



## ANNUAL REPORT 2019

(July 1, 2018 – June 30, 2019)



*Our mission is to provide **Safety, Hope, Advocacy, Respite and Education** for those impacted by crisis and violence in the Fox Valley Region and Illinois.*

# *Celebrating 44 years of service 1975 - 2019*

## **2018 – 2019 Board of Directors**

### **Keith Brill, President**

Clad-Rex, Inc.  
Elgin, IL

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Karayannis Law  
St. Charles, IL

### **Rachel Hernandez, Secretary**

Kane County Family Law  
St. Charles, IL

### **Mariana Barriga**

Community Leader  
Bartlett, IL

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St. James Episcopal Church  
West Dundee, IL

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Claire's North America  
Huntley, IL

### **Carol Payson**

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Hampshire, IL

### **Cathy Olson**

Emergency Nurses Association  
Elgin, IL

### **Sherry Totzke**

Zurich North America  
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### **Lisa West**

Elgin Community College  
Elgin, IL

## **Executive Staff**

### **Gretchen S. Vapnar**

Executive Director

### **Maureen Manning, MS, LCPC, CDVP, CPAIP**

Director of Client Services

### **Faith Lill**

Director of Finance

### **Aileen Rohde**

Business Manager

**The Community Crisis Center** began in 1975 as a grassroots effort to address the reality that women in crisis often had few options available to them to improve their situations. Our early organizers believed that providing safe shelter and support for these women and their children would allow each woman to overcome crisis, identify her strengths and needs and then move on to a **healthier life free from violence and poverty.**

44 years later, we have grown into a professional social service organization that provides services to individuals affected by **domestic violence, sexual assault, homelessness and other life crises.** We have not forgotten our grassroots origins. We still believe in the power and ability of the individual to take steps and make decisions that will allow him or her to move out of crisis towards self-sufficiency. Staff members and volunteers provide support and connect the individual in crisis to resources appropriate to each situation.



“Look for the helpers. You will always find people who are helping.” ... there are still so many helpers – so many caring people in this world.” Fred Rogers

Hope is being able to see there is light despite all of the darkness.

Desmond Tutu

## Services & Programs

Our essential services include **emergency shelter** for women and children; **24-hour crisis and information & referral hotline**; individual and group counseling both on- and off-site; hospital, court and social services **advocacy**; financial assistance, including **emergency food** and help with rent and utilities; and abuse intervention program. Except for the Abuse Intervention Program, all **services are provided at no cost** to clients. Service area includes northern Kane and far NW Suburban Cook Counties and portions of DuPage and McHenry Counties.

### Core Programs

**Domestic Violence**

**Abuse Intervention**

**Sexual Assault**

**Economic Crisis**

### Support Services

**Children's Program:** provides a safe, nurturing environment where children are free to express feelings, play peacefully, learn non-violent behaviors and begin to understand the dynamics of domestic violence & trauma.

**Hotline and Information & Referral:** staffed 24/7 our hotline provides assistance to callers with a wide variety of requests and issues including suicide, clients seeking help with mental health or substance abuse issues, or clients who need an objective person who will listen to them; for many years staff maintained the Kane County Guide to Community Services, a comprehensive online referral service providing community resources in Kane County, the Guide was replaced by 2-1-1 service in March 2019.

**Community Education & Outreach:** programs offered to professionals, businesses, schools, groups and general public regarding domestic violence, sexual assault, poverty and homelessness.

**Volunteer Program:** provide essential services to our agency and represent the community actively engaged with us. In FY 2019, **493 volunteers contributed 4,218 hours to CCC.** A variety of direct and indirect volunteer positions are available; some positions, including all direct service positions, require screening, training and one or more interview(s).

**Internship Program:** recruited from over area colleges and universities; we contracted with **26** interns from **15** schools for 6 to 9 months; each student is working on a Bachelor's or Master's degree. Interns supplement the Crisis Center's direct service staff.



# Who you helped in 2019

**10,585** crisis calls answered



**267** women and **212** children spent **10,638** safe nights in shelter



**1,077** adults & **298** children received Domestic Violence services



**2,607** individuals received help from our Economic Crisis Program

Welcome



**27,780** emergency meals & **57,208** diapers from our Emergency Pantry provided to **1,151** households



**64** families received **\$67,165** in housing & utility assistance



Overall, **4,259** adults and **456** children received **36,292** hours of service



# Who you helped in 2019

During July 1, 2018 to June 30, 2019, the Crisis Center provided services to:

- ❖ 2,960 women
- ❖ 1,293 men
- ❖ 6 other
- ❖ 456 children

## Where People Live

- 68% Kane County
- 16% Cook County
- 2% DuPage County
- 2% McHenry County
- 1% Lake County
- 11% elsewhere in Illinois or out-of-state

- 56% Elgin Township
- 7% Dundee Township
- 7% Hanover Township



## Age

0-5 yrs	3%
6-12	4%
13-17	2%
18-21	4%
22-29	18%
30-39	21%
40-49	17%
50-59	14%
60+	8%
Unknown	7%

## Ethnicity

Race/Ethnicity	% Clients in FY 19
African American	23%
Caucasian	23%
Hispanic	33%
Other or not identified*	21%

\*The majority of "not identified" clients were hotline callers who declined to give a racial or ethnic origin.

*The Crisis Center was there when I had no place else to go.*

*Shelter Resident*

# How YOU can help

## Attend Events

Your participation in Community Crisis Center events are a wonderful way to learn more about our mission and to support the work we do for our neighbors in need. Each year fundraisers and “friendraisers” are organized by the Crisis Center or by other groups on our behalf. Special events along with general fundraising are essential to our success.

## Partners In Peace Breakfast

**October 5, 2018**

Honors individuals and groups in the community who, in their professional capacity, provide outstanding services to victims of domestic violence. This year’s recipients were:

Christine Bayer, Kane County State’s Attorney’s Office  
Cristina Villanueva, Advocate Sherman Hospital  
Kristen Castillo & Dave Heiniger, Tweyen Design  
Ed Hunter, Chaplain Presence Saint Joseph Hospital  
Lifetime Achievement Award  
Angelica Barbosa-Gomez,  
Kane County Deferred Prosecution Program  
Lieutenant Hobert Jones  
Hampshire Police Department (not in attendance)



## Volunteer

Your donation of time provides inspiration, support, encouragement, and service. You help us put on wonderful events, prepare materials, organize our storage, treat our residents with a home cooked meal, provide one-on-one time with shelter residents, tend our gardens, and so much more.

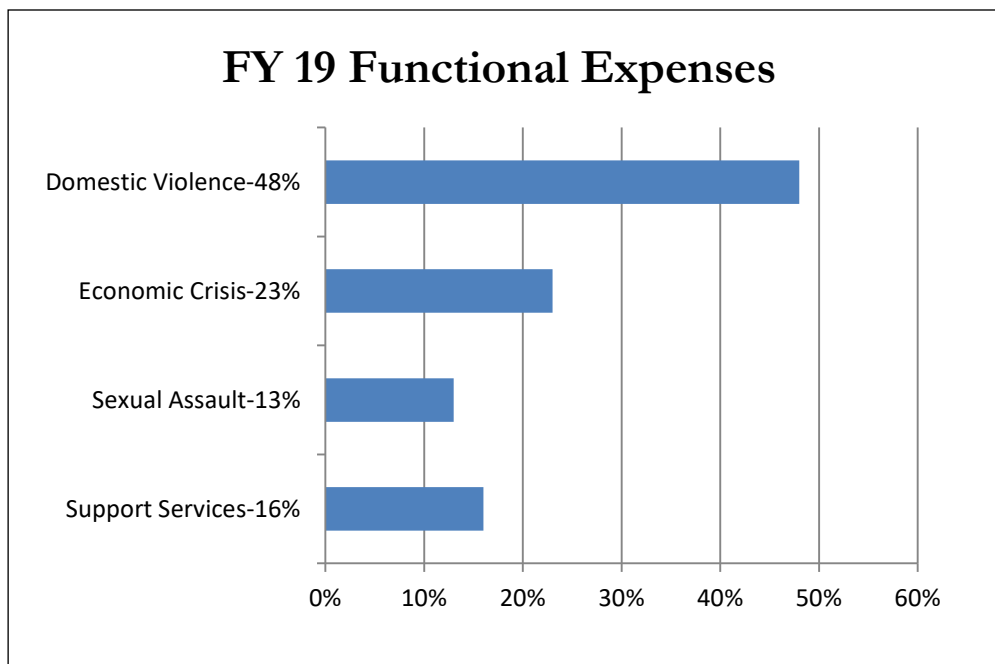
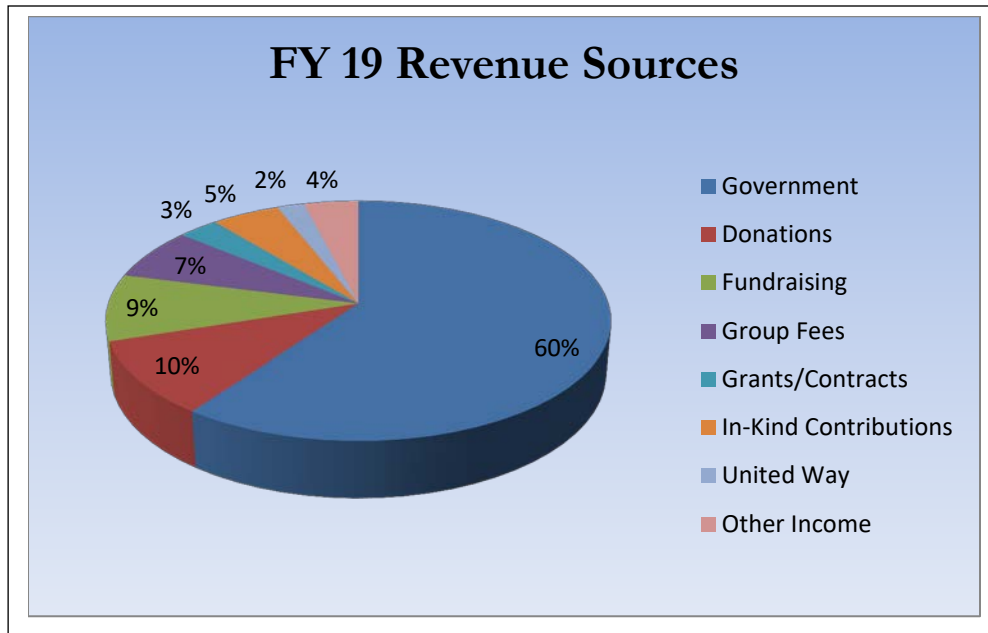
## Donate

Your investment in the Crisis Center directly affects thousands of people every year. A financial gift can be made in many ways. Write a check, donate stock, join our Legacy of Caring with a planned giving gift, or designate the Crisis Center as the beneficiary of a gift annuity, charitable trust, life insurance policy or other planned giving instrument.

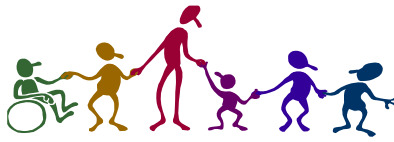
Your in-kind donation is as valuable. Your donations stock the Emergency Pantry with food, diapers, and personal care items and provide essential items that include cleaning supplies, laundry detergent along with food, diapers and personal care items to our Shelter Program.

# FY 2019 Financial Statements

<b>Total Operating Income</b>	<b>\$2,579,428</b>
Expenses:	
Domestic Violence	\$1,469,703
Economic Crisis	690,850
Sexual Assault	412,568
Support Services	485,027
<b>Net Assets June 30, 2019</b>	<b>\$4,596,955</b>



The above information is drawn from our FY 2019 financial statements; to review a copy of the audit, please contact the Business Manager at 847-742-4088 x 121.



**Community Crisis Center is available 24 hours a day.** Our hotline is staffed at all times, **24/7/365**, by professional case managers. Walk-in services are available from 9 a.m. to 8 p.m. 7 days a week. **Here's a look at an average day at the Crisis Center:**

- **159** requests for **help**.
- **29** people living in our emergency **shelter**.
- **87 meals served** in shelter.
- **62** contacts with **shelter residents** offering counseling and referrals for other services.
- **64** contacts with **walk-in clients** who make use of all services, from domestic violence counseling to a request to use our phone to information and referrals to other agencies, and with **emergency needs** for **food**, toiletries, **diapers**, clothing, **rent**, medicines, utilities or transportation.
- **76 emergency pantry meals** provided to households working to make ends meet.
- **157 diapers** provided to households with infants and toddlers.
- **29 phone contacts** requesting crisis counseling, information and referrals for other services, shelter or community education.
- **12 volunteer hours** of service that includes donation management, client advocacy, advisory boards, clerical, and meals & activities for shelter residents.
- **99 hours of direct service** provided by staff members.

Community Crisis Center, Inc. is a nonprofit 501 (c)(3) organization serving individuals and families in Illinois and the Fox Valley Region affected by domestic violence, sexual assault and/or economic crises.



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[www.crisiscenter.org](http://www.crisiscenter.org)

