



JOURNEYS | The Road Home

Providing shelter and services to those who are homeless or at risk of becoming homeless in northwest suburban Cook county.

ANNUAL REPORT 2012/13

JOURNEYS

THE ROAD HOMESM

“

I expect to pass through this world but once; any good thing therefore that I can do, or any kindness that I can show to any fellow creature, let me do it now; let me not defer or neglect it, for I shall not pass this way again.

”

STEPHEN GRELLET | *Quaker Missionary*

Our Mission

To individually assess and serve the homeless and near homeless, while broadening community awareness and involvement with the homeless.

Our Vision

To be the nationally recognized agency for leading its local communities in providing effective, comprehensive services to the homeless and near homeless.

Our Core Values

- Every human being has the potential to be a contributing member of society
- It is a fundamental human right to have safe and affordable housing
- The programs and services we provide are critically important to the well being of the communities we serve
- Our volunteers are an invaluable source of knowledge, skills, and energy
- To be the most effective, we strive every day for excellence in behavior and ethics, excellence in service delivery, excellence in systems, and excellence in leadership



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The Year in Review

As we close the books on fiscal year 2012-2013, you will see that JOURNEYS | The Road Home operated at a deficit, and not for the first time. Recent years have been difficult and continually operating at a deficit forced us to draw funds from our cash reserves. Sadly, those reserves have been significantly reduced. We have worked hard to reduce spending including freezing staff salaries (only one salary increase in five years), not filling staff vacancies, and aggressively reducing overhead. For the first time in our twenty year history we had to utilize a line of credit. It is not an exaggeration to say we are in financial need. As you can see in Exhibit 1 (facing page), the growth in clients far exceeds the growth in revenues in the fiscal year just ended (2012-2013).

What many people in our community do not realize is that JOURNEYS is no longer an agency serving only the homeless. Over the last five years, our client population has changed significantly. As Exhibit 2 shows, we now serve more people who are at risk of homelessness than those who are homeless— this increased workload has put an enormous burden on our clinical staff.

The majority of our financial resources go to support our HOPE Center and its clinical staff who provide counseling services for domestic violence, mental health and substance abuse, housing preparedness, and vocation and job search. These services are provided by highly qualified, degreed/certified professionals at no cost to the client. Last year, the staff provided services to 1,364 clients, and as we have for the last six years, we continued to help almost 100 people find homes. In response to this need, the clinical staff has increased its productivity at an impressive rate (Exhibit 3), but this workload cannot be sustained.

The PADS network of shelters is staffed by thousands of volunteers, and these volunteers provide food for the homeless at their own expense. The work and dedication of these volunteers cannot be emphasized enough. Their devotion and sense of mission is truly impressive. Because of this level of support, the PADS program does not require significant funding by JOURNEYS.

We are grateful for the tremendous support the community has given JOURNEYS over the last 22 years, but now, more than ever, we need increased financial support.



A handwritten signature in black ink that reads "Bob Arnold".

ROBERT ARNOLD
President / Board of Directors

A handwritten signature in black ink that reads "Elizabeth Nabors".

ELIZABETH NABORS
Executive Director

HOPE Center
GROWTH IN REVENUES vs GROWTH IN CLIENTS

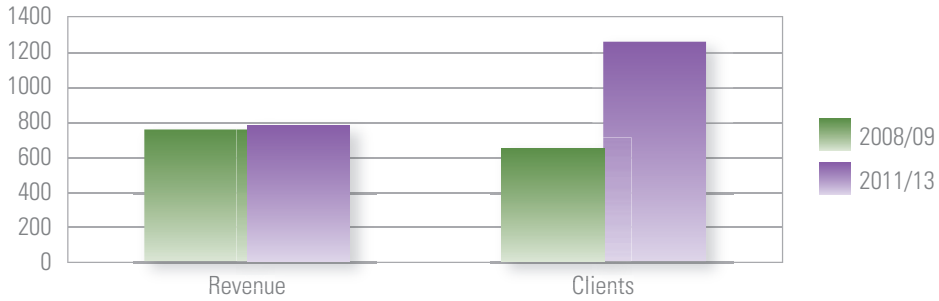


EXHIBIT 1

HOPE Center
HOMELESS vs RISK OF HOMELESSNESS

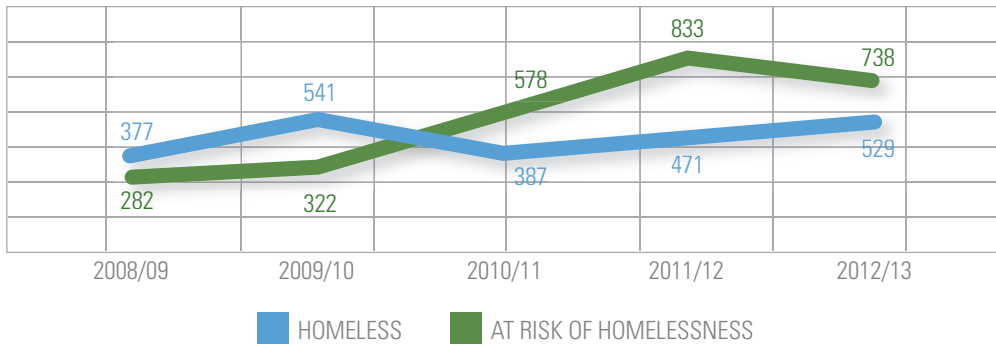


EXHIBIT 2

HOPE Center
CLIENTS PER STAFF MEMBER

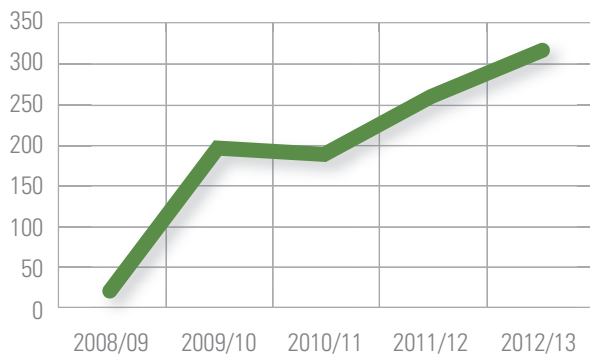


EXHIBIT 3



The HOPE Center

The Jerry O'Brien HOPE Center had its most successful year yet in housing homeless clients. This was in large part because of the partnership between staff and volunteers, especially at our shelters. Each person housed via the HOPE Center represents hope fulfilled. Although helping people at their most vulnerable is difficult, what we have achieved together shows that it is worthy of continued and increased support.

The HOPE Center provides a wide range of services – we provide over 40 on a regular basis. Some of our most commonly used services include helping people rent apartments, feeding people through meals and food pantry, and assisting clients in all types of applications for government assistance. The breadth of our approach is in pursuit of three key outcomes:

- Getting people off the streets into permanent housing or keeping people in permanent housing
- Helping people increase or stabilize their income
- Helping people successfully recover from disabilities

Before discussing these outcomes further, a number of caveats must be addressed. First, a notoriously difficult part of our work is finding clients to conduct exit interviews once they stop coming into the HOPE Center. Our clients are on shoestring budgets, so keeping a working phone or computer connection to be reached at is very challenging.

Second, and more importantly, many times the work we do does not produce results for months or years. In effect, we plant seeds to develop human capital. For example, we may help a person successfully manage depression over the course of a month, and then not see the longer term success of them getting a job and moving into an apartment because we helped the depression lift. We are often instrumental in getting people on the path of recovery, yet this is not always reflected within our yearly statistics.

With that in mind, we can say with confidence that in fiscal year 2012-2013, JOURNEYS helped move at least 126 people out of homelessness into permanent housing. This is the highest total ever for one year! 20% of these homeless clients that we helped house were children.

We believe, but could not confirm, that we helped another 200 clients move out of the shelters, into permanent housing. This belief is based on the fact that about 200 HOPE Center clients used our shelter for less than a month. Many of these clients use our shelter for a week or so and then move into new apartments or with family or friends quickly. Because of the negative feelings associated with being homeless, or because life is busy, these clients have little incentive to contact us and tell us the good news.

What that means is that at least 1 in 4, and perhaps as many as 2 out of 3 of our homeless clients, were helped into permanent housing. If we look at our total number of clients, both homeless and not, we can also confirm that nearly 70% of our clients acquired or kept stable housing during the year. Just like in years past, JOURNEYS continues to succeed in our core mission of ending and preventing homelessness.

What about helping people with their income? We know that higher income equals higher rates of stable housing. To that end, **this year we helped over 300 people get or keep a job or unemployment.** We helped over 420 clients be approved or re-approved for food stamps, helping free up more money for their housing. And we helped about half of all clients either be approved for or maintain their medical insurance, keeping healthcare costs from swamping these clients' budget and credit.

In addition, year over year, we can confirm that a higher percentage of our clients have jobs. In 2012/13, about 25% of all clients had jobs. This is up from the year before when it was 21%. And that in turn was up from the year before that, when it was 19%. This amounts to 50 more people this year over last that we helped get or keep work.

Regarding our last major outcome, helping clients recovery from disabilities, this is the hardest metric to track. Each person recovers from disabilities such as chronic health conditions, mental illness, and substance abuse at a different pace and with different results. We can report that about 1 in 5 clients received some type of mental health or substance abuse counseling from staff. About the same amount met with the nurse practitioner from Heartland Health Outreach that we host weekly. Also, **90 clients benefited from free medications provided by a partnership between JOURNEYS, Northwest Community Healthcare and Walgreens.** These types of service outcomes are one reason why this year was our most successful ever in housing people.

This year also had some continued challenges for our work. For one, JOURNEYS is serving a growing number of chronically homeless clients. This is a group of people who, by a simplified definition, have been on the street for a year or more, or have been on the street 4 times in the last 3 years, and who have one or more disabilities, and in most cases the disabilities are severe. This past year, we served 67 people who were chronically homeless, a more than 15% increase from the year before.

In response, JOURNEYS plans to target more services to these clients over this next year. Staff may visit the shelters or street outreach sites more often. Staff will also continue to advocate for these clients to receive necessary health services and entitlements. However, one aspect which is out of JOURNEYS' control, but within the control of our larger community of stakeholders, is the absolute lack of permanent supportive housing in our area.

Two local communities have approved permanent supportive housing projects in the last few years, and two communities voted down such projects. Without more of this type of housing stock available, there is a low likelihood that we can help house many of these clients. Many of these clients either lack the ability to work or otherwise increase their income to afford market rent, or their disabilities interfere with the decision making needed to live in mainstream housing.

Finally, we are frightened by the continued trend of serving more and more homeless children each year. This year 73 children, nearly a quarter of all children who stepped through our doors, were homeless. This was almost a 50% increase from last year. While we try to serve all clients quickly, families with children are given first priority. What we are seeing are more underemployed single parents who cannot stabilize because the job market is weak. Because other supportive housing programs in the area often require parents to be working prior to move-in, JOURNEYS is often the only program in the area that can and will serve these families.

In summary, **the HOPE Center remains the most qualified and effective organization in the northwest suburbs to solve homelessness.** We know that every client housed saves the community thousands of dollars. Although it may cost us between \$500 to \$2000 in staff time to help house the average client, that is a bargain compared to the tens of thousands it costs responding to street homeless clients by paramedics, police, and hospitals. More importantly, each person we help recaptures the hope and dignity they deserve on the road home.



PDI Pathway Development Institute

Pathway Development Institute (PDI) continues to house some of our most challenged clients. Part of their mission is to house those JOURNEYS clients that cannot find other housing options in the area, whether they be through agencies or in the mainstream housing market. Many agencies set up housing application criteria that are very high so that their success rates of keeping people housed and receiving rent each month is very high.

PDI takes a different approach. In effect, it takes more risk by choosing to serve clients with more severe challenges. PDI does this because it has chosen to be a leader in housing and is unafraid of this challenge. The cost, however, is that success rates may not be as artificially high as other housing programs in the northwest suburbs. For example, in 2012/13, the overall occupancy rate was 67%. This is based on having 14 single person beds available in the PDI apartments. Each month about two-thirds of the beds were filled. The goal is to have as close to 100% occupancy as possible, because empty beds suggest need is not being met.

In 2012/13, PDI served three times as many families than in past years. Because families were in some units, we actually housed more people over the year than if three unrelated adults were sharing units. From this context, our occupancy rate was over 90% of the target for the year. In other words, we housed almost as many people as we thought we could, but many of these clients were children, leaving additional capacity vacant for unrelated adults.

Serving so many families brings a risk with it. The families served by PDI tend to be very unstable, especially in terms of their income. We were often housing single parents trying to balance parenting with working full-time, along with deficits in life skills. This makes collecting rent from families difficult. PDI makes every effort to work with struggling residents and families and has, on occasion, forgiven past due rent. This does affect rent collected numbers. Thus, \$32,190, or 65% of projected rent at 100% yearly occupancy was collected.

PDI remains a unique and vital part of ending homelessness in the northwest suburbs. It houses clients that no other agency in the northwest suburbs is willing to house. While that does affect rent and occupancy outcomes, those served by PDI are grateful for their opportunity to stabilize.

Success Stories

DAN

Dan is a United States military veteran who served from 1979-1981. He received the Silver Star for Valor for his combat related duties and trained many military officers before he was Honorably Discharged in 1981. After discharge, he spent time caring for his ill parents. Later, Dan married, had children, and lived a normal life with his family until his divorce in January 2009. Dan came to Journeys in December 2009 after living in his car for a year.

JOURNEYS staff quickly assessed that Dan needed help creating a resume and connecting with the Veteran's Administration (VA) to receive benefits. Negotiating the VA bureaucracy is challenging, but our staff are experts at this and soon found out that Dan was eligible for a service connected pension and a VA supportive housing voucher. Once he had a voucher, Dan struggled to find housing in large part because of bad credit. He stayed in the shelters while it was cold out and in his car during the warm months. Unfortunately, his voucher lapsed because he struggled to find a place that would accept his voucher.

JOURNEYS staff encouraged Dan to persevere despite this setback. Because of the caring showed by case workers, his outlook improved and he followed through on case worker recommendations. He applied for food stamps and got them, applied for jobs, and followed up with the VA Homeless Program. The VA was reluctant to work with Dan at first, but JOURNEYS staff advocated for him and the VA social workers relented. After filing the proper paperwork, Dan was able to get his voucher back. His JOURNEYS case worker assisted him in finding an apartment and calling landlords on his behalf.

Now Dan is housed. He reconnected with his sons and is living with them in a small but nice apartment. He comes into the HOPE Center a few times a month to use the food pantry and update his case worker. He always has a smile for volunteers and staff and is so appreciative of all that JOURNEYS helped him with.

JOSEPH

Joseph has been working with JOURNEYS staff for the last 5 years. Most of this time, he has been street homeless with occasional bouts of couch surfing. Joseph has a developmental disability and has tried therapy and medication to help him cope with his frustration and situation. He is often able to get work because he is a very friendly and talkative person, but is unable to keep it because he gets frustrated easily and walks off jobs.

Because of his long history of a developmental disability, he consulted with staff and decided to apply for social security disability (SSDI). Part of Joseph's disability is forgetfulness. This makes it difficult for him to follow through on a complex task such as completing an SSDI application. However, JOURNEYS case workers and volunteers never give up on clients. So, his case worker set up numerous strategies to keep Joseph engaged in this long process.

Recently, Joseph got a lawyer to help with the SSDI application, and his caseworker saw this was an excellent opportunity to serve as Joseph's advocate. To this end, his case worker spent many hours interviewing Joseph and then calling Joseph's disability hearing officer, his therapist at a local mental health agency, and his lawyer. Through the diligent partnership of Joseph and his case worker, Joseph was recently accepted into a local transitional housing program!

While JOURNEYS continues to follow up on his SSDI claim, Joseph is thrilled to be off the streets in his own place. Although it took longer than JOURNEYS would have wished to get Joseph into stable housing, the long-term investment that JOURNEYS makes into clients lives is worth it. In a world full of cost cutting and other agencies refusing to see clients for more than a few months, JOURNEYS is there for the long haul.



PADS Public Action to Deliver Shelter

It was late one afternoon, just a few weeks ago. I was on my way home from my job as the PADS Shelter Director at JOURNEYS, I stopped by a local store right by my home. I am there often enough that the sales associates are more than casual acquaintances. I walked to the counter ready to greet a familiar face. Immediately, I could sense her fatigue. When I asked her how she was doing, she sighed and replied, "LIVIN' THE DREAM".

Her response elicited a chuckle from not only me, but the others in line. We knew exactly what she meant. As I returned home, I kept thinking about her, and her response. In that moment, it was humorous and universally understood. She'd had a long day. One of many long days. After I arrived home, I found myself taken with the phrase. As I kept repeating it to myself, it gave me pause. Despite all of the headaches of a long day, to which I could sympathize, I realized that in so many ways, I was "LIVIN' THE DREAM".

I am blessed to be able to share my days with truly remarkable people. Children and grandchildren who know nothing comes before family. Friends who are there for each other, no matter the circumstances. Colleagues and Board Members who give selflessly of themselves in hopes of making a difference and easing the load for another. Volunteers who realize that their gifts of time and compassion are among the most valuable gifts of all. Each in their own way and for their reasons are "LIVIN' THE DREAM".

I'm filled with gratitude that as we start our 13th year together, and together we will continue to work on behalf of our homeless men, woman and children so that some day soon...they will be "LIVIN' THE DREAM".

PADS SITE	LOCATION	GUEST VISITS	MEALS SERVED
Christ Lutheran	Palatine	1,168	3,504
Holy Family Catholic Community	Inverness	880	2,640
St. Mark Lutheran	Mount Prospect	1,465	3,162
First United Methodist	Arlington Heights	812	2,436
Kingswood United Methodist	Bufalo Grove	667	2,001
Christus Victor Lutheran	Elk Grove Village	803	2,409
First Presbyterian	Arlington Heights	893	2,679
St. James Catholic	Arlington Heights	1,181	3,543
Our Lady of the Wayside Catholic	Arlington Heights	459	1,377
Palatine Presbyterian	Palatine	654	1,962
Willow Creek Community Church	South Barrington	1,054	3,135
Prince of Peace Lutheran	Schaumburg	446	1,338
Trinity United Methodist	Mount Prospect	927	2,781
St. Mary Catholic	Des Plaines	749	2,247
All Saints	Palatine	382	1,146
Our Saviour's Lutheran	Arlington Heights	867	2,601
St. Alphonsus Catholic	Prospect Heights	824	2,472
TOTAL 2012/2013		15,346	44,778

Service Area

SERVICE AREA	CLIENTS SERVED
Arlington Heights	192
Barrington	5
Barrington Hills	1
Bartlett	1
Buffalo Grove	27
Des Plaines	122
East Dundee	1
Elk Grove Village	55
Glencoe	1
Glenview	11
Hanover Park	14
Hoffman Estates	54
Inverness	5
Morton Grove	1
Mount Prospect	54
Niles	18

SERVICE AREA	CLIENTS SERVED
Northbrook	3
Palatine	329
Park Ridge	11
Prospect Heights	26
Rolling Meadows	70
Roselle	5
Rosemont	6
Schaumburg	59
Skokie	7
South Barrington	1
Streamwood	26
Wheeling	56
Wilmette	1
Winnetka	1
Other*	201

*Includes among others: Burbank, Chicago, Cicero, Dolton, Downers Grove, Dundee, Elgin, Evanston, Maywood, Melrose Park, North Lake, Robbins, Other Illinois Cities, Other Non Illinois Cities

Total Clients Served **1,364**



Financials

Statement of Financial Position

	2012-13	2011-12
ASSETS		
Cash	\$ 20,004	\$ 46,424
Receivables and Prepaid Expenses	19,403	12,667
Property & Equipment, Net of Depreciation	529,169	572,432
Total Assets	\$ 568,576	\$ 631,524
LIABILITIES AND NET ASSETS		
Due to Affiliate	\$ 3,540	\$ 4,145
Open Line of Credit	\$ 50,000	
Accounts Payable and Accrued Expenses	13,996	13,646
Total Liabilities	\$ 67,536	\$ 17,791
Unrestricted Net Assets	\$ 490,412	\$ 601,029
Temporarily Restricted Net Assets	10,627	12,705
Total Net Assets	\$ 501,039	\$ 613,734
Total Liabilities and Net Assets	\$ 568,576	\$ 631,524

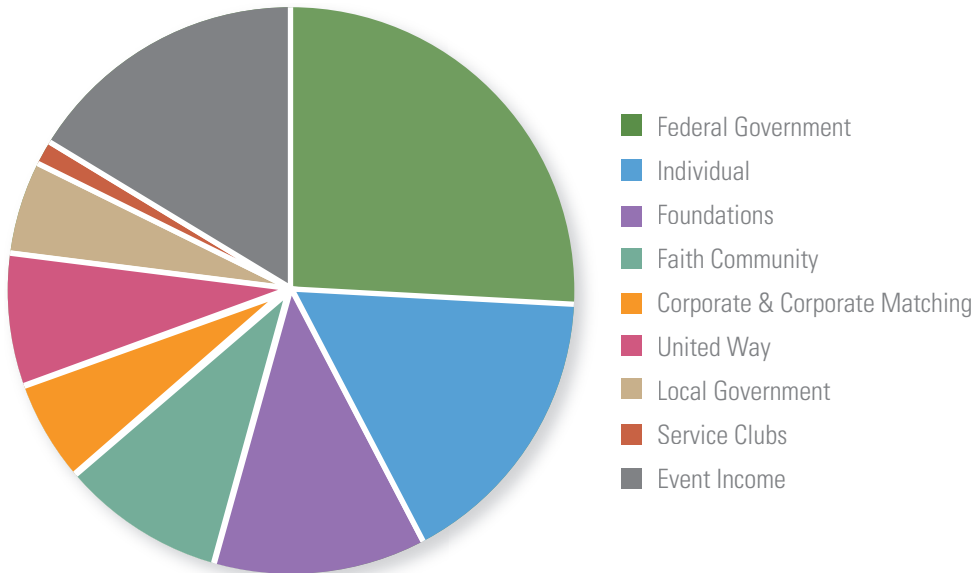
Statement of Activities

REVENUES		
Contributions	\$ 409,801	\$ 461,820
Government Agency Grants	244,132	358,173
Event Revenues	128,784	115,711
Total Revenues	\$ 782,717	\$ 935,704
EXPENSES		
Program Services	\$ 598,581	\$ 626,355
Management & General	\$ 79,798	\$ 81,805
Fund Raising	214,954	238,872
Total Expenses	\$ 893,333	\$ 947,032
Increase/(Decrease) in Unrestricted Assets	\$(110,616)	\$(11,328)

Analysis of Revenues and Expenses

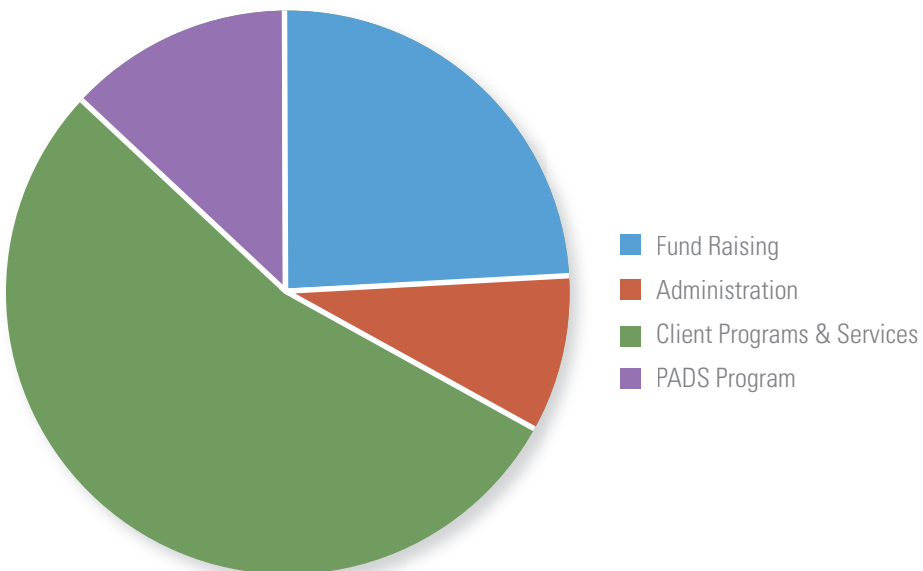
REVENUES

Revenues come from many different sources.



EXPENSES

Over 50% of expenses support clinical services.





2012/13 Donors

On behalf of JOURNEYS' clients, staff, board of directors, and volunteers, we acknowledge the generosity of the following individuals, families, organizations, churches, government agencies, foundations, and businesses that have made a positive impact on the lives of others through their financial gifts. This list does not include the thousands of volunteers and community members who have made in-kind donations of time and goods totaling nearly \$1,000,000. Only the top fifteen in-kind donors are recognized here.

INDIVIDUALS

\$1000 +

Louie Allala
Robert & MaryEdith Arnold
Gregory & Mary Baur
Mike & Robin Braun
Barbara Breen
Mike and Bonnie Brill
Kurt Carlisle
Tom & Susan Carroll
William Damico
Chris Deevey
Nancy Dorsey
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Richard & Margaret Sykes
Andrew Terri
Michael & Patricia Thorsen
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Mary Young

\$500-\$999

John & Lisa Aliprandi
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\$100-\$499

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George & Liane Fitzgerald Robert Fonzio	Kieliszewski Kathleen & John Kiener	Scott Nychay Betty Nystrom	Barbara Sullivan Elmer & Mary Sweet	Barbara Benson Jill Bergner
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