



ANNUAL REPORT 2018

(July 1, 2017 – June 30, 2018)



*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 43 years of service 1975 - 2018

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Director of Client Services

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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.**

43 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

Hope is being able to see there is light despite all of the darkness.

Desmond Tutu

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 our 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

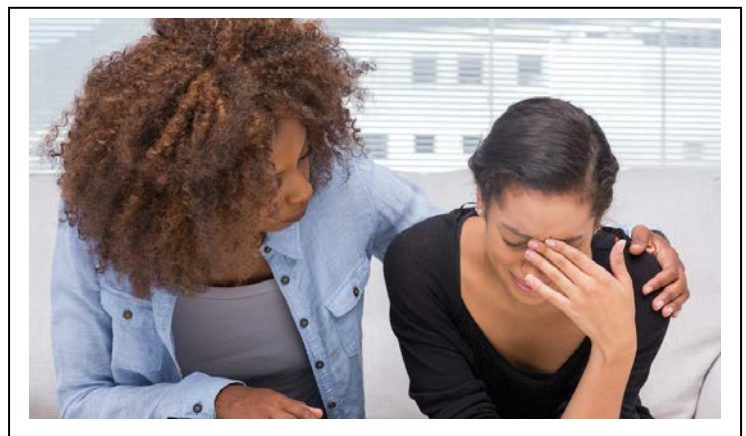
Children's Program: provides a safe, nurturing environment where children are free to express feelings, play peacefully, learn non-violent behaviors and begin to understand the dynamics of domestic violence & trauma.

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; staff maintain the Kane County Guide to Community Services, a comprehensive online referral service providing community resources in Kane County available online at www.kanecountyguide.org

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 2018, **516 volunteers contributed 5,413 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 area colleges and universities we contracted with **21** interns from **10** schools for 6 to 9 months; each student is working on a Bachelor's or Master's degree. Interns augment the Crisis Center's direct service staff.



Who you helped in 2018

10,953 crisis calls answered



287 women and **254** children spent **10,262** safe nights in shelter



1,089 adults & **296** children received Domestic Violence services



2,705 individuals received help from our Economic Crisis Program



29,121 emergency meals & **39,813** diapers from our Emergency Pantry provided to **1,198** households



57 families received housing & utility assistance



Overall, **4,448** adults and **470** children received **36,722** hours of service



Who you helped in 2018

During July 1, 2017 to June 30, 2018, the Crisis Center provided services to:

- ❖ 3,107 women
- ❖ 1,337 men
- ❖ 470 children

Where People Live

- 64% Kane County
- 16% Cook County
- 3% DuPage County
- 2% McHenry County
- 1% Lake County
- 12% elsewhere in Illinois or out-of-state

- 54% Elgin Township
- 7% Dundee Township
- 7% Hanover Township



Age

0-5 yrs	3%
6-12	4%
13-17	2%
18-21	5%
22-29	19%
30-39	20%
40-49	17%
50-59	14%
60+	7%
Unknown	8%

Ethnicity

Race/Ethnicity	% Clients in FY 18
African American	22%
Caucasian	23%
Hispanic	34%
Other or not identified*	21%

*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 is 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 13, 2017

This annual event 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:

- Amy Sierra & Pam Ely (not pictured)
Juvenile Justice Center, Kane County
- Chief Michael Kilbourne, Carpentersville Police Dept.
- Latanya Hill, Kane County Court Services
- Jennifer Ford, Women on the Brink-Childcare Project
- Judge Kathryn Karayannis, 16th Judicial Circuit, Kane County
- Mary Shesgreen, Activist - Lifetime Achievement Award



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.

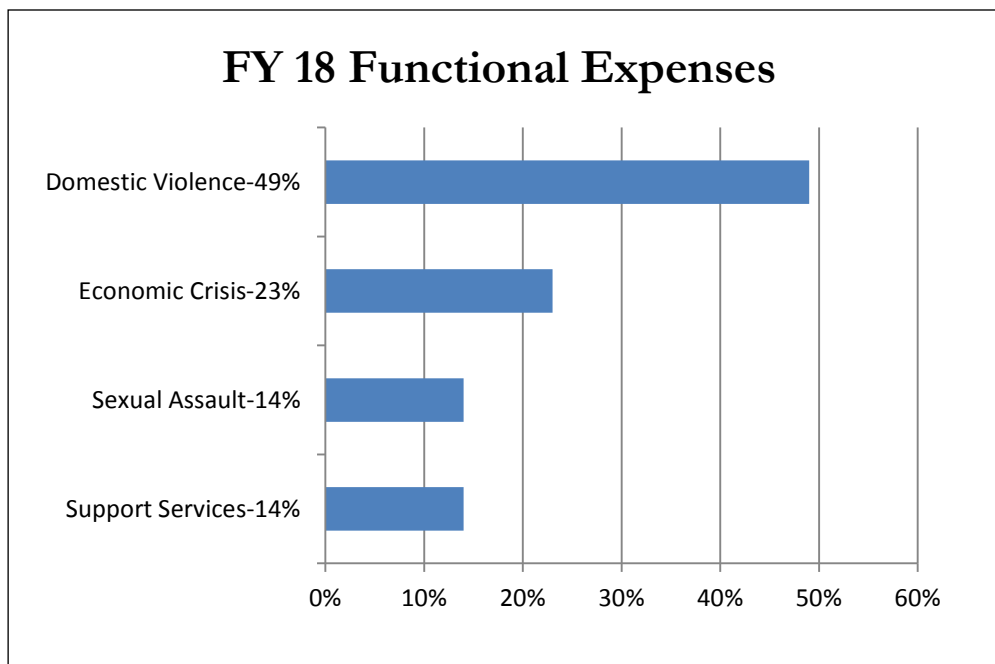
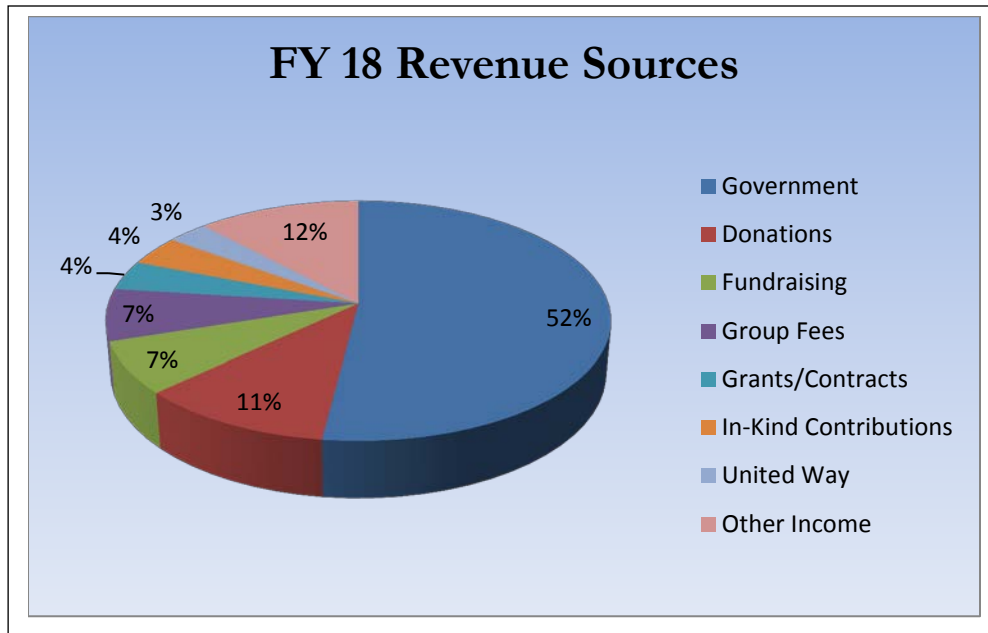
Donate

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 valuable. Your donations fill our 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 2018 Financial Statements

Total Operating Income	\$2,865,224
Expenses:	
Domestic Violence	\$1,436,934
Economic Crisis	666,470
Sexual Assault	427,516
Support Services	418,101
Net Assets June 30, 2018	\$5,075,675



The above information is drawn from our FY 2018 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:**

- **156** requests for **help**.
- **28** people living in our emergency **shelter**.
- **84 meals served** in shelter.
- **54** contacts with **shelter residents** offering counseling and referrals for other services.
- **67** 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.
- **82 emergency pantry meals** provided to households working to make ends meet.
- **111 diapers** provided to households with infants and toddlers.
- **29 phone contacts** seeking crisis counseling, information and referrals for other services, shelter or community education.
- **15 volunteer hours** of service that includes donation management, client advocacy, advisory boards, clerical, and meals & activities for shelter residents.
- **101 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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