



Impact Report

Fiscal Year 2023

July 1, 2022 to June 30, 2023

The Crisis Center for South Suburbia provides services and support to survivors of domestic violence through emergency shelter, housing, counseling, advocacy, prevention, and education services in the south suburbs of Chicago. These services are survivor-centered, trauma-informed, empowering, transforming, and lifesaving.

More victims of domestic violence connected with the Crisis Center than ever before in FY23. Many took the first, and most important step: to leave their abuser. They worked with our Court Advocates to get an Order of Protection. Survivors in our community sought help from our Counselors to process their trauma and learn about the impact domestic violence has on them and their children. Each survivor we served was determined to live a life free from abuse, and not let the abuse they experienced define them. For these survivors, their experiences are a part of their story, but with support and help from the Crisis Center, they began a new chapter.

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Here is everything we accomplished this year...

Housing Services

Our **Emergency Residential Shelter** provided **10,255 nights of safety and shelter to 162 adults and 154 children** – a **17% increase in victims served** and an **8% increase of shelter nights** provided.

Did you know? We recently completed an expansion of our shelter. The shelter grew from 35 beds to 54 beds – **an increased capacity of 54%**. The expansion will help reduce the number of victims who cannot find emergency shelter in the south suburbs.

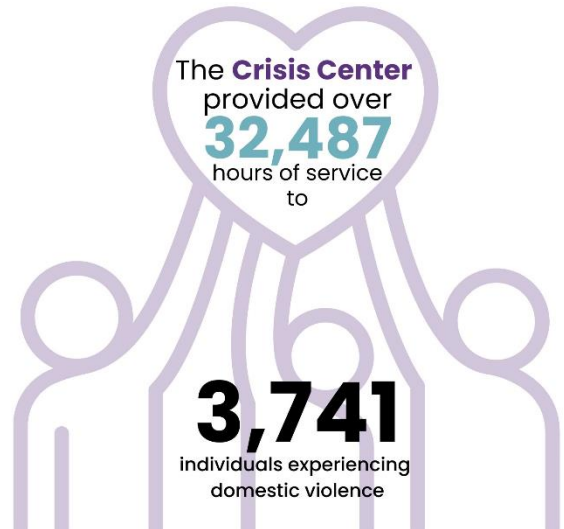
108 individuals received **25,450 nights of housing** through our **Transitional Housing Program** and **Rapid Re-Housing Program**. Participants in these programs are provided with rental assistance and supportive services for up to 24 months.

Did you know? The average rent for an apartment in our service area is over \$1,700/month – a 10.3% increase since 2019.

Victim Services

Our **Court Advocacy** services at the Markham and Bridgeview courthouses provided **1,654 individuals with legal advocacy services**. **1,149 Orders of Protection were filed** and **132 orders were upgraded**.

Community Counseling services are provided free of charge to any victim of domestic violence in our community. We provided **2,781 hours of individual and group counseling to 1,136 adults and 275 children** – a **68% increase** in the number of clients and hours served.



The **Choose Your Adventure Workforce Development Program** provides victims of domestic violence with a trauma-informed workforce development program curated to their unique and specific needs. The goal is to provide survivors with the resources they need to gain employment and ultimately become financially self-sufficient. **252 survivors participated** in our workforce development program, spending **540 hours in individual and group sessions** with our Workforce Development Coach.

Outreach Services

Our **24/7 Domestic Violence Hotline** continues to provide support, resources, and referrals. **1,914 calls were answered** – an increase of **38%**.

Did you know? The Crisis Center's 24/7 DV Hotline staff and volunteers began answering overnight calls for a partner domestic violence agency last year to ensure all victims who are in crisis can speak to a live person immediately.

We welcomed three police departments to our **Law Enforcement & Victim Outreach (LEAV) Program** this year. We worked with **32 police departments** to review **5,201 police reports** and provide **4,067 victims with resources and referrals** – an **18% increase in victims contacted**.

Our Medical Advocates provided **13,352 domestic violence safety screenings** in **three local hospitals** as part of our **Live Safe Patient Advocacy Program**, a **62% increase** in individuals screened compared to last year. They also provided **16 trainings to medical personnel**.

Prevention & Community Education Services

With COVID restrictions lifted in local schools, our **Safe Start Program** expanded and educators were able to fully resume onsite presentations about healthy relationships and dating violence. We provided **460 presentations** to **15,375 students** in our community – an **84% increase** compared to pre-pandemic!

Staff provided **9,054 hours of training and education** throughout the community. Over **9,054 people** participated in professional trainings, domestic violence certificate trainings, and domestic violence educational presentations.

Our **Partner Abuse Intervention Program (PAIP)** is a 26-week educational group for batterers that focuses on accepting responsibility for violence and changing behaviors. **49 batterers** spent **2,548 hours** participating in the program.

Survey says...

- 100% felt safer from abuse
- 99% of our clients know more ways to plan for their safety
- 80% were hopeful about the future
- 97% identified community resources they can reach out to for help or support
- 89% of children know two or more things they can do when they don't feel safe

We are supporting the survivors, admiring the resilient, honoring the taken, and never, ever giving up hope.