



**What it  
means  
to have  
a home.**

Annual Report 2017-2018



**DuPagePads**

The Solution to End Homelessness

# Dear Donors & Friends,

## **“We the People...”**

For hundreds of years these three words have held our country together - bound together, sharing a common history and a sense of belonging. With these words in mind, DuPagePads strongly believes that we all have a mutual responsibility to take care of one another.

## **WE ARE the people!**

For more than 30 years, DuPagePads has been a crisis system with a mission to end homelessness in DuPage County. During this time, we have provided hope, dignity and a system of care to thousands of individuals and families. In doing so, we found the solution to ending homelessness - **housing coupled with support services and employment.**

By providing Interim (Overnight) Housing 365 nights a year, support services and career solutions to those we serve, we have been able to reduce the time people spend at our overnight sites to an average of 36 days and in 2018 moved 330 people to a place to call “home.” **In the last 5 years, we moved almost 1900 people into housing!**

Recently, **we have added 13 new supportive housing apartments** for people who have been on the streets for a year or more with a disability, keeping us the largest provider of Supportive Housing in our county. By October 2019, **we will have a total of 121 Supportive Housing apartments as we have partnered with the DuPage County Health Department to take over its HUD supportive housing units.**

Stable housing is the key to any thriving community - to an individual’s health and to a child’s development. When a formerly homeless family or person has a home, it makes each of us and our community better.

**Together we are the key that unlocks doors to bringing people to a place called “home” again.**



Carol Simler  
President & CEO  
DuPagePads



Valerie Jungels  
Chair  
Board of Directors



## “We Just Needed a Boost...”

“The last thing I wanted to do was take my family to a shelter. As a father I felt ashamed, but I knew I couldn’t let my five children sleep in our car.” Demetrius was no longer able to work at his job due to a recent kidney failure diagnosis. It was hard to match the income for decent housing; he went from making \$1,000 a week to \$1,000 a month.



With no emergency budget and their lease not being renewed, they searched for other places to rent but were unable to find the funds necessary for the required first and second month’s rent and a security deposit.

When they entered the Interim (Overnight) Housing for the first time, Demetrius “was prepared for the worst”. He was completely surprised: “everyone was so nice”! Despite the welcoming atmosphere, he still cried every night, not knowing how he would see this through. His health condition was advancing and the doctor recommended dialysis.

**What it  
means...  
to take a  
chance.**

After being homeless for about a week, **everything started falling into place.** Demetrius’s case manager linked him and his family to our agency’s **Housing Now program**, a program which provides the first month’s rent and security deposit coupled with a year of case management services.

“I’ll never forget the day we moved in. Our case manager stocked our pantry and gave us gift cards to purchase other necessities. I can’t tell you how relieved I felt knowing I would start dialysis soon.” Now with a roof over their heads, the children are happy in their new school. “They love their new school (they even use Chromebooks in the classroom and are able to bring them home!), having their own space and a yard for them to play.”

Recently, Demetrius began working as a crossing guard at his children’s school (“of course, they pretend not to know me!”). Despite that, **he feels like they have gotten their faith back in their dad and now believe in him. And he is very happy he was able to “come through for them”.**

Demetrius shares, “The staff and volunteers have truly welcomed us like family and it was clear that they sincerely care about our children and our well-being. We just needed a boost to keep a loving home and a healthy environment for our kids.”



**What it means...**  
**to have food and a bed.**

## Interim (Overnight) Housing

DuPagePads is the largest and only non-restrictive provider of Interim (Overnight) Housing in DuPage County.

Utilizing 30 congregations throughout the county, this program offers three overnight sites each evening 7:00pm to 7:00am October to April, and one to two sites May through September.

Clients receive three meals; while many sites offer showers, laundry opportunities and other basic needs services. We engage people at our front door by taking a Housing First and Employment First approach. All new participants meet with a case manager to determine resources and develop a plan to support their return to a place to call “home”.

You can save lives by reporting any homeless individuals or families you observe in our community by calling our **Street Outreach Line: 866.682.3846, ext. 2275.**

## Street Outreach

DuPagePads Street Outreach team travels throughout the county to assist people experiencing homelessness by providing information about resources, critical supplies and follow-up support.

Last year, this program served 52 people; 38% exited the program to emergency or stable housing.



# DuPagePads is the largest provider of services to those who are homeless in the county.

Offering Interim (Overnight) Housing  
**365 nights a year**

Last year DuPagePads assisted  
**330** people in moving from a pad on the floor, to a key in the door!

### BLOOMINGDALE

St. Isidore Catholic Church

### CAROL STREAM

Our Savior Lutheran Church  
Wheaton Christian Center

### CLARENDON HILLS

Community Presbyterian Church

### DOWNERS GROVE

First Congregational UCC  
First United Methodist Church  
St. Luke Presbyterian Church  
St. Mary of Gostyn Catholic Church

### ELMHURST

Elmhurst Presbyterian Church

### GLEN ELLYN

First Congregational Church of  
Glen Ellyn UCC  
First Presbyterian Church

### HINSDALE

Redeemer Lutheran Church  
The Chapel

### ITASCA

First Presbyterian Church

### LISLE

Trinity Lutheran Church

### LOMBARD

Congregation Etz Chaim  
First Church of Lombard UCC  
Peace Lutheran Church

### MEDINAH

Jubilee Bible Church

### NAPERVILLE

Community United Methodist Church  
First Congregational United Church of Christ  
Naperville Church of Christ  
Our Saviour's Lutheran Church  
St. Margaret Mary Catholic Church

**30**  
sites



### HOUSING SOLUTIONS

- Interim (Overnight) Housing
- Supportive Housing

### OAKBROOK TERRACE

Salvation Army

### WEST CHICAGO

First United Methodist Church

### WHEATON

Trinity Episcopal Church

### WINFIELD

St. John the Baptist Catholic Church

### WOOD DALE

Church of the Holy Ghost  
Wood Dale Community Church



**What it  
means...  
to have  
support.**

## **Client Service Center**

Open weekdays, individuals participating in activities at the Client Service Center have access to showers, laundry services, food, and lockers to store personal items.

This center assists families and individuals in obtaining financial stability and permanent housing. To accomplish this, case managers provide goal-setting activities and collaborate with over 50 health and human service agencies.

During the day, clients we serve are provided with the opportunity to participate in multiple workshops to learn valuable skills and share experiences. Some of these workshops include a six-week Chronic Disease Self-Management Workshop, a three-week Financial Fitness Program, a Women's Wellness Group and other life skills and stress reduction groups including a weekly computer skills and nutrition group, an improv group and a music therapy program.

In addition to our major programs, these workshops and groups assisted 330 individuals in obtaining stable housing.

## Innovative Programming - Addressing Clients' Needs

### Harmony Hope and Healing (HHH)

This therapeutic music program helps participants relieve stress and anxiety by singing, playing musical instruments and listening to inspirational songs.

Research consistently demonstrates that music positively affects the brain and body. Studies show that performing and even just listening to music can decrease anxiety, increase optimism and promote overall healing.

*“I’m so thankful for Harmony, Hope and Healing. It helped relax me, get me through the weekend and took away a lot of my sorrows.”*

~ Michael, a DuPagePads client  
Harmony, Hope and Healing  
music therapy participant



### Transforming the Impossible to Possible (TIP)

This self-empowerment workshop, led by our trained staff, is aimed at increasing a client’s positive outlook for the future. It is designed to help overcome barriers to increase motivation towards moving forward with their employment plans. Each meeting has a reflection and action component on specific topics including identity, forgiveness, goal setting, barriers, hopes, gratitude and many others.

Developed by Dr. Philip Hong and his research team at Loyola University Chicago. TIP is tailored

to transition individuals from unemployment to employment. TIP has been recognized as one of the top five socio-emotional training programs in workforce development for low-income job seekers, including for homeless individuals.

*“I can’t thank DuPage**Pads** enough for building my confidence and helping me find my dream job.”*

- A DuPage**Pads** program participant

**What it  
means...  
to have  
a job.**



## **Career Employment Solutions Program**

### **Creating sustainable futures**

This program provides comprehensive services to assist clients in becoming job-qualified through computer literacy classes, resume writing assistance, job search and interview skills.

Employment Specialists assess strengths, interests, skills and experience to help participants overcome barriers leading to a career path. The program contains a financial literacy component, web-based employment readiness assessment and budgeting assistance.

Currently, DuPage**Pads** is partnering with over 124 local employers in a variety of backgrounds including manufacturing, hospitality, culinary, healthcare, finance (banking), telemarketing and service industries to assist in employing program participants.



## Supportive Housing

This program provided 94 apartments and continued support services to families, individuals and veterans who have been homeless for a year or longer and have a documented disability. Once housed, individuals are assisted in obtaining stable income and become members of our community.

This past year, DuPagePads Supportive Housing Program served 163 individuals including 43 children. The program has been successful at ending homelessness: 87% have stayed in their home for a year or longer.

Having a direct impact, the program has helped make communities safer and taxpayers have experienced cost savings in major public systems including medical services and the criminal justice system.

**These  
apartments  
saved  
taxpayers  
more than  
\$2.4 million  
last year.**



**What it  
means...  
to feel  
safe.**

*“It’s such an incredible feeling to hand families or individuals the key to a better tomorrow.”*

- Jen Coyer, Director of Client Service Center



When someone believes in you, everything can change...  
that someone could be YOU!

Your support can help people transform their lives and find a place to call home.

- Become a DuPagePads Visionary Partner by annually donating \$5,000
- Become a DuPagePads Sustaining Partner by annually donating \$2,500
- Become a DuPagePads Premier Partner by annually donating \$1,000
- Become a DuPagePads Partner by annually donating \$500
- Ask if your company will match your financial donation
- Volunteer at our Interim (Overnight) Housing sites or Client Service Center
- Attend a DuPagePads fundraising event
- Organize an in-kind donation drive for needed items
- Create your own fundraiser for DuPagePads
- Donate a meal for our Interim (Overnight) Housing Program or Client Service Center
- Follow us on Facebook, Twitter, Instagram, LinkedIn and YouTube
- Join our email newsletter at [DuPagePads.org](http://DuPagePads.org)
- Designate DuPagePads in your estate planning



*Last year, DuPagePads' 4,000 volunteers  
donated over 68,549 hours, the  
equivalent of 33 full-time employees.*

# BE PART OF THE SOLUTION!

## DuPagePads Partner Program

### Join our caring network of friends who:

- Provide generous contributions to DuPagePads on an annual basis. (\$5,000 Visionary Partner, \$2,500 Sustaining Partner, \$1,000 Premier Partner, \$500 Pads Partner)
- Promote the mission of DuPagePads in their community
- Encourage friends and associates to support DuPagePads in similar ways

### DuPagePads Partners Receive:

- Updates from DuPagePads leadership to keep you informed
- Invitations to appreciation gatherings and other special events
- Affirmation that their support is ending homelessness in our community and transforming lives

## Leave a Lasting Legacy...Become a Member of DuPagePads Legacy Society

Your Legacy Society donation can ensure the continued success of DuPagePads while leaving a lasting impact for you or your family. Learn more about Bequests and other options on our website or contact Carol Simler, 630.682.3846, ext.2310 or csimler@dupagepads.org.

## Highly Rated and Award Winning Agency

DuPagePads has received the coveted four-star rating from Charity Navigator, America's largest independent charity evaluator. This rating indicates that the agency has strong financial health and a commitment to accountability and transparency.

Additionally, DuPagePads has received the Seal of Excellence from the Standards of Excellence Institute, a voluntary certification program for organizations demonstrating the highest standards of fiscal conduct.

Lastly, DuPagePads has earned the Platinum rating from GuideStar, the highest rating given, which speaks to organizational management and transparency.

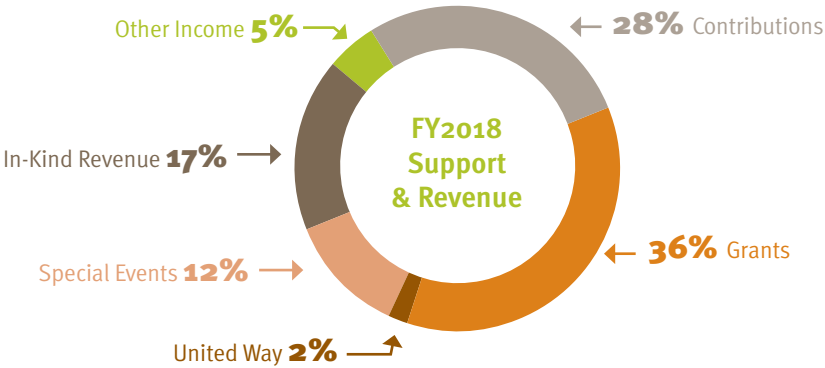
**What it  
means...  
to give.**



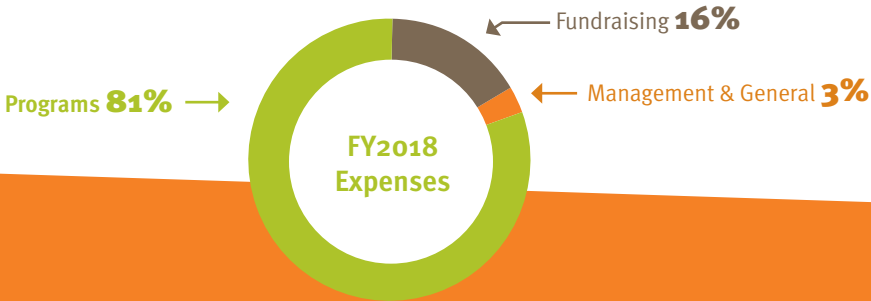
# Consolidated Statement of Activities

## for the Years Ended June 30, 2018 and June 30, 2017

Support & Revenue	2018	2017
Contributions	\$1,549,541	\$1,118,098
Grants	1,986,158	1,770,910
United Way	87,466	90,340
Special Events	698,678	623,087
In-Kind Revenue	968,787	1,023,319
Other Income	293,264	272,758
<b>Total Support and Revenue</b>	<b>\$5,583,894</b>	<b>\$4,898,512</b>



Functional Expenses	2018	2017
Client Service Center	\$1,003,648	\$935,112
Emergency Overnight Shelter	976,558	1,011,116
Permanent Supportive Housing	1,987,489	1,711,512
DuPage Housing Solutions	156,003	135,704
Management & General	119,556	89,107
Fundraising	790,024	775,230
<b>Total Expenses</b>	<b>\$5,033,278</b>	<b>\$4,657,781</b>



# Consolidated Statement of Financial Position

## June 30, 2018 and June 30, 2017

<b>Assets</b>	<b>2018</b>	<b>2017</b>
<b>Current Assets</b>		
Unrestricted cash & equivalents	\$2,269,140	\$1,899,276
Temporarily restricted cash & equivalents	99,972	70,970
Escrow accounts	55,945	61,195
Investments	195,164	171,719
Receivables	358,530	192,195
Prepaid expenses	77,245	66,527
<b>Total Current Assets</b>	<b>\$3,055,996</b>	<b>\$2,461,882</b>
<b>Property &amp; Equipment</b>		
Capital assets, at cost, less accumulated depreciation	\$2,449,385	\$2,479,692
<b>Total Assets</b>	<b>\$5,505,381</b>	<b>\$4,941,574</b>
<b>Liabilities &amp; Net Assets</b>		
<b>Current Liabilities</b>		
Notes payable, current maturities	\$28,750	\$28,750
Accounts payable and accrued expenses	190,502	143,923
Deferred revenue	39,915	46,155
<b>Total Current Liabilities</b>	<b>\$259,167</b>	<b>\$218,828</b>
Notes payable, net of current maturities	796,720	823,868
<b>Total Liabilities</b>	<b>\$1,055,887</b>	<b>\$1,042,696</b>
<b>Net Assets</b>		
Unrestricted	\$3,411,974	\$2,890,360
Temporarily restricted	1,037,520	1,008,518
<b>Total Net Assets</b>	<b>\$4,449,494</b>	<b>\$3,898,878</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$5,505,381</b>	<b>\$4,941,574</b>

"DuPagePads holds cash reserves to continue programming for unexpected needs, delays in funding or shortages in planned revenue. This 6-month reserve has ensured that there is no disruption in services to our clients when State and Federal granting agencies have had delays."

- Karin Obman, DuPagePads Vice President of Finance and Operations

“I feel that all members of a community have a responsibility to look out for each other, especially those who are less fortunate or simply down on their luck. We are so thankful to the hundreds of DuPagePads volunteers who do this daily by supporting our clients with housing, health and career services.”

**Brendan Sheehy**  
DuPagePads Board of Directors



## DuPagePads Board of Directors

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Equity Options Trader

**Carol Simler**

DuPagePads  
President & CEO



**We're the People...**

It's all of us unlocking doors to a place to call "home" again!



**Partner with us to transform our county.**

Homelessness has a solution – it's DuPagePads, housing coupled with support services and employment.

Join us and be the solution; because:

**When someone believes in you, everything can change.**



# DuPagePads

The Solution to End Homelessness.

*When someone believes in you,  
everything can change.*

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