



# Impact Report

Fiscal Year 2024  
July 1, 2023 to June 30, 2024

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.

This year, we built upon the unprecedented growth and increased demand that we experienced in FY23. Our agency's growth continued in FY24 – a direct response to the increasing need in our community. Victims face significant barriers to their long-term self-sufficiency and health, including rising cost of living and childcare, unemployment, healthcare, and unreliable transportation. With the Crisis Center's programs, survivors navigated opportunities and challenges as they began building a life free from abuse.

## The Crisis Center provided



*Let's see how far we've come this year...*

### Housing Services

Our [Emergency Residential Shelter](#) provided 12,532 nights of safety and shelter to 172 adults and 157 children – a [22% increase](#) in nights of shelter from FY23. The increase in nights of shelter is a result of the shelter expansion we completed. The shelter can now house up to 20 families or 54 beds.

158 adults and children received 30,928 nights of housing through our [Transitional Housing Program](#) and [Rapid Re-Housing Program](#) – a [46% increase](#) in clients served and [22% increase](#) in nights of shelter from FY23. Participants in these programs are provided with rental assistance and supportive services for up to 24 months.

### Victim Services

Our [Court Advocacy](#) services at the Markham and Bridgeview courthouses provided 1,479 individuals with legal advocacy services. 942 Orders of Protection were filed, and 96 orders were upgraded.

[Community Counseling](#) services are provided free of charge to any victim of domestic violence in our community. We provided 3,497 hours of individual and group counseling to 621 children and adults - a [25% increase](#) in hours served from FY23.

Flexible [Emergency Financial Assistance](#) is available for victims who are unable to pay urgent and immediate expenses. These needs are unique to the individual, and if unmet will negatively impact their health or ability to remain self-sufficient. The fund has been used for client car repairs, utility bill payments, lease application fees, security deposits for an apartment, and public transportation. In FY24, we provided over \$165,000 in financial assistance.

### Outreach Services

Our [24/7 Domestic Violence Hotline](#) continues to provide support, resources, and referrals. 2,113 calls were answered – a [10% increase](#) from FY23.

[Did you know?](#) The 24/7 DV Hotline began providing on-call counseling and court advocacy in FY24. Now, victims can speak to an experienced counselor and court advocate at any time, day or night. In FY25, the 24/7 DV Hotline will officially launch chat and text capabilities for callers in need.

[Law Enforcement & Victim Outreach \(LEAV\) Program](#) advocates worked with 32 police departments to review 4,510 police reports and provide 3,101 victims with resources and referrals.

Our Medical Advocates provided 12,588 domestic violence safety screenings in three local hospitals as part of our [Live Safe Patient Advocacy Program](#).

[Did you know?](#) The Crisis Center will begin providing domestic violence screenings in a fourth local hospital in FY25!

### Prevention & Community Education Services

[Safe Start Program](#) educators provide onsite presentations about healthy relationships and dating violence in our local schools. We provided 620 presentations to 21,233 students in our community – a [38% increase](#) in students and [35% increase](#) in presentations!

Over 2,000 presentations and training sessions were provided through [Community Education & Outreach](#). Over 24,900 people participated in professional training, domestic violence certificate training, 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. 76 batterers spent 2,631 hours participating in the program. [PAIP enrollment grew by 55%](#) in FY24, compared to FY23.

---

Results from our survey of clients:

- + 98% felt safer from abuse
- + 97% of our clients know more ways to plan for their safety
- + 93% were hopeful about the future
- + 90% identified community resources they can reach out to for help or support
- + 95% of children know two or more things they can do when they don't feel safe