



FY 20

ANNUAL

IMPACT REPORT



connections
FOR THE HOMELESS

Ending homelessness, one person at a time.



Connections operates through the following **Core Values** to guide our interaction with participants, colleagues, and our community:



To learn more about our **Core Values** visit connect2home.org/values.

Our Commitment

- LETTER FROM OUR EXECUTIVE DIRECTOR -

Last year took an unexpected turn for everyone. Our vision and plans were sidetracked when the pandemic began, and we quickly pivoted programming and operations to swiftly and safely meet community needs. We committed to keeping our doors open when so many were forced to close. We remain committed to locating housing for every individual in our care. This commitment and your support led to record-breaking impact.

Last year we:

- Launched 3 new 24/7 operations in response to COVID-19 while maintaining our existing operations
- Served 2,559 people, including 415 children
- Prevented homelessness for 546 people
- Served 1,520 people at our drop-in shelter
- Provided shelter for 309 people, including 64 children
- Connected 92 people to permanent housing with more moving every week
- Invested over \$3 million in the local economy through rent to area landlords, wages for Evanston-based employees, hotel and shelter operations, and restaurant partnerships.

This impact is the result of deep community partnerships and support. Your generous support, partnerships with businesses and community leaders, help from hundreds of volunteers, our hardworking staff, and resilient participants have made it possible. Our community has come together in remarkable ways over the last 6 months. Thank you for standing with us in our vision to end homelessness, one person at a time.

In gratitude,



Betty A. Bogg
Executive Director

Fiscal Year 2020 Impact + Growth

With your committed support, we had a significant growth this fiscal year (July 1, 2019 - June 30, 2020) and increased impact from the previous year.

2,559 PEOPLE

Served 70%
more people



2,144 Adults

415 Children

1,305 Male-Identifying

1,254 Female-Identifying

314 Chronically Homeless

684 Have Disabling Condition

Chronic homelessness is used to describe a person with a disabling condition who has experienced homelessness for at least 12 months or 4 different occasions totaling 12 months in 3 years.

246 FAMILIES

Prevented
homelessness for
71% more households



69 EMPLOYEES

Our team grew
by 68%



29,643 NIGHTS OF SHELTER

Provided 354% more
nights of shelter



285 INDIVIDUALS

Helped to obtain or
maintain stable housing



\$7.03 MILLION

Annual operating
budget grew by 47%



2,374 HEALTH SERVICES

Given to 297 people





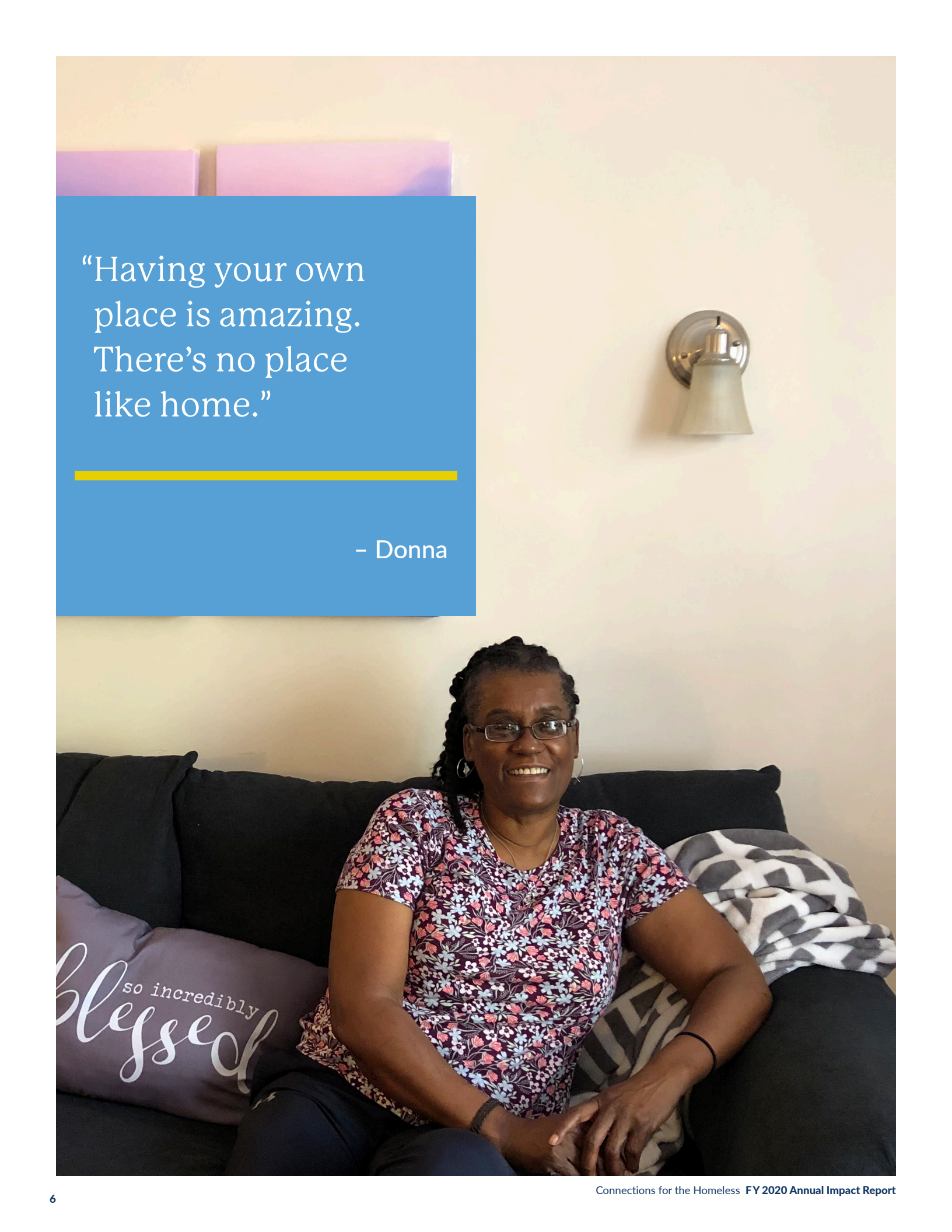
Connections serves and catalyzes our community to end homelessness, one person at a time.



“I’m proud of myself. I don’t know where I’d be if it wasn’t for Connections. They’ll help you.”

– Anthony

Recently housed participant, former Hilda’s Place resident



“Having your own
place is amazing.
There’s no place
like home.”

- Donna

so incredibly
blessed

Our Services

Eviction Prevention

The most efficient way we end homelessness is to prevent it from happening in the first place. We provide financial support to cover rent, mortgage, and utility bills to support people at risk of homelessness. The pandemic led to a significant increase in need and we distributed more money to more households this year than ever before.

Shelter & Drop-in

Our overnight shelter and drop-in center provide people with basic services including laundry, meals, showers, health and wellness services, clothing, and case management. By consistently providing resources and services, we take steps toward establishing relationships and trust with drop-in participants as they work toward housing solutions. We modified our operations to allow us to safely keep our doors open and provide shelter amid the evolving pandemic.

Housing

Ending homelessness requires a safe, stable home. We manage a range of housing programs that are designed to meet the diverse needs of the people we serve. We provide temporary and permanent housing subsidies and robust case management services to individuals, families, and young adults ages 18-24.

Advocacy

Addressing the root causes of homelessness is a critical part of our work to fulfill our mission and achieve our vision. We amplify the conversation about the need for affordable housing and solutions to address the crisis through our coalition Joining Forces for Affordable Housing (JFAH). Coalition building through JFAH and advocacy work for policy changes at the local, state, and federal level is how we strive to address inequities and the daily violence that people with low or no income experience when they are seeking housing or facing homelessness.



“The help that
Connections has
given is what it took
to get me housed.”

– Charles

COVID-Response March-November 2020 Impact

In March, we boldly said yes to launching new operations, growing our staff, and delivering more essential services than ever before. Our COVID-response efforts have shown us that our vision to make homelessness rare, brief, and non-recurring is within our grasp.



Launched 3 new 24/7 operations

- 2 hotel operations sheltering a total of 260 people



Invested over \$5,000,000

- Through rent to area landlords, hotel operations, restaurant partnerships, and staff wages to Evanston-based employees



2,527 total individuals served

- Through prevention, shelter, and housing programs



Prevented homelessness for 847 people in 352 households

- 505 adults and 342 kids



“Connections gives magic back to people.”

– Recently Housed Participant



Sheltered 309 people through hotel operations and 94 people at emergency shelter

- Sheltering a total of 330 unique individuals



Helped 893 people obtain or maintain stable housing

- Over 150 individuals moved from hotels and shelter to housing



Served 1,037 individuals at drop-in

- 3,373 food pantry visits



“I am a mother of six children and homeless during a pandemic, thus it goes without saying life is hard right now, very hard. Connections for the Homeless has been a combined force that enveloped my family from the first phone call with compassion, attention, and care.”

– RECENTLY HOUSED PARTICIPANT, FORMER HOTEL RESIDENT

“The Connections staff is on the front line with a population that is often forgotten and highly at risk, however they treat us all with respect and dignity, and for that I am thankful.”

– Hotel Resident



“A hotel resident who has been struggling a lot said that even with all the issues she is experiencing and the chaos she sometimes creates, she has always been met with warmth, support, and nonjudgment from staff. The open conversations have helped to reduce her risky behavior and have been very healing for her. This is true harm reduction and trauma informed care in action.”

– JEN FEUER-CRYSTAL , DIRECTOR OF HOUSING PROGRAMS

“Firehouse Grill and Candelite Chicago are thrilled with the partnership with Connections. In a year that has been a challenge for most, it’s even more important for us as a community to give back to those in most need. We applaud Connections for doing some really great work and look forward to a long relationship of service with them!”

– PAT FOWLER, OWNER, FIREHOUSE GRILL AND CANDLELITE CHICAGO



“Connections has been a life saver for Gigio’s Pizzeria. They’ve given us delivery orders averaging 50 pizzas each for the 200 neighbors they are sheltering in two hotels here in Evanston. This very much helps us retain all of our employees. Thank you.”

– Dennis & Franny Clarkson, Owners of Gigio’s Pizzeria

“A new norm has been created within a lot of our participants after spending weeks with a key to a door that inside has a bed and there’s a roof over them. Being able to come and go in and out that door for a long time is something that some have never had in their lifetime. Now the motivation to continue to have that key, that bed, that door has been born or reborn within our participants. Their motivation to help us help them is increasing.”

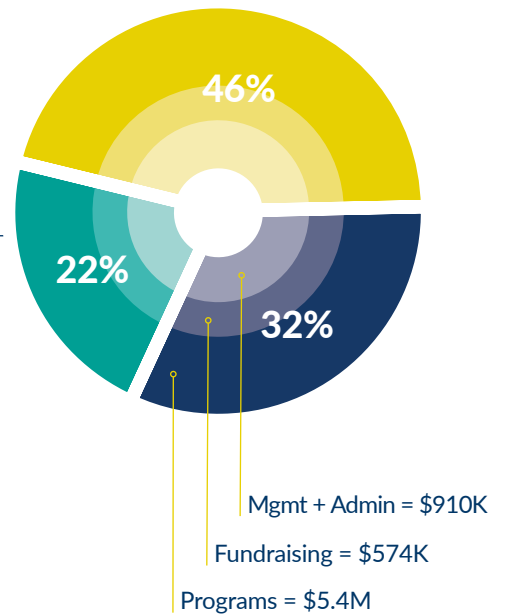
JAMES BARNETT, COMMUNITY PROGRAMS MANAGER



Financial Summary

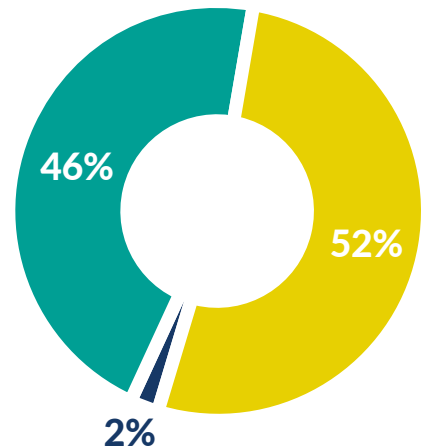
FY 2020 Expenses

Total	\$6,855,808
Mgmt & Admin	910,418
Fundraising	574,241
Total Programs	5,371,149
● Prevention + Rapid Rehousing Programs	1,194,229
● Shelter, Drop In, + Outreach Programs	2,487,533
● Housing Programs	1,689,387



FY 2020 Revenue

Total	\$7,140,556
● Public	3,290,859
● Private	3,763,713
● Other Income	85,984



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as of Fiscal Year 2020

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Thank You to Our Donors

With the generous support of our community, we partner with the people we serve to become and remain stable. We are deeply grateful for the many ways the community invests in our mission. The following list recognizes donors who made a total contribution of \$1,000 or greater in Fiscal Year 2020 (July 1, 2019 – June 30, 2020).

Every effort is made to list donors accurately. We apologize for errors or omissions.

\$10,000 and above

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Members of the Phillips Society are individual donors who provide annual support of \$10,000 or greater that take us beyond sustaining our work and enable us to extend our impact.

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Thank You to Our Volunteers

We are thankful for the ongoing commitment of our more than 2,000 volunteers who help advance our mission every day and through a pandemic. The following list recognizes volunteers who served 50+ hours in Fiscal Year 2020 (July 1, 2019 – June 30, 2020).

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