

our *commitment*
is *unwavering*,
and our *doors*
remain *open*



annual report | 2020 |

Dear Friends,

Sometimes a crisis can bring out the best in people. We certainly saw this in the past year.

Our response to COVID-19 was responsible and essential. While many other agencies were suspending services, eliminating shelter beds, or even closing their doors, **our doors remained open** and we continued to thrive.

Thanks to an expansion grant from the government, we increased the number of transitional housing units for families to 25. We also initiated collaborative partnerships with other agencies which provided 23 additional families with the therapeutic and financial support needed to break free from violence. We received a one-time grant that allowed us to purchase some big-ticket items like a desperately needed new phone system and a computer-training lab for residents. In addition, after much research and planning, we signed a lease on additional space that now houses our counseling offices and is used for in-kind donation management and storage.

Our Neat Repeats resale shops were also closed for a period of time to protect our volunteers and shoppers, and as a result, a loss of \$300,000 in revenue took its toll. However, we were approved for a PPP loan, received several COVID-related service grants, received a generous charitable bequest, and saw an outpouring of financial and in-kind support from donors in our community. All of this helped us bridge the gaps from our revenue loss.

In a year filled with uncertainty and challenges we never wavered in our commitment to provide safety, healing and new opportunities for survivors to embrace a life free from violence and fear. We are financially stable and remain steadfast in our mission because of the faithful support of our donors and funders. For that, we are forever grateful.

You are the reason our doors remain open today.

With gratitude,



A handwritten signature in black ink that reads "Pamela A. Kostecki".

Pamela A. Kostecki
Executive Director



A handwritten signature in black ink that reads "Kathleen Abbott".

Kathleen Abbott
President Board of Directors

| our *impact* |

Candace was routinely threatened and harmed by her 24-year-old son that still lived at home. He was all she had in the world and she didn't want to lose him, yet she knew something had to change. She saw a counselor who helped her create a plan and boundaries to ensure her safety.

“Without you, I think I would have given up a long time ago. I've learned to be patient, understanding, and overall a better parent. Before I came here I don't think I loved myself.”

- yamiré

After seven years of suffering in silence, Janelle called our hotline. She and her children lived in the shelter for six weeks. We gave them clothing and essentials. Our advocates also helped her get an Order of Protection. Today they are living in an apartment as part of our two-year Transitional Housing Program.



■ Dedicated professionals turn our vision to reality

Our Directors have over **200** years of professional experience in their areas of expertise. Our staff have **210** years of dedicated service to the Crisis Center.

Leased additional space for counseling and expanding programs

Collaborated with Taproot Foundation to create a business plan for the new Social Enterprise Program

Provided housing for 23 more families through new Rapid Re-housing financial assistance program

Expanded Transitional Housing apartments from 15 to 25

“When I came here, I was depressed and suicidal. Slowly, the staff raised me back up. After being slapped down so many times, I feel good again. I am heard. I feel like working again and I want my own apartment.”

- lashauntia

Kelly and her 11-year-old daughter fled her abuser and spent weeks living in her car or in a homeless shelter. Her greatest obstacle was poor credit and rental history. Our Rapid Re-housing case manager helped Kelly find a landlord that understood her situation. We paid her security deposit and two month's rent, and Kelly has a new life free from violence.

“The Crisis Center finds the best in each of us.”

- glorietta

Volunteers strengthen our foundation

592 volunteers donated **36,870** hours saving the Crisis Center **\$341,047**.

CCSS Auxiliary donated over **\$114,000** since 2008 from their fundraising events.



Added a 20-station computer training lab for shelter residents

Blogs educated the community and provided resources for victims and abusers

Implemented new safety protocols due to COVID-19 and added off-site shelter options

Created a new curriculum for HR professionals and managers on domestic violence in the workplace

“Jessica was very withdrawn when we arrived at the shelter. I was so busy trying to keep us alive that I didn't see what was happening to her. Her counselor changed all that. She's now making friends and her grades improved. I'm proud that we now live in a violence-free home because we're both blossoming.”

- teri

numbers tell a story

1,354
hotline calls

45
community-based
housing units

4,000
police reports
reviewed and over

3,000
victims received support

4,343
hospital patients
screened

434
were victims

679
Orders of
Protection granted

5,134
hours of education
for abusers

8,300
students participated in

534
dating violence
prevention classes

4,000
professionals and community
members educated

25,258
hours of service

2,116
survivors supported

11,149
nights of shelter

2,850
hours of counseling

COVID-19 Impact (March — June 2020)

1,518 nights of shelter in hotels to ensure safety

9,730 meals provided to shelter clients living in hotels

27 families relocated to community-based housing from shelter

588 hours of counseling provided via telehealth appointments

255 Orders of Protection granted with our assistance

Financials

revenue

Government Grants	\$1,839,217
Neat Repeat Stores	339,080
Contributions	1,091,304
Special Events	291,822
Other Income	256,755
Total Revenue	\$ 3,818,178

expenses

Programs	\$ 2,345,826
Fundraising	432,126
General & Administrative	516,851
Total Expenses	\$ 3,294,803

net assets

Beginning of year	\$ 2,276,402
End of year	2,799,777
Change in net assets	\$ 523,375

New donor revenue increased by
18%

Revenue from Appeals increased
44%

Dianne Masters Society members donated
\$257,700

49 donors give via payroll deduction

Cost of Programs

Emergency Shelter & Hotline
\$836,334

Court Advocacy Program
\$393,050

Transitional Housing
\$356,889

Community Counseling
\$292,053

Emergency Financial Assistance Program
\$155,812

Community Education Services
\$112,431

PAIP Abuser Services
\$73,937

Live Safe Program
\$69,327

Volunteer Services
\$62,993

Complete audited financial information is available on our website at crisisctr.org

- Neat Repeats stores closed mid-March due to COVID-19; reopened in June with limited hours
- Loss of \$300,000 in budgeted revenue
- New donation safety protocols were implemented to protect volunteers and shoppers
- Curbside merchandise pick-up was offered
- New online shopping software will be operational in FY21

neat
repeats
compassion through fashion



This is what *heartfelt gratitude* looks like ...



Community fundraisers generated over \$72,000



Corporate Champions come to the rescue



Churches and Civic Clubs help meet our needs



Kind hearts help with meals and projects at the shelter



Because of the never-ending generosity and kindness of our donors and community, we flourished in the face of adversity.

Because of you, we are never alone and our doors remain open.

Board of Directors

Setting the Foundation

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Exelon Corporation

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Northern Trust

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Retired, Oldcastle BuildingEnvelope

Brenda P White - Secretary
Retired, The Joint Commission

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Executive Director

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Sarah Tygart
Director of Victim Services

Barb Gruca
Director of Advocacy

Solomohn Ennis
Director of Education and Prevention

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Tobbie Walter
Morgan Stanley

100%

of board members
give back to the
organization

192

combined years
of service

600

hours of
professional
giving and support

\$309,000

in board member
lifetime giving

9%

of total annual
individual giving

Open Doors for Survivors of Domestic Violence

*donate
volunteer
get educated
advocate*

Make a cash donation at crisisctr.org.

Learn more by emailing volunteer@crisisctr.org

Visit www.crisisctr.org for details

Get involved and spread the word



PO Box 39 | Tinley Park, IL 60477

www.crisisctr.org 24-hour hotline 708-429-SAFE

