



## ANNUAL REPORT 2017

(July 1, 2016 – June 30, 2017)



*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.*



# Celebrating 42 years of service 1975 - 2017

## 2016 – 2017 Board of Directors

### Keith Brill, President

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Elgin, IL

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Karayannis Law  
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Community Leader  
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### Chathia Johnson, Past President

Claire's North America  
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### Rick DeMierre

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Elgin, IL

### Fr. Donald Jay Frye

St. James Episcopal Church  
West Dundee, IL

### Cathy Olson

Emergency Nurses Association  
Elgin, IL

### Sherry Totzke

Zurich North America  
Streamwood, IL

### Lisa West

Elgin Community College  
Elgin, IL

## Executive Staff

### Gretchen S. Vapnar

Executive Director

### Maureen Manning, MS, LCPC, CDVP, CPAIP

Director of Client Services

### Faith Lill

Director of Finance

**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**.

40 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.

## Services

**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; abuse intervention program. Except for our Abuse Intervention Program, all **services are provided at no cost** to our clients. Service area includes northern Kane and far NW Suburban Cook Counties and portions of DuPage and McHenry Counties.



"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

## Programs

**Domestic Violence Program:** provides services, intervention & support to victims of domestic violence, their family members and significant others. The first priority is safety followed by advocacy and education.

**Abuse Intervention Program:** helps clients unlearn violence, learn to express anger in non-violent ways, and learn to resolve conflict without being abusive. We contribute to the safety of domestic violence victims and their children by addressing issues of domestic violence with those who perpetrate it.

**Sexual Assault Program:** to aid in the creation of a safe and healthy community for all, free of sexual violence. Services to survivors and family members include counseling, advocacy and education.

**Economic Crisis Program:** provides emergency assistance to clients who find themselves in financial crisis and/or at risk of becoming homeless.

**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.

**Hotline and Information & Referral:** staffed 24 hours per day, 7 days per week professionally trained case managers provide assistance to callers with a wide variety of requests and issues; the Kane County Guide to Community Services is a comprehensive online referral service providing community resources in Kane County that is now available online at [www.kanecountyguide.org](http://www.kanecountyguide.org) used by case managers.

**Other Crisis:** issues including suicide calls, clients seeking help with mental health or substance abuse issues, or simply clients who need an objective person who will listen to them.

**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 2017, **176 volunteers contributed 4,444 hours to CCC.** We offer a variety of direct and indirect volunteer positions and match the skills and interests of the volunteer with the needs of the agency and our clients. Some volunteer positions, including all direct service positions, require screening, training and one or more interview(s) with the supervising staff member.

**Internship Program:** recruited from over 25 colleges and universities; we contracted with **17** interns from **10** 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.

## FY 17 Service Statistics

From July 1, 2016 through June 30, 2017, the Crisis Center provided **38,464** hours of service to **4,430 adults** (1,314 male and 3,115 female) and **431** children. These **4,861** individuals contacted us for reasons related to domestic violence, sexual assault, economic crisis or other life crises, including thoughts of suicide, relationship or family problems, depression or other mental health issues. **67%** resided in Kane County, **18%** in Cook County, **4%** in DuPage County, **2%** in McHenry County, and the remaining **9%** are from elsewhere in Illinois or out-of-state.

### Client Percentage per Age Range

0-5 yrs	3%
6-12	4%
13-17	2%
18-21	5%
22-29	19%
30-39	22%
40-49	17%
50-59	14%
60+	7%
Unknown	7%

### Ethnicity

Race/Ethnicity	% Clients in FY 15
African American	22%
Caucasian	23%
Hispanic	35%
Other or not identified*	19%

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



**Shelter Program** Emergency shelter is offered to women and their children who are homeless due to domestic violence or financial crisis. Each woman works with a case manager to develop a service plan with the long-term goal of assisting her to become financially self-sufficient and emotionally healthy; the short term goal is to provide immediate safety for her and her children.

The Shelter Program serves **18 - 22** families for a maximum of **40** people in **7** bedrooms each night. During FY17 **200** women spent **3,782** nights and **162** children spent **2,756** nights in shelter due to domestic violence; **100** women spent **1,905** nights and **82** children spent **1,801** nights in shelter due to financial crisis.

Along with counseling the Shelter Program provides meals, laundry facility, court, medical and school advocacy. Shelter residents also have access to all other Crisis Center services as they are needed. Overall, **278** women and **230** children spent **10,244** safe nights in our shelter.



**Shelter bedroom**



**Shelter community day room**

**Children's Program** Our mission is to provide 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. Services provided by the staff include: Case Management; Individual Children's Counseling; Children's Group Counseling for shelter residents which includes: Children's DV Support Group, Play Groups, Homework Group, Games & Craft Group, Children's Group Counseling for walk-In clients; and a Parenting Group.



**Children's Library**



**Children's Playroom**

**Legacy of Caring Society** was established in 2004 by Crisis Center Board members, staff and a committee of concerned citizens to encourage donors to support the Crisis Center in their estate planning with the goal of securing long-term financial stability for the agency. Donors may choose to **designate the Crisis Center as the beneficiary of a gift annuity, charitable trust, life insurance policy or other planned giving instrument.** Please contact Gretchen Vapnar, Executive Director, if you would like additional information on the Legacy of Caring Society.

**Calendar of Events** Each year fundraisers and “**friendraisers**” are organized by the Crisis Center or by other groups on our behalf; we also have been acknowledged with local awards. Following is a list of our FY 2017 accomplishments and special events.

**September 8, 2016** K.R. Miller Golf Outing

**October 2016 Domestic Violence Awareness Month,** a nationwide campaign to increase the knowledge of domestic violence in communities. Crisis Center activities that included information tables, presentations, an awards breakfast and a Rally & Candlelight Vigil at Elgin Community College on **10/27/16** featuring **Vickie Smith**, Executive Director of the Illinois Coalition Against Domestic Violence, as keynote speaker.



*Vickie Smith*

**October 14, 2016 Partners In Peace Breakfast** 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:



Partners in Peace awards were presented at the annual Partners in Peace Breakfast held at the Elgin Country Club to Rabbi Margaret Frisch Klein, Rabbi of Congregation Kneseth Israel in Elgin; Elgin Township, received by Township President Pat Hudgens for the Township; Lydia Larrabee, Coordinator, Family Violence Coordinating Council of the 16th & 23rd Circuits; Natalia Mercado, Rolling Meadows Police Department; Captain Richard Cummings, Elgin Fire Department; and (not pictured) the St. Vincent DePaul Society.

**November 10, 2016 CCC 41<sup>st</sup> Anniversary Dinner** held at Elgin Country Club was an evening to honor both volunteers and staff for their contribution to the Crisis Center. The Cucci Family Foundation. received the Seigle Family Humanitarian Award and Heart of the Center Volunteer Awards were presented to Paul Burris, Judy & Luis Cabrera, Tony Dillard, Sylvia Hipple, Willard Dulabaum, Randy Lemcke, and the Elgin Golden K Club. In accepting the award for The Cucci Family Foundation, John Cucci surprised CCC with a Foundation check for \$10,000. Thank you to the Cucci Family Foundation!



Gretchen Vapnar, CCC Executive Director (middle) with John & Brenda Cucci from The Cucci Family Foundation

**February 14, 2017 Long Red Line**, a one day event where people gather to show their support of victims of domestic and sexual violence and to be a conduit to change personal and community attitudes toward violence. The Long Red Line is Elgin's effort to support **One Billion Rising**, the global effort to raise awareness of violence against women.

**March 11, 2017 30<sup>th</sup> Annual Spring Gala** at the Q Center in St. Charles where 300 guests were treated to entertainment, fabulous auction items and a delicious meal. Scores of volunteers worked the day of the event to set up and decorate the Q Center's Fox River Ballroom and many more worked the evening of the event.



*Selfie Fun!*



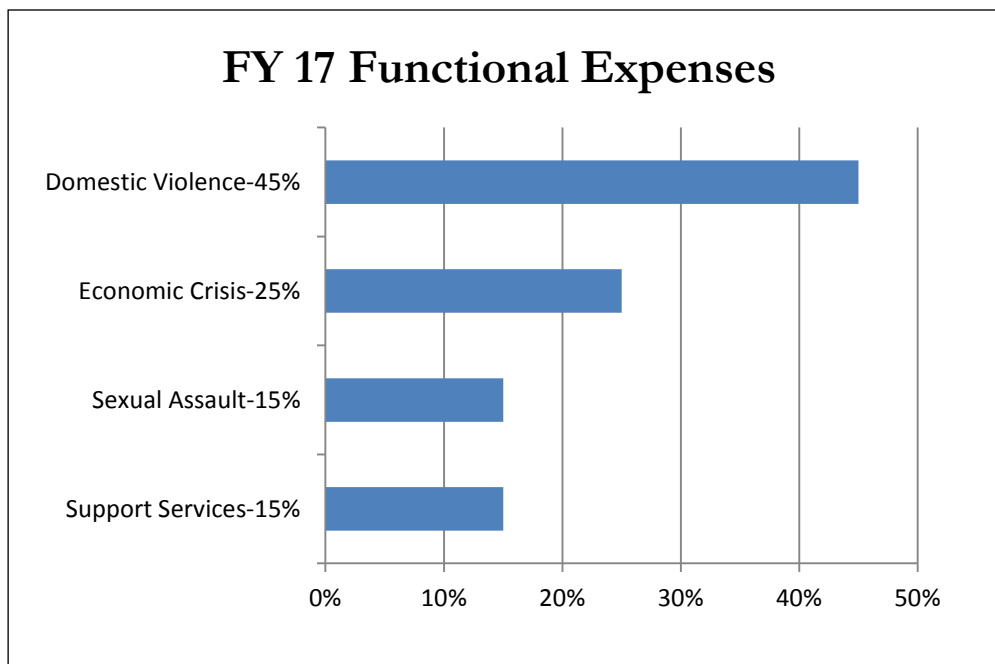
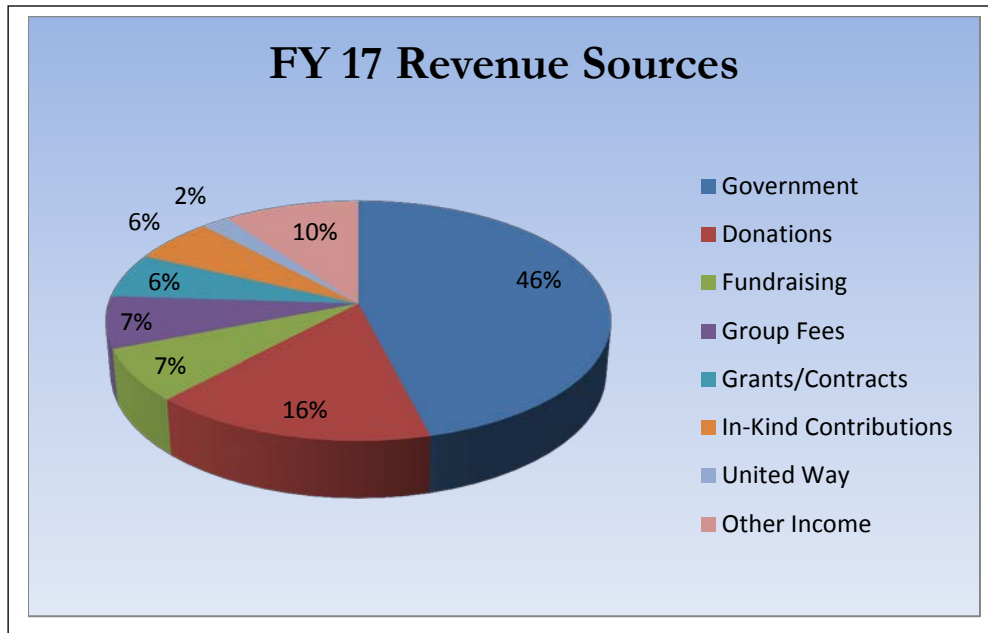
*Live Auction Winners!*

**April 2017 Sexual Assault Awareness Month** is an annual campaign to raise public awareness about sexual assault and educate communities and individuals on how to prevent sexual violence. Crisis Center activities included public information tables at Elgin Community College, area libraries and The Centre of Elgin and the presentation of **Eve Ensler's** play, **"The Vagina Monologues"** on May 11<sup>th</sup> at Elgin Community College; the Obie award winning play that explores women's forbidden zone.



# FY 2017 Financial Statements

<b>Total Operating Income</b>	<b>\$2,969,085</b>
Expenses:	
Domestic Violence	\$1,253,145
Economic Crisis	675,064
Sexual Assault	414,478
Support Services	418,257
<b>Net Assets June 30, 2017</b>	<b>\$5,159,475</b>



The above information is drawn from our FY 2017 financial statements; to review a copy of the audit, please contact the Director of Finance 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 in FY 17:**

- **168** requests for **help**.
- **28** people living in our emergency **shelter**.
- **84 meals served** in shelter.
- **58** contacts with **shelter residents** offering counseling and referrals for other services.
- **65** 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.
- **95 emergency pantry meals** provided to households working to make ends meet.
- **111 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.
- **105 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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