

CELEBRATING  
**35 YEARS**



FISCAL YEARS

2015-2016

IMPACT REPORT



# With **THANKS**

In 2016, CSS celebrated the milestone of 35 years of providing outstanding community services. This was a proud moment. It also created an opportunity to reflect on the role CSS has played in the lives of the individuals and families we serve, and those we will continue to serve in the future.

As Illinois' largest provider of Respite services, we recognize the important responsibility we have to our families. Respite is our most commonly requested service and, as our families inform us all the time, is instrumental in keeping families together and reducing stress. Our commitment to families also includes conveying to legislators the value of our Respite services. In April 2015, without warning, Respite services to Illinois' families were severed. This impacted approximately 500 CSS families, and 5,000 families statewide. CSS was the leader in advocating to restore Respite services by hand delivering 1,500 letters to the Governor's Office, as well as other significant legislators. The voices of our families, participants, staff, and Board of Directors was heard in Springfield—and Respite services were restored in Illinois.

Another milestone has been the opening of two additional group residential homes. CSS now has a total of eight homes that we own and operate expanding our services to adults who want to live in the community. Group residences provide an environment for adults to live independently while fostering a close-knit family atmosphere. Our Prairie House in Brookfield is home for two high need individuals receiving 24-hour attention by skilled employees. Our newest home, Kensington House in Westchester, will welcome five new female residents this spring!

We are often asked what is on the horizon. What does the future look like for individuals with intellectual/developmental disabilities in Illinois? We wish we could predict how funding or mandates may impact services but the truth is we cannot foresee the future. However, CSS can commit to continue to listen closely to the families we serve, and respond to their needs with passion, dedication, and the commitment to continue to provide the best possible services for our community for the next 35 years.

Sincerely,

Diane Farina White  
*President & CEO*

Andrew Van Singel  
*Board Chair*



# Our IMPACT

Community Support Services is a non-profit organization dedicated to improving the lives of children and adults with intellectual/developmental disabilities and their families. CSS fosters independence by helping those we serve recognize their own abilities and envision a brighter future. Then, we help them achieve it. Whether we are providing in-home assistance to families in need or helping young adults find and transition into jobs, our services help keep our communities strong and our families empowered.

## INDIVIDUALIZED PROGRAMMING



377,890

SERVICE HOURS PROVIDED

51

COMMUNITIES SERVED



Programs	People*	Hours
Case Management	432	11,607
Respite	478	60,610
Independent Living	36	19,806
Employment	87	7,254
24-Hour Care	38	275,215
Senior Services	4	2,220
Counseling	48	1,178
<b>Total</b>		<b>377,890</b>

*\*CSS provides a variety of services to individuals with intellectual/developmental disabilities in western Cook and eastern DuPage counties. Many participants are enrolled in multiple programs which provide a full continuum of care for the individual. Numbers are duplicated in instances where individuals receive multiple types of care from CSS.*

## SERVING A SPECTRUM OF NEEDS



### RESPITE CARE

Respite helps families stay together and reduces stress that many parents experience by providing important, intermittent breaks. Families can choose Individual or Group Respite activities.



### INDEPENDENT LIVING PROGRAMS

Programs provide support for adults who live on their own as well as those who reside in our eight group homes.



### CUSTOMIZED EMPLOYMENT PROGRAMS

Our programs are tailored for adults with disabilities who want to work in the community.



### PARENTS WITH DISABILITIES

We provide assistance and support to help maintain a stable family environment.



### CSS ACADEMY PROGRAMS

Provide classes and workshops in a progressive community environment in the areas of life skills, the arts, and health & wellness.



### PROFESSIONAL CERTIFICATION PROGRAMS

Offer training in CPR and First Aid to help raise awareness and educate our families, staff and community members.



### HOME-BASED SUPPORT SERVICES

Help identify, secure, and maintain the services that families need.





# RESPITE SERVICES

Carol has been Chloe’s Respite worker since she was 14 months old. The Respite care she receives each week gives her parents time to work, run errands, spend valuable one-on-one time with each other and Chloe’s sister, Lauren.

“CSS is a life saver. INVALUABLE!!! Chloe is a happier kid because of CSS. She loves ‘Miss Carol.’” —Chloe’s mom, Janelle



Respite provides a short, planned period of relief for the primary caregiver. It is key to keeping families together and is proven to reduce stress. Our Respite Services provide family-centered support in individual and group settings. Our services take place inside participants’ homes and in their communities. We help participants develop self-esteem, independence and social skills while enjoying greater participation in community life.



OF PARENTS SAY RESPITE SERVICES  
HAVE **ENHANCED THE QUALITY OF LIFE**  
FOR THEIR SON OR DAUGHTER



**478 FAMILIES**  
RELY ON RESPITE SERVICES ANNUALLY

# CSS ACADEMY PROGRAMS



CSS Academy Programs strive to build community through social and educational opportunities for people with and without disabilities. Classes, workshops, and special field trips are offered for people with intellectual/developmental disabilities, their families, caregivers, and other community members who just want to learn something new.



## THIS INCLUSIVE PROGRAM STRIVES TO ACCOMPLISH THREE KEY GOALS:

- 1) Provide continued learning opportunities
- 2) Improve social inclusion
- 3) Support the development of independence and life skills



## 30 CLASSES & WORKSHOPS

ARE OFFERED EACH WEEK IN THE AREAS OF  
LIFE SKILLS, THE ARTS, AND HEALTH & WELLNESS.

## LEARNING TAKES PLACE AT 3 LOCATIONS

- Brookfield
- Oak Park
- Cicero



The Cicero location supports  
bilingual and bicultural families.



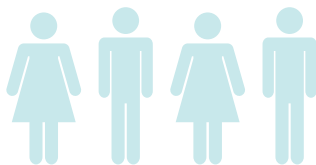
## ADULT AND RESIDENTIAL SERVICES

Our Adult & Residential Services program provides safety, social activities, and helps adults access a broad spectrum of supports so that they can lead independent lives. Knowing that our participants each have different needs, the resources and services that we provide are tailored specifically for each person and last throughout their lives.



CSS SUPPORTS **87** INDIVIDUALS

THROUGH THIS PROGRAM EACH YEAR. SOME LIVE IN GROUP HOMES, OTHERS LIVE IN THEIR OWN APARTMENTS IN THE COMMUNITY.



**THERE ARE 8** Community Integrated Living Arrangement (CILA) residences that 38 individuals call home.



## CAPITAL IMPROVEMENTS

Through the generosity of many private funders, 7 bathrooms received updates and a kitchen was beautifully remodeled. These investments improve the independence and dignity of individuals who reside in our group homes.



# CUSTOMIZED EMPLOYMENT SERVICES



Our Customized Employment services are designed for adults with intellectual/developmental disabilities who are interested in working or volunteering in the community. The focus for participants is not only on achieving employment, but also acquiring the skills to become productive and valuable employees and volunteers.



**JUST 18% OF WORKING-AGE ADULTS WITH DISABILITIES (AGES 16 AND OVER) ARE EMPLOYED, COMPARED WITH 65% OF ADULTS WITHOUT DISABILITIES.**

(According to the Bureau of Labor Statistics, 2015.)



CSS HAS SUCCESSFULLY DEVELOPED PARTNERSHIPS WITH  
**32 BUSINESSES**

# NURSING SERVICES



The Nursing program enhances and expands the coordination of medical and mental health care for adults with intellectual/developmental disabilities who live independently in the community but who need support by CSS staff to safely do so.



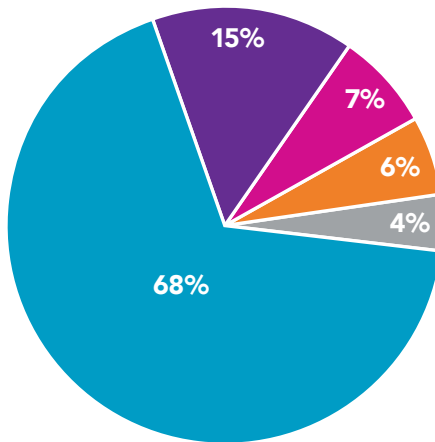
**CSS' NURSING SERVICES PROGRAM COORDINATES HUNDREDS OF WELL VISITS AND PHYSICIAN APPOINTMENTS EACH YEAR.**

Appointments range from primary care physicians and dentists to specialists such as oncologists, neurologists, psychiatrists and many others.

# CSS 2016 FINANCIAL STATEMENT

At CSS, we are careful stewards of our resources and we strive to make sound fiscal decisions. We are pleased that 87% of our expenses are dedicated to our programs.

FISCAL YEAR 2016  
**REVENUE**

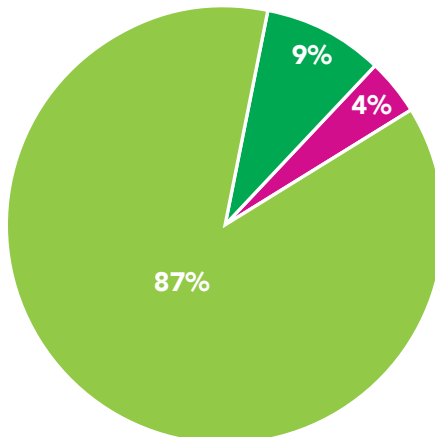


- **Department of Human Services**  
\$4,331,254
- **Community Mental Health Boards**  
\$951,066
- **Fundraising & Other Public Support**  
\$ 488,195
- **Client Fees**  
\$ 373,314
- **Other Revenue**  
\$ 253,030

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**\$6,396,859 TOTAL REVENUE**

FISCAL YEAR 2016  
**EXPENSES**



- **Program Services**  
\$5,012,888
- **Management & General**  
\$522,064
- **Fundraising**  
\$239,687

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**\$5,774,639 TOTAL EXPENSES**

**\$622,220 CHANGE IN NET ASSETS** (Before Discontinued Operations)

**\$472,080 NET INCOME** (From Discontinued Operations)

**\$1,094,300 CHANGE IN NET ASSETS & NET INCOME**



# Ensuring Our **SUCCESS**

We are deeply grateful for the following contributors whose gifts were received in Fiscal Years 2015-2016 (July 1, 2014 – June 30, 2016.) The larger gift during this period is listed below. For a complete list of in-kind donors, please visit [www.CSSservices.org](http://www.CSSservices.org).

## **PUBLIC FUNDERS**

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Community Mental Health Board Town of Cicero  
Community Mental Health Board of Oak Park Township  
Lyons Township Mental Health Commission  
Proviso Township Mental Health Commission  
River Forest Township Mental Health Committee  
Riverside Township Mental Health Board

## **\$20,000 +**

Community Memorial Foundation  
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Westlake Health Foundation

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#### IN MEMORY OF MARY SPETTER

*Individuals below gave gifts in loving memory of Mary Spetter. In total, \$3,865 was donated. Mary is survived by her children, Eileen Spetter (CSS Participant), Don Spetter, Sue Wolfe (former CSS Board Member), and Mary Kay Kaminski.*

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CELEBRATING  
35 YEARS

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Diane Farina White

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Christine Campbell Mulhern  
*ATG Trust Company*

Natalie Crampton  
*Patzik, Frank & Samotny LTD.*

Sheni Djurisc  
*Djurisc Law*

Larry Fitzgerald  
*Trexin Consulting*

Sharon Flaim

George Gilbert

Rachel L. Loftin, Ph. D  
*Rush University Medical Center*

Sue Middendorf  
*Midwest Warehouse & Distribution System*

Jennifer Richards, CPA  
*Crowe Horwath*

Pete Rogers  
*Echo Global Logistics*

Kiyoshi Yamaki, Ph. D  
*University of Illinois at Chicago*

### Other Members who served between July 1, 2014 - June 30, 2016

Shea Fowler

Nancy Hess

Greg Mino

Wendy Whitcomb



CSS has maintained the  
highest level of CARF  
Accreditation since 1997.

## OUR LOCATIONS

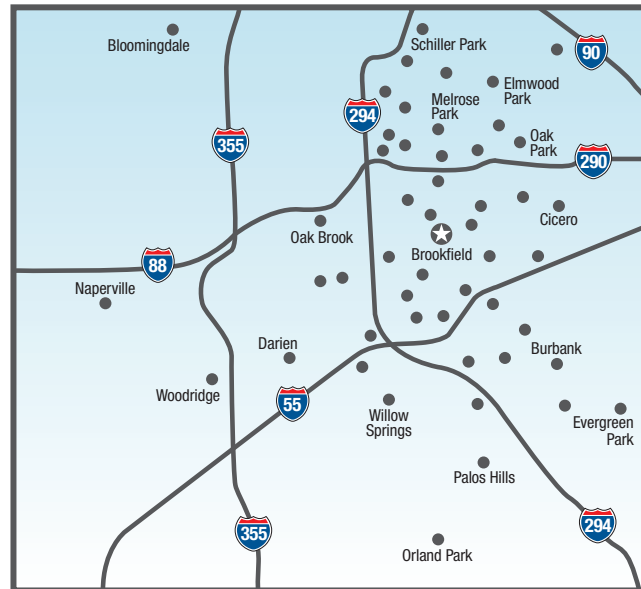
**CSS Administrative Office**—9021 Ogden Ave., Brookfield, IL 60513

**CSS Academy**—3732 Grand Blvd., Brookfield, IL 60513

**CSS Family Support Center**—5416 W. 25th Street, Cicero, IL 60804

For more information, visit [www.CSSservices.org](http://www.CSSservices.org) or call **708.354.4547**

**CSS serves individuals in western Cook and eastern DuPage counties. Our participants reside in the following 51 communities.**



Bedford Park  
Bellwood  
Berkeley  
Berwyn  
Bloomingdale  
Bridgeview  
Broadview  
Brookfield  
Burbank  
Burr Ridge  
Chicago  
Cicero  
Clarendon Hills  
Countryside  
Darien  
Elmwood Park  
Evergreen Park

Forest Park  
Franklin Park  
Hickory Hills  
Hillside  
Hinsdale  
Hodgkins  
Indian Head Park  
Justice  
La Grange  
La Grange Highlands  
La Grange Park  
Lyons  
Maywood  
McCook  
Melrose Park  
Naperville  
North Riverside

Northlake  
Oak Brook  
Oak Lawn  
Oak Park  
Orland Park  
Palos Hills  
River Forest  
River Grove  
Riverside  
Schiller Park  
Stickney  
Stone Park  
Summit  
Westchester  
Western Springs  
Willow Springs  
Woodridge