



## Annual Report 2022-2023



We're not slowing down, my friends! Fiscal Year 2023 was another year of growth and progress at DuPagePads as we began painting and renovating our Interim Housing Center, and started exploring what programming was needed to enhance our work to not only help our guests on their path to end their homelessness but also to give them the best quality of life that we can--regardless of where they are on their journey.

That's meant preparing to build a kitchen on our property to provide hot meals so parents are able to start their workday, and kids can start their school day, with a full belly instead of a hungry one. It's meant inviting in art therapy for both children and adults, music therapy for our adults who are recovering from trauma, and STEM classes for kids. It's meant planting flowers in between our buildings so that those with mobility issue can sit and smile. It's meant opening an Empowerment Center up the street to host these classes and give our clients quiet place with computers to search for jobs.

It's meant beginning our process of renovating rooms so that our families can fit better in the space--installing bunk beds and ensuring there is room for cribs and toddler beds. It's meant fundraising for a playground and outdoor turf so our kids have a safe place to play.

It's also meant exploring new ideas--ways that we can keep people housed when they are struggling to retain their own apartment because of a disability, and ways we can develop new programming for people who have a mental health condition and need connections to more advanced services because they are scared, uncomfortable and in need of medication.

As DuPagePads has grown from its congregate shelter model, rooted in welcome and a belief in service to others, into its current model of place-based services (still rooted in the belief of kindness and welcome!), I invite you to be a part of our work. We need your help in so many ways, from financial support to assistance with laundry and evening meals provision, to phone calls to our hotline when people are unsheltered and standing in an intersection in our community. Please check out our website at [dupagepads.org](http://dupagepads.org) or call us to learn more about becoming involved. And on behalf of those we are serving, THANK YOU for your friendship, your kindness, and your belief in what we do.

A handwritten signature in black ink, appearing to read 'April Redzic'.

April Redzic  
President & CEO, DuPagePads

**Vickie Tabbert**  
*Chair*  
IL Assoc of School Admin.  
Field Service Director

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*Chair- Finance, Treasurer*  
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Vice President,  
Commercial Relationship Officer

**Greg Horejs**  
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**Tamara Weir**  
*Secretary*  
Indian Prairie School District 203  
Substitute Teacher

# BOARD OF DIRECTORS



This has been an amazing year for DuPagePads. Slightly over a year ago we purchased the Red Roof Inn in Downers Grove and repurposed it into an Interim Housing Center. This facility has provided temporary shelter for over 300 individuals, many of them children. It serves as a secure temporary refuge as we work to secure permanent housing options for our clients. As a result of this move, we have been provided an opportunity to reflect on our model and have learned a lot along the way.

This facility has become a safe haven for our families and has forced us to revisit many aspects of our service to our clients. One of those changes was ensuring that we have adequate, trained staff to meet the complicated needs of our clients. To this end, we have hired additional staff to meet the varied client needs and continue to analyze how best to serve the clients. We are pleased to report an increase in our clients accessing important support services because they are no longer worried about securing a place to stay.

None of this work would have been accomplished without the support of the DuPage County Board, they 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. The move to the Downers Grove area resulted in developing new relationships with the local municipal agencies (government, police, fire), the school districts, and community support agencies. Their support has been vital to our success. These relationships have strengthened the support we can provide our clients and offers stability as they navigate the road from homelessness to a permanent home.

In addition we have partnered with many agencies, including Design for Dignity, a group of talented interior designer that help to refurbish and remake environments for nonprofit agencies. Their input has made a remarkable difference. They have been instrumental in redesigning the spaces at the Interim Housing Center. They have assisted with room design to support larger families to creating spaces for children to play. They have also been providing support and guidance as we design and refurbish space to build a new kitchen facility to aid us in feeding 300+ individuals multiple meals daily. We are excited for potential opportunities for our supporters to prep meals and assist us through the use of this space.

But the truth remains that there is a lot more to do! We are immensely grateful for the incredible support from individuals, businesses, faith-based organizations, and community groups that have shown their support through generous donations of money and time. This support has allowed us to create a wonderful facility for our clients. We are hopeful for your continued support. The donations that we received, and continue to receive, from the generous supporters of DuPagePads is critical to our success. We simply could not accomplish our goals without you. Thank you for helping us to achieve our mission.

I remain humbled and 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 PADS. Please stay with us as we continue to refine our services to best serve our clients. Thank you again for all you have done to support us.



*Vickie Tabbert*

Vickie Tabbert, Chair  
Board of Directors, DuPagePads

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PwC  
Director, Marketing

Kam Kniss  
Wheaton Bank & Trust  
CEO

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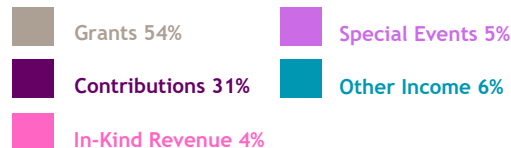
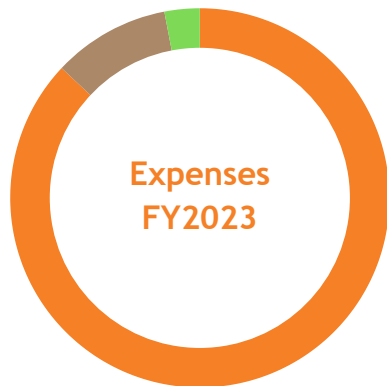
April Redzic  
DuPagePads  
President & CEO

John Dzarnowski  
FGM Architects  
CEO

## Consolidated Statement of Activities

for the Years Ended in June 30, 2023 and June 30, 2022

Support & Revenue	2023	2022
Contributions	\$3,325,329	\$4,071,867
Grants	4,169,757	5,335,291
United Way	50,991	56,405
Special Events	460,480	683,355
In-Kind Revenue	316,678	1,225,711
Other Income	470,472	304,386
<b>Total Support &amp; Revenue</b>	<b>\$8,793,707</b>	<b>\$11,677,015</b>
<b>Functional Expenses</b>	<b>2023</b>	<b>2022</b>
Client Service Center	\$1,849,471	\$1,430,646
Emergency Overnight Shelter	2,840,046	4,297,244
Permanent Supportive Housing	3,155,107	2,975,403
DuPage Housing Solutions	149,687	167,895
Management & General	222,758	274,919
Fundraising	954,373	815,289
<b>Total Functional Expenses</b>	<b>\$9,171,442</b>	<b>\$9,961,396</b>



## Consolidated Statement of Financial Position

for the Years Ended in June 30, 2023 and June 30, 2022

Current Assets	2023	2022
Unrestricted Cash & Equivalents	\$4,570,991	\$6,077,119
Temporarily Restricted Cash & Equivalents	-	-
Escrow Accounts	60,282	48,324
Investments	2,273,889	484,788
Receivables	764,549	1,333,671
Prepaid Expenses	200,727	99,195
Operating lease right of use asset	88,892	-
<b>Total Current Assets</b>	<b>\$7,959,330</b>	<b>\$8,043,097</b>
<b>Property &amp; Equipment</b>		
Capital Assets, at cost,	\$8,911,178	\$9,119,358
less accumulated depreciatic		
<b>Total Assets</b>	<b>\$16,870,508</b>	<b>\$17,162,455</b>
<b>Liabilities &amp; Net Assets</b>		
<b>Current Liabilities</b>		
Notes Payable, current maturities	\$28,750	\$28,750
Accounts payable and accrued expenses	245,378	291,212
Operating lease liabilities, current maturities	39,189	-
Deferred revenue	68,887	-
<b>Total Current Liabilities</b>	<b>\$382,204</b>	<b>\$319,962</b>
Notes payable, net of current	\$5,661,666	\$5,688,750
Operating lease, net of current	50,630	-
<b>Total Liabilities</b>	<b>\$6,094,500</b>	<b>\$6,008,712</b>
<b>Net Assets</b>	<b>\$8,450,354</b>	<b>\$8,698,109</b>
Without Donor Restriction	2,325,645	2,455,634
With Donor Restriction	<b>\$10,776,008</b>	<b>\$11,153,743</b>
<b>Total Net Assets</b>		

**Total Liabilities & Net Assets** **\$16,870,508** **\$17,162,455**

# Who We Served (2022-2023)

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

**1,206** total individuals served

**100%** served in DuPage County • **76%** listed address in DuPage County

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

**215** of those served were survivors of domestic violence

VETERANS



22

FAMILIES



182

CHILDREN



384

INDIVIDUALS



1,206



**DuPagePads**  
The Solution to End Homelessness.

**115 IHC ROOMS**  
providing shelter for 734 individuals and families

**110,436 NIGHTS**  
of emergency shelter provided

**331,308 MEALS**  
fresh and frozen provided on-site

**148 PROTECTED**  
who experienced homelessness  
due to domestic violence

**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 & Access Center



- 734 people served.
- 110,436 nights of shelter provided.
- On-site access to 331,308 fresh and frozen meals provided for neighbors who would otherwise go hungry, an average of 907 meals a day.

### Supportive Housing

- 89% have had a place to call home for a year or longer.
- 127 apartments provided for 161 individuals, families and veterans, including 28 children.
- 100% of rent payments made to property owners on time and in full.
- **Supportive Housing units saved taxpayers more than \$3 million.**

### Rapid Re-Housing

- 31 households served.
- 100% retained their housing after entry.
- 87 total individuals with a home of their own!
- 11 apartments added for domestic violence survivors

### Housing Now

- Provides move-in and rental assistance with ongoing case management to households with income.
- 57 served in 17 households; 100% of households maintained housing.



### Access Center & Street Outreach

- 309 served; 58% exited to emergency or stable housing.
- Full-time staff traveling 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.

### Family Services

**182** families served, including **384** children



- Comprehensive support services to families engaged in case management at the Interim Housing Center.
- 61% of families in shelter moved into stable housing.
- 136 children enrolled in school while staying at the Interim Housing Center

### Improved Health

**37%** of clients reported managing one or more chronic health conditions



### Empowerment Center

- Opened in November of 2022; 1/2 mile from the Interim Housing Center.
- Providing enrichment, employment, and empowerment groups weekly.
- 159 client groups and workshops provided since launch

### Education & Employment Solutions

- Partnering with over 75 local employers in various industries to hire our clients.
- 156 individuals supported to become employment ready.
- 82 clients became employed.
- 22 children enrolled in educational tutoring.
- 263 participants in enrichment events.



**82** found employment.

# A Mother's Journey to Housing

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Meet Natasha, a hard-working single mother of five children ranging from a newborn to her oldest daughter, age 20.

In spite of working 60-80 hour weeks to make ends meet, Natasha lost her apartment in 2021 when her landlord did not offer to renew her lease. With the COVID-19 pandemic keeping her kids home from school, and the loss of her mother as her support system and someone who had helped with caregiving, Natasha was doing everything she could to keep it all together.

Short on time and options, Natasha and her family spent nearly a year living off her tax return and moving between motels, staying with friends, family, and just trying to safely be together while they searched for a place they could afford.

"I didn't have anybody to watch the kids so I had to cut back on my hours from work. It went from steady income to not being able to afford paying my rent."

During the time Natasha sought shelter in several hotels after being forced to leave her home, she discovered she was pregnant with her fifth child. Natasha had run out of money, and didn't have anywhere to go. That's when she turned to DuPagePads for help.

**"I JUST WANT MY KIDS TO BE HAPPY. I JUST WANT THEM TO HAVE SOMEWHERE WHERE THEY FEEL SAFE "**

Now, with the help of her case manager, Natasha and her family are back together safely and are housed in our Rapid Rehousing Program. Natasha was able to move into a safe place of her own with her children just before Thanksgiving. DuPagePads was able to provide her and her family with furniture, food, and gift cards to ensure her children had a normal Christmas.

Having her family safely together means so much to her and her children as Natasha works to get back on her feet. We are so proud of Natasha's determination and strength during such a difficult period in all their lives. Thank you to our donors, sponsors and landlord partners who helped to make success stories like Natasha's possible. Your kindness matters in our mission to end homelessness in DuPage County!



# Interim Housing Center

1113 Butterfield Frontage Rd, Downers Grove, IL 60515

Fiscal year 2023 marked the first full year of operations at DuPagePads innovative **Interim Housing Center**, helping to assist over 700 unhoused neighbors with food, shelter, basic care, and providing a total of 110,436 days and nights of emergency housing. During FY23, DuPagePads continues to work steadily to improve the property, enhance available services to clients, and evaluate what future updates can be made to the permanent IHC structure in order to best serve the needs of 300 guests on average in shelter daily.

The Interim Housing Center's model of shelter and service provision has led to an **80% reduction in mental health incidents and a 75% reduction in physical health-related incidents as reported by clients who are safe in a room with family or a roommate**. It has also led to a **500% increase in the utilization of case support services from clients while sheltering at the IHC**, demonstrating the immense need for providing intensive support to vulnerable guests in order to overcome barriers to secure stable housing and sustain their housing stability.



In addition to providing our clients with support to meet their basic needs, the IHC also connects clients to case management and wraparound intensive support services. Linkages to entitlements assistance, employment services, education and life skills groups, anger management groups, treatment readiness groups, financial literacy services, referrals for substance use treatment, mental health treatment and legal services all are made available through case managers and client support staff at the front office of the IHC when a client arrives.

Because safe shelter and healthcare are oftentimes intertwined, when a new guest or family arrive at the IHC, DuPagePads staff start immediately to connect clients to government and community resources for better health, provide assistance in locating a primary care physician, scheduling and accessing appointments and appropriate follow-up visits, accessing prescription medications, dietary supplements and healthy foods, as well as accessing Medical Respite in an isolated and peaceful environment when deemed necessary.

Clients experiencing homelessness and living with often untreated or under-treated medical conditions also benefited from sheltering in a consistent place with staff present 24/7. 39 incidents occurred during FY23 in which a client experienced a severe and potentially life-threatening medical condition, and DuPagePads staff were able to arrange for medical transport rapidly so the client could quickly receive urgent medical attention needed.

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.

As one of the first organizations to attempt services like these in the nation, DuPagePads IHC is unique as a former hotel, providing guests with the gift of dignity through access to the basic necessity of a personal bed to rest one's head at night, facilitating improved rest, health and wellness outcomes for the most vulnerable members of our community. Recently, a single mother who was engaging with her case manager for services at the IHC shared "I've stayed in group 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."



# Empowerment Center

DuPagePads' new Empowerment Center opened its doors in Downers Grove on November 16, 2022. Created to provide case management, vocational and educational services for Pads' Interim Housing Center guests, the Empowerment Center was home to 159 client groups and workshops during Fiscal Year 2023. These have ranged from job fairs and employer presentations, to parent-child bonding opportunities, to health-focused workshops and learning opportunities.

From its doors, DuPagePads' education liaison was able to connect 136 children to school, and, thanks to Pads' volunteer tutors, many of the children in the program have made great strides, from learning to read, to changing their grades from Cs and Ds to all As and Bs. Vocational staff were also able to help 82 clients find employment and hosted Transforming Impossible to Possible (TIP) classes on-site.



*Art Therapy Class at the Empowerment Center*

## Access Center & Street Outreach



During FY2023, DuPagePads' Access Center and Street Outreach staff received over of **5,000 calls from neighbors experiencing housing insecurity and homelessness**. In addition to providing phone-based assistance, the Access Center in Wheaton serves walk-in visitors Monday-Friday providing intake screenings, meals, internet and phone access, as well as laundry and shower facilities.

Street Outreach staff travel throughout DuPage County into communities bringing food and resources to people living without any form of shelter and providing help to access services and shelter options.

During extreme weather, Street Outreach staff utilize local hotels rooms for overflow to shelter unhoused individuals on the waitlist to access the Interim Housing Center. With temperatures reaching subzero in January 2023, this program ensured no one lost their lives from being unsheltered in the elements. This program was made possible by a special allocation from the DuPage County Board.

# Transforming Lives, One Story at a Time

## Interim Housing Center

John recently came to shelter at the Interim Housing Center and his primary goal has been to gain stability in regard to his mental health. John suffers from schizoaffective disorder and social anxiety. Through the support he has at the IHC, as well as having a safe place to sleep, John has been achieving his goals and overcoming hurdles on the way! He is consistently following through on his check-ins with providers in the community, taking care of his health by diligently attending his therapy and doctors' appointments, taking his medications, and has started accomplishing tasks that anxiety has previously made difficult for him to achieve, such as laundry and going on walks. Thank you for helping us to support John, and provide him with the care he needs to end his experience with homelessness.



## Education and Employment Solutions

Christina was a guest at the IHC with her three children in 6th grade, 2nd grade, and kindergarten. As the children worked with DuPagePads Education Specialist to catch up in their learning, Christina worked with the DuPagePads Employment staff and completed her CNA certification. Staff helped Christina to prepare and accept a position with Northwestern Medicine that would help provide the income she needs to care for her children. After becoming employed Christina and her family moved into a home of their own through DuPagePads Tenant-Based Rental Assistance (TBRA) program. Your support helped move Christina and her family from homeless and alone, to place now they can finally call home!

## Rapid Rehousing

James came to DuPagePads IHC in November of 2020 and became housed in less than 9 months through the Rapid Rehousing program. James has thrived in this program designed to help individuals and families become rehoused as quickly as possible by paying a portion of their monthly rent costs. Over time, clients like James work to become independent which he accomplished by increasing the amount he paid every 3 months until paying his full rent monthly. James successfully graduated from the program this year and continues to enjoy his apartment with gratitude for the support he received to end his homelessness and regain his independence. James is a wonderful example of how support from our community can quickly help move someone from homeless and alone to stability and success in a place they can call home.



## Graduating from Permanent Supportive Housing

Anne was a resident in our Permanent Supportive Housing program who suffered from Major Depressive Disorder. Anne's goal since being housed in our PSH program has been to move closer to Chicago where her support system of family and doctors are. Finding housing she could afford was difficult, in part due to navigating job interviews in the area without reliable transportation. However, with assistance from DuPagePads staff and her own resilience, Anne succeeded in her goal and was accepted into the Housing Authority of Cook County! Anne was so grateful for the help and support she received from her case manager and others while at DuPagePads, and is thrilled to be closer to her family support system living in a place of her own that she can afford.



## Street Outreach Program

When our neighbors are experiencing unsheltered homelessness, our Street Outreach team provides humanizing engagement and housing-focused case management. Participants receive assistance with meeting their basic needs, including available showers, laundry, food, clothing, and other items at our Access Center. Staff also focus on empowering connections to community resources and facilitating access to shelter and permanent housing options. Community members such as yourself are essential; our team relies on observations of unsheltered homelessness to know where our help is most needed.



## Access Center Services

DuPagePads Access Center serves as the point of intake for new clients and is located in Wheaton, IL in the former Client Service Center building. It provides showers, laundry, food, as well as other amenities and support for clients in DuPagePads Street Outreach program. To further strengthen the mission of ending homelessness, DuPagePads created a new set of key services provided through the Access Center for community members facing housing crises, supporting people in need to prevent entering into homelessness or to rapidly resolve their homelessness rather than entering into shelter. Our Access Services team fielded thousands of calls and visits from neighbors in need this past year, empowering people at every opportunity through the problem-solving process to retain or obtain housing and facilitating shelter admissions to those in the most significant need.

# Thank You

DuPagePads received **over \$300,000** of in-kind donations of items and services (2022-2023).

## 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 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 5,000  
VOLUNTEER  
HOURS PROVIDED  
AT THE IHC  
DURING FY23**



## 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.*

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