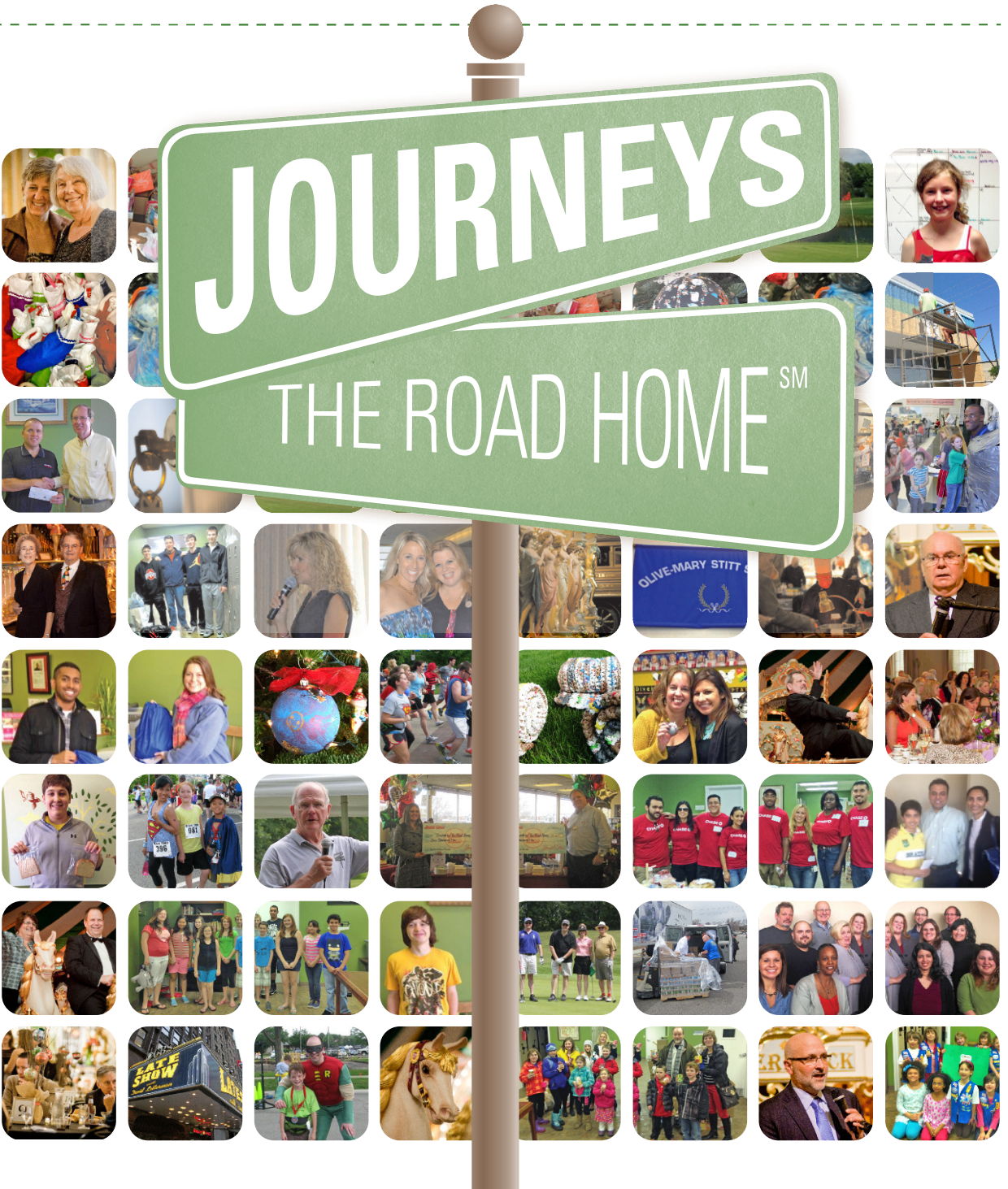




ANNUAL REPORT 2013 | 14

A YEAR OF COMMUNITY SPIRIT



“One of the marvelous things about community is that it enables us to welcome and help people in a way we couldn't as individuals. When we pool our strength and share the work and responsibility, we can welcome many people, even those in deep distress, and perhaps help them find self-confidence and inner healing.”

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



Contents

Our Mission, Vision & Core Values	1
Letter from the Board President and Executive Director	2
HOPE Center	4
Pathway Housing Readiness Program	6
Success Stories	7
PADS Shelter Program	8
Service Area	9
Financials	10
2013/14 Donors	12

An Exceptional Year in Re

“No man is an island, entire of itself; every man is a piece of the continent, a part of the main.”

JOHN DONNE
Meditation XVII | 1623

We have often been asked what JOURNEYS is really all about. We think a single word best sums up JOURNEYS—community. No man (or woman or child) can ever live as an island set apart from others. We live, rejoice, share our pains, and achieve great things—all together.

Faith communities joined forces 25 years ago to provide emergency shelter for homeless residents. Within 3 years, faith communities and community leaders linked arms to provide clinical resources. Eight years later, these early efforts morphed into JOURNEYS which, today, embraces more than 2,000 shelter and HOPE Center volunteers, 18 faith communities hosting PADS sites, 14 professional staff, and thousands of donors like you—all working to provide comprehensive human services to homeless and near-homeless residents.

While no one year at JOURNEYS is exactly like another, this past year was very different. The years of the recession had taken their toll and we faced the start of our fiscal year (July 1, 2013) with great uncertainty, not even sure we could make

payroll for another month. Fortunately, we had not yet shut down programs or let staff go. But we still needed an immediate infusion of cash, and a line of credit seemed the only way forward. Thanks to the community spirit of Village Bank and Trust of Arlington Heights (and especially, Earl Goldman, its Vice President), we received a very generous line of credit to keep our doors open.



Volunteers from Willow Creek Church give the building a fresh coat of paint!

Review

As the year progressed, in the Hope Center, two clinical staff positions opened up and even with the line of credit the agency was unable to fill them. This left the HOPE Center clinical team, who had not received raises in three years, short staffed and burdened with additional work. Relief arrived in the form of a PADS Site Director and HOPE Center volunteer with a degree in psychology, Suzanne Wexler. Suzanne saw the need and volunteered to work as a part-time case manager at the HOPE Center.

In April of this year, we were informed by Wintrust (Village Bank and Trust of Arlington Heights new owners) that our line of credit contract would not be renewed in June if we were not able to make a substantial payment. Fearing we would not be able to afford the level of payment needed while also keeping the agency afloat, we reached out to our JOURNEYS' family to help us *Beat the Budget* and pay off the loan. In the truest sense of community spirit, you responded and we are once again operating debt free.

The community planted and nurtured the seed that has grown up to become JOURNEYS | The Road Home, a seed that has grown deep and abiding roots. We are not islands to ourselves. We really do live, rejoice, share our pains, and achieve great things—together as one community.

With humble hearts, we thank you,



LISA ECKERT ALIPRANDI
President | Board of Directors



BETH NABORS
Executive Director



Lisa Eckert Aliprandi



Beth Nabors

The HOPE Center

Empowering Hope to End the Specter of Homelessness

Even in a community as fortunate as ours, the specter of homelessness hovers near many who walk among us. At JOURNEYS | The Road Home, our charge is to end that haunting specter by empowering individuals to take charge of their lives.

We are the only provider in north/northwest Cook County to offer both shelter and social services to the homeless and at-risk, and for those that don't think this is a problem in our area, think again— we served nearly 1,000 clients this past year. And we're not only providing temporary shelter to those without a home. Or serving a hot meal to those that are hungry. We are empowering individuals to take control of their lives and find an independent way to secure a more stable life's journey.



Two young superheroes support JOURNEYS at the SUPERHERO 5K!



Johnson Controls of Arlington Heights put together 200 emergency packs for the homeless!



180 local Girl Scouts create 451 beautiful dinner placemats for guests at our PADS sites!

What do we do? At the HOPE Center we work every day *solving* the crisis of homelessness in our communities. We work with homeless and at-risk individuals and families to set them on a path to a better life. We have three principal goals:

1. Get people off the streets and into permanent housing
2. Keep people at risk of losing their homes in permanent housing
3. Help those in need keep their jobs, find employment, or get the income benefits they qualify for

Who do we help? The face of homelessness has changed over the years. Today's homeless are not only middle-aged men, they are also women, children and families. The new face of homelessness looks something like this:

- 49% of our client base is at risk of becoming homeless while 51% is actually homeless
- 31% are families with children
- 18% are children under the age of 18
- 23% are single women and 46% are single men

Does all of this sound hard to believe?

Some data that puts it all into perspective.

On average, the HOPE Center moves 2 households per week from homelessness to permanent housing.

By providing food, clothing and vocational and mental health counseling, the HOPE Center prevents (on average) 9 individuals per week from losing their homes.

In an average week, the HOPE Center helps 6-7 individuals find employment, keep employment or get the income benefits they qualify for.

Between the PADS Program and the HOPE Center, JOURNEYS serves over 200 meals per day.

We are the only agency in the area providing this range of services to the homeless and at-risk population and at absolutely no cost to our clients.

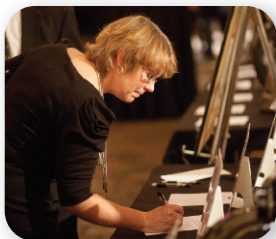
We can't do this alone, but only as part of a community that cares enough to solve the problem of those threatened by physical and emotional dislocation. Help us encourage others to take charge of their lives as they move forward and upwards. Together, we can do this. We can empower hope and end the specter of homelessness.

Hope Center Client Analysis

Number of clients being served to prevent homelessness versus number of clients being served who are homeless.



Pathways Housing Readiness Program



Guest supports the Silent Auction at Bid for HOPE



Volunteers from Allstate Helping Hands plant new flower beds and help out in the food and clothing closets.



Students from Pre-School through 8th Grade at Saint Raymond School in Mount Prospect decorated beautiful holiday ornaments that were sold at Bid for HOPE to support JOURNEYS.



For the fourth year in a row Mia and Maxwell held a neighborhood clothing drive on behalf of JOURNEYS.

The Pathways Housing Readiness Program identifies clients who will succeed in supportive housing with a little extra help from the JOURNEYS' case management team. Our biggest partner, and provider of supportive housing, is our sister agency, Pathway Development Institute (PDI). Other partners in this endeavor include community agencies that provide transitional or permanent supportive housing and landlords with a social conscience.

Once in the Pathways Housing Readiness Program, clients work with the JOURNEYS' clinical staff to identify landlords with affordable housing, complete rental applications, and apply for and receive rental assistance. Once clients are housed we continue to work with them over the long haul. The JOURNEYS' staff teaches life skills to clients in the program, including budgeting, cooking, cleaning, roommate negotiation, and how to manage chronic health issues successfully.

In the last year, **generous donors from the local community**, such as First Presbyterian Church of Arlington Heights, Saint Viator High School, Holy Family Catholic Church in Inverness and Saint Alphonsus Liguori Parish, assisted Pathways by providing rental assistance or other types of support used to stabilize clients into housing. A portion of this support aided Pathways in housing 17 residents over the course of year, powerfully impacting these families' lives. As a result of this community support, five residents were eventually able to re-enter mainstream housing.

On a larger scale, we are proud to report that at least 117 JOURNEYS' clients moved off the street or out of the shelters into stable housing. Many of these clients participated in the Pathways Housing Readiness Program. In fact, we believe that the number of people helped into stable housing by this program is substantially higher. Unfortunately, we are unable to reach many clients after they leave JOURNEYS because their phones or emails are unresponsive. Regardless, the Pathways Housing Readiness Program is the final link in a chain of services that begins with community volunteers at our shelters, moves to the professionals at the HOPE Center providing case management and counseling, and ends with clients in stable housing.

Success Stories

JENNY & ANGEL

JOURNEYS makes getting homeless families with children into housing our number one priority. We help families navigate our entire range of programs – PADS shelter, HOPE Center day services, and Pathways Housing Readiness program – to get them stabilized. One good example of how our agency empowers families and gets them housed is Jenny's story.

Jenny was a single mom who had just been evicted. She had lost work hours due to health problems associated with her pregnancy. This snowballed into lost income, getting behind on her rent, and her landlord having no sympathy for her situation. She ended up sleeping in her car. We met her the night she came into the PADS shelter very scared. The shelter volunteers responded with kindness and understanding, gave her food and a warm bed, and told her about the HOPE Center.

The next day, Jenny went to the HOPE Center and met her case manager. They immediately went to work. Together, they applied for and received food stamps and medical insurance that first day. Jenny also received gas vouchers from the HOPE Center so that she could get to work and the shelters.

The situation was difficult for Jenny for a number of reasons. She was a shy woman who was ashamed of her situation. But she did not give up. She continued to go to her job as a Certified Nursing Assistant. She also met regularly with her case manager and learned how to budget better and repair her credit. Together, they identified better paying jobs and practiced Jenny's interview skills until she felt confident under pressure.

After working with JOURNEYS for about six weeks, Jenny secured rental assistance through the Pathways Housing Readiness Program and was able to move into a subsidized apartment where she was reunited with her newborn daughter, Angel. JOURNEYS continued to provide weekly case management through Pathways for the next year and half until the family saved enough money to move back into mainstream housing.

ANDREW

On a frigid February day, Andrew came into JOURNEYS after being discharged from Northwest Community Hospital. Andrew was a Type I diabetic and had been hospitalized for two days after running out of food. The hospital had nowhere else to send Andrew except JOURNEYS. Prior to his hospital stay, Andrew was living in his truck while looking for work.

Having only recently moved to the Chicago area from Oklahoma, Andrew's job search was difficult, despite being an army veteran with over 5 years of service. Like many Americans, he just wanted to make a decent living, but globalization and depressed wages had left his hometown decimated, and the military did very little to help him find a job after his discharge.

It was clear from our first meeting with Andrew that he would bring intelligence, discipline, and a solid work ethic to any job. JOURNEYS gave him a number of leads and got him in touch with a veteran's representative at the local unemployment office. While searching for work, he used the PADS shelters and received gas vouchers from the HOPE Center to get around. JOURNEYS also provided workplace attire, a place to shower and do laundry, and food and medical care during his search.

Not surprisingly, he was able to find a job and start it within a week of meeting with a JOURNEYS' case worker. After about a month of work, we talked to Andrew about applying to our Pathways Housing Readiness Program. If accepted he could live in an affordable apartment in downtown Palatine, and we would support him through weekly case management. He accepted, and moved into the apartment soon after the PADS shelters closed.

Within a few months he had saved enough money to move out of the Pathways program and into a market rent apartment with a friend. Helping clients find stable work and housing, especially veterans, is a central goal at JOURNEYS, and we hope to duplicate his success with every client.

PADS Shelter Program

“People are like stained-glass windows. They sparkle and shine when the sun is out, but when the darkness sets in, their beauty is revealed only if there is a light from within.”

ELIZABETH KUBLER-ROSS

Once again, it is that time of the year when our PADS Shelter Sites will be opening for the season. Thank you, on behalf of the JOURNEYS' board and staff, to the faith community and the many volunteers for providing food and shelter to the homeless men, women and children in our community.

Every evening from October 1st until April 30th you work to ensure that the doors are open to welcome our area residents who have lived in our neighborhoods and found themselves homeless. They are warmly greeted by our living stain glass windows – our magnificent volunteers. For, during the dark of night, Polar vortices, and snowstorms, they shine. It is during the dark of night that their colors are revealed in the beauty of humanity:

The color of COMPASSION

Reaching out to assist all those in need in the best way possible.

The color of PRESENCE

Letting our homeless residents know they are important in this life.

The color of NON-JUDGEMENTAL ATTITUDES

Asking no questions and accepting every human being.

The color of PASSION

Working to make this world more fair and just.

The color of HOPE

Encouraging everyone that we are here for them during their challenging journeys.

The color of OTHERS OVER SELF

Giving to others regardless of one's own personal needs.

To all, we extend our sincere appreciation and gratitude. I am sure that many from our communities will recognize you as pieces of our living stained glass window because of the joy, peace, and love that shines from within you.



Buffalo Grove Student Council and President Matt delivered 400 handmade peanut butter and jelly sandwiches to our clients!

Service Area

SERVICE AREA	CLIENTS SERVED
Arlington Heights	126
Barrington	4
Barrington Hills	1
Bartlett	1
Buffalo Grove	16
Des Plaines	82
East Dundee	0
Elk Grove Village	41
Glencoe	0
Glenview	7
Hanover Park	2
Hoffman Estates	26
Inverness	1
Morton Grove	2
Mount Prospect	39
Niles	16

SERVICE AREA	CLIENTS SERVED
Northbrook	3
Palatine	269
Park Ridge	9
Prospect Heights	19
Rolling Meadows	54
Roselle	0
Rosemont	7
Schaumburg	44
Skokie	6
South Barrington	0
Streamwood	13
Wheeling	32
Wilmette	0
Winnetka	1
Other*	168

*Includes among others: Addison, Aurora, Belvidere, Blue Island, Burbank, Chicago, Chicago Ridge, Clarendon Hills, Crystal Lake, Dolton, Downers Grove, Elgin, Evanston, Fox River Grove, Franklin Park, Hillside, Huntley, Lake Forest, Melrose Park, Mundelein, Northlake, Richmond, Rockford, Vernon Hills, Wheaton, other Illinois cities, other non-Illinois cities.

Total Clients Served **994**

PADS SITE	LOCATION	GUEST VISITS	MEALS SERVED
All Saints Lutheran Church	Palatine	417	1,251
Christ Lutheran	Palatine	1,218	3,654
Christus Victor Lutheran Church	Elk Grove Village	1,083	3,249
Congregational United Church of Christ	Arlington Heights	1,196	3,588
First Presbyterian	Arlington Heights	1,171	3,513
First United Methodist	Arlington Heights	825	2,475
Holy Family Catholic Community	Inverness	934	2,802
Kingswood United Methodist	Buffalo Grove	785	2,355
Our Lady of the Wayside Catholic	Arlington Heights	499	1,497
Our Saviour's Lutheran	Arlington Heights	838	2,514
Palatine Presbyterian	Palatine	900	2,700
Prince of Peace Lutheran	Schaumburg	550	1,650
St. Alphonsus Catholic	Prospect Heights	986	2,514
St. James Catholic	Arlington Heights	1,556	4,668
St. Mark Lutheran	Mount Prospect	1,493	4,479
St. Mary Catholic Church	Des Plaines	773	2,319
Trinity United Methodist	Mount Prospect	995	2,985
Willow Creek Community Church	South Barrington	1,134	3,402
TOTAL 2013/2014		17,382	52,146

Financials

Statement of Financial Position

	2013-14	2012-13
ASSETS		
Cash	\$ 120,220	\$ 20,004
Receivables and Prepaid Expenses	31,274	19,403
Property & Equipment, Net of Depreciation	488,787	529,169
Total Assets	\$ 640,281	\$ 568,567
LIABILITIES AND NET ASSETS		
Due to Affiliate	\$ (1,250)	\$ 3,540
Open Line of Credit		50,000
Accounts Payable and Accrued Expenses	5,010	13,996
Total Liabilities	\$ 3,760	\$ 67,536
Unrestricted Net Assets	\$ 634,990	\$ 490,412
Temporarily Restricted Net Assets	1,531	10,627
Total Net Assets	\$ 636,521	\$ 501,039
Total Liabilities and Net Assets	\$ 640,281	\$ 568,567



Conant High School Basketball team collects for the JOURNEYS clothes closet.



Roundy's stocks up the food pantry at JOURNEYS!



In the Winners Circle at JOURNEYS Day at the Races



Girl Scout Troop 40523 drops off cookies for clients to enjoy!

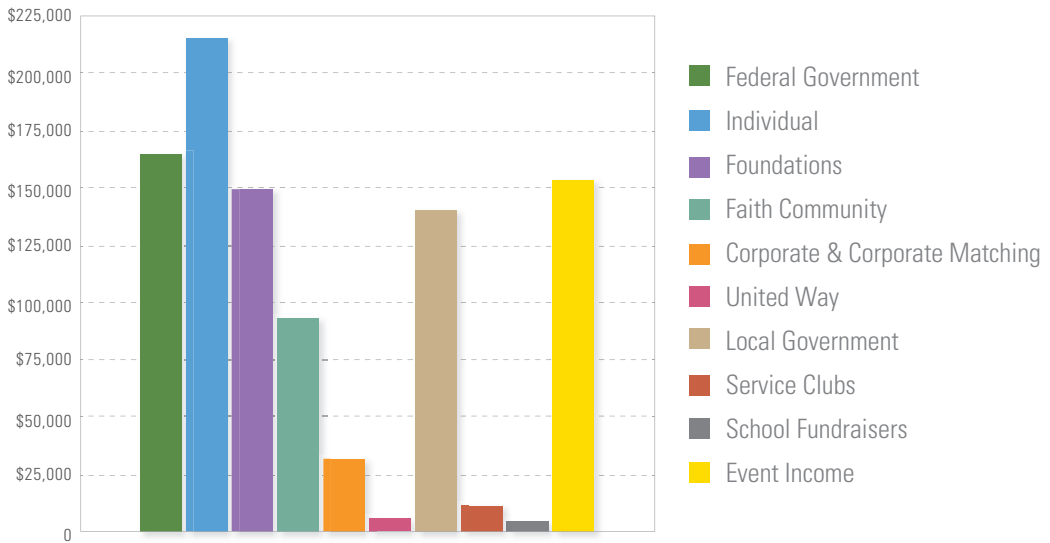
Statement of Activities

REVENUES		
Federal Government	\$ 164,398	\$ 202,728
Individuals	215,261	129,736
Foundations	149,185	93,465
Faith Community	92,957	73,350
Corporate & Corporate Matching	31,663	44,561
United Way	5,608	58,550
Local Government	140,266	41,267
Service Clubs	11,214	10,276
School Fundraisers	4,474	
Event Income	153,137	128,784
Total Revenues	\$ 968,163	\$ 782,717
EXPENSES		
Client Programs & Services	\$ 393,660	\$ 481,707
PADS Program	114,097	116,874
Fund Raising	243,286	214,954
Administration	72,543	79,798
Total Expenses	\$ 823,586	\$ 893,333
Increase/(Decrease) in Unrestricted Assets	\$ 144,577	\$(110,616)

Analysis of Revenues and Expenses

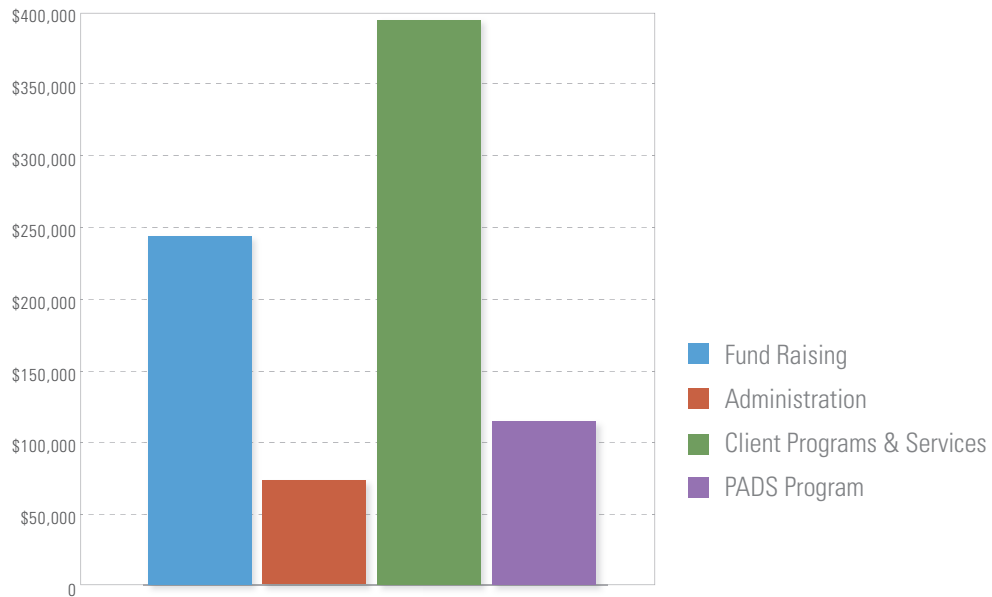
REVENUES

Revenues come from many different sources.



EXPENSES

Between our Client Programs & Services and the PADS Program over 62% of expenses support client services.



2013/14 Donors

On behalf of JOURNEYS' clients, staff, board of directors, and volunteers, we acknowledge the generosity of the following individuals, families, organizations, faith communities, 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. The agency regrets the omission of the names of any individual or organization.

INDIVIDUALS

\$5,000+

Gerald & Denise Fitzgerald Jr.
Gordon & Elaine Gunderson
Lee & Susan Larson
Taylor O'Malley
Ann Trauscht
Barbara Trumbull

\$2,500-\$4,999

Robert & MaryEdith Arnold
Nancy Dorsey
Stephen & Sharon Griffin
Richard & Beverly Moody
Debbie Tranter
Jim & Helen Wagner
Ben & Judith Witt

\$1,000-\$2,499

Carl & Mary Ann Anderson
Diane & Jeff Boldt
Kurt Carlisle
Kristie Carlson
Tom & Susan Carroll
Micaela & Brad Cassidy Steinkamp
Kara & Trent Coleman
Steve Cosmos
John & Jane David
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Rae Ellen Pistone
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Patricia Reimer
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Norene Rolenitus

Tim Rourke
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Allen & Nancy Schmelter
Erik & Lisa Seyring
Andrew, Katherine & Jack Terry
Kenneth & Barbara Turner
Bonnie Wagner
Suzanne & Kenneth Wexler

\$500-\$999

Louie Allala
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Mark Bielenda
Edwin Boldingh
Mary Jo Boldingh
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David Chaplin
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Lorri Grainawi
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James & Jean Ulrich
Gerry Ventrella
Mark & Joan Walker
Kurt Wheeler
Dale Wonders

\$100-\$499

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Thomas & Marilyn Adams
Robert & Nancy Ahrens
Elaine Alden
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Marilyn Amundsen
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Kathryn Anderson
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Carleton Gach
Catherine & Christopher Gaddis
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Rachel Harter
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Petraszewski
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Tod Planert
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Elizabeth Postell
Charles Powers
Janet M. Powers
James & Linda Pushaw
Peggy Qualiardi
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Erin & Jason Rosenberg
Frank & Ann Rosenberg
Thomas & Roberta Ross
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Louis & Ann Marie Rundio
Bernie & Josh Rupe
Sister Doris Ann Samens
Vera Sampler
Maria & Matthew Sanborn
Benjamin & Alice Schatz
Denise Schliesmann
Glen & Catherine Schneider
Charles & Kathren Schreck
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