

Impact Report

Fiscal Year 2025
July 1, 2024 to June 30, 2025



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.

A YEAR OF OPPORTUNITIES

We experienced substantial and unprecedented growth in FY23 and FY24, driven by the increasing demand for shelter, housing, and supportive services. In FY25, our focus shifted toward sustainability—strengthening the organization's foundation and maintaining momentum. As nonprofits across the nation face ongoing challenges and uncertainty, the Crisis Center has enhanced its services, expanded opportunities, and embraced innovative approaches to better serve our clients and community. The efforts undertaken this fiscal year have positioned us to be more resilient and better equipped to navigate future changes.

EMERGENCY SERVICES

The **Emergency Residential Shelter** provided 12,759 nights of safety and shelter to 163 adults and 152 children.

New This Year: We opened a **Nurse's Station** at the shelter! A Registered Nurse is on site twice a week to support clients with medical needs, chronic condition management, and nutrition education. Since February, the RN has held 72 client sessions.

72-Hour Temporary Stay: To meet the growing demand for safe shelter, we dedicated five spaces for short-term stays, helping individuals and families who can be quickly rehoused. The remaining 15 spaces support those with longer-term housing needs. Our Interim Housing Program also connects residents with services to secure safe, stable housing.

Emergency Financial Assistance continues to help clients facing financial barriers. **212 clients** received emergency financial assistance. Supports included costs like car repairs, childcare, changed locks on homes, security deposits, and utility bills.

New This Year: The Crisis Center was selected as one of 16 inaugural recipients of the Financial Assistance for Victims (FAV) grant from the Office on Violence Against Women. This flexible funding helps survivors meet urgent, self-identified needs to support safety, stability, and healing.

98% of survivors felt safer from abuse

HOUSING

58 adults and 77 children received 29,032 nights of housing through our **Transitional Housing and Rapid Re-Housing Programs**. These housing programs provide clients with rental assistance and supportive services for up to 24 months.

VICTIM SUPPORT

Court Advocates provide legal advocacy to victims at the Bridgeview, Markham, and Chicago courthouses. 1,483 individuals received over 3,926 hours of support. 1,112 Orders of Protection were filed, and 60 orders were upgraded.

New This Year: Our Court Advocates expanded to serving a 3rd location in response to the increased demands for advocacy services—thanks to our intervention, advocacy is now available every day the courthouse is open.

770 adults and children received 3,337 hours of individual and group counseling – a 24% increase in clients served from FY24. **Community Counseling** is provided free of charge to any victim or victim witness of domestic violence in our community. 56 survivors received counseling support through our Aftercare services.

97% felt more hopeful about the future

OUTREACH SERVICES

The **24/7 DV Hotline** provides crisis support, resources, and referrals. 2,163 calls were answered. The hotline continues to provide 24/7 multimedia support including chat and text!

New This Year: To better serve our community, we have added **Recite Me** to make our online resources more accessible and inclusive, and **Boostlingo** to provide on-demand interpretation in multiple languages. Together, these tools ensure that everyone – regardless of ability or language – can connect with the support and services they need.

Medical Advocates provided 10,820 domestic violence screenings in **four** local hospitals through our **Live Safe Patient Advocacy program**.

New This Year: We began providing screenings at Palos-Northwestern in Palos Heights, our fourth Hospital Partner!

Advocates in our **Law Enforcement & Victim Outreach (LEAV) Program** worked with 38 police departments to review 4,416 police reports and provide 1,411 victims with resources and referrals.

Our **Community Education & Outreach** team reached over 20,000 people through professional training, domestic violence certification training, domestic violence educational presentations, and more! Additionally, we shared our generous product donation from Bigso of Sweden with 27 other local community organizations and 54 statewide DV organizations!

Expanding access, strengthening voices!

PREVENTION SERVICES

Safe Start Violence Prevention provides onsite presentations about healthy relationships and dating violence in our local schools. More than 16,000 students participated in 542 presentations. Safe Start is now in 29 schools in the community, a 26% increase from FY24.

Partner Abuse Intervention Program (PAIP) is a 26-week educational group for perpetrators that focuses on accepting responsibility for violence and changing behaviors. 65 perpetrators spent 1,894 hours participating in the program.

SYSTEMS ADVOCACY & INNOVATION

Our Executive Director, Pam Kostecki, spoke at a national conference about our Neat Repeats Resale Store's success. The resale stores are a critical funding source for our programs and have become an example of sustainable growth for other nonprofits nationwide.

The Crisis Center is a member of the Cook County State's Attorney's transition team. Since December, pre-trial detentions for domestic battery have increased by more than 80%.