

north shore senior center

Resilience

2020-2021 Annual Report

“

**On the other side of a storm is the strength
that comes from having navigated through it.
Raise your sail and begin.”**

—GREGORY S. WILLIAMS

Resilience

Dear Friends & Supporters,

Reflecting on fiscal year 2021 (July 1, 2020 - June 30, 2021), we are in awe of how much we accomplished as an organization—in spite of the raging pandemic. It was a year unlike any other and it required resolve and tenacity on the part of our board members, our staff and the older adults we serve.

We are especially proud of the NSSC team and the resiliency they demonstrated in the face of evolving public health mandates, changing technology and increasing need. We stayed connected to thousands in the communities we serve with regular check-in calls and tangible support, and we made the leap to virtual and now hybrid programming. NSSC also played a small part in helping to slow the spread of the virus by hosting a vaccine clinic for more than 450 older adults and their caregivers. Many times, it felt like we were navigating in a storm without a compass, yet we never lost sight of NSSC's true north—serving older adults as we have since 1956.

As we write this letter, we are entering our second COVID-19 winter; again, requiring vigilance, resolve and tenacity. We, as an organization, will also remain hopeful and resilient. We, together with our supporters and community partners, will continue to serve older adults and their families.

Our essential work would not be possible without the generosity of our donors, stakeholders and funders. Thank you for your continued support.

With hope for brighter days ahead,



Tish Rudnicki, MSW
Executive Director



Roger T. Lump
Board Chair



The Year in Review

Fiscal Year 2021 (July 1, 2020 – June 30, 2021) started on a positive note with the Center reopening to the public with limited on-site Lifelong Learning programs and activities. While support groups, counseling, activities for participants with memory loss and work with social services clients remained virtual, Adult Protective Services resumed home visits. As summer faded into fall COVID-19 cases surged, forcing NSSC to cease in-person programming in November. The State of Illinois entered Phase 5 of Restore Illinois in June 2021, allowing the Center to fully reopen, with the exception of House of Welcome Adult Day Services. Here is a snapshot of the year.

2020

August

- The Fitness Center reopened under in-house management



July

- NSSC cautiously reopened with health screenings and limited on-site programming
- Adult Protective Services case workers resumed home visits, investigating cases of neglect, abuse and financial exploitation



October

- NSSC held its first-ever virtual Gala on October 3, raising \$136,000
- The Lending Closet reopened by appointment only





January

- 324 professionals and community members attended a 3-part series on dementia presented by leading dementia educator Teepa Snow
- The 2021 Annual Meeting was held virtually with an esteemed panel of medical professionals who presented "The COVID-19 Vaccine Is Here: Now What?"



May

- The Shop at the Center launched an online store

**TOP
WORK
PLACES
2020**

Chicago Tribune

November

- NSSC was recognized as a Chicago Tribune Top Workplace
- A rise in COVID-19 cases forced the Center to pause in-person programming

March

- NSSC earned the highest level of CARF accreditation for the seventh consecutive time



Senior & Family Services
North Shore Senior Options
Adult Day Services-
Dementia Care Specialty

2021

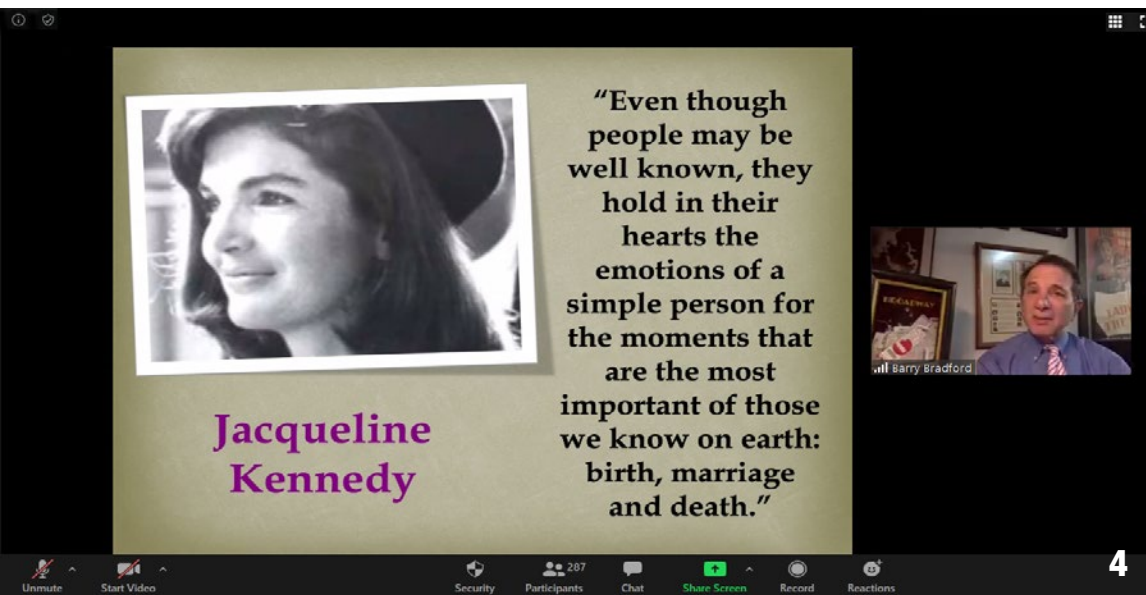
June

- NSSC fully re-opened to the public with the exception of House of Welcome Adult Day Services
- Boston Consulting Group's Board Fellows Program concluded 18 months of pro bono consulting for NSSC and House of Welcome Adult Day Services



The COVID-19 pandemic forced us to learn how to serve our community in ways we had never dreamed. Our team of dedicated professionals rose to the occasion time and time again. Here are just some of the ways we pivoted to continue serving our vulnerable older adult population.

Serving



1. Our traditional Giving Tree went virtual for the first time, providing holiday gifts to 250 low-income clients, including our Grandparents Raising Grandchildren program.

2. NSSC hosted a COVID-19 vaccination clinic with AgeOptions and Metropolitan Asian Family Services and vaccinated 460 older adults and their caregivers.

3. Senior & Family Services provided 69,597 hours of service to 21,179 individuals, including benefits counseling, tax assistance, case management and wellness education.

the Community



4. Lifelong Learning expanded online programming to a maximum of 300 participants per class, free of charge which resulted in 23,216 enrollments in 601 Lifelong Learning classes.

5. NSSC provided 9,041 individuals with 4,910 hours of information and assistance, including referrals to community services and connecting people to resources.

6. Several successful drive-thru events were held including Grab & Go free lunches, back-to-school and holiday events for Grandparents Raising Grandchildren families, flu shot clinic, and farmers market coupons for low-income seniors.

Our Impact

After closing our doors March 12, 2020 due to the COVID-19 global health crisis, NSSC installed a new air filtration system with high efficiency filters to deliver cleaner air, and all NSSC buildings were carefully sanitized. We reopened to the public on July 6, 2020 in a limited capacity with temperature checks, health screenings and physical distancing. The pandemic continued to impact operations across the organization during the rest of the fiscal year.

21,696 people

received 76,467 hours of service through Senior & Family Services, Senior Options, House of Welcome Adult Day Services, Escorted Transportation Services and Tax Assistance

74% of individuals

served were low-income or at the poverty level

Volunteers provided 7,959 hours

of service across the organization, a value of \$227,150 in in-kind support

1,144 individuals

furthered their knowledge, attending 38 NSSC Professional & Community Education programs

3,606 individuals

attended 601 Lifelong Learning programs

83¢ of every dollar

went directly to programs and services that benefit those we serve

Senior Options provided 462 people

with 4,885 hours of service through counseling, money management and a program to help eligible nursing home residents transition back into the community and live as independently as possible

Financial Highlights

Fiscal Year Ending June 30, 2021

OPERATING REVENUE

Grants and Contributions	
Members and Friends	\$ 564,861
Foundations, Corporations, Estates	1,175,402
Annual Gala	136,059
Townships and Municipalities	291,458
Government Grants	1,065,895
Program Fees and Contracts	
State Contracts	2,767,002
Registration and Membership Fees	462,866
Program Service Fees	244,319
Other Income	4,586
Total Revenue	\$6,712,448

OPERATING EXPENSES

Senior and Family Services	\$ 4,056,517
North Shore Senior Options	347,335
Lifelong Learning	713,244
House of Welcome Adult Day Services	574,742
Management and General/Fundraising	1,172,147
Total Expenses	\$6,863,985
Revenue Under Expenses	(\$151,537)

NET ASSETS (as of June 30, 2021)

Without Donor Restrictions	
Undesignated	\$ 313,135
Board Designated	458,661
With Donor Restrictions	
Purpose and Time Restrictions	314,200
Perpetual in Nature	61,581
Total Net Assets	\$1,147,577

We acknowledge with gratitude in-kind contributions from friends and organizations and volunteer services from individuals.



Our Donors

2020-2021

North Shore Senior Center is grateful for the support of the individuals, businesses and organizations that provided gifts of \$500 or more from July 1, 2020 to June 30, 2021. Their generosity is a vote of confidence in NSSC, its mission and its commitment to the communities in which it serves.

OUR COMMUNITY DONORS

\$100,000 +

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Martin and Mary L. Boyer Foundation
New Trier Township

\$50,000 - \$99,999

The Healthcare Foundation of
Highland Park
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(The Chicago Community Trust)

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Illinois Bone & Joint Institute

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The Heritage Society honors members and friends who share a commitment to North Shore Senior Center's future by providing financial support with a minimum endowment gift of \$25,000 or through their estate plans or other forms of planned gifts. A commitment to the Heritage Society is a legacy for the future and guarantees continued quality senior services to our community.

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Ann S. and Arnold R. Wolff*
Gloria M.* and A. William Youngberg
Bobette and James Zacharias*

*deceased



Leadership

2020-2021

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& President of the Board**
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Stuart Smith

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Joan Golder

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William Ross
Valerie Slotnick
Gary T. Walther
Lois S. Ware

*deceased

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Rev. Christopher Powell
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Adult Day Services & Senior Options**
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**Associate Director of Human
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Meredith Wach

Mission

The mission of North Shore Senior Center is to foster the independence and well-being of older adults, enhance their dignity and self respect, and promote their participation in and contribution toward all aspects of community life.

Core Values

- Share a Purpose
- Embrace Diversity
- Take Responsibility
- Pursue Excellence
- Act with Passion



“

**Resilience is based on compassion for ourselves
as well as compassion for others.”**

—SHARON SALZBERG

north shore senior center

Arthur C. Nielsen, Jr. Campus

161 Northfield Rd.
Northfield, IL 60093
847.784.6000

Niles Senior & Family Services Office

7900A Milwaukee Ave., Ste. 2-20B
Niles, IL 60714
847.864.3721

House of Welcome Adult Day Services

1779 Winnetka Rd.
Northfield, IL 60093
847.242.6250

SATELLITE LOCATIONS

Evanston Social Services Office

Evanston Civic Center
2100 Ridge Ave.
Evanston, IL 60201
847.866.5938

Glenview Village Hall

2500 E. Lake Ave.
Glenview, IL 60026
847.904.4366

Connect with us:



www.nssc.org

Accredited by 
National Institute of
Senior Centers



Senior & Family Services
North Shore Senior Options
Adult Day Services-
Dementia Care Specialty

