



2024 **IMPACT REPORT**

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 and contribute to community life.





DEAR FRIENDS,

Thank you for your generous support of CSS! We are excited to share the CSS 2024 Impact Report which highlights the BIG impact that you have on those we serve. With your help, we have provided programs and services to 1,000 individuals with intellectual and developmental disabilities (I/DD) and their families across fiscal year 2024. While we receive state funding for a large portion of our budget, we rely on friends like you to help us raise more than \$500,000 to close the gap and fully fund ALL our essential programs. YOU help make our work possible.

Throughout this report, we showcase a lot of numbers to highlight the impact! Yet, we also feature stories and pictures so that you can see beyond the numbers just WHO you are helping with your generosity. Last year, your gift to CSS helped underwrite...

- The capital needs of our group homes and community day services sites – from new flooring, AC units, windows, paint, computers and more! All things needed and not covered by the state, but essential for our participants' well-being.
- Nursing services for 40 residents who live in one of our eight group homes to address health concerns of our aging participants as well as ways to maintain good health!
- Outings for hundreds of participants to be engaged in community life – to museums, sporting events, theatre and more!
- CSS Academy programs such as yoga, Zumba and art that bridge the community at large with those with I/DD!
- Employment support and ever-expanding counseling services!

You do all this...and MORE! As a valued partner, we extend our heartfelt thanks for believing in our mission and ultimately helping individuals with I/DD in our community live their best life.

Thank you – we are grateful!

Gratefully yours,

Diane Farina White
President & CEO

Dennis Kiley
Chairman, Board of Directors



MEET COURTNEY

OUR IMPACT 2023-2024

The Sloan family has utilized CSS programs and services for decades. They first started using Respite Services when their daughter Courtney was a young girl. Courtney, the first of the four Sloan children, was diagnosed with autism. Her diagnosis came in the early 90's when it was rather unheard of at the time. The Sloans looked for a variety of resources to help them navigate life with an autistic child, busy working parents and three other children. They found CSS was the answer for some additional support through our Respite program. Respite Services provided the family with one-on-one support in their home with Courtney, while at the same time, this afforded them time to spend with their other three children. "CSS saved our lives, twice," noted Carla, mother of Courtney. "First with Respite services that gave us a bit of a break and a chance to focus on the other kids and their activities, and then more recently, when Courtney moved into the Westchester group home."

Courtney is now living as independently as possible with several other roommates and 24/7 support of the CSS staff. Courtney attends a modified day program during the week and enjoys outings with her roommates as well as walks in the neighborhood. And, she isn't one to miss a shopping trip! She also enjoys visiting with her family and doing puzzles.

"We weren't sure if Courtney would ever be able to live anywhere other than with my parents, but, with the help of CSS, we are seeing Courtney thrive," shared Caitlin, Courtney's sister. CSS and the Sloan family working together to help Courtney live her best life is just one example of the positive impact that CSS and families make...together.

RESIDENTIAL & INDEPENDENT LIVING

8

Community Integrated Living Arrangement (CILA) homes are owned and managed by CSS across the western suburbs where 39 individuals who need 24/7 support and care live and are a part of community life.

39

participants live independently in their own apartments with the help of weekly support from a CSS Direct Support Professional (DSP). DSPs assist with daily living including cooking, grocery shopping, engaging community activities, and more!



NURSING SERVICES

69

CSS participants received care from the Nursing Services Program.

65

CSS participants received counseling services.



540

hours of direct care were provided by Rush University College of Nursing students to CSS participants.



OUR IMPACT 2023-2024



CSS ACADEMY PROGRAMS

125

individuals served by CSS Academy

Self-expression and individual choice are key in the programs offered at the Academy. Favorite classes include art, yoga, Zumba and more! Siblings and parents take classes alongside their loved ones with I/DD and other people in the community, creating an integrated and inclusive learning environment.





MEET EMILY

Emily lives in our Justice home with her four roommates. She attends Community Day Services in Cicero and works part-time as a server at Egg Harbor.

Emily is an active member of CSS's self-advocacy group, Team Voice.

A fun fact about Emily is that she appeared in the 1993 movie, House of Cards.

MEET THERESA

Theresa lives in our Summit group home with her four roommates. She is a very talented artist and crafter! She has a crafting area set up in her room where she does most of her projects and has even sold some of her pieces!

Theresa also attends Community Day Services and CSS Academy classes.



MEET JORGE

Jorge attends Community Day Services in Cicero and has attended since the program opened in 2017.

He loves learning on the computer, going bowling, and participating in cooking classes.

Jorge likes when his schedule is consistent and there are no changes. He even memorizes the calendar each month!

HOME-BASED SUPPORT SERVICES

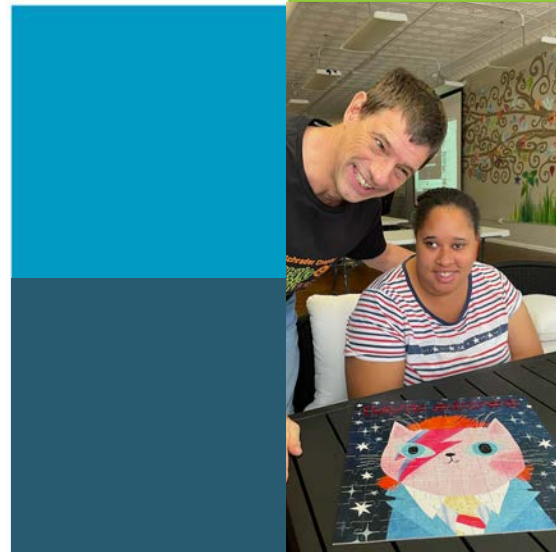
294

families were supported through case management services. This includes helping families with Respite options, linking to services such as counseling and behavioral analysis and helping develop a plan for the types of supportive services families want to receive.

SUPPORTED EMPLOYMENT

35

participants were employed and found jobs they enjoy! The focus on employment for participants is not only achieving employment, but also acquiring the skills to become productive and valuable employees. CSS provides customized vocational training, job-search and interviewing skills, employment support and advocacy.





COMMUNITY DAY SERVICES

58

participants attended programs Monday-Friday every week at our Community Day Services programs in Brookfield and Cicero. Participants are engaged in activities they are interested in and enjoy.



RESPIRE SERVICES

400⁺

families and 120 participants benefited from much needed respite services that provided relief from care-giving and opportunities to reduce stress and improve family life.



FINANCIALS

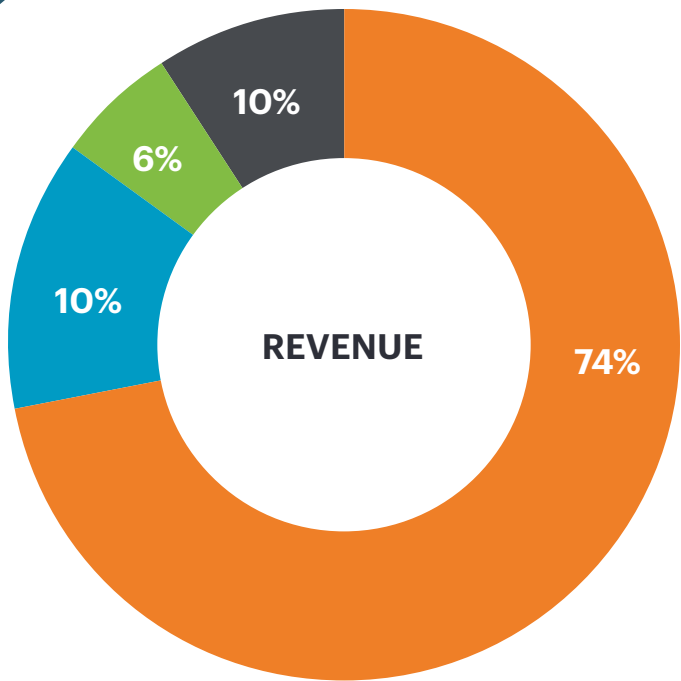
2023-2024

BY THE NUMBERS

| | People Served | Service Hours |
|---------------------|---------------|----------------|
| Case Management | 294 | 5,791 |
| Respite | 120 | 25,225 |
| Employment | 35 | 814 |
| Independent Living | 39 | 11,712 |
| 24 hour Residential | 40 | 327,4131 |
| Day Program | 58 | 52,121 |
| Counseling | 65 | 4,010 |
| TOTAL | 420* | 427,802 |

*This is the total number of unduplicated people served. Please note that the number of people served listed by each program reflects duplicated numbers where individuals received multiple services.



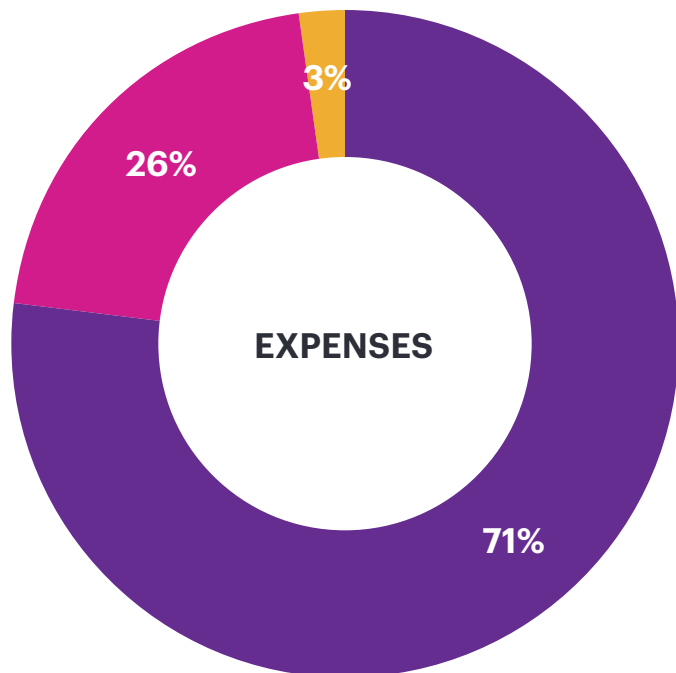


- Illinois Department of Human Services
- Community Mental Health Boards
- Fundraising and Other Public Support
- Other Revenue

TOTAL REVENUE:

\$8,352,612

- Program Services
- Management & General
- Fundraising



TOTAL EXPENSES:

\$7,077,056

CHANGES IN NET ASSETS:

\$752,636





CSS Administrative Office

9021 Ogden Avenue
Brookfield, IL 60513

CSS Academy

3732 Grand Boulevard
Brookfield, IL 60513

CSS Family Support Center

5416 West 25th Street
Cicero, Illinois 60804

www.CSSservices.org

708.354.4547



CSS has achieved
accreditation by CQAL/
The Council on Quality
and Leadership.

CSS LEADERS

As of June 2025

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FUNDING PARTNERS

THANK YOU!!

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