Our mission is to provide Safety, Hope, Advocacy, Respite and Education for those impacted by crisis and violence in the Fox Valley Region and Illinois.
The Community Crisis Center began in 1975 as a grassroots effort to address the reality that women in crisis often had few options available to them to improve their situations. Our early organizers believed that providing safe shelter and support for these women and their children would allow each woman to overcome crisis, identify her strengths and needs and then move on to a healthier life free from violence and poverty.

44 years later, we have grown into a professional social service organization that provides services to individuals affected by domestic violence, sexual assault, homelessness and other life crises. We have not forgotten our grassroots origins. We still believe in the power and ability of the individual to take steps and make decisions that will allow him or her to move out of crisis towards self-sufficiency. Staff members and volunteers provide support and connect the individual in crisis to resources appropriate to each situation.

“Look for the helpers. You will always find people who are helping.”... there are still so many helpers – so many caring people in this world.” Fred Rogers
Services & Programs

Our essential services include emergency shelter for women and children; 24-hour crisis and information & referral hotline; individual and group counseling both on- and off-site; hospital, court and social services advocacy; financial assistance, including emergency food and help with rent and utilities; and abuse intervention program. Except for the Abuse Intervention Program, all services are provided at no cost to clients. Service area includes northern Kane and far NW Suburban Cook Counties and portions of DuPage and McHenry Counties.

Core Programs

Domestic Violence
Abuse Intervention
Sexual Assault
Economic Crisis

Support Services

Children’s Program: provides a safe, nurturing environment where children are free to express feelings, play peacefully, learn non-violent behaviors and begin to understand the dynamics of domestic violence & trauma.

Hotline and Information & Referral: staffed 24/7 our hotline provides assistance to callers with a wide variety of requests and issues including suicide, clients seeking help with mental health or substance abuse issues, or clients who need an objective person who will listen to them; for many years staff maintained the Kane County Guide to Community Services, a comprehensive online referral service providing community resources in Kane County, the Guide was replaced by 2-1-1 service in March 2019.

Community Education & Outreach: programs offered to professionals, businesses, schools, groups and general public regarding domestic violence, sexual assault, poverty and homelessness.

Volunteer Program: provide essential services to our agency and represent the community actively engaged with us. In FY 2019, 493 volunteers contributed 4,218 hours to CCC. A variety of direct and indirect volunteer positions are available; some positions, including all direct service positions, require screening, training and one or more interview(s).

Internship Program: recruited from over area colleges and universities; we contracted with 26 interns from 15 schools for 6 to 9 months; each student is working on a Bachelor’s or Master’s degree. Interns supplement the Crisis Center’s direct service staff.

Hope is being able to see there is light despite all of the darkness.
Desmond Tutu
Who you helped in 2019

10,585 crisis calls answered

267 women and 212 children spent 10,638 safe nights in shelter

1,077 adults & 298 children received Domestic Violence services

2,607 individuals received help from our Economic Crisis Program

27,780 emergency meals & 57,208 diapers from our Emergency Pantry provided to 1,151 households

64 families received $67,165 in housing & utility assistance

Overall, 4,259 adults and 456 children received 36,292 hours of service
Who you helped in 2019

During July 1, 2018 to June 30, 2019, the Crisis Center provided services to:

- 2,960 women
- 1,293 men
- 6 other
- 456 children

Where People Live

- 68% Kane County
- 16% Cook County
- 2% DuPage County
- 2% McHenry County
- 1% Lake County
- 11% elsewhere in Illinois or out-of-state

- 56% Elgin Township
- 7% Dundee Township
- 7% Hanover Township

Age

<table>
<thead>
<tr>
<th>Age Group</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5 yrs</td>
<td>3%</td>
</tr>
<tr>
<td>6-12</td>
<td>4%</td>
</tr>
<tr>
<td>13-17</td>
<td>2%</td>
</tr>
<tr>
<td>18-21</td>
<td>4%</td>
</tr>
<tr>
<td>22-29</td>
<td>18%</td>
</tr>
<tr>
<td>30-39</td>
<td>21%</td>
</tr>
<tr>
<td>40-49</td>
<td>17%</td>
</tr>
<tr>
<td>50-59</td>
<td>14%</td>
</tr>
<tr>
<td>60+</td>
<td>8%</td>
</tr>
<tr>
<td>Unknown</td>
<td>7%</td>
</tr>
</tbody>
</table>

Ethnicity

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>% Clients in FY 19</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American</td>
<td>23%</td>
</tr>
<tr>
<td>Caucasian</td>
<td>23%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>33%</td>
</tr>
<tr>
<td>Other or not identified*</td>
<td>21%</td>
</tr>
</tbody>
</table>

*The majority of “not identified” clients were hotline callers who declined to give a racial or ethnic origin.

The Crisis Center was there when I had no place else to go.

Shelter Resident
How YOU can help

Attend Events
Your participation in Community Crisis Center events are a wonderful way to learn more about our mission and to support the work we do for our neighbors in need. Each year fundraisers and “friendraisers” are organized by the Crisis Center or by other groups on our behalf. Special events along with general fundraising are essential to our success.

Partners In Peace Breakfast
October 5, 2018
Honors individuals and groups in the community who, in their professional capacity, provide outstanding services to victims of domestic violence. This year’s recipients were:

Christine Bayer, Kane County State’s Attorney’s Office
Cristina Villanueva, Advocate Sherman Hospital
Kristen Castillo & Dave Heiniger, Tweyen Design
Ed Hunter, Chaplain Presence Saint Joseph Hospital
   Lifetime Achievement Award
Angelica Barbosa-Gomez,
   Kane County Deferred Prosecution Program
Lieutenant Hobert Jones
   Hampshire Police Department (not in attendance)

Volunteer
Your donation of time provides inspiration, support, encouragement, and service. You help us put on wonderful events, prepare materials, organize our storage, treat our residents with a home cooked meal, provide one-on-one time with shelter residents, tend our gardens, and so much more.

Donate
Your investment in the Crisis Center directly affects thousands of people every year. A financial gift can be made in many ways. Write a check, donate stock, join our Legacy of Caring with a planned giving gift, or designate the Crisis Center as the beneficiary of a gift annuity, charitable trust, life insurance policy or other planned giving instrument.

Your in-kind donation is as valuable. Your donations stock the Emergency Pantry with food, diapers, and personal care items and provide essential items that include cleaning supplies, laundry detergent along with food, diapers and personal care items to our Shelter Program.
FY 2019 Financial Statements

<table>
<thead>
<tr>
<th>Total Operating Income</th>
<th>$2,579,428</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenses:</td>
<td></td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>$1,469,703</td>
</tr>
<tr>
<td>Economic Crisis</td>
<td>690,850</td>
</tr>
<tr>
<td>Sexual Assault</td>
<td>412,568</td>
</tr>
<tr>
<td>Support Services</td>
<td>485,027</td>
</tr>
<tr>
<td><strong>Net Assets June 30, 2019</strong></td>
<td><strong>$4,596,955</strong></td>
</tr>
</tbody>
</table>

**FY 19 Revenue Sources**

- Government: 60%
- Donations: 5%
- Fundraising: 4%
- Group Fees: 3%
- Grants/Contracts: 2%
- In-Kind Contributions: 2%
- United Way: 5%
- Other Income: 10%

**FY 19 Functional Expenses**

- Domestic Violence: 48%
- Economic Crisis: 23%
- Sexual Assault: 13%
- Support Services: 16%

The above information is drawn from our FY 2019 financial statements; to review a copy of the audit, please contact the Business Manager at 847-742-4088 x 121.
Community Crisis Center is available **24 hours a day.** Our hotline is staffed at all times, **24/7/365,** by professional case managers. Walk-in services are available from 9 a.m. to 8 p.m. 7 days a week. **Here's a look at an average day at the Crisis Center:**

- **159** requests for help.
- **29** people living in our emergency **shelter**.
- **87 meals served** in shelter.
- **62** contacts with **shelter residents** offering counseling and referrals for other services.
- **64** contacts with **walk-in clients** who make use of all services, from domestic violence counseling to a request to use our phone to information and referrals to other agencies, and with **emergency needs** for **food**, toiletries, **diapers**, clothing, **rent**, medicines, utilities or transportation.
- **76 emergency pantry meals** provided to households working to make ends meet.
- **157 diapers** provided to households with infants and toddlers.
- **29 phone contacts** requesting crisis counseling, information and referrals for other services, shelter or community education.
- **12 volunteer hours** of service that includes donation management, client advocacy, advisory boards, clerical, and meals & activities for shelter residents.
- **99 hours of direct service** provided by staff members.

Community Crisis Center, Inc. is a nonprofit 501 (c)(3) organization serving individuals and families in Illinois and the Fox Valley Region affected by domestic violence, sexual assault and/or economic crises.

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**Gretchen S. Vapnar**

Community Crisis Center

P.O. Box 1390
Elgin, IL 60121-1390

Business Line: 847-742-4088
Crisis Line: 847-697-2380
Fax: 847-742-4182
TTY: 847-742-4057

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