The Center of Concern has been receiving and responding to an unprecedented number of services over the past year. Our agency’s programs are more important than ever in assisting older adults, people with disabilities, and individuals and families at risk of homelessness to enable living with dignity and independence.

Adaptation of services by our staff and volunteers has been key to safely addressing the unmet needs of our community and have strengthened partnerships with foundations, fellow community based organizations, and local municipalities and governments.

With community challenges continuously shifting, the Center of Concern has pivoted to effectively offer solutions faced by our most vulnerable neighbors. Our agency has provided nearly 40,000 individualized services over the past year—a 25% increase from the year prior.

On behalf of the entire Board of Directors, I want to thank you for your compassion and support of our mission as we continue offering critical support to older adults, housing solutions to those in need, and a number of community services to build a stronger community together.

Thank you for your ongoing support,

Patty Sheehan
President, Center of Concern Board of Directors
The Center of Concern increased individualized services by 25% in Fiscal Year 2021, totalling nearly 40,000!

VOLUNTEERS

Volunteers are vital in the development, growth, and day-to-day operations at the Center of Concern.

More than 300 community volunteers serve with their talents and time!

"I have enjoyed my volunteer experience at the Center of Concern. It has been a privilege to support staff and clients to provide assistance to those in need."

- Erin

INCREASE IN SERVICES

4,831 volunteer hours

$160,270 in-kind value
**Individualized Services**

**Fiscal Years 2018 - 2021**

- **FY2018**: 0
- **FY2019**: 10,000
- **FY2020**: 20,000
- **FY2021**: 40,000

**Types of Services Provided**

**Fiscal Year 2021**

- **Older Adult Services**: 61.6%
- **Community Services**: 9%
- **Housing Services**: 29.4%
The Center of Concern’s diverse pool of funding allows us to continue all programs without interruption.

Thanks to generous donors and volunteers, the Center of Concern continues to offer critical services to older adults, people with disabilities, and individuals and families at risk of homelessness.

419 new donors and volunteers
HOUSING SERVICES

- Homelessness Prevention
- Rent, Mortgage, and Utility Assistance
- Home Sharing
- Case Management
- Referral to Resources
- Transitional and Rapid Rehoming

2,251 housing services were provided in fiscal year 2021
COMMUNITY SERVICES

- Income Tax Preparation Assistance
- Employment and Resume Counseling
- Financial and Money Management Counseling
- Utility Energy Assistance Program
- Legal Counseling with Professional Attorneys

4,894 community services were provided in fiscal year 2021
OLDER ADULT SERVICES

- Personalized Case Management
- Friendly Visits and Telephone Reassurance
- Senior Companionship Program
- Lunch With Us
- Grocery Delivery
- Chore Housekeeping
- Senior Humanities Discussion Group
- Memory Café
- Alzheimer’s Caregivers Support Group
- Senior Health Insurance Counseling (SHIP)
- Referrals to Resources

32,587 older adult services were provided in fiscal year 2021


COVID-19 COMMUNITY ASSISTANCE

1,000+
Phone calls to clients to schedule vaccinations

2,500+
Care packages distributed

Rent, mortgage, and utility assistance for residents in Des Plaines

Small business grants for business owners in Des Plaines, Mount Prospect, and Palatine

Through partnerships with the Cook County Department of Public Health, local municipalities, and fellow community based organizations, the Center of Concern worked to prevent and control the spread of COVID-19 and lessen its impacts through financial support, education, outreach, and expanding and increasing available services.
IN MEMORY

Sue Beaumont
Robert Halston
Richard Bohannan
Michelle Teal
John Lakomek
Jim Trost
Joe Capitani
Dorothy Shea
Steve Lacni
Mary Lacni
Dorothy Reif
IN CELEBRATION

Peggy Brzezinski
Christine Perille
Patty Sheehan