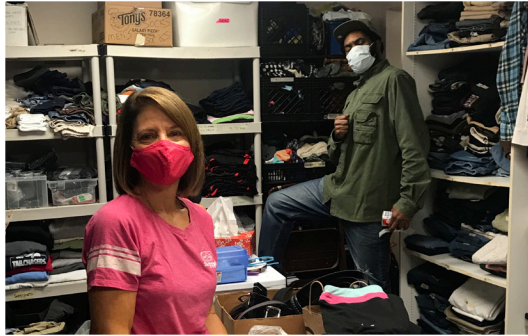
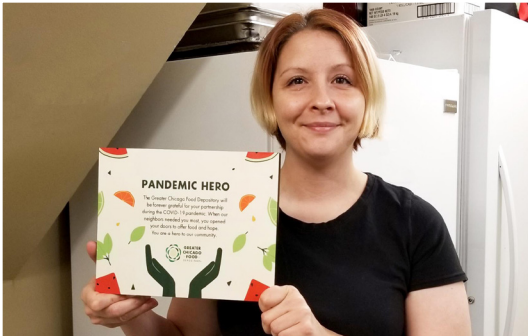


SERVICES +
SUPPORT +
SHELTER =
STABILITY



2020/2021 Annual Report



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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When I became homeless and had no place to live or shower I came to JOURNEYS and they gave me peace. They gave me compassion.

- Former JOURNEYS Client

Through JOURNEYS,
I have truly found hope again.
I had access to a laundry facility, gas cards
clothing, and even train fare for my family
-JOURNEYS Client



A Message of Hope

JOURNEYS | The Road Home 2020 Annual Report underscores how 2020 was a year like no other. Business closures, increased vulnerability to abuse, financial disaster, job loss, housing loss, mental health strains and loss of access to vital services have hurt society deeply. But not all people have been affected equally. The pandemic has exposed deep inequalities that have existed for too long.

Despite daunting challenges, in 2020, JOURNEYS responded to the crises created by COVID-19, including:

- Providing leadership to the community, resulting in the financing of COVID-19 hotel rooms for over 100, no to low income, past residents of the northwest suburbs of Cook County
- Providing critical meals, food and supplies for over 600 people at risk of becoming homeless
- Managing risk communication and public information to reach over 16,000 thousand people through social media platforms
- Providing personal protective equipment for our staff, community and participants
- Putting in place community-based mental health and psychosocial interventions that reached out to those who could not come in for services
- Shifting the management of a congregate shelter system in partnership with our local faith partners to a hotel based shelter system within weeks of the COVID outbreak in the US



Beth Nabors
Executive Director



Fernando Egea
Board President

- Shifting the volunteer roles of over 1,000 shelter volunteers to focus on meal prep and delivery to the hotel system
- Running a quiet phase of a Capital Campaign – raising 5 million dollars toward a 6.2 million dollar construction project
- Kicking off a public Capital Campaign to help us get to the finish line – with a goal to raise the 1.2 million dollars left for construction costs of the new facility.

In a year marred by the pandemic, public and private-sector engagements with new and existing partners grew dramatically in terms of income, influence and expertise, with record-breaking revenue. COVID-19 reaffirmed the importance of flexible funding that allows for rapid, efficient and agile emergency response while sustaining essential longer-term programming.

Thanks in large part to the generosity of past and present donors, JOURNEYS is weathering the uncertainties of the coronavirus pandemic. Our community stepped up in exceptional ways to support collaborative coordination of care for those in our charge.

An outpouring of donations from the local, regional and national community of personal protective equipment, food and cash in response to COVID-19 needs at JOURNEYS and throughout the community which enabled JOURNEYS to navigate numerous challenges posed by the global COVID-19 pandemic. Through it all, we did what was necessary to ensure safe, quality care for all of our participants as we continue to manage the ongoing health care crisis.

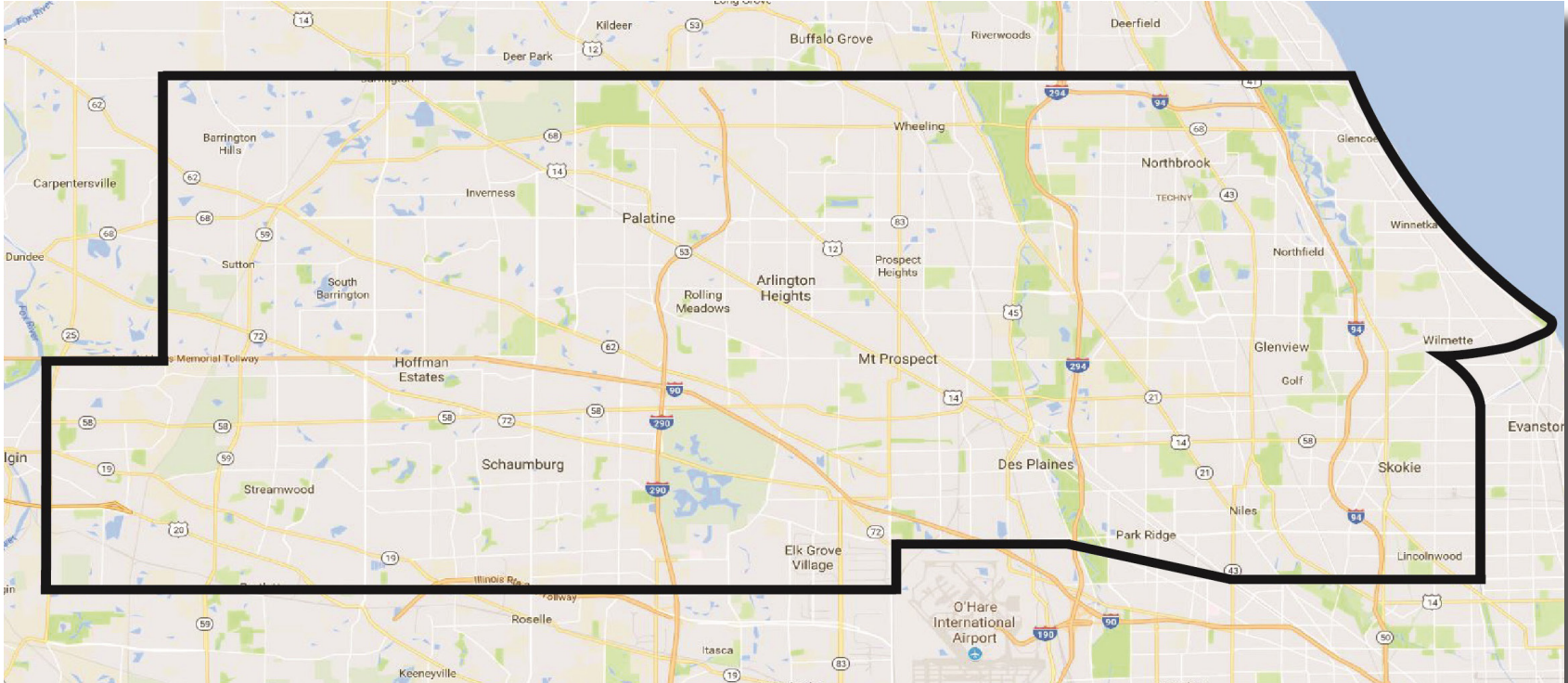
Bob Nakos

Fred Egan



Service Area

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



639 Total Clients Served

SERVICE AREA	CLIENTS SERVED
Arlington Heights	87
Barrington	3
Bartlett	4
Bensenville	5
Buffalo Grove	4
Des Plaines	45
Elk Grove Village	20
Glenview	6
Hanover Park	10
Hoffman Estates	25
Morton Grove	2
Mount Prospect	23
Niles	9

SERVICE AREA	CLIENTS SERVED
Northbrook	4
Northfield	2
Palatine	120
Park Ridge	5
Prospect Heights	13
Rolling Meadows	31
Roselle	4
Rosemont	2
Schaumburg	55
Skokie	4
Streamwood	21
Wheeling	16
*Other	121

*Includes communities outside our service area including Addison, Berwyn, Chicago, Crystal Lake, Elgin, Lake Zurich, Oak Park and Waukegan, among others.

Who JOURNEYS Serves

Domestic Violence Survivors: 179



639 Clients

487 Adults: 76%
152 Children: 24%

Homeless v. At-Risk
Homeless: 335: 54%
At-Risk: 304: 46%

Adult Males: 362: 57%
Adult Females: 276: 43%
Adult Data not collected: 1: 1%

Disabling Condition: 401



47 Seniors 65+



Special Populations

Veterans: 17: 3%
Domestic Violence Survivors:
179: 28%
Disabling Condition: 401: 69%
Senior Citizens (65+): 47 7%

Children 5 and Under: 45
Children 6-12: 63
Children: 13 + : 44

Veterans: 17



Housing Secured

Working with compassionate partners like, The Center of Concern, Housing Forward, Housing Authority of Cook County and Catholic Charities of the Archdiocese of Chicago and many other organizations. JOURNEYS has housed 120 clients over the past year. Including 21 families and 35 children, clients with medical issues, and survivors of domestic violence have come to JOURNEYS seeking housing and services. All have been housed through the expertise and compassion of our clinical staff.

Despite drastically adapting shelter and services due to the ongoing pandemic JOURNEYS case managers continue to focus on the main goal of housing clients.



COVID 19 Response



37,727 total nights of shelter in the Emergency Hotel Program

In March 2020 JOURNEYS was one of the first homeless organizations in the region to move clients into local hotels to allow them to safely shelter in place and limit their exposure to the COVID-19 virus. With the support of numerous individuals, organizations, and faith partners the Emergency Hotel Program continues today, sheltering an average of 100 clients a night.



JOURNEYS driver Bruce delivering nutritious meals to clients sheltering in hotels.

113,231 meals provided to clients sheltering in the hotels

On March 23, 2020, JOURNEYS Volunteer Coordinator, and JOURNEYS PADS Shelter Manager worked together building two meal programs for clients sheltering in local hotels. Out of their hard work both the mobile meal program and the meal kit programs were formed. With the help of JOURNEYS drivers, and a countless number of volunteers including JOURNEYS faith partners, corporations, restaurants and individuals, over 113,000 meals have been prepared, and delivered 3 meals a day, 7 days a week for clients sheltering in the hotels.



COVID 19 Response



63% of the population that JOURNEYS serves lives with some sort of disability. This includes those battling chronic health conditions, putting them at a higher risk of contracting a more serious case of COVID-19.

For over 20 years Nurse Practitioner, Mary Tornabene, and the dedicated team at Heartland Alliance have been assisting JOURNEYS clients with their health care needs.

When the pandemic began the Heartland Health team, began making weekly face to face visits with clients staying in the hotels. They ensured that clients continue to receive life-saving prescriptions as well as emergency medical services, along with Covid-19 testing and vaccinations.

Lacking health insurance is a major barrier to receiving critical healthcare services for the vast majority of the clients the agency serves, making quality healthcare, free of charge, an essential factor in lessening economic burden.



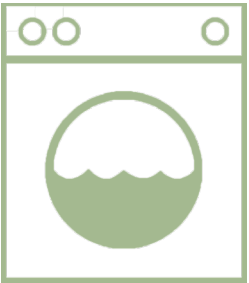
HOPE Center Services

The HOPE Center is a day resource center that provides free services to the homeless and those at risk of becoming homeless.

Services include case management, job counseling, mental health counseling, and housing counseling, as well as healthcare and legal referrals. The HOPE Center is also where people register to use emergency shelters in the area. A Family Nurse Practitioner offers free healthcare on Thursdays, including help accessing prescriptions.

9487 HOPE Center Services were provided including but not limited to:

Food Pantry	Transportation and food vouchers
Clothing Closet	Lockers
Hot Meals	Intensive Case Management
Laundry	Mental health counseling
Access to voicemail and email	Housing assistance
Mailbox	Vocational counseling
Limited Transportation Assistance	Outreach services
Onsite nursing care	Budgeting and financial stability
Professional referrals to doctors, dentists, lawyers	Resume design, interviewing, and computer skills



HOPE Center Services

Top the top 5 Hope Center services for the 2020/2021 fiscal year were

Top 5 Services



4820

Long Term
Case Management

2447

Public
Showers

2112

Transportation
Service

1452

Clothing
Pantry

1070

Housing
Counseling

Community Involvement

JOURNEYS could not do all that we do, without the myriad of community-minded groups that make our mission grow.

The support we received spanned from clothing, food and gift car drives, food donations from local restaurants and so many other donations from the dedicated JOURNEYS community.



2020-2021 Event Highlights

Building For HOPE Groundbreaking Ceremony

On Saturday, April 24, JOURNEYS excitedly held the Groundbreaking Ceremony for JOURNEYS new building.

We wish that everyone could have joined us for this monumental occasion but due to COVID regulations, we are unable to have the event open to the public but a live stream was made available for the public.

The event was attended by Power Construction Company LLC, HKM Architects + Planners, Inc, Cornerstone National Bank & Trust Company, Mayor of Palatine Jim Schwantz, the JOURNEYS Board of Directors and Advisory Committee, and the JOURNEYS staff.



SUPERHERO 5K



On June 19, 2021 JOURNEYS hosted an hybrid virtual and live SUPERHERO 5K. Due to the pandemic JOURNEYS 5K was held at Busse Woods. The weather was perfect, for the over 100 dedicated superheroes that came out to support JOURNEYS.

The weather was perfect for the over 100 SUPERHEROES from ages 3 to 91, that joined JOURNEYS to support the community that we serve.

Financials

Statement of Financial Position

ASSETS	2020-21
Cash	\$418,029.63
Other Current Assets	\$296,113.42
Fixed Assets	\$215,868.82
<hr/>	
Total Assets	\$930,011.87
LIABILITIES AND NET ASSETS	
Total Liabilities	\$159,721.56
Equity	\$770,290.31
<hr/>	
Total Liabilities and Equity	\$930,011.87

Statement of Activities

2020-21

REVENUES	
Individuals	\$405,489.88
Foundations	\$239,559.23
Faith Communities	\$74,620.79
Corporate	\$151,169.82
United Way	\$69,220.48
Local Government	\$300,443.80
Events	\$87,028.31
<hr/>	
Agency Revenues	\$1,654,134.09
EXPENSES	
Client Programs & Services	\$1,499,962.31
Fundraising	\$245,745.15
Administration	\$60,542.58
Agency Expenses	<hr/> \$1,806,250.04
<hr/>	
Total Net Income	(\$152,115.95*)

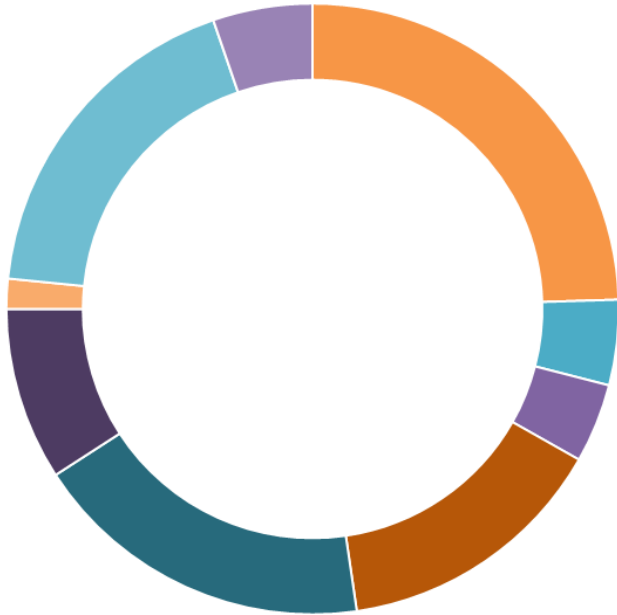
*Deficit is due to Covid expenses. Funds have been reimbursed by government entities in Fiscal 2022.

Analysis of Revenue and Expenses

REVENUES

JOURNEYS receives its support from a wide variety of sources.

FY21 Income

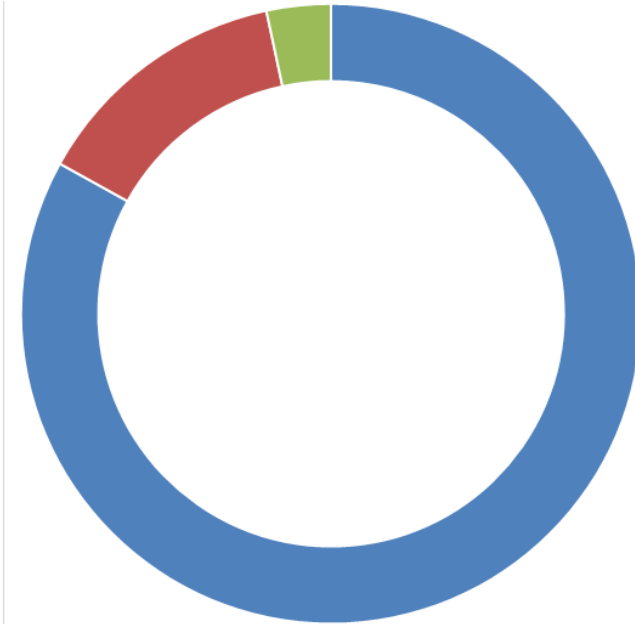


- Individuals
- Foundations
- Organizations
- Faith
- Government
- Covid Specific
- United Way
- Corporations
- Event

EXPENSES

Two-thirds of agency expenses support Client Programs & Services and the PADS Program.

FY21 Expenses



- Program
- Fundraising
- Admin

Board of Directors

Officers

Fernando Egea, President | *IT Program Manager, Capacity Management Business Solutions & Services, Abbott Laboratories*

Anthony M. Butler *Vice President* | *Regional Emergency Preparedness Manager Amity Health*

Norene Rolenitus, Secretary | *Licensed Customs Broker Export-Import Lead
AAR Corporation*

Paul Adamczyk, Treasurer | *Retired, Director, Prudential*

Directors

Margaret Brueck | *VP of Operations, Hoopis Performance Network*

Mark Haave | *First Vice President at Cornerstone National Bank*

Nick Heuertz | *Police Officer, Palatine Police Department and SRO for CCSD 15*

Mark Kilgore | *Executive Vice President, Sterling Kilgore*

Lori Lenard | *Associate General Counsel |The Brink's Company*

Ryan M Liebgott | *Assistant VP, Lease Finance, First Bank Chicago, A Division of First Bank of
Highland Park*

Beth Nabors | *Executive Director, JOURNEYS | The Road Home*

Christine Svenson | *Principal, Svenson Law Offices*

Melissa Swartz | *Senior Manger, Volunteer Engagement, ISACA*

Stephanie Van Kampen | *Sales Operations Associate, Huron Consulting Group*

Advisory Committee

Fr. Corey Brost, C.S.V. | *Executive Director, Viator House of Hospitality*

Brian Bending | *Sr. Vice President of Sales - Lake County Printing*

Katie Ford | *Chief Operating Officer at Fyllo*

Steve Griffin | *Senior Vice President, Eugene L. Griffin & Associates*

Paul Heinze | *President of the Paul M. Heinze Company.*

Burt Jensen | *Retired Agent, FBI*

Kurt Knuth | *Secretary/Treasurer, Knuth Builders, Inc.*

Caroline Starr | *Principal Agent at C Starr Properties*

Alan Stoeckel | *Retired Chief of Police, Palatine Police Department*

Staff

Beth Nabors | Executive Director

Todd Stull | Director of Clinical Services

Suzanne Ploger | Director of Development

Jon Rapp | HOPE Center Manager

Tom Kenter | Shelter Manager

Amanda Stocchetti | Grants Associate

Shaina Makani | Database Specialist

Heidi Meier | Volunteer Coordinator

Ellen Prather | Development Associate

Breece Zolda | Events Coordinator

Kelly Kucharski | Housing Case Manager

Mandy Smith | Vocational Case Manager

Vel Jackson | Transportation & Facilities Manager

John Miller | Bookkeeper

Robert Graese | Driver

Bruce Lowry | Driver

Mike Booth | Custodian



Ways to Support JOURNEYS | The Road Home

Make a secure donation
ONLINE at
www.journeystheroadhome.org

PHONE
Call 847-963-9163 x 120

MAIL OR IN-PERSON
JOURNEYS | The Road Home
1140 E. Northwest Highway
Palatine, Illinois 60074

Scan to donate online or learn more about
becoming a JOURNEYS Partner of HOPE



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LinkedIn: [journeys-the-road-home](https://www.linkedin.com/company/journeys-the-road-home)



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on the JOURNEYS website.
www.journeystheroadhome.org



Questions?
email us at
info.journeystheroadhome.org



If you are purchasing items from Amazon, don't forget to use Amazon smile and choose PADS to HOPE, Inc. Tax ID number of 36-3919018. Amazon will donate 0.5% of your eligible purchases. There is no cost to charitable organizations or to AmazonSmile customers.

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



**United Way
of Metro Chicago**

