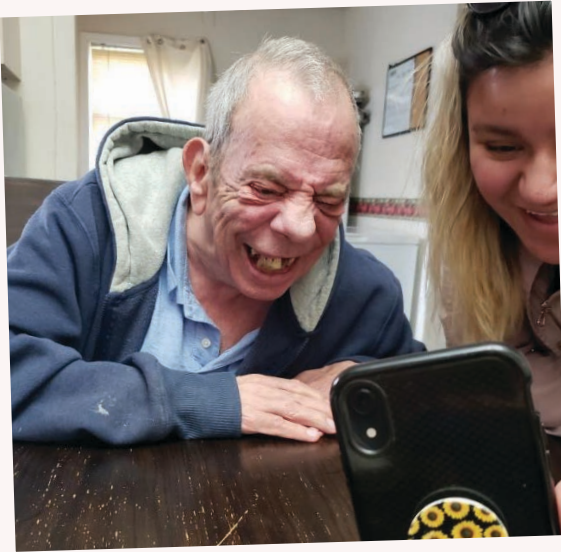


PROVIDING CIRCLES OF SUPPORT

2020 ANNUAL REPORT





Dear Friends,

What a year it has been! Our hearts go out to everyone who experienced serious illness or the loss of a loved one during the COVID-19 pandemic. We are also so grateful to our families for being patient and understanding considering all of the limitations that were put in place to keep our participants safe this past year.

Many individuals in our group homes could not see their loved ones for the better part of a year. Separation and isolation of this nature is tough on everyone and is especially difficult for those with intellectual/developmental disabilities (I/DD) who thrive on predictable schedules. We were fortunate to have dedicated staff that worked tirelessly across all departments to ensure support and safety for our participants.

As Illinois opens back up, all of our residents have been vaccinated and most of our staff are already vaccinated too. This important step enables us to reopen community-based programs that our participants have missed so much. For example, Tuesday night social groups and Day Programs are opening now with safety protocols in place. Our participants are all looking forward to getting back out in the community and having fun together once again.

Despite the challenges CSS provided 413,068 hours of services to 585 individuals and their families in fiscal year 2020. We received hundreds of gifts in the form of cash contributions, protective equipment, and special meal deliveries. From donors, staff, and CSS participants—we were inspired by the efforts of all, that made us realize the strength of the CSS community. Regardless of how you helped, we are grateful to you.

We are excited to return to normal, even stronger than before.

Sincerely,

Diane Farina White
President & CEO

Pete Rogers
Board Chair

Our Mission

Community Support Services is a private, nonprofit agency that initiates, provides and promotes services for people with intellectual/developmental disabilities and their families, within their communities, in order to strengthen their independence, self-esteem, and ability to participate in and contribute to community life.

Community Support During the COVID-19 Pandemic

It is said that hard times reveal who your true friends are. This was certainly the case for CSS during the COVID-19 pandemic when more than 120 gifts were received from the community to care for our Residential and Independent Living participants and their staff. Sheltering in place was difficult on the staff at our eight group homes, as well as for the residents themselves. These gifts came in the form of cash and in-kind items like personal protective equipment (PPE), hand sanitizer, wipes, masks, and even toilet paper. The cash gifts were used to buy safety items and deliver meals to the group homes, as well as participants' apartments. This delighted the residents and staff alike. To help pass the time, donors also dropped off board games, puzzles and art projects which were especially helpful to beat the boredom.

Our Residential program supports our most vulnerable participants. It could have become very serious or even fatal if they contracted the virus. So, the staff was keenly aware how important their role was during this time. We are especially proud that they took extra safety precautions and worked overtime which reduced the number of staff transitioning in and out of the homes each week. We are so grateful to our dedicated staff and generous donors for helping to see us through these difficult times. We believe we are stronger and more resilient because of this experience.



Top right: Jim Rea, CSS Board, surprised the Westchester residents with pizza.


Above: Friends from the 9th Avenue block of LaGrange provided a special meal from Marco's for each CSS group home.

Bottom right: Hand-made masks were delivered to keep participants and staff safe.



Re-inventing Programming

Virtual Culture Club



A horizontal collage of various world landmarks. From left to right, it includes: a large Buddha statue, St. Basil's Cathedral in Moscow, Christ the Redeemer in Rio de Janeiro, Big Ben in London, the Taj Mahal in Agra, the Eiffel Tower in Paris, the Leaning Tower of Pisa, the Colosseum in Rome, the Statue of Liberty in New York City, and a mosque with a tall minaret. The background is white with some faint, colorful hot air balloons.

It was no surprise that participants voted Australia as their favorite place

to study. They enjoyed seeing pictures of the diverse landscapes in Australia including the outback, Ayers rock, and the natural occurring plants and animals in the Great Barrier Reef. The participants did a few take-home projects that helped reinforce their learning. These usually were art projects where they selected a favorite animal, drew it, and named three interesting things they learned about it.

Re-inventing Programming Virtual Art Class

Art is a favorite part of the Day Program curriculum for many of our residents. They enjoy this weekly routine and look forward to making colorful creations. So, when the pandemic forced our facilities to close temporarily, we knew we had to find a solution.

Our staff used Zoom to hold classes virtually and maintain a bit of their normal routine. The Lyons Place residents were among the first to experience virtual Art Therapy Class. Cassandra Krcmar, CSS' director of clinical services, remarked that this was new territory, and we didn't know what to expect. But the residents really enjoyed it.

One of the first projects used shaving cream and paint. Shaving cream was a likely choice because all the residents in the Lyons Place home are male, and shaving cream is something they already had on hand. The housemates showed great teamwork and enjoyed using the Zoom technology.

Art Therapy is different than a traditional art class. Throughout the projects, artists discuss how they

feel while creating their art and what challenges they might be facing. Expressing and processing these thoughts and feelings are the main purpose of the experience. These conversations were especially necessary during the pandemic.

As time passed and restrictions slowly eased, individuals returned to our Day Programs in small groups. Virtual Art Therapy classes were held simultaneously at several group homes while Cassandra also included onsite groups at the day program. CSS recognizes that during the pandemic it was more important than ever to continue to bring valuable programming to our participants. They thrive on social interaction and structure—so everyone's ability to adapt was really important during this time.



Art class was another curriculum that was preserved during the COVID-19 pandemic.



Pandemic-Friendly Celebrations and Comforts

Adjusting to the “new normal” was difficult for us all. However, for those with intellectual/developmental disabilities losing daily activities and routines was especially hard. With support from CSS staff and the community, CSS preserved some traditions and created new ones during COVID-19 to remind us we are all in this together and most importantly, we will get through this.



Sandy's Milestone Birthday

Sandy has received Respite services from CSS for 26 years, and she transitioned into a group home to receive more acute care. When the COVID-19 pandemic hit, she had just become the newest resident of the Summit group home, and she was looking forward to celebrating her 50th birthday. But this would not

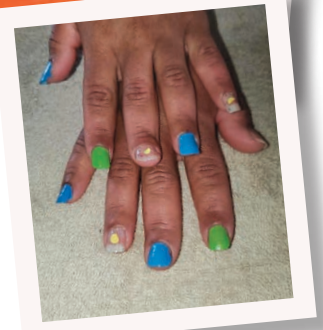
only be the first birthday she would be celebrating away from her mother, but it was also during the COVID-19 pandemic. Realizing she could not see her family or have a proper party, CSS staff organized a “drive through” party complete with assistance from the local Summit police department. Sandy got a kick out of seeing cars drive down her street and honk their horns in her honor. Plus, CSS staff and her family members joined in the fun of the car procession.

Justice House Residents Treated to Day of Beauty

During the COVID-19 pandemic, CSS staff got creative and invented fun activities to occupy the residents. These activity days eased frustrations due to the participants' schedules being turned upside down. The staff at the Justice House held a special day of beauty for its residents. On this special day, the ladies at the Justice house chose to pamper themselves. They selected from services including facials, manicures, or pedicures and spent the day relaxing. This was a definite favorite activity among the ladies. Other activities included art projects, making dream catchers, and putting together quilts. The residents appreciated these special accommodations which brightened their moods during this tough time.



CSS Participant Emmy enjoys a spa day with the assistance of CSS staff member, Alisha B.



Additionally, donors sent special contributions that provided supplies for onsite activities that kept our residents busy and took their minds off of changes in their normal weekly routines. This was a difficult time for residents and staff alike. The residents sheltered in place for months due to state mandates, and staff worked overtime to accommodate the need. Changes in schedules can be hard on all of us, but for individuals with intellectual/developmental disabilities it can be especially difficult. Many of our participants are dually diagnosed with both intellectual disabilities and mental health issues. Stressful situations can cause behaviors to emerge that are disruptive, or even unsafe. So, the staff used their creativity and proposed fun ideas to pass the time.

CIRCLES OF SUPPORT *Celebration* 2020



The **Resource Development Committee** planned a wonderful event that was scheduled for early April. However, plans were cancelled at the last minute due to the COVID-19 pandemic. From left to right members are: Tom Vana, Jim Rea, Andrew Van Singel, Nicole Omahen, Sara Gill, Michelle Jimenez, Sue Middendorf, Greg Mino, Catherine LaBelle, Amanda Maciag, and Jennifer Schindl. (Not pictured: Diane Farina White, Carmella LoCascio and Missy Pignotti.)

Each year, the CSS Circles of Support event raises money to fund important programs and services that are underfunded or receive no funding at all from the state of Illinois. These include, Nursing Services, Residential and Independent Living Services, CSS Academy Programs, Supported Employment, and Transportation. CSS would like to extend our warmest gratitude to the sponsors and ticket holders for the 2020 Circles of Support Celebration event. The staff and Resource Development Committee members had laid the groundwork for a fabulous in person event. However, just days before the event was to have taken place, the state was ordered to shelter in place due to the COVID-19 pandemic. In the end, the generosity of our supporters prevailed and 100% of the revenue was preserved. All community partners, sponsors, and advanced ticket purchasers allowed CSS to keep their contributions. This was a tremendous gift and helped immensely in keeping the FY20 budget intact.

We are also grateful to the Hyatt Lodge in Oak Brook for allowing us to reschedule our event with no financial penalty. We look forward to seeing everyone on Friday, April 8, 2022 in person!

THANK YOU TO OUR TOP EVENT SPONSORS!

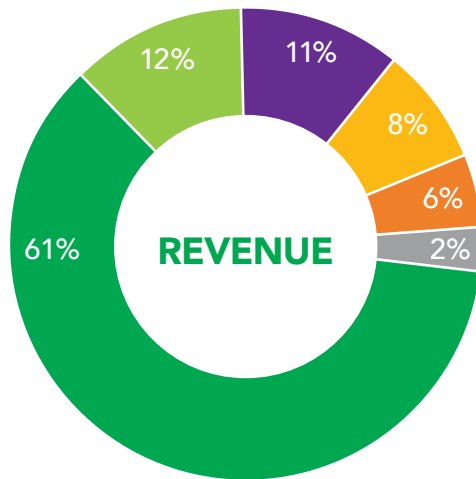


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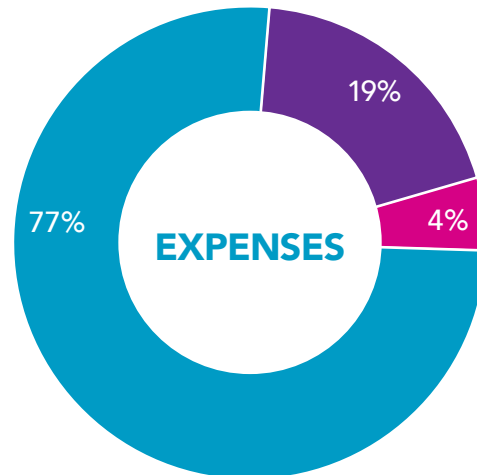


2019-2020 Financial Statement



- **Illinois Department of Human Services**
\$4,561,885
- **Community Mental Health Boards**
\$900,588
- **Other Government Grants**
\$815,985*
- **Fundraising & Other Public Support**
\$596,617
- **Client Fees**
\$507,851
- **Other Revenue**
\$129,701

\$7,512,627 TOTAL REVENUE



- **Program Services**
\$5,213,784
- **Management & General**
\$1,290,623
- **Fundraising**
\$268,531

\$6,772,938 TOTAL EXPENSES

\$739,689 CHANGE IN NET ASSETS

*Note: On March 27, 2020, the Coronavirus Aid, Relief, and Economic Security Act, (CARES Act), was signed into law. One component of the CARES Act was the Paycheck Protection Program (PPP), which provided businesses with funding to maintain their payroll and cover applicable overhead. CSS applied for and received \$792,405. CSS has accounted for the PPP loan as a conditional contribution. It is fully recognized in Other Government Grants revenue during the year ended June 30, 2020.

With Our Gratitude

We are deeply grateful for the following contributors whose gifts were received in Fiscal year 2020 (July 1, 2019 - June 30, 2020.)

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Community Mental Health Board
Town of Cicero
Community Mental Health Board of Oak Park Township
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\$25,000+

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For more information,
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