Dear Friends,

As our agency enters its 42nd year of serving older adults, family caregivers and persons impacted by homelessness, our service mission is more important than ever. This past year, the Center embraced new and expanded opportunities to assist families affected by memory loss, offered new and enhanced life enrichment programs, expanded its volunteer engagement efforts, and entered into stronger community partnerships, all of which are designed to reduce isolation and connect more residents to valuable resources and services.

Families separated by distance, longer life expectancy and rising costs of healthcare all highlight the importance of our programs, which enable residents of our community to live with greater dignity and independence. For families at risk of homelessness, our experienced Case Managers are a lifeline bringing guidance and support to prevent further hardships; and our Community Services Programs offer a wide variety of supportive services to help residents of all ages.

Agency volunteers are essential to the continued success of our agency. The delivery of over 27,000 services last year would not be possible without the commitment of our volunteers, providing daily support to residents of the community allows them to benefit from our many programs and services on an ongoing basis. As an agency focused on addressing unmet needs in the community, the members of our workforce are making a positive difference each and every day in the lives of residents with who are experiencing hardships through positive volunteer opportunities. Their tireless efforts help reduce isolation and support residents who would otherwise be unable to maintain their independence.

On behalf of the Center of Concern Board of Directors, I thank you for your continued support of our mission as we embrace compassionate programs centered around supportive services for older adults, effective housing solutions, and a wide range of community services to build a stronger community.

Sincerely,

Joseph Capitani
PRESIDENT, BOARD OF DIRECTORS

October 1, 2019

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The mission of the Center of Concern is to provide housing solutions, support services and counseling for older adults, persons with disabilities and others in need, enabling them to live with dignity and independence.
The Center of Concern has responded to the special needs of the community by providing timely services, assistance, and resources to help them remain in their homes, connected to their community, and living as independently as possible with services that are both safe and secure.

The Center of Concern is a 501(C) 3 not-for-profit organization established in 1978 by a Park Ridge woman and four friends who saw the need for a "listening post" as a central information service for local seniors. The post quickly expanded to meet this area’s growing older adult service needs.
The Center of Concern’s new Memory Café is a welcoming place for individuals and their loved ones affected by memory loss, Alzheimer’s Disease and other dementia-related illness. The Memory Café is part of a larger movement to build Dementia Friendly Communities by offering a safe and comfortable space where caregivers and their loved ones can socialize, listen to music, play games, and enjoy other appropriate activities. As participants spend more time out and about in the community, they also find mutual support and exchange valuable information from participants at different stages of memory loss or cognitive impairment.

The number of adults attending our Life Enrichment Nutrition Program has increased by 37% in the last year. We’ve expanded the program to accommodate 30 - 40 older adults each weekday and added a Saturday lunch that will begin in the fall of 2019. The donation based lunch is available to all persons 60 years and older and their spouses, regardless of age. The lunch promotes the health and well-being of older adults in the community by providing nutritional meals and a variety of informative and educational programs.

In the most recent completed Fiscal Year (July 1, 2018 – June 30, 2019), the Center of Concern provided a significant increase in services compared to the last fiscal year (over 27,234 compared to 24,316 last year). Similar to prior years, the average demographic of a Center of Concern client is a Non-Hispanic/Non-Latino, Single Female over the age of 62 whose income is under $19,800.00 a year and lives in Suburban Cook County. Nearly 87% of Center of Concern’s clients have low or fixed incomes, as defined by the Federal Government poverty wage index, and living on minimal Social Security support. Our services are especially important for this primary service population which cannot afford the market rate for services and do not qualify for government assistance.
In early 2019, the Center of Concern was able to help keep a new family in their home. Several months prior, a couple were excited to learn that they would soon be parents. Both were working full-time jobs in order to save money for expenses that come with parenthood.

However, unexpectedly, the mother began experiencing severe complications from pregnancy and preeclampsia. It would put her and her child’s health in danger if she were to continue working. The doctor ordered her to be on leave, cutting their household income in half. The savings they had planned to put towards their baby and family were quickly drained, and they began to fall behind on rent.

When they called the Center of Concern, they owed approximately $3,000 in rent. They were served a five-day notice from their landlord who threatened to evict them if full payments were not made and through this time frame, their baby was born prematurely.

Within five days of them contacting our agency, Center of Concern staff was able to provide housing counseling, money management support, and started a process that would help them locate financial assistance. Due to the help provided by the Center of Concern, the new family was able to stay in their home and avoid eviction. The family was grateful for the support and the opportunity to get back on their feet after an unexpected hardship.

Tony, Jessica, and baby Anna
Diverse Income Support
The Center of Concern continues to have diverse income stream to support agency programs and services.

<table>
<thead>
<tr>
<th>Income Type</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Government</td>
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<tr>
<td>Volunteer Hours</td>
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<td>Foundations</td>
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<td>Events</td>
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<td>Donations</td>
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Individual giving is an important aspect of Center of Concern's ability to provide programs and services. As with most non-profits, end of the year giving is over 50% of our total annual gifts.

TOP 5 INDIVIDUAL GIVING CATATORYS

TOP 5 VOLUNTEER ACTIVITIES

Volunteers have always played an important role in the development, growth, and day-to-day workings of the Center of Concern. The 330 Center of Concern volunteers serve their time, talents, and energy, which serves as an important gift to the entire community.