



Annual Report

FY25



A Year in Review

- ♥ Introduction
- ♥ A Message from Leadership
- ♥ Key Accomplishments
- ♥ Noteworthy Expansions
- ♥ Measuring Progress
- ♥ Development Department Growth
- ♥ Spreading the Word and Saving Lives
- ♥ Social Media Engagement
- ♥ FY25 Financials
- ♥ Compassionate Care, Right Where It's Needed
- ♥ Community Ambassadors:
Volunteers Spreading Our Mission
- ♥ Key Influencers on Domestic Violence
- ♥ Expanding Impact in a Changing Landscape
- ♥ Acknowledgements





Introduction

Following two years of **unprecedented** growth driven by **increasing** demand for **shelter, housing, and supportive services**, in FY25 our focus shifted to **sustainability** for the Crisis Center for South Suburbia.

As nonprofits all across the country continue to navigate uncertainty, CCSS has focused on **strengthening** our **foundation** while **maintaining** the **momentum** needed to meet **growing** community needs. Through program **improvements, expanded** service opportunities, and **innovative** approaches, CCSS remained **responsive** to survivors while positioning the organization for **long-term sustainability**. Everything accomplished this year ensures we are **better** equipped to **adapt, lead, and continue** delivering **safety, healing, and hope**—now and into the **future**.

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.





A Year of Challenge, Community, and Commitment

Fiscal Year 2025 was marked by **challenges** and **uncertainty** for many non-profits, and the Crisis Center for South Suburbia was no exception. At a time when so much felt **unpredictable**, our community, individuals, organizations, foundations, and businesses **showed up** in **powerful** ways. Our community **rallied** behind us with **increased** commitment, **amplifying** our mission and programs. With this support, the Crisis Center **continues** to provide free, **uninterrupted** services to survivors of domestic violence.



Pam Kostecki,
Executive Director

The Crisis Center welcomed **new** growth opportunities. We were selected as **one** of **16** organizations nationwide to receive the inaugural **Financial Assistance for Victims** (FAV) grant from the **Office on Violence Against Women**. This will allow us to provide **flexible** funding to help survivors meet **urgent**, self-identified needs to support **safety, stability, and healing**. We expanded access to our services by adding **24/7 on-demand language translation** assistance through **Boostlingo**, a tool that **ensures** survivors can receive **support** in the **language** they are most comfortable using. We **deepened** our healthcare **partnerships** by beginning screenings at **Palos-Northwestern** in Palos Heights, our **fourth** hospital partner.



Derrick Lott,
Board President

Our Neat Repeats resale stores continued to be a critical program revenue lifeline. Across our programs we were powered by **42,482 volunteer hours**. This saved the Crisis Center **\$637,230** through donated time and talent. Also for the **first** time since returning in-person from COVID, we are also proud to report that we have a **net gain** of **volunteers**! Our volunteers are the **heart** of our organization, and we could not do what we do without them.

The annual report offers a **snapshot** of the programs, prevention efforts, training, and education provided throughout the fiscal year. But more importantly, it tells the **story** of your **impact**. Together, we are moving **forward** as a **stronger**, more **resilient** organization, **better** equipped to meet what lies ahead. This is your **gift** at work.

We couldn't do this without you.





Key Accomplishments

- **92%** of survivors who stayed at least 30 days in our Emergency Shelter **did not return to their abuser** at exit.
- **82%** 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**.
- **41%** of survivors who completed our Transitional Housing program and **secured permanent housing** at the end of their stay.
- We distributed over **\$184,000** in emergency financial assistance - **one of the largest flexible funds** of its kind for DV victims in the country.
- **3,337 hours** of **counseling provided** - 24% increase over the previous year
- Our Safe Start program is now in **29** schools in the community, a **26%** increase from FY24
- Our volunteers gave over **42,000** hours of their time in FY25





Noteworthy Expansions



boostlingo



Neat Repeats Resale Store Expansions

Both Neat Repeats Resale stores have **expanded** in square footage, allowing us to serve **more** customers and offer a **greater** selection of in-store merchandise while **generating critical revenue** for vital and essential services and programs for survivors of domestic violence.



Court Advocacy Expansion

Our court advocates expanded to a **3rd courthouse location** in response to the increased demands for advocacy services – thanks to our intervention, court advocacy is now available every day that the courthouse is open.



Medical Advocacy Expansion

We began providing screenings at **Palos-Northwestern** Hospital in Palos Heights, our fourth hospital partner!



Accessibility for All

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.





2,971 survivors served



\$184,000 in urgent survivor financial assistance



31,415 direct service hours

Measuring Progress *by the numbers*



Transitional Housing
29,032 nights of transitional housing



Court Advocacy
1,112 Orders of Protection
60 Orders upgraded



Safe Patient Advocacy
10,820 DV safety screenings administered



Emergency Shelter
12,759 nights of safety and shelter provided



24/7 DV Helpline
2,163 calls answered
Text/Chat option added



LEAV Program
1,411 victims provided with resources and referrals thanks to our partnership with **38** police departments



Community Education
20,000 people learned key facts that save lives



Safe Start Program
542 presentations to **16,000** students in the community



PAIP Program
65 abusers received **1,894** hours of accountability education



Community Counseling
770 adults and children received individual or group counseling



Development Department Growth

**Over \$437,000 in direct giving from our Dianne Masters Society
Our Donor Retention Rate increased by 9%**

For the first time in agency history, the Crisis Center for South Suburbia's Development Team **exceeded** their annual fundraising goal—by **5%**. This achievement reflects the **generosity** of our donors, the **strength** of our community partnerships, and the **dedication** of our development team that is committed to **advancing** our mission.

- FY25's events brought in just under **\$515,000** and hosted over **625** attendees
- All **proceeds** from our events **benefit** the vital **services** and **programs** offered at CCSS

We embraced a **Culture of Philanthropy** in response to the ever-changing funding landscape.

Culture of Philanthropy reflects who we are and how we work together. Staff, board members, volunteers, and supporters **share responsibility** for **sustaining** and **growing** our mission through **relationship building, generosity,** and thoughtful **stewardship.**

To **strengthen** coordination and community impact, our DV Education, Community Outreach, and Safe Start programs are now part of our Development Department.





Spreading the Word and Saving Lives

It is **critically** important for the community to understand the **full** range of **support** available to survivors of domestic violence - because one day, **you** may be in a position to help a **friend**, a **colleague**, or a **family member**.

One in four people will experience domestic violence in their lifetime.

Education and **awareness** saves lives. When people **understand** the **warning** signs of **abuse** and know where to turn for **help**, survivors are **far more likely** to reach out **before** violence escalates.

Domestic related homicides have increased by 142%

Knowing **how** to find help - and **sharing** the knowledge with others - is **key** to **reducing** the number of lives **lost** to this **senseless** violence. This is what we call our **life-saving** work.

*The **more** people who know where **help** exists, the **more** likely it is that someone will **survive**.*

Our Safe Start program provides **onsite** presentations about **healthy** relationships and teen dating violence in 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

Our Community Education program **provides** quarterly opportunities for continuing education credits, DV101 and 40-hour education. The programs **educate** community members and professionals on the warning signs of abuse and provide **prevention** resources.

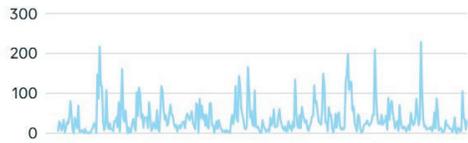




Social Media Engagement

Content interactions

13K ↑ 316.2%

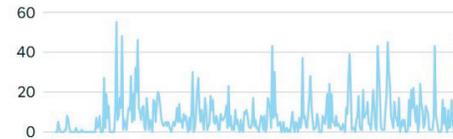


Content interactions



Content interactions

2.7K ↑ 426.1%



Content interactions



Visits

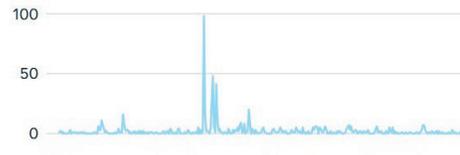
19.6K ↑ 81.4%



Facebook visits

Follows

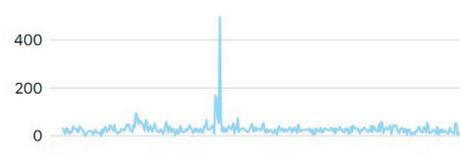
778 ↑ 153.4%



Facebook follows

Visits

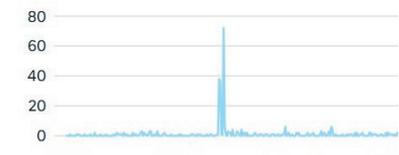
10.2K ↑ 182.3%



Facebook visits

Follows

375 ↑ 131.5%



Facebook follows

CCSS social media engagement both through content interactions and link clicks has **increased** over the last fiscal year. Social media follows are up over **150%** and page visits reached almost **20,000** in FY24.

Neat Repeats social media engagement has also **increased**. This contributed to FY25 in-store revenue at both stores. Follows are up over **130%** and page visits reached just over **10,000** last year.



FY25 Financials

REVENUE

Government Grants	\$4,683,747
Neat Repeats	\$1,824,580
Contributions	\$823,399
Special Events	\$410,650
Other Income	\$100,456
Total Revenue	\$7,842,772

EXPENSES

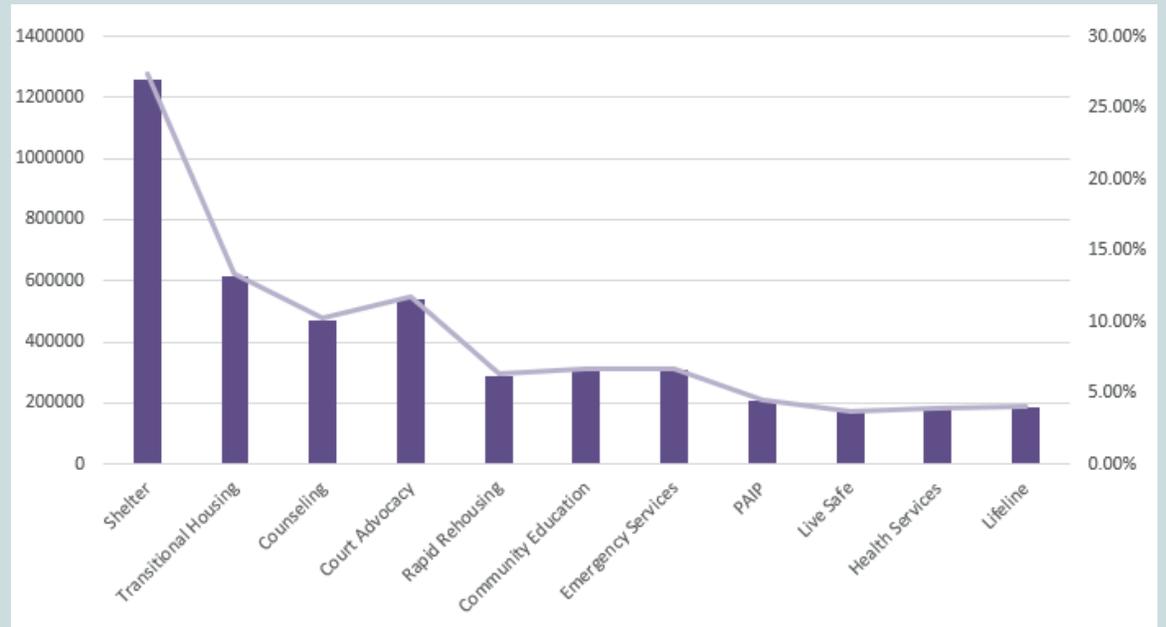
Programs	\$4,605,200
Fundraising	\$478,932
General and Administrative	\$1,404,643
Neat Repeats	\$1,065,184
Total Expenses	\$7,553,779

NET ASSETS

Beginning of Year	\$4,133,170
End of Year	\$4,422,163

Change in Net Assets **\$288,993**

Program Costs

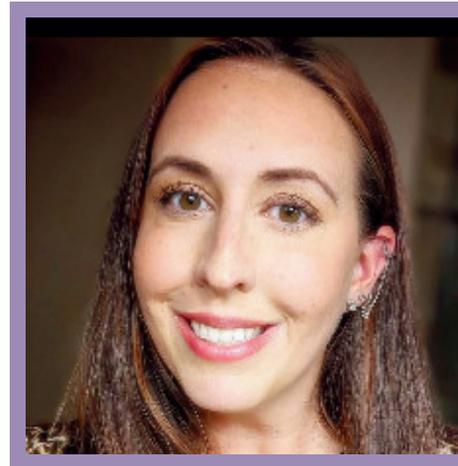




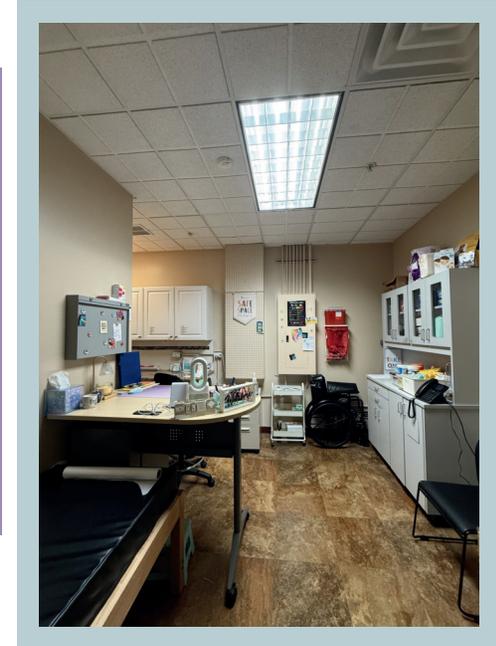
Compassionate Care, Right Where It's Needed

To further **support** survivors, a Registered Nurse is now on site at our shelter **twice** each week. Nurse Lindsay provides support in a **safe** and **familiar** environment for clients. She assists with **immediate** medical needs, **chronic** condition management, **medication** support, and **nutrition** guidance—services that can sometimes be difficult to access for survivors.

Since **February**, the RN has held **72** individual client sessions, helping survivors **prioritize** their health as they work toward **independence** and **healing**. This added layer of **compassionate** care ensures we are **supporting** the whole person—mind, body, and future—on their path to **safety**.



Lindsey Cizas, RN



*"Trauma is a result of an overwhelming sense of danger, powerlessness, and fear. Healing is a result of feeling safe, empowered, and supported."
—Unknown*





Community Ambassadors: Volunteers Spreading Our Mission

To **further** spread our **mission** and provide **resources** to the **communities** we serve, CCSS re-established our **Community Ambassador** program in FY25. Our Community Ambassadors are **volunteers** who are **passionate** about our mission and **go out** into the community to **local** events to share **resources, materials, and vital information** within the communities we serve.



We currently have **eight** active Community Ambassadors. Throughout FY25, our Community Ambassadors attended over **90** events on behalf of CCSS. We have also **partnered** with several libraries and universities to host monthly events, including **Evergreen Park Library, Governor's State University, Oak Lawn Library, Prairie State University, and Tinley Park Library**. Our goal for FY26 is to **expand** both our **services** and our **community ambassadors** to continue to **reach** our communities and provide **vital** resources to the public.

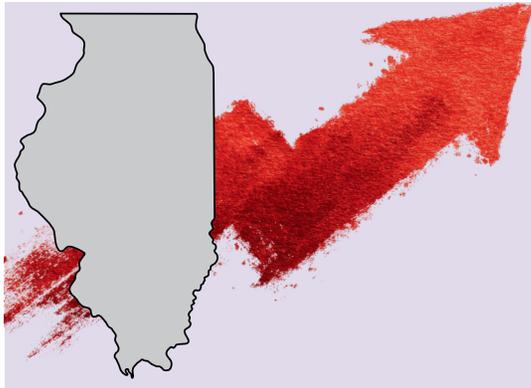


We are extremely grateful to these individuals who volunteer their time to spread the mission of CCSS!

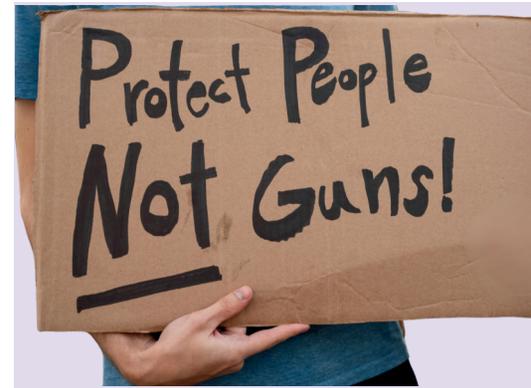




Key Influencers on Domestic Violence



Domestic Violence fatalities in Illinois rose by **142%** since 2022. The need for more resources for victims grows everyday.



Karina's Law was signed into effect on February 10, 2025. **CCSS** was one of the agencies that **advocated** tirelessly for this law. It aims to **protect** DV survivors by requiring law enforcement to **confiscate** firearms due to an emergency order of protection.



Financial control is the **primary** barrier to victims leaving, prompting a focus on **financial** empowerment and secure **housing**.



Education saves lives. **Knowledge** is power. CCSS works to educate people about domestic violence to help **lower** the occurrence or even **prevent** it from happening.



In Illinois, **1** in **4** men are victims. LGBTQ+ individuals are **twice** as likely to be victims.

Focus on making services **more** accessible to **marginalized** populations, including **LGBTQ+** individuals and those in **rural** areas.

GET INVOLVED

To learn more about ways that you can help, visit our website at crisisctr.org or call (708) 429-7255





Expanding Impact in a Changing Landscape

As nonprofits across the nation face **ongoing** challenges and **uncertainty**, the Crisis Center has **enhanced** its programs and 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.



Enhancing Services

CCSS has **expanded** vital and **essential** services, **confirming** both our **mission** and **core** values.

CCSS now offers more community advocacy largely in part to targeting and expanding our services in underserved areas.



Embracing Opportunities

CCSS has embraced new opportunities to **enhance** our services and programs and **positioned** the organization to adapt and **thrive** in a changing landscape

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.



Innovative Approaches

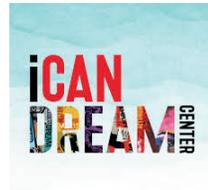
CCSS has **strengthened** our programs, **expanded** access to services, and **positioned** the agency to respond more **successfully** to change.

Our Emergency Shelter program underwent a restructure to better respond to client needs and also expanded 5 shelter spaces for short-term stays and 15 spaces for long-term stays





Gratefully recognizing our Key Community Partners in FY25





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BOARD IMPACT

- 100% of board members donate
- \$149,721.33 in annual giving

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