



**DuPagePads**  
The Solution to End Homelessness.

# Volunteer Newsletter

Fall 2017

## Thank YOU, Volunteers!

YOU are making a difference in the vulnerable lives of the people who come to our doors.

Your hard work and dedication for our mission to end homelessness in DuPage County has led to **383 clients obtaining a place to call home** last year.

This year, we served over **1,200 people**, including **205 children**. The hospitality, safety, warm meal and shelter you offer allows our clients a sense of security and hope.

As a client said, *“I want to thank you for the service you provide. I know you sacrifice time from your families to serve us. I want to extend my gratitude and sincere thanks.”*

Your efforts help us move people from a pad on the floor to a key in the door.

Thank YOU!



### In this Issue:

- Thank YOU!- Page 1
- What a Home Means- Page 1
- A New Site- Page 2
- Letter from our Interim Housing Director- Page 2
- Volunteer Spotlight- Page 3
- Supportive Housing Program Updates- Page 3
- Street Outreach- Page 4
- Young Professionals Board- Page 4

## What a Home Means to our Supportive Housing Clients:



## Welcome a New Site: Support Becomes Summer Site

Naperville Church of Christ has been a stable support team for our Interim (Overnight) Housing Program, since 2015. This summer things changed.

“When we first started being a support group people came out of the woodwork to volunteer. Everyone wanted to help DuPagePads mission,” Dana Rodriguez, the Church Coordinator said, “Because of this support, we took it on ourselves to become a summer site for May and June.”

As the Site Coordinator, Dana has added responsibilities, “You hit road blocks, but you figure it out. **What keeps me going is when people come up and say they have been so blessed by volunteering.**”



Dana Rodriguez

We are grateful for Naperville Church of Christ and Dana’s hard work and dedication.

Dana Shares, “**Next summer, we are aiming for June, July and August. Wish us luck!**”



### Greetings from the Interim Housing Director

I would like to extend a warm thank you to all the congregations that participated in the summer 2017 season; and we welcome back our Fall/Spring congregations returning after their summer break.

We are prepared for an impressive season in the Interim (Overnight) Housing Program. This year we are improving our services through **new housing programs**, a **renewed vision of health and wellness**, and an **expanded network of community-based resources** for the population we serve.

We look forward to sharing these innovative strategies and success stories with you during our annual pre-season meetings at each Interim (Overnight) Housing site.

I want to thank every one of you for offering safety, comfort, and respect to our clients.

Thank you,

**Will Salmon, Interim Housing Director**



## Volunteer Spotlight: Jacob Staffa

Since 2016, Jacob Staffa has become a reliable volunteer for the Interim (Overnight) Housing Program, regularly volunteering for 2 or 3 overnight shifts a week. These shifts are typically the most challenging to fill. We recently interviewed Jacob to find out what drives him to volunteer.

*“I work second shift and had the desire to do something productive with my time off. I wanted to help people. After doing some research, I found DuPagePads.”*

In addition to finishing DuPagePads online training, Jacob also actively completed First Aid Certification, in case he ever encountered an emergency while volunteering.

*“I haven’t had to use any First Aid yet, but on several occasions, I have put to use skills I learned from DuPagePads online training such as how to deescalate a situation.*

*I’ve found volunteering takes patience, understanding and an open heart. My favorite part is meeting clients.*



*You wouldn’t believe how easy it is to become homeless. It can happen to anyone. Now I’m totally committed to DuPagePads mission.”*

If you know of an exceptional volunteer and would like to make a recommendation for our next Volunteer Spotlight, contact:

**Josie Mattern, Volunteer Coordinator**  
630-682-3846 ext. 3500 or  
[jmattern@dupagepads.org](mailto:jmattern@dupagepads.org)

## DuPagePads Receives 12 New Leases for the Supportive Housing Program!

DuPagePads Supportive Housing provides apartments and support services to individuals and families. Currently DuPagePads is the largest provider of Supportive Housing in DuPage County with 94 apartment units.

Through a grant from Housing and Urban Development (HUD), DuPagePads was able to add 12 more apartments this summer.

These apartments truly help us end homelessness - 87% of those currently in our Supportive Housing program have had their home for a year or longer. Through our Supportive Housing Program, we are serving the most vulnerable individuals in DuPage county and saving taxpayer dollars on emergency room visits.



## Street Outreach: YOU can Help

Help us engage unsheltered homeless individuals in our community to provide support and needed services. Our outreach team travels throughout DuPage County responding to concerns about people experiencing homelessness from police departments, businesses, community-based organizations and concerned citizens.

To report any unsheltered homeless individuals or families you observe in your community, please contact:

**DuPagePads Outreach Hotline**  
**630.682.3846 ext. 2275**  
**Toll Free 866.682.3846 ext. 2275**

Please leave the following information:

- Your name
- Your contact information (for possible follow-up)
- Individual's/family's name(s)
- Location (last seen)

**DuPagePads Outreach Services:**

- Offers supplies (water, food, hygiene kits, socks, hats, gloves, etc.)
- Shares information and referrals to community resources
- Provides case management services and follow-up support
- Provides advocacy and referral services
- Assists with SSI, VA benefits, food stamps, transportation, etc.

## Join DuPagePads

### Young Professionals Board:

*Are you a Young Professional?  
Do you know one?*

The DuPagePads Young Professionals Board is looking for members who are dedicated to the DuPagePads mission to end homelessness in DuPage County, that would like to have fun in the process.

Don't miss this opportunity for leadership and volunteer experience.



## Interested in volunteer opportunities?

For more information, visit our website at [www.dupagepads.org](http://www.dupagepads.org) and contact:

Josie Mattern, Volunteer Coordinator  
630-682-3846 ext. 3500 or [jmattern@dupagepads.org](mailto:jmattern@dupagepads.org)

Thank YOU!