



# 2022 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 in and contribute to community life.



# DEAR FRIENDS,

Thank you for your partnership and support! Your investment in CSS ensures that our organization remains strong and ready to serve those in our communities with Intellectual and Developmental Disabilities (I/DD) and their families who need and deserve our programs and services.

Last year, we served nearly 500 individuals with I/DD across all our programs. In fact, we touched more than 1,000 lives including the participants' family members that rely on us for support as well as respite care.

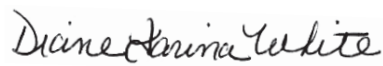
We are proud to share a few notable highlights from 2022...

- CSS increased its clinical capacity of providing counseling and art therapy to even MORE individuals.
- We became a partner of the newly formed Cook County Coalition, a Health and Family Services multi-million-dollar new program serving 18 communities. As the only I/DD provider in this Coalition, we will expand our community health outreach services for this population.
- The CSS Team is extremely proud to have earned the highest level of accreditation from CQL - The Council on Quality and Leadership. CQL is a person-centered excellence accreditation and applies the most stringent standard for organizations providing service to individuals with an I/DD. This accreditation means that every single day—every member of our team—is actively working to improve the quality of life for people with I/DD.

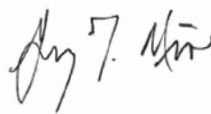
While CSS receives funding from the state, we rely on private philanthropy to fully fund our programs and services. In 2022, you and other friends donated more than \$500,000. Your gifts ensured that our participants received the programs, care and support they needed to live their best lives.

We believe that individuals with disabilities have the right to envision their own future and to choose the services that best meet their needs. Your investment in CSS supports this and puts this philosophy into action! This impact report highlights the numbers that represent the lives that are touched. With your help, together, we made a difference.

Gratefully yours,



Diane Farina White  
President & CEO



Greg Mino  
President, Board of Directors



## MEET LYNN

Lynn is a participant of CSS and lives independently in her own condominium in LaGrange, IL! Lynn works at Marshalls, enjoys cooking new recipes, and attends weekly art programs at the CSS Academy in Brookfield.

Lynn is supported by her Direct Support Professionals (DSPs) who help her maintain the independence she enjoys and deserves. When Lynn is not at work or at the CSS Academy painting, you might find her at an art fair in LaGrange or sitting outside enjoying a slice of pizza. Nearly every week, Lynn is also spending time with her CSS friends on an outing to perhaps the Brookfield Zoo, bowling or downtown at Maggie Daley Park. With the support of her family and her DSPs, Lynn is thriving. Her DSPs help her go to doctor's appointments, shop for groceries, and ensure she is engaged in the activities that she enjoys. Her family lives an hour away and although they are a HUGE part of Lynn's life, her family knows that CSS is there, close by, if she needs anything.



## RESIDENTIAL & INDEPENDENT LIVING

**8** Community Integrated Living Arrangements (CILA) homes are owned and managed by CSS across the western suburbs where 40 individuals who need 24/7 support and care live and are a part of community life.

**42** 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!

# OUR IMPACT

2021-2022



## NURSING SERVICES

**77** CSS participants received care from the Nursing Services Program.

**Over 400** doctors' appointments were coordinated, and acute medical needs were addressed for participants who take psychotropic medications for psychological needs.

**57** CSS participants received counseling services.

**400** hours of direct care was provided by Rush University College of Nursing students to CSS participants.

## CSS ACADEMY PROGRAMS

**12** individuals were served at 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.

\*Due to COVID restrictions mandated by the state, group programming was postponed for all of 2022 for CSS participants. A few classes were held in May and June that served a limited number of community residents.







“

CSS made our nephew’s transition into the group home happen so easily after the death of his father. We had high standards for his living situation, and they made it happen. We are thankful for this magnificent team.”

— TOM & KATHY, CSS FAMILY MEMBERS



## MEET EMMY

Emmy was born with an intellectual disability and is blind. She lives in the Justice group home and attends Day Program Services at Brookfield. Emmy likes to sing, hang out with her friends, and play Uno. She is working on becoming more independent and is using her cane more often. She likes trying new things, going new places, and cooking class!



“

CSS is a great agency with great programs. Jorge wakes up every morning excited to attend the Day Program and is upset when he has to miss a day.”

— CRISTINA, CSS PARENT



## MEET DAVID

David lives in the Lyons Place CILA group home with four roommates. He is a long-time Jewel employee and takes pride in working. He set and accomplished a goal to learn how to work the cash register. When David is not working, he attends the CSS Day Program in Cicero. He enjoys going to the YMCA, movies with family and friends, and he is a huge sport fan!



“

When our son, Michael, turned 22, we were in need of some place for him to go every day that would help him grow, have social connections, and do community outings, plus feel good about himself. We are grateful we found the Community Day Program.”

—JUDI, CSS PARENT



“

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, CSS PARENT



## MEET JASON

Jason lives with his family in Riverside. He attends Day Program Services in Brookfield and receives Home-Based Services. Jason really enjoys going on outings, especially bowling. He has scored 200+ multiple times! He loves to hang out with his friends and make them laugh, and he is a HUGE Chicago Blackhawks fan!



“

A neighbor saw Pierre at the library with his CSS support worker and asked if he was with a family member because the person was so patient with him.”

— ELAYLA, CSS PARENT





# OUR IMPACT

2021-2022

## HOME-BASED SUPPORT SERVICES

**322** 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

**33** participants were employed and found jobs they enjoyed!

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

**53** 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

**CSS** is one of the largest providers of Respite Services in the State of Illinois.

**125** participants received respite services.

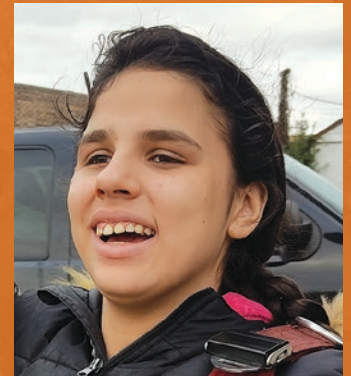
**Over 400** family members benefited from much needed respite services that provided relief from care-giving and opportunities to reduce stress and improve family life.

## MEET JENNA & HER FAMILY

Jenna is a 15-year-old who resides in Lyons with her mother, Melinda. Jenna is Autistic and non-verbal. She is an active young lady who enjoys listening and dancing to music. She is also involved in dance, gymnastics, and karate.

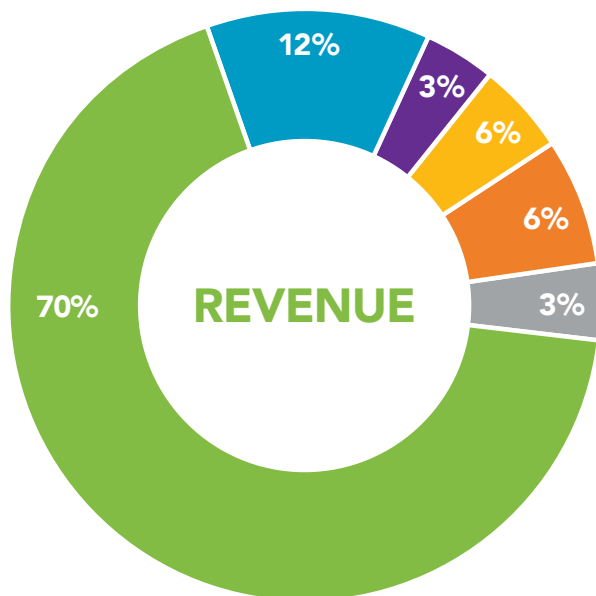
Jenna enjoys spending time with her mother and older siblings. Melinda is a single mom who works part-time at a cleaning service agency. She relies on CSS Respite services to assist her with Jenna when she works or needs a break from the day-to-day caretaking responsibilities.

Jenna's Respite worker assists her with daily living activities and takes her out into the community. When she finishes her chores and homework, Jenna and her Respite worker go to the mall to get a bite to eat and window shop. On the days Melinda works, Jenna's Respite worker will prepare meals for her and take her to her classes. When the weather is nice, Jenna and her Respite worker go outside and enjoy walks around the neighborhood. Melinda is grateful for the Respite services as they help keep her employment stable as well as provide her with much needed time for herself.



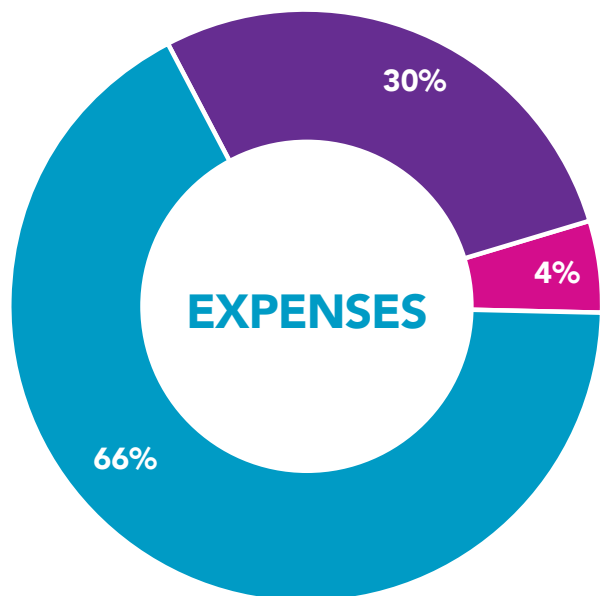


# 2021-2022 FINANCIALS



- Illinois Department of Human Services
- Community Mental Health Boards
- Other Government Grants
- Fundraising & Other Public Support
- Client Fees
- Other Revenue

**TOTAL REVENUE:**  
**\$7,006,236**



- Program Services
- Management & General
- Fundraising

**TOTAL EXPENSES:**  
**\$6,681,117**

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**CHANGE IN NET ASSETS:**  
**\$325,119**





# BY THE NUMBERS

PROGRAMS	PEOPLE SERVED	SERVICE HOURS
Case Management	322	6,283
Respite	125	29,839
Employment	33	952
Independent Living	40	9,901
24-Hour Residential	42	338,596
Senior Services	3	460
Day Program	53	41,952
Counseling	57	2,327
<b>TOTAL</b>	<b>434*</b>	<b>430,310</b>

*\*Total people served includes duplicated numbers in instances where individuals receive multiple services.*





### **CSS Administrative Office**

9021 Ogden Ave.  
Brookfield, IL 60513

### **CSS Academy**

3732 Grand Blvd.  
Brookfield, IL 60513

### **CSS Family Support Center**

5416 W. 25th St.  
Cicero, IL 60804

**[www.CSSservices.org](http://www.CSSservices.org)**  
**708.354.4547**



CSS has achieved accreditation  
by CQL | The Council on Quality  
and Leadership.

### **BOARD OF DIRECTORS**

As of June 2023

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### **FUNDING PARTNERS**

CSS services are made possible by gifts from individuals, state and private grants, and support from the community mental health boards listed here. For a comprehensive donor listing for 2022, please visit **[www.cssservices.org](http://www.cssservices.org)**.



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**708 Community**  
**Mental Health Board**



**Community Mental Health Board**  
**of Oak Park Township**



**PROVISOR**  
**Township Mental Health Commission**



**Lyons Township**  
**Mental Health Commission**



**RIVER FOREST TOWNSHIP**



**Riverside Township Mental Health Board**