



### 2009 Annual Agency Report

#### Reaccreditation Achieved

The agency was reaccredited by the Council on Accreditation (COA) through June 2013. This is national recognition that we meet the highest standards for care management and home care services — the equivalent of state licensure.

#### National Leadership

CEO Phyllis Mensh Brostoff served as the President of the Board of the National Association of Professional Geriatric Care Managers (NAPGCM). She is featured in videos ([www.caremanager.org](http://www.caremanager.org)) and was quoted in an article in the New York Times in September 2009 concerning how geriatric care managers help families.

#### Client Satisfaction Surveys

Every year the agency sends a survey to each client or family we serve. 91% of the surveys returned agreed with these statements: "The services from the agency meets my expectations...have decreased the level of personal stress in my life...would recommend the agency's services to others."

#### Charitable Contributions

The agency provided financial support to the following non-profit organizations: Alzheimer's Association, Center for the Deaf and hard of Hearing, Independence First, Grand Avenue Club, Interfaith Program, Professional Dimensions, Rotary Foundation, Shorewood Foundation, United Way, TEMPO, Milwaukee Aging Consortium, UWM Peck School of the Arts, Parkinson's Association, Woman's Club Foundation, and WUWM Public Radio.

#### Client Demographics

Gender: 63% female 37% male  
Living Arrangement: 44% alone  
29% family/spouse 23% facility  
Marital Status: 52% widowed 22% married  
16% single 10% divorced  
Age: 24% 90yr or older  
42% 80-89  
16% 70-79  
8% 60-69  
10% under 60

#### Volunteer Activity

President Valerie Stefanich served on the Board of Downtown Rotary and, for the second year, was a judge for the Wisconsin BBB Business in Ethics Torch Awards.

COO Ron Engel served as Past President of the Board of Interfaith in Waukesha and Treasurer of the Nehemiah Project Board.

Care Manager Mary Jo Walsh chaired the Social Worker Section of the State of Wisconsin Examine Board.

#### Call for Help

If your family or one of your clients needs help call **Jill Hyatt at 414 963-2600**. She can arrange for an in-person meeting with one of our care managers. They have worked with hundreds of families, and can provide valuable insight and help with many different types of problems, including introducing you to a variety of community resources.

**414.963.2600 [www.elderselectstaff.com](http://www.elderselectstaff.com)**  
**4485 North Oakland Avenue, Milwaukee, WI 53211**  
**1800 East Main Street, Waukesha, WI 53186**

Since 1983 improving the quality of the day to day lives of our clients and their families in ways both small and large. Nationally Accredited by the Council on Accreditation since 2000. Recipient of Wisconsin Better Business Bureau 2004 Ethics in Business Award.

Some information in the Elder Bulletin may relate to legal or regulatory issues, but any such information is not legal advice and our readers should not regard it, or rely on it, as legal advice. We are not attorneys, moreover we understand that sometimes legal and regulatory rules change, and sometimes specific facts may affect whether, or how, rules can apply. We therefore encourage our readers to consult their own counsel for legal advice and guidance in light of their specific circumstances.