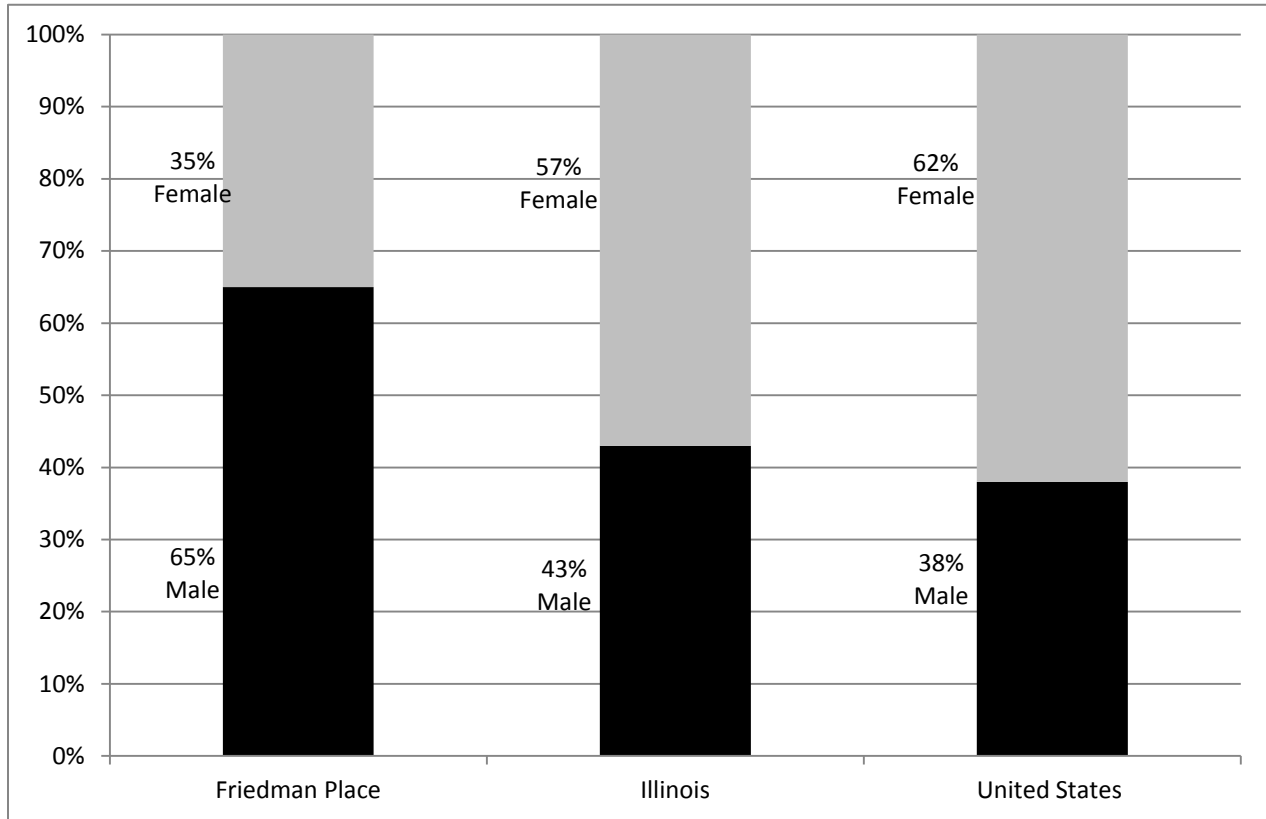
- **RESIDENTS ARE ADULTS OF ALL AGES, ALTHOUGH MOST ARE OVER AGE FIFTY.**
  - Our youngest resident is 23 years old and the oldest 93
  - 16% of residents are 71 or older
  - 57% of residents are between ages 51 and 70
  - 17% of residents are between ages 41 and 50
  - 10% of residents are between ages 22 and 40
  - 55% of residents are ages 60 or older
  - The average age of residents is 61 years old



- **ABOUT TWO-THIRDS OF THE RESIDENTS ARE MALE AND ONE-THIRD ARE FEMALE**
  - 35% of Friedman's residents are female and 65% male.
  - This ratio differs from what is found in Illinois<sup>1</sup> and the United States<sup>2</sup>, where there are more women than men who are blind or have vision loss. While 35% of Friedman Place residents are women, approximately 60% of people who are blind are visually impaired overall are women. It is unclear why this would be.

## The Percentage of Men & Women who are Blind or have Vision Loss:

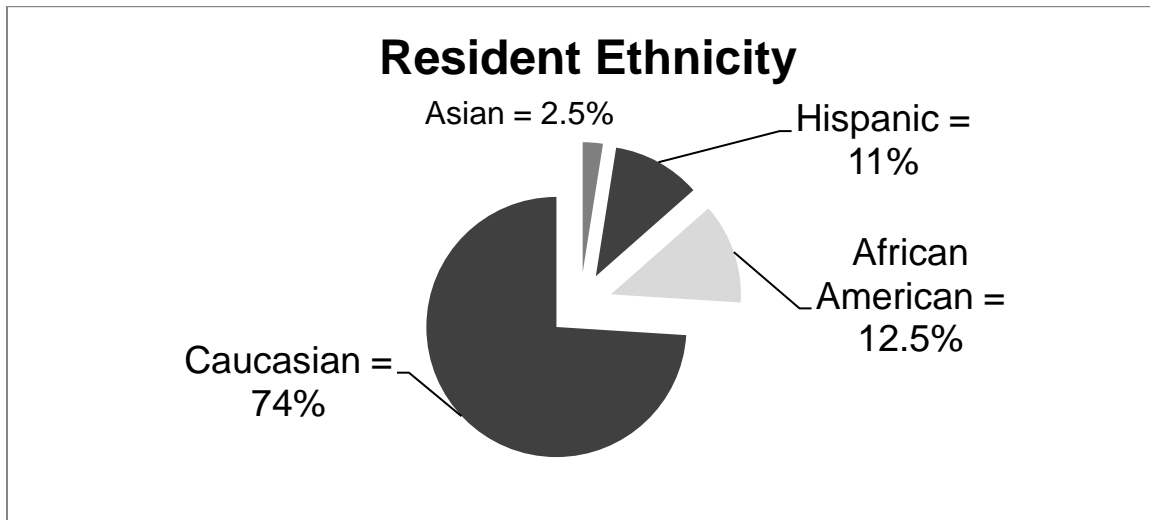
### Friedman Place, Illinois, and the U.S.



1. American Federation of the Blind. *Blindness Statistics, State-Specific Statistical Information, Illinois*. Retrieved December 23, 2014 from <http://www.afb.org/info/blindness-statistics/state-specific-statistical-information/illinois/235>
2. Prevent Blindness. *The Future of Vision, Visual Impairment and Blindness*. Retrieved December 23, 2014 from <http://forecasting.preventblindness.org/disease-projections/visual-impairment-and-blindness>

- **THE MAJORITY OF RESIDENTS ARE CAUCASIAN, BUT OTHER RACES AND ETHNICITIES ARE REPRESENTED.**

- Asian - 2.5%
- Hispanic - 11%
- African American - 12.5%
- Caucasian - 74%



While the statistics describing ethnicity do not reflect the general (visually impaired and non-visually impaired) populations of Chicago or even Cook County, they do generally reflect the population of those with visual impairments across the country.

Approximately 79% of persons who are visually impaired or blind are Caucasian, which is higher than Friedman Place's 74%<sup>1</sup>.

1. Prevent Blindness. *The Future of Vision, Visual Impairment and Blindness*. Retrieved December 23, 2014 from <http://forecasting.preventblindness.org/disease-projections/visual-impairment-and-blindness>

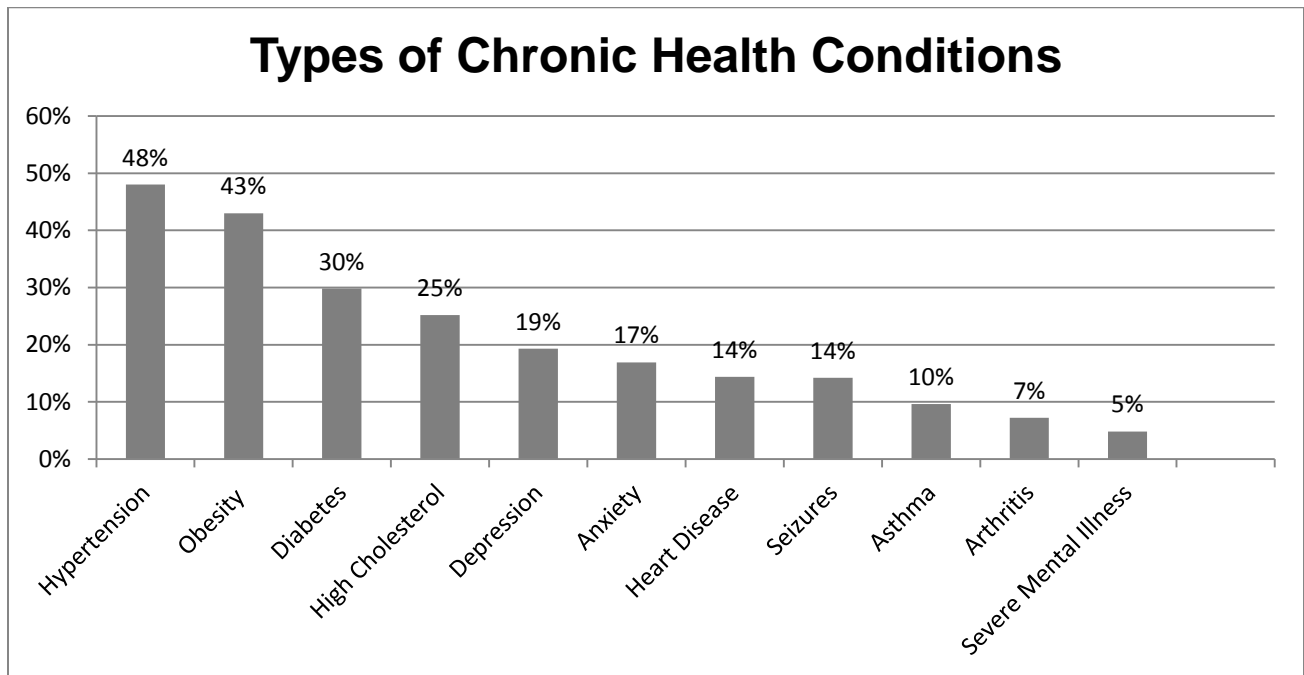
- **ALL OF OUR RESIDENTS HAVE SIGNIFICANT VISUAL IMPAIRMENTS**

- Forty-five percent our residents experience total blindness and the remaining 55% has significant visual impairments. There is a higher percentage of people who are blind as opposed to visually impaired at Friedman Place when compared to the overall United States, where approximately 31% experience total blindness and 69% visual impairment<sup>1</sup>.

1. Prevent Blindness. *The Future of Vision, Visual Impairment and Blindness*. Retrieved December 23, 2014 from <http://forecasting.preventblindness.org/disease-projections/visual-impairment-and-blindness>

- **MOST RESIDENTS HAVE SIGNIFICANT CHRONIC HEALTH ISSUES**

- 90% of residents have another major health issue besides vision loss, such as hypertension (high blood pressure), diabetes, high cholesterol, depression, seizure disorders, asthma, etc.
- On average, each resident has 4.9 chronic health conditions, not including vision loss.

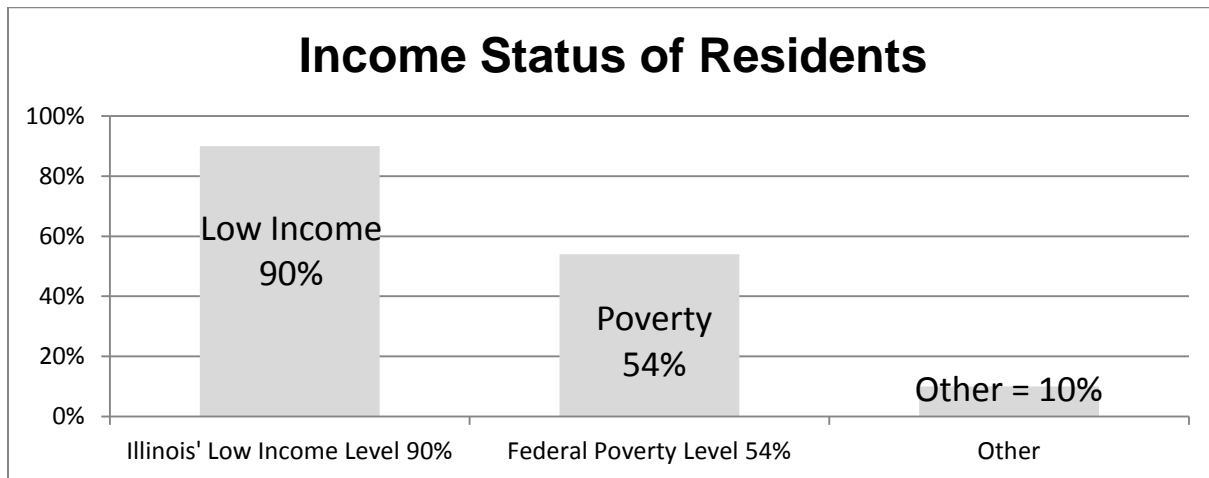


- **THE AGENCY SERVES APPROXIMATELY 90 PEOPLE PER YEAR.**

- Eighty-eight people were served in 2014; the number served typically varies between 88 – 96 people per year.
- Our number served is more than our capacity since several residents move out of Friedman Place each year and are replaced by new residents.
- The vast majority of residents who move do so due to their need of a higher level of medical care and support.
- On average, 80 individuals reside at Friedman Place at any one time.
- 132 separate individuals have been served between 2010 and 2014.
- In 2014, 5 people were discharged from Friedman Place. Three went to nursing homes following a brief period in a hospital. Two moved to independent living situations: one a subsidized housing setting for seniors, and another with family.

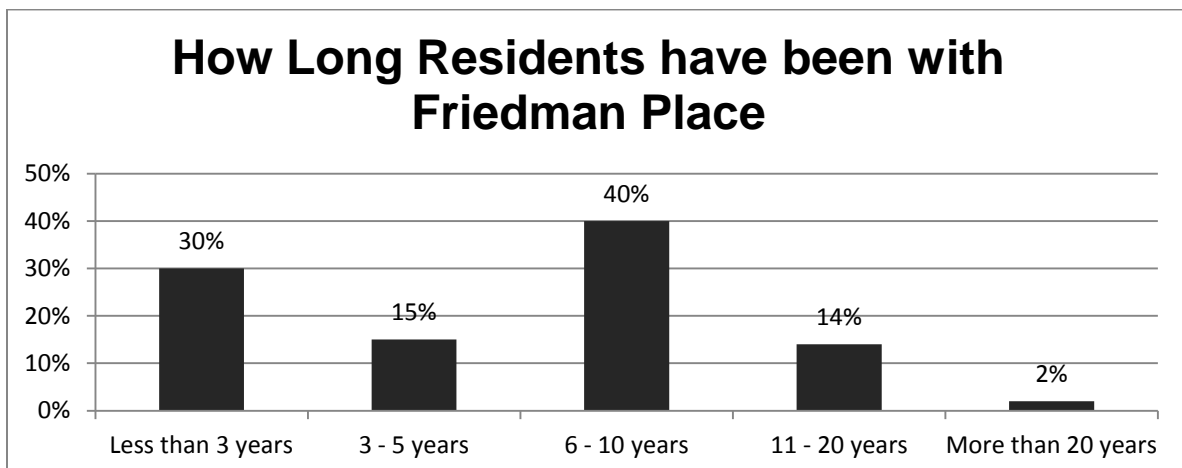
- **NEARLY ALL OF OUR RESIDENTS HAVE VERY LOW INCOMES**

- 54% of Friedman’s residents have incomes at or below the Federal Poverty Level. This is much higher than the 31.2% of people in the United States with a visual disability who live below the poverty line (according to NFB stats).
- 90% of Friedman’s residents have incomes at or below what Illinois sets at the level of a low income.



- **OVER TWO-THIRDS OF OUR RESIDENTS HAVE LIVED AT FRIEDMAN PLACE FOR AT LEAST FIVE YEARS.**

- 30% have been residents for less than three years
- 56% have been residents for at least five years
- 16% have been residents for at least ten years
- Our longest term resident has been with the agency for over 25 years
- The average length of stay is 6.18 years



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## **RESIDENT SATISFACTION**

In the fall of 2014, 80% of the residents of Friedman Place completed a satisfaction survey - the remainder declined to participate.

### **Summary**

Overall, residents are very satisfied with Friedman Place and nearly all areas showed improved scores than those received one year ago. While questions related to the quality of meals, opportunities to give policies and procedures input, the agency helping to improve the overall quality of life, and achieving goals were rated highly and positively by most residents, a significant number (between 10% and 20%) rated these areas with the lowest possible score.

### **Physical Environment**

Residents are extremely satisfied with their physical surroundings, with nearly all of them giving the highest (i.e., most positive) scores to questions related to their apartment being homelike, clean, and comfortable; repairs being made in a timely manner; and common areas being accessible and clean. Many of these questions had total scores 5% - 10% higher than what was reported one year earlier. Only a very small percentage – between 2 – 4% of the residents – gave these questions the lowest (i.e., least positive) ratings.

- 98% of residents said that their apartment is comfortable.
- 98% of residents said that their apartment is clean.
- 98% of residents said that they feel safe at Friedman Place.
- 98% of residents said that they feel that maintenance and repairs are made in a timely manner.
- 98% of residents said that the common areas are clean.

### **Activities**

Residents are very satisfied with the activities and outings and feel that they can give input into what is offered. These questions had total scores approximately 20% higher than one year earlier. A small percentage (7%) of residents scored the question about giving input into the activities and outings at the lowest level.

- 82% of residents said that the activities and outings are good.
- 92% of residents agree or somewhat agree that they can give input into the activities and outings.



## **Meals**

Most residents are satisfied with the quality of the meals, with seventy-five percent giving them the highest scores, which is essentially the same as one year earlier. Notably, a significant number of residents (20%) gave the lowest possible scores to the meals, which is slightly higher than one year earlier.

- 75% of residents said that the quality of meals is good but 20% of residents said that the quality of meals is poor.

## **Healthcare**

Residents are very satisfied with the quality of healthcare that they receive, with nearly all giving the highest scores to questions related to the quality of nursing care and the availability of appropriate healthcare services at the agency. These scores are about 10% higher than were reported last year and no residents scored these areas at the lowest level. No residents gave the lowest scores to questions related to healthcare.

- 96% of residents said that the overall quality of nursing care is good.
- 91% of residents agree that appropriate healthcare services are available at Friedman Place.

## **General Input and Awareness**

Most residents feel that they are given opportunities to provide input to and are aware of agency policies and procedures and express general concerns. These questions had total scores 2% - 18% higher than what was reported one year earlier. Only a small percentage – between 4 – 6% of the residents – gave the questions about expressing concerns and being made aware of policies and procedures the lowest scores, but a significant number (15%) gave the question about giving input into policies and procedures the lowest scores.

- 84% of residents agree that they have opportunities to give input into policies and procedures but 15% disagree with this statement.
- 93% of residents agree that they have been made aware of agency policies and procedures.
- 97% of residents agree that they have been given opportunities to express concerns.

### **Staff Relations**

Most residents feel a sense of trust in the staff and that they are courteous and helpful. These questions had total scores essentially the same as last year. A small percentage (between 4% and 8%) of the residents gave these questions the lowest possible scores.

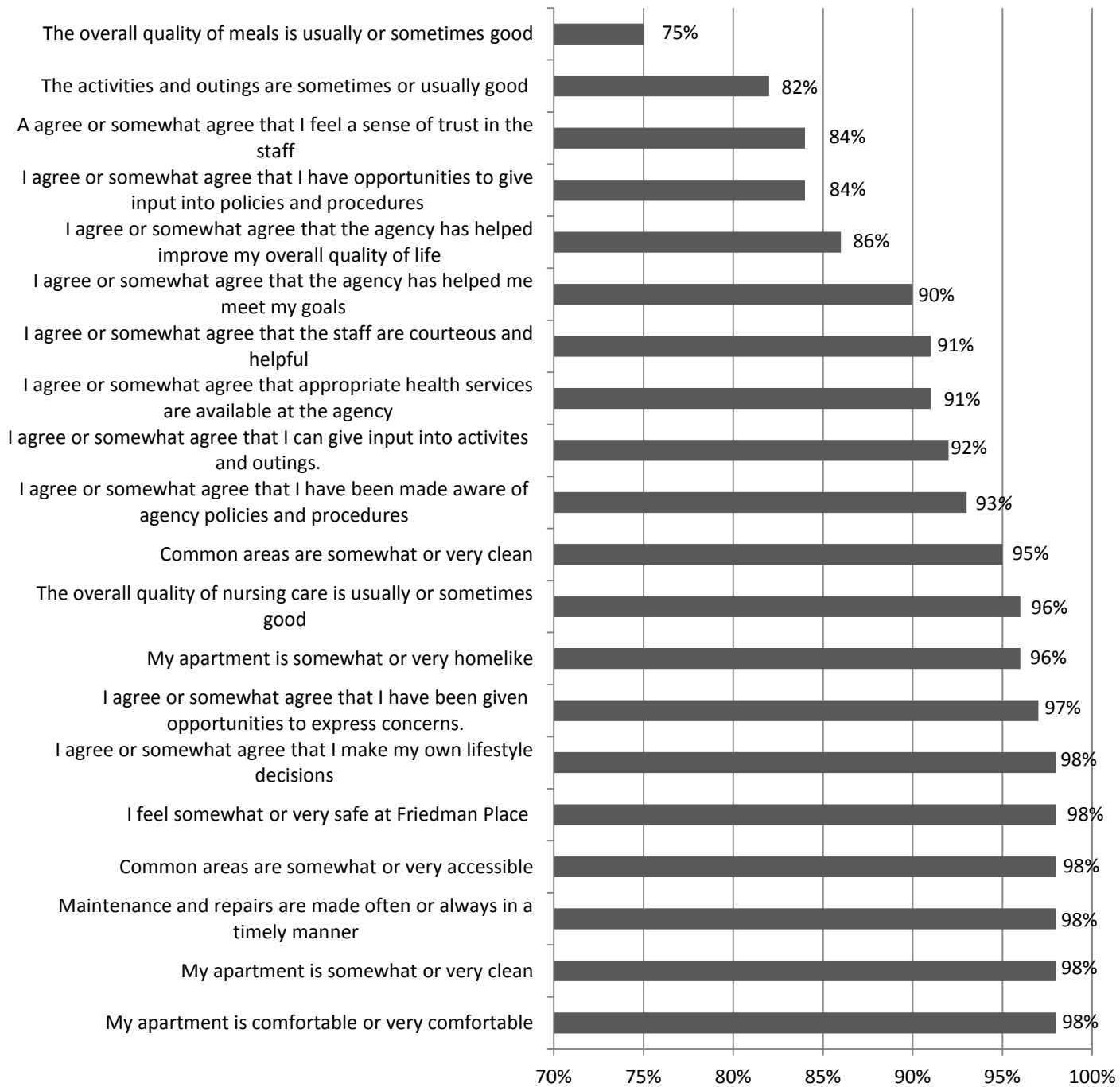
- 91% of residents agree that staff is courteous and helpful.
- 84% of residents agree that they feel a sense of trust in the staff but 8% disagree with this statement.

### **Quality and Goals**

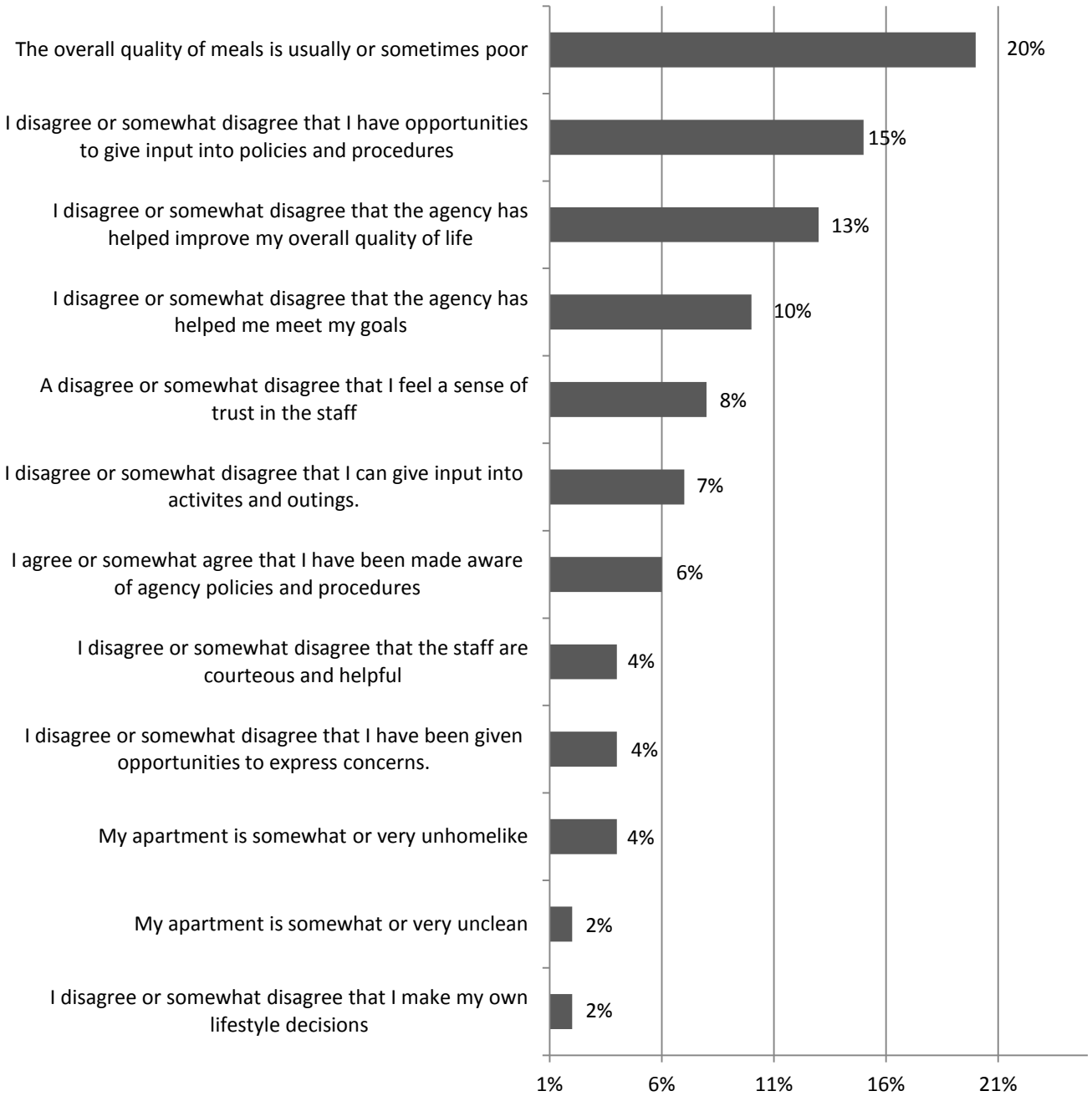
Nearly every single resident feels safe at Friedman Place and that they make their own lifestyle decisions. Nearly all residents feel that Friedman Place has helped them improve the quality of their life and helped them meet their goals. A significant number gave the lowest possible scores to the questions regarding quality of life (13%) and meeting goals (10%).

- 98% of residents agree that they make their own lifestyle decisions at Friedman Place.
- 86% of residents agree that Friedman Place has helped improved their overall quality of life but 13% disagree with this statement.
- 90% of residents agree that Friedman Place has helped them meet their goals but 10% disagree with this statement.

## Scores in the two highest (best) possible options given



## Percent of scores in the two lowest (least satisfied) possible options given



## **Comments made by residents as part of the satisfaction survey:**

1. Overall a good place, but some stuff left unfinished. Projects started and left in limbo.
2. Nurses don't give adequate notice when a blood draw is needed.
3. Food committee meetings don't do anything – restricts the amount of food I eat.
4. Not a good enough variety of activities.
5. Could improve on the food.
6. This is a safe haven.
7. Activities are sit around activities.
8. Use 5<sup>th</sup> floor for exercise stuff.
9. Need more CNAs – too busy.
10. Nurses should check on residents when they are sick.
11. Don't feel any real support from staff
12. Food not catered to the needs of individuals.
13. Need a dietician.
14. I've enjoyed all the time I've spent living here.
15. Some CNAs are controlling, server disrespectful and doesn't care.
16. Would like a stove or toaster oven.
17. Do not like new snack rule where they are served at front desk.
18. Better transportation for those who go to doctor's appointments and more help if we can't do it on our own.
19. Get volunteers to go shopping.
20. More aware of diabetic resident needs at meals.
21. Volunteers cancelling on activities – need back-up people.
22. Friendly and pleasant staff!
23. At resident council meeting the staff are making the final decisions instead of residents.
24. Spotty wifi
25. Great staff!
26. Want more opportunities to get to know other residents.
27. FP has helped me become more comfortable.
28. Better communication from staff to residents.
29. All residents & staff should follow mobility procedures.
30. Kitchen staff needs to be more polite and blind-conscious.
31. Many staff need to be more blind-conscious and treat me like everyone else – treat me like an adult.
32. Staff is doing a better job at communicating policies.
33. We need to be better informed about the activities schedule.
34. Elevator announcements are sometimes incorrect.
35. Kitchen not fully conscious of dietary needs when previously informed.
36. Need more volunteers to walk with.

37. I enjoy other residents.
  38. Need more consideration for the visually impaired, but most staff is considerate.
  39. Lack of radio signals.
  40. Need more transportation options.
  41. The social workers are helpful.
  42. More volunteers to go to the hospital with residents.
  43. Slow kitchen service – I don't like the food.
  44. Staff & management should be commended.
  45. This is my home.
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## **PROGRAMS & SERVICES**

- Provided nearly **30,000 days and nights of affordable supportive housing** in the last year and 24/7 assistance and services from nurses, Certified Nursing Assistants, activity staff, social workers, and others.
- Provided approximately **75,000 individual balanced, nutritious meals** in the last year, prepared in our own kitchen.
- Provided **6,700 hours of nursing care** in the last year by both Registered and Licensed Practical Nurses. The majority of nursing care is related to medication administration, monitoring, and instruction.
- Provided over **2,500 hours of services in the last year by social workers**. These services are provided by two full-time and one part-time Licensed Clinical Social Workers and between two and three Social Work Interns. Services include a wide range of mental health assessments; individual therapy and counseling sessions; case management; and crisis intervention:
- Provided approximately **40 hours of direct psychiatric care** in the last year. These services are provided by a psychiatrist who meets with residents here in the building and included psychiatric assessments, prescription of medications, and medication monitoring, etc.
- Provided over **40 hours of direct podiatric care** in the last year, mostly to residents with diabetes. These services are provided by a podiatrist who meets with residents here in the building

- Provided over **100 hours of services from an internist** in the last year. These services are provided by a physician who meets with residents here in the building
- Provided over **100 hours of orientation and mobility training** in the last year. These services are provided by an Orientation and Mobility Specialist who meets with residents here in the building and provides training to residents so they can better and more independently navigate both the building and neighborhood.
- Provided approximately **50 hours of dental services** in the last year. These services are provided by a dentist who meets with residents here in the building
- Provided over **25 hours of ophthalmological services** in the last year. These services are provided by an ophthalmologist who meets with residents here in the building
- Provided over **2,000 hours of activities** in the last year as diverse as music, ceramics, writing group, theater group, tutoring, exercise, crossword puzzles, etc. and trips to bowling, concerts, theater, movies, and more.
- Had an **occupancy rate in the last year of 98%** (i.e., all of our apartments were occupied 98% of the time).
  - According to the National Investment Center for the Senior Housing & Care Industry, the occupancy rate for independent living properties and assisted living properties averaged 90.5% and 89.0%. Friedman Place's higher occupancy rate is a sign of the tremendous need that exists for the specialized services that we provide.
- **Made changes to improve the dining experience of our residents**
  - added a Juice Machine to offer a wider range of beverage options
  - acquired a Cycle Menu Management program to manage all of our weekly menus (on a 5-week rotation), standardize recipes, and better track nutritional information.
  - acquired a new Grill for healthier cooking
  - created an extensive Alternative Menu to fit the individual likes of our residents
  - added a daily Wellness Meal option
  - increased the number of sugar-free desserts available for our dietetic residents and others

- created a Hydration Station, consisting of 2 flavored waters daily to promote proper hydration

- **FRIEDMAN PLACE IS A SUPPORTED LIVING PROGRAM (SLP) AND IS DIFFERENT FROM MOST OTHERS IN SEVERAL WAYS.**

- Supported Living is a generic term used for a wide variety of housing for older adults, people with disabilities, people who were homeless, people with substance abuse problems, etc. that combine some type of housing plus social, psychological, and/or health-related services. The Illinois Supported Living Program (SLP) includes only the 143 programs currently licensed as such by the Illinois Department of Healthcare and Family Services, including Friedman Place. Of the 143 programs, more than 90% are restricted to adults age 65 and above.

<b>Characteristic</b>	<b>Average among all SLPs</b>	<b>Friedman Place</b>	<b>Interpretation</b>
Average Size	81 apartments	76 apartment	Friedman place is slightly smaller than most SLPs.
Residents on Medicaid	60%	90%	Friedman Place serves many more residents who are on Medicaid (and therefore, probably more that have lower incomes) than most SLPs.
Occupancy (percent of apartments full)	90%	99%	Friedman Place is fully occupied or nearly fully occupied much more often than most SLPs.
Residents who move in from a private home	55%	99%	Friedman Place residents move in from a private home (either with family/friends or on their own) as opposed to a nursing home much more often than most SLPs. This may in part be a related to Friedman Place serving a significant number of younger people and most SLPs serve only age 65 and older.
Residents who move in from a nursing home	27%	1%	Far more residents of other SLPs come from nursing homes. This may be due to Friedman Place serving a significant number of younger people and most SLPs serve only age 65 and older.



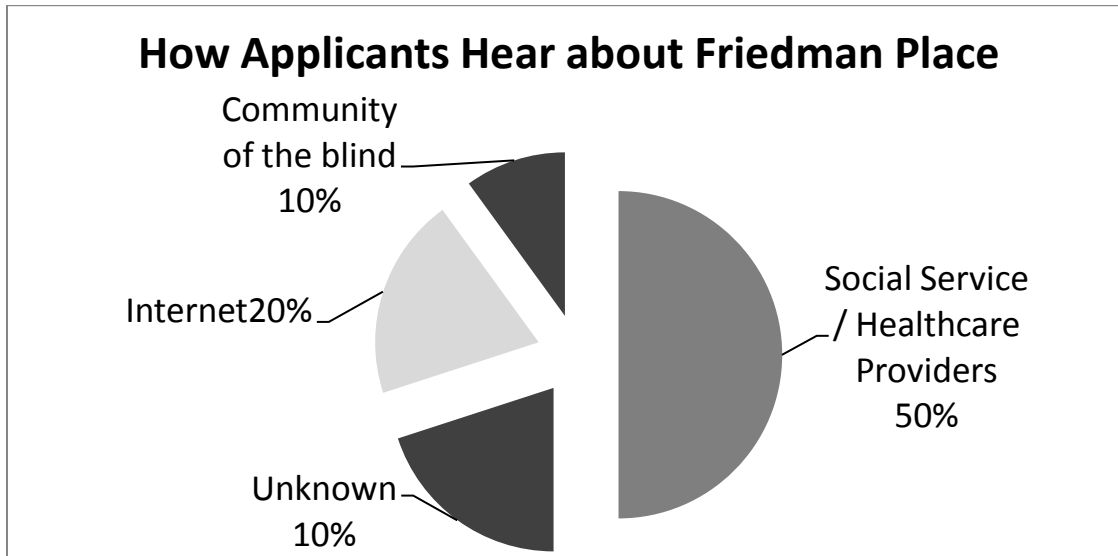
Discharged to a group care facility	60%	60%	When discharged, Friedman Place residents go to a "Group facility", such as a hospital or nursing home at the same rate as other SLPs.
Average length of stay	2.26 years	6.18 years	Friedman Place residents on average remain with us about three times longer than those in most SLPs. This may in part be related to our serving a significant number of younger people and most SLPs serve only age 65 and older.
Private pay residents who convert to Medicaid in 12 months or less.	62%	10%	Private pay residents at Friedman Place residents spend down their assets and become eligible for Medicaid much more slowly than those in other SLPs. Friedman Place also serves many more residents who are on Medicaid (and therefore, probably more that have lower incomes) than most SLPs.

- **THERE IS A NEED FOR THE AGENCY'S SERVICES**

- Approximately 6 people apply each month and 4 more request information without actually applying. Of those who apply, approximately 20% ended up on the waiting list and 9% actually move in. People are put on the Waiting List only when their applications are fully processed and they are deemed eligible.
- Historically, between 6-8 residents move out of Friedman Place per year.
- A total of 51 people applied for services, and of those, approximately 20% were placed on the Waiting List and 9% were able to move in. The rest withdrew their applications or were declined.
- For the first time ever, a Waiting List was created in the spring. It was closed in June and reopened in December. In 2014, people waited on the Waiting List between 3 – 6 months for an apartment to become available.
- At the end of December, 2 people were accepted and placed on the Waiting List and applications from another 9 were being processed.
- The application process can vary between 2 – 10 months, usually depending on how long it takes for all the medical records to be received.

- **APPLICANTS HEAR ABOUT FRIEDMAN PLACE MOSTLY FROM PROFESSIONALS**

- Approximately 50% of applicants (or their family/friends) first heard about Friedman Place from other social service or healthcare providers. These include mostly social service agencies that do not specialize in serving people with vision impairments, medical/rehabilitation providers, and shelters.
- Approximately 20% of applicants (or their family/friends) first heard about Friedman Place from internet sources, particularly our website after doing a generic search.
- Approximately 20% of applicants first heard about Friedman Place from some other source (i.e., unknown).
- Approximately 10% of applicants (or their family/friends) first heard about Friedman Place from other people in the blind community.



- **APPLICANTS TEND TO BE QUITE YOUNGER THAN THE CURRENT POPULATION OF AGENCY RESIDENTS**

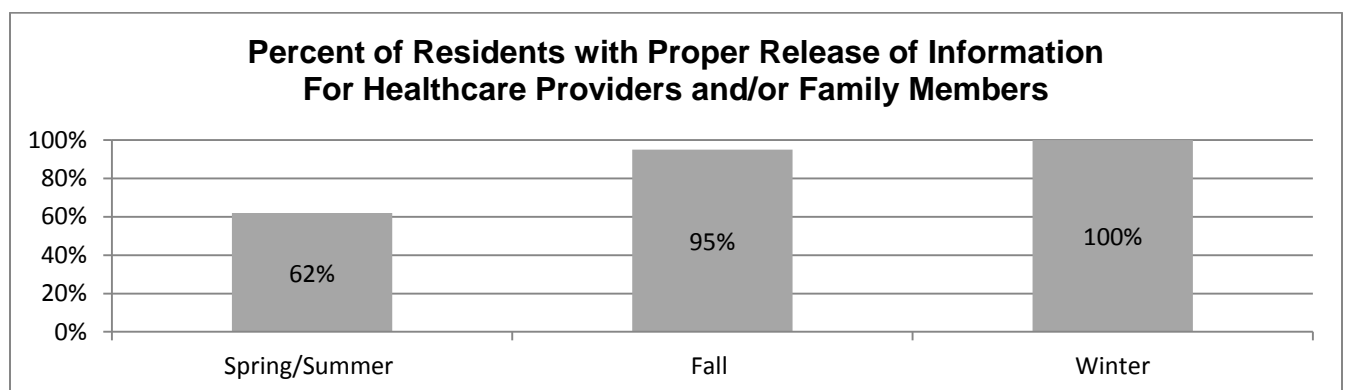
- 66% of applicants were 50 or younger, compared with 27% of current residents.
- 26% of applicants were aged 51 – 70, compared with 57% of current residents.
- Only 8% of residents were aged 71 or older, compared with 16% of current residents.

- **APPLICATIONS ARE “CLOSED” MOST FREQUENTLY BECAUSE CONTACT CAN NO LONGER BE MADE WITH THE APPLICANT.**

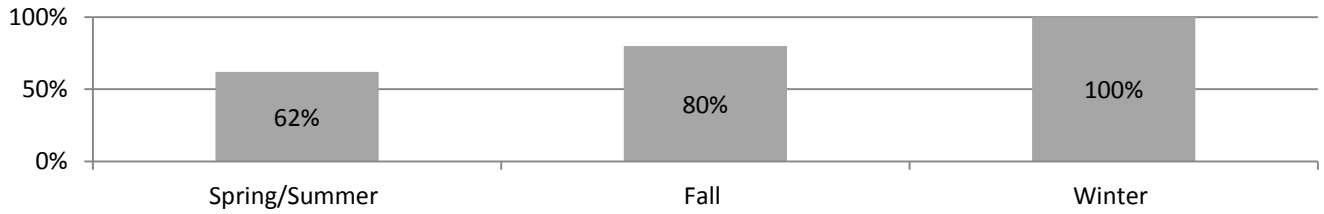
- Applications were closed 47% of the time because the applicant’s phone was disconnected, letters were returned “no longer at this address”, or phone messages were not returned. For some this may be due to the applicant changing his or her mind, but more often it is believed that the individual needed services much more quickly could be provided and moved to a less suitable location such as with family, a nursing home, or possibly homelessness.
  - Applications were closed 33% of the time because the applicant changed his or her mind about living in a supported living community.
  - The agency has a comprehensive and robust Quality Assurance Program in order to provide the best services to our residents.
  - Friedman Place made a renewed commitment to both quality and resident self-determination. A new staff position of Manager of Quality, Compliance, and Training was created in the spring of 2014 and a formal record review process created. Below are some of the results of the reviews from earlier and later in the year.
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## **QUALITY MEASURES**

- **THE AGENCY HAS A ROBUST AND COMPREHENSIVE QUALITY ASSURANCE PROGRAM IN ORDER TO SUPPORT AND MAINTAIN VERY HIGH QUALITY SERVICES.**

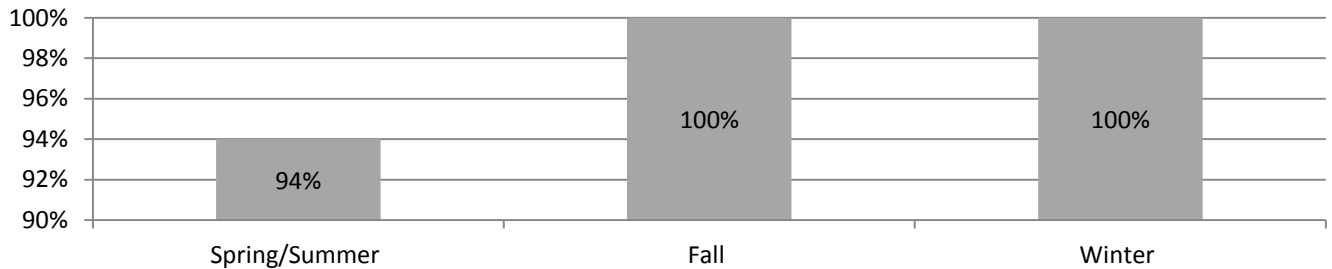


**Percent of Residents with Required Advance Directives Education**  
(e.g. Healthcare & Financial Power of Attorney, Living Will,  
Do Not Resuscitate Order, etc.)

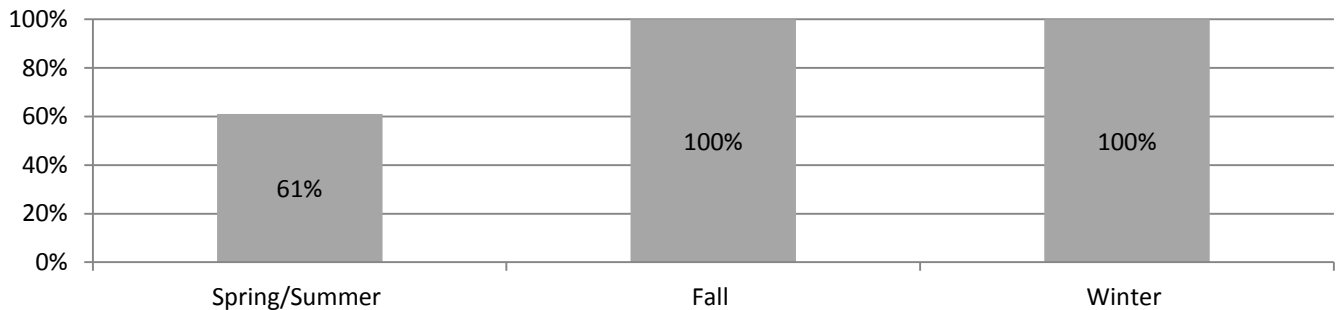


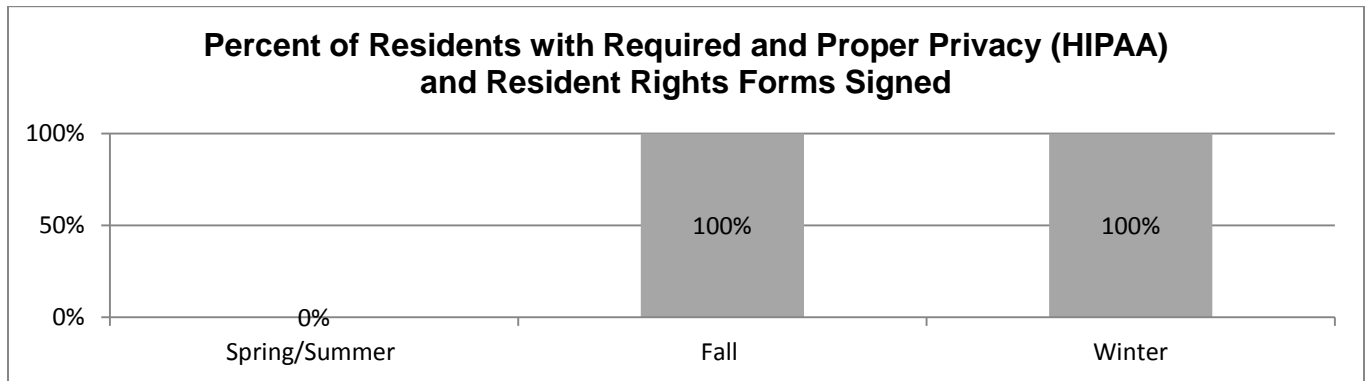
**Percent of Residents with Proper On Time Annual Assessments  
and Quarterly Evaluations**

(note: Each resident has a comprehensive annual assessment  
and a shorter quarterly evaluation)



**Percent of Residents with Service Plans Reviewed Quarterly**  
(note: Each resident has an annual Individual Service Plan outlining needs  
and goals; the Pan should be reviewed quarterly or as needed)





## GOALS AND OUTCOMES

- **THE AGENCY HAS ACCOMPLISHED A WIDE RANGE OF GOALS AND OBJECTIVES**

- Note: Some of these objectives were done as part of grants that covered a portion of the prior year. The language and formatting varies depending on funder requirements.

- **Goal: Increase and sustain the mobility skills of Friedman Place residents**

<b>Objective</b>	<b>Outcome</b>
Provide mobility assessment for each resident upon arrival at Friedman Place	Fully Achieved
Provide each new resident with a minimum of 2 hours of individual rehabilitation with the O&M specialist	Fully Achieved
Provide skilled ongoing rehabilitation for residents with continuing mobility skills deficits	Fully Achieved
Provide monthly O&M clinic to help residents improve skills (10 in this grant period)	Fully Achieved
All Friedman Place residents will be able to negotiate their apartments without assistance.	Fully Achieved
80% will demonstrate ability to navigate the facility without assistance.	Fully Achieved

90% will be satisfied with the quality of the rehabilitation training received from the orientation and mobility specialist.	Fully Achieved
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- **Goal: Increase and sustain the independence, participation, and safety of Friedman Place residents.**

<b>Objective</b>	<b>Outcome</b>
Develop individualized PT/OT plan for all residents who need assistance in mastering activities of daily living	Fully Achieved
Provide activities of daily living training and support	Fully Achieved
Provide appropriate adaptive devices for Medicaid-insured residents who cannot afford them	Fully Achieved
Of the residents who receive activities of daily living training, 80% will show improvements in self-care ability.	Fully Achieved

- **Goal: Reinforce organizational capacity to support residents' mobility skills and independence.**

<b>Objective</b>	<b>Outcome</b>
Set mobility goals and integrate them into individualized treatment plan developed upon admission for each resident	Fully Achieved
Provide all staff with training on principles and practices of O&M training at least one time per year	Fully Achieved
Develop mobility training module, incorporating resident input, for all new staff	Fully Achieved
90% of staff will report increased knowledge of strategies to address residents' mobility challenges following training.	Fully Achieved

**Goals: Increase & sustain independence, participation, and safety of Friedman Place residents.**

<b>Objective</b>	<b>Outcome</b>
Develop individualized life skills training and support plan for all residents who need assistance in mastering activities of daily living	Fully Achieved
Provide life skills training and support, under supervision of Occupational/Physical Therapy (OT/PT), for 20 un-/underinsured residents (2 hours per week for 12 weeks)	Fully Achieved
Provide appropriate adaptive devices for Medicaid-insured residents who cannot afford them	Fully Achieved

<b>Objective</b>	<b>Outcome</b>
Maintain high staff retention rate (60%)	Fully Achieved: 62%
Maintain high occupancy rate (95%)	Fully Achieved: 98%
Residents act as real partners in their own care (94%)	Mostly Achieved: 91%
Residents understand their condition and the treatment choices that have been made. (93%)	Fully Achieved: 97%
Residents feel a sense of success in achieving their own goals (85%)	Fully Achieved: 85%
Residents reported as not displaying socially disruptive behaviors in the last 6 months (92%)	Mostly Achieved: 90%
Residents are aware of FP's policies, procedures, & activity schedule (75%)	Fully Achieved: 79%
Residents Engage in activities through FP (70%)	Mostly Achieved: 65%
Residents Perform activities of daily living (ADLs) with the lowest level of assistance possible for them (90%)	Fully Achieved: 98%
Residents find balance between emotional highs and lows. (81%)	Fully Achieved: 87%
Enable low-income residents of Friedman Place to receive dental care	Fully Achieved: 66%
Encourage and support dental hygiene among our residents	Fully Achieved

<p>Of Friedman Place residents who work with occupational therapy/ physical therapy (OT/PT), 95% will demonstrate an average 35% reduction in assistance needed to negotiate their apartments and the common areas of the facility during the grant year.</p>	<p>Fully Achieved: 100% demonstrated an average 35% reduction in assistance needed to negotiate their apartments and the common areas of the facility during the grant year.</p>
<p>Of the 20 residents who receive life skills training, 90% will demonstrate an average 35% reduction in the assistance needed for activities of daily living by the end of the grant year.</p>	<p>Partially Achieved: 69% demonstrated an average 35% reduction in the assistance needed for activities of daily living by the end of the grant year.</p>
<p>Of the 20 residents who receive life skills training, 50% will demonstrate an average 35% reduction in the assistance needed for more complex instrumental activities of daily living by the end of the grant year.</p>	<p>Fully Achieved: 63% demonstrated an average 35% reduction in the assistance needed for more complex instrumental activities of daily living by the end of the grant year.</p>
<p>90% will be satisfied with the quality of the life skills training.</p>	<p>Fully Achieved: 100% were satisfied with the quality of the life skills training.</p>
<p>90% of residents will feel safe at Friedman Place</p>	<p>Fully Achieved: 91% reported "yes" and 9% "somewhat"</p>



90% of residents will feel the appropriate health services are available to them to address their health concerns	Fully Achieved: 87% reported "yes" and 13% "somewhat"
90% of residents will feel they are better able to cope with stress and other concerns due to the mental health services at Friedman	Fully Achieved: 87% reported "yes" and 13% "somewhat"
90% of residents will feel Friedman Place staff provides them with the support they need	Fully Achieved: 86% reported "yes" and 14% "somewhat"
90% of residents will feel that living at Friedman Place has improved their overall quality of life.	Fully Achieved: 65% reported "yes" and 28% "somewhat"

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## **EMPLOYEES & VOLUNTEERS**

- **FRIEDMAN PLACE'S 65 EMPLOYEES REMAIN WITH THE AGENCY, PROVIDING A SKILLED AND STABLE WORKFORCE**
  - 55% of the employees have worked for the agency for at 3 years.
  - 26% of Friedman Place employees have worked for the agency continuously for at least 5 years
  - 11% of Friedman Place employees have worked for the agency continuously for more than 10 years
  
- **FRIEDMAN PLACE'S 65 EMPLOYEES ARE ETHNICALLY DIVERSE**
  - 11% Hispanic, 13% Asian, 20% Black, and 56% White
  
- **MOST EMPLOYEES ARE FEMALE**
  - 70% Female
  - 30% Male
  
- **FRIEDMAN PLACE'S 65 EMPLOYEES SPAN A WIDE AGE RANGE**
  - 18% ages 61 or over
  - 34% ages 41 – 60
  - 23% ages 31- 40
  - 25% ages 30 or under

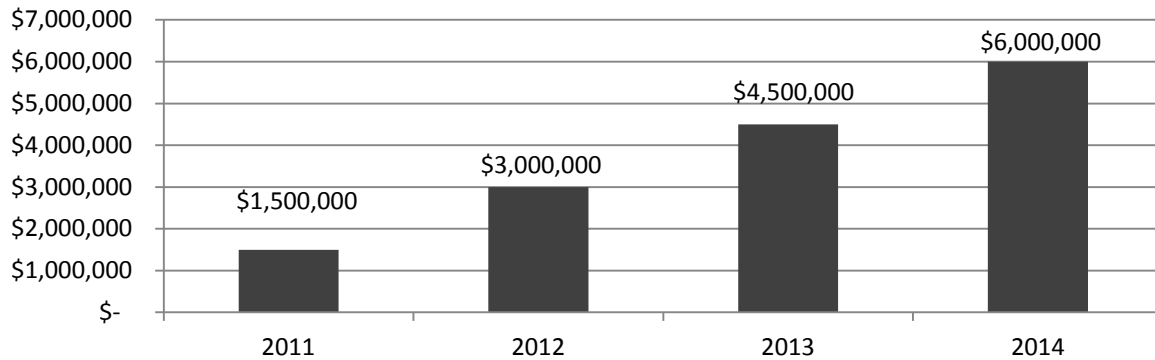
- **48% OF OUR STAFF IS TRAINED IN CPR & FIRST AID**
  - **STAFF RECEIVES ONGOING AND COMPREHENSIVE TRAINING.**
    - Training topics provided to all or nearly all employees in 2014 included Tuberculosis Identification; Prevention and Treatment; Resident Rights; Infection Control; Resident Abuse and Neglect Prevention and Notification; Blindness Basics; Orientation and Mobility; Emergency Contingency Plan and Drills; Crisis Prevention/Behavioral Intervention; Effective Communication; Proper Documentation; CPR/First Aid; Advance Directives; Management Training; Oral Health Care; Diabetes; Mental Illness; Privacy/HIPAA; Preventing Workplace Violence, etc.
  - **THE AGENCY BENEFITTED FROM THE USE OF THE SERVICES OF OVER 100 VOLUNTEERS IN THE LAST YEAR.**
- 

## **FINANCES**

(This information is from fiscal year 2014: July 1, 2013 – June 30, 2014)

- **FRIEDMAN PLACE SAVES TAXPAYERS MONEY AND KEEPS PEOPLE OUT OF NURSING HOMES**
  - The State of Illinois pays Friedman Place 52% of what it pays to the average Nursing Home in Illinois for each resident.
  - Since without Friedman Place, most residents would end up in nursing homes, the agency saves the State of Illinois and its taxpayers approximately \$20,000 per resident per year.
  - Since without Friedman Place, most residents would end up in nursing homes, the agency saves the State of Illinois and its taxpayers approximately \$1,500,000 per year.
  - Friedman Place receives 43% of our income directly from government sources, which is much lower than most nonprofit organizations of our size.

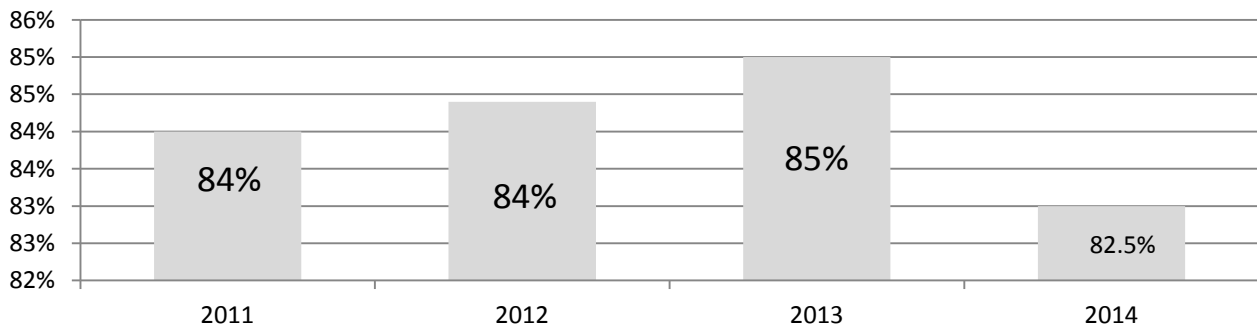
## Tax Dollars Saved through Friedman Place keeping People out of Nursing Homes (cumulative)



- **THE AGENCY IS EFFICIENT IN HOW IT SPENDS MONEY, ASSURING THAT AS MUCH AS POSSIBLE GOES TO DIRECTLY BENEFIT THE RESIDENTS.**

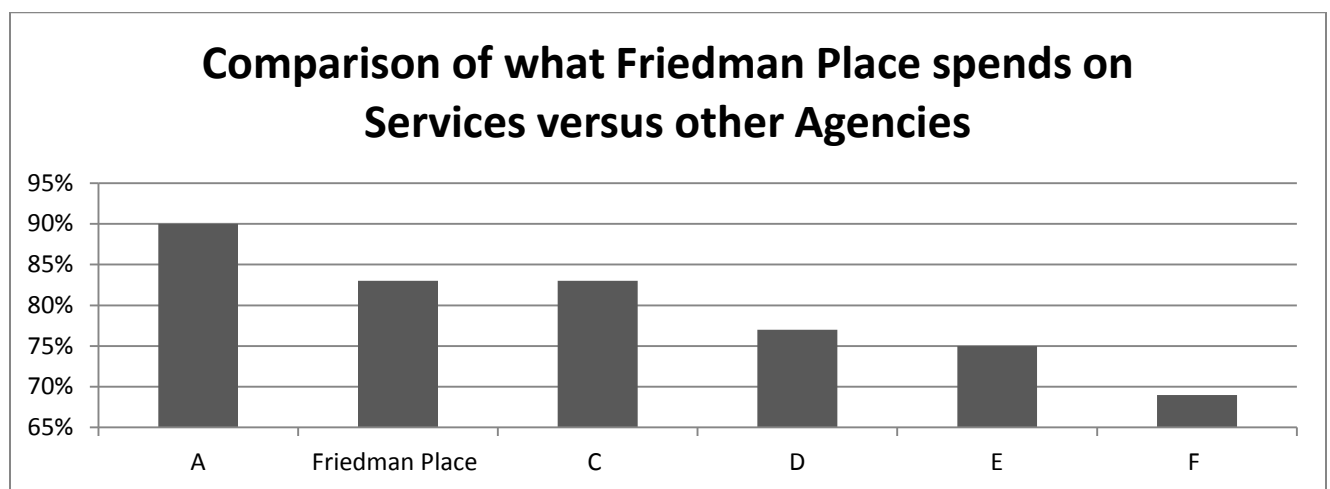
  - Nearly all of the agency’s expenses go directly towards programs and services. Eighty-two and one-half percent (82.5%) of expenses went directly to programs and services, which is much higher than the minimum 65% recommended by the Better Business Bureau’s Standards for Charitable Accountability and 60% by the American Institute for Philanthropy.
  - Friedman Place spends nearly 83 cents of every dollar on resident services and programs and only just over 17 cents on administration costs.

## Percent of Expenses Spent on Services



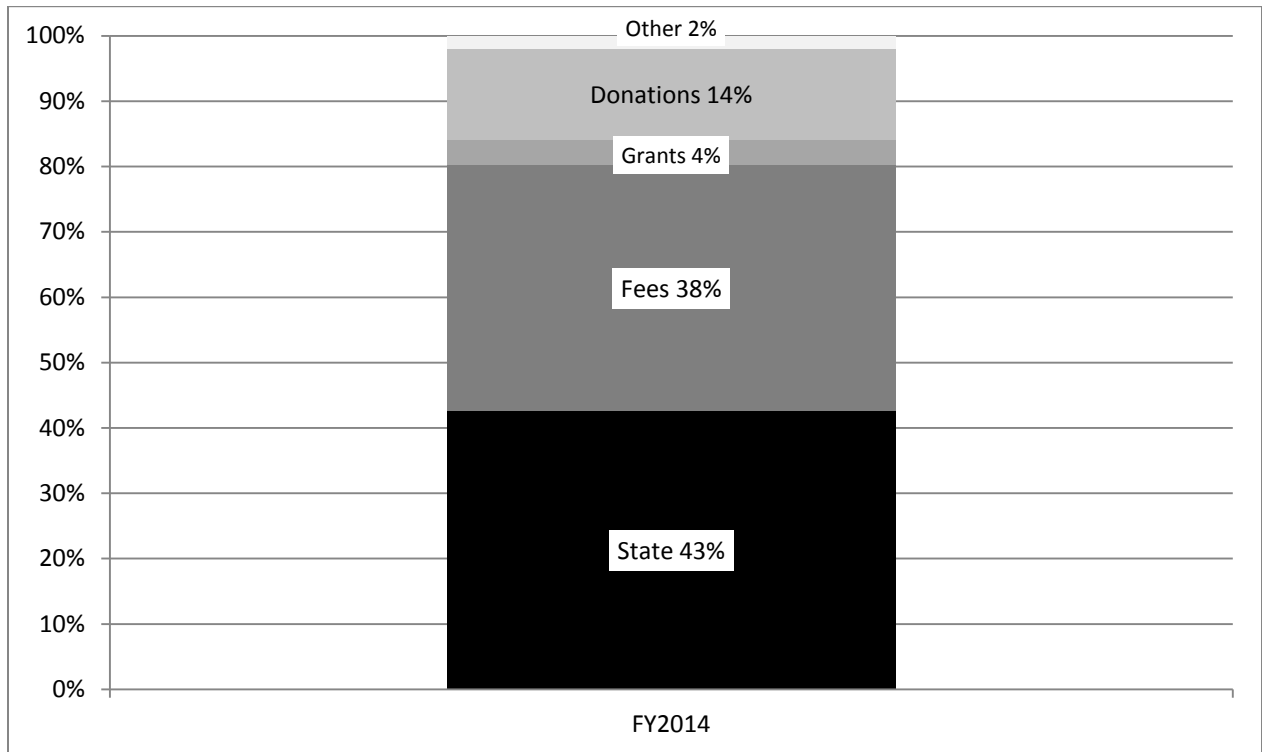
- **THE PERCENTAGE OF EXPENSES FRIEDMAN PLACE SPENDS ON SERVICES AND PROGRAMS IS BETTER THAN MOST SIMILAR AGENCIES.**

- One of the ways Friedman Place compares itself to similar organizations is by the amount of money we spend on programs and services as compared to administration and fundraising. Friedman Place has chosen 5 local nonprofit organizations that provide similar services – affordable housing and support services - against whom to benchmark. All of the other agencies are based in Metropolitan Chicago and have budgets roughly the same size as Friedman Place.

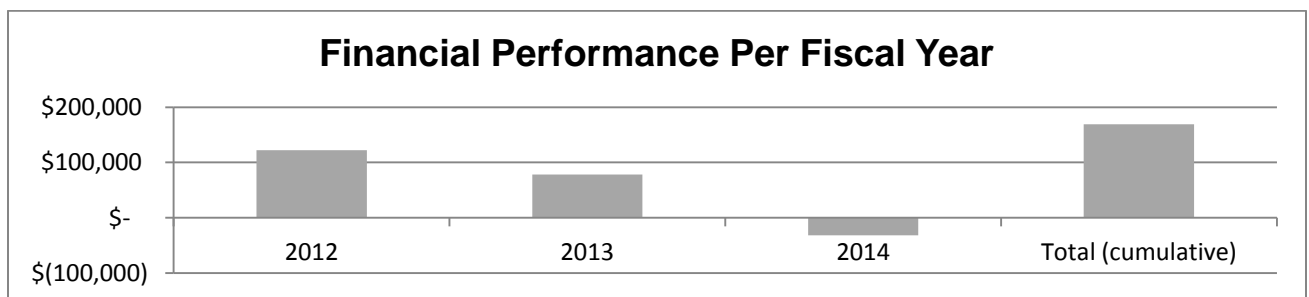


- **THE AGENCY HAS A DIVERSIFIED STREAM OF FUNDING, WHICH IMPROVES STABILITY.**

- Last year, a little over 40% of our funding came from the government (which is a much lower percentage than many nonprofits of our size). Nearly 40% came from program fees and the remainder from fundraising and other sources.

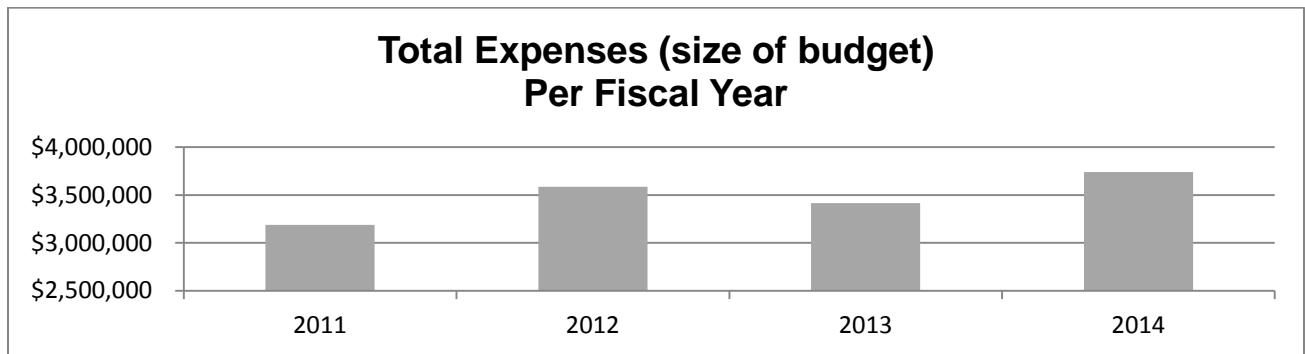


- **THE AGENCY ADHERES TO ITS BUDGET AND IS EFFICIENT IN HOW IT SPENDS MONEY.**
  - Over the previous three years, the agency ended two years with surpluses and one with a small deficit. Over the entire three year period, the agency raised \$170,000 more than it spent, which is approximately 4 ½ percent of the most recent year’s expenses. This “rainy day fund” can then be available for urgent needs such as building repairs, etc.



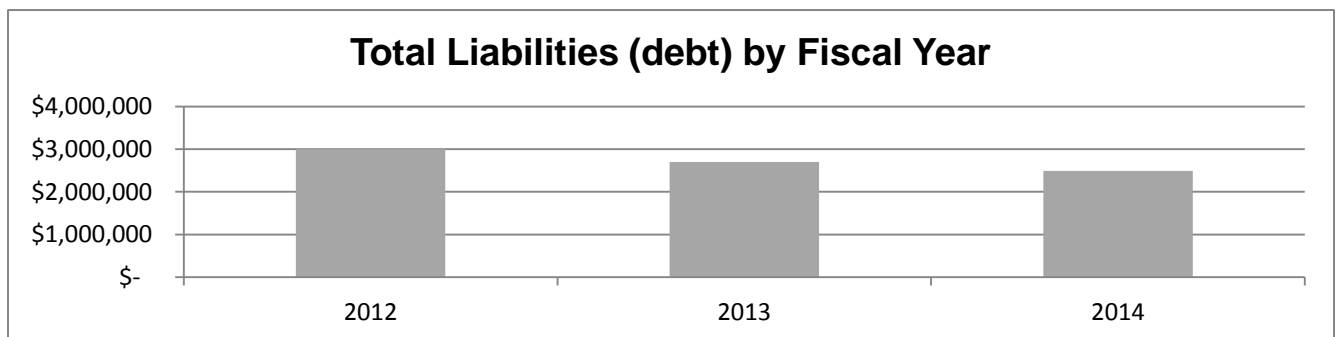
- **THE AGENCY'S BUDGET HAS GROWN IN RECENT YEARS.**

- Between 2011 and 2014 total expenses increased by over \$550,000, or 17%.



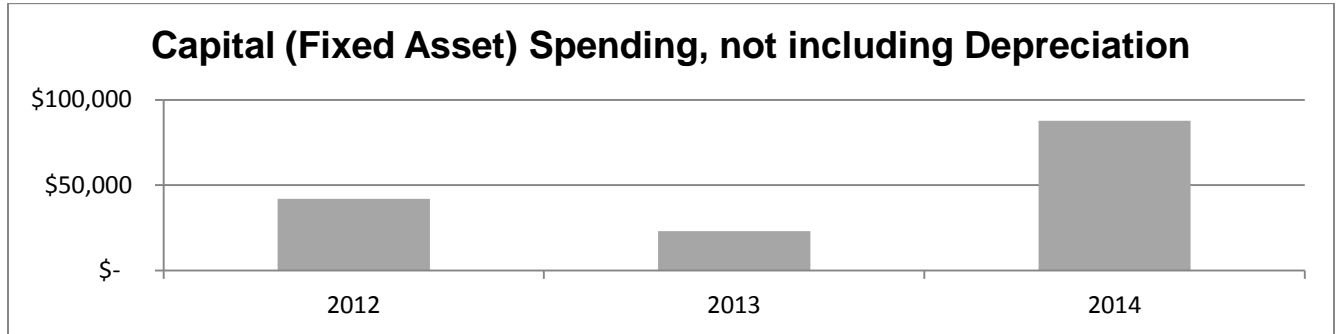
- **THE AGENCY HAS REDUCED ITS DEBT**

- In recent years, the agency has reduced the total amount of money owed to others by \$510,000, or 20%.



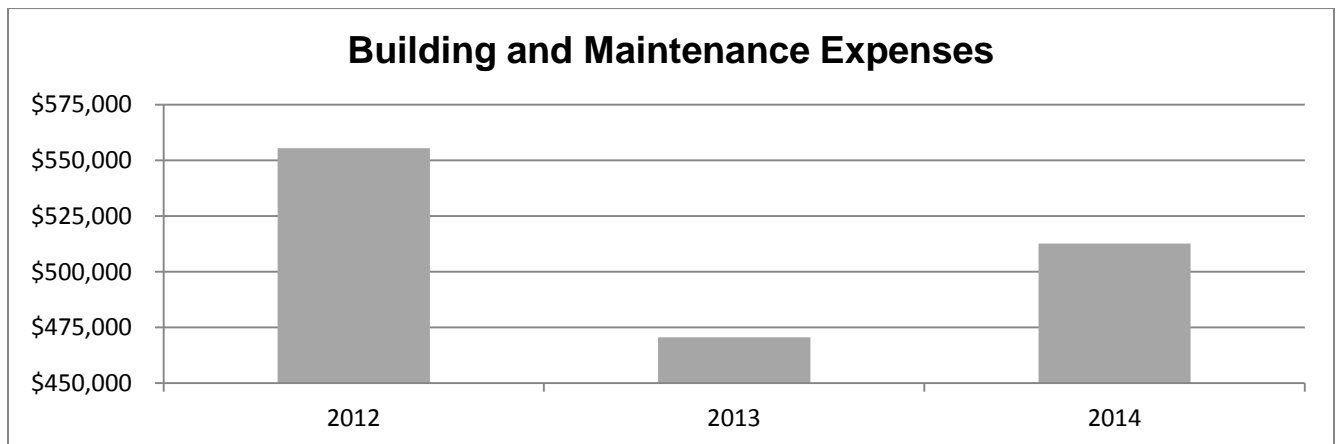
- **THE AGENCY SPENDS A LOT ON BIG-TICKET ITEMS TO MAINTAIN THE BUILDING.**

- Last year, the agency spent almost \$ 90,000 on Capital (Fixed) Assets, which are items of significant value that will be useful beyond a single year. For example, \$13,000 was spent on a new emergency alert system for residents, \$11,000 on plumbing and heating equipment, and \$7,500 on air conditioning equipment.



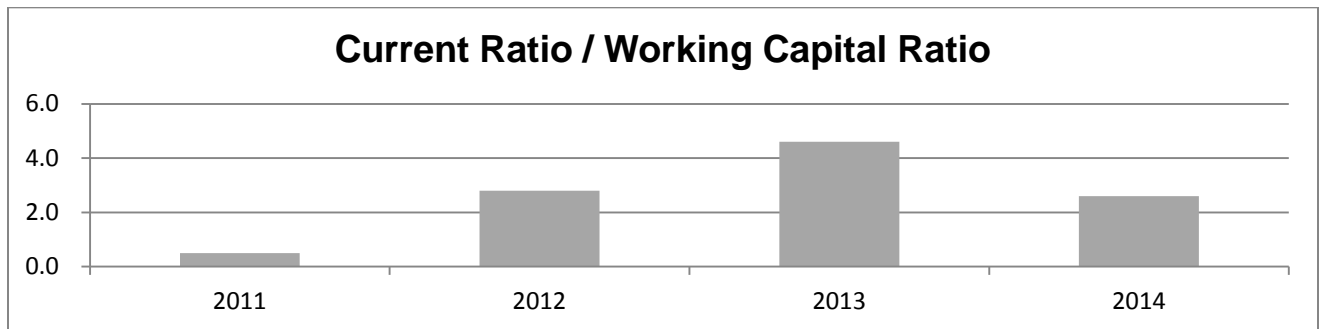
- **THE AGENCY SPENDS A LOT TO MAINTAIN THE BUILDING.**

- Friedman Place typically spends over one-half a million dollars each year to maintain the building's excellent condition.



- **THE AGENCY IS CAREFUL AND CONSERVATIVE IN ITS FINANCIAL APPROACH AND HAS ENOUGH SAVINGS TO MEET ITS OBLIGATIONS.**

- The Current or Working Capital Ratio measures the ability to pay debts owed in the next year with cash that is now or will shortly be available. It helps answer the questions "Do you have enough money to pay your debt?" A score of at least one means that there is enough money available to meet the next year's debts. A score less than one is generally considered a problem. Friedman Place ended its most recent year with a score of 2.6, which is a very positive indicator.



- **THE AGENCY IS CAREFUL AND CONSERVATIVE IN ITS FINANCIAL APPROACH AND HAS ENOUGH SAVINGS TO MEET ITS OBLIGATIONS.**

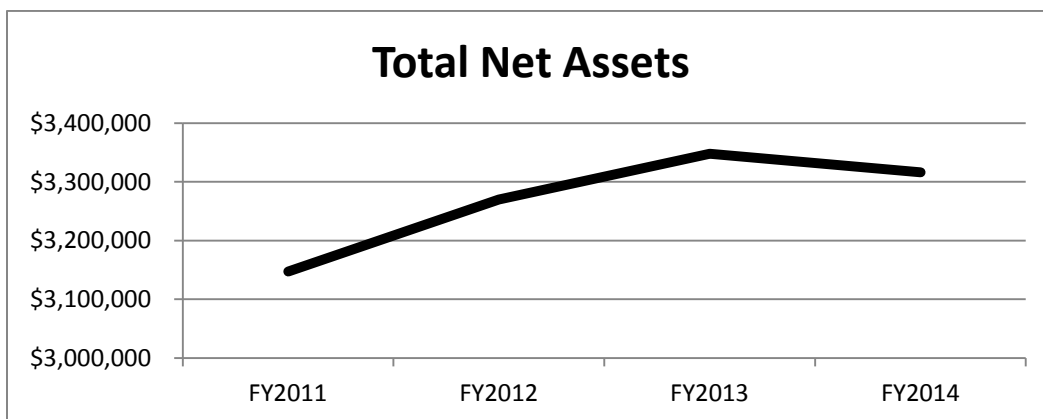
- Cash available is a measure of how long an organization could continue operating normally and still pay its bills if all income/revenue stopped. It helps answer the questions "Do you have enough money to pay your debt?" The number of months of cash available varies from one organization to another, but three months is a common goal of many nonprofits. In 2014 Friedman Place had two months of cash on hand.





- **THE AGENCY IS WORTH MORE THAN IT WAS FOUR YEARS AGO; THE AMOUNT OF NET ASSETS HAS INCREASED.**

- Assets are the value of everything that the organization owns: money, investments, property, equipment, vehicles, etc. Net assets are the value of everything the agency owns (the assets) minus all the liabilities and debt that the agency owes. Net assets are often thought of the “worth” of the organization.
- The net assets of the agency have increased by \$170,000 or about 5%, in the last four years.





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*A Community for Adults with Vision Loss*