



**Palatine Township  
Senior Citizens  
Council**

## Annual Report

March 1, 2021-

February 28, 2022



### From the Executive Director

Palatine Township Senior Citizens Council (PTSCC) is excited to be moving forward into 2023, our 50th year.

Over the past 2 1/2 years of Covid concerns, PTSCC has been diligently working to upgrade and beautify our facility, creating a warm & welcoming space that emphasizes socialization. After being closed for 2 short periods of time, participants were eager to return and reconnect with friends. For safety and social distancing, our first focus was encouraging our outdoor programs such as the Golf League, Hiking Club, outdoor venue trips (Gardens, parks), and creating a special outside area for activities, games, and luncheons. As we have moved participants inside the building we have utilized our larger rooms to continue social distancing. We truly believe that through it all, everyone has become stronger, more resilient and has embraced the opportunity to be engaged with friends again.

We hope you will join us as we celebrate 50 years of serving the community, not only in Palatine but throughout the Northwest suburbs. Come see our "New Look" and enjoy the warm space & welcoming staff that is ready to greet you and provide you the tools to stay independent and connected. You are the generation of life stories, generous hearts and fun adventures, come share those with us.

Diane Lancour

### Our Mission

To provide programs and services which support older adults and their families by encouraging independence, well-being, and connection to the community

### Our Vision

We envision a caring and healthy community which recognized the wisdom and experiences of older adults, and demonstrates awareness and respect for the aging process.



**Palatine Township  
Senior Citizens  
Council**

505 S Quentin Rd., Palatine, IL 60067

## *What our members are saying:*

### **What do you value most by coming to PTSCC?**

- ♦ "Getting out with friends"
- ♦ "Friendly atmosphere"
- ♦ "Staff support—welcoming attitudes"
- ♦ "I'm very happy that PTSCC is available for many seniors such as myself."

### **What is the greatest benefit you receive from attending the Senior Center?**

- ♦ "Knowledge, social fun, and friendship"
- ♦ "Enjoying the company of others"
- ♦ "I feel happier and more satisfied with my life."

### **What was the most helpful part about meeting with the Social Services staff?**

- ♦ "We didn't know what to do when we were first eligible for Medicare, and we were guided very thoroughly and completely through the process."
- ♦ "Our Social worker helped me to understand and navigate the instructions for services assistance and how to fill out several detailed and complicated forms in a timely manner."



## **Working Through Covid**

## *"Adjustments and Accomplishments"*

**March 2020—February 2021**

*In March of 2020, the world shut down in a way we could not have ever expected. We changed processes and procedures as needed all while trying to protect our seniors and provide them with the social and emotional fulfillment they needed especially during the 2 shutdowns. 2 1/2 years later, we're still making adjustments.*

### ***Adjustments:***



- ♦ Home Delivered Meals were reduced temporarily from 5 days a week to 3 days with a cold and a hot meal being delivered together so they could reduce contact



- ♦ Social Services served their clients on the phone while working at home or they would meet with clients at tables and chairs outside



- ♦ Hiking Club and Golf League continued through it all since they are outdoor activities
- ♦ In the warmer weather we created an outdoor patio space so we could eat, gather, and do group activities and games outdoors



- ♦ In the cooler weather we moved activities to one level of the building so they could meet in larger rooms and increase space for social distancing.



- ♦ Fundraising and Special Events changed so people weren't gathering in highly populated locations, and we used outdoor space when we could.

### ***Accomplishments:***

- ♦ Diane Lancour, the Programs Director of 16 years, was promoted to the Executive Director position.
- ♦ Our Latino Liaison and Russian Liaison positions were filled once again to continue serving those populations.
- ♦ We hosted 3 new fundraisers this year to ensure a safe environment including SanFilippo, Top Golf, and Girls Night In, as well as many new activities.



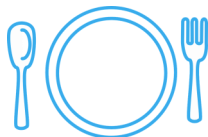


# "A Year in Numbers"



**1660**

Served by Social Services



**29,640**

Meals Delivered



**984**

Participated in Recreational Activities

We are grateful for the community grants, personal and professional donations, and continuous support we receive each year.

## Personal & Community Support

64	\$0—\$99
30	\$100—\$499
13	\$500—\$999
7	\$1000—\$9,999
1	\$10,000 +

## Community grants

Barrington Woman Jr. League  
BMO Harris Bank & Trust  
Brookdale Foundation  
CEDA  
Kott Foundation  
Palatine Kiwanis Club  
Palatine Rotary Club  
Veterans of Foreign Wars

## Continuing Supporters

Age Options      Community Consolidated School District 15  
Palatine Township      Palatine Park District      Village of Palatine

## Corporate Members as of November 2022

### PLATINUM CLUB

Northwest Community Healthcare, NorthShore



### GOLD CLUB

Addolorata Villa—Franciscan Communities



### SILVER CLUB

A Homecare Service  
Azpira Place of Lake Zurich  
Michael Babiarz, Attorney at Law  
Brandt Financial Concepts, Inc.  
Brookdale, Hoffman Estates  
Church Creek  
Comfort Keepers  
Friendship Village of Schaumburg

The Garlands of Barrington  
The Grand at Twin Lakes  
Lavelle Law, Ltd.  
The Moorings of Arlington Heights  
The Pearl of Rolling Meadows  
Plum Creek Supportive Living  
Solstice Senior Living in Palatine  
Visiting Angels Home Care

*With the help of volunteers:*

**We were able to continue our indoor and outdoor activities thanks to our volunteers!**

Volunteers provided help in the following areas:

- ♦ Office Assistants
- ♦ Recreation Programs
- ♦ Social Services
- ♦ Day and Overnight trips
- ♦ Caring Hearts Adult Day
- ♦ Computer Lab
- ♦ Gift Shop
- ♦ Income Taxes
- ♦ Home Delivered Meals
- ♦ Special Events
- ♦ Many more!

**110**

Volunteers who helped serve our members last year

**8050**

Hours provided by volunteers

**\$241,098**

Cost savings to the Center



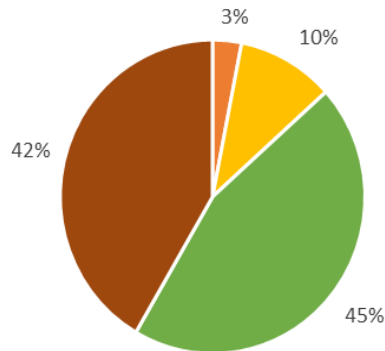
## REVENUES AND EXPENSES, FISCAL YEAR 2021—2022

Independent audit conducted by Kaizen CPA's & Advisors.

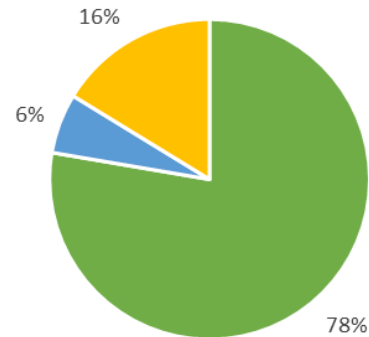
Copies of the audit report, IRS Form 990, and AG 990 are available on our website or by request.

Revenues includes PPP Loan Forgiveness and Employee Payroll Retention Credit.

REVENUES: \$1,348,529



EXPENSES: \$957,937



Special Events Contributions Grants from Government agencies Other

Programs Fundraising Management & General

### Board of Directors\*

Judy Gaston, President  
*Community Volunteer*

Larry Sophian, Treasurer  
*Community Volunteer, Retired Accountant*

Leslee Schafer, Secretary  
*Harbor House Memory Care*

Donelda Danz, Past Chair  
*Palatine Park District*

Frank De Rosa  
*Community Volunteer*

Ann Gould  
*Community Volunteer, Retired Attorney*

Bob Haas  
*Inverness Police Department*

Mandy Klezek  
*Community Volunteer*

Jackie Luthringshausen  
*Lavelle Law, Ltd.*

Bob Szyzka  
*Community Volunteer*

### PTSCC Staff\*

Diane Lancour, Executive Director

Amy Hoffman, Business Manager

Kate Johnson, Development Associate

Nancy Klintworth, Administrative Asst.

Nancy Frenk, Director of Social Services

Peg Schuetz, Social Service Rep.

Diane McFadden, Adult Day Coordinator

Diana Medynska, Russian Liaison

Guiselle Vega, Café Site Mgr. & Program Asst.

Muriel Freitas, Food Service Aide

Karen Halla, Food Service Aide & Program Asst.

Russ Freitas, Facility Coordinator

Lionel Bilezikian, Facility Assistant

Barb Vitner, Trip Coordinator

\*As of November 2022



847-991-1112



[www.ptsc.org](http://www.ptsc.org)



[info@ptsc.org](mailto:info@ptsc.org)



[@palatinetwpsrctr](https://www.facebook.com/palatinetwpsrctr)