FAIRHILL CENTER FOR AGING

a campus of
comprehensive SERVICES
creative OPPORTUNITIES

CELEBRATING 10 YEARS OF COLLABORATION AND INNOVATION

ANNUAL REPORT
1998
Fairhill Center for Aging is a 501(c)(3) non-profit organization situated on 9-1/2 acres of prime real estate on the borders of Shaker Heights, Cleveland Heights, and the Fairfax and Fairwood communities of Cleveland. In 1995, the site was named a Cleveland Historic Landmark. Today, more than 1,500 visitors a month pass through the campus.

Fairhill Center for Aging began operations in 1989. It grew out of the vision of a small group of organizations with complementary missions of providing direct and ancillary services to older adults, their lay and professional caregivers, and others who serve them. They determined that like-minded agencies “living” together in a professional community would encourage collaboration and make best use of available resources. The seeds of this vision were planted by the Benjamin Rose Institute and University Hospitals Health Systems, Inc., the founding partners of this venture. Fairhill is governed by its board of trustees which has increased in size - its leadership reflective of the continued growth of Fairhill. It is assisted by two advisory committees to its Access Centers initiative, the Friends of Fairhill membership group, and numerous volunteers.

As an anchor institution in the community, Fairhill continues to forge partnerships with mission-related organizations in its programmatic and operational activities. Examples of these collaborative efforts were reflected in increased attendance at the Fairhill Gerontology Series, a quarterly continuing education program for multidisciplinary professionals in geriatrics and gerontology. The series is co-sponsored by Fairhill with The Benjamin Rose Institute, University Hospitals’ Alzheimer Center, and Case Western Reserve University’s Center on Aging and Health, along with the Western Reserve Geriatric Education Center. Fairhill staff also served on the steering committee for a series of focus groups including the Alzheimer’s Association and University Alzheimer Center addressing issues related to religion, spirituality, Alzheimer’s disease and dementia. International visitors from Italy and Eastern European countries were hosted by Fairhill campus organizations and through the Cleveland International Program. City Year Cleveland strengthened its presence on the campus and in the community, making its intergenerational presence one of the strongest among its team impact areas. Hard-Hatted Women, a skills-building group for women in the construction and trades industry, helped to renovate campus infrastructure while honing its community training efforts. In its commitment to building community, Fairhill trustees, staff and volunteers also served on local advisory committees and civic organizations to address the needs of older adults “aging in place.”

These collaborative spirit, facilitation and leadership efforts were recognized in 1998 by distinct awards: to Executive Director, Dr. Stephanie FalCreek, for the Molly Metller Award for Health Promotion; a Pinnacle Award by the Business Advisers of Cleveland for the Fairhill Lane Shops. The shops have been led entirely by volunteers, particularly the strong stewardship of its volunteer manager Josephine Dusek; and, an Outstanding Quality Service Award from the Retired and Senior Volunteer Program to James Wallace, a Fairhill trustee and volunteer who has contributed to Fairhill’s growth in myriad ways. The pages that follow reflect examples of others who also have helped deepen Fairhill’s roots in the Greater Cleveland community.

Founded by BRI and UHHS, Inc.
Dear Friends,

Who would have thought that the seed of an idea planted among a loose coalition of organizations would blossom into the dynamic and vibrant community known as Fairhill Center for Aging?

The U.S. Census Bureau's projected growth of the aging population parallels the growth of this environment which nurtures a steadily increasing number of organizations and individuals under the living canopy known as Fairhill. From its early days to the present, Fairhill's mission is "to create and sustain a campus of individual and shared resources to meet the challenges of successful aging."

The property purchased by its founding partners, The Benjamin Rose Institute and University Hospitals Health System, Inc., has undergone extensive transformation in its short 30-year history to become the kind of place that makes Fairhill a central convener and facilitator for older adults, and the families and professionals who care for and about them. Financially we continue to operate within a balanced budget, with a significant increase in total revenues and a 3% decrease in total expenses. Our Annual Fund increased in 1998 and we are pleased to report 100% trustee participation in that effort, as well as significant staff participation.

We particularly thank The Benjamin Rose Institute and University Hospitals Health System, Inc. for their ongoing support, and all of the campus organizations, individuals, corporations and foundations who have contributed to Fairhill's growth over the past 10 years. We hope you will enjoy the collective results of these contributions that are highlighted on the following pages.

The lyrics to a popular folk song remind us: "Remember the seed in the little paper cup. First the root goes down, and then the plant grows up." So, too, we look forward to another season of service to the community. May the fruits of our labor result in "a golden age" for people of all ages who pass through Fairhill's doors.

W. F. Gates
President

Stephanie J. FalkCreek, D.S.W
Executive Director
In spring 1998, Fairhill staff participation at the annual conferences of the American Society on Aging and the National Council on Aging resulted in discussions that led to the development of a senior computer learning center in fall 1998. Special thanks to The Cleveland Foundation, Richman Brothers and an anonymous donor, funds for the start-up of the Center were used to purchase new computers, other equipment and technical support for computer classes serving older adults.

The Fairhill Computer Learning Center was developed in collaboration with SeniorNet, an international, non-profit membership organization of new and experienced older adult computer users. SeniorNet offers computer learning resources and education for access to digital technologies. The original research that started SeniorNet 12 years ago demonstrated that older adults are able and enthusiastic computer users, offering a new social and emotional link in the community.

Use of the computers by older adults also offers access to information of interest and importance to them, such as health, genealogy and e-mail to keep in touch with loved ones. With a technical blueprint from SeniorNet, led by Fairhill trustee James C. Wallace, Robert Blanchette, and Sally and James Jordy, a dedicated core of older volunteers created the business plan, timeline, organizational structure and implementation of introductory classes in October. A waiting list of over 200 persons ensued, and classes have run continuously ever since opening. Volunteer instructors and coaches work closely with classes of eight to ten students per eight-week session.

Scholarships for low-income participants also afford access to learning computers. The Fairhill Computer Learning Center opens the door for additional opportunities in intergenerational learning, value-added campus employee education and conferencing capabilities.
Fairhill's growth was helped in many ways thanks to the generosity of the following supporters:

**gifts to FAIRHILL**

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- Henry Young.
1998 friends of FAIRHILL

Friends of Fairhill provide financial support, guidance and expertise to the development of Lifetime Enrichment and other programs.

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Frank Baccio
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Lynn Wieland
Juanita Williams

Oksan Wilson
Clemmie Wright
Mary Wright
Lewis Wright
Winfred Wright
Velvet Wyche
Eva Young

*Founding Charter Member
"Our house is a very, very, very fine house. With two cats in the yard, life used to be so hard, now everything is easy 'cause of you..."

Excerpted from "Our House"  
Lyrics by Graham Nash

The Project '98 contribution of $2,851 from the Friends of Fairhill supplemented funds by the Eva L. and Joseph Breuning Foundation, which funded the business planning process, the Lubrizol Foundation and an anonymous foundation for continued development of Independence House - Center for Assistive Technology. Project '98 funds provided an exterior lift for access to the model home.

Featured in the second of Fairhill's historic duplex townhouses, Independence House will showcase the latest state-of-the-art technology, some modifications, design and environmental controls that can be renovated from an existing home environment to provide full independent living for an older or disabled individual. The townhouse also will display economical alternatives and low-cost products and services. These items can be demonstrated and/or tried out in Independence House in order for consumers to make informed choices about the type of products or services they may want to purchase. Home ReVisions, an organization that joined the campus in 1998, offers a selection of some of these products and services. Design, construction and installation of their products also is provided.

Thanks to the planning support from the Breuning Foundation, results of focus group discussions and surveys from more than 40 diverse community organizations indicated the following factors influencing the decisions to use or obtain the kind of devices and services that Independence House will feature:

- affordability
- lack of information about available technology
- lack of information about where to purchase products or services
- denial about the need for assistance
- fear in using new technology or services.
- lack of availability.

Community agencies responded favorably in their ability to provide resources at Independence House. These will include:

- agency/company displays and on-site demonstrations of devices
- access to their organization via direct phone and on-site consultation with consumers
- books or pamphlets, catalogs, fact sheets on related topics
- educational workshops or seminars, as well as sensory screenings
- contractors for home modifications
- affordable adaptations of kitchen, bath, laundry, living and dining areas, including outdoor environments.

Completion of the renovated model home is anticipated in 1999, (although full funding still is being sought), and with full appreciation that the Friends of Fairhill and other collaborative, community individuals and organizations will have made it easier for those served by Independence House to successfully "age in place".
Revenue for 1998

- Grants, Contributions*: $844,607
- Leases: 798,084
- Fees, Other: 67,917

Total Income: $1,710,608

Expenditures for 1998

- Operations: $554,433
- Management & Development: 268,071
- Utilities: 208,813
- Programs: 210,325
- Capital Expenditures: 246,195
- Grant Expense: 115,234

Total Expenditures: $1,603,071

Assets:

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<td>Less; Accumulated Depreciation</td>
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Liabilities & Net Assets:

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<td>Unrestricted Net Assets</td>
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<tr>
<td>Total Liabilities &amp; Net Assets</td>
<td>$2,511,182</td>
<td>$2,328,119</td>
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Fairhill Center for Aging is a non-profit corporation under section 501(c)(3) of the Internal Revenue Code and depends significantly upon gifts, grants, and contributions.

Information presented has been extracted from financial statements audited by Ernst & Young, LLP. Copies are available in the office of:

Executive Director
Fairhill Center for Aging
12200 Fairhill Road
Cleveland, Ohio. 44120

*Includes generous contributions from The Benjamin Rose Institute and University Hospitals Health System, Inc., as well as individual gifts and grants.
for your support, we
THANK YOU

Your continuing support strengthens our campus of comprehensive services and creative opportunities for successful aging in many ways. Examples of how this support is used include:

- Lifetime Enrichment activities that benefit older adults
- Professional and caregiver education
- The Friends of Fairhill and Project '99 — a fitness and walking path around the campus
- Conference and meeting room usage by groups such as the Retired and Senior Volunteer Program, other campus agencies and senior participants of community organizations

- Development of Independence House - Center for Assistive Technology

As we move into the new century, goals for the year 2000 are:

- Complete renovation of the Fairhill campus buildings
- Beautification of the grounds and creation of outdoor activity resources
- Strengthening and further development of the Access Centers
- Improvement and expansion of services to the Greater Cleveland community

There are many volunteer opportunities to continue our expanded growth and services:

- Serving on the advisory committees for the Access Centers' initiative, including the Intergenerational Resource Center,
- Serving as an instructor or coach for the Fairhill Computer Learning Center
- Becoming a mentor for the Intergenerational Gardening or Mentoring Programs
- Leading an activity of the Lifetime Enrichment Programs
- Participating in the Fairhill Gospel Choir or other outreach activities such as the Speakers Bureau and public relations team
- Providing property management, construction or real estate expertise
- Helping to raise funds for the Friends of Fairhill Project '99 fitness and walking path, or a similar worthy project of Fairhill's campus development

Special thanks to Fairhill's founding partners
The Benjamin Rose Institute and University Hospitals Health System, Inc. for 10 years of vision and steadfast financial support:

Alice J. Kethley, Ph.D.
Executive Director
Benjamin Rose Institute

Farah M. Walters
President and CEO
University Hospitals Health System, Inc.

Our deepest appreciation is extended to the Fairhill Board of Trustees, with the special leadership of the past 10 years:

Nancy G. Rome
1989-1990
1995-1996

Ann O. Pinkerton
1991-1992

Ruth B. Fiordalisi
1993-1994

William F. Gates
1997-1998
1999-2000
FAIRHILL CENTER FOR AGING

a family tree
to come HOME to...

A CAMPUS OF COMPREHENSIVE SERVICES AND CREATIVE OPPORTUNITIES
Fairehill's growth is best illustrated by the number and array of organizations which call it "home". Fairehill's commitment to providing leased space opportunities and value-added support services to non-profit and other agencies has created an expansive family tree.

Fairehill provides an array of services to support the following independent agencies which call Fairehill "home".

Access To The Arts - Graham Grund, Executive Director
Concert quality musical and cultural arts performances by talented students and professionals at neighborhood centers, retirement communities and nursing homes 216-791-4654

Alzheimer's Association - Sharen Eckert, Executive Director
Provides support, assistance, information and education to persons affiliated with Alzheimer's disease and their families, friends and professionals who care for them. In the five-county area of Northeast Ohio, they sponsor family support groups, educational sessions, a telephone help line, newsletters, a speakers' bureau, caregivers' workshops and research. 216-721-8457 or 1-800-441-3322

Alzheimer Center of University Hospitals of Cleveland - Dr. Karl Herrup, Director/Joann Franko, Administrative Director
Provides quality care for patients with Alzheimer's disease and related disorders and their families through a coordinated program of patient care, research and education. In conjunction with CWRU, the Alzheimer Center research programs cover a range of areas from laboratory research through clinical diagnosis and drug treatment to health services research. The clinical research program depends on a volunteer registry of patients, caregivers and others who wish to be involved. 216-844-6400

Art Studio, Inc: Center for Therapy Through the Arts - Darlene Montoraro, Executive Director
A creative therapeutic arts program providing art-centered therapy and music therapy to medically ill and physically disabled patients at MetroHealth Medical Center, community-based sites and at Fairehill. 216-791-9303

Beachwood Adult Training Center - Danette Koger, Program Coordinator
A division of the Cuyahoga County Board of Mental Retardation; small group setting for social, recreational and educational activities that serve older adults with mental retardation or developmental disabilities. 216-229-6884

The Benjamin Rose Institute Adult Day Program - Linda Elliott, Director
Provides day care activities and partial hospitalization care adapted to participants' needs and abilities, socialization, day trips and a secure setting for older adults with cognitive impairment and/or mental health issues. 216-791-8001

The Benjamin Rose Institute Library - Karen Bensing, Librarian
Outstanding collection of current and historical multi-media materials on aging, gerontology and geriatrics. It offers a complete range of information services to professionals, students, educators and the public. 216-231-7230

City Year Cleveland - Randell McShephead, Executive Director
A bicentennial legacy project of the City of Cleveland and part of the Americorps service network; a program of young adults ages 17 to 24 who devote a 10-month commitment to service with partner organizations, addressing community needs for long-term impact. 216-421-1350, Ext. 141

Cleveland Congress of Bridge Clubs - Oliver Tabor, President
Classes for beginners. Duplicate bridge tournaments and games in conjunction with American Bridge Association. 216-791-5244

Fairwood Community Association - Mary Dobbs, Community Liaison
A 25-year-old community association serving the Fairwood neighborhood through regular meetings that address local issues and concerns. 216-421-1350, Ext. 137
Geriatric CARE Center - Dr. Jerome Koval, Medical Director/Christine Hayward, Associate Director

Geriatric Center for Clinical Assessment, Research and Education (CARE), a joint effort involving University Hospitals, the CWRU School of Medicine and the Cleveland Veterans Administration Medical Center (CVAMC). Clinical geriatrics, research and educational activities. Develops multidisciplinary programs of clinical care at University Hospitals (University Foley ElderHealth Center and the Acute Care Unit for the Elderly) and the CVAMC. Expands and develops research and educational programs in aging throughout CWRU and the community. 216-844-6370

Golden Age Centers of Greater Cleveland - Paul Alandt, Executive Director
Community-based services in 15 senior centers: healthy meal programs; home-delivered meals; health screening; homemaker assistance; information and referral; social service assistance; socialization; telephone reassurance; transportation; and professional counseling. 216-231-6500

Grille On The Hill - Abdu Aitelkadi, Owner/Manager
An on-campus cafe offering full breakfast and lunch menus with deli-style soups, salads, sandwiches, snacks, and daily specials; also provides on-premise and off-premise catering. 216-229-5367

Home ReVisions - Rick Zwelling, President
Offers barrier-free products, product installation, design and construction services, to make independent living at home easier for older adults and the disabled. 216-721-4550/1-800-936-4663

Maple Heights Adult Training Center - Mark Janezic, Program Director
A division of the Cuyahoga County Board of Mental Retardation; senior group setting for social, recreational and educational activities that serve older adults with mental retardation or developmental disabilities. 216-229-2563

National Caucus and Center on Black Aged, Inc.- JoAnn Neal, State Program Coordinator
Provides advocacy, health promotion, job skills training and education to improve the quality of life for African-American and low-income elders; operates a senior employment program for those age 55 and older. 216-721-9197

Retired and Senior Volunteer Program of Cleveland (RSVP) - Joy Banash, Executive Director
Recruits and places volunteers age 55 and older at non-profit organizations, including service through a satellite office at Fairhill. 216-721-5065

UHC Wellness Initiatives - Theresa Coaxum, Director
Collaborative effort of University Hospitals of Cleveland, the Cuyahoga Metropolitan Housing Authority and Fairhill Center for Aging; a community outreach program designed to provide access to health care and comprehensive wellness services and activities for CMHA older adult residents. 216-844-6409

University Foley ElderHealth Center of University Hospitals of Cleveland - Dr. Lisa Atkinson, Medical Director
Multidisciplinary approach to evaluate and address the primary and specialized health care needs of older adults. 216-844-6300

University Primary Care Physicians (UPCP)/University Hospitals Managed Services Organization (MSO) - Phyllis Hall, Chief Financial Officer
Management services organization, finance department and central billing offices. 216-844-8278

Western Reserve Geriatric Education Center (WRGEC)/Action for Health - Julia Hannum Rose, Ph.D., Executive Director
Provides continuing education for health care professionals, and an interdisciplinary geriatric education certificate offered in cooperation with Case Western Reserve University. 216-368-5433
BRANCHES

Fairhill’s programmatic and operating structure consists of three focus areas:

- Lifetime Enrichment,
- Conferences & Special Events
- Property Services

### Lifetime Enrichment

Lifetime Enrichment services and programs of Fairhill offer innovative, gap-filling services, programs and opportunities for older adults and the family and professional caregivers who serve them. It fulfills this purpose through:

- Direct programming for older adults, including Consumer Assistance, Lifetime Learning, Health and Wellness, Lifetime Service, and Intergenerational Programming;

- Indirect services that nurture the growth of Fairhill’s campus organizations for example, through promoting their events and activities in the Fairhill newsletter, providing volunteers to agencies and facilitating access to the campus for older adults.

- Organizational collaborations that enhance education to gerontological professionals who, in turn, serve older adults and their caregivers.

A quality that distinguishes Fairhill’s Lifetime Enrichment programs is its collective wisdom and enthusiasm of older adults and other community volunteers. The leadership of these volunteers provides peer-to-peer support and creative opportunities for lifelong learning. Activities are sponsored by Fairhill or provided by outside organizations and individual practitioners. These services are based upon the philosophy that older adults have much to offer their friends, families, communities and social institutions. Likewise, society, communities and families want to respond to the needs of vulnerable populations, including older adults.

Examples of these efforts include: AARP’s “55 Alive” Mature Driving Course; assistance with understanding Medicare/Medicaid or hospital bills; exercises led the Fairhill Fit Walkers and “Yes, I Can!” Line Dancers; the consignment sale of handcrafted items by older artists through the Fairhill Lane Shops; and special events such as the annual Black History Celebration and Fall Festival.

Other services not provided directly by Fairhill are served by campus organizations. In an ongoing commitment to serve both well and frail older adults, we welcomed the addition of a senior group from Beachwood Adult Training Center, a part of the Cuyahoga County Board of Mental Retardation and Developmental Disabilities. Also joining the campus was Home ReVisions, whose products and services are consistent with the development of Independence House - Center for Assistive Technology. An agreement with the Complementary Care Services of Southwest General Hospital, Shaker Heights Recreation Department and the American Association of Taoist Studies provided opportunities for offering sessions and classes meant to promote well-being.

Lifetime Enrichment also includes the Access Centers, a collaboration of gap-filling programs offered and planned by Fairhill. Always in progress, these Access Centers are in various stages of development and implementation, and include:

- The Intergenerational Resource Center (IRC)
- The Center for Spirituality and Aging (CSA)
- Independence House - Center for Assistive Technology
- The Caregiver Resource Network (CRN)
- The Center for Wellness and Wisdom

Consistent with the programmatic goal to develop and deliver innovative, gap-filling services and programs, the envisioned implementation of each center includes: advocacy and outreach to raise community awareness of key issues in research, policy and practice; education and training for multi-disciplinary professionals; and a direct service component.

Already developed and housed within one of Fairhill’s historic townhouses is The Intergenerational Resource Center, dedicated to bridging bonds of mutual respect, support...
and understanding between youths and older adults. The IRC features "Grandma, Please!", a telephone reassurance program which connects latchkey children from neighborhood schools with homebound elders; the Grandparents' Support Group, which provides support services to grandparents raising their grandchildren; and the Intergenerational Gardening Program, which pairs schoolchildren with elders. In 1998, an Intergenerational Mentoring Program expanded mutual learning opportunities in puppetry, clay sculpture, and other social, recreational, and educational activities.

As with other Access Centers, an advisory committee of community representatives provide collaborative input and support to the IRC:

**Intergenerational Resource Center**
**1998 Advisory Committee**

<table>
<thead>
<tr>
<th>Lauren Blattner</th>
<th>Patricia Pattillo</th>
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<tbody>
<tr>
<td>DeAnna Conover</td>
<td>Dianne Roberto</td>
</tr>
<tr>
<td>Erlyne Davis</td>
<td>Laurie Rosenberg</td>
</tr>
<tr>
<td>Carol Glickhouse</td>
<td>Martha Smith</td>
</tr>
<tr>
<td>Sandra Goldner</td>
<td>Diana Smith</td>
</tr>
<tr>
<td>Susan Gordon</td>
<td>Janice Smuda</td>
</tr>
<tr>
<td>Kathryn Kwiatkowski</td>
<td>Diane Steinhalber</td>
</tr>
<tr>
<td>Peg McCarthy</td>
<td>Carrie Stokes</td>
</tr>
<tr>
<td>Jane Outcalt</td>
<td></td>
</tr>
<tr>
<td>Joanna Van Oosterhout</td>
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In 1998, one of the most successful intergenerational partnerships was the community service of City Year Cleveland, a bicentennial legacy project of the City of Cleveland and part of the Americorps service network. The young adults, ages 17 to 24, participate in the year-long commitment to make an impact in the community. During its second year at the Fairhill 'flagship', City Year's Intergenerational Team continued to work with older adult volunteers, clients and students from area schools, TRW Rainbow Children's Museum, the Benjamin Rose Institute's Adult Day Program, University Alzheimer Center and others. Cleveland was the site of City Year's national 'convention of unconventional idealism' - CYZGY '98. Its activities included a visit from President Clinton and a "Day of Powerful Community Service."

On June 4, 1998, more than 350 City Year participants and community volunteers implemented a massive makeover to the South Mall of the Fairhill campus. The interior and exterior of nine campus buildings was overhauled to give the back of the property an aesthetic 'facelift' that included: removal of underbrush and fencing between Fairhill and Kelly House at Benjamin Rose Place, preparation of a community garden, reconstruction and repainting the vintage townhouse porches, and the removal of debris from larger campus buildings. Among the community groups that donated their time and talents for the day were: students of Case Western Reserve University's Weatherhead School of Management, Mandel School of Applied Social Sciences; and the Cleveland Institute of Art; employees of the Cuyahoga County Commissioners, Robert DeFranco and Associates, Donley's Inc., Fairhill trustees and Hard-Hatted Women. A crowning achievement was the restoration to the facade of the historic Leisy stable - proof positive that the collective efforts of many can benefit all.

The Center for Spirituality and Aging continued to progress in its goal to address meaning of life issues through collaborative dialogues between health and human service providers, as well as caregivers from the religious community and faith-based organizations. The dialogue process will result in the consensus of issues central to older adults, caregivers and professionals for whom spirituality is an integral factor for enhancing quality of life.

**Center for Spirituality and Aging**
**1998 Advisory Committee**

- Kenneth Anderson
- Reverend Elmo Bean, Jr.
- Dr. Joseph Foley
- Brother Ramez A. Isamboudi
- Peter Junger
- Betsy Kneestick
- Reverend Valentina Lassiter
- Dr. T.W. Moir
- Kenneth O'Connell
- Cynthia Plagata
- Dr. Reverend Johnny Reed
- Dr. Jon Stuckey
As Fairhill embarks on a new decade of collaboration and innovation, full-scale implementation of Fairhill’s other Access Centers, the Caregiver Resource Network and Independence House — Center for Assistive Technology, will round out the complementary offerings of programs and services to broaden its scope of service.

**Property Services**

A unique Property Services challenge is created by Fairhill’s collaborative mission. The twenty independent resident agencies have a combined workforce of nearly 300 people. The combined programs of these organizations coupled with Fairhill’s wholly-owned programs and services attract 1,500 people a month to the campus. A non-profit operation of this size requires significant day-to-day customer service, plant and fiscal management, as well as a commitment to planning and future-oriented flexibility. Managing both physical property resources and operations personnel to promote a user-friendly, cost-effective service environment is the goal. From the helpful uniformed protective services staff who also assist with reception to maintenance and housekeeping staff who are able to knowledgeably answer visitors’ questions about the campus organizations, property services at Fairhill is a “value-added” incentive for non-profit organizations to locate their offices, activities, and clinics at Fairhill Center for Aging.

**Growth in Conference Tenants**

<table>
<thead>
<tr>
<th>Year</th>
<th>Tenants</th>
</tr>
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<tbody>
<tr>
<td>1997</td>
<td>15</td>
</tr>
<tr>
<td>1998</td>
<td>20</td>
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</table>

Significant Property Services improvements in 1998 included:

- Exterior renovations and landscaping to the South Mall of the Fairhill campus
- Replacement of windows in a large building on the South Mall
- Restoration of a historic townhouse used by Property Services to provide a 24-hour staffing presence on the campus
- Interior renovations of the main building to accommodate new tenants
**& Special Events**

<table>
<thead>
<tr>
<th>Non Tenants</th>
<th>Total</th>
<th>Revenue</th>
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<tbody>
<tr>
<td>26</td>
<td>41</td>
<td>$24,214</td>
</tr>
<tr>
<td>37</td>
<td>57</td>
<td>$28,457</td>
</tr>
</tbody>
</table>

With an on-site cafe and catering service leased by Grille On The Hill, 24-hour Protective Services, and over 190,000 square feet of space in its one main building and nine smaller buildings, Fairhill is uniquely positioned to host meetings, conferences, and special events for its tenants and external organizations.

In 1998, conference and events room rentals experienced modest but steady growth. Additional capital improvements included the purchase of new state-of-the-art computers for group training sessions, projectors and built-in projection screens. In addition to an established group of organizations who regularly utilize Fairhill conference and meeting services, new organizations included:

- Cleveland Power Circle
- Colorado Center for Healing Touch
- Greater Faith Baptist Church
- Mt. Olive Missionary Baptist Church
- North Virginia State Alumni Association
- Natural Herbal Health Group
- OSU Co-op Extension Service, Cuyahoga County
- Shaker Heights Recreation Department
- Spiritual Growth Ministries
- Southwest General Hospital - Complementary Care Services
- Warrensville Heights Wrestling Team

In Summer 1998, Fair On The Hill celebrated the kinship of campus and community organizations alike. What began 10 years ago as a campus barbecue evolved into a summer open house, family festival and friendly gathering for older adult participants, employees and other members of the 'Fairhill family'. Events such as these highlight the collaborative planning upon which the Conference and Special Events services were founded - that the value of creating an environment for working and playing together can result in ties that bind us stronger and better in spirit.
For information, please call 216-421-1350.

- Leasing Opportunities for offices, organizational branches, or headquarters
  Executive Director, ext. 111

- Conference and Meeting Sites for professional or educational activities and special events
  Assistant Director of Conferences and Special Events, ext. 115

- Event Sponsorship Opportunities providing exposure to senior adults and organizations serving the senior community
  Executive Director, ext. 111

- Program and Activities for older adults caregivers and professionals
  Director of Lifetime Enrichment Programs, ext. 121

- Group and Private Tours of the Fairhill Center for Aging facilities
  Director of Lifetime Enrichment, ext. 121

- Opportunities for Giving, helping Fairhill's growth and development through gifts, in-kind contributions or volunteerism
  Executive Director, ext. 111

Fairhill Center for Aging is a non-profit, 501(c)(3) organization which serves as a facilitator of collaborative opportunities among agencies which serve senior adults. Fairhill does this through the creation and maintenance of a shared physical environment, value added support services and strategic community building which has resulted in an array of organizations located at Fairhill which have in common service to seniors. We invite you to become a part of our family tree. Please call or write today for more information.

Editor: Stephanie Fall Creek, Cynthia Plagato
Production Assistance: Noreen Charles, Pamela Fioritto and Fairhill volunteers
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