



DuPagePads

The Solution to End Homelessness.

Volunteer Newsletter

Fall 2018

Thank YOU, Volunteers!

Did you know... **69%** of the people we served last year listed their last address in DuPage County? **YOU** are making a difference in the lives of our neighbors.

This year, we served 1,098 people, including 209 children. The hospitality, safety, warm meal and shelter you offer allows our clients a sense of security and hope.

As a client said, “Your commitment to serving others is inspiring. Thank you for showering us with your hospitality and kind hearts.”

Your hard work and dedication for our mission to end homelessness in DuPage County moved 330 clients from a pad on the floor, to a key in the door.

Thank YOU!



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Results from the Volunteer Survey:

Thank you to those who completed our Volunteer Survey this February. While the results were positive; DuPagePads is always looking for ways to improve and below are initiatives to help make your volunteer experience even better!

- **DuPagePads Volunteer Training:** In addition to the online volunteer training, we have created an in-person volunteer training. Ask about a presentation for your group or one hosted at the Client Service Center in Wheaton.
- **DuPagePads Volunteer Appreciation:** DuPagePads appreciates every single volunteer! Instead of celebrating National Volunteer Week in April, we will be celebrating Volunteer Month! Look for a staff or board member at your site in April!

Client Success Story: Leslie and Charlie's Story

“After many years of working in a factory, I was laid off. I also became a single mom, supporting my 7-year-old daughter, Charlotte (who goes by Charlie) after I left my abusive husband.

I learned about DuPagePads, where Charlie and I could be safe and have great meals. I'll never forget the kindness of the many volunteers serving through the night.

In addition to the overnight sites, we went to the Client Service Center. I attended many workshops there: a woman's workshop, a chronic disease self-management program, a housing class, and Harmony, Hope and Healing music therapy.

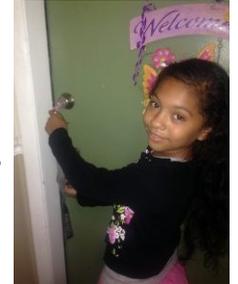
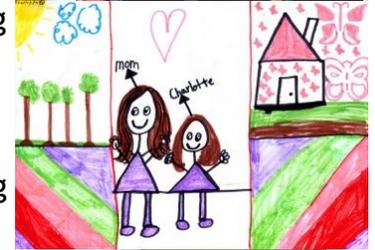
One day last fall, a case manager told us that they had an opening for us in DuPagePads Supportive Housing program. Just the **thought of having our own home** again brought both **Charlie and I tears of happiness.**

Now we have been in our home for about a year. I am working on my health issues and live with a positive outlook for our future.

Before our home, Charlie was failing in school and especially struggling with reading. She was an angry child, not talking much to anyone. Now Charlie is nine-years-old and **doing much better in school.** She talks to people and has friends. She even became a **Brownie last month!**

Without DuPagePads, we would still be homeless, and I would be getting sicker and sicker. **YOU changed two lives and gave us hope.** You believed in me, and moved us from a pad on the floor, to a key in the door!

Thank you from the bottom of our hearts.”



Greetings from the Interim Housing Director

I would like to express my sincere appreciation to all our volunteers. We can't thank you enough for your commitment and helping us provide **365 days of overnight housing** for our clients.

Thank you for:

- Serving the overnight and early morning breakfast shifts
- Providing our clients with meals, haircuts, toiletries
- Generously donating hours of service

There is no WE without YOU, as we work towards our mission of ending homelessness in DuPage County.

-Will Salmon, Interim (Overnight) Housing Director



Volunteer Spotlight: Downers Grove North Students

A group of high schoolers from Downers Grove North are committed to helping end homelessness in a very inspiring way.

Every Tuesday during the school year, students volunteer for the breakfast and cleanup shift at First Congregational Church in Downers Grove. This dedicated group of students wake up early to serve breakfast from 6:00am-7:00am before school begins. **Students even volunteer during times when school is not in session**, such as spring break, winter break and holidays including Christmas.

Bob Katrein, former Downers Grove North teacher, **started the student group over 15 years ago**. As a tradition, after each shift, he takes the student volunteers out to breakfast at Busy Bee Bakery.

Matt Weber, a teacher at the school and current group leader shares, “The kids are already over extended - sports, academics, clubs - and they still come here. They’re excited about it.”



“Feeling helpful and making a difference is a great way to start your Tuesday,” Shelby smiles, a junior at the school who has volunteered for two years.

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

Watch and Learn about DuPagePads Programs

Visit DuPagePads YouTube channel and learn more about our Street Outreach and Medical Respite programs:
www.youtube.com/dupagepadsorg.

Our Street Outreach video features Interim (Overnight) Housing Director, Will Salmon, sharing our toll-free outreach line to report any unsheltered people you see in the community:
866.682.3846, ext. 2275.

Our Medical Respite video features Client Service Center Director, Jennifer Coyer, sharing how the program assists people recuperate from illnesses and move toward stability.



New! Volunteer Help Line

Have you ever had a situation occur at the overnight sites that you didn't know how to handle or who to call?

We are happy to introduce one centralized number to help direct your questions or concerns when staff are not present while volunteering at our Interim (Overnight) Housing Program.

**Volunteer Help Line:
(800) 353-0852**

When to call:

- After 911 has been called for an emergency,
- Client behavior issues that need to be immediately addressed,
- Building issues (including water or electric problems),
- Urgent issue regarding staff or other volunteers,
- Volunteers have not arrived for the next shift,
- Reporting non-urgent matters that will be addressed on the next business day like:
 - Supply needs
 - Future schedule questions

Please share this number and information with other volunteers you know!

Help Clients with Everyday Needed Items

Can you help DuPagePads clients by donating everyday essential items?

- Men's Boxers/Boxer Briefs
 - Size: Large-XXL
- Men's White Undershirts
 - Size: Medium-XXL
- Women's Sports Bras
 - Size Medium-XXL
- Women's Underwear
 - Size-Medium-XXL
- Men's and Women's Deodorant



16th Annual Wake Up Your Spirit Breakfast

Save the date for DuPagePads Wake Up Your Spirit Breakfast on Wednesday, November 7, 2018; 7:00am. Enjoy an uplifting morning featuring keynote speaker, Marcus Engel, professional speaker and author.

You will also hear from a client whose life has been transformed by DuPagePads.

Ticket sales coming soon!

