



With Gratitude



2017

ANNUAL REPORT



Dear Friends,

Your support of the CSS mission has never been more important. This year, with the backing of friends like you, we served 759 individuals with intellectual/developmental disabilities and their families across 51 communities.

With your help, in addition to our core services, we introduced two new programs. These are created to better serve participants who have completed high school and are ready to take their next step in life. Art360 is a new collaboration with the Chicago Zoological Society-Brookfield Zoo. Participants explore zoo exhibits, learn about animals and demonstrate their knowledge through art. Equally as creative, is the new day program, Community360. This provides choices for participants in how they spend their day and offers an intimate setting with a high ratio of staff to participants. Activities include structured volunteer work, daily living activities, health and wellness classes, and exploration of other cultures through art and cuisine. Families are excited to see these additional opportunities and the program is already at capacity.

CSS Leadership continues to look at new strategies and programs to innovate, diversify and enhance our services and capabilities. One such example is the decision to invest in our billing and clinical documentation software. Our new modern cloud based system will provide clinical data in real time and improve the quality of our services. It will also allow our business office to bill the state in a timelier manner as well as improving the management of our contracts and grants.

Although we face continual challenges being a nonprofit in the State of Illinois, these accomplishments are made possible through the input from our families, generosity from donors, and dedication of our Board of Directors and staff. On behalf of the hundreds of individuals and their families who receive services each year, thank you.

We value you, and are grateful to call you friends.

Sincerely,

Diane Farina White
President & CEO

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.

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.



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.



SUPPORTED EMPLOYMENT PROGRAMS

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



CSS ACADEMY PROGRAMS

Provide 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.

Our Impact

Programs	People Served	Service Hours
Case Management	474	12,183
Respite	447	56,941
Independent Living	39	16,024
Supported Employment	83	6,354
24-Hour Residential Care	33	279,240
Community360 Day Program	26	6,615
Senior Services	3	1,873
Counseling & Behavior Support	45	798
Total	759*	380,028

**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.*

Helping Families: **Respite Services**

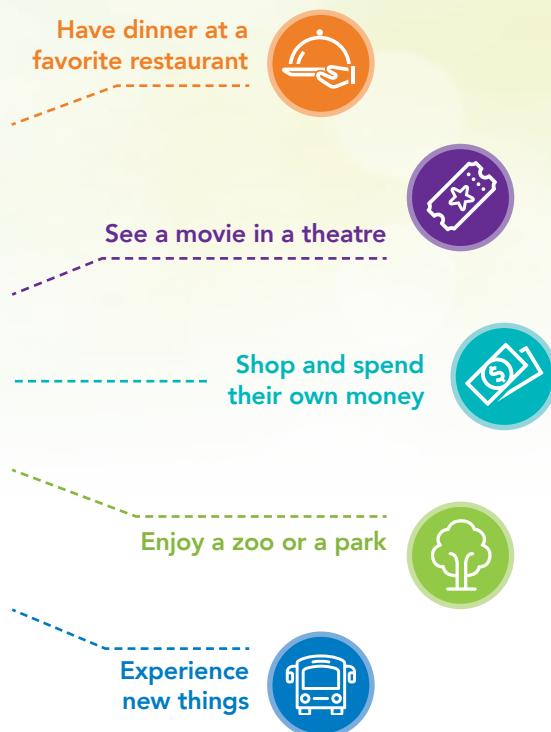
CSS is the largest Respite provider in Illinois. Respite provides an important break for loving parents and caregivers. Respite also helps develop self-esteem, independence, and social skills for the participant. Below are some of the most common ways our participants and their families tell us that they use Respite Services:



HOW PARENTS USE RESPITE



HOW CSS PARTICIPANTS USE RESPITE





Group Respite Services are growing in popularity and CSS responded by adding even more options to choose from. Now, there are Group Respite activities every day Monday through Saturday for those ages five through adulthood. Individuals enjoy fun group outings, special meals out, movies, seasonal activities, cultural events, and field trips to nearby sights. These activities are all supported by specially trained CSS staff members and we strive to provide a high staff-to-participant ratio to provide optimal learning and safety. The important dynamics of Group Respite foster social relationships, community experiences, group decision making and resolving problems.

Some Recent Outings include:

- Art Institute of Chicago
- Chicago White Sox Game
- Chinatown Field Trip
- Field Museum
- Kane County Cougars Game
- Navy Pier Outing



“ Chris used to spend a lot of time alone in the house. He would play video games, listen to music. But boredom set in, he was despondent and depressed. It was hard on him and my family. Now, with the fun Group Respite activities, his self-esteem has increased. He manages his money for CSS outings, has learned to use PACE and Uber for transportation. My husband and I are happy—thrilled—that he found something that gives his life fulfillment.

— Pamela M., Chris' mother,
CSS Parent

”

New
Programs!

Offering New Programs: Art360 & Community360



Art360 is a new, innovative community-based art program that takes place at the Chicago Zoological Society-Brookfield Zoo. This program is true to its name because it brings art, learning, creativity and social inclusion full circle. The class engages students (typically ages 15-25) in therapeutic and social activities in the welcoming atmosphere of the zoo. Artists observe various animals in their habitats, and enhance social skills while discovering new forms of self-expression. This is a nine week course that focuses on a variety of art techniques and is followed by an art exhibition so individuals can proudly showcase their works of art to their friends and family.



Community360 is a fresh approach to day programming. The program focuses on choice and is driven in part by the interests and desires of the participants themselves. They choose meaningful ways to spend their days. 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 and cuisine, and explore them through local field trips. The intimate setting at CSS' Family Support Center in Cicero is perfect for individuals who benefit from smaller groups, and/or those with specific behavioral needs. We strive for a high staff-to-participant ratio to provide optimal learning and safety. There are even English and Spanish speaking staff members for bilingual families.

“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 go on community outings, plus feel good about himself. We are grateful every day for the Community360 program.

—Judi M., CSS Parent”

Supporting Independence: Residential & Independent Living

Our newest group residence, the **Kensington Home** located in Westchester, welcomed five young women who became roommates at about the same time. Recognizing that changes in a person's living environment can be especially challenging for individuals with I/DD, the staff brainstormed ways to make this transition feel natural. Before the move in date, they brought the new roommates together frequently, for lunches and gatherings to get acquainted. Each resident also selected her own color scheme for her bedroom. Additional items for the home were provided through a private grant and support from individuals in the community. Today, the house is transformed into an inviting and colorful home where these young ladies receive the supportive services they need to live in the community.

*New
homes!*



The new **Prairie Home** group residence in Brookfield was opened with CSS participant, Collin, in mind. This is an uncommon home that has just two roommates and a quiet atmosphere, which is perfect for Collin. He is diagnosed with autism, is non-verbal, and can be sensitive to touch, crowds, and loud noises. Recognizing these challenges, the staff at CSS took exceptional care and worked with his family and the State of Illinois to secure funding for this unique residence. They also personalized Collin's introduction to the new home. For example, when they learned of Collin's love for the outdoors, staff began to take daily walks with him in his new neighborhood. They also transformed his diet and introduced him to CSS' new Community360 Day Program. There, he enjoys his favorite activities like puzzles and coloring in a quiet environment that suits his needs. Today, Collin has lost over 100 pounds which brings him to a healthy weight! He continues to succeed every day and is joining more and more group activities. Collin has a healthy, happy life.

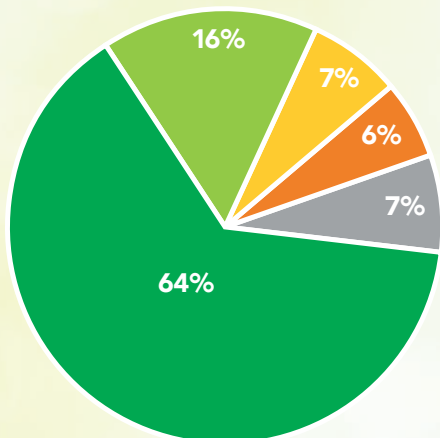


“ I will forever be grateful for all CSS has done for Collin as he becomes part of the CSS family in his new home. I am so happy and appreciative of all the progress he is making.
—Sheryl H., CSS Parent ”

2017 Financial Statement

At CSS, we are careful stewards of our resources and we strive to make sound fiscal decisions. We are pleased that 86% of our expenses are dedicated to our programs.

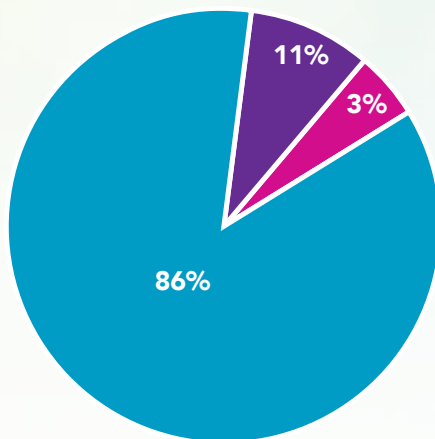
FISCAL YEAR 2017
REVENUE



- **Illinois Department of Human Services**
\$4,000,393
- **Community Mental Health Boards**
\$983,130
- **Fundraising & Other Public Support**
\$452,059
- **Client Fees**
\$ 373,077
- **Other Revenue**
\$ 406,548

\$6,215,207 TOTAL REVENUE

FISCAL YEAR 2017
EXPENSES



- **Program Services**
\$5,266,812
- **Management & General**
\$662,419
- **Fundraising**
\$200,715

\$6,129,946 TOTAL EXPENSES

\$85,261 CHANGE IN NET ASSETS

With Gratitude

We are deeply grateful for the following contributors whose gifts were received in Fiscal Year 2017 (July 1, 2016 – June 30, 2017.) For a complete list of in-kind donors, [click here](#) or visit CSSservices.org/annualreport.

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The individuals listed below gave gifts in loving memory of Dr. Paul Schreckenberger. In total, \$6,000 was donated. Paul and Ann Schreckenberger's late daughter, Laura, received Respite services from CSS. Paul is survived by Ann.

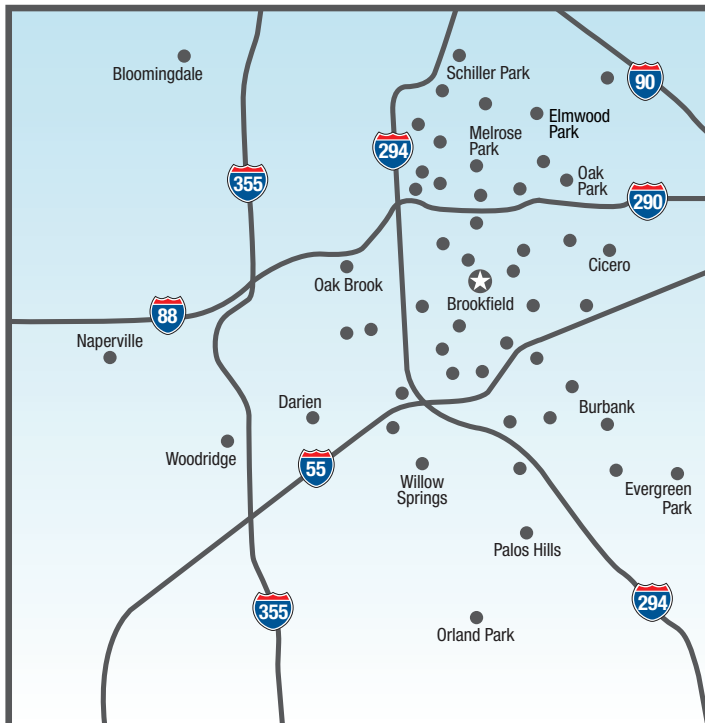
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Our Communities



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

Bedford Park	Hickory Hills	Orland Park
Bellwood	Hillside	Palos Hills
Berkeley	Hinsdale	River Forest
Berwyn	Hodgkins	River Grove
Bloomington	Indian Head Park	Riverside
Bridgeview	Justice	Schiller Park
Broadview	La Grange	Stickney
Brookfield	La Grange Highlands	Stone Park
Burbank	La Grange Park	Summit
Burr Ridge	Lyons	Westchester
Chicago	Maywood	Western Springs
Cicero	McCook	Willow Springs
Clarendon Hills	Melrose Park	Woodridge
Countryside	Naperville	
Darien	North Riverside	
Elmwood Park	Northlake	
Evergreen Park	Oak Brook	
Forest Park	Oak Lawn	
Franklin Park	Oak Park	



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

For more information, visit www.CSSservices.org or call **708.354.4547**

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