



CHI Annual Report, 2018-19

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1. Notes on the Year

This past year CHI took steps toward a sustainable expansion of the work we do – helping to start a new hyper-local meal in a small, neighborhood church and expanding one of our programs, the “Medical Shelter,” to two other distinct locations.

The meal was instituted at Holy Trinity Cathedral at 1124 N. Leavitt. It started monthly, expanded to weekly and now serves a core of 25 to 30 regulars. We provide one of the services we have at the downtown location at the new meal, either housing sign ups, jobs club or medical services, every week.

We had originally expected to recruit local restaurants to provide the food, as we do downtown. However, the church volunteers secured two hotels who donate food rescue on a regular basis and essentially cover the food for the meal. This is a lesson learned – that there are different options for food provision for the smaller meals, and we should explore that more vigorously for expansion in 2020.

The expansion of the medical program came about through conversations with 4th Presbyterian and their desire to also expand services at their meals. They had previously had a nurse practitioner, but that had stopped.

We chose to make this expansion a model of how we might expand in general to other venues that served food but lacked other resources. We successfully recruited over a dozen doctors, nurses and students, later joined by other volunteers who learned about the effort, and organized them into six separate clinics – distinct volunteer efforts that happen at three separate locations at different times. This has helped to shape our understanding of what it takes to expand.

CHI's existing programs during this time have continued to flourish, they are core to who we are and what we do. Good food in a dignified setting will always remain the most important hook we have!

Financially, we returned towards a more traditional revenue increase, in this case of 19%. While higher than expected, that number is moving backed toward our expectation of about 10 to 20 percent. This pattern has been punctuated by one mediocre year where our reliance on one fundraising event was painfully demonstrated, and two superb years that resulted from hiring individuals or companies that increased our focus on revenue.

2. Our Mission

The Chicago Help Initiative (CHI) is a consortium of business, residential, religious, social service, institutional and volunteer leaders striving to promote an atmosphere of dignity and compassion toward those in need by providing access to food, health services, shelter and employment. CHI works to educate local businesses and residents as to how they can help ease the plight of the homeless, disadvantaged and out of work individuals and improve their well-being, self esteem and productivity.

Every Wednesday evening, The Chicago Help Initiative (CHI) gathers at the dining hall at 721 North La Salle Street to serve a warm meal on white-clothed tables to 130 guests in a safe and dignified setting. An additional 70+ individuals receive a bag meal to go. The nutritious and delicious food is provided by local restaurants, hotels and individuals primarily from Chicago's Magnificent Mile and River North areas.

We serve food, but we also serve information, compassion and guidance. Before dinner, a speaker from a local organization gives a brief presentation, typically on resources on finding temporary shelter, housing, medical care or job training. During the meal, guests share fellowship and, when possible, enjoy the sounds of a local piano player, singer or musical ensemble.

While at the meal with CHI, guests also have an opportunity to visit resource tables staffed with volunteers who maintain listings on a wide variety of services, including shelter, legal aid, medical care and job opportunities. CHI partners with local service agencies to provide the needed information. Furthermore, guests are given an opportunity to participate with several ongoing programs after dinner, including literacy, gardening, art classes, smoking cessation and bicycle repair.

It is CHI's mission to assist our guests in bettering their lives and becoming contributing members of the community once again. CHI is very much a local organization, drawing our support from the residents and businesses that surround us. We are an organization that succeeds by leveraging existing partnerships and resources.

3. Financial – Summary, Goals and Outcomes:

This section is not just about last year, but last year in the context of our recent history.

Since 2012, we have more than doubled our cash income from about \$100,000 to about \$250,000. Specifically, in 2018-19 we returned toward a more consistent growth curve, after a falloff in 2016-17 when our fundraiser significantly under-performed and then a significant jump in 2017-18 where we made up for that falloff.

Our expectations going forward is that we will continue on our historic growth rate between 10 to 20 percent.

Six year history, cash budget

	Cash income	% change
2012-13	\$101,000	Staff hired
2013-14	\$143,000	42%
2014-15	\$158,000	10%
2015-16	\$174,000	10%
2016-17	\$175,000	1%
2017-18	\$222,000	31%
2018-19	\$264,132	19%

Goals and Outcomes for 2018-19:

Double the income from RAM and Music Box

Below is the three year history of both events We did well with the two events, coming close to doubling our best year (2016) and were pushed over by a board member re-raffling his price

	<u>2016</u>	<u>2017</u>	<u>2018</u>
MOS Tickets	\$3,970.00	\$3,180.00	\$3,540.00
MOS Raffle	\$0.00	\$897.00	\$1,135.00
Jameson Raffle			\$1,980.00
Donation	\$0.00	\$1,000	\$0.00
Mag Mile	\$2,320	\$0.00	\$6,024.57
Total:	\$6,290	\$5,077	\$12,679

Get a more substantial fund-raising committee

On the positive side, not only was the total increased, again hitting goal, but the number of committee members getting sponsorships increased. A challenge for the future, however, is that the same few people continue to carry the bulk of the effort

Progress, event sponsors:

<u>2016</u>	<u>2017</u>	<u>2018</u>
\$10,000.00	\$27,000.00	\$35,500.00

Focus on family foundations for more grant funding:

	2017-18	2018-2019
Corporate	\$21,458	\$36,236
Foundations	\$55,820	\$68,000
Individual	\$54,053	\$39,258

Consistent with our goal., we increased the number and amount of foundation funding. And overall, increased revenue. While this is positive, we now need to direct attention to the drop in individual contributions.

4. Programs – Summary, Goals, and Outcomes, for 2018-19

The programs that accompany the meal are an integral and essential part of our mission and philosophy. Since 2012, we have added, and retained, 15 new programs or activities. See Table 1. We are at physical capacity in our existing space and model, which is part of our push toward expansion. Nonetheless, while maintaining our existing menu, this year we enhanced programs like the medical shelter and added new sign ups for the Coordinated Entry System (housing for those sleeping outside).

Goals, and Outcomes, for 2018-19

Implement resource site:

Still a work in progress. We began focusing on the idea of a communication tools for smaller entities, but have shifted to a content tool – developing resources we can bring to others to encourage them to also connect and share on the site. Those resources include the emergency housing sign up, the medical providers sign up and our coordination of food rescue. We have seen considerable interest in the site, sign ons, but are going slower on the actual development of the resources.

Find a second location.

Holy Trinity Cathedral is up and running

Implement healthy eating program with Fourth Presbyterian, Fight2Feed and Little Brothers of the Elderly.

Mixed. We have successfully implemented the structural part of the program, where we have access to commercial kitchens to provide food for 18 meals a year (36% of the meals at 721 N LaSalle). This has given us greater control, dropped costs and provided reliable sources of meals. However, volunteers continue to provide or procure other foods to serve, including cake, candy, donuts and pastries.

Re institute/expand outreach component

We have increased our food outreach component through networking, connecting Fight2Feed to Phil Siddu, the Kindness Campaign to Northwestern Hospital and The Chopping Block and Holy Trinity Cathedral to Renaissance Hotel, but we have not re instituted outreach walks. Right now, it is just not going to happen – staff stretched too thin.

Implement volunteer connection model

The goal was to provide a minimum of four opportunities each year for interested volunteers to connect with us We have provided more: Run Mag Mile, Miracle on Southport, 62 meals, 4 volunteer efforts at Cubs games, 2 volunteer effort at Northwestern football games and the annual fundraiser.

Table 1 Programs, over time

Program	2012	2013	2014	2015	2016	2017	2018	2019
Meal	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Take away bags	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Speakers	Yes	Yes	Yes	Yes	Yes	Lagging	Erratic	Erratic
Northwestern	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Stone	Yes	Yes	Yes	Yes	Yes	Erratic	Don't show	
HIV	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Bike Fair	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
B-day	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Holiday gifts	Yes	Yes	Yes	Yes	Switched to cards	Yes	Yes	Yes
Library	Yes	Yes	Yes	Yes	Yes	Yes		Yes
Adult Literacy	Yes	Yes	Yes	Yes	Yes	Staff added	Yes	Yes
Gardening		Yes	Stopped					
Jobs Table		Yes	Yes	Yes	Yes	Restructured	Yes	Erratic
Resource Table		Yes	Yes	Staff added	Yes	Yes	Yes	Yes
Bike Repair		Yes	Yes	Stopped				
Art			Yes	yes	Stopped	Restarted	Yes	Yes
Nurse				Yes	Yes	Yes	Yes	Yes
Financial Lit				Yes	Yes	Erratic	Erratic	
Resource Guide				Yes	Yes	Yes	Yes	Yes
Outreach					Yes	Yes	Stopped	
Yoga						Yes	Yes	Yes
Redline, A&C						Yes	Yes	Yes
Fight to Feed						Yes	Yes	Yes
Resource Website							Yes	Yes
HTC meal								Yes
NM Docs								Yes
CES (housing sign up)								Yes

Diabetes/blood sugar test									Yes
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5. Administration:

Since 2012 we have gone from zero employees to an ED, a part time assistant, a part time accountant, a part time social worker, a part time art teacher and a part time adult learning coordinator. We now pay rent on an office. We have redone the website twice, implemented a significant increase in Facebook use, now send a regular e-letter and implemented an on-line sign up.

For 2018-19, we had no specific goals detailed.

6. 2019-2020 Goals

These goals, for next year, arise from Board members, conversations with key volunteers and staff members and planning from the Executive Committee. They are also part of our annual review and budget process.

Admin/Operations

Expand our use of best practices and efficiency

1. Reimbursement policy consistent with best practices.
2. Consolidate data/volunteer systems – currently use sign up genius, constant contact, web mail, quickbooks, excel, drop box, Google docs, Acceptiva, Square, Gmail. We have grown as an organization and we need to grow our systems to reflect that and to be more efficient.
3. Hire/integrate social worker/s

Revenue

More dependable revenue sources and more efficient fundraising and evaluation

1. Broaden and diversify donation base through outreach
2. Explore and implement better donor management tools IE. identifying and encouraging existing donors through implementation of CRM system and consistent and appropriate practices.
3. Explore new grant sources – add three new grant applications to existing.

Outreach

Better local connections and support

1. Incorporate Chicago Homeless Aid into CHI web page, add volunteer sign up there, connections to other organizations needing assistance.
2. Resource Guide revisit – connect to Homeless Aid page, printable version, order form, how to volunteer & get help for someone.
3. Social Media – explore cost of outsourcing and explore alternate sources for content IE. volunteer teams
4. Contact health clubs to organize running teams for RMM
5. Community Connections – focus on surrounding neighborhoods (RNRA blgs, SOAR blgs) and existing connections to organizations, as well as natural partners like churches and charitable and service oriented groups. Goal is six presentations followed by an offer for them to participate in a meal and volunteer opportunities.

Expand volunteer opportunities further:

Create an expanded and consistent menu for people to choose from, through a sign up on our web site, to connect them to us. Consider:

1. Meals – set aside dates for new blgs and churches, etc....
2. Cooking with F2F
3. Existing programs – AL, need yoga sub, etc.
4. Gift drives – hats, socks, flashlights, duct tape, water bottles, rain gear, etc.... something both companies and blgs can do, not just at Holidays
5. Train, then run, for Mag Mile as groups
6. Quarterly local orientations/gatherings/events -Ex: SITE did a fundraiser at Pinstripe – first some business, then people enjoy themselves together.
7. Resume work – need a group of people to do these at CHI
8. Social media team – need more content, can get a set of people to each take a week, a meal or such.
9. Bag meals – once a month option for everyone to participate. Will set aside places at meal for participants to serve and to see their good work.

Programs

Improvements to existing programs suggested by staff, interns and volunteers:

1. Meals – re institute sponsored meals for marginal groups (MBMHMC, All Stars,), reserve meals later in year to steer new volunteers from church and community outreach. Expand restaurant base by connecting restaurants to the local groups and blgs we recruit.
2. Gifts – create gift drives with new entities we connect with, blgs, churches, businesses, schools, to both connect them to us, expand our outreach base and offset our costs
3. Bag meals – we need to reboot – lost most of our regulars over the last two years. Same model, add people!
4. Jobs – formalize schedule, add resume component, add larger training presentation component. Continue to explore vehicles to let job seeking guests share knowledge (IE. table to dine together at, appetizers before the meal?).
5. Art – More structured setting, skill building classes, portfolio development for personal growth and creative projects for group connection.
6. Yoga – better scheduling of rooms, look for a sub, connection for yoga participants into other programs, such as jobs club.
7. Adult Learning – need better confirmation of rooms, continue looking for a second space, add chess.
8. Medical Shelters – Refinement of existing program, including implementing standard donated supply kit, medical passport, scheduling assistance, and primary care placement
9. Housing – train new SW, train more volunteers and add CHA component

7. Board of Directors – 2018-2019

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