

Dear Friends,

When we think about the past year, we are filled with overwhelming gratitude for those that not only helped us survive, but for those who inspired us to move forward and grow stronger.

We are humbled by the generosity of our donors, funders, corporate partners and community groups who rose to the occasion and answered the call to help. Whether you donated household supplies for a family escaping domestic violence and moving into an apartment, catered a meal for our shelter clients, funded a grant, or dug deep into your pockets and increased your annual giving, we are forever grateful.

At a time when so many domestic violence agencies are struggling to get back up and operational, you have helped us stay strong and embrace opportunity. Our overall service hours increased by 10%, and the number of survivors who received those services grew by 8%. Our counseling, housing, and advocacy programs all saw increases in the number of people assisted, and your support ensured that we were there to help.

Throughout the year, we encouraged professional development and offered continuing education credits through our onsite professional trainings. Our staff participated in an amazing employee engagement event. It addressed the issues of change, growth, adaptability and the elements of a healthy work environment. We continue to be committed to industry best practices and trauma-informed care.

We remain indebted to our volunteers who continued to answer hotline calls, support programs and work hard on fundraising event planning committees. We applaud, with great vigor, our Neat Repeats volunteers for their stamina and commitment, which is second-to-none.

We are inspired by the past and look forward to the future. We have overcome unimaginable challenges and our commitment to growth and those we support remains steadfast. We learned valuable lessons and discovered new strengths along the way, and we value the hard work it took to get here.

**You empowered us to lead with courage, and we did. We are forever grateful to you.**

Growing stronger every day,



*Pamela A. KostECKi*  
Pamela A. KostECKi  
Executive Director



*Jennifer Kanacki*  
Jennifer Kanacki  
President, Board of Directors

## growing stronger together

**"Change is important."**  
*Deanna, Administrative Asst.*



### AGENCY

- Onsite COVID vaccinations for clients, staff and volunteers
- All-staff engagement event focused on change
- New agency-wide phone system installed
- New HR/Payroll software platform improved efficiency
- Purchased Empower, new client database software
- Offered 40-hr domestic violence training online



### VOLUNTEERS

- New, larger site secured for the Orland Park Neat Repeats store
- Implemented successful new volunteer recruitment efforts
- Our amazing Auxiliary donated a record-breaking \$23,000 from fundraising efforts, including their first virtual Walk Against Domestic Violence and Spring Bring collection drive
- We welcomed our first client participant/intern at Neat Repeats as part of our Choose Your Adventure Program



**"I learned never to doubt myself."**  
*Esra, Court Advocate*

**"I feel like a new person. The Crisis Center allowed me to begin a new chapter in my life."**  
*Karyl*

**"Staff helped me grow by giving me support when I thought I no longer had any."**  
*Diamond*

**"Staff care about each other, so we can take better care of those who need us most."**  
*Ema, Transitional Housing Specialist*

*"the tiny seed knew that in order to grow, it needed to be dropped in dirt, covered with darkness, and struggle to reach the light."*

*Sandra Kring*

**"No matter what the circumstances may be, WE always find a way to positively help our clients get through the trauma."**  
*Brandi, Court Advocate*

**"I can pivot . . . and pivot . . . and pivot . . . and pivot."**  
*Yvonne, Associate Executive Director*

**"I now see the manipulation my abuser has caused. Staff gave me a new perspective.."**  
*Lori Ann*

**"When we rally, we can make just about anything work."**  
*Lisa, Events & Marketing Coordinator*

### PROGRAMS

- Returned to on-site shelter in private rooms
- Continued to shelter in local hotels
- Connected with 258 survivors due to increased outreach with businesses and organizations frequently visited by victims
- Established new resources to help us fully furnish client apartments
- Witnessed a nearly 50% increase in the numbers of survivors we assisted in court
- Launched a six-week Next Step survivor education group via Zoom
- Telehealth allowed counseling clients to stay connected
- Offered home ownership classes for housing clients
- Resumed all Live Safe Patient Advocacy services at local hospitals



**"Staff connected me to resources I never even knew existed."**  
*Shauntay*

**"I discovered so many essential working parts to this organization – many more than I had ever imagined."**  
*Dany, Director of Operations*

## safety in numbers

**965** hotline calls answered

**945** Orders of Protection filed, an increase of **30%**  
**95%** were granted

**4,828** hours of education for abusers

**2,011** victims were supported in court, an increase of almost **50%**

**342** volunteers donated over **22,000** hours of service saving the Crisis Center over **\$330,000**

**3,500** professional and community members educated

**5,319** hospital patients screened

**4,700** police reports reviewed, an increase of **15%**  
**4,000** victims received support, an increase of **20%**

**49** survivor households thrived in our community-based housing programs

neat repeats

compassion through fashion

- Online shopping via [neatrepeatsonline.org](http://neatrepeatsonline.org) was launched.
- 42 new volunteers were welcomed to the stores.
- A new, larger location for the Orland Park store was secured allowing a greater selection of merchandise, including an expanded selection of furniture, for our customers and clients.
- Safety protocols continue to keep volunteers and shoppers safe, and the dedication and expertise of the store's management team has supported the stores in successfully rebounding from losses incurred as a result of the pandemic.



**28,000** hours of service, an increase of **10%**

**2,259** survivors supported, an increase of **7%**

**10,000** nights of Emergency Shelter provided

**3,000** hours of Counseling, an increase of **5%**

## Financials

### revenue

Government Grants	\$ 2,078,029
Neat Repeat Stores	272,089
Contributions	716,260
Special Events	253,154
Other Income	457,967
<b>Total Revenue</b>	<b>\$ 3,777,499</b>

### expenses

Programs	\$ 2,847,500
Fundraising	448,937
General & Administrative	509,564
<b>Total Expenses</b>	<b>\$ 3,806,001</b>

### net assets

Beginning of year	\$ 2,799,777
End of year	2,771,271
<b>Change in net assets</b>	<b>- \$ 28,506</b>

Online donations increased **33%**

First ever virtual gala raised nearly **\$220,000** and taught us how to maximize technology to raise money.

Holiday Appeal revenue increased by **90%**

## Cost of Programs

Emergency Shelter & Hotline  
**\$847,394**

Court Advocacy Program  
**\$387,113**

Transitional Housing  
**\$490,741**

Community Counseling  
**\$292,901**

Emergency Financial Assistance Program  
**\$394,456**

Community Education Services  
**\$121,622**

PAIP Abuser Services  
**\$81,280**

Live Safe Program  
**\$91,419**

Volunteer Services  
**\$59,874**

Social Enterprise  
**\$80,700**

### The Furry Friends Fund

was established in memory of Jenny Graham, a longtime employee who lost her battle with cancer. The fund provides support for pet care while the owner is in shelter.

*gratitude* is our attitude!

During a year that was filled with challenges, the overwhelming kindness and generosity from our community and corporate partners helped us grow stronger.



New and increased resources helped us furnish more client apartments.



90 groups or individuals donated meals for shelter families.



39 groups hosted collection drives for items that ranged from backpacks to cleaning products to toiletries.



35 community fundraisers generated over \$35,000; 19 of those events were held via Facebook or Instagram. Corporate Champions saw our need and responded generously.



42 families were "adopted" for the holidays receiving clothing, toys and gift cards, and many others benefited from the Holiday Gift Drive.

## Board of Directors and Leadership

### OFFICERS

Jennifer Kanacki - President  
*Anthem Blue Cross*

Debra J. Fahey - Vice President  
*Old Plank Trail Community Bank*

Mary Carol Witry - Treasurer  
*Retired, Oldcastle BuildingEnvelope*

Brenda P. White - Secretary  
*Retired, The Joint Commission*

Kathleen Abbott - Past President  
*Exelon Corporation*

### DIRECTORS

David L. Anders  
*Hutchison, Anders & Hickey*

Kristine Laakson  
*Chicago Title Insurance Company*

Derrick Lott  
*Lott Management/McDonalds*

Kathleen Mahoney  
*CIBC Bank USA*

Thomas D. McCarty  
*Retired, Jones Lang LaSalle*

Dr. Barbara J. Pearson-McCreary, M.D.  
*Retired, Advocate Christ Medical Center*

Maureen B. Niswonger  
*Retired, ComEd, Banking, Business Owner*

Tobbie Walter  
*Morgan Stanley*

### LEADERSHIP

Pamela A. Kostecki  
*Executive Director*

Yvonne MacDonald-Hames  
*Associate Executive Director*

Meghan Mokate  
*Director of Finance*

Lorri Nagle  
*Director of Development*

Christopher Beele  
*Director of Resale Stores*

Latahsa Hubert  
*Director of Human Resources & Volunteers*

Jay Capron  
*Director of Business Solutions*

Dany Garcia  
*Director of Operations*

**Our Board of Directors helps us grow stronger**

**100%**  
of board members are donors

**54%**  
increased annual giving

**\$342,000**  
in lifetime giving

**8%**  
of total annual giving

**Your continued support helps us grow stronger!**

donate  
volunteer  
get educated  
advocate

Make a cash donation at [crisisctr.org](http://crisisctr.org).

Learn more by emailing [volunteer@crisisctr.org](mailto:volunteer@crisisctr.org)

Visit [www.crisisctr.org](http://www.crisisctr.org) for details

Get involved and spread the word

PO Box 39 | Tinley Park, IL 60477  
[www.crisisctr.org](http://www.crisisctr.org) 708-429-7255  
24-hour hotline 708-429-SAFE



growing stronger, *together*

**CRISIS center**  
for south suburbia  
[www.crisisctr.org](http://www.crisisctr.org)

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