



Annual Report

2023-2024

Young IHC resident enjoys
annual Trunk or Treat event >>>



A Note from Our CEO

Friends, as we present our report on our progress in Fiscal Year 2024, I am profoundly grateful to the donors, volunteers, staff and partners who have made our work possible. 2024 was another year of growth in our organization, and while we continue to do the work we began 40 years ago to provide immediate shelter for people who are homeless, we've also made a huge impact by growing our Supportive Housing programs for people who are in need of a long-term solution for their homelessness.

I'm exceptionally proud of our team's work to grow our Supportive Housing program for people with disabilities to now have 151 apartments with wrap-around care for individuals and families who would otherwise be unsheltered. I also salute our Rapid Rehousing team, which not only expanded our traditional program that helps people get a leg up until they can once again afford the rent of an apartment, but also grew our Rehousing program for survivors of domestic violence from zero apartments in 2022 to 17 apartments last year. In total, we have 324 people staying with us in our housing programs.

As the cost of property rentals in DuPage County has gone up by more than 40%, we continue to see a higher number of people coming to us without a safe place to sleep. As I write this, we have 109 children staying with us in Interim Housing alone. Without the support of our community, we would not be able to do the work that we do: providing a safe night's sleep, a warm meal, and a path toward a brighter future.

THANK YOU for your kindness, for your generosity, and for your belief in our mission.



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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Secretary
Indian Prairie School District 203
Substitute Teacher

BOARD OF DIRECTORS

A Note from Our Board

We have had an amazing year! We began the journey of improving the Interim Housing Center to meet the needs of our clients. The transformation is nearing completion, and we are so excited to begin to maximize the use of this newly reformed building. Every space was modified to ensure that we can safely house our clients and provide spaces for food storage and preparation. The lobby has been renovated to be welcoming to individuals as they enter the building, as well as to provide adequate space for staff and volunteers. The staff has been busy as we continue to provide shelter for approximately 300 individuals, many of them children. We have created strong partnerships with the Village of Downers Grove, school officials, and other municipalities serving the area. Together, we have worked to support our clients as they navigate the road from homelessness to a permanent home.

None of this work would have been accomplished without the continued support of the DuPage County Board, who have assisted us in securing grants and local funding which made this whole thing possible. We are grateful for our continued positive relationship with them. Even with all that has been accomplished, there is still much to do! We continue to see the number of individuals facing homelessness in DuPage County rise. We have seen a surge in the numbers of individuals requiring Street Outreach support. Limited affordable housing options combined with rising rent is creating a challenge for more individuals and families. It is your support, and that of our generous community, that continues to help us rise to meet these challenges.

We cannot accomplish our goals without the incredible support from individuals, businesses, faith-based organizations, and community groups that have shown their support through generous donations of money and time. The donations that we continue to receive from generous supporters of DuPagePads are critical to our success. We are immensely grateful for your support in the past and are hopeful for your continued support. Thank you for helping us to achieve our mission.

I remain honored to serve as the Chair of the Board of Directors of DuPagePads. The important work that is being done makes me proud to be a part of this mission. Thank you for all you have done to support us.



Vickie Tabbert, Chair
Board of Directors, DuPagePads

Jacinda Adams
PwC US Group LLP
Director, Marketing

Josh Davis
The Will Group
CEO

Nick Howard
Bantix Technologies & QuikStrike
Owner/CEO

Mary Morrissey
Huck Bouma PC
Firm Administrator

Sandy Wunderlich
Commercial Real Estate Lawyer,
retired

Matt Breslin
Infor
EVP, Sales

John Dzarnowski
FGM Architects
CEO & Chairman of the
Board

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Hospital
Vice President & Flinn Family Chief Nursing
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Cindy Welsh
Advocate Health
VP TeleAcute & Respiratory Care-
Midwest

April Redzic
DuPagePads
President & CEO

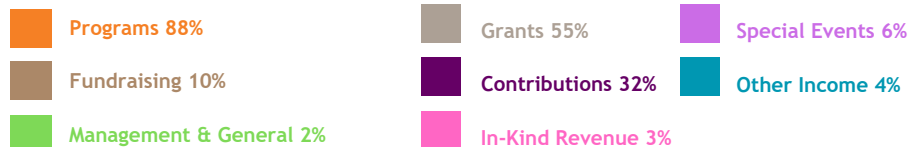
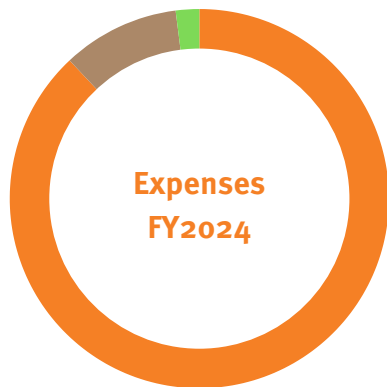
BOARD OF DIRECTORS

Consolidated Statement of Activities

for the Years Ended in June 30, 2024, and June 30, 2023

Support & Revenue	2024	2023
Contributions	\$4,609,884	\$3,325,329
Grants	5,497,767	4,169,757
United Way	47,942	50,991
Special Events	648,543	460,480
In-Kind Revenue	333,270	316,678
Other Income	553,413	470,472
Total Support & Revenue	\$11,690,819	\$8,793,707

Functional Expenses	2024	2023
Client Service Center	\$2,417,702	\$1,849,471
Emergency Overnight Shelter	2,973,826	2,840,046
Permanent Supportive Housing	3,799,725	3,155,107
DuPage Housing Solutions	118,682	149,687
Management & General	214,434	222,758
Fundraising	1,101,072	954,373
Total Functional Expenses	\$10,625,441	\$9,171,442



Consolidated Statement of Financial Position

for the Years Ended in June 30, 2024, and June 30, 2023

Current Assets	2024	2023
Unrestricted Cash & Equivalents	\$4,065,092	\$4,570,991
Temporarily Restricted Cash & Equivalents	-	-
Escrow Accounts	74,850	60,282
Investments	3,143,634	2,273,889
Receivables	1,187,787	764,549
Prepaid Expenses	211,386	200,727
Operating lease right of use asset	49,384	88,892
Total Current Assets	\$8,732,133	\$7,959,330

Property & Equipment	2024	2023
Capital Assets, at cost,	\$9,182,563	\$8,911,178
less accumulated depreciati		
Total Assets	\$17,914,696	\$16,870,508

Liabilities & Net Assets

Current Liabilities	2024	2023
Notes Payable, current maturities	\$28,750	\$28,750
Accounts payable and accrued expenses	323,942	245,378
Operating lease liabilities, current maturities	40,441	39,189
Deferred revenue	37,073	68,887
Total Current Liabilities	\$430,206	\$382,204
Notes payable, net of current	\$5,632,916	\$5,661,666
Operating lease, net of current	10,188	50,630
Total Liabilities	\$6,073,310	\$6,094,500
Net Assets	2024	2023
Without Donor Restriction	\$8,588,919	\$8,450,354
With Donor Restriction	3,252,467	2,325,654
Total Net Assets	\$11,841,386	\$10,776,008

Total Liabilities & Net Assets*	\$17,914,696	\$16,870,508
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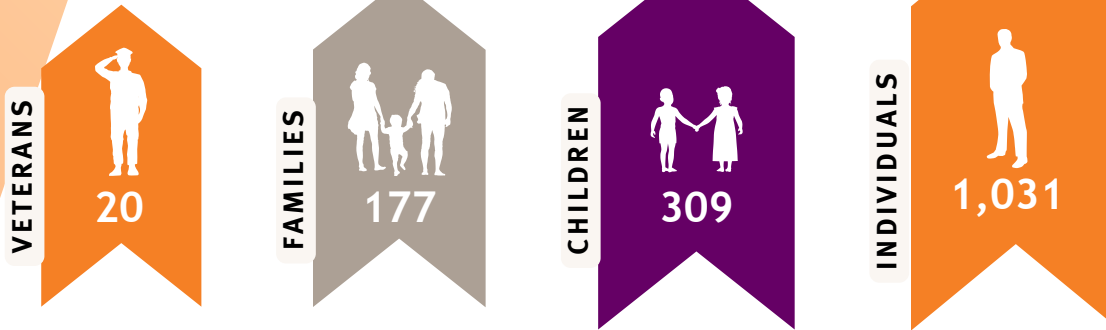
*DuPagePads' FY2024 surplus is due to the generosity of individual donors at the end of our fiscal year. DuPagePads' board voted in June to allocate surplus funds toward the FY25 budget. These funds have been used thus far in FY25 for room renovations and balcony repair at the Interim Housing Center, critical IT upgrades, and additional beds for winter emergency shelter to save lives. We are very grateful to all of our donors for making this possible.

Who We Served (2023-2024)

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

DuPagePads

The Solution to End Homelessness.



100% served in DuPage County

85% live, work, or attend school in DuPage County

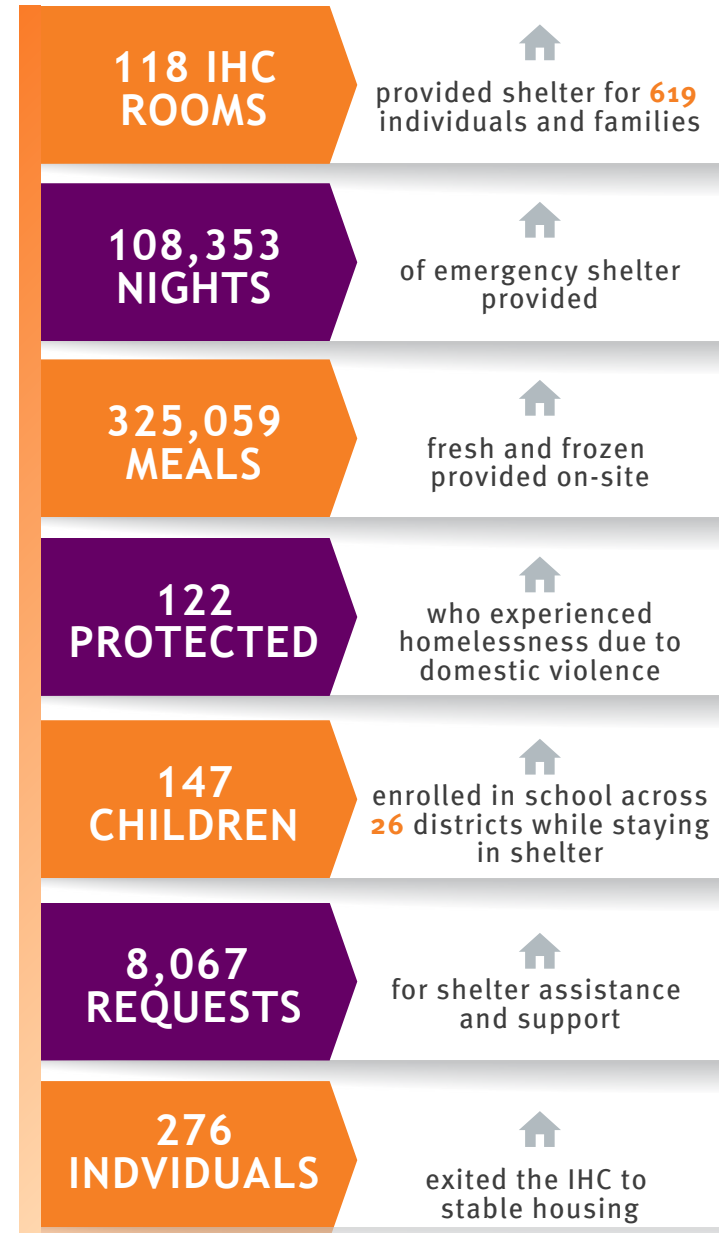
588 individuals we served who were homeless obtained stable housing

235 of those served were survivors of domestic violence



Clients smile for the camera on their last day living at the Interim Housing Center before moving into a home of their own.

IHC AT-A-GLANCE



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

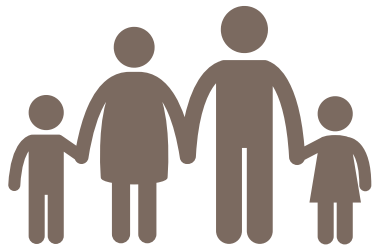
Interim Housing Center



- 619 individuals sheltered.
- 108,353 nights of shelter provided.
- On-site access to 325,059 fresh and frozen meals provided for neighbors who would otherwise go hungry, an average of 891 meals a day.

IHC Family Services

132 families served, including **231** children



- Comprehensive support services to families engaged in case management at the Interim Housing Center.
- 65 families in shelter moved into stable housing.
- 147 children enrolled in school across 26 districts while staying at the Interim Housing Center.

Street Outreach

- 246 individuals served.
- 108 remained engaged and moved into shelter or housing.
- Full-time staff travel to provide shelter information and supportive services helping anyone unsheltered obtain housing.
- **If you observe someone unsheltered or experiencing homelessness please notify our outreach team by calling 630-682-3846 option #1.**

Permanent Supportive Housing

- 92% have had a place to call home for a year or longer.
- 151 apartments provided for 217 individuals, families and veterans, including 42 children.
- 100% of rent payments made to property owners on time and in full.
- Supportive Housing offsets costs in every major public service category, saving taxpayers millions annually.

Rapid Re-Housing

- 42 households serving 104 people.
- 100% retained their housing after entry.
- 20 individuals graduated successfully into a home of their own!
- 17 apartments added for domestic violence survivors.

Housing Now

- Provides move-in and rental assistance with ongoing case management to households with income.
- 31 served in 13 households; 100% of households maintained housing.

Improved Health

431 clients reported managing one or more chronic health conditions



Empowerment Center

- 1,660 van rides provided for clients vocational groups, health-related programming and other essential services.
- 183 participants in enrichment events.
- Provided enrichment, employment, and empowerment groups weekly.
- 581 client groups and workshops provided since launch.

Education & Employment Solutions

- Partnering with over 67 local employers in various industries to hire our clients.
- 125 individuals supported to become employment ready.
- 64 clients found employment utilizing program services.
- 11 children enrolled in educational tutoring.



64 found employment.

A Mother's Journey



Gabby never expected to be homeless. “I was embarrassed,” Gabby shared. “I was filled with a lot of shame. **I was feeling just completely, utterly defeated.**”

Like many in DuPage County, the rising rental prices put Gabby and her new baby in a terrifying position.

“I was no longer able to afford my apartment, and that’s how we ultimately ended up at [DuPage]Pads.”

As a survivor of human sex trafficking, Gabby had worked hard after attending a rehabilitation program to be self-sufficient again. She began working as a survivor consultant, helping other women who have been victims of trafficking. But in 2020, the pandemic caused her to no longer have steady work. “COVID really impacted the line of work that I did, and ultimately me losing a lot of the contractual work due to the lack of funding, that eventually led me to being displaced.”

After being priced out of her apartment on an unstable income, Gabby found herself turning to DuPagePads for somewhere safe to sleep. “All I kept thinking is, how long am I going to be here, and how am I going to explain this to my child?”

After Gabby met with the DuPagePads intake team, she moved into a room at the Interim Housing Center with her daughter and partner. She knew she wanted to sign up for some of the workshops and programs offered at DuPagePads and worked with her case manager to connect with mental health services.

“When I arrived, I immediately walked in knowing that I absolutely needed some sort of mental health services. Not necessarily for myself, but because **my child needed her mother.**”

Gabby spent seven months at the Interim Housing Center working to end her experience with homelessness. She remembers how impactful the caring volunteers and donors were during her time at the IHC, leaving notes of support and encouragement around the property. “[DuPagePads] is a **safe haven** for mothers and children and their families to find refuge, a safe place to stay to figure out their next steps.”

Gabby received keys to her new apartment, went back to working as a survivor consultant, providing mentorship and support, and enrolled in school to further her education.

“To the donors, thank you, because if it weren’t for your financial backing of [DuPage]Pads, me and my family wouldn’t have had somewhere to go. And that’s the truth.”

Interim Housing Center

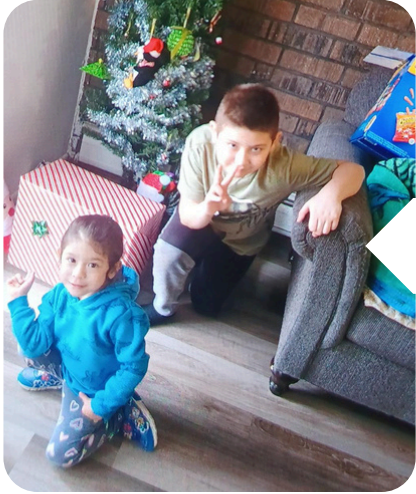
In 2020, DuPagePads was grateful to begin renting rooms at what would become the Interim Housing Center, and knew that if a permanent location for centralizing shelter became available, there would be work to do to make it the best environment possible for our clients to recover from their trauma and begin a new chapter of stability in their lives. In 2022, thanks to incredible donors and community support, the process of transforming a former motel into a clean, vibrant, safe, and hopeful destination began.

During the first year of IHC ownership, DuPagePads leadership and board developed a multiyear capital improvement plan focused on the safety and well-being of client guests. Now in our second year, much has been accomplished in addition to providing food, safety, and shelter for an average of 300 guests daily. Room renovations are underway, replacing worn furniture in dark spaces with clean, bright, durable, and functional rooms that can adapt to the number of sleeping spaces needed. Roof repairs, boiler replacements, plumbing improvements, and other maintenance to ensure the long-term success of the IHC have been completed. Construction is underway for an interconnected Resource Row, which will include a renovated guest lobby, vending room, pantry, and kitchen to help better serve the basic daily needs of clients at the IHC for years to come.

This June marked the exciting beginning of the next phase of IHC evolution, with remaining walls removed, and construction getting underway with Ostrander Construction Company to make Resource Row a reality. With planning and support from Designs for Dignity, SCB Architects, Elara Engineering, Zesco Food Equipment and Supply, and many others, the dream of staff and volunteers having dedicated and functional spaces to work in for better serving the needs of our guests will soon be available for use, creating stronger outcomes for our clients as they work towards their long-term stable housing goals!



When someone believes in you...

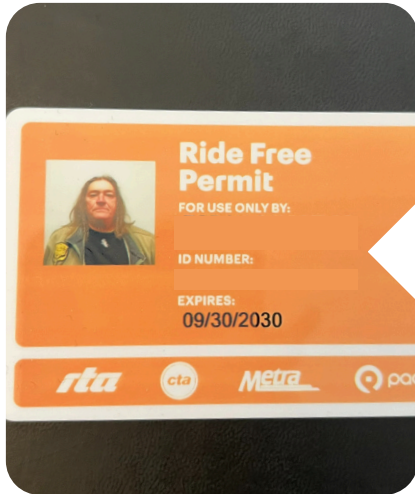


Mr. and Mrs. Alvarez, along with their children ages 3, 9 and 11, lived in a modest apartment in DuPage County. In October 2021, the family was notified that their landlord had sold the building, and they needed to vacate. Panic set in as the reality of their situation unfolded. Rising rent prices and the scarcity of affordable housing left them with few options. Despite the uncertainty, the family's resilience shone through and they moved into the *Interim Housing Center*. After nearly two years living in shelter and working towards stability, they finally would have a home of their own, just in time for the 2023 holidays. In their new home, they unpacked their memories, grateful for a stable place of their own to continue to raise their children. Expressing their gratitude to DuPagePads in a letter, Mrs. Alvarez wrote, "Your patience, support, and belief that we can end our homeless journey due to life's situations has been a beacon of light for our family. The kindness expressed to our family will never be forgotten. We thank you from the bottom of our hearts! It is because of DuPagePads that we will be celebrating the holidays in our new home!"

Recovering from illness or surgery can be difficult under any circumstance. When you are without a home, it can be even more stressful and uncomfortable. A safe and stable space to recover and heal is essential to immediate and improved long-term health. Ray is a client in her late fifties who first entered into the DuPagePads *Street Outreach* program in August of 2022 while she lived in her car. Her health has always been a concern for her as she navigated homelessness, and Ray was relieved to have assistance from case managers who helped her to advocate for herself to get the medication she needed to manage her chronic condition. Ray learned while working with the Wellness Team that she needed a hip replacement. DuPagePads staff worked diligently and quickly to get a referral for Ray to enter the Rapid Rehousing program. By December 2023, she was approved for a unit of her own. Ray was so grateful that she is able to have a home for healing as she works toward stability in her life in many ways. Since being in a home of her own, Ray has improved many aspects of her health, including losing weight and working on strengthening her joints. She has recently been working with our Education and Employment department to draft a new resume.



...everything can change.



Johann was a legal refugee living in DuPage County before losing his home in 2011. For years, Johann bounced between temporary shelter and utilizing DuPagePads overnight shelter sites. Finally in 2019, Johann was accepted into DuPagePads' *Permanent Supportive Housing* program and was successfully rehoused. Sadly the apartment he found proved to be unsafe living conditions over time, prompting him to need new housing once again. During his search for a safe home, Johann discovered he required new and updated documents from the country he was born in. At 65 years old, Johann felt identity-less while struggling through language barriers and cultural differences. That's when the "Mountain Movers Team" of PSH case managers began working diligently to help Johann renew his documents and find a new and safe home. Despite numerous barriers, DuPagePads is committed to supporting its clients on their journey home. Now that Johann is in a safe home once again, he is thrilled that his daughter has reconnected with him and often visits him. Johann is happy to have received his Senior Ride Free permit and utilizes public transit to get around the community and visit coffee shops.

Employment is a vital step in the journey to end homelessness. Often stigma may lead employers to overlook the potential of an individual who is homeless, and therefore finding employment can be incredibly challenging. The *Education and Employment Services* team at DuPagePads provides resources to clients to enhance their job search skills, including resume building and interview preparation, which empower individuals to present themselves effectively to potential employers. DuPagePads is fortunate to have community partners who understand our clients' unique circumstances and work with them through the hiring process and even host hiring events. In April, one such event resulted in the hiring of Dennis and Jim, two guests at the Interim Housing Center who became full time window washers with a great company. We are proud of our clients' achievements and grateful to have amazing local employers who help to prove that when someone believes in you, everything can change.



Empowerment Center

The DuPagePads Empowerment Center, located in Downers Grove, four blocks from the Interim Housing Center, helps people served by DuPagePads access the tools they need to once again have a home of their own. Our Employment Staff specializes in assessing strengths, skills, and experiences to find a career that is compatible to the needs and abilities of each candidate. The Empowerment Center offers training of resume-building, soft skills, and how to use a variety of different career discovery techniques. Our staff works to create opportunities with local employers and offer career training programs. Our Education Staff specializes in meeting the social and emotional needs of students, connecting students and families with resources, ensuring students are connected with tutors, serving as a contact between families and schools.

Transforming Impossible Into Possible, or TIP, is a program offered at the Empowerment Center that helps clients transform their lives and lead them to self-success through small, informative, and supportive group discussions and workshops. This self-empowerment workshop guides clients through reflection and action on specific topics including identity, forgiveness, goal setting, barriers, gratitude, and more.

Wonder Club, hosted at the Empowerment Center, is a collaboration with the DuPage Children's Museum and offers STEAM lessons for Pre-K through Grade 5. Through tools, resources, and lessons, kids in this program have their curiosity sparked and opens their eyes to a world of wonder! DuPagePads is proud to provide this additional enrichment opportunity to the children staying at the IHC in order to foster growth and hands-on learning.



Transforming the Impossible into Possible (TIP) program clients graduate after a six-week course aimed at self-improvement.



Students enrolled in Wonder Club work on creating "rocket launchers" out of paper towel rolls and balloons.

Access Center and Street Outreach



Taryn at the Access Center preps PB&J sandwiches for Street Outreach clients.



Young Men's Service League help organize storage of supplies and toys for individuals and families.

The DuPagePads Access Center in Wheaton serves as a critical hub for walk-in visitors, providing essential services such as intake screenings, warm meals, and internet and phone access, along with laundry and shower facilities to help people maintain their dignity and meet basic needs.

This year DuPagePads received over **8,000 requests for shelter assistance** and support due to homelessness.

DuPagePads' Street Outreach team travels out in the community to engage with people who are unsheltered and connect them with shelter and other emergency needs, like water and food, and blankets and coats in cold weather. The Street Outreach Team offers emergency supplies, shares information and referrals to community resources, provides case management services and follow-up support, provides advocacy and referral services, and assists with SSI, SSDI, VA benefits, eligible benefits, food stamps, and transportation.

In Fiscal Year 2024, Street Outreach engaged with **246** individuals. **68** of those were without shelter as a survivor of domestic violence. **97%** of all Street Outreach clients this year have exited to either emergency or stable housing.

To report any unsheltered individuals or families you observe in your community, please call our Access Center at 630.682.3846, option 1, and leave a message with the following information:

- Your Name
- Your Contact Information (for possible follow-up)
- Individual's/Family's Name(s)
- Location (last seen)

Rapid Rehousing: Haven of Hope



The Haven of Hope Rapid Rehousing program provides rehousing to those facing homelessness while recovering from the trauma of domestic violence. This project aims to address the gap that exists in helping domestic violence survivors obtain safe and permanent housing within the community. Haven of Hope is the only project in the county focusing on securing permanent housing and providing targeted support services for survivors. This project provides safe housing to one of the most vulnerable populations in our community and decreases the occurrence of returning to the abuser due to unmet housing needs. DuPagePads partners with community resources, combining expertise in domestic violence services with our expertise in housing.

Haven of Hope offers permanent housing coupled with collaborative, trauma-informed support services including safety planning, therapeutic care, case management, housing navigation and landlord relations. This includes addressing basic housing functions such as helping clients to develop as leaseholders and to gain financial independence. Services include access to career services, establishing a budget and credit, and accessing other resources and entitlements that sustain and enhance well-being.

Ten years ago, Tracy would say she had the “perfect life” with her husband and three children. The abrupt departure of her husband and breadwinner, followed by a dangerous relationship that resulted in Tracy’s hospitalization because of domestic violence, and finally the tragic loss of her eldest daughter, plunged Tracy into a world of uncertainty and despair. With nowhere to turn and facing insurmountable grief, Tracy found herself searching for a roof over her family’s heads. Tracy and her family arrived at DuPagePads and finally found safety and stability at the Interim Housing Center. Tracy’s case managers immediately connected her and her children to grief counseling and resources to navigate the trauma of the domestic violence they experienced. The family began to heal. Once their Rapid Rehousing referral was approved, within 90 days Tracy’s family moved into their new two-bedroom apartment, furnished with the help of community partners and ready for the family’s fresh new start.

With the guidance and support of her case managers at DuPagePads, Tracy has managed to navigate a challenging path marked by trauma and extreme stress, demonstrating her strength and determination to secure a better future for her children. Her dedication has not only enabled her to maintain employment but has also inspired her eldest son to pursue higher education at a community college, setting a promising example for her family. Despite financial hurdles, Tracy has remained employed and is paying a portion of her rent while diligently saving, with aspirations of purchasing a car to further stabilize her family's situation.

Our Supporters

DuPagePads received **over \$300,000** of in-kind donations of items and services (2023-2024).

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.

Donations of urgent needs list items can be made 24/7 using the Contact-less Donations Drop-Off box in front of our Access Center at 703 W. Liberty Dr. **Scan the QR code** to find links to our Urgent Needs list and Amazon Wishlist for ordering directly to our door.



COMMUNITY COLLABORATORS

OVER
65

HEALTH & SOCIAL
SERVICE PARTNERS

58

CONGREGATIONS &
VOLUNTEER GROUPS

Over 4,000
VOLUNTEER
HOURS PROVIDED
DURING FY24



Signature Events

18th Annual Taste of Hope-



22nd Annual Rock and Bowl



14th Annual Race to End Homelessness



22nd Annual Wake Up Your Spirit Day





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



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



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. Scan the QR code above to register as a volunteer, learn skills and trainings, and sign-up for open volunteer opportunities!

Make a Gift



Another simple way to help is to make a donation helping to replenish critical supplies and provide emergency temporary food and shelter. Scan the QR code above to make a donation. We respect the privacy of our donors and appreciate their support. DuPagePads does not trade, rent, or sell donor information to organizations.