



Annual Report 2021-2022



A Note from Our CEO

Fiscal Year 2022 was another testament to what can be done when a community that is filled with big hearts comes together. We completed the purchase of a hotel and began converting it into a 24/7 safe place to sleep and a have a meal for people who are homeless. Our new Interim Housing Center is a viable, sustainable, pioneering model that allowed us to double our capacity from **150 to more than 300** people served each night. We're now caring for the same number of people each night as a mid-sized hospital, and helping each of them on their next steps to a home of their own. And that's in just ONE of our programs. Our incredible staff, board and donors did not stop there.

We expanded food provision. Our incredible faith partners went from delivering microwavable meals to beginning a hot meal program. We began demolition and construction to create a kitchen on-site where our volunteers can make meals at the IHC rather than bringing them in. We created children's programming. On the day that I am writing this, **107** of our guests at the Interim Housing Center are children. Thanks to the support of DuPage County's Regional Office of Education, we hired our first education liaison, who is not only helping our families register and stay connected with schools, but also hosts children's art therapy, tutoring, and education enhancements.

We began DuPage County's first rapid rehousing program for survivors of domestic violence. I am so grateful to our program staff who worked so hard to start up this program at the same time that we were learning how to operate the IHC and support an increased number of clients; to our board for their courage to take this additional program on; and to our partners at Family Shelter Service who have provided the training and safety planning that we needed to make this a reality.

We helped more than **329** people to have an apartment of their own, thanks to the hard work of our Supportive Housing team. So I suppose you might say that we are keeping busy. 😊 We couldn't be making this kind of impact without your help. I hope that hearing your impact gives you as much joy as it gives me to write this letter celebrating what you've made possible.

P.S. We're not done yet! To learn about what's next (a playground and on-site kitchen!), please visit www.dupagepads.org or follow us on Facebook.



April Redzic
President & CEO, DuPagePads

Vickie Tabbert
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IL Assoc of School Admin.
Field Service Director

Ryan Bird
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Byline Bank
Vice President,
Commercial Relationship Officer

Greg Horejs
Vice Chair
CAGE Civil Engineering
President

Tamara Weir
Secretary
Indian Prairie School District 204
Substitute Teacher

BOARD OF DIRECTORS

A Note from DuPagePads Board

What an incredible year it has been for furthering the mission to end homelessness in DuPage County! I have been continually amazed with the innovation and determination of DuPagePads staff and Board of Directors as we establish the first Interim Housing Center in Illinois. Not only has the repurposed facility allowed us to house more than 600 families and individuals during our most recent fiscal year, it has also demonstrated for us what the new standard can be for stabilizing families and neighbors in crisis quickly and consistently!

In April, a few short weeks after DuPagePads officially became the owners of the Interim Housing Center, our Board of Directors toured the facility to learn from staff and begin a vision for what possibilities are ahead of us to make the former hotel a destination where our clients can be safe, and receive the support they need to become housing stable once again. This next chapter in DuPagePads story would not have been possible if it were not for the support and generosity we received from so many donors like you, and I thank you for helping us to write the story which we believe will inspire many more organizations doing incredible work, like the staff and leadership at DuPagePads, to consider how a concept like ours can become a proven method for ending homelessness.

Looking back at the history and growth of DuPagePads, I am honored to thank those who have helped us to become the thought leaders and service innovators we are today. The opportunities that lay ahead of us would not have been possible were it not for the determination of dedicated staff members, corporate and faith collaborators, visionary donors, remarkable volunteers, and support from incredible community members like you. Thank you for your help in making our organization one of the best in the nation, and for sharing in our mission to help each person we serve to end their struggle with homelessness and reach a place where they can truly belong!

The first of our four DuPage Strategic Objectives for FY21-24 has been accomplished thanks to your help! I am honored to serve as Chair with our Board of Directors for DuPagePads and continue to be humbled by the generosity and support you share with this trailblazing organization! Thank you for helping us to achieve this important next step in mission of ending homelessness in DuPage County and for remaining a valued supporter with us as we continue to accomplish our other strategic objectives shared below in ways that best serve our clients and our community.

Warmly,



Vickie Tabbert

Vickie Tabbert, Chair
Board of Directors, DuPagePads

DuPagePads Strategic Directions Fiscal Year 2021-2024

1. **DEVELOP PERMANENT SPACE** to shelter those in our care.
2. **ASSESS MENTAL HEALTH NEEDS OF CLIENTS** through feasibility study for more mental health programming or partnerships.
3. **ENGAGE VOLUNTEERS AND CORPORATIONS** to cultivate resources to support the agency mission.
4. **ADVOCATE THAT EVERYONE DESERVES A SAFE HOME** through expanded public relations efforts that showcase our work and battle N.I.M.B.Y.

Jacinda D. Adams
PwC
Director, Marketing

David Johnson
BenElevate
CEO

Suzanne McCoy, DNP, RN,
NNP-BC, NEA-BC
Northwestern Medicine at
Central DuPage Hospital
Vice President & Flinn
Family Chief Nursing
Executive

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Retriever Merchant Solutions
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Carleton Yoder
Huck Bouma
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EVP, Sales

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Sandy Wunderlich
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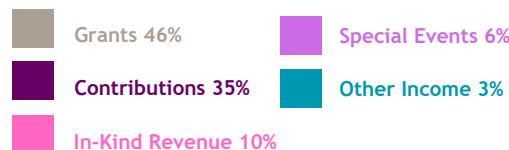
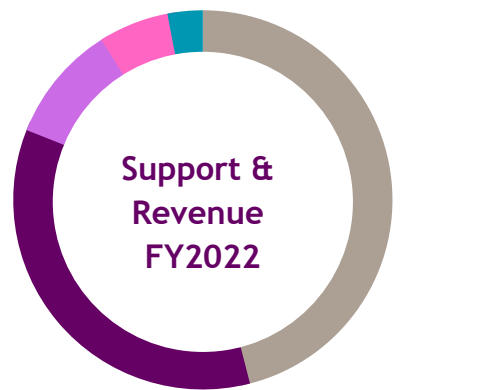
BOARD OF DIRECTORS

Consolidated Statement of Activities

for the Years Ended in June 30, 2022 and June 30, 2021

Support & Revenue	2022	2021
Contributions	\$4,071,867	\$3,673,178
Grants	5,335,291	5,402,495
United Way	56,405	57,410
Special Events	683,355	487,086
In-Kind Revenue	1,225,711	982,967
Other Income	304,386	678,153
Total Support & Revenue	\$11,677,015	\$11,281,289

Functional Expenses	2022	2021
Client Service Center	\$1,430,646	\$1,284,001
Emergency Overnight Shelter	4,297,244	3,574,832
Permanent Supportive Housing	2,975,403	2,889,328
DuPage Housing Solutions	167,895	154,461
Management & General	274,919	237,719
Fundraising	815,289	637,882
Total Functional Expenses	\$9,961,396	\$8,778,223



Consolidated Statement of Financial Position

for the Years Ended in June 30, 2022 and June 30, 2021

Current Assets	2022	2021
Unrestricted Cash & Equivalents	\$6,077,119	\$5,567,658
Temporarily Restricted Cash & Equivalents	-	-
Escrow Accounts	48,324	37,333
Investments	484,788	548,472
Receivables	1,333,671	1,465,395
Prepaid Expenses	99,195	92,872
Total Current Assets	\$8,043,097	\$7,711,730

Property & Equipment	2022	2021
Capital Assets, at cost, less accumulated depreciatic	\$9,119,358	\$2,759,523
Total Assets	\$17,162,455	\$10,471,253

Liabilities & Net Assets

Current Liabilities	2022	2021
Notes Payable, current maturities	\$28,750	\$28,750
Accounts payable and accrued expenses	291,212	286,883
Deferred revenue	-	-
Total Current Liabilities	\$319,962	\$315,633

Notes payable, net of current	\$5,688,750	\$717,496
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Total Liabilities	\$6,008,712	\$1,033,129
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Net Assets

Without Donor Restriction	\$10,173,109	\$8,044,145
With Donor Restriction	980,634	1,393,979
Total Net Assets	\$11,153,743	\$9,438,124

Total Liabilities & Net Assets	\$17,162,455	\$10,471,253
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Who We Served (2021-2022)

PROVIDING INTERIM & SUPPORTIVE HOUSING 365 NIGHTS A YEAR
DuPagePads is the largest provider of shelter in the county.

1,504 total individuals served

100% served in DuPage County • **74%** listed address in DuPage County

329 individuals we served who were homeless obtained stable housing

VETERANS



FAMILIES



CHILDREN



INDIVIDUALS



DuPagePads
The Solution to End Homelessness.

115 IHC ROOMS

provided shelter for 737 individuals and families

94,946 NIGHTS

of emergency shelter provided

284,838 MEALS

fresh and frozen provided on-site

0 OUTBREAKS

of COVID-19 among clients in emergency shelter and supportive housing

500% INCREASE

in the utilization of case support services

80% REDUCTION

in mental health related incidents

75% REDUCTION

in physical health related incidents including flu, respiratory illness, and injury



= The solution to end homelessness, leading to improved health & economic mobility.



Interim Housing, Emergency Housing & Client Service Center

- 737 people served.
- 94,946 nights of shelter provided.
- On-site access to 284,838 fresh and frozen meals provided for neighbors who would otherwise go hungry, an average of 780 meals a day.

Supportive Housing

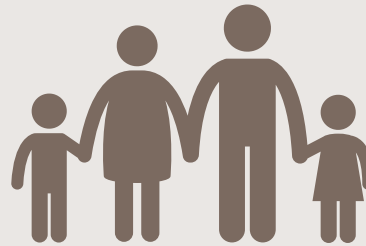
- 87% have had a place to call home for a year or longer.
- 127 apartments provided for 188 individuals, families and veterans, including 29 children.
- 100% of rent payments made to property owners on time and in full.
- *Supportive Housing units saved taxpayers more than \$2.5 million.*

Rapid Re-Housing/ T.B.R.A

- 17 households served.
- 100% retained their housing after entry.
- 40 total individuals with a home of their own!

Housing Now

- Provides move-in and rental assistance with ongoing case management to households with income.
- 49 served in 23 households; 96% of households maintained housing.



Family Outreach

- Comprehensive support services to families not consistently using the overnight sites.
- 177 served, including 105 children in 55 households; 76% of families moved into stable housing.

Street Outreach

- 180 served; 33% exited to emergency or stable housing.
- 2 full-time staff traveling to provide shelter information and supportive services helping anyone unsheltered obtain housing.
- Please notify our outreach team if you observe someone unsheltered or experiencing homelessness by calling 630-682-3846 option #1.



32% of clients reported coping with a disabling condition.



Medical Respite Program

- One of only three programs available in Illinois.
- Prescribed short-term housing allowing for rest, recovery, and healing.
- 26 individuals served in 17 households; 82% of households are now in stable housing or have a housing plan

Career Employment Solutions

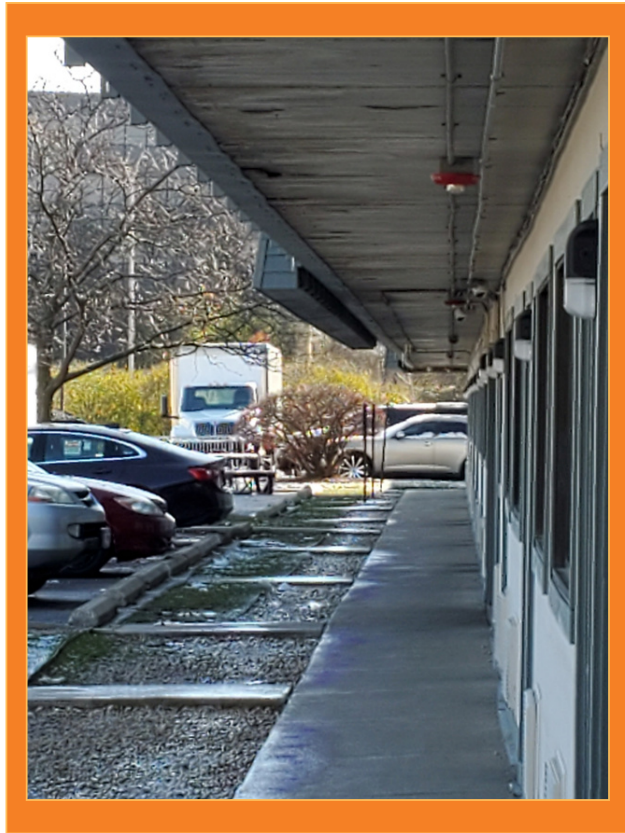
- Partnering with nearly 150 local employers in various industries to hire our clients.
- 75 clients obtained employment.
- 167 individuals served; 45% obtained employment.

75
found
employment



Brimming with Hope

A client's journey



Lauren was so excited to see the moving truck pull up for her at the IHC!

Our motto is that when someone believes in you, everything can change. We believe in supporting those in our programs toward meeting their highest potential, breaking the cycle of intergenerational poverty and developing into positive and contributing forces within the community.

Lauren's life was punctured by pervasive poverty, trauma and substance use which fortified her barriers to stability. As a young, single mother of 5 reeling from the loss of her home and custodial rights, Lauren arrived at our IHC heartbroken, but not defeated. She quickly worked with her case manager to develop a plan for increased self-sufficiency and successfully secured placement in a one-bedroom apartment within our Supportive Housing program in August 2022.

Continuing to make remarkable strides in rebuilding her life, she successfully regained custody of all 5 of her children shortly before Mother's Day and was re-housed to a two-bedroom apartment where her family is finally together again under one roof. Lauren has now secured a Housing Choice Voucher and continues to fervently search for housing within DuPage County large enough to meet the needs of her family. In spite of the obstacles she has encountered throughout this process, including discriminatory practices by property managers, Lauren remains adamant that nothing will keep her from succeeding for her children. With our support, she continues to secure and vet apartment leads, sustain her employment and improve her credit, celebrating every day that she is no longer without housing and is instead brimming with hope.

1113 Butterfield Frontage Rd, Downers Grove, IL 60515

This year, DuPagePads officially purchased the former Red Roof Inn used for Emergency Shelter throughout the pandemic, and established the beginning of a new model of care utilizing the Interim Housing Center. The IHC provides guest residents with connections to case management and intensive support services, including volunteer deliveries of food, access to essential care products, basic needs and entitlements assistance, employment services, connections to education and life skills groups, referrals for substance use treatment, and in-room access to showers, telephones and internet. Staff at the IHC help guests coordinate with community partners such as the VNA, Advocate Good Samaritan Hospital, Midwest University and others to set up services for assessments and care, as well as other important professional services on a rolling basis. These wraparound services reduce barriers to access needed care by connecting directly where clients are centralized and resources can be streamlined. Client Case Managers and IHC staff continually assess client needs, develop Individualized Goal Plans and provide ongoing advocacy and resources.

Throughout the transition from a church based congregate model of shelter with scattered-site services to the permanent centralized structure made possible through the purchase of the IHC on March 29, 2022, we have documented an **80% reduction in mental health incidents and a 75% reduction in physical health-related incidents** including the flu and other respiratory illnesses. This innovative model has also been instrumental in preventing COVID-19 outbreaks among clients. Not only has this new model provided more stability and safety for our guests, it has **increased the utilization of case support services from clients residing at the IHC by 500%**, demonstrating the immense need for intensive support to help guests secure and sustain their stability.

DuPagePads believes that housing and healthcare are the most basic and essential of human rights. As such, case managers engage with IHC clients to help secure all services that may be available from health and income development, to assistance in locating a primary care physician, scheduling and attending appointments, and accessing prescription medications.

Clients with medical emergencies also benefited from being in a consistent place with staff present. Staff reported **39 incidents** in which a client was in a severe and potentially life-threatening medical condition, and DuPagePads was able to call an ambulance or arrange for medical transport so that they were able to get the medical attention that they needed quickly.

While not quantitative, both staff and clients report that providing families and individuals experiencing homelessness with access to a consistent space with a personal bathroom and closing door, coupled with support services, provides greater dignity and has a significant positive impact on their mental and emotional wellbeing. This, in turn, enables them to stabilize in a more rapid and efficient manner.

The IHC is unique in that, as a former hotel, the dignity of a room with a secured door provides residents with access to the basic necessity of a personal bed and bathroom to rest at night, facilitating improved health and wellness outcomes for the most vulnerable members of our community. One client mother stated: “I stayed in shelter before, and it was like my momma bear instinct kicked in while I was there. I didn’t sleep at all because I wanted to watch my kids all the time. **Having walls means I can sleep because they are safer.**”

No other organization provides the scope of comprehensive support for those experiencing homelessness in DuPage County as DuPagePads. Our employment program helps participants find careers that offer a living wage, stability and growth potential. We partner with more than 160 local employers to help our clients build in-demand skills and capitalize on real-world opportunities. As part of our employment services, we also offer financial literacy and budgeting education to help participants manage their earnings and plan for their futures. Last year alone, 135 individuals participated in our Employment Services, of which 75 (56%) became successfully employed.

Career Services Program Focus:

- Career Compatibility
- Career Search
- Career Development and Placement
- Career Retention Services

Career Compatibility

Staff assess strengths, skills and experiences to find a career that is compatible to the needs and abilities of each client to achieve long term employment success.

Career Search

Training from staff and volunteers on resume building, soft skills and how to use a variety of career discovery techniques.

Career Development and Placement

Staff work to create opportunities with local employers and career training programs to assist clients with application opportunities.

Career Retention Services

DuPagePads continues to provide services and support after a client has become employed to ensure a sustainable future and successful employment transition.



Client Career Success!

Boris was a client who, as an immigrant, struggled with speaking and understanding English. He found it difficult to find and hold down a job because of communication issues. After a few jobs didn't work out because of this, Boris connected with staff through DuPagePads Career and Employment Services and started a new job with Pride Industries in Carol Stream, an organization that often works with those who speak English as a second language. Boris found he thrived doing janitorial work, and he was succeeding in his job. After just 90 days of a trial period, Boris was immediately hired on in a permanent position. Not only that, but he was even recognized as employee of the month. Thanks to his employment success, just one month later Boris was able to move into his very own apartment and is so grateful to be *home*.

Warmth and comfort at the Interim Housing Center

Mona and her three children were homeless as the winter and holiday season approached. With no where left to turn, Mona brought her family to DuPagePads hoping to find a place for her family to sleep as the days grew colder. More than just beds, the Interim Housing Center was able to provide showers, meals, basic care items, and a roof over their heads. "All the other stuff that I used to cry about and thinking I wasn't going to make it, when we came here, it just brought everything back to life for me," Mona said. "When I opened that door, I knew me and my kids had a safe place to sleep."



Street Outreach Bridging Connections to Shelter and Support

Luanne lost her home in December of 2021, forcing her to spend several months moving between friends' homes. Eventually, she was out of options and forced to sleep behind stores or the local police department. The police liaison linked her with our Street Outreach team and Luanne immediately joined the waiting list for senior subsidized housing. Shortly after being put on the waiting list, she received a call that she was prioritized due to her health and would be housed quickly. DuPagePads sprang into action and helped Luanne with all the steps to complete her application and documents. Luanne quickly moved into her new apartment with financial assistance from the donor supported Housing NOW program which covered her security deposit, first month's rent, and furniture needs for long term housing success.

Supportive Housing

DuPagePads housing solutions including Rapid Rehousing, Tenant Based Rental Assistance and Housing Now create pathways forward for clients to succeed. One client, a retired nurse named Frances, suffered hard times trying to support her children, grandchildren, and herself all under one roof before losing their home altogether. She turned to DuPagePads for assistance and after stabilizing her family at the IHC entered into the TRBA program, quickly transitioning into an apartment for her family. Since graduating the TBRA program, Frances successfully relocated to Alabama to be near extended family for added support. Frances is now prospering in the apartment of her dreams in a sunny and safe environment for her family to grow and thrive.



Permanent Supportive Housing

Jonah engaged on and off through DuPagePads' Street Outreach and Interim Housing programs for nearly ten years before change became possible. With no support from family or friends, Jonah found it incredibly hard to trust or accept help and often found himself denying the assistance he desperately needed out of fear and anxiety that stemmed from undiagnosed mental health issues. After entering the IHC, Jonah met a DuPagePads volunteer advocate named Vince who took the time needed to gain Jonah's trust, helping him understand that a mental health diagnosis would be in his best interest. Together they navigated the health system, made appointments, and got Jonah newly prescribed medication. With an official diagnosis, treatment, and paperwork, Jonah finally qualified for Permanent Supportive Housing and happily moved into his new home in the spring. Looking forward to his first holiday season in a home of his own in a decade, Jonah is grateful for Vince, the staff who supported him, and to the kindness made possible through donors and supporters as he transitioned to his new home.

Our Supporters

Thank You

COMMUNITY COLLABORATORS

60+

HEALTH & SOCIAL
SERVICE PARTNERS

170+

CONGREGATIONS &
VOLUNTEER GROUPS

OVER 50 VOLUNTEERS
PER WEEK HELP OPERATE
THE IHC, FROM MEAL
SERVICE TO FRONT
OFFICE, LAUNDRY SERVICE
TO RESOURCE ROOMS

DuPagePads received **over \$1M** of in-kind donations of items and services (2021-2022).

Gifts In Kind

Your donation of in-kind goods and services are invaluable, given our limited resources. Donations of items from our urgent needs list such as non-perishable food, seasonal clothing, infant care supplies, and much more make a significant impact and allow more financial resources to directly support shelter and care for families and individuals at DuPagePads.

DuPagePads also receives help from caring congregations and local businesses, who act as "hosts" to provide a meal and volunteer support at our Interim Housing Center. Please consider joining us by signing up for a Host Night, as an evening food provider, or to simply send a night of pizza to those in our care!

For more information about what items you can donate that are needed most, please visit "be part of the solution" on our website www.dupagepads.org.



Become a **Volunteer!**

DuPagePads relies on an incredible network of over 4000 volunteers every year to continue our mission of ending homelessness in DuPage County.

Visit <https://volunteer.dupagepads.org/> to register as a volunteer, learn skills and trainings, and sign-up for open volunteer opportunities!



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

601 West Liberty
Wheaton, Illinois 60187
630.682.3846
www.dupagepads.org



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