Say Yes...

to Hope, Help & Strength!

2019 Annual Report
You have heard the saying “Say Yes to the ...”! At The Cancer Support Center we know the life changing power of the word yes especially during times of great fear and uncertainty. When life gets tough, we often want to retreat to a safe place and stay there while we regroup or the threat passes. We have all experienced that immediate reaction of uncertainty and worry during the COVID pandemic, and yet that is precisely what a newly diagnosed cancer patient feels when they get their cancer diagnosis and the battle of lifetime begins.

At the Cancer Support Center, we are help to guide cancer survivors and their loved ones through the difficult days, months and even years ahead working with them to move out of their safe place and Say YES! to embracing the supports and resources we offer, which bring comfort and improve quality of life.

We have been saying YES for nearly 30 years, and the COVID pandemic of 2020 has been no different. As communities closed in mid-March, The Center may have closed their physical doors, but opened up a myriad of tele-health, online and virtual resources making certain that anyone dealing with cancer, and now a pandemic, had the supportive services and care needed to manage and cope. Our counseling hours, via phone and conference call, confirm not only that we said YES but also that our participants said YES as well!

We invite you to Say YES! and become even more engaged and committed to The Cancer Support Center –

- If you need supportive or wellness care to improve your quality of life and thrive with cancer and its impact, then Say YES! to our programs and really get involved not only in what you already access but trying some new programs too.

- If you are looking to give back or volunteer at an organization that is changing and saving lives every day, then Say YES! to our volunteer opportunities and become an integral part of The Center in whatever feels most comfortable and rewarding to you.

- If you want to support an organization that is an excellent steward of donations and can stretch a dollar in order to have the greatest impact on people, then Say YES! to becoming a donor or rededicate your donations to The Center so that we always have the resources to provide these critical services of care and support.

Together we can always accomplish great things for those impacted by cancer and its many challenges, and the first step toward that goal is to Say YES! We hope we can count on you, and thank you if you have already made that commitment to The Center.
**Outcomes**

How we know that our programs are having a meaningful impact!

(From the December 2019 Annual Survey)

**Education & Networking**
- 1,185 participant visits
- 11% of total visits
- 82% of networking group attendees stated they received significant emotional support.
- 63% of educational program attendees felt more informed and more able to cope with their cancer diagnosis

**Counseling & Stress Management**
- 4,459 participant visits
- 40% of total visits
- 60% of participants reported counseling sessions supported them in the fight against their or their loved one’s illness
- 68% of stress management participants shared attending programs decreased their overall level of stress

**Body Image**
- 252 participant visits
- 2% of total visits
- 52% of surveyed participants that received wigs or breast prosthetics felt more confident.

**Nutrition**
- 736 participant visits
- 6% of total visits
- 67% agreed nutrition programs help them be mindful to eat healthier foods

**Fitness & Physical Wellness**
- 4,459 participant visits
- 40% of total visits
- 73% of fitness participants said attending fitness classes increased their ability to be active and go through their daily activities.
- 65% of physical wellness program participants reported decreased stress.
- 70% of participants experienced increased relaxation from utilizing our physical wellness programs (massage, reiki or cranio-sacral)

_Say Yes... to Strength_

To be THE source of hope, help, and strength that changes the lives of every person impacted by cancer.
Over **13,400** program hours administered
More than **4,500** participants served
including off-site and phone consults

- **85%** of participants are impacted by breast, lung, gynecological, brain and colorectal cancers
- Nearly **80%** of participants are cancer survivors
- **40%** of participants are people of color
- Nearly **1/4** of participants are men
- **2/3** of participants are stage III or IV
- **17%** of all of visits are at hospital partner locations
- **39%** of our participants are working class or less
- Over **250** supporters are volunteers including members of our Women’s Board, Community Boards & Junior Board
The Cancer Support Center-Chicagoland Area-2019 Participants by Zip Code

# of 2019 Participants in Zip Code
- 1 - 5
- 6 - 9
- 10 - 19
- 20 - 49
- 50 - 100

Zip Code Boundary
Zip Codes of 2019 Participants in the Chicagoland Area

145 zip codes and 109 town/villages served in IL and IN and 26 separate zip codes in Chicago.

### Zip Codes with 20 or more participants in 2019

<table>
<thead>
<tr>
<th>Post Office Name</th>
<th>Zip Code</th>
<th>Population in Zip Code</th>
<th># of Participants</th>
<th>% of Population who Participated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicago Heights</td>
<td>60411</td>
<td>58,507</td>
<td>71</td>
<td>0.12%</td>
</tr>
<tr>
<td>Country Club Hills</td>
<td>60478</td>
<td>16,512</td>
<td>36</td>
<td>0.22%</td>
</tr>
<tr>
<td>Crete</td>
<td>60417</td>
<td>15,787</td>
<td>23</td>
<td>0.15%</td>
</tr>
<tr>
<td>Dolton</td>
<td>60419</td>
<td>22,462</td>
<td>26</td>
<td>0.12%</td>
</tr>
<tr>
<td>Frankfort</td>
<td>60423</td>
<td>31,740</td>
<td>64</td>
<td>0.20%</td>
</tr>
<tr>
<td>Glenwood</td>
<td>60425</td>
<td>8,973</td>
<td>21</td>
<td>0.23%</td>
</tr>
<tr>
<td>Harvey</td>
<td>60426</td>
<td>28,269</td>
<td>26</td>
<td>0.09%</td>
</tr>
<tr>
<td>Hazel Crest</td>
<td>60429</td>
<td>15,478</td>
<td>52</td>
<td>0.34%</td>
</tr>
<tr>
<td>Homewood</td>
<td>60430</td>
<td>20,273</td>
<td>96</td>
<td>0.47%</td>
</tr>
<tr>
<td>Joliet</td>
<td>60435</td>
<td>49,264</td>
<td>35</td>
<td>0.07%</td>
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<tr>
<td>Lansing</td>
<td>60438</td>
<td>28,745</td>
<td>23</td>
<td>0.08%</td>
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<tr>
<td>Lockport</td>
<td>60441</td>
<td>37,173</td>
<td>20</td>
<td>0.05%</td>
</tr>
<tr>
<td>Markham</td>
<td>60428</td>
<td>12,341</td>
<td>23</td>
<td>0.19%</td>
</tr>
<tr>
<td>Matteson</td>
<td>60443</td>
<td>20,918</td>
<td>30</td>
<td>0.14%</td>
</tr>
<tr>
<td>Mokena</td>
<td>60448</td>
<td>25,061</td>
<td>51</td>
<td>0.20%</td>
</tr>
<tr>
<td>New Lenox</td>
<td>60451</td>
<td>36,928</td>
<td>51</td>
<td>0.14%</td>
</tr>
<tr>
<td>Oak Forest</td>
<td>60452</td>
<td>27,996</td>
<td>30</td>
<td>0.11%</td>
</tr>
<tr>
<td>Orland Park</td>
<td>60462</td>
<td>39,087</td>
<td>31</td>
<td>0.08%</td>
</tr>
<tr>
<td>Orland Park</td>
<td>60467</td>
<td>26,334</td>
<td>35</td>
<td>0.13%</td>
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<tr>
<td>Park Forest</td>
<td>60466</td>
<td>22,218</td>
<td>48</td>
<td>0.22%</td>
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<tr>
<td>Richton Park</td>
<td>60471</td>
<td>13,979</td>
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<td>0.15%</td>
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<tr>
<td>South Holland</td>
<td>60473</td>
<td>22,560</td>
<td>27</td>
<td>0.12%</td>
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<tr>
<td>Tinley Park</td>
<td>60477</td>
<td>38,168</td>
<td>71</td>
<td>0.19%</td>
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<tr>
<td>Tinley Park</td>
<td>60487</td>
<td>26,520</td>
<td>45</td>
<td>0.17%</td>
</tr>
</tbody>
</table>

### Most Communities Served
- Tinley Park (116)
- Chicago Heights (71)
- New Lenox (51)
- Homewood (96)
- Frankfort (64)
- Mokena (51)
- Hazel Crest (52)
- Joliet (74)
- (Flossmoor 19)
2020-25 Strategic Plan

Critical Success Factors and Strategic Objectives

What We Stand For
Becoming a Center of Excellence

To be much sought after, and a widely regarded Center of Excellence with the strength, ability and resources to reach all those who need our care, our counsel, and our support.

Innovation through Programming
Providing Strength to those Near and Far

Our Five Point Model is recognized as a best practice of evidence-based supportive and proactive care that is now available beyond our locations through a variety of means for as many people as possible, anywhere it is possible.

Financial Security
Today, Tomorrow and for Our Future

A financially-secure organization that is well-funded for expansion, excellence and growth with the ability and resources to proactively attract donors and support of all shapes and sizes.

Purpose-Driven Organization
Building the Model for the Future

Our staff and the organizational structure is purpose built to help grow, develop and evolve The Center’s emerging role as a model for many and a center of excellence for all.
The Cancer Support Center gives strength, guidance and support to anyone living with a cancer diagnosis, as well as to their loved ones. We do this as a community-based, volunteer-driven, donor-supported organization. Our programs, resources and services are always delivered by professional therapists, counselors, nutrition educators, and experts. And are provided in a warm, welcoming and nurturing setting at no cost to participants.

Village Door

2019 Income

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>150,922</td>
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<tr>
<td>Corporate</td>
<td>110,765</td>
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<tr>
<td>Community Organizations</td>
<td>51,834</td>
</tr>
<tr>
<td>Foundations</td>
<td>121,032</td>
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<tr>
<td>Fundraising Activities</td>
<td>461,728</td>
</tr>
<tr>
<td>Village Door</td>
<td>37,314</td>
</tr>
<tr>
<td>Interest</td>
<td>235</td>
</tr>
<tr>
<td>Total Support and Revenue</td>
<td>933,830</td>
</tr>
</tbody>
</table>

2019 Volunteer Activity

Over 450 individuals volunteered over 8,000 hours of service (outreach, special events, administrative, ancillary boards and Village Door).

The Village Door is a unique shopping experience of gently used treasures. Items are carefully selected, and gathered from generous businesses and individuals in the community through donations, consignments and estate closings. All proceeds from the sale of these items benefit The Center. This shop is run entirely by volunteers and new volunteers are always welcome.

The Village Door

Consignment shop of “Fine things”