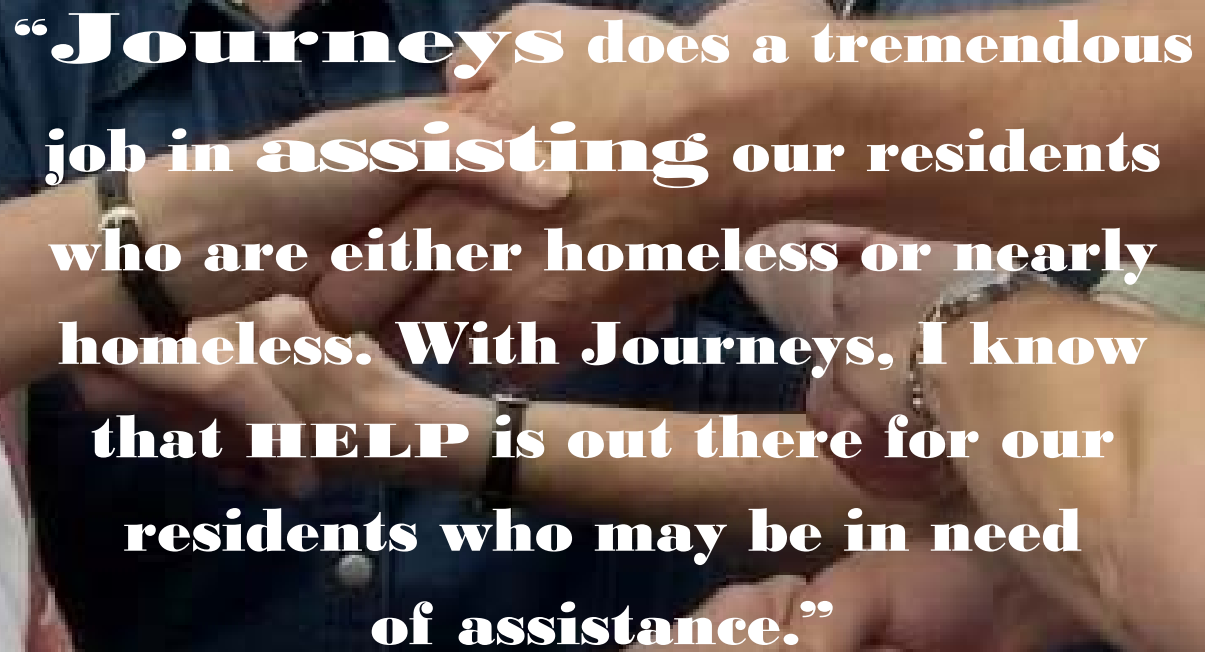




Rebuilding lives. Strengthening communities.
2010-2011 ANNUAL REPORT





“Journeys does a tremendous job in assisting our residents who are either homeless or nearly homeless. With Journeys, I know that HELP is out there for our residents who may be in need of assistance.”

*Mayor Jim Schwantz
Village of Palatine*

Our Mission

To individually assess and serve the homeless and near homeless, while broadening community awareness and involvement with the homeless

Our Vision

To be the nationally recognized agency for leading its local communities in providing effective, comprehensive services to the homeless and near homeless



Our Core Values

- Every human being has the potential to be a contributing member of society
- It is a fundamental human right to have safe and affordable housing
- The programs and services we provide are critically important to the well being of the communities we serve
- Our volunteers are an invaluable source of knowledge, skills, and energy
- To be the most effective, we strive every day for excellence in behavior and ethics, excellence in service delivery, excellence in systems, and excellence in leadership



Journeys is a proud member of the Alliance to End Homelessness in Suburban Cook County, a non-profit organization responsible for planning and coordinating homeless services and housing options for all of Cook County outside of Chicago

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1,136
clients served

74
homeless clients housed

688
clients prevented from becoming homeless

Rebuilding Lives...



To Our Donors, Volunteers, and Supporters:

The fiscal year 2010-2011 was an eventful year for Journeys in several respects. For the first time, the number of clients we served increased to more than 1,000 people, an increase of 32%, and with this growth, three significant trends became clear:

- We experienced a decline in the number of homeless people served at our shelters;
- Prevention of homelessness increased significantly and became our major focus; and
- The face of homeless continued to change becoming more middle class in nature.

The decline in homeless people that we experienced was reflected in national data and seemed counterintuitive in the current economic conditions. However, our continued success in helping people transition out of homelessness provides a partial explanation. While we do not foresee an end to homelessness, the decline is an encouraging trend.

Prevention of homelessness became ever more important during the year as the mortgage foreclosure crisis continued. We helped nearly 700 people avoid homelessness during the year, and we expect this level of activity will continue for the next few years, at least.

And, the “changing face of homelessness” became even more pronounced than before, and our client population has become more representative of the north and northwest suburbs. There has been a significant increase in the number of women and children among our clients, and many of our clients today would be considered middle class, economically. As such their needs differ from those of the chronically homeless, and we have adjusted our service delivery model to better meet their needs.

During the last year, we were blessed with three major gifts which enabled a dramatic upgrade to our Palatine facility at 1140 East Northwest Highway. Gifts from The HOME Depot and Willow Creek Community Church, along with a State of Illinois grant secured through the offices of Senator Matt Murphy, yielded new landscaping around our building, a freshly painted interior, new floor covering, new energy efficient windows, an upgrade to our computer system, and a new surface for our parking lot—a dramatic face-lift all in one year! These gifts are very much appreciated and have given our facility a much improved appearance and functionality.

Financially, we continued to operate at a “break-even” level. Our cash position deteriorated significantly during the second quarter (October through December) primarily due to a fall-off in contributions, and at that time we took out a line of credit for the first time in our history. We were able to pay off the balance of the credit line and finish the year in a satisfactory financial position. However, we anticipate continuing financial pressure in the years ahead with the economy in its current condition.

We owe a sincere debt of gratitude to our staff for sticking with us during these difficult years and continuing to perform their duties at a very high professional level.

Finally, we appreciate the many individuals and organizations who have so generously continued to support us through their financial contributions, and the thousands of dedicated volunteers who serve at our PADS sites and HOPE Center. We would not be able to carry out our mission without their help. ***Thank you.***

A handwritten signature in cursive that reads "Bob Arnold".

Bob Arnold
Board President

...Strengthening Communities

Dear Journeys' Friend:

On behalf of those who utilize our services, I wish to take this opportunity to thank you. We are grateful for your support of our shared mission and for your trust in our ability to serve those less fortunate. The term "friend" doesn't seem to say enough when describing Journeys' staff, donors, and volunteers. The countless hours donated, the financial and in-kind resources received, the ready smiles and words of encouragement gifted, the talents shared, and the events supported seem to equate to far more than the simple word "friend" can express.

We have all experienced the pinch of today's economy - some more than most. Those seeking services from Journeys are those who have little or no resources to assist them in weathering these unstable times. We have experienced, first hand, how our economy has effected those who live right here in the northwest suburbs of Cook County. Our neighbors who are at risk of becoming homeless come to us with the fear of losing the roof over their heads. Journeys' staff spend countless hours working with our communities' residents in order to assure that this "at risk" population does not end up in our shelter program. We recognize that it is because of your support that we are able to address this increased demand.

Let me take this opportunity to share with you how your support directly affected someone's life. On May 5, 2011, an Arlington Heights married father of two small children came to Journeys for help. He had been out of work for almost two years, and his wife was unable to work because of her multiple sclerosis. They were being evicted from their home due to an inability to pay the rent. He was in arrears on his gas and electric bill, and both utilities were about to be shut off (his water had already been shut off). This gentleman had received assistance from his township, village, and another local non-profit, but that assistance was offered on a one-time basis and wasn't enough to sustain his current living situation. This man was desperate and felt Journeys was his last hope.

I am pleased to share that within six weeks, this Arlington Heights family signed a lease for their new apartment in Palatine. This quick stabilization occurred because Journeys was able to activate Rapid Re-Housing dollars from a federal grant to pay for the security deposit and first month's rent. Journeys also paid the debt that the family had incurred with the utility companies so that they would be able to have those services turned on in their new home. We are currently offering ongoing counseling and case management services as well as access to the agency's food pantry, clothing closet, and other supportive services as needed. We assisted this gentleman in preparing for and obtaining a full-time position with a local bus company at a salary that would support his family's new living accommodations. Journeys believes our role in this family's life was one of support and guidance only and that the family's success in obtaining housing and employment stability is primarily due to the efforts of this family.

This is one story of many, and it is because of stories like this that the staff of Journeys come to work every day with dedication and motivation, and it is because of your support that we are able to make a positive difference in so many lives.

Thank you for helping us celebrate this past year. We look forward with excitement and energy to the coming year. Please continue to support us in carrying out our mission and vision so that together we can make a difference in the lives of those less fortunate.



Elizabeth Nabors
Executive Director



Year in Review



PADS Shelter Program

- Due to the federal stimulus grant we received through the Cook County Bureau of Community Development and the Alliance to End Homelessness in Suburban Cook County, the Shelter Program saw an 11% decrease in the number of guests utilizing the shelter sites for the first time in five years. Despite the decline in guest visits, the PADS sites hosted an impressive 13,878 guest visits during this fiscal year and served 41,232 meals (*see table below*).
- Following an outbreak of tuberculosis in a Kane County shelter, Journeys responded immediately to comply with the State of Illinois' guidelines and implemented tuberculosis policies and procedures to protect our clients, volunteers, and staff.
- Despite a season which dropped record temperatures and snow in the area, including the February 2nd blizzard, all shifts were covered every night at all 19 shelters.
- A PADS Advisory Board was initiated to enhance communication between Journeys' management team, site directors, and volunteers. Each year, site directors will be selected on a rotating basis to address issues that may arise.



PADS Site	Location	Guest Visits	Meals Served
All Saints Lutheran Church	Palatine	350	1,512
Christ Lutheran Church	Palatine	948	2,859
Christus Victor Lutheran Church	Elk Grove	554	1,647
Congregational United Church of Christ	Arlington Heights	921	2,802
First Presbyterian Church	Arlington Heights	851	2,556
First United Methodist Church	Arlington Heights	668	2,007
Holy Family Catholic Community	Inverness	866	2,601
Kingswood United Methodist Church	Buffalo Grove	738	2,247
Our Lady of the Wayside Catholic Church	Arlington Heights	380	1,134
Our Saviour's Lutheran Church	Arlington Heights	775	1,698
Palatine Presbyterian Church	Palatine	582	1,731
Prince of Peace Lutheran Church	Schaumburg	584	1,704
St. Alphonsus Catholic Church	Prospect Heights	743	2,115
St. James Catholic Church	Arlington Heights	1,096	3,297
St. Mark's Lutheran Church	Mt. Prospect	939	2,817
St. Mary's Catholic Church	Des Plaines	548	1,593
The South Church	Mt. Prospect	447	1,341
Trinity United Methodist Church	Mt. Prospect	779	2,250
Willow Creek Community Church	South Barrington	1,109	3,321



The Jerry O'Brien HOPE Center

The Jerry O'Brien HOPE Center is a private drop-in day facility that is partially funded by local and federal governments. We pride ourselves on being inclusive; no client is turned away because of mental illness, economic situation, or other issues. We also pride ourselves on providing comprehensive services efficiently which is demonstrated by our success in slashing homelessness in our service area. And we are privileged to work with other agencies and surrounding communities to tackle homelessness and fill in the gaps that local or state governments struggle to address.

- Last fiscal year, we helped nearly 75% of clients either move off the street into housing, or prevented them from losing their housing altogether.
- Again, nearly 75% of these clients have no diagnosed mental illness or substance abuse issue. Overall, our clients are representative of the general population of the suburbs.
- We saw 32% more clients than last year. The foreclosure crisis has hit our communities hard, and we have responded.
- Over the last five years, we have transitioned 378 clients off the streets into stable housing.
- This year, we served almost 16 times more children than last! This is, in part, because of the growing devastation of homelessness on children.
- We estimate that for every person we help move into housing or prevent from losing their home, we prevent surrounding communities from spending, on average, in the range of \$5,000-\$22,000 a year, depending on the specific situation of a client. These costs that are avoided are primarily from emergency room and inpatient healthcare, and first responders such as paramedics, firefighters, and police.



The face of homelessness is changing drastically and rapidly. Five years ago, most of our clients were street homeless. Today, most of our clients have stable housing but are constantly struggling to make ends meet. Five years ago, the vast majority of our clients were male and usually single. Today, our clients are almost evenly split between men and women, and many more intact families are represented. This includes, unfortunately, a growing number of children.

Gender	2008-09	2009-10	2010-11
Male	421	526	528
Female	232	315	360
Children	6	22	248

Status	2008-09	2009-10	2010-11
Homeless	377	541	432
Preventive	282	322	704
Total clients served	659	863	1,136



Pathways Housing Readiness Program



The Pathways Housing Readiness Program works exclusively with clients who are housed at the Pathway Development Institute (PDI). PDI clients receive Journeys' services that focus on their stability and self-sufficiency. To help clients transition from PDI apartments into long-term independent housing, Pathways Housing Readiness caseworkers focus on fundamental skills such as budgeting and money management, nutrition, personal and apartment cleanliness, and time management. Unlike many transitional housing programs, there is not a two year occupancy limit. However, the program is goal driven and designed to move clients into independent living as soon as the client and caseworker agree that the client is ready. As long as the client is paying rent and actively pursuing their goal plan, the client is allowed to stay in PDI. Because of the individualized care given to Pathways Housing Readiness clients, outcomes for these clients increased dramatically over the last fiscal year.

- From September 2010-September 2011, occupancy rate improved from 70% to 100%
- Revitalized client goal plans resulted in nearly twice as much case management time spent with clients
- A significant decrease in delinquent rent payments was observed

Vocational Program

Journeys' Vocational Program hires clients who may not be fully prepared for the general work force. We help these clients build skills pertaining to work ethic, appropriate interpersonal relationships, and general positive behavior in a work setting. Clients then take these skills to more sustainable careers beyond our agency.

- Journeys has expanded the Vocational Program's clinical staff from 1 to 3.
- The Vocational Program implemented a series of money management courses presented by Village Bank & Trust. These courses taught Vocational Program clients to budget their income, build savings, and the challenges of maintaining a bank account.
- All clients currently in the Vocational Program are now housed.



Journeys Lawn Care: *Greening our Communities*

Journeys Lawn Care (JLC) serves commercial and residential properties as well as churches. The profits brought in by the JLC crew are allocated to pay crew members and program expenses.

- With \$35,000 in grant funding, JLC was able to:
 - √ Pay employees
 - √ Purchase new lawn equipment
 - √ Maintain and repair current equipment
 - √ Purchase uniforms to sustain a professional image in the community
 - √ Fund marketing and increase the new customer base by 43%
- This season, two JLC crew members have successfully transitioned out of the Vocational Program and are now stably housed and employed.



Statement of Financial Position

	2010-11	2009-10
Assets		
Cash	\$ 92,467	\$12,681
Receivables and Prepaid Expenses	15,065	3,250
Property and Equipment	<u>610,137</u>	<u>623,567</u>
Total Assets	<u>\$717,699</u>	<u>\$639,498</u>
Liabilities and Net Assets		
Due to Affiliate	\$ 8,917	\$ 5,767
Accounts Payable and Accrued Expenses	<u>3,229</u>	<u>21,551</u>
Total Liabilities	<u>\$12,146</u>	<u>\$27,318</u>
Unrestricted Net Assets	\$639,586	\$592,485
Temporarily Restricted Net Assets	<u>65,967</u>	<u>19,695</u>
Total Net Assets	<u>\$705,533</u>	<u>\$612,180</u>
Total Liabilities and Net Assets	<u>\$717,699</u>	<u>\$639,498</u>

Statement of Activities

	2010-11	2009-10
Revenues		
Contributions	\$469,157	\$374,459
Government Agency Grants	269,938	274,143
Special Events and Other	<u>183,869</u>	<u>128,867</u>
Total Revenues	<u>\$922,964</u>	<u>\$777,469</u>
Expenses		
Program Services	\$648,818	\$685,558
Supporting Services	<u>227,045</u>	<u>226,958</u>
Total Expenses	<u>\$875,863</u>	<u>\$912,516</u>
Increase /Decrease in Unrestricted Net Assets	<u>\$ 47,101</u>	<u>\$(135,047)</u>

2010-2011 Donors

On behalf of Journeys' clients, staff, board of directors, and volunteers, we acknowledge the generosity of the following individuals, families, organizations, churches, government agencies, foundations, and businesses that have made a positive impact on the lives of others through their financial gifts. This list does not include the thousands of volunteers and community members who have made in-kind donations of time and goods totaling nearly \$1,000,000. Only the top ten in-kind donors are recognized here.

INDIVIDUALS

\$1-\$99

Mary Lynn Abhalter
Gwen Adams
Jerald Alexander
Bennett Almiro
Inderjit Anand
Janet Anderson
Roy Anderson
Russ & Lee Angelico
Constance Arkus
Gregory & Mary Kay Armamentos
Joseph & Roseann Arndt
Rose & Steven Babendir
Dawn & Daniel Bailey
Helen Bailitz
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Glen Barts
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Patricia Richards
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Donald & Marcia Rogers
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(continued)

\$100-\$499 (continued)

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Paul & Jackie Rottjakob
Judith Royal
Leslie & Sima Rubin
Michael & Sandra Ruddick
Thomas & Rita Rutter
Julie Sardana
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Ed & Bonnie Zaretsky
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Theodore & Kaye Grabbe
Thomas, Christopher & Ryan Kenter
Laura Kosmalski
Joseph & Virginia Mallof
John & Rae Ellen Pistone
John & Kay Rinella
Erik & Lisa Seyring
Thomas Zeller

Over \$1,000

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Nancy Dorsey
Eric & Jodi Draut
Mary Fickett
Denise & Gerald Fitzgerald, Jr.
William & Lauren Heffernan
Lee & Sue Larson
Jonathan, Melanie & Natalie Nii
Barbara Schwartz
Michael & Patricia Thorsen
Jim & Helen Wagner

CHURCHES

All Saints Lutheran Church
Bethel Lutheran Church
Calvary Community Church
Catholic Bishop of Chicago
Christ Church
Christus Victor Lutheran Church
Church Women United of Des Plaines
Church World Service
Community Presbyterian Church
Countryside Church
Covenant Church of Schaumburg
Faith Lutheran Church
First Congregational Church
First Presbyterian Church Arl Heights
First Presbyterian Church Des Plaines
First United Methodist Church Arl Heights
Glenview Community Church
Glenview Commun Church Woman's Assn.
Golf Road Baptist Church
Holy Family Catholic Community
Holy Resurrection Orthodox Church
Kingswood United Methodist Church
Living Christ Lutheran Church
Living Hope Church
Lord of Life Lutheran Church
Luther Village Spiritual Enrichment Fund
Lutheran Church of the Ascension
Lutheran Home
Our Saviour's Lutheran Church
Presbyterian Church of Palatine
Sisters of the Holy Family of Nazareth
Sisters of The Living Word
Southminster Presbyterian Church
St. Isaac Jogues Parish
St. John United Church of Christ
St. Luke's Lutheran Church
St. Mark Lutheran Church Foundation
St. Mark's Episcopal Church
St. Matthew Lutheran Church
St. Nectarios Philoptochus Society
St. Paul United Church of Christ
St. Raymond de Penafort
St. Simon's Episcopal Church
St. Vincent DePaul Society
Trinity Lutheran Church
Trinity United Methodist Church
Unity Northwest Church
Willow Creek Community Church
Women of St. Edna
Women's Fellowship of the Community
Church of Barrington

Additional PADS Sites:

Christ Lutheran Church
Our Lady of the Wayside Catholic Church
Prince of Peace Lutheran Church
St. Alphonsus Catholic Church
St. James Catholic Church
St. Mary's Catholic Church
The South Church

FOUNDATIONS

Allstate Foundation
Bank of America Charitable Foundation
Bayer USA Foundation
Blowitz Ridgeway Foundation
Bufka Foundation
Chicago Board of Trade Foundation
Dodson Foundation
Fidelity Charitable Gift Fund
George M. Eisenberg Foundation
Helen Brach Foundation
Hendrickson Family Foundation
Home Depot Foundation
Illinois Tool Works Foundation
Mary Lou Downs Foundation
Motorola Foundation
Network for Good
Pepsico Foundation
Philip and Fannie Morris Foundation
Rhoades Foundation
Schwab Charitable Fund
Slevin Family Foundation
United Way of Lake County
Vanguard Charitable Endowment
Wells Fargo Foundation

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Advocate Health Care
Allstate Giving Campaign
American Express
Anonymous/Friend of Journeys
Ardell Sales & Consulting
Arlington Furniture Contractors
Arlington Heights Farmers Market
Assoc. Integrated Supply Chain Solutions
AT&T
Autohaus On Edens
Bank of America
Beauty Flair
BP Fabric of America
Building Owners and Managers Assn.
CCH, Inc.
Chicago Lighting, Inc.
Chicago NW Suburban Alumnae
Chicagoland North Corvette Club
Complete Cleaning Company, Inc.
Discover Financial Services
Ecolab
Employer Benefit Underwriters, Inc.
Encore Productions, Inc.
Evans, Marshall, & Pease
Fidelity Charitable Gift Fund
General Electric
Golden Girls
HWOA, LLC

CORPORATIONS

(continued)

J. Krug & Assoc.
Jayes Cleaning Service
Johnson Controls
Kraft Chicago
McMaster-Carr Supply Company
Northrup Grumman
Northwest Suburban Bar Association
Pfizer
Plansmith Corporation
SLSACHS Financial
Takeda Pharmaceuticals
Thrivent Financial For Lutherans
Truist
TUMI
United Industries/Spectrum Brand
Village Bank & Trust Arlington Heights
Wells Fargo
Wendys International

GOVERNMENT

Barrington Township
City of Des Plaines
Cook County
Elk Grove Township
Hanover Township Mental Health Board
Palatine Township
Schaumburg Township
State of Illinois
US Dept. Housing & Urban Development
Village of Arlington Heights
Village of Mount Prospect
Village of Palatine
Village of Schaumburg
Wheeling Township

SERVICE CLUBS, SCHOOLS, AND CIVIC GROUPS

Community School District 220
Harper Preschool Child Learning Center
Kiwanis Club of Arlington Heights
Knights of Columbus #4483
Mt. Prospect Lions Club
Palatine Area Chamber of Commerce
Palatine Rotary Charities
Palatine Women's Club
Rotary Club of Palatine
Rotary Club of Rolling Meadows
Women's Club of Inverness
Woodlawn Middle School

IN HONOR OF

Tom & Marilyn Adams
Barrington Martial Arts
Steve Griffin
Lee & Sue Larson
Alan Stoeckel
Dick & June Wolf

IN MEMORY OF

Barbara Campbell
Robert Galitz
Mary Guilfoil
Elizabeth Gulik
Helen Isaacson
Jim Lazinski
Edward Leadley
Helen Lyons
Natalie Nii
Jerry O'Brien
Marilyn Schuld
Opal Therkildsen-Pearler

IN-KIND

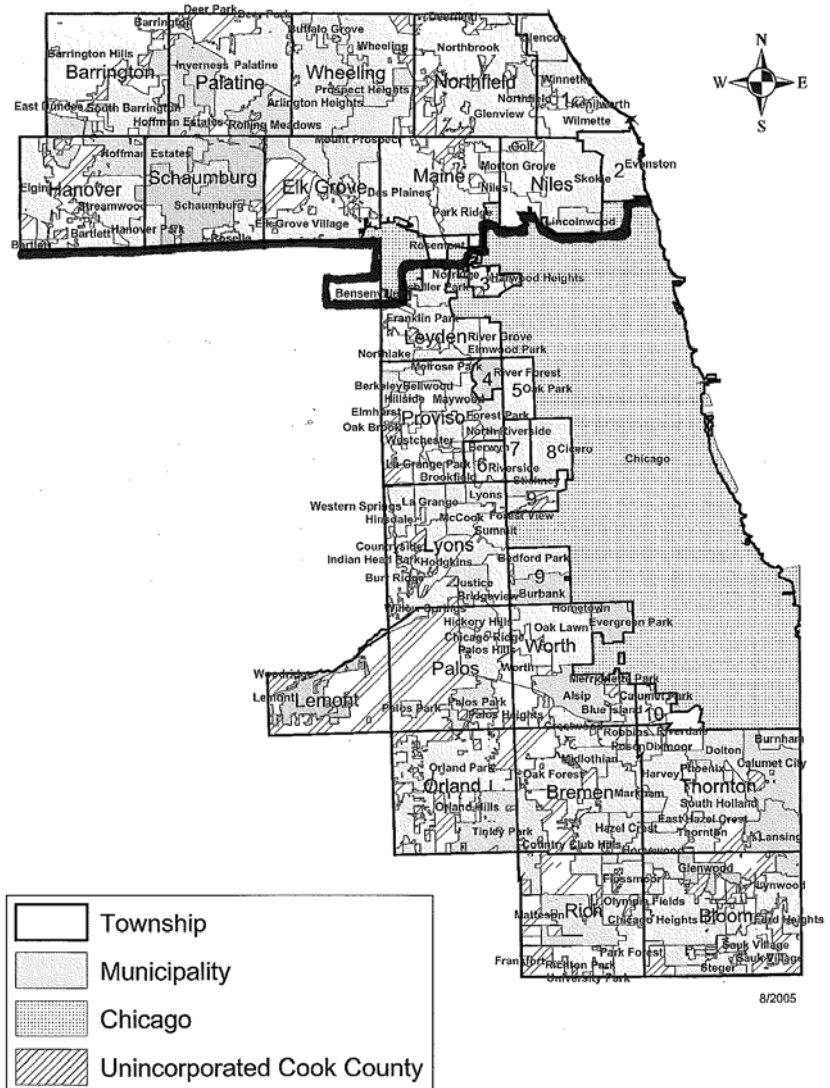
(top ten donors)

Debra Agoos
Larry & Mary Kay Aronson
Food Donation Connection
Greater Chicago Food Depository
Heartland Health Outreach, Inc.
Healthcare Laundry Systems
Northwest Community Hospital
Palatine Complete Dental
Primary Care Medical Specialists
Willow Creek Community Church

Residents Served in Journeys' Service Area

	2010-11	2009-10
Arlington Heights	136	166
Barrington	5	6
Barrington Hills	0	0
Bartlett	5	0
Bensenville	0	1
Buffalo Grove	16	14
Deerfield	1	0
Deer Park	0	0
Des Plaines	102	104
East Dundee	0	0
Elk Grove Village	22	33
Glencoe	1	0
Glenview	9	3
Golf	0	0
Hanover Park	8	11
Hoffman Estates	34	34
Inverness	6	2
Kenilworth	0	0
Lincolnwood	6	0
Morton Grove	2	0
Mount Prospect	46	49
Niles	11	4
Northbrook	6	3
Northfield	0	0
Palatine	246	229
Park Ridge	2	3
Prospect Heights	13	17
Rolling Meadows	38	45
Roselle	2	3
Rosemont	0	3
Schaumburg	65	64
South Barrington	0	0
Skokie	12	4
Streamwood	15	10
Wheeling	54	41
Wilmette	0	0
Winnetka	0	0
Other Areas	273	14
Total Served	1136	863

Cook County Townships and Municipalities



Board of Directors

Bob Arnold, President
Management Consultant (retired)

Earl Goldman, Vice President
Village Bank & Trust

Allen Schmelter, Treasurer
*Illinois Insurance
Guaranty Fund (retired)*

Norene Rolenitus, Secretary
The Marketing Store

Brian Anderson
InTren

Ron Buch
*Northwest Community Hospital
(retired)*

Tom Carroll
CIGNA (retired)

Nancy Dorsey
PADS Site Director

Ronald Freeman
School District 211 (retired)

Steve Griffin
Eugene Griffin & Associates

Harold Henry
Associated Bank

Burt Jensen
FBI (retired)

Kurt Knuth
Knuth Construction

Senator Matt Murphy
Illinois Senate 27th District

Beth Nabors
Journeys' Executive Director

John O'Connor
*Drost, Kivlahan, McMahan,
& O'Connor Attorneys*

John Simios
Captive Resources, LLC

Kristine Stabler
Arlington Park Racecourse

Alan Stoeckel
Palatine Police Department



How You Can Help

When you support Journeys, you become part of a network of people who are committed to ending homelessness. Our donors know the joy of giving to such an important cause. We invite you to support Journeys in a way that is convenient for you.

Direct Donations

Make a monetary or in-kind donation. You can also make your gift in honor or memory of someone special.

Fundraising Events

Support our fundraising events such as the walk, auction, or golf outing.

Planned Giving

Allows you to save on your taxes, increase your cash flow, and preserve more of your estate for your heirs.

Workplace Giving

Designate Journeys as your charity of choice through your employer.

Volunteering

Donate your time, talents, and skills.

Employ Our Clients

Our job training program provides quality lawn services at an affordable price.

Engage Your Community

Arrange for your church, club, or business to conduct a drive/fundraiser.

Become an Activist

Become informed, speak out against misrepresentations in the media, talk to your family, friends, and co-workers about helping the homeless.

Please call Journeys' Development Department for more information

Staff

Beth Nabors
Executive Director

Todd Stull
Clinical Director

Pat Harrington
Shelter Director

Peggy Dickson
Development Director

Marika Cantwell
Development Associate

Bill Decker
Funding Officer

Lindsay Rosales
Event Coordinator

Velma Jackson
Office Manager

George Colangelo
Bookkeeper

Jon Rapp
Mental Health Counselor

Margaret Suehr
Vocational Coordinator

Corey Keller
Vocational Assistant

Jack Callahan
*Supportive Housing
Counselor*

Jena Hencin
Case Manager

Chris Colangelo
Outreach Specialist

Don Miley
Transportation



**1140 East Northwest Highway
Palatine, Illinois 60074**

**(847) 963-9163
*www.padstohope.org***