As the Center of Concern enters its 43rd year, our services are more important than ever with older adults and persons impacted by homelessness more susceptible to health risks, especially as residents remain indoors away from social interaction with increased fear and anxiety.

This past year, the Center has adapted programs and services to address significantly greater needs in our community. New or expanded opportunities were embraced to assist older and other “at risk” residents, record numbers of persons were served by our Older Adult Nutrition Program, and in-home Companion services as well as Chore Aid services were revised to ensure participant and team member safety.

With agency services continually evolving to reduce isolation and connect more residents to valuable resources, the importance of ongoing support and advocacy during these uncertain times has been a lifeline for residents with over 31,000 services delivered during fiscal year 2020.

Families separated by distance, longer life expectancy, and rising costs of healthcare all highlight the importance of our programs enabling residents to live with greater dignity and independence. For families at risk of homelessness, our experienced Case Managers bring 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. As an agency focused on addressing unmet needs in the community, we are dedicated to ensuring the long term viability of the agency while embracing near term initiatives. Our workforce includes the dedication of our volunteers providing $218,000 of donated in-kind hours to support our nonprofit mission.

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.

PATTY SHEEHAN
Board of Directors, President

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.
A solid management team, financially prudent Board of Directors and experienced staff effectively manage our resources to help us achieve financial sustainability. The Center of Concern’s procedures for administration and finances are governed by a series of policies that help us make the most of our resources and ensure transparency in fiscal management.

Our procedures enable us to anticipate the organization’s financial standing and, ultimately, make appropriate decisions in a timely manner.

Fortunately, the Center of Concern’s diverse pool of funding has allows us to continue our programs without interruption.

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**NEW DONORS**

269

**Public vs. Private Support**

- Public 37.4%
- Private 65.6%

**Volunteer In-kind Dollars**

$218,000

**Top 5 Volunteer Activities by Hours:**

1. Senior Companion Program (SCP)
2. Case Management
3. Office Reception
4. Friendly Visiting
5. Congregate Meal (Senior Lunch)
According to Wikipedia, an annual report is a comprehensive report on a company’s activities throughout the preceding year.

Nora is 87 years old and lives alone in her suburban home. As a widow of many years, she is devoted to her middle-aged son Michael despite the rare occasions they are able to visit each other. Michael is a resident of a group home whose needs are partially supported by Nora’s modest social security income. Her isolation and anxiety from medical concerns have worsened in recent months. She finds herself crying more often now with her recent diagnosis of early dementia and failing eyesight resulting in the loss of her driving privileges.

Sensitive and caring Center of Concern Friendly Visitors help her maintain her independence at home along with caseworkers providing supportive counseling to address early dementia, transportation and medical concerns.

Her son Michael has also been counseled and assisted with finding resources to stabilize his own needs so he can live closer to his mother. Nora is so grateful for the interaction of staff and volunteers who have helped her over several years. She beams with excitement with interaction from Case works and Friendly Visitors, Shopping Assistance and other services to lessen her isolation and stay more connected to the outside world.

Loneliness is coming to be recognized in the helping professions now as a major contributor to functional lar needs and the visiting efforts, in particular, have kept a bad situation from worsening through meaningful companionship.

**Inspiration**

**Ms. Kristie Reba**

Ms. Kristie Reba has been volunteering at the Center of Concern for the past 4 years. Her and her husband would help with light yard work and window washing for local seniors at our Biannual Community Service Days. Despite her busy schedule, she has continually reached out and offered to help during the holidays with seasonal deliveries or events. I knew she was a special volunteer but she has gone above and beyond to give back at this difficult time. In the last few months, Kristie has been doing telephone reassurance to our local isolated seniors to check on their health and wellbeing. She has been bringing light into their lives and exceeding expectations with her sincerity and concern. In addition to making such an impact on local older adults’ lives, Kristie has taken the initiative to purchase, donate, and distribute cloth face masks to several of our high-risk community residents. Her commitment, compassion, and big heart is inspiring.

**Nora**

Nora is 87 years old and lives alone in her suburban home. As a widow of many years, she is devoted to her middle-aged son Michael despite the rare occasions they are able to visit each other. Michael is a resident of a group home whose needs are partially supported by Nora’s modest social security income. Her isolation and anxiety from medical concerns have worsened in recent months. She finds herself crying more often now with her recent diagnosis of early dementia and failing eyesight resulting in the loss of her driving privileges.
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.

In Fiscal Year 2020 (July 1, 2019 – June 30, 2020), the Center of Concern continued to provide a significant increase in services compared to the previous fiscal year (over 31,744 compared to 27,234 last fiscal year), a 17% increase.

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 $18,500.00 a year and lives within Suburban Cook County. Nearly 83% 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 MEMORY

Richard Bahannan
Angela Brandl
Joe Capitani
John Ciabotti
Irene Goles
Ira and Marie Goodkin
John and Angela Jepsen
Lois Kautz

Jim McCarthy
Amos Ty Morris
Dorothy Reif
Joseph Sebastian
Dorothy Shea
Grace Vinopal
Lucy Wolkober

IN HONOR

Peg Brzezinski
Myrna Fogarty
Rosemary Manago

Jennifer McNabola
Kathy Rolsing
Mary Woytowicz