

**VOLUNTEER**

**DONATE**

**SUPPORT**

Annual Report 2019-2020

# 2020 was a year of great change...

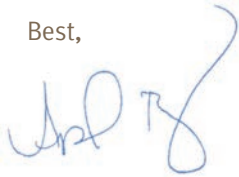
Our nation faced a pandemic, and in an ever-changing environment, our staff responded with agility to dramatically shift our service models to safely provide emergency shelter, case management, permanent supportive housing and career services for those experiencing homelessness in DuPage. Our biggest change was the movement of overnight shelter from our host sites of congregational providers to a hotel-based shelter to allow for socially distanced care.

As we were able to prevent the shelter outbreaks experienced in other cities in the U.S. and safely isolate any clients who tested positive for COVID—and as we continued to provide those we serve with a safe, warm bed away from the elements—this year truly emphasized how intertwined housing is with health. In a time when our nation's health was at risk, YOU, our donors, stepped up to keep our clients safe, well, and housed. I am so incredibly grateful to you for what your helps has meant to adults and children we serve—particularly as the number of children served increased dramatically to make up 1/3 of our emergency shelter residents.

2020 also brought change in our leadership at DuPagePads. After 23 years of incredible service, Carol Simler retired from her position as President and CEO. I am honored to be following her fearless, dedicated work to bring shelter and hope to people experiencing homelessness. Carol's motto, "When someone believes in you, everything can change," is heard often and adamantly here at DuPagePads.

As I have stepped into this role, the welcome and leadership provided by our board has been tremendous. And the big hearts of our friends in DuPage County—from our faith partners to our generous community of private donors; from the foundation community to our county's Board, Community Services and Health departments; from our courageous and kind staff to our patient and dedicated volunteers—have left me overcome with gratitude. I am so thankful for you.

Best,



April Redzic  
President & CEO, DuPagePads



**Vickie Tabbert**  
**Chair**

IL Assoc of School Admin.  
Field Service Director

**Ryan Bird**  
**Vice Chair**

Byline Bank  
Vice President,  
Commercial Relationship Officer

**Chris Camp**  
**Treasurer**

Crowe LLP

**Kathi Moore**  
**Secretary**

Vice President of HR Business Partner  
& Global Rewards

# BOARD OF DIRECTORS



# ...and a year of great challenges.

It is an understatement that 2020 was a year of great challenges and DuPagePads did not escape the impact of the pandemic. The traditional model of providing overnight shelter in congregate settings became too dangerous and we found ourselves faced with a dramatic shift in how to serve our clients. With this shift came a variety of new “needs” and the generosity of our donors made it possible for us to successfully navigate the demands.

For DuPagePads the challenges were not limited to effects of the pandemic. In the midst of the pandemic, the organization was faced with finding a new CEO/President, after having Carol Simler as our leader for decades. Fortunately the Board was able to find a dedicated, dynamic leader to continue to build on the strong foundation set by Carol. April Redzic has made an excellent adjustment to her role and continues to develop her leadership team, finding creative ways to adjust to the impact of the pandemic. Not only did our model of delivery change, but new levels of support and programming were added to assist our clients in dealing with remote learning, employment insecurity, limited access to healthcare, and expanding needs for food and shelter. Our outstanding staff continued to find ways to meet our clients’ needs and adjust to the new world we are facing. Our outstanding donors continued to give generously.

The support of the agency and its mission of ending homelessness was evident in the continued generosity of our donors. Individuals continued to donate financially, through volunteer efforts, and by providing food, clothing, and other needed items as we shifted to a new model of providing shelter. This support has been instrumental in our ability to meet our client’s needs.

As the Board Chair I have been humbled and amazed by the generous contributions of the donors who support us. During times when individuals were facing their own obstacles and challenges, they continued to find it in their hearts to reach out and support those in need. We cannot achieve our mission without generous individuals partnering with us on this important journey. Together we can and do make a difference in the lives of those we serve. I thank you for your continued support and ask that you stay with us as we navigate the future and whatever it brings!

Warmly,



Vickie Tabbert  
Board of Directors, DuPagePads



**Kathryn Birkett**  
Educational Consultant

**Greg Horejs**  
CAGE Civil Engineering  
President

**Kam Kniss**  
Wheaton Bank & Trust Co.  
CEO

**Chuck Manganelli**  
American Family Insurance Sales  
Director

**Mary Morrissey**  
Huck Bouma PC  
Office Manager

**Steven Rosenblum**  
Associate Judge  
Circuit Court of Cook County

**Sean Ryan**  
Retriever Merchant Solutions  
Managing Sales Partner

**Brendan Sheehy**  
Self-Employed

**Tamara Weir**  
Indian Prairie School District 204  
Substitute Teacher

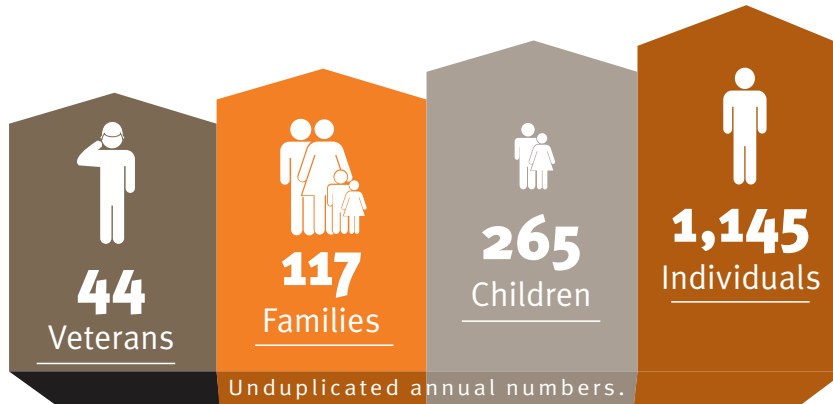
**April Redzic**  
DuPagePads  
President & CEO

# Who We Served (2019-2020)

## Quickly Ending Homelessness

Reduced average length of stay from 57 days to 29 days (2015-2019), a 49% reduction

29  
days



**100%** served in DuPage County • **68%** listed address in DuPage County

**334** individuals we served who were homeless **obtained stable housing**

**28%** served were families with children



## Emergency Response

*COVID-19*

3/21/20-6/30/20

### 213 Clients

safely redirected in the first 14 days of  
suspended Interim Housing

### 11,192 Nights

of emergency shelter provided

### 33,576 Meals

provided with additional  
basic supplies weekly

### 141 Individuals

housed safely in 100 Emergency Housing  
hotel rooms

### 38 Households

exited safely to stable housing





# Housing +

# Support +

# Employment

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

**334**

individuals served  
obtained stable  
housing.

## Interim Housing, Emergency Housing & Client Service Center

- 984 people served.
- 40,213 nights of shelter provided.
- 124,833 meals served for people who would otherwise go hungry, an average of 342 meals a day.

## Supportive Housing

- 87% have had a place to call home for a year or longer.
- 127 apartments provided for individuals, families and veterans in Supportive Housing; 160 individuals including 28 children.
- **Supportive Housing units saved taxpayers more than \$3 million.**

## Housing Now

- Provides move-in and rental assistance with ongoing case management to households with income.
- 66 served in 25 households; 96% of households maintained housing.



**117** were served, including  
**79** children.

## Family Outreach

- Comprehensive support services to families not consistently using the overnight sites.
- 117 served, including 79 children in 35 households; **100%** of households are now in stable housing.

## Street Outreach

- 82 served; **55%** exited to emergency or stable housing.
- Report any unsheltered homeless individuals to 866.682.3846 x2275.



**40%** of clients reported managing one or more chronic health condition



## Medical Respite Program

- One of only three programs available in Illinois.
- Prescribed short-term housing allowing for rest, recovery, and healing.
- 128 individuals served in 73 households; 47% of households are now in stable housing or have a housing plan.

## Career Employment Solutions

- Partnering with 150 local employers in various industries to hire our clients.
- 157 individuals served; 76% obtained employment



**119** found employment.

# Their Story...



## Permanent Supportive Housing

**Mia's plans for stable housing became jeopardized when COVID-19 caused the temporary closure of all Interim Housing locations.**

She attempted to reunite with family for shelter, but the lack of support and strain on her health forced Mia back to homelessness. With no options for shelter, Mia's case manager quickly moved to action entering her into a Emergency Housing hotel room as part of DuPage**Pads** Emergency Response to keep clients safe from COVID-19. While in the hotel, Mia continued to focus on her physical and mental health, contacting doctors, attending appointments safely, and taking prescribed medications regularly. All of these improvements continued as Mia worked with her case manager to enter the DuPage**Pads** Permanent Supportive Housing program

"When I called to inform Mia she was approved, she screamed with joy on the phone and was in disbelief that after years of homelessness she would finally have her own home." shared her case manager. "I was so happy we had the support we needed to keep her safe and help her finally find a place to call home."

## Rapid Rehousing/Housing Now

**John has a new lease on life after signing a lease of his own!**

Thanks to donor support and the New Beginnings Rapid Rehousing program, he recently moved into his own apartment after experiencing homelessness for three years.

"A big challenge I encountered was truly realizing that my actions got me into this position. When I first entered DuPage**Pads**, I made a promise to be there for my son as he goes through high school. DuPage**Pads** definitely helped me keep my promise."

John was able to get connected to needed health resources that allowed him to finally overcome his health issues. John is now working full time and loving the stability his schedule now offers him and his son. Welcome home John!





# ...Is Our Story



## New Beginnings/Emergency Housing

**In June 2020, Shavone found herself in an impossible situation.**

The breakdown of a relationship left Shavone, her two daughters under the age of 5 and her 16-year-old sister homeless. During a global pandemic, she felt like there was nowhere to turn.

After meeting with Triage Intake at DuPage**Pads**, Shavonne and her family were given a room in the Emergency Housing Program that very same day. Her case manager worked with her to get a bank account, receive a new job, and focus on paying off her bills and debt. After two months of living in the Emergency Housing program, Shavone and her girls were housed through the New Beginnings Program.

Shavone's daughters are now able to attend preschool near their new home. Her sister is participating in virtual schooling and hoping to graduate next year.

## Career Employment

**Heather was forced out of her living situation due to an abusive relationship and found herself with no place to turn.**

She had a degree and the qualifications to be a teaching assistant but didn't know how to get a job that would support her fully. The Employment Program helped her secure a position that was not only full time, but with full benefits.

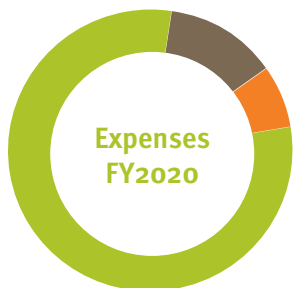
"I completely see myself retiring in this position, and I have the Employment Program to thank," she said, "I needed the push and reminder that my now was not my forever. The volunteers and mentors in the program helped me put together a more professional resume and see my own worth. I got the first teaching assistant job I applied for!"

Heather is now housed and enjoying time with her children and friends in her new role.



## Consolidated Statement of Activities for the Years Ended June 30, 2020 and June 30, 2019

Support & Revenue	2020	2019
Contributions	\$3,326,614	\$1,662,580
Grants	3,221,772	2,367,702
United Way	142,118	88,032
Special Events	743,411	516,301
In-Kind Revenue	608,406	819,128
Other Income	387,579	292,448
<b>Total Support and Revenue</b>	<b>\$8,429,900</b>	<b>\$5,746,191</b>
<b>Functional Expenses</b>	<b>2020</b>	<b>2019</b>
Client Service Center	\$915,867	\$927,367
Emergency Overnight Shelter	1,453,449	959,278
Permanent Supportive Housing	2,652,093	2,138,976
DuPage Housing Solutions	158,156	140,549
Management & General	497,562	437,849
Fundraising	742,315	667,066
<b>Total Expenses</b>	<b>\$6,419,442</b>	<b>\$5,271,085</b>



**Programs 80%**  
**Fundraising 12%**  
**Management & General 7%**



**Contributions 39%** **In-Kind Revenue 7%**  
**Grants 38%** **Other Income 5%**  
**Special Events 9%** **United Way 2%**

## Consolidated Statement of Financial Position June 30, 2020 and June 30, 2019

Assets	2020	2019
<b>Current Assets</b>		
Unrestricted cash & equivalents	\$4,744,097	\$2,913,075
Temporarily restricted cash & equivalents	--	--
Escrow accounts	38,562	39,553
Investments	204,979	203,308
Receivables	391,116	276,638
Prepaid expenses	98,357	85,799
<b>Total Current Assets</b>	<b>\$5,477,111</b>	<b>\$3,518,373</b>
<b>Property &amp; Equipment</b>		
Capital assets, at cost, less accumulated depreciation	\$2,844,029	\$2,475,283
<b>Total Assets</b>	<b>\$8,321,140</b>	<b>\$5,993,656</b>
<b>Liabilities &amp; Net Assets</b>	<b>2020</b>	<b>2019</b>
<b>Current Liabilities</b>		
Notes payable, current maturities	\$28,750	\$28,750
Accounts payable and accrued expenses	252,929	204,314
Deferred revenue	139,653	68,076
<b>Total Current Liabilities</b>	<b>\$421,332</b>	<b>\$301,140</b>
Notes payable, net of current maturities	964,750	767,916
<b>Total Liabilities</b>	<b>\$1,386,082</b>	<b>\$1,069,056</b>
<b>Net Assets</b>		
Without Donor Restriction	\$5,835,799	\$3,929,072
With Donor Restriction	1,099,259	995,528
<b>Total Net Assets</b>	<b>\$6,935,058</b>	<b>\$4,924,600</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$8,321,140</b>	<b>\$5,993,656</b>

### How Your Generosity is Opening New Doors

DuPagePads' net assets had substantial increases because of recent legacy & major gifts provided by long-time impactful donors. During COVID-19, your generosity allowed the Board of Directors to put client wellness first and increase operating cash reserves to 6 months, ensuring safe continuity of shelter and programs. Because of your support, DuPagePads has established a fund for potential expansion of shelter programs and increasing units available. We are eager to share our FY 2021-2024 Strategic Plan, detailing how we can utilize these assets to open new doors and end homelessness in DuPage County.





# Our Supporters



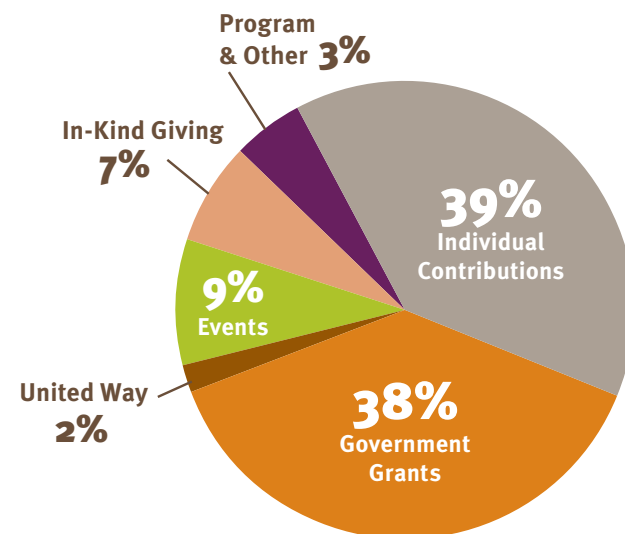
**DuPagePads** received over \$1,976,454 worth of in-kind donations of items and services (2019-2020)

## 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. 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](http://www.dupagepads.org).

## Amazon Smile

Choose DuPagePads as your charity of choice on Amazon Smile. When you shop on Amazon, a donation will be made to our mission with every purchase you make, at no extra cost to you! You can also send in-kind donations directly to DuPagePads using amazon, and other on-line retailers.



## COMMUNITY COLLABORATORS

**Over 60**  
Health & Social  
Service  
Partners

**Over 160**  
Congregations  
and  
Volunteer Groups

**Over 4,000 Volunteers**  
**DONATED 45,762 HOURS**  
THE EQUIVALENT OF  
22 FULL-TIME EMPLOYEES



## Become a Volunteer!

DuPagePads relies on an incredible network of over 4,000 volunteers every year to continue our mission of ending homelessness in DuPage County.

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



# DuPagePads

The Solution to End Homelessness.

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

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[www.dupagepads.org](http://www.dupagepads.org)

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