

NORTHEAST DUPAGE FAMILY AND YOUTH SERVICES



2019 ANNUAL REPORT

Empowering Youth. Strengthening Families. Building Community.



About Us

Our Mission

Northeast DuPage Family and Youth Services (NEDFYS) is a community-based, non-profit organization that provides high quality, accessible mental health and social services to underserved and diverse residents of DuPage County.

Our Services

NEDFYS works with police departments in Addison, Bensenville, Bloomingdale, Glendale Heights, and Itasca to help officers respond to mental health crises, provide short-term counseling, follow-up on domestic violence calls, and link residents with social services. NEDFYS specializes in providing crisis intervention and counseling for at-risk youth and youth involved with the juvenile justice system. We also collaborate with several local schools to serve students identified as having social and emotional needs that are negatively impacting their behavior.

Counseling is performed under the supervision of licensed therapists. Counseling usually occurs weekly for 50 minutes. NEDFYS therapists provide counseling to individuals, families, couples, and groups on a variety of issues such as domestic violence, substance abuse, stress reduction, trauma, and suicide. One-third of our clients require Spanish speaking counseling and case management services.



**NEDFYS PROVIDES
SERVICES THAT
ADDRESS THE
MENTAL HEALTH
AND WELLNESS
NEEDS IN OUR
COMMUNITY**

Letter from the Executive Director



The year 2019 was filled with accomplishments, inspiration, and perseverance. In the last year, NEDFYS served over 400 clients, established a full bilingual services team, invested three new board members, and much, much more! As I reflect upon 2019, it is clear to me that our growth mindset made these successes possible. A growth mindset embraces challenges, persists in the face of setbacks, learns from criticism, and finds inspiration in the successes of others. It is the underlying belief that success is possible with time and effort.

As we have helped hundreds of clients change and grow, the organization itself has done the same. We have tried new things, heeded the sound advice of our board members, and found inspiration in the work of our colleagues in the community. We found strength in the loyalty and dedication of the amazing donors, sponsors, volunteers, and community partners that support us.

As NEDFYS adopted a growth mindset in 2019, we are working to instill this perspective in our clients and the communities we serve. **We want those we serve to believe they can change, feel better, do better, and be better.** As you read this report, you will see inspiring examples of how our dedicated staff have made a difference in the lives of those around us.

In 2020, NEDFYS' goals will include stability and sustainability. We will focus our efforts on retaining our tremendously qualified staff, growing our board of directors, and solidifying our presence in the communities we serve. We will continue to reach out to those in our community, whom we have not been able to serve due to resource limitations. Addressing the demand for mental health and social services in DuPage County is a formidable challenge, but together we can rise to this challenge.

We invite you to join us with your time, treasure, and talent to grow with us as we empower youth, strengthen families, and build community!

Gratefully,



Shannon Hartnett

Executive Director

Agency Highlights

The year 2019 was a year filled with tremendous growth and transformation at NEDFYS.

NEDFYS expanded services, hired additional staff members, added new board members, increased funding, established new community partnerships, and increased our operational capacity. It was a very busy year, to say the least!

NEDFYS therapists served over 400 clients in 2019. This is a **33% increase** from the previous year. Our therapists conducted **400 new client intakes**, successfully closed 297 cases, and provided 3563 counseling sessions.



NEDFYS was able to provide more mental health and social services than ever before because we **established new collaborative partnerships**. In late 2019, NEDFYS enthusiastically partnered with Bensenville School District #2 to provide case management to children and families who attend the three schools within the district.

NEDFYS also grew our staff to the most in agency history. We are particularly proud to have **built a full bilingual services team**. We hired a bilingual intake coordinator and four bilingual therapists. Our bilingual intake coordinator is the first point of contact for all potential clients. Spanish speaking therapists are **available at all six of our counseling locations**.



In 2019, our school-based programs **gained a furry, four-legged team member** named Winston the Doodle. Winston is a **Certified Canine Assistance Animal** that provides support and comfort to those students participating in our school programs. When Winston goes to a school, participants are thrilled and feel more comfortable attending the sessions.

Agency Highlights Continued

In 2019, NEDFYS was intentional in its community outreach efforts. When people learn about NEDFYS's programs and services, they are impressed. Through our efforts, we **connected** with many local community organizations, resulting in the successful recruitment of **three highly qualified individuals** to serve on our Board of Directors.



To support and expand our programs and services, NEDFYS was able to secure over **\$50,000 in new funding sources**, as well as renew \$700,000 in previous contracts and grants. NEDFYS also **invested** in development staff to focus on building a loyal individual donor base, establishing corporate partnerships, and holding events to increase **awareness** about our work in the communities we serve.

NEDFYS has partnerships with the **Henry Hyde Resource Center (HHRC)** in Addison, as well as the **Addison Public Library**, to host our Community Youth Services (CYS) programs. Programs are targeted to youth ages 11-14 and focus on academic achievement, higher education, community service projects, and connecting youth to local community resources.

In 2019, NEDFYS' CYS staff continued the **Career Chats program** to encourage youth to think about their future careers. Our team invited a local nurse and firefighter to the HHRC to discuss their career and how they got into that field.

NEDFYS continued the Lions Quest programming at the Addison Public Library. Our 2019 programs included the **Healthy Habits** curriculum, teaching youth about good physical and mental habits; **Homework Buddies**, which paired older youth with 1st and 2nd-grade children to provide homework assistance; and a partnership with **Camden's Comfort Project** to create blankets for premature infants.



NEDFYS BILINGUAL SERVICES

In 2019, NEDFYS built a very robust Bilingual Services Program.

Many of our clients have reported difficulty obtaining services due to language or financial barriers. NEDFYS offering Spanish-language services helps our clients, both linguistically and culturally, enhancing their access to needed care.

A mother contacted NEDFYS for bilingual, family therapy services for her son to address his anxiety and behavior at school. Bilingual services were needed to make this mother and son feel more comfortable and understood during their sessions. Their therapist was able to use both English and Spanish, which made meetings more productive. Overall, her son's anxiety decreased, and his behavior at school improved.

SERVICES PROVIDED:

Juvenile Justice Services:

- Court-Appointed Treatment
- Probation Groups

Outpatient Mental Health Counseling Services:

- Individual Counseling
- Group Counseling
- Family Counseling

Community-Based Services:

- Crisis Intervention
- Care-Management

COMMON TREATMENT ISSUES:

- Mental Illness
- Family Conflict
- Trauma
- School-Related Issues
- Legal Needs

1579

Sessions provided

173

Clients Served

9

Bilingual Therapists and Staff

6

Communities Served

4

Schools Provided Services

G3 Program

Girls Gaining and Growing

19

Clients Served

40

Group Sessions

6

Aftercare Clients

PROGRAM SUMMARY AND CLIENT STORY

Girls Gaining and Growing (G3) is a specialized program for girls with mental health issues who have been the perpetrators of violence in their homes. This program was created by NEDFYS's Associate Director, Vivica Odell and therapists Jaclyn LaPorte and Libby Sanders. NEDFYS is currently using G3 to serve girls who are incarcerated in one of the five state juvenile prisons maintained by the Illinois Department of Juvenile Justice. Recently, this program was recognized by Dr. Amanda Holt, an expert in the field of child and parent violence, as

"some of the most advanced work I have seen in my ten years of dedicated research on this topic."

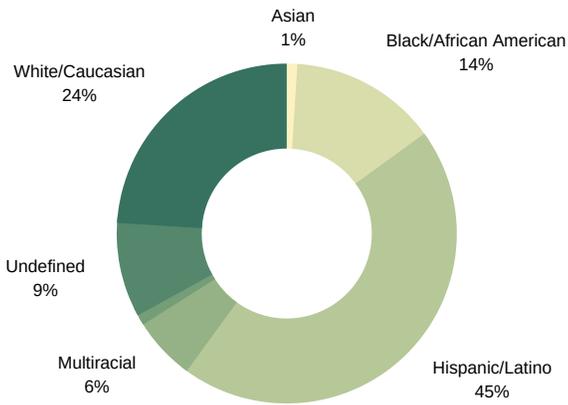
The G3 Program is innovative and is transforming lives such as Alyssa's. Alyssa, a 17-year old girl from central Illinois, was incarcerated at the Illinois Youth Center-Warrenville due to drug offenses. While at IDJJ, she enrolled in G3. Alyssa, just like all girls in the program, was assessed for trauma, family violence, past substance abuse, gang involvement, and ongoing mental health issues. Her initial intake assessment showed significant childhood trauma. She was abusing heroin and prescription drugs with her peer group which led to excessive truancy from school.

Alyssa attended our G3 group sessions regularly. As part of these group sessions, she learned new strategies for managing her anger, improved her communication and decision-making skills, learned how to set appropriate boundaries, and planned for her future once she returned home.

After leaving the Illinois Youth Center, Alyssa remained in regular contact with NEDFYS. NEDFYS staff reconnected her with her previous therapist and arranged for continued therapy services. NEDFYS actively supported her return home, where she re-enrolled in school, decreased her substance use, obtained part-time employment, and actively sought new friends. Alyssa now has the tools to continue making healthy choices and responsible decisions and we are optimistic that G3 has made a transformative impact.

NEDFYS BY THE NUMBERS

DEMOGRAPHIC SNAPSHOT



Race

SESSIONS PROVIDED

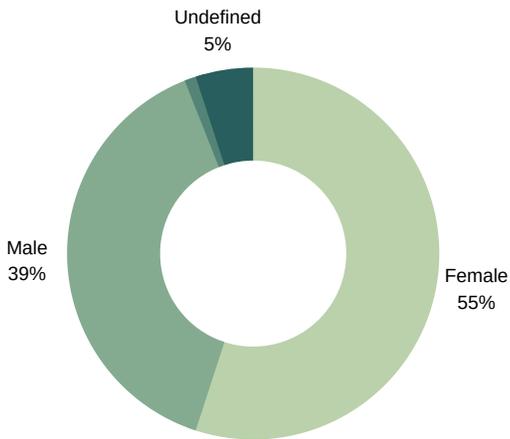
3,563

NEW CLIENT INTAKES

400

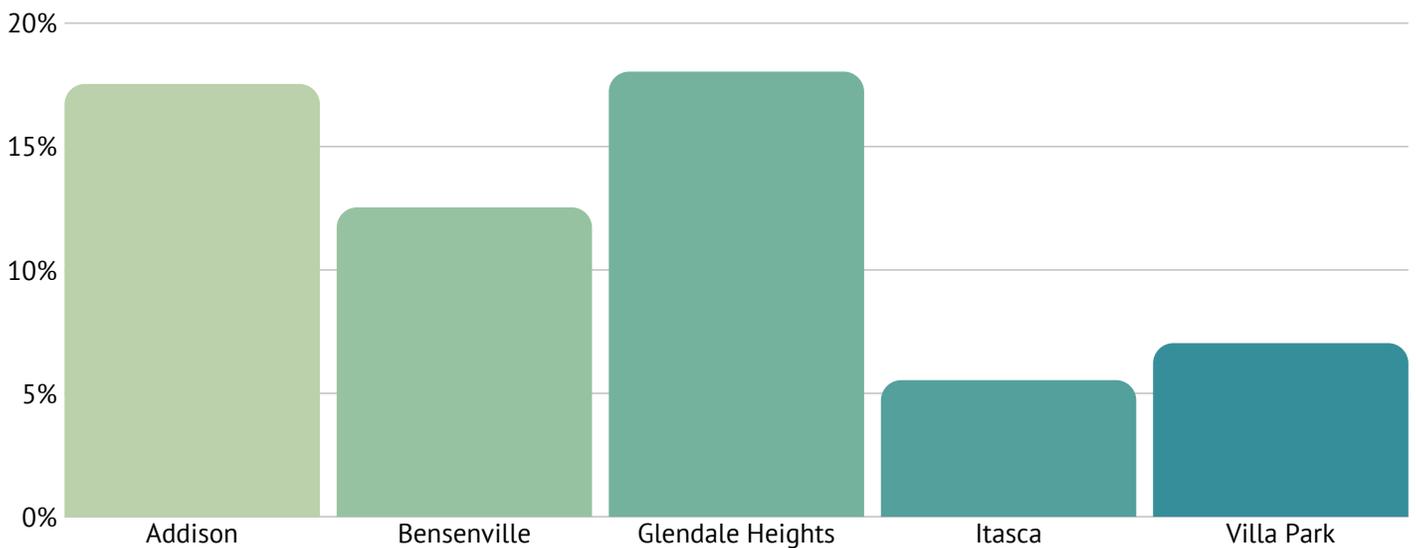
CASES COMPLETED

297



Gender

TOP COMMUNITIES SERVED IN 2019



BOARD OF DIRECTORS

Timothy Hayden, President
Addison Police Department

Cathy Hundley, Member at Large
DuPage County State's Attorney's Office

Dr. James Stelter, Member at Large
Bensenville School District

Daniel Schulze, Vice President
Bensenville Police Department

Dana Pavlu, Member at Large
Motivent Total Health

John Binnoboese, Member at Large
Itasca Bank & Trust

Robert O'Connor, Secretary
Itasca Police Department

David Sieffert, Member at Large
Village of Bensenville Public Library

Stephanie Muraukas, Member at Large
Retired Police Sergeant

Roseanne Benson, Treasurer
Village of Addison

Heather Casey, Member at Large
Builtech Services

ADMINISTRATIVE STAFF

Shannon Hartnett, MA
Executive Director

Jaclyn LaPorte, LCPC
Clinical Services Manager

Vivica Odell, LCSW
Associate Director

Rachel Menge, LCSW
Clinical Services Manager

Katie Thomas, JD
Development & Finance Director

Michelle Avila
Bilingual Office Coordinator

CLINICAL/PROGRAM STAFF

Ashley Liem, MPH
Program Coordinator

Erin Novak, JD
Program Associate

Mayra Loera, MSW
Bilingual Therapist

Brianna Garza, BSW
Program Associate

Laina Bucci, MA, NCC, CDVP
Therapist

Vanessa Rangel, MA, LPC
Bilingual Therapist

Donna Quiorz, MSW
Bilingual Therapist

Libby Sanders, AMFT
Therapist

Yamileth Obando, MSW
Bilingual Therapist

2019 FINANCES

Revenues :

- Program Grants & Contracts: \$616,568
- Contributions: \$25,229

Total Revenue: \$641,797

Direct Expenses:

- Total Program services: \$649,255
- Management and general: \$55,757

Expenses: \$705,012

2019 Funding Sources:

- Illinois Department of Human Services
- Villages of Addison, Bensenville, and Itasca
- DuPage County Probation
- Bensenville School District #2
- Illinois Criminal Justice Information Authority
- Alfred J. Bersted Foundation
- DuPage County Human Services Grant Fund
- DuPage Foundation
- George Marquis Travens Jr. Foundation
- Bloomingdale Township Mental Health Board
- Hinsdale Jr. Women's Club
- DuPage Medical Group Charitable Fund
- Walmart Foundation

**NORTHEAST
DUPAGE FAMILY &
YOUTH SERVICES**

**GROW
WITH US!**

Thank You

Contact Us:

**3 Friendship Plaza
Addison, IL 60101**

**(630) 693-7934
www.nedfys.org**

