



# PROVIDING CIRCLES OF **SUPPORT**

2019 ANNUAL REPORT





## DEAR FRIENDS,

With your help, in fiscal year 2019, we had the privilege of **providing circles of support** to 668 individuals and their families. We appreciate this opportunity to express our gratitude. It is a chance to share the impact of your generosity on the people whose lives you have helped transform. To accomplish this, CSS offered a wide range of programs including Respite, Residential & Independent Living, Supported Employment, Day Program, and Therapeutic Services. The purpose of each and every program is to help the individuals we serve become independent, increase their self-confidence, and become included in the fabric of their community.

CSS is proud of our dedicated staff that is committed to working with children and adults with intellectual/development disabilities and their families. We employ 150 professionals, of which about half are Direct Support Professionals (DSPs), many of whom provide necessary 24/7 care in one of our eight group homes.

Our DSPs are important to the quality of services provided to the individuals we serve. Despite the staffing crisis in Illinois, thirty of our DSPs have been with CSS over ten years, and ten have been with us over twenty! This type of devotion and commitment is what makes CSS the special agency that our families look to for supportive services for their loved ones.

Thank you for being part of this important mission. We are so grateful for the input from our families, generosity of our donors, and dedication of our staff and Board of Directors. On behalf of the hundreds of individuals and their families who receive our services, thank you for your continued interest and support of CSS.

Sincerely,

*Diane Farina White*

Diane Farina White  
President & CEO

*Pete Rogers*

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.

# OUR IMPACT

PROGRAMS	PEOPLE SERVED	SERVICE HOURS
Case Management	396	8,412
Respite	307	38,655
Independent Living	44	18,843
Supported Employment	89	4,862
24-Hour Residential Care	46	342,845
Community360 Day Program	38	26,054
Senior Services	9	4,389
Counseling & Behavior Support	76	3,512
<b>TOTAL</b>	<b>668*</b>	<b>447,572</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 services.*

# SERVING A SPECTRUM OF NEEDS



## RESPITE CARE

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



## RESIDENTIAL AND INDEPENDENT LIVING

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



## COMMUNITY360 DAY PROGRAM

Provides center and community-based activities where adults choose meaningful ways to spend their day in a small group setting. Bilingual Spanish services are offered.



## CSS ACADEMY PROGRAMS

Provides classes and workshops in a progressive community environment in the areas of life skills, the arts, and health and 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

Offer Self-Directed Assistance and Group Respite options for individuals enrolled in Home-Based Support Services through DHS' Children's and Adult Waivers.



## SUPPORTED EMPLOYMENT PROGRAMS

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

# RESPITE SERVICES:

## Building Life Skills

## Strengthening Families

CSS continues to be one of the largest providers of Respite services for families in Illinois.

Respite is a short period of planned and critical relief that gives parents and caregivers

some time to themselves, while the participants receive professional, supervised support.

Activities vary based on the individual's interests. They range from visits to parks, meals out, and seeing movies, to seasonal activities and cultural events. Respite services are provided one-on-one or in a group setting. Respite services reduce stress and improve home life.

An important part of Respite services is the commitment by our Direct Support Professionals (DSPs). We are proud that 10 of our DSPs have celebrated more than 20 years with CSS! Twenty have been dedicated to this work for 10 to 19 years, and 58 have been on staff for two to nine years.



**"CSS helped me to find a safe, reliable person to leave my daughter with. They go the extra mile and check backgrounds, teach CPR and safety certification training that helped me feel safe leaving my daughter in this person's hands."**

*—Marlene R., Kazzy's Mom*

### LONGEVITY OF CSS DIRECT SUPPORT PROFESSIONALS

(# of Employees)



**20 YEARS+**



**10-19 YEARS**



**2-9 YEARS**



**1 YEAR +**



# IMMEDIATE SERVICES FOR FAMILIES: Pay-as-You-Go is a Great Option

As many as 20,000 children and adults are on the Illinois PUNS list (the Prioritization for Urgency of Needs for Services). They could be waiting for services from a nonprofit like CSS for years. With this challenge in mind, we have created programs that are immediately available to families whether or not they have secured funding from the state.

These include **CSS Academy Programming (CSSA)** which takes place in Brookfield and Oak Park. CSSA strives to build community through social and educational opportunities. Classes, workshops, and special field trips are offered for people with I/DD, their families, caregivers, and other community members who just want to learn something new. Great friendships are formed in these intimate classes and there is equal emphasis on learning and having fun.

**Art360** also offers immediate availability. This community art program takes place at two locations: the Chicago Zoological Society-Brookfield Zoo and at CSS Academy, also in Brookfield. It is designed to bring art, learning, creativity, and social inclusion full circle. Participants have hands on experiences and enjoy creative arts in the social atmosphere of the zoo. They observe animals in their habitats, and enhance social skills, while discovering new forms of self-expression through art. Past sessions have included the study of butterflies, dolphins, penguins and other favorites at the zoo. The program concludes with an art exhibit for family and friends.



**"Thank goodness we found this program! This amazing class is a treasure for my daughter, Kelly Rose. Each week is exciting for her. She has created some remarkable works of art, and learned so much about her favorite animals at the zoo. She has also made some wonderful new friends. We look forward to being a part of it for a long time."**

*—Carmella L., CSS Parent*



# DAY SERVICES: Programming Inspired by Our Participants

The **Community360 Day Program** is a dynamic way for our participants to spend their days. The program focuses on the interests and desires of the participants themselves and provides choices in how they spend their time. Activities include structured volunteer work; creative classes in art, music, and dance; activities of daily living; health and wellness classes; and even classes structured around developing job skills and job searching. The ability to get out and experience our community is an important focus of Community360. Participants learn about other cultures through art, cuisine, and local field trips. The modest group sizes are perfect for individuals who benefit from smaller groups, or have specific behavioral needs. There are English and Spanish speaking staff members for bilingual families.

## FAVORITE COMMUNITY OUTINGS INCLUDE:

- Field Museum
- Shedd Aquarium
- Adler Planetarium
- Applebee's Restaurant
- Brookfield Zoo
- Striker Lanes
- AMC Theater
- Bengtson's Pumpkin Farm
- Mexican Art Museum
- TAO Restaurant
- Indoor Beach at Navy Pier
- Smart Museum of Art at the University of Chicago
- The Henry B. Clarke House
- Berwyn YMCA
- SCAMP Studios
- Nutrition Programs at UIC
- Cicero Library





# RESIDENTIAL AND INDEPENDENT LIVING: Supporting Independence

Safe housing is just one of the needs provided through **CSS' Residential and Independent Living Services**. Just like any family, the needs for a supportive home environment go beyond just a roof over your head. CSS' Residential and Independent Living program provides care in eight Community Integrated Living Arrangement (CILA) homes for adults with I/DD, who require "24/7" care, and to those who live independently or with their families in the community.

Together, with the individuals we serve, **we create customized service plans** which outline goals and objectives such as learning, maintaining, or increasing personal or household management skills. Then, we provide services in the home or in the broader community, focused on activities like housekeeping, cooking, budgeting, socialization, or vocational skills.

Our staff also ensures that **routine and acute medical care is provided to our participants**. This includes administering medication, plus scheduling and transporting to as many as 400 routine annual exams each year for physical, dental, vision, counseling, and psychiatric appointments.

For the behaviors that can arise with mental health diagnoses, we also have **Behavior Analysts** and **Counselors** on staff to provide meaningful behavior plans with goals.



## REMEMBERING GREG

*CSS learned that we are not immune to the circle of life when one of our beloved residents, Greg, was diagnosed with cancer. Alma W. was one of the many staff who especially rose to the occasion. Alma was by Greg's side 24/7. She took her role as caregiver to heart in order to make his final days peaceful. Although Greg eventually lost his battle, we are grateful to have been able to share Greg's life with him and proud of employees like Alma, and others, for their dedication to fulfilling the CSS mission.*

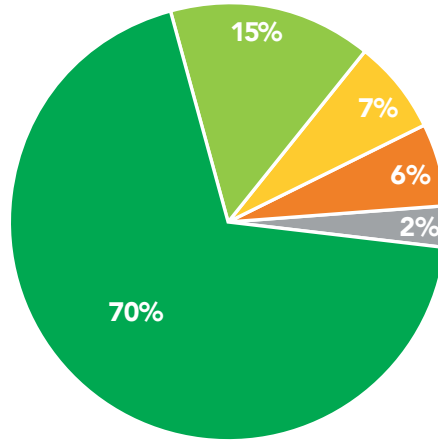


**"We are blessed in knowing that Ronnie is enjoying the finest quality of life possible in the care of CSS!"**

*—Tom and Kathy,  
Ron's aunt and uncle*

# 2019 FINANCIAL STATEMENT

FISCAL YEAR 2019  
**REVENUE**

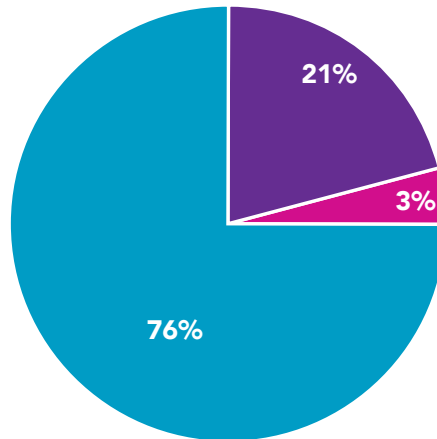


- **Illinois Department of Human Services**  
\$4,947,147
- **Community Mental Health Boards**  
\$1,035,315
- **Fundraising & Other Public Support**  
\$535,993
- **Client Fees**  
\$ 438,983
- **Other Revenue**  
\$ 146,797

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**\$7,104,235 TOTAL REVENUE**

FISCAL YEAR 2019  
**EXPENSES**



- **Program Services**  
\$5,278,592
- **Management & General**  
\$1,479,039
- **Fundraising**  
\$219,944

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**\$6,977,575 TOTAL EXPENSES**

**\$126,660 CHANGE IN NET ASSETS**



# WITH GRATITUDE

We are deeply grateful for the following contributors whose gifts were received in Fiscal Year 2019  
(July 1, 2018 - June 30, 2019.)

## PUBLIC FUNDERS

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

## \$25,000+

Community Memorial Foundation  
The Estate of Jim Ender  
Irene C. Niemczura Revokable Trust  
Westlake Health Foundation

## \$24,999 - \$5,000

A. Montgomery Ward Foundation  
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Tom and Kathy Vana

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 Arlington Park Racetrack  
 Aurelios Pizza  
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 Burke Beverage, Inc.  
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 Ceramic Art Cafe  
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 Chicago Canine Club  
 Chicago Children's Theatre  
 Chicago Skydeck  
 Chicago Wolves Pro Hockey  
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 Classic Cinemas  
 Claudia Homan  
 Comedy Sportz Theater Chicago  
 Construct Connect  
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 and Restaurant  
 Country House  
 CPC Powder Coatings  
 Dan Curran and Kelsey Oberlin  
 Destination Fitness  
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 Jeffery White  
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 Eaglewood Resort & Spa  
 Edward and Sally Hart  
 Elaine and Kevin Burke  
 Fireside Wood Fired Pizza  
 Floyds 99 Barber Shop  
 Fourteensexteen  
 GHA Associates  
 Greg T. Mino and  
 Jennifer Giovingo  
 Greg Williams and Christine Basco  
 Haunted Trails  
 House Republican Leader,  
 Jim Durkin

HUB International Midwest  
 Il Poggiolo  
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 iO Theatre  
 Irish Times  
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 Jamie Placek  
 Jane Dilworth & Landscaping  
 Jason and Michelle Borkowski  
 Jayne and Joseph Graybar  
 Jayne Women's Clothing  
 Jennifer Mass  
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 Karen Lambert  
 Karen McNeily  
 Kathy Collins  
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## President/CEO

Diane Farina White

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As of June 2019

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## OUR LOCATIONS

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

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

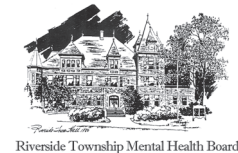
**CSS Family Support Center**—5416 W. 25th Street, Cicero, IL 60804

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

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