

Gretchen S. Vapnar
Community Crisis Center, Inc.

Who you helped in 2020

March 2020 was a turning point for our agency as it was for the world when COVID-19 pandemic became a reality. From the beginning we followed the mandates of the State of Illinois and local and national health departments. Our services have been at times restricted in order to be pandemic compliant but the agency always maintained the crisis line and emergency shelter while developing new protocols in order to provide service that was safe for our guests and employees. We appreciate the continued support of our mission during these unprecedented times.

9,083 crisis calls answered



180 women and **107** children spent **8,397** safe nights in shelter



818 adults & **167** children received Domestic Violence services



Welcome

1,952 individuals received help from our Economic Crisis Program



19,320 emergency meals & **26,451** diapers from our Emergency Pantry provided to **1,308** households



77 families received **\$103,362** in housing & utility assistance



Overall, **3,356** adults and **276** children received **26,309** hours of service



Who you helped in 2020

During July 1, 2019 to June 30, 2020 the Crisis Center provided services to:

- ❖ 2,347 women
- ❖ 1,001 men
- ❖ 8 LGBTQIA
- ❖ 276 children

Where People Live

- 66% Kane County
- 17% Cook County
- 2% DuPage County
- 2% McHenry County
- 7% elsewhere in Illinois/out-of-state/
International
- 6% unknown

- 56% Elgin Township
- 6% Dundee Township
- 8% Hanover Township



Age

0-5 yrs	2%
6-12	3%
13-17	2%
18-21	4%
22-29	17%
30-39	22%
40-49	18%
50-59	15%
60+	9%
Unknown	7%

Ethnicity

Race/Ethnicity	% Clients in FY 20
Asian	1%
Black	24%
Hispanic	34%
White	24%
Other	2%
Unknown*	15%

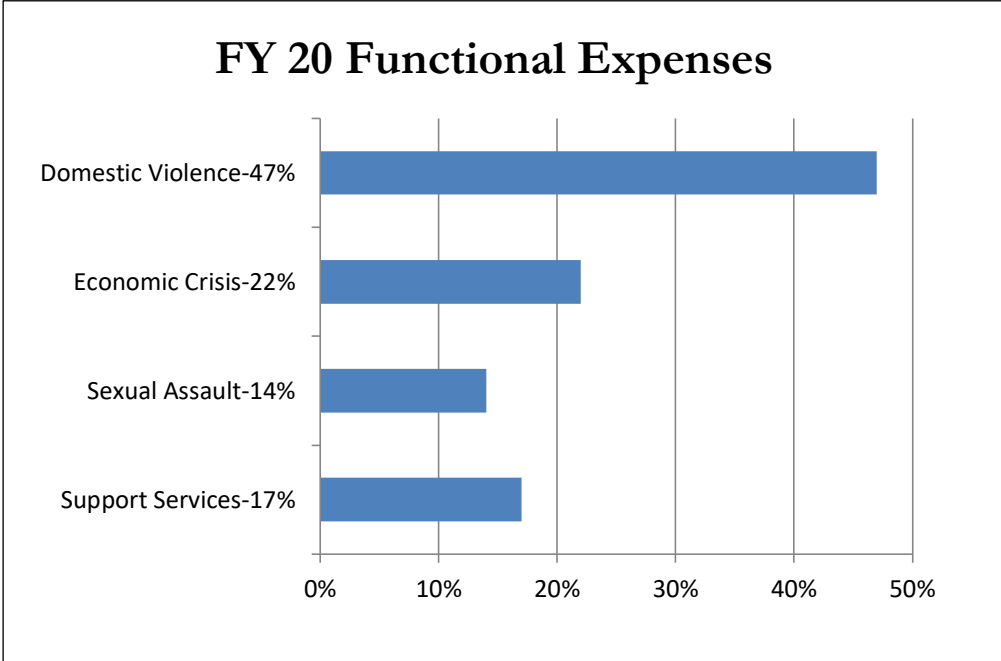
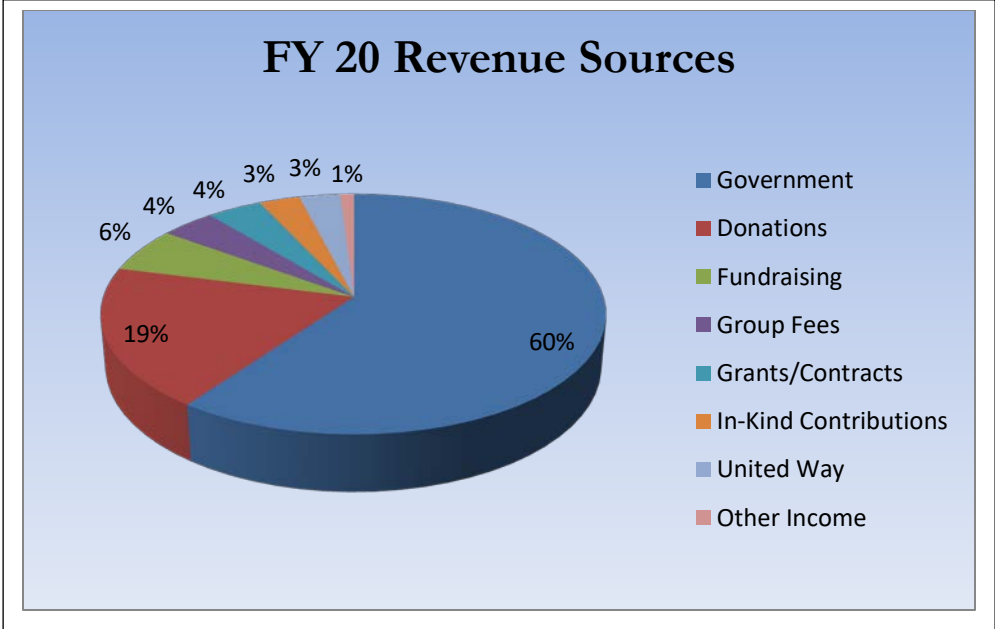
*The majority of "unknown" clients were crisis line callers who declined to give a racial or ethnic origin.

The Crisis Center gave me hope when all seemed lost.

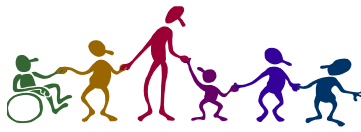
Shelter Resident

FY 2020 Financial Statements

Total Operating Income	\$2,836,444
Expenses:	
Domestic Violence	\$1,369,057
Economic Crisis	644,234
Sexual Assault	429,814
Support Services	512,929
Net Assets June 30, 2020	\$4,450,365



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 crisis line 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:**

- **136** requests for **help**.
- **23** people living in our emergency **shelter**.
- **69 meals served** in shelter.
- **54** contacts with **shelter residents** offering counseling and referrals for other services.
- **42** 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.
- **53 emergency pantry meals** provided to households working to make ends meet.
- **72 diapers** provided to households with infants and toddlers.
- **25 phone contacts** requesting crisis counseling, information and referrals for other services, shelter or community education.
- **10 volunteer hours** of service that includes donation management, client advocacy, advisory boards, clerical, and meals & activities for shelter residents.
- **72 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.

Gretchen S. Vapnar Community Crisis Center, Inc. Mission:

We provide Safety, Hope, Advocacy, Respite and Education for those impacted by crisis and violence in the Fox Valley Region and Illinois



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

