



**Crisis Center
for South Suburbia**

The background is a close-up, slightly blurred photograph of several people's hands clasped together in a supportive grip. The lighting is warm and natural. Three large, semi-transparent circles in shades of teal, lime green, and purple are overlaid on the image, framing the central text.

Annual Report

FY24



Crisis Center
for South Suburbia

Report Highlights

- Introduction
- A Message from Leadership
- Key Accomplishments
- Noteworthy Expansion
- Measuring Progress
- Neat Repeats Online
- Social Media Growth
- FY24 Financials
- Next Steps for Hotline
- Stopping the Cycle
- Continuing Strong
- Acknowledgements





**Crisis Center
for South Suburbia**



Introduction

Together, we have made significant strides in **expanding our services**, ensuring that no survivor feels alone on their path toward healing.

Your commitment - whether through volunteering, advocacy, or financial support - has allowed us to reach more individuals and families in need. The **success** of our programs, trainings, and outreach initiatives is a testament to the **power of community collaboration**. The Crisis Center saw an increase in clients served across most of our programs compared to the last fiscal year.

Our Emergency Residential Shelter saw a 22% increase in nights of shelter, our Rapid Rehousing Program saw a 46% increase in clients served, and Community Counseling saw a 25% increase.





Crisis Center
for South Suburbia



Pam Kostecki,
Executive Director



Jennifer Kanacki,
Board President

A Message from Leadership

Thanks to you, 2024 has been a year of remarkable progress and impact. We saw an outpouring of generosity from our community, beginning with the success of our Gala, where we came together to **celebrate survivors and raise vital funds**. Our Golf Outing at Prestwick Country Club was another highlight, bringing together friends and supporters in the spirit of hope and giving. And, of course, the Dianne Masters Cup was a truly special event, honoring our founder's amazing legacy while **raising awareness** and crucial funds. We witnessed incredible solidarity and support during Domestic Violence Awareness Month this year. **You showed survivors** that they are not alone on their path to hope and healing.

This year, you helped us achieve a **record year for our Neat Repeats** resale stores and online sales, providing us with essential revenue that directly supports our life-saving programs. We also more than **doubled our community outreach efforts**, ensuring that more people in our communities know we are here for them—that we are a safe place, a support system, and a resource for anyone affected by domestic violence.

None of this would have been possible without the tireless efforts of our board, our dedicated staff, our passionate volunteers, and of course, our generous donors. **Your unwavering support** allows us to continue providing critical services to survivors, and for that, we are **extremely grateful**.



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Key Accomplishments



- **95%** of survivors who stayed at least 30 days in our Emergency Shelter **did not return to their abuser** at exit.
- **89%** of victims who we assisted with an **Order of Protection were granted** the order.
- **96%** of **teens** that attended one of our Safe Start presentations agreed they now know how to achieve an **anti-violent lifestyle**.
- **100%** of survivors who completed our Transitional Housing program **secured permanent housing** at the end of their stay.
- Over **\$150,000** provided in emergency financial assistance - **one of the largest flexible funds** of its kind for DV victims in the country.
- **3,497 hours** of **counseling provided** - 25% increase over the previous year





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Noteworthy Expansions



Lifeline - serving the most vulnerable

We introduced our Lifeline Program this year focusing on **elderly adults and individuals with disabilities** who are experiencing domestic violence. This program provides **outreach to identify persons in need** as well as advocacy and training for Adult Protective Service providers. We are also dedicating apartments for **safe interim housing** for this group to empower them to reclaim their lives.



Health Services added to Shelter

To tackle the complexities our clients face, we have introduced two new support roles. Our **Substance Abuse and Harm Reduction Counselor** promotes understanding of addictive behaviors and guides clients toward **healthier coping strategies** through skill-building groups that foster resilience and interpersonal relationships. We are already witnessing positive changes in our clients, paving pathways for healing and growth. Additionally, we have established a Nurses Station led by an experienced **Nurse Practitioner**. This vital resource encourages preventative care and **health education while addressing primary care needs** for clients in our shelter.

Did you know?

Approximately 20% of abuse cases involving disabled adults & only about 4% of elder abuse cases are reported in the U.S.?





**Crisis Center
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Measuring Progress *by the numbers*



32,834 direct service hours



3,455 survivors served



\$165,000+ in emergency financial assistance



12,532 nights of emergency shelter



Transitional Housing
30,928 nights of
transitional housing



Court Advocacy
942 Orders of Protection
96 Orders upgraded



Safe Patient Advocacy
12,588 DV safety
screenings provided



Community Counseling
3,497 hours of individual
or group counseling



24/7 DV Hotline
2,113 calls answered
Text/Chat option added



LEAV Program
3,101 victims provided with
resources and referrals
from **32 police departments**



Community Education
24,900 people
participated in training
and presentations



Safe Start Program
620 presentations to
21,233 students in the
community

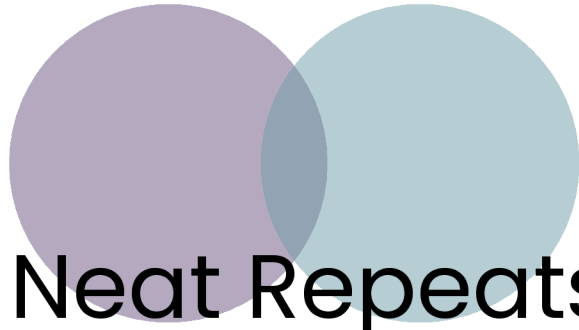


PAIP Program
76 abusers provided
2,631 hours of
accountability education



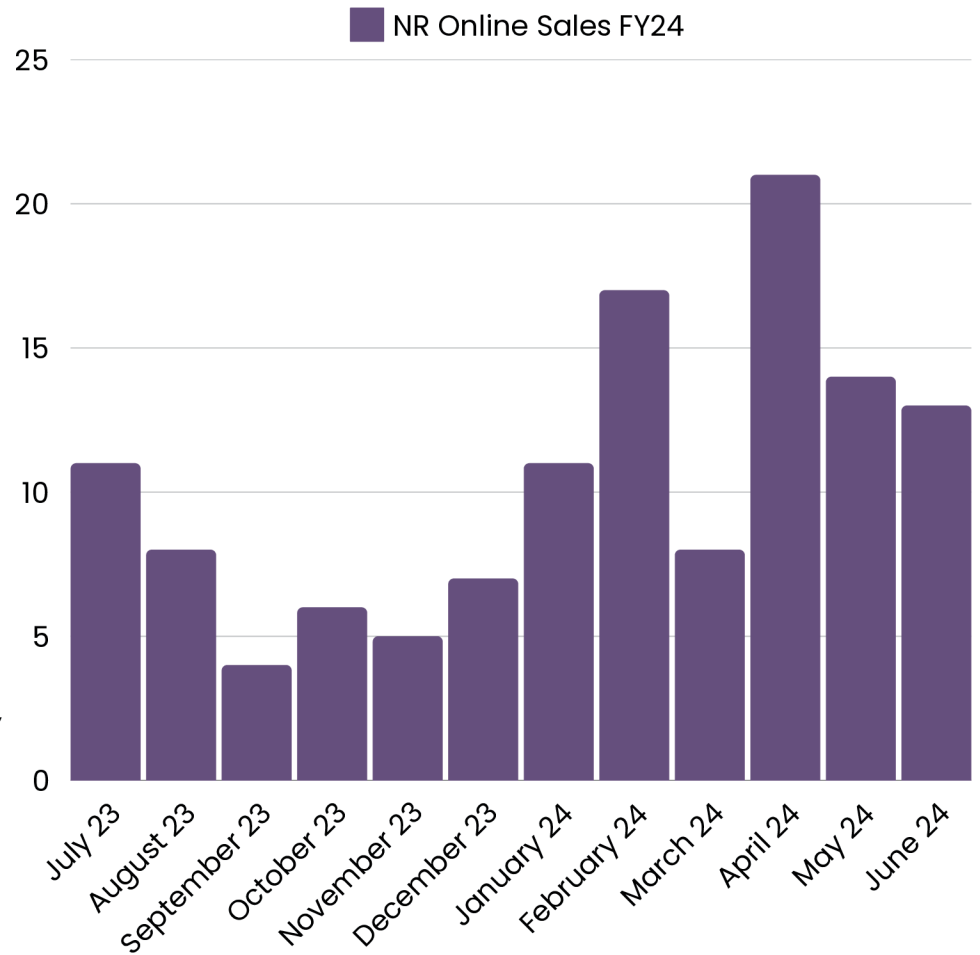


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Neat Repeats Online

Our commitment to the sustainability and building a **balanced funding base**, included a strategic expansion of our Online Store. Key indicators reflect positive strides toward **building our customer base** and sales revenue. Collaborative efforts with new stakeholders for **donation drives** will amplify Neat Repeats impact. While celebrating these successes, integration into the store operations will be key to **future growth** and expansion.

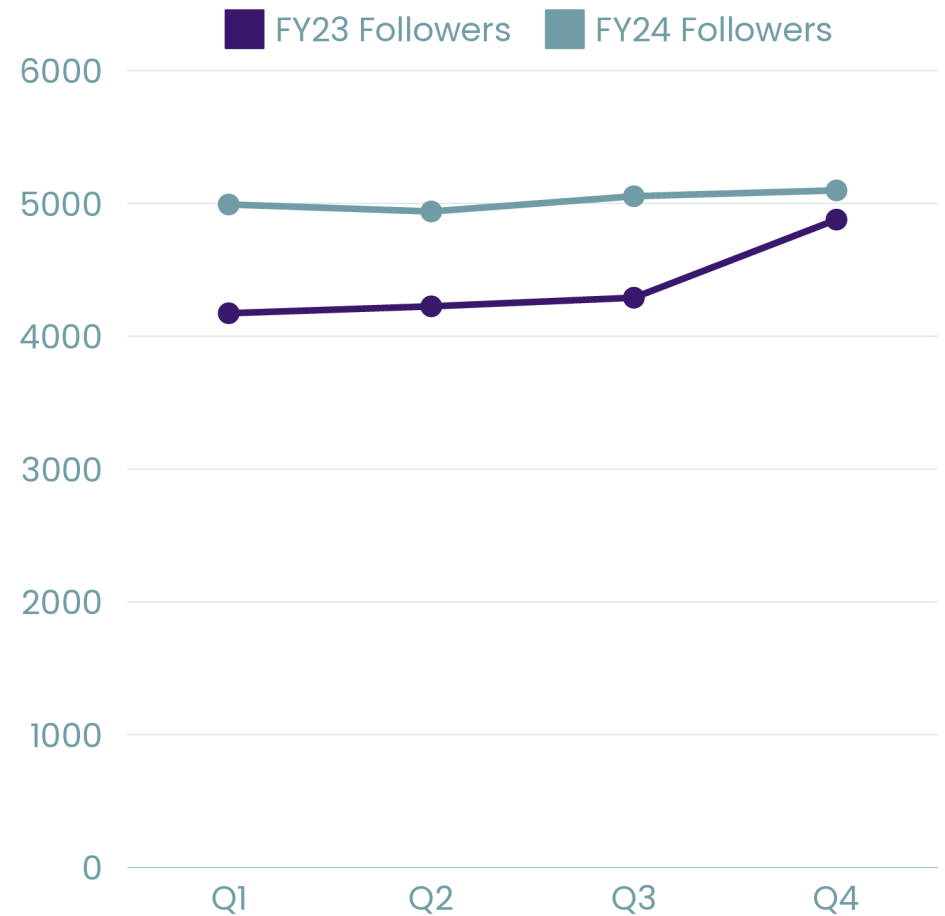




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Increasing our reach through Social Media Growth

Our Crisis Center social media following has increased to over **5,000 followers**, reaching more than **2,000** on a monthly basis. And through Neat Repeats pages we are reaching an **additional 2,500** and have **1,400 followers** on those pages. Both teams have a **strong presence** on Facebook and Instagram. Our **engagement** rate has grown and we are now receiving **more** contributions and connections online than ever before.





FY24 Financials

REVENUE

Government Grants	\$3,867,248
Neat Repeats	\$1,730,243
Contributions	\$748,010
Special Events	\$387,191
Other Income	\$126,998
Employee Retention Credit	\$761,603
Total Revenue	\$7,621,293

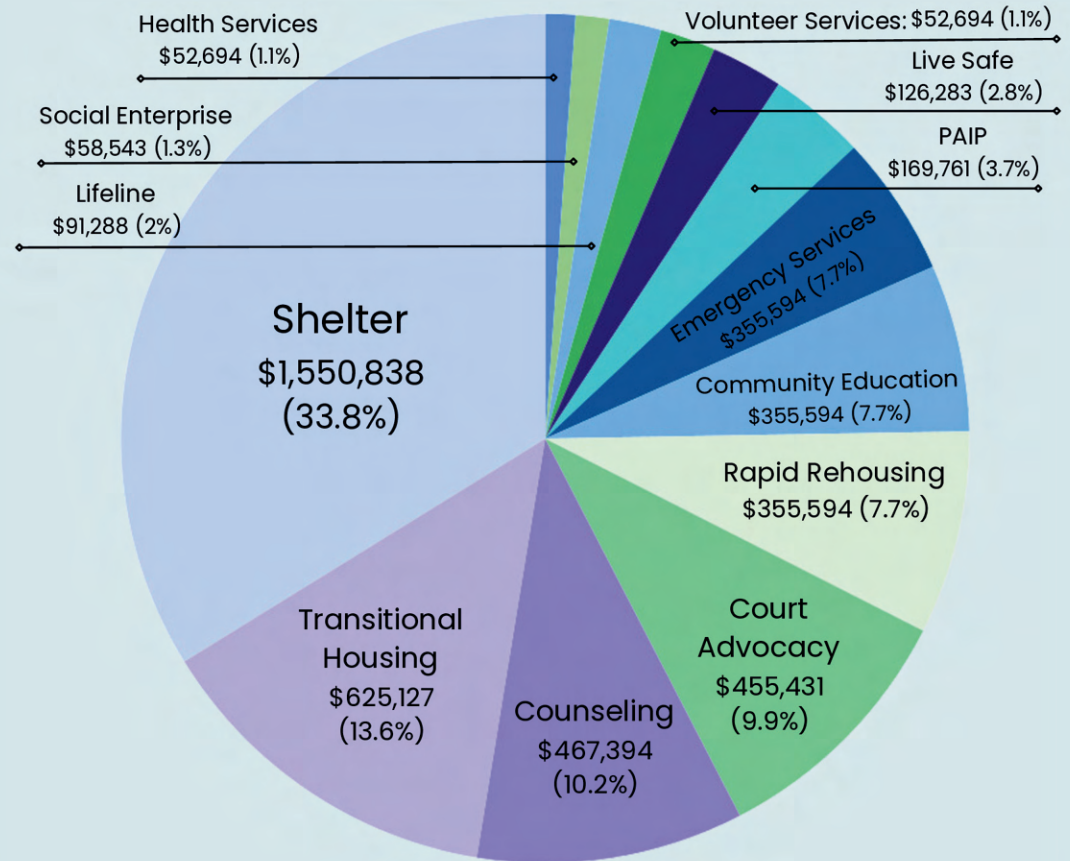
EXPENSES

Programs	\$4,589,066
Fundraising	\$614,351
General and Administrative	\$824,260
Neat Repeats	\$956,944
Total Expenses	\$6,984,621

NET ASSETS

Beginning of Year	\$3,496,498
End of Year	\$4,133,170
Change in Net Assets	\$636,672

Program Costs





Next Steps for our Hotline

We stand **ready** to answer your call, chat with you, or respond to your text on our **24/7 Hotline** should the need arise, **(708) 429-SAFE**.



ENHANCING SURVIVOR EXPERIENCE

We have added **on-call professional support** for callers to connect to **24/7** as needed. **Trained and qualified** court advocates, therapists, and bilingual staff are **now available** for after hours **emergency** needs.



TECH-DRIVEN MONITORING

Through our collaboration with **Helpline Software** we are embracing **innovative technologies** for **streamlined call/text/chat** routing. This is creating **swift** response time and **immediate** interventions.



COMMUNITY ENGAGEMENT INITIATIVES

We have Implemented **targeted** community engagement initiatives to **increase awareness** of this new service. Our **Community Ambassadors** are helping distributing the **news** and **marketing** materials to **ensure** that **stakeholders** and **persons in need** get the news.





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Stopping the Cycle

- The Illinois Criminal Justice Information Authority found that **15% of all homicides** in Illinois are connected to domestic violence. In 2023, 94 incidents of domestic violence led to 120 deaths, a **significant increase** from the 45 incidents of domestic violence that led to 57 deaths reported for 2022.
- In response to the increasing numbers of domestic violence related fatalities in our state and here locally, the Crisis Center made a commitment to **double our community outreach** to ensure that more people were educated on the signs and how to access life saving services. **We did it!**





**Crisis Center
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Continuing strong!

In FY24, our progress has been **substantial** and with **your** continued partnership we will **persevere** and **navigate the challenges** that we face. Our **measurable impact**, **collaborative success**, and **innovative approach** are the hallmarks of this year!



Measurable Impact

Our report highlights **significant, measurable impact**, particularly in **community education** and **client services**, affirming our **values** and **effectiveness** of our initiatives.



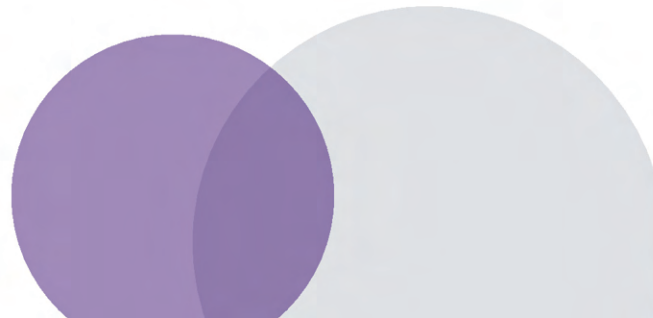
Collaborative Success

Strategic collaborations with **key partners** have expanded our reach and collective **influence**, contributing to the **overall success** in **advancing** our **Strategic Plan** and making **creative interventions** possible!



Continued Commitment

While celebrating **achievements**, we recognize **ongoing challenges** and reiterate our **enduring commitment** to **supporting** survivors of domestic violence, **honoring** the taken, and **never, ever** giving up hope!





Crisis Center
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Gratefully recognizing our Key Community Partners in FY24



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Gifts For Hope





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*Be Part
of the Change*



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