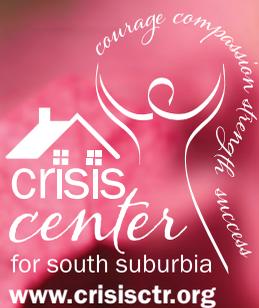


Life is a *journey*  
with big rocks to *climb*,  
little ones to *trip* over,  
and *milestones* to mark  
where we have *been*.

David Cuschieri



2022  
annual *report*

Dear Friends,

The work of the past year was never done alone. You were there by our side and your faithful and generous support will always be the fuel that keeps us moving mountains. Ultimately, you helped us remain focused on achieving the best possible outcome for domestic violence survivors – a life free from violence and fear. Thank you!

The steps along our path have been outlined in our Strategic Plan, but they were also made possible by opportunities and hard work. We continued to take the time this past year to stabilize our programs and focus on quality. Thanks to our Performance Quality Initiative process (PQI), we can prove that what we are doing is making a measurable impact in the lives of survivors of domestic violence. Our data confirms it, and our programs are stronger than ever.

We also focused on ensuring the administrative support needed for our programs to be successful was in place and optimally functioning. We added a new Director of Strategic Solutions to our team.

The Crisis Center provided over 28,000 hours of service to over 2,800 survivors this past year. Many programs experienced growth, and continued to incorporate best practices. Today, we move forward confidently knowing that we have the right tools, skillsets and people in place. Our hard work has positioned us for significant growth in the near future, and with your continued support we are ready to soar!

Over the past several years, our workforce has expanded by 32% and our annual budget has grown from 2.2 million to 3.8 million dollars. In FY22, revenue from fundraising has increased by 50%, grant revenue by 119%, and Neat Repeats witnessed growth as well. This revenue growth allowed us to establish the priorities needed to move forward, and it took the dedication and steadfast support of staff, countless volunteers, and you – our partners – to get to where we are today. You helped us reach milestones and never wavered on our journey together.

You are helping us carry out our mission every single day. You empower us to remain strong, and conquer stumbling blocks along the way. Our success is attributed to everyone who believes in our mission, and for that, we are truly grateful.

**We hope we have made you proud by leading with courage and keeping client needs first.**

We look forward to growing together and reaching many more milestones.

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 "Jennifer Kanacki".

Jennifer Kanacki  
President, Board of Directors

# stepping stones of strength

*Our Community and Corporate Champions provide stability and strength to the Crisis Center as our clients and agency rise to new heights.*



**52 groups** hosted collection drives to help our clients get what they need to survive and thrive.



**32 community fundraisers** generated almost **\$28,000**, including Giving Jar parties and 18 Facebook fundraisers.



**120 clients** received clothing, toys and gift cards from our holiday giving programs, including 20 families who were "adopted" by employees at Northwestern Medicine Palos Health and Northwestern Health Chicago.



Almost **\$125,000** in sponsorships was secured from our Corporate Champions for our three main events: the Gala, Dianne Masters Cup, and Crisis Center Classic.

# positioned for growth

*Our growth has been strategic and warranted. It focused on building a strong infrastructure and stabilizing our systems, practices and staff roles. While we experienced growth in many areas this past year, we are now uniquely positioned to successfully expand all of our services and better meet the growing demand.*

## — agency —

Agency leadership worked diligently with other domestic violence services providers to secure increased state funding for domestic violence services.



We completed the first full year of our Performance Quality Initiative (PQI) analysis that measures the quality and the impact of our service delivery systems. Data supported that we are doing what we set out to do, illustrated our effectiveness with clients, and helped identify areas for change and growth.



We formalized our commitment to offering a living wage to every employee of the Crisis Center.

We expanded employee benefits and distributed a new Employee Handbook to staff.

The agency furthered its commitment to diversity and inclusion by increasing outreach and services to the LGBTQ+ community.



We automated the payroll journal entry processes, and the financial reporting process used to share information with the Board of Directors was revised to improve transparency and engagement among members.

Cypherworx, a new training software, was introduced in collaboration with our employment and payroll software, to provide internal training to employees and offer 40-hour training (non-certificate training) to community members.

*100% of our clients know how to report violations of their Order of Protection\**

*99% of our clients have a better understanding of the impact and effects of abuse on their children's lives\**

*100% of our clients feel safer from abuse\**

*100% of children know two or more things they can do when they don't feel safe\**

*100% of our clients know more ways to plan for their safety\**

*100% of our clients have an increased understanding of their legal rights\**



We conducted a technology assessment and subsequently received grant funding to implement recommended changes, including DocuSign services.

Thanks to the leadership of our Board of Directors we launched a new, highly successful golf outing fundraiser, the Crisis Center Classic, at Prestwick Country Club.



*\*Client Satisfaction Survey Results*

# FY22 financials

## revenue

Government Grants	\$ 2,051,947
Neat Repeat Stores	648,075
Contributions	743,899
Special Events	235,146
Other Income	136,345
<b>Total Revenue</b>	<b>\$ 3,815,412</b>

## expenses

Programs	\$ 2,798,530
Fundraising	355,152
General & Administrative	537,814
<b>Total Expenses</b>	<b>\$ 3,691,496</b>

## net assets

Beginning of year	\$ 2,771,271
End of year	2,895,187
<b>Change in net assets</b>	<b>\$ 123,916</b>

## cost of programs

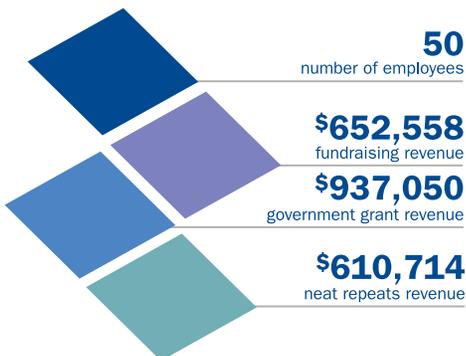
Shelter	\$ 845,714
Transitional Housing	504,171
Emergency Assistance	419,651
Court	409,779
Counseling	266,429
Live Safe	101,636
Social Enterprise	90,665
Community Education	80,805
PAIP	60,661
Volunteer	19,019
<b>Total Programs</b>	<b>\$ 2,798,530</b>



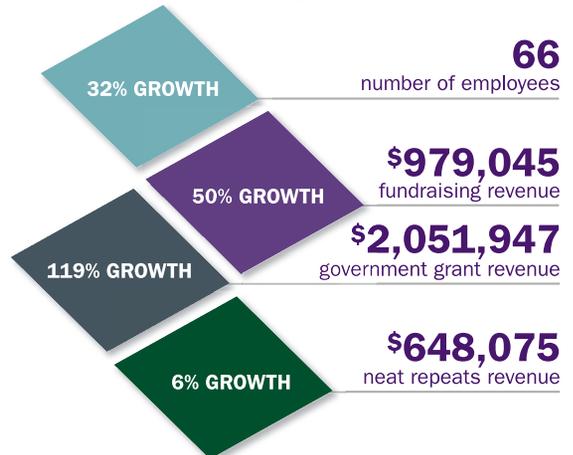
## stepping stones to increased

## financial stability

**FY16** 2.2 million



**FY22** 3.8 million  
**73% GROWTH**



## — programs —

The children's playroom in the shelter was reopened and restocked with toys, and in-person groups began meeting again.



We added partnerships with new law enforcement agencies and now work with 29 police departments to identify and connect with domestic violence victims.

We hired an Arabic speaking facilitator for our Partner Abuse Intervention Program (PAIP) and created a curriculum for women batterers.

We expanded services at both the Markham and Bridgeview courthouses to help more victims navigate the legal system and secure Orders of Protection.

We participated in a record number of National Night Out events to increase awareness of domestic violence in the communities we serve.



The Director of Support Services was the featured keynote speaker at a South Suburban College symposium and spoke about the effects of domestic violence on children's mental health.

The Next Step Survivor Educational Group, offered by our Counseling Team, returned to an in-person group rather than a virtual one.



The Domestic Violence Prevention Team presented onsite DV101 training to participants at the John Amico Chicago Annual Conference for cosmetologists and nurses working on the Mom & Baby unit at Advocate Christ Hospital in Oak Lawn.

Despite skyrocketing rent and continued challenges to find affordable community-based housing, we supported families in 49 apartments throughout the south suburbs of Chicago.

Renovations, infrastructure improvements, and cosmetic updates to our Orland Park apartment complex began after significant flooding damage.



Choose Your Adventure, a unique new workforce development program, was piloted and an Employment Coach supported three domestic violence survivors in their quest to gain new skills and secure employment.

"Dress for Success" presentations, coordinated by Neat Repeats staff, showed participants in the Choose Your Adventure program how to project a professional image when seeking employment.



## — volunteers —

Our dedicated Auxiliary donated over \$17,000 from fundraising efforts and hosted its first annual Gather and Give collection drive.



The full-time Volunteer Coordinator position was reinstated to recruit and support volunteers.

Volunteers and staff were honored, and some received awards, at a special recognition event.



We began using Empower, a new database software, to better manage volunteer records.

**neat**  
*repeats*  
compassion through fashion



Our Orland Park store flourished in its new, larger space. The move increased visibility and awareness of the store's affiliation with the Crisis Center.

Both Orland Park and Worth witnessed increased donations and the stores exceeded budgeted sales goals.

The Orland Park store was discovered by a film location scout and was later featured in a movie as part of a retail store scene.

## our numbers tell a story

the Crisis Center provided over

**28,000**

hours of service to

**2,864**

individuals experiencing domestic violence



**1,382**

hotline calls answered – a

**30%** increase

**8,220**

domestic violence safety screenings – a

**35%** increase

**3,975**

hours working with **75** batterers

**9,496**

nights of emergency shelter

**242**

volunteers donated almost



**33,000**

hours of service, saving the Crisis Center

**\$489,000**

**1,601**

victims supported in court

**1,660**

hours of counseling

**4,575**

police reports reviewed



**3,452** victims received information

**1,111**



Orders of Protection were filed – a

**15%** increase

**93%**

orders granted

**587**

community presentations

**29**

police department partnerships

**49**



community-based apartments

**2,463**

students learned about healthy dating

**\$65,000**

in annual personal  
and solicited giving

**71%**

increased  
annual giving

**\$300,000**

in lifetime giving

**100%**

of board members  
are donors

The Crisis Center for South Suburbia is currently seeking skilled, dedicated and engaged members for its Board of Directors. If you are interested in learning more, please contact our Executive Director, Pam Kostecki at [pkostecki@crisisctr.org](mailto:pkostecki@crisisctr.org)

# board of directors and leadership

## OFFICERS

Jennifer Kanacki - President  
*Elevance Health*

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*

## LEADERSHIP

Pamela A. Kostecki  
*Executive Director*

Meghan Mokate  
*Finance & Strategy Officer*

Lorri Nagle  
*Development & Communications Officer*

Christopher Beele  
*Sales & Volunteers Officer*

Latasha Hubert  
*Director of Human Resources*

Marita Kay  
*Director of Strategic Solutions*

Dany Garcia  
*Director of Operations*

## DIRECTORS

David L. Anders  
*Hutchison, Anders & Hickey*

Kristine Laakson  
*Chicago Title Insurance Company*

Derrick Lott  
*Lott Management/McDonalds*

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*

Doranita Tyler  
*Agency Owner, American Family Insurance*

Tobbie Walter  
*Morgan Stanley*

## 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

