FY 20
ANNUAL IMPACT REPORT

Ending homelessness, one person at a time.
Connections operates through the following Core Values to guide our interaction with participants, colleagues, and our community:

- Community
- Transparency
- Equity & Inclusion
- Generosity of Spirit
- Resilience

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
1,305 Male-Identifying
314 Chronically Homeless

415 Children
1,254 Female-Identifying
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

29,643 NIGHTS OF SHELTER
Provided 354% more nights of shelter

69 EMPLOYEES
Our team grew by 68%

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
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
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
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

“Connections gives magic back to people.”
- Recently Housed Participant
“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 CANDELITE 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

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<thead>
<tr>
<th>Total</th>
<th>$6,855,808</th>
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<tbody>
<tr>
<td>Mgmt &amp; Admin</td>
<td>910,418</td>
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<tr>
<td>Fundraising</td>
<td>574,241</td>
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<tr>
<td>Total Programs</td>
<td>5,371,149</td>
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<tr>
<td>Prevention + Rapid Rehousing Programs</td>
<td>1,194,229</td>
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<tr>
<td>Shelter, Drop In, + Outreach Programs</td>
<td>2,487,533</td>
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<tr>
<td>Housing Programs</td>
<td>1,689,387</td>
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46%  22%  32%

FY 2020 Revenue

<table>
<thead>
<tr>
<th>Total</th>
<th>$7,140,556</th>
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<tbody>
<tr>
<td>Public</td>
<td>3,290,859</td>
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<tr>
<td>Private</td>
<td>3,763,713</td>
</tr>
<tr>
<td>Other Income</td>
<td>85,984</td>
</tr>
</tbody>
</table>

46%  52%  2%
Our Board

Board of Directors
as of Fiscal Year 2020

James Pepa
President
Office Heads Inc.

Paul Kalil
Vice President
American Heart Association

Karen Hunt
Treasurer
First Bank & Trust

Sheryl Bartol
Secretary
Community Volunteer

David Greer
Member at Large
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Betty A. Bogg
Executive Director

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Jameson William Group, LLC

Louise Keely
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Community Volunteer

Sarah Schmidt
Sarah Schmidt Consulting

Abigail Aziza Stone
Self-Employed

Mark Tendam
Self-Employed

Jeffery Whitemore
Ulta Beauty, Inc.

*Visit connect2home.org to view the current Board of Directors roster.

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Suzanne B. Calder

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Jeffery Whitemore
Betty A. Bogg

Nia Tavoularis
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Rebecca Wheeler
Suzanne Whiting
Fran Wiechart
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

**Phillips Society**

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

Lisa Altenbernd and Steve Hagerty  
Jenny and Greg Baldwin  
Sheryl and Stephen Bartol  
Suzanne and Bobby Calder  
Lynne and Jeff Carlton  
Kelly and David Cater  
Elizabeth and Kent Dauten  
Elizabeth and Arthur Duquette  
Elizabeth Ester and Michael Brody  
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Sheila Schaeffer-Hirsh and Tom Hirsh  
Sarah Schmidt and Todd McCarthy  
Evelyn Siegel  
Meg and Rick Slayton  
Julie and Richard Ugarte  
John and Sharon Watrous  
Suzanne Whiting  
Kim Yee and Eric Haab

**Foundations & Corporate Donors at $10,000 and above**

Abra Prentice Foundation, Inc.  
Alliance to End Homelessness in S.C.C.  
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Baird & Warner Good Will Network  
BMO Harris Bank  
Capital Group  
Chicago Trading Company  
CIBC  
Cless Family Foundation  
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Crown Family Philanthropies  
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Evanston Lighthouse Rotary Club  
Finnegan Family Foundation  
Glenview Community Church  
Lavin Family Foundation  
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United Way  
Village Treasure House  
VNA Foundation
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Alec Dike
Brenda Ellerin
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Jonathan Grodnick
Healthcare Foundation of Highland Park
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Eleanor and Michael Husman
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Reetu and Will Sanders
Dr. Scholl Foundation
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Jenni and Will Suvari
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Trinity Lutheran Church
Ulta Inc.
Unitarian Church of Evanston – Giving House
Valerie and Robert Weiss
Rebecca Wheeler and Craig Lewandowski
Frances and John Wiechart
Dina and Dave Wilson
Yardi Systems, Inc.
Lee and Holly Zimmerman

$1,000 - $4,999

Charlotte Abrahmson and Michael Shi
Karen Alter-Hanson and Brian Hanson
AMITA Health
Melanie Anderson and Thomas Couch
Rick Angell and Jules Hopkins
Architectural Glass Works, Inc
John Armstrong
Arnett Law Group LLC
AT Mechanical
Brenda and John Avioli
Robert Bailey
Ann and Brian Balusek
Alan Barr
Carey Bartell
Annette Batista and Michael Chip
Peter Belytschko
Annette and Jim Berg
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Maureen and Michael Browne
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Katherine and Greg Byrnes
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Laurie and Mike Cavalier
CBOE
Chicago Platform Tennis Tournament
Judith Cieslak
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Jen and Ron Cortina
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Sherry and Edward Donovan
Laura and Jim Durkin
Diane and Jules Eberhardt
Sarah Eck-Thompson and Art Thompson
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).

Thank You to Our Volunteers

Liz Reeves and Doug Haight
Robert W. Baird & Co.
Margaret Roche
Roman Insurance Agency
Margaret and Richard Romano
Sarah and James Rosen
Joan Rothenberg and Kenneth Walchak
Helga and Robert Rothweiler
Rubens Family Foundation
Nancy and Edward Ryczek
Salesforce
Stacey and Robert Sarasin
Leslie and Anthony Scattone
Nicole and Alex Schneider
Marybeth Schroeder
Susan and Brad Schulman
Deb and Paul Schultz
Barbara Schwarz and Tom Klitzkie
Maryellen and Thomas Scott
Melissa and Mark Secrest
Ben Sehgal
Ann Seibert
Service Drywall & Decorating

Leslie Shad and Joseph Brennan
Kathy Shaw and Patrick Mulhern
Jenny and Tim Sheehan
Barbara and Glen Shelly
Leesa and Jes Sherborne
Shirleie and Owen Siegel Foundation
Carol Shukur and Art Gunther
Suzanne and Garry Shumaker
Shumaker Design & Build Associates
Lisa Siegel Zagarin
Sierra Pacific Windows
Stephanie and Gerald Smith
Janice Smith
Tim Sonder
Sondra and Charles Sonneborn
Leslie Spagat
St. Athanasius Catholic Church
St. Paul’s Lutheran Church
Ronna Stamm and Paul Lehman
James Stanley
Catherine and Mark Steege
Judy and Todd Steele
Jennifer Stephan and Curt Mueller

Nancy Straus and Barney Sachs Straus Jr.
Aimee Summers-Keating and John Keating
Judy Sutton Taylor and Robert Taylor
The Coleman Foundation, Inc.
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Kathryn and Jeffery Whittmore
Cary Williams
Margaret and Dennis Wilson
Jori and Michael Witt
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Nina and Sun Yoo
Sarah and Scott Zematis

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Margie Boyd
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David Cater
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Gail Doeff
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Annie Washington
Grace Washington
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