The mission of the Center of Concern is to provide housing solutions, support services and counseling for seniors, disabled and others in need, enabling them to live with dignity and independence.
September 2017

Dear Friends,

In a year with political upheaval, natural disasters, economic challenges and divisive rhetoric, we all search for a place of peace, where solutions are present, and where one can develop the ability to meet life challenges with hope and resilience. For an older adult facing isolation, physical difficulties and a lack of family support, the challenges become even more overwhelming.

Through the efforts of dedicated case workers, volunteers and supporters, the Center of Concern offered a myriad of services, connections and programs to help residents overcome hardships. Many efforts are personal interactions offering friendship, a smile, a calm voice, someone who will listen and, most importantly, help with solutions and answers. These efforts offer our clients a new perspective on life, a new focus and comfort in knowing they are not alone in facing life’s challenges.

In 2017 many innovative, exciting and remarkable new programs became possible through new sources of funding reflecting confidence inspired by the programs of the Center of Concern. Our staff and volunteers provided the following new or expanded services:

- **Lunch with Us**, a life enrichment program offering nutritious meals, socialization and educational activities each Monday through Friday at the Des Plaines library.
- **Connecting for Good** helps students build leadership and communication skills as they introduce computer and social media technology to improve the daily lives of adults served by the Center of Concern.
- **Community Service Days** enlist volunteers of all ages to help home-bound seniors with window washing, yard maintenance, and other tasks to help them maintain their independence.
- **Arts for the Homebound** brightens the lives of seniors as gifted artists sharing meaningful art activities in collaboration with the Park Ridge Cultural Arts Society and Brickton Art Center.
- **Senior Companion Program** provides volunteer opportunities to the over 55 population to provide companionship, transport to shopping or medical appointment or teach a new life skill. With an average age of 76, companions enrich their lives as they make a positive difference in the lives of homebound residents.
- **CHORE Program** has been expanded to serve 5 nearby townships connecting older adults with free housekeeping, seasonal chore and home maintenance assistance. Chore aides receive hourly compensation for the clients served.

For 2018 there is anticipation of improved service delivery and greater contributions to our community and clients. A new Donor Honor Wall and Giving Societies to recognize the generosity and support of donors since 1978; greater efficiencies will be achieved in the management of services and programs; partnerships with our collaborating and supporting agencies will be strengthened; and improved website and social media communications will expand our presence to reach family caregivers and older residents.

Finally, the Center of Concern will be celebrating its 40th Anniversary. Plans are underway for a wonderful year of festivities. We ask that you join in partnering with us as a volunteer and/or financial contributor. Please follow us on social media, share our story with others, celebrate at our events, and encourage us with suggestions to increase our impact in the community.

We offer sincere recognition to our staff, volunteers, board members, donors, partners, and friends for your interest and support of the important work of the Center of Concern. Without you we could not have accomplished the many successes achieved this past year in bring positive change in the lives of friends and neighbors.

Sincerely,

Kathy Rolsing, Chair
Board of Directors

John McNabola
Executive Director
In 2017, Center of Concern programs provided housing solutions, senior support and counseling services to hundreds of residents in our primary service area.

The average demographic of a Center of Concern client is an Older Adult (age of 74), single, a female, that lives in Maine Township, with an yearly income level of below $25,000.
2017 Services

Top Ten Services provided

- Case Management 26.5%
- Telephone Reassurance 15.9%
- Chore 13.8%
- Transportation (FISH)** 7.7%
- Case Management - Rapid Re-Housing (HUD) 5%
- Friendly Visiting 4.2%
- Humanities Group 3.3%
- Income Tax Preparation 1.7%
- Case Management - HomeSharing SEEKER 1.5%
- Case Management Assessment 1.2%

Based on the total number of services provided in Fiscal year 2017 – the most provided services continue to be long time agency services that have stood the test of time.
Awarded the Suburban Cook County Senior Companion Program: If you are at least 55 years of age and enjoy helping others, you can become a valuable part of a program to improving lives of seniors and the disabled in your local community. The Senior Companion Program (SCP) provides individuals residing in suburban Cook County with meaningful volunteer opportunities within their own communities. Neighbors join together in a structured program to learn valuable skills and assist the elderly overcome isolation and maintain a stronger connection to their local community. There is no cost to residents receiving services and companions are eligible to receive a stipend for training and service. SCP is a program of the National Senior Service Corporation.

Expansion of the Senior CHORE Program: An award from AgeOptions has allowed the Center of Concern to connect more older Adults with trained aides who assist with housekeeping services and household maintenance projects, seasonal chores, and minor home repairs. The Expansion allows the Center of Concern to help Older Adults in five, north suburban townships.

Senior Ask: Accessing Services and Knowledge is an acronym for Senior ASK, the Center’s latest service assisting residents and family caregivers with services 24 hours a day on our website or calling staff Monday through Friday from 9 am to 12 pm. The program is designed to promptly help residents with questions large and small from our experienced team.

Senior Lunch Program for Older Adults: “Lunch with Us” promotes health and well-being by way of a nutritious meal plus informative and entertaining programs. A wide variety of nutritious meals are served every weekday at the Des Plaines Public Library to persons at least 60 years of age and their spouses, regardless of age. The meals are offered without charge to residents of suburban Cook County with a suggestion donation of $2.00 per person.
Joan is a smiling woman in her 60’s pushing a walker, whose speech impediment sometimes makes her hard to understand, but her warmth is soon felt by everyone she meets. Joan suffered a high fever as a small child that affected her brain in some ways including speech and balance. She lives in a subsidized building, where her very low disability award allows her to pay only 30% of her income on her apartment. Because the building is to be remodeled, all residents have to put their living spaces in good order or risk of being evicted, which to many would mean becoming homeless. Joan has lived there 22 years and had allowed clothing and personal articles to pile up and block closets and spaces.

The Center of Concern staff was called and began to visit and make a relationship with Joan which she allowed them to point out the messy areas that could be improved, gradually working past her resistance to change. Gradually the Center of Concern helped her to get rid of unnecessary items and to do simple things that made her able to invite her parents up to visit, when previously her shame kept her from doing so; things like making her bed every day; organizing pill bottles and throwing out never-used collections of containers; making space on a table to eat, not to accumulate mail and flyers. Her landlord has recently inspected at her request and gave her a “7 out of 10” in his scale of tidiness.

Joan greets Center of Concern staff in the lobby at each visit now, escorting them upstairs when they come to listen and help her maintain the progress she’s made, and to discuss her health and activities that keep her living a good life.
**Homeless Prevention:** The Center of Concern has continued to participate with the spend down of a substantial grant titled Illinois Department of Health Services (IDHS). In order to be eligible, household members had to prove that they have experienced a hardship and prove that they were able to pay their rent and/or utilities moving forward. The grant aimed at preventing homelessness as well as housing those that were homeless. Last year’s participation resulted in of all Center of Concern’s applications being accepted for funding by the banking agency. The Center of Concern’s staff was able to successfully screen potential candidates for this grant, educate them on requirements and process, and most importantly, assist with the attainment of all required documents.

**Home Sharing:** Providing older adults with additional income has been made easier through a more sophisticated matching process. Home Sharing applications have been updated to foster a more effective matching process while case managers provide experience and insight to ensure safe and positive relationships.

**Rapid Re-Housing:** Program provides housing to individuals and families who are literally homeless. Last fiscal year the program served the largest amount of households in the program’s 19-year history. The new households consisted mainly of single mothers with children experiencing significant distress as a result of being homeless and seeking greater stability for their children. The Center of Concern’s “wrap around” case management services include access to mental health services, school district resources, furniture needs, life skills counseling, budgeting assistance, employment search, and negotiating with landlords. Upon exit from the program, the Rapid Re-Housing households have learned positive life skills to help them remain independent and housed.
Mike is a 73 year old gentleman who lives alone in his Des Plaines apartment and has been a client of the Center of Concern for over 4 years.

Mike suffers from Congestive Heart Failure which causes him to need oxygen all of the time, and recently suffered from a broken femur. With the recent loss of his sister, he is without any relatives to care for him in his home.

Services provided by the Center of Concern help him live independently with dignity. Mike is contacted every week by the Center of Concern for case management services and to assist him with grocery shopping, companionship and free housekeeping services.
Community Service programs continue to be popular among older adults and those in need. The Center of Concern has developed strong relationships with local community professionals who donate their time to assist those in need with services they otherwise couldn’t afford.
New program awards in Fiscal Year 2017 increased the agency revenue line to in support the new the programs: Senior Companion Program, Chore Older Adult Housekeeping Program and the Senior Congregate Nutritional Lunch Program.
### Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Salaries and wages</td>
<td>$ 405,061.00</td>
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<tr>
<td>Direct client assistance</td>
<td>$ 296,202.00</td>
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<tr>
<td>Special events</td>
<td>$ 62,706.00</td>
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<td>Payroll taxes</td>
<td>$ 41,638.00</td>
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<td>Administrative</td>
<td>$ 39,716.00</td>
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<td>Rent and utilities - office</td>
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<td>Employee benefits</td>
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<td>Supplies</td>
<td>$ 12,522.00</td>
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<tr>
<td>Senior Chore Housekeep Aides (Contracted)</td>
<td>$ 9,825.00</td>
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<tr>
<td>Insurance</td>
<td>$ 7,816.00</td>
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</table>

### Functional Expenses

- **Senior Services**: 48.1%
- **Housing Services**: 26.5%
- **Management & General**: 15.1%
- **Fundraising**: 10%

BARNES, GIVENS & BARNES, LTD. have audited the financial statements of The Center of Concern, which comprise of the statement of financial position as of June 30, 2017, and the related statement of activities, and cash flows for the year then ended, and the related notes to the financial statements. The complete Audit is available at www.centerofconcern.org
Volunteers

The Center of Concern is proud to have many committed and supportive volunteers who give their time and energy to make our community a better place. The Center offers a wide range of volunteer opportunities to build a stronger community.

Top Volunteer In-kind Donated Hours

<table>
<thead>
<tr>
<th>Service</th>
<th>Donated Hours</th>
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<tbody>
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<td>Social Service Support</td>
<td>$1,111.15</td>
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<tr>
<td>Computer IT</td>
<td>$43,826.23</td>
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<tr>
<td>Counseling and Case Management</td>
<td>$59,466.97</td>
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<tr>
<td>Board</td>
<td>$1,149,97</td>
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<tr>
<td>Reception</td>
<td>$14,419.97</td>
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<td>Legal</td>
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<td>Casemanagement info</td>
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<tr>
<td>Employment</td>
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<tr>
<td>Total</td>
<td>$59,466.97</td>
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</tbody>
</table>

Over 5,000 hours of Volunteer Support from over 300 volunteers
Looking Ahead...

- Donor Honor Wall and Giving Societies
- Attaining greater efficiencies with technology and resources to serve residents in need
- Continue to strengthen partnerships with local government, business and human services organizations
- Promote greater digital literacy through education
- Website improvements to build awareness among caregivers and older adults
- 40th Anniversary public awareness campaign

Join us as we continue to provide the needed services our community needs.
In Memory…

Gifts have been made in the memory of the following:

Christ & Helen Blanas, Richard Bohannan, Trudy Ciofani, Mr. & Mrs. Czybulinski, John Endres, Patsy Ericksen, Mary and Ryan Fosco, Kathy Goodkin, Geraldine Hanus, Lorraine Hayes, Jack Hedrich, Lottie Hirschel, Kay Jarzombek, Mr. and Mrs. John Johnson, George McCormick, Bobbie McNabola, Peggie Mielke, Mary Miraglia, Sally Nickele, Grace Ohlson, Karen Ranos, Kay Ross, Dorothy Shea, Blanche Thompson, Grace Vinopal and Dan Williams

In Honor…

Gifts have been made in honor of the following:

Bala Balachandran, Mary and Ryan Fosco and Kathy Goodkin
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