

# Annual Report 2017/18



SUPPORT TEAMWORK COMMITMENT HELP STRENGTH  
INVOLVE GOOD GROW TRANSITION OUTREACH FAMILY HEAL CONFIDENCE DRIVE  
TOGETHER PROGRESS TOGETHER GOOD GROW TRANSITION CARE HEAL CONFIDENCE DRIVE  
COMMUNITY INDEPENDENCE NEEDS SUSTA ELEVATE COURAGE  
SHELTER GUIDE INTEGRITY ADVANCE ACHIEVE OVERCOME PERSIST FREEDOM MISSION CHANGE RESPECT  
DIGNITY DONATE PADS HUMAN SEARCH LOVE SERVICE GRATITUDE SOAR OWN THRIVE  
RISE STABILITY PARTNERSHIP GIVE HOPE JOURNEY NURTURE MOBILITY PATIENCE  
BUILD VOLUNTEER ASSISTANCE NEIGHBOR WORK JOURNEY NURTURE MOBILITY PATIENCE  
OVERCOME PERSIST FREEDOM MISSION CHANGE RESPECT

*hope*

/hōp/

**noun**

1. The feeling that what is wanted can be had or that events will turn out for the best

## 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

**RESPECT** | We operate with respect for clients, donors, one another, and the wider community. We work with respect for the structure, mission, and vision that we share.

**TEAMWORK** | We provide support to one another, working cooperatively throughout the organization to ensure that we meet goals together.

**MISSION-DRIVEN** | JOURNEYS' mission is to individually assess and serve the homeless and near-homeless, while broadening community awareness and involvement with the homeless. Everything we do is driven toward that mission.

**COMMITMENT** | We work with urgency and commitment to fulfill our mission and goals and strive for excellence and quality in all we do.



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# Support + Services + Shelter = HOPE

This past year has been one of challenge but also one of much success.

The numbers of people utilizing our shelters through the PADS Program has increased, and the number of services provided at the HOPE Center has also increased. However, the good news is that the overall number of people needing to access JOURNEYS programs has decreased.

What does a decrease in the total number served mean? It means that JOURNEYS is doing its job and doing it well!

JOURNEYS began noticing our shelter sites were getting full earlier this season than in years prior. We were able to increase capacity at some sites, but ultimately, we had to institute a lottery system. Even though we were offering more beds in our shelters than ever before, we exceeded capacity in the shelter program. Why? Because new people became homeless. JOURNEYS cannot predict or anticipate who may become homeless, but we work very hard at preventing it as soon as we become aware.

At the same time that the shelter demand increased, demand at the HOPE Center decreased. Why? We are stabilizing people in their homes by working with them on the front-end to avoid homelessness and instability. We look into family relationships that may be able to be mended, we utilize non-traditional funding streams to pay for rent and offset bills, and we divert people from homelessness by coordinating with other agencies and landlords to keep people in their homes.



**Beth Nabors**  
**Executive Director**



**Fernano Egea**  
**Board President**

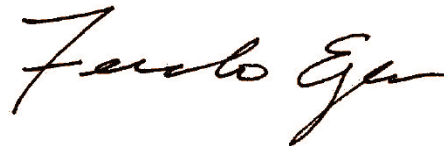
Additionally, the number and intensity of services at the HOPE Center has increased. We have been so successful with diversion that we have more time to spend with each person who comes into the center. Case managers have been able to provide longer sessions and more resources, while the day center is able to provide more meals, and offer more laundry and offer more showers, haircuts, job coaching, and placement, etc.

Is homelessness going away? It does not appear so. However, with strong and growing relationships with our faith-based partners, our community members, local corporations, and family foundations we have been able to offer unique, specialized, efficient, and state of the art interventions to divert, intervene, serve, shelter and house those in need.

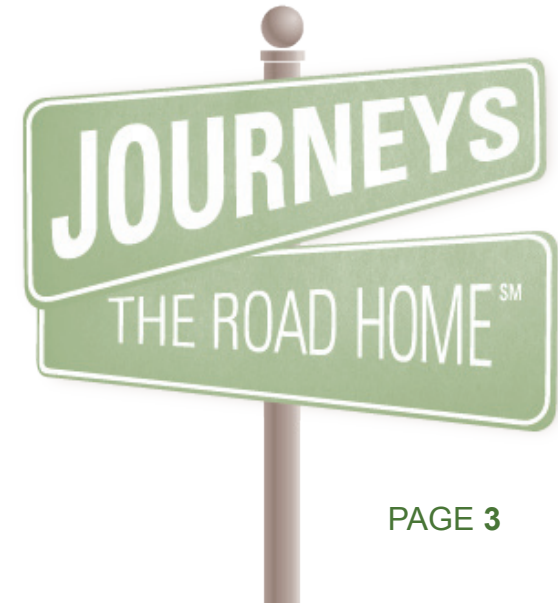
JOURNEYS is leading the way out of homelessness and poverty. Much work is still needed, and we need you to make it happen. It is because of each JOURNEYS family member that we are moving the needle forward in ending homelessness in our region. If you haven't joined the team – we could sure use your support!

Stay tuned – JOURNEYS is not done paving the road home for those in need. Who knows what next year may bring, but JOURNEYS will be ready because together, we are stabilizing lives!

We humbly thank you!

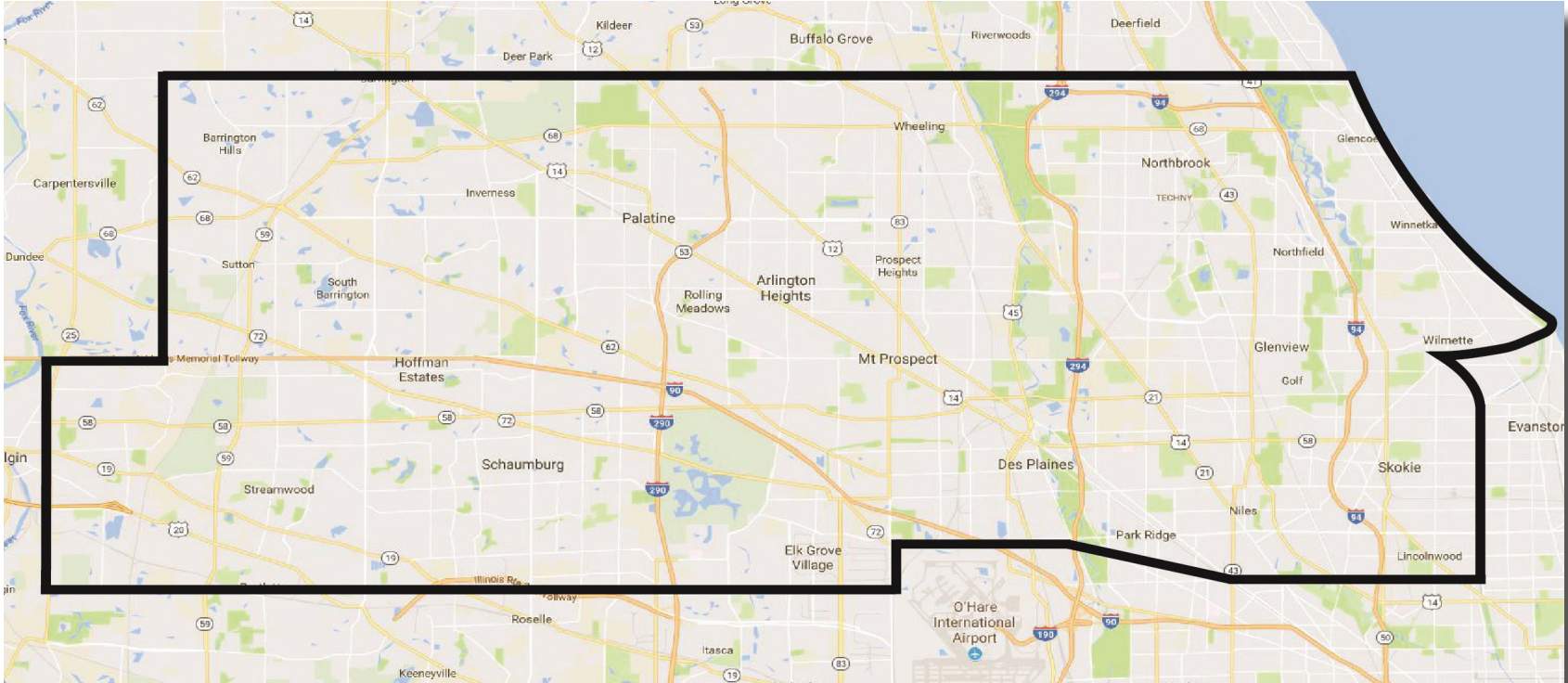


***“Alone, we can do  
so little; together, we  
can do so much.”  
-Helen Keller***



# Service Area

**JOURNEYS serves the north and northwest suburbs of Cook County.  
The service area borders Lake, McHenry, & DuPage counties.**



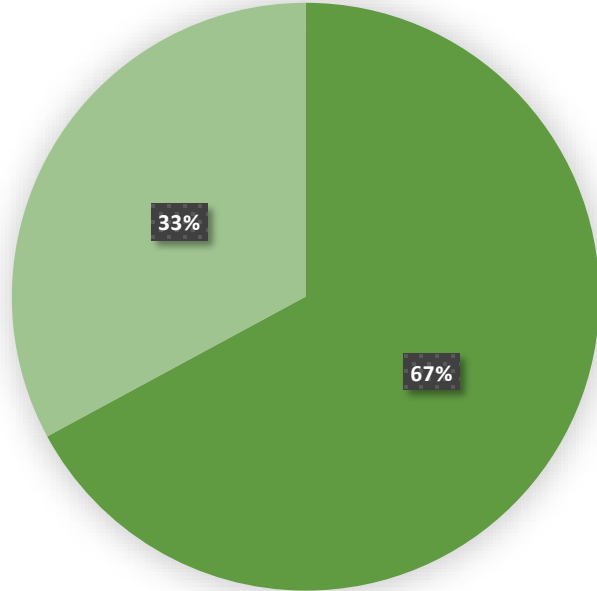
# 896 Total Clients Served

SERVICE AREA	CLIENTS SERVED
Arlington Heights	101
Barrington	4
Bartlett	1
Bensenville	4
Buffalo Grove	16
Deerfield	0
Des Plaines	70
Elk Grove Village	40
Glenview	11
Hanover Park	4
Hoffman Estates	20
Inverness	1
Morton Grove	2
Mount Prospect	34
Niles	9

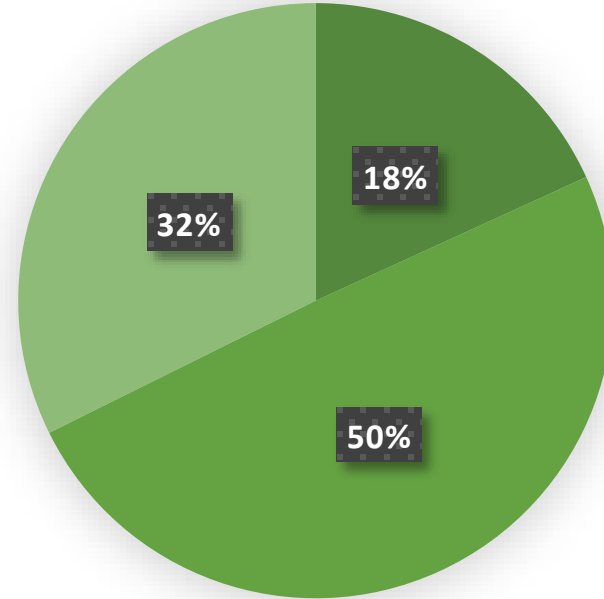
SERVICE AREA	CLIENTS SERVED
Northbrook	2
Northfield	1
Palatine	185
Park Ridge	11
Prospect Heights	27
Rolling Meadows	38
Roselle	3
Rosemont	3
Schaumburg	29
Skokie	10
South Barrington	0
Streamwood	20
Wheeling	41
Wilmette	1
Other*	13

\*Includes **104 communities** outside our service area like Addison, Berwyn, Chicago, Crystal Lake, Elgin, Fox Lake, Glenwood, Joliet, Lake Zurich, Oak Park, and Waukegan, among others.

# Who do we help?



- At risk of becoming homeless (294 clients)
- Homeless (600 clients)



- Women (284)
- Men (443)
- Children (165)

\* "Children" defined as anyone under 18 as of July 1, 2017  
\*2 clients refused information





The face of homelessness is more diverse than ever and is reflected in the clients who come to JOURNEYS. More families use our services and shelter, as well as more people with income. While the number of clients we served dipped this year, the services requested and diversity of needs and backgrounds increased significantly.

# HOPE Center

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Each year, the HOPE Center helps hundreds of people get or keep permanent and stable housing through services and our Pathways Housing Readiness Program. Staff provide case management and counseling to help people navigate challenges big and small, while volunteers provide support and assistance with everyday needs like laundry, showers, clothing, and meals.

This year, though the number of clients we served overall is down, **requested services and shelter use has greatly increased.** As other agencies lose funding or close their doors, demand for assistance is up and more clients walk into our HOPE Center needing a wider variety of services. This year we saw more clients needing help with obtaining IDs and other documents, rides to the DMV, help applying for licenses to work specialized jobs, and more. **The list of services we provide is over 60** and the hours logged this year by our case managers shows just how dedicated JOURNEYS is to getting people to a stable and self-sufficient life.

Additionally, in January we launched our **Amazon Wish List**, allowing for more specific needs of our clients to be met. Our community has donated in droves from this list, sending us much needed items like child carseats, walking canes, clothing of less-common sizes, and even gift cards. Without this community support, we would not be able to rise to the challenge of meeting the unique needs of our clients.

## Top 5 Services Utilized:

1. Long-Term Case Management
2. Showers
3. Transportation Program
4. Clothing Closet
5. Housing Counseling



**1,954**

Visits to the  
Clothing Closet

WELCOME TO THE  
**25,828**  
Total services provided by our  
case managers in the  
HOPE Center

A central graphic with a light green background. It features the text 'WELCOME TO THE' at the top, a large number '25,828' in the center, and 'Total services provided by our case managers in the HOPE Center' below it. The background has faint text including 'HOPE Center', 'JOURNE', and 'THE ROAD HOME'.

**4,297**

Showers  
Provided



**7,920**

Hours of  
Services



**41**

Clients  
Secured Jobs



**840**

Visits to the  
Food Pantry



**111**

Clients Housed

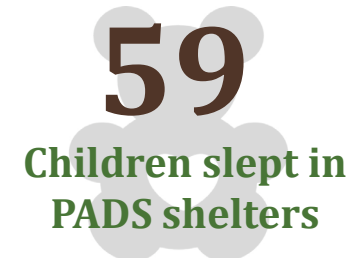
# PADS Shelter Program

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The PADS Shelter Program is comprised of **21 overnight sites** spread throughout our service area. The shelter sites are hosted at faith-based locations and are staffed by volunteers who dedicate their time in a variety of roles. The PADS Program provides an important sense of stability in the midst of what is a challenging situation for our guests.

Once again, while our total population of clients dipped, demand for shelter was higher than ever. **For the first time in our agency's history, a lottery system was implemented.** What started as a once-weekly occurrence actually ended up turning into **three days per week.** Staff and volunteers were stretched, clients felt the strain, but the season ended a success, with sights set on growing in the coming year.

In May of 2018, JOURNEYS Summer Shelter Program continued to expand, as **2 more sites opened their doors**, bringing us to a **total of 5 nights** of Summer Shelter and two steps closer to our goal of having shelter available 7 days a week, 365 days a year. The need is there, and together with our faith partners and community support, we will continue to strive to meet that demand and provide shelter for as many of our neighbors as possible.



PADS Site	LOCATION	GUEST VISITS	MEALS SERVED
All Saints Lutheran Church	Palatine	376	1,128
Christ Lutheran Church	Palatine	1,204	3,612
Christus Victor Lutheran Church	Elk Grove Village	981	2,943
Church of the Incarnation	Arlington Heights	624	1,872
Congregational United Church of Christ	Arlington Heights	1,253	3,759
First Presbyterian Church of Arlington Heights	Arlington Heights	965	2,895
First United Methodist Church of Arlington Heights	Arlington Heights	875	2,652
Holy Family Catholic Community	Inverness	1,362	4,086
Kingswood United Methodist Church	Buffalo Grove	2,004	6,012
Lutheran Church of the Good Shepherd	Mount Prospect	655	1,965
Our Lady of the Wayside Church	Arlington Heights	492	1,476
Our Saviour's Lutheran Church	Arlington Heights	1,304	3,912
Presbyterian Church of Palatine	Palatine	1,097	3,291
Prince of Peace Lutheran Church	Schaumburg	1,058	3,174
St. Alphonsus Catholic Church	Prospect Heights	761	2,283
St. Colette Catholic Church	Rolling Meadows	374	1,122
St. James Catholic Church	Arlington Heights	1,066	3,198
St. Mark Lutheran Church	Mount Prospect	1,858	5,574
St. Mary's Catholic Church	Des Plaines	893	2,679
Trinity United Methodist Church	Mount Prospect	817	2,451
Willow Creek Community Church	South Barrington	1,950	5,850
<b>Total 2017/2018</b>		<b>21,969</b>	<b>65,907</b>

Year-Round
  May-Sept
  Oct-April


  
**3,064**
  
 Shelter visits in
   
**January** making it
   
 the *busiest month*


  
**74**
  
 Average number of
   
 guests per night


  
**45**
  
 Days in an
   
 average stay

# Community Involvement

JOURNEYS could not function without the support of surrounding communities. This year, the assistance we received ranged from receiving items off our newly launched **Amazon Wish List**, to corporate groups sprucing up our landscaping, to students completing original research on our behalf. With the creativity and generosity of this community, JOURNEYS is able to continue to thrive in our mission to end homelessness.

This year JOURNEYS hopes to expand the role of the **Young Professionals Board**. With their membership doubled over the last year, and their fundraising efforts higher than ever, they plan to continue their growth and claim their place as an essential piece of JOURNEYS. The **Corporate Ambassador** program continues to grow and we look forward to welcoming new enthusiastic groups in the coming months, as well as adding to the **2,500+ volunteers** who work at the shelters and HOPE Center regularly!



**Barrington High School Key Club** raised money at their end-of-year party



**Buffalo Grove Park District's** after school program collected clothing in the spring





**Rotary Club of Palatine** hosted their March social at the HOPE Center



The Young Professionals Board partnered with **GameWorks Schaumburg** for their most successful fundraiser yet!



**Elk Grove Village Fire Department** donated fresh meals from Jewel



Students of **Northwestern University's** consulting group completed a data analysis project for JOURNEYS



**Eugene Field Elementary School** included JOURNEYS in their Year of Kindness project



**Harper College Deaf Club** collected hygiene items for JOURNEYS

# Signature Events



**Bid for HOPE**  
The Meadows Club  
Friday, November 10th, 2017  
Bob & Mary Edith Arnold, Event Hosts



**Garden of Giving  
Women's Luncheon**  
Inverness Golf Club  
Wednesday, April 18th, 2018  
Sharon Griffin & Mary Baur, Event Chairs







## Superhero 5K Run/Walk

Palatine Towne Square

Saturday, June 16th, 2018

Shari Rabin & Katie Ford, Event Chairs



**334 runners**, 90 degrees by the finish, and American Ninja Warrior Tavares Chambliss AKA The Neon Ninja made this the **biggest & warmest** race to date!



# Financials

## Statement of Financial Position

ASSETS	2017-18	2016-17
Cash	\$1,253,118	\$485,291
Receivables and Prepaid Expenses	1,250	4,009
Due from Affiliate	7,506	0
Property & Equipment, Net of Depreciation	393,356	420,887
Total Assets	<u>\$1,655,230</u>	<u>\$910,187</u>
<b>LIABILITIES AND NET ASSETS</b>		
Total Liabilities	\$17,220	\$0
Unrestricted Net Assets	\$845,524	\$852,825
Temporarily Restricted Net Assets	792,487	57,362
Total Net Assets	<u>\$1,638,010</u>	<u>\$910,187</u>
Total Liabilities and Net Assets	<u>\$1,655,230</u>	<u>\$910,187</u>

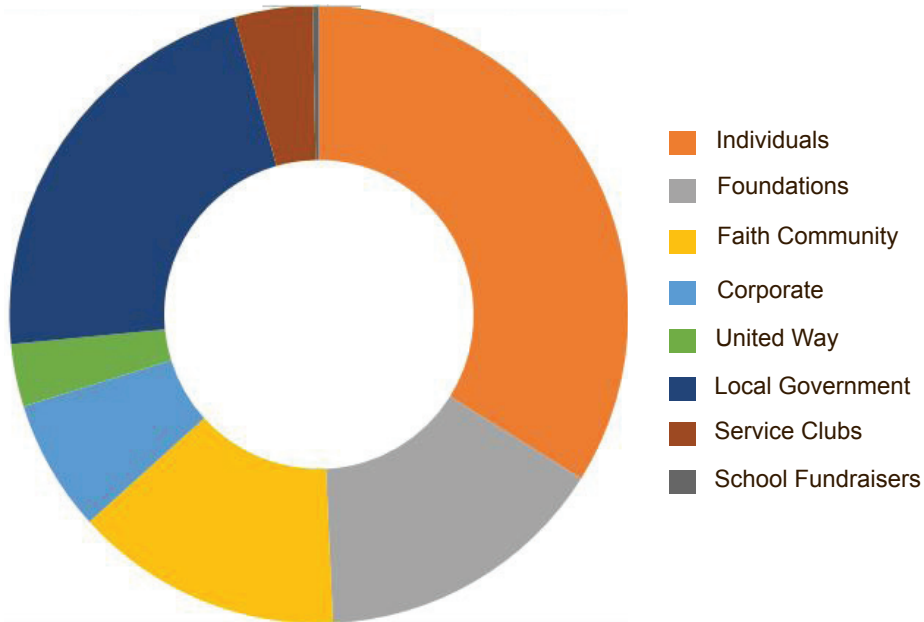
## Statement of Activities

	2017-18	2016-17
<b>REVENUES</b>		
Federal Government	\$0	\$38,406
Individuals	256,829	332,129
Foundations	120,550	114,759
Faith Community	109,860	91,667
Corporate & Corporate Matching	54,118	74,695
United Way	25,653	706
Local Government	173,540	116,128
Service Clubs	31,897	18,213
School Fund Raisers	2,560	3,004
Agency Revenues	<u>\$784,006</u>	<u>\$789,707</u>
<b>EXPENSES</b>		
Client Programs & Services	\$513,570	\$492,030
PADS Program	124,380	90,734
Fund Raising	261,542	230,237
Administration	70,924	67,726
Agency Expenses	<u>\$970,416</u>	<u>\$880,727</u>
Agency Income	<u>\$(186,410)</u>	<u>\$(91,020)</u>
<b>EVENTS</b>		
Event Income	\$223,094	\$182,967
Event Expenses	44,131	39,465
Net Event Income	<u>\$178,963</u>	<u>\$143,502</u>
Total Net Income	<u>\$(7,447)</u>	<u>\$52,482</u>

## Analysis of Revenue and Expenses

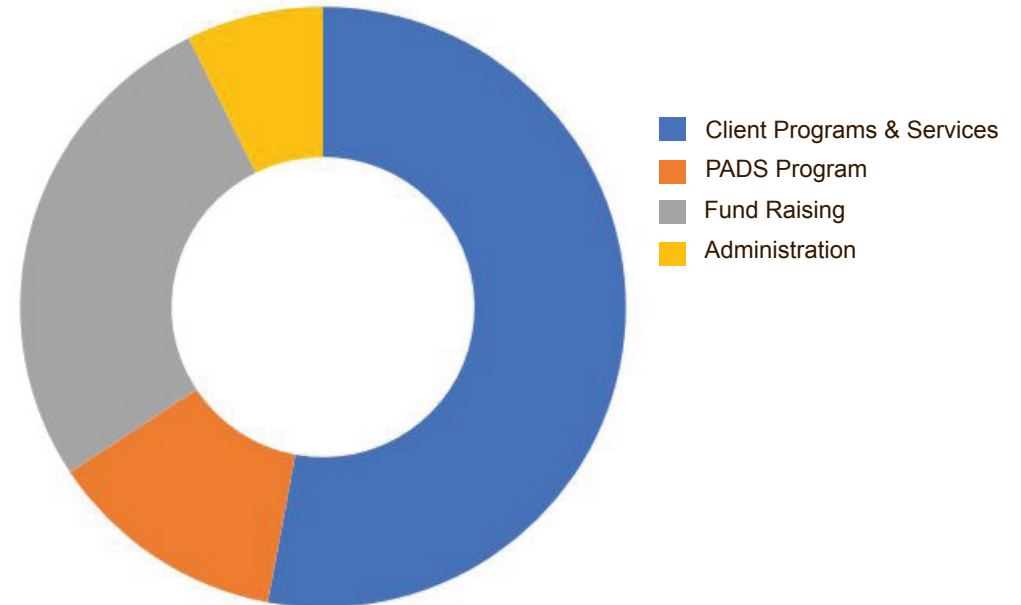
### REVENUES

JOURNEYS receives its support from a wide variety of sources.



### EXPENSES

Almost 70% of agency expenses support Client Programs & Services and the PADS Program.



# 2017/18 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 support. This list does not include the thousands of volunteers and community members who have made in-kind donations of time and goods totalling nearly \$1,000,000. Only the top 20 in-kind donors are recognized here. The agency regrets the omissions of the names of any individual or organization.

## INDIVIDUALS

### \$20,000+

Anonymous  
Denise & Gerald Fitzgerald, Jr.

### \$10,000-\$19,999

Nancy Dorsey  
Stephen & Katie Ford

### \$5,000-\$9,999

Anonymous  
Kenneth Aman  
Hugh Brady & Renee Gladstone  
Lorenzo & Hope DeLeon  
Sharon Griffin  
Stephen Griffin  
Dominic & Caroline Starr  
Loren & Anne Trimble

### \$1,000-\$4,999

Luis Allala, III  
Charles Allen  
Robert & Mary Edith Arnold  
Chris & Lois Barnes  
Gregory & Mary Baur  
Daniel & Sheila Blair  
Edwin & Mary Jo Boldingh  
Barbara Bolman  
Margaret Brueck  
Mike & Amy Burr  
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Dan Dorman  
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Thomas & Mary Dudar  
Thomas & Melinda Eckhardt  
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Virginia Estes  
Brian & Christina Frank  
Mark & Sharon Gilbert  
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John & Marcia Marshall

Debbie Martin  
Diane McGrath  
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Ann Trauscht  
Jim & Helen Wagner  
Marc & Maureen Welch  
Ben & Judith Witt  
Francis & Elizabeth Wren  
Wendy Davis & David Zuehlke

**\$500-\$999**

Shailendra Agrawala  
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Mark Bielenda  
William Brandeis  
Carl Brandon, Jr.  
Marilyn Breiding  
Lisa Brunelli  
Tom & Susan Carroll

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Melissa Swartz  
Andrew & Katherine Terry  
Michael & Donna Thompson  
Jim & Bonnie Wagner  
Ron & Laura Wagner  
Denise Weidner  
Kenneth & Suzanne Wexler  
Robin Witt

**\$200-\$499**

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Robert & Dorothy Albright  
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Robert & Judith Andretich  
James Aubry  
Allan & Joanne Ayers  
Randy Baker  
James & Laura Bannon  
Michael Barrett  
Pat Bethel  
Joseph & Nancy Beyer  
Peter & Shea Blair

# 2017/18 Donors

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Michael Ryan  
Joe & Katie Sadauskas  
Ronald Sallade & Katharine Suprenuk  
William & Sandra Salpietro

Benjamin & Alice Schatz  
K. Scheiwiller  
Allen & Nancy Schmelter  
Keith Schmidt  
Charles & Kathren Schreck  
Bridget Witt Schuardt  
Margaret Schumacher  
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Terrence & Mary Winkler  
Chris & Julie Wood  
Vanessa Woods  
Patricia Wydell  
Edward Zaretsky  
Beth Zimmerman

**CORPORATIONS &  
CORPORATE MATCHING**

Anonymous  
Abbvie Employee Engagement Fund  
Adams Street Partners  
Allstate Foundation  
Allstate Giving Campaign  
Allstate Print Center

American Express Charitable Fund  
American Express Foundation  
Arkadin Cloud Communications  
AXA Advisors, LLC  
Baird & Warner Good Will  
Network Fund  
Bank of America  
Bank of American Employee Giving  
BMO Harris Bank  
BP America, Inc.  
Brian Welch-State Farm  
C. Starr Properties, Inc.  
Capgemini  
Causecast  
Cornerstone National Bank & Trust  
Crane Construction  
C. R. Bard Foundation  
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# Get Involved!

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When you support JOURNEYS, you become part of a network of people who are committed to ending homelessness. Our donors know the joy of giving to such an important cause. We invite you to support JOURNEYS in whatever way suits you best.

## Direct Donations

Make a monetary or in-kind donation. You can also make your gift in honor or memory of someone special.

## Fund Raising Events

Support our fund raising events or host one of your own!

## Workplace Giving

Designate JOURNEYS as your charity of choice through your employer.

## Volunteering

Donate your time, talents and skills.

## Employ our Clients

Our Vocational Case Manager has a list of people eager to get to work!

## Engage Your Community

Arrange for your church, club or business to host a drive or fund raiser.

## Become an Activist

Become informed, speak out against misrepresentations in the media and talk to your family, friends, and co-workers about helping the homeless. You can do all of this by joining the Young Professionals Board, Speaker's Bureau or by becoming a Corporate Ambassador!

**For more information call Suzanne Ploger,  
Director of Development at 847 963 9163 x120.**

We hope you will join us  
in our mission and commit  
to ending homelessness.

**JOURNEYS | The Road Home**

1140 East Northwest Highway  
Palatine | Illinois 60074

**Phone 847 963 9163**

**[www.journeystheroadhome.org](http://www.journeystheroadhome.org)**



**United Way  
of Metro Chicago**

