

north shore **senior** center

Empowering

older adults, their families and the community

2019-2020 ANNUAL REPORT

Our Leadership

FISCAL YEAR ENDED JUNE 30, 2020

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Our 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.

Our Core Values

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

Dear Friends,

Reflecting on the experiences we have shared over the past year, and despite the dramatic changes we endured during the last few months of the fiscal year (July 1, 2019 – June 30, 2020), North Shore Senior Center kept its commitment to older adults and their families, touching more than 24,000 lives.

Serving older adults and their families is as important today as it ever has been, though now we are doing so in new and innovative ways. From Zoom support groups, to virtual programming, to providing counseling via telehealth, North Shore Senior Center continues to connect with those who need our services. Prior to July 2019, we anticipated a strong year of growth, successful partnerships and empowering older adults as our skilled staff continued their essential work across the organization. With the arrival of COVID-19, we closed our doors in March following state guidelines and worked to redesign our service delivery. We are proud that throughout the past fiscal year, and despite the unforeseen challenges, we remain “the place” that older adults, their families and the community count on as a trusted partner in aging well.

None of the essential work we do would be possible without the support of our donors, stakeholders and funders. We are grateful for their generosity which allows us to fully execute our mission *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.*

Sincerely,



Tish Rudnicki, MSW
Executive Director



Roger T. Lumpp
Board Chair



The Year in Review



August

The Grandparents Raising Grandchildren program provided 264 hours of emotional support, parenting education, respite and financial counseling to low-income grandparents faced with the challenge of raising their grandchildren.

December

NSSC's mixed chorus, the Goldenaires, led by Jan Peterson, brought holiday cheer to members at its annual holiday concert for the NSSC Tuesday Club, formerly the Tuesday Men's Club.



2019

July

81% of the 22,212 clients we served through Senior & Family Services are of greatest social need, meaning they are either low-income minority, over the age of 75 or live alone.



September

Board members Ann Mommsen and Maureen Mohling chaired NSSC's most successful Gala to date.



November

Volunteers, including young adults from Anixter Center's Adult Community Transition Services, provided 12,474 hours of service across the organization.



October

Pulitzer Prize-winning columnist and author Dave Barry headlined the annual Joan Golder Distinguished Lecture Series. NSSC also hosted the inaugural International Conference on Patient Advocacy, bringing together more than 150 industry leaders.



Fiscal Year 2020 began as any other with strategic and thoughtful planning for a successful year of providing programs and services to older adults, their families and the community. In March 2020, NSSC was confronted with a worldwide health crisis and rose to the challenge by quickly setting up a home-based workforce, redeploying staff to new positions, pivoting from in-person programs and services to innovative online programming, and finding creative ways to stay connected to the people we serve.



March

NSSC closed onsite programs on March 12, and all face-to-face contact with participants was suspended due to the COVID-19 pandemic. Immediately, team members began making calls to participants, clients, volunteers, members and donors to check on their well-being. Free online Lifelong Learning classes became available before the end of the month.

May

Facility Operations meticulously began preparing for the safe return of staff to the Center. Sanitization and deep cleaning of floors and surfaces ensued. Work areas and common spaces were reconfigured to allow for physical distancing. Plexiglass barriers and new signage were installed, and hand sanitizer and disinfecting wipes were placed throughout the buildings.



January

NSSC hosted an AgeOptions Legislative Breakfast, bringing together elected officials and representatives of local agencies to share information and discuss issues concerning older adults.

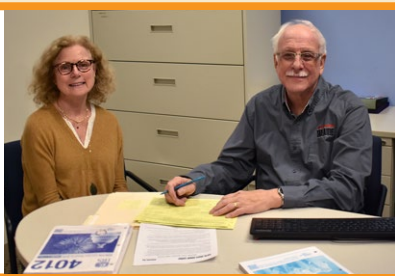


April

Virtual visits and assistance were put in place for Senior & Family Services participants and support groups began meeting online. HOW began offering free virtual daily activities to people with memory loss, mailed activity packets to homes, established a virtual support group for participants of the Mind Matters early memory loss program and began offering a weekly virtual Memory Cafe. Senior Options money managers moved to virtual visits and made contactless deliveries to client homes. Therapists began providing counseling via telehealth.

February

Larry Rabin is one of the AARP Foundation Tax-Aide Program volunteers who provided 130 hours of service to 110 older adults seeking assistance with their taxes.



June

NSSC carefully and thoroughly prepared to reopen in a limited capacity to the community on July 6, following guidelines set forth by the Illinois Department of Public Health and Centers for Disease Control. HOW staff members were redeployed and trained as health screeners.



2020

22,465 people

received 117,770 hours of service through Senior & Family Services, House of Welcome Adult Day Services and North Shore Senior Options

23,592 enrollments

in 595 Lifelong Learning classes and programs

69,190 hours of service

were provided to 22,212 people through Senior & Family Services

3,352 people

received 2,580 hours of service through the Older Adults Benefits Program

85 cents

of every dollar was used for programs and services

9,469 people

received 4,737 hours of information and assistance

520 households

received \$212,735 through the Low Income Home Energy Assistance Program (LIHEAP)

43,308 hours of service

were provided to 512 people through House of Welcome Adult Day Services

1,187 people

attended 48 professional and community education programs

FISCAL YEAR ENDED JUNE 30, 2020

North Shore Senior Center is proud to report another year of strong support from our generous donors. As we move forward into 2021, we remain committed to fiscal vigilance to ensure sustainability, compassionate care and high-quality programming for the communities we serve.

OPERATING REVENUE

Grants and Contributions	
Members and Friends	\$ 555,945
Foundations, Corporations, Estates	1,321,402
Annual Gala	190,811
Townships and Municipalities	314,133
Government Grants	1,830,708
Program Fees and Contracts	
State Contracts	2,774,902
Registration and Membership Fees	394,970
Program Service Fees	680,739
Other Income	4,306
Total Revenue	\$8,067,916

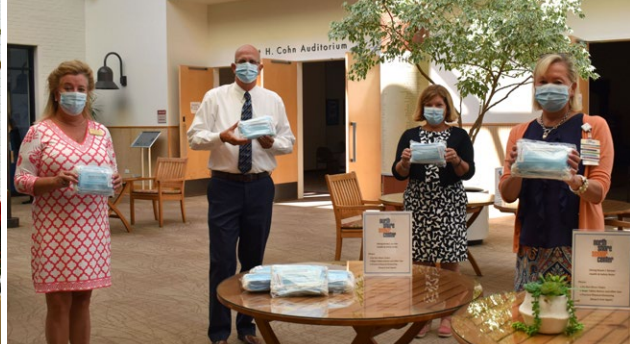
OPERATING EXPENSES

Senior and Family Services	\$ 4,114,586
North Shore Senior Options	613,414
Lifelong Learning	999,911
House of Welcome Adult Day Services	1,123,490
Management and General/Fundraising	1,171,342
Total Expenses	\$8,022,743
Revenue Over Expenses	\$45,173

NET ASSETS (as of June 30, 2020)

Without Donor Restrictions	
Undesignated	\$ 1,124,322
Board Designated	458,661
With Donor Restrictions	
Purpose and Time Restrictions	173,421
Perpetual in Nature	61,581
Total Net Assets	\$1,817,985

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



Our Donors

North Shore Senior Center is grateful to the individuals, businesses and organizations that supported it with gifts of \$500 or more from July 1, 2019 to June 30, 2020. Their generosity is a vote of confidence in NSSC, its mission and its commitment to the communities in which it serves.

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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 through an endowment gift of a minimum 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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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

OTHER 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

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www.nssc.org

CREATIVE WAYS TO GIVE

North Shore Senior Center is dependent upon the thoughtful generosity of its members and friends whose forward-looking philanthropic contributions ensure the continued success of the organization.

Thank you for investing in us so that we can invest in those who need us.

Bequests, Estate and **Planned Gifts** are arranged in the present and allocated at a future date, commonly through a will or trust. These gifts allow donors to have a legacy at North Shore Senior Center long after they've passed away.

Publicly Traded Securities (Stock) may be donated to North Shore Senior Center.

The Heritage Society is for donors who make a one-time cash gift of \$25,000 or more, designate North Shore Senior Center as the beneficiary of a qualified retirement plan, savings bond, bank account, or life insurance policy, and have provided for NSSC in their will or trust.

An IRA is a tax-free way to give to North Shore Senior Center. Donors 70 years of age and older can give up to \$100,000 from their IRAs without having to pay income taxes on the money.

Naming Opportunities ensures your loved one's name continues to endure within North Shore Senior Center. Donors have opportunities to name various areas and rooms, including our spacious Atrium and outdoor gardens at House of Welcome Adult Day Services and NSSC main building.

Contact us to learn more or discuss possible ways you can help support North Shore Senior Center.

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Senior & Family Services
North Shore Senior Options
Adult Day Services-
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