Support. Resources. Community. 2022-2023 ANNUAL REPORT | JULY 1, 2022 - JUNE 30, 2023



Dear Friends & Supporters,

Each year we eagerly embrace opportunities to best serve our community. This fiscal year (July 1, 2022 – June 30, 2023), we implemented a robust strategic plan, developed over a nine-month period by a dedicated group of board members, community volunteers, and NSSC's leadership team. Guided by consultant Becky Frederick of Workplace Solutions, the process involved stakeholder interviews, focus groups, and many passionate discussions, resulting in a comprehensive three-year vision.

Our areas of focus include: Talent (our committed employees, volunteers, and board members), Technology (identifying critical technology needs and resources for effective delivery of programs and services), and Telling the Story (communicating our impact on aging). Incorporated holistically in each of the three focus areas is Diversity, Equity, and Inclusion (DEI), ensuring true representation of all those we serve.

We're proud of what we have accomplished this year: communications templates incorporating inclusive language; an audit of our current messaging strategies and technology inventory; and donations of equipment to improve hybrid programming. We developed a matrix for our Board of Directors and have begun recruiting new members. As part of our DEI initiatives, employees participated in Ageism and Workplace DEI training, and completed LGBTQ+ older adult training earning the organization a respected SAGECare credential. There are many more accomplishments highlighted on the following pages.

While proud of our achievements, there's more to be done. As Ruth Bader Ginsburg said, "Real change, enduring change, happens one step at a time."

With appreciation for your support,

Tigh Ludarchi

Tish Rudnicki, MSW Executive Director & President

Roger T. Jumps

Roger T. Lumpp Board Chair

This Annual Report covers the Fiscal Year 2023 (July 1, 2022-June30, 2023). It is prepared at this time so that the audited financials can be included.

2023-2025 FISCAL YEARS Strategic Plan Overview

Talent

Invest in employees, volunteers, and boards so NSSC is nimble, responsive, fiscally sustainable, and able to meet future community needs.

Technology

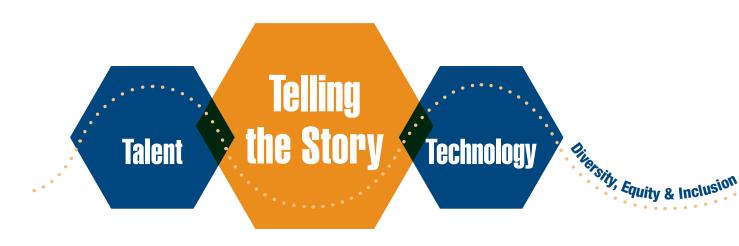
Identify critical future needs that reflect strategic and financial stewardship and effective delivery of programs and services.

Telling the Story

Function as a thought leader convening internal and external conversations and activities related to aging and aging services.

Diversity, Equity & Inclusion

Incorporate diversity, equity, and inclusion (DE&I) holistically and consistently throughout each area of focus ensuring NSSC has true representation of the people and communities it serves.





After a four-year hiatus, Super Senior Day returned bringing volunteers from 24 organizations together to be honored. Pictured: NSSC Super Senior Jim Ahtes, flanked by special guest Vivian Mitchel (right), and Executive Director Tish Rudnicki.

Year in Review

Thanks to the support of our generous donors, dedicated funders, and invaluable community partners, we empowered older adults and their families with essential programs and services.

> Hundreds of community members of all ages participated in our inaugural Wellness Fair with partner New Trier Township.



23,368 lives were touched through Senior & Family Services, Senior Options, House of Welcome Adult Day Services, Escorted Transportation Services, and Tax Assistance

17,219 hours of therapeutic care were given to people with memory loss through House of Welcome's Adult Day Program



501 LIHEAP applications were completed, securing \$362,380 to pay electric bills for low-income older adults

85¢ of every dollar went directly toward programs that benefit those we serve

A Community Outreach Team of volunteers and staff was created in April 2023 to build awareness of NSSc.

61,858 hours of service were provided to 22,959 individuals through Senior & Family Services

13,935 hours of service were provided by volunteers, a value of \$455,363 in in-kind support

71% of those we served are low-income

8,417 patients received 13,714 hours of screening through our Choices for Care program to determine what level of care was needed following a hospital stay



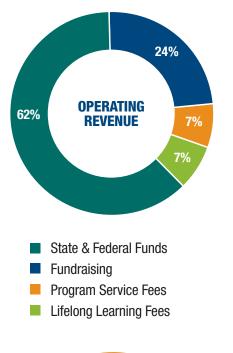


14,885 enrollments in 662 Lifelong Learning classes

9,938 older adults and their families benefited from referrals and resources provided by NSSC

Financial Highlights

Fiscal Year Ending June 30, 2023



14% 62% OPERATING EXPENSES 13% 3% Social Services Lifelong Learning House of Welcome

Senior Options

OPERATING REVENUE

Grants and Contributions	
Members and Friends	\$624,768
Foundations, Corporations, Estates	\$1,005,870
Annual Gala	\$126,712
Townships and Municipalities	\$311,689
Government Grants	\$1,341,310
Program Fees and Contracts	
State Contracts	\$3,858,975
Registration and Membership Fees	\$572,538
Program Service Fees	\$588,105
Other Income	\$5,183
Total Operating Revenue	\$8,435,150

OPERATING EXPENSES

Senior and Family Services	\$4,250,491
Senior Options	\$875,760
Lifelong Learning	\$959,848
House of Welcome Adult Day Services	\$729,009
Management and General/Fundraising	\$1,605,182
Total Operating Expenses	\$8,420,290
Revenue Over Expenses	\$14,860

Please see www.nssc.org to view the audited financial statements.

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



Our Donors

North Shore Senior Center extends heartfelt gratitude to individuals, businesses, and organizations who generously contributed gifts of \$500 or more from July 1, 2022, to June 30, 2023. Their support serves as a powerful vote of confidence in NSSC, affirming its mission and unwavering commitment to the communities it serves.

OUR COMMUNITY DONORS

\$100,000 +

AgeOptions New Trier Township

\$50,000 - \$99,999

Martin and Mary L. Boyer Foundation Village of Glenview

\$25,000 - \$49,999

City of Evanston Social Services Committee The Healthcare Foundation of Highland Park Russell and Josephine Kott Memorial Charitable Trust Peck Ritchey, LLC

\$10,000 - \$24,999

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\$2,500 - \$4,999

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Arden Courts of Northbrook Artis Senior Living of Wilmette **BMO Harris Ceres Foundation** Chestnut Square at the Glen **Chicago Community Foundation** (The Chicago Community Trust) CJBS, LLC 1st Eagle Mortgage Francesco's Hole in the Wall Freedom Home Care Gallagher Armin and Esther Hirsch Foundation Illinois Bone & Joint Institute William M. Hales Foundation Lasater Family Charitable Trust Lincoln International LLC

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The Heritage Society recognizes and celebrates individuals dedicated to the North Shore Senior Center's future through a minimum \$25,000 endowment gift, estate plans, or other planned gifts. Joining the Heritage Society means leaving a lasting legacy, ensuring ongoing high-quality services for our community.

Constance G. Anderson* Robert C. Anderson* Anonymous Judith L. and Robert D.* Appelbaum The Sidlev Austin Foundation Barbara B. and Roger S. Barrett* Joan and Julian* Berman Phyllis L. Berning John Bertrand* Mehroo K. Bhote and Keki R. Bhote* Marilyn and Earl Bodine* Lillian Bogolub* The Bogolub Family Camilla C. Boitel* Carol and Richard J. Bowman Edwin J. Brach Foundation Harold A. Brainard* Edwin L. Brashears. Jr.* Hazel and Bertram Brodie* Constance Byrne* Shirlev and Roland* Calhoun Loucinda W. Clark* Terri L. Cohn Kenneth H. Cooke in memory of Joyce A.* Cooke Nancy E. and Dewey B. Crawford Myrna and John W. Cruikshank III Harriet D.* and John W. Damisch Edna Carol Davis Flizabeth Dustman* Erna Ericson* Marie Feddeler* Martha and Lloyd Ferguson John M. Field* Alvin W. Frazier* Rhoda* and Lewis Freyer

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*Deceased

Kathleen E. Van Deusen



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

We practice five core values: embrace diversity, share a purpose, pursue excellence, take responsibility, and act with passion.

Leadership

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Director of Facility Operations Patricia English

Director of Finance Jeannie Collins

Director of House of Welcome Adult Day Services & Senior Options Cynthia Phon, LCSW

Director of Human Resources & Volunteer Services Meredith Wach

Director of Lifelong Learning Mary Staackmann

Director of Marketing & Communications Amy Krause

Associate Director of Program Evaluation & Quality Assurance Ana Pinshower

Director of Senior & Family Services Katherine Honeywell, LCSW

north shore senior center

Arthur C. Nielsen, Jr. Campus

161 Northfield Rd. Northfield, IL 60093 847.784.6000

House of Welcome Adult Day Services

1779 Winnetka Rd. Northfield, IL 60093 847.242.6250

Niles Senior & Family Services

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

Glenview Village Hall 2500 E. Lake Ave.

Glenview, IL 60026 847.904.4366

Connect with us:



www.nssc.org



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

COI





Platinum Transparency 2023 Candid.





North Shore Senior Center is a 501(c)(3) not-for-profit organization, NCOA/NISC and CARF accredited.