



2020 ANNUAL REPORT

Unprecedented
Challenge



Extraordinary
Action

THE STORY OF 2020


In 2020, staff noticed that many participants and volunteers were contracting an alarming upper respiratory infection that seemed unresponsive to standard medical protocols for illnesses such as bronchitis or pneumonia. So many suffered or sought urgent care due to their inability to breathe. We started to hear more about the SARS CoV-2 virus by early February, but it seemed isolated and remote - far from the Center.

In late February, due to this troubling respiratory infection, we knew that we had to begin to shift to programs online and virtual. Many of our participants are immunocompromised, and we did not want them to venture out to access our support and wellness programs. So, we begin to review strategies to establish a virtual presence, something we had discussed for years but now had to occur.

By mid-March, we established Zoom accounts for virtual programs, asked contractual staff to record videos to share with participants, and created a dedicated place for on-demand content on our website. We reached out to our hospital partners to offer assistance and assure them that we were staying “open” virtually, ready to help them in any way. We communicated with our participants that we were closing our physical doors but entirely open to supporting them during this challenging time.

On March 20th, Governor Pritzker announced a state order to stay at home to stop the spread of COVID-19 effective the next day. We were all stunned by this order, but we were just about “ready” to offer all our programs remotely via phone, website, or conference calls with planning already underway. However, we were not prepared for how long this would last. *(continued on pg. 3)*

2020 TIMELINE



Mid-February	Staff discusses creating virtual program offerings due to SARS CoV2
Early March	Virtual program options selected; program designs shifting to remote
Mid-March	Stay-at-Home Order in effect; CSC releases 12 online programs 4 days later
Late March	Hospital programming put on hold as per hospital visitation rules
Early April	Staff make wellness calls to participants & release 11 on-demand programs
Late April	Annual Gala fundraiser is canceled Staff partners with community groups to provide stress management
Early May	CSC releases 7 more on demand programs
Mid-May	Annual Walk of Hope fundraiser is canceled
Late May	Telethon fundraiser is created, raising \$75,000
Early June	CSC improves and enhances anti-virus protocols onsite
Mid-June	New nutrition class is added to on-demand program
Late June	Program staff returns to limited onsite schedules Virtual Walk of Hope is held with limited success
Early July	CSC re-opens for in person participant visits

(continued from pg. 2) This annual report tells the story of how The Cancer Support Center rose to meet these challenges. In hindsight, it is a tale of our extraordinary action to meet the ever-changing needs of our participants, who were experiencing extreme hardship. Facing a cancer diagnosis and its treatments is challenging enough - navigating a highly contagious upper respiratory infection that could easily take hold of them at the same time often seemed impossible.

In 2020, The Center had a historic record of 19,000 visits of individuals accessing our programs to support their cancer journey and the anxiety and loneliness caused by this pandemic. Half of our interactive visits were for stress management, which historically is never the case. The Center built out an on-demand presence through a variety of techniques that totaled nearly 9,000 views. These extraordinary data points reflect the heart and soul of the staff, who stuck with the various changes and constant pivots to make sure we were there for those battling cancer along with this pandemic.

This is who your Cancer Support Center truly is. We continue to adapt throughout 2021 as we re-open our doors and navigate in-person, virtual, and hybrid programs. Whether staff member, participant, board member, donor, volunteer, or friend, we have weathered this pandemic storm together, unwavering in our commitment to being there for anyone impacted by cancer and constantly offering hope, help, and healing to anyone in need.

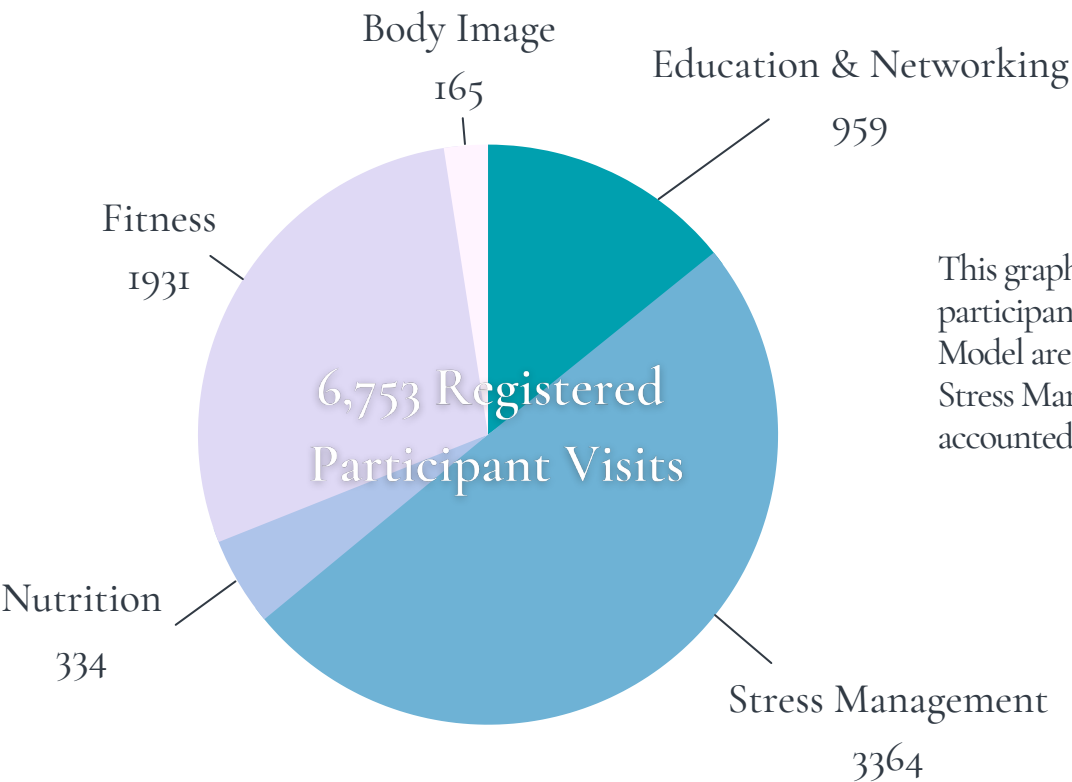

EXECUTIVE DIRECTOR

DID YOU KNOW?

In 2020, CSC produced an unprecedented number of videos & on demand programs, furthering our 5 Point Model, including...

- 5 in Education
- 20 in Stress Management
- 6 in Nutrition
- 10 in Fitness
- & 9 General Videos

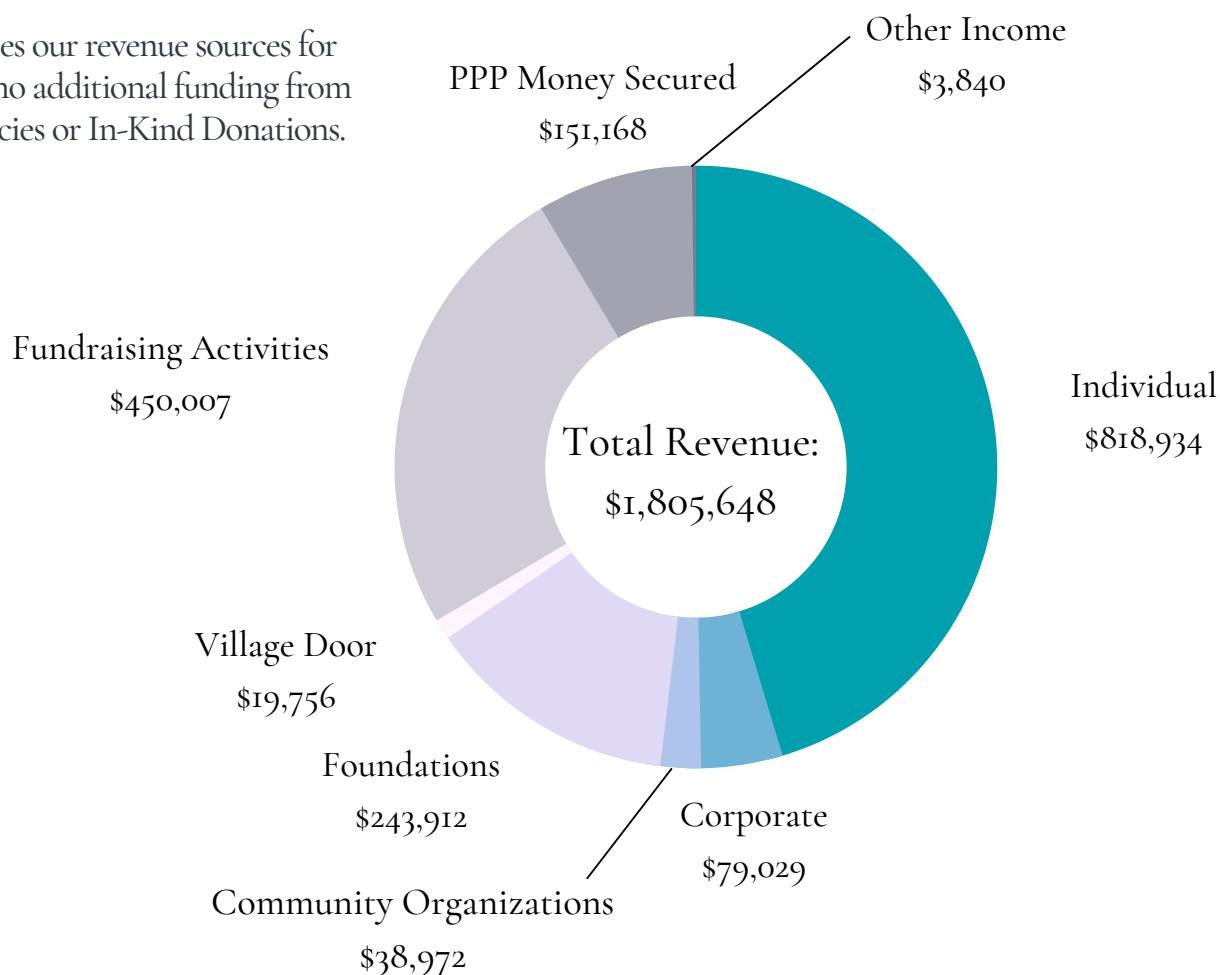
REGISTERED PARTICIPANT DATA



This graph shows the number of registered participant visits in each of our Five Point Model areas. We saw huge growth in our Stress Management programs, which accounted for nearly 50% all program visits.

2020 REVENUE

This graph illustrates our revenue sources for 2020. We received no additional funding from Government Agencies or In-Kind Donations.



OUR MISSION

The Cancer Support Center exists to provide strength, guidance, and support to anyone impacted by cancer - whoever and wherever they are.

Our evidence-based programs and services are created and delivered personally, virtually and in ideal settings by professional therapists, counselors, nutritionists, and healthcare experts and our resources are available and accessible to all through many communities, channels, and tools.

We are able to provide all of this at no cost to our participants near and far because of the dedication of our donors, benefactors, volunteers, and friends who know how critical this depth of support is for people to not just survive, but to thrive.

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