

2020 Annual Report

NORTHEAST DUPAGE FAMILY & YOUTH SERVICES

EMPOWERING YOUTH
STRENGTHENING FAMILIES
BUILDING COMMUNITY



www.nedfys.org

Northeast DuPage Family & Youth Services (NEDFYS) is a community-based, non-profit organization that provides high quality, accessible mental health, and social services. NEDFYS works with children, adolescents, adults, and families to promote good mental health, treat mental health problems, facilitate healthy relationships, and build resiliency against stress and trauma.



EMPOWERING YOUTH

NEDFYS' work with youth is fueled by the desire to see all kids empowered to succeed and fulfill their highest potential. NEDFYS' programs equip youth with the tools and skills necessary to establish a path toward healthy adulthood or re-set a path that may have gotten off-track. NEDFYS works with schools and other community-based agencies to deliver youth programs.

STRENGTHENING FAMILIES

NEDFYS works with families in various settings to help them navigate internal and external stressors that disrupt healthy family functioning. At their best, families provide connection, security, and growth for every member. NEDFYS works with families individually and in group settings to provide parenting education in order to restore healthy family dynamics.



BUILDING COMMUNITY

NEDFYS proudly partners with schools, libraries, and local law enforcement agencies that serve as the building blocks of thriving communities. Through these partnerships, NEDFYS strengthens and supports individuals, families, and other organizations by providing a continuum of services including prevention, crisis intervention, skill-building, support groups, and counseling.

A LETTER FROM THE EXECUTIVE DIRECTOR

This year was full of tremendous uncertainty, challenges, and change. The pandemic isolated many from family, friends, classmates, and coworkers, while political and social unrest caused division and discontent in many communities. In their own way, each of these issues took an enormous toll on mental well-being.

Each year, hundreds of people who are struggling come to NEDFYS for counseling and support during tough times. This past year was no different, except that for many of our clients, times were and continue to be much tougher. Youth are feeling heightened anxiety and deeper depression, adults are dealing with unexpected grief and loss, and families are experiencing more stress and conflict. To best serve our clients, NEDFYS adapted and enhanced our services throughout 2020 to provide added reassurance and support.

We added telehealth as a way to safely provide the high quality, accessible mental health services for which we are known. We added more trauma-focused therapies for youth and their families to give them the tools to decrease stress and increase healthy coping strategies. We strengthened our support for domestic violence victims by providing more immediate linkage to counseling and shelter. We initiated planning for new support groups in order to connect community members together to foster healing and hope. Our partnerships with five local police departments were looked to as effective models that allowed police officers to focus on public safety while NEDFYS addressed the mental health needs of community residents.

NEDFYS navigated the turbulence of 2020 with the guidance of our board of directors, the support of our donors and the power of our partnerships. We will continue to collaborate with these individuals and organizations as we expand our presence and programming in the communities we serve. This year tested everyone and I am proud of how the NEDFYS staff went above and beyond for our clients. I invite you to join us in 2021 as we continue to empower youth to reach their full potential, strengthen families, and build stronger communities.



SHANNON HARTNETT, MA
EXECUTIVE DIRECTOR

A handwritten signature in dark ink, appearing to read 'Shannon Hartnett'.

Shannon Hartnett, MA
Executive Director

2020 HIGHLIGHTS

EXPANDED PROGRAM CAPACITY

- Renewed contracts valued at over \$750,000
- Awarded new contracts valued at \$130,000
- Launched G3 group counseling at Illinois Department of Juvenile Justice
- Awarded DCFS contract to implement trauma-focused cognitive behavioral therapy (TF-CBT)
- Began offering telehealth as an alternative to in-person counseling sessions

SUPPORTED STAFF DEVELOPMENT

- Two therapists received full clinical licensure
- Three therapists obtained telemental health certification
- Three therapists enrolled in an intensive TF-CBT certification program
- Implemented quarterly clinical training for clinical staff and interns
- Prevention staff member honored for county-wide impact as "Adult Changemaker"

OPTIMIZED AGENCY OPERATIONS

- Updated clinical policies handbook for therapists and interns
- Offered employee health, dental, and vision benefits for first time in agency history
- Implemented new accounting software to improve financial reporting
- Enhanced fiscal policies and procedures to strengthen internal controls
- Revamped employee handbook and adopted new policies

INCREASED COMMUNITY ENGAGEMENT

- Redesigned website and launched online newsletter
- Enhanced Facebook and LinkedIn use to engage supporters
- Presented to 8 community and civic groups
- Produced first agency video highlighting programs and impact
- Welcomed 3 new board members

430
telehealth
appointments

NEDFYS COVID-19 RESPONSE

Beginning in March 2020, NEDFYS pivoted to telehealth to continue providing mental health counseling to clients. NEDFYS also partnered with local, county, and state-wide systems to facilitate emergency distribution of food, household items, and other resources for residents who suddenly found themselves in need of basic necessities. NEDFYS' prevention and school-based programming shifted focus to support remote learning difficulties and rising rates of anxiety, depression, and isolation. NEDFYS therapists presented webinars such as *Strategies to Help Manage Family Conflict & COVID Stress*. In 2021, NEDFYS will continue providing innovative programming as increased mental health issues related to COVID-19 persist. The first such program is "PATHWAYS" a virtual community support group for women.



3
new telehealth
certifications



NEDFYS BY THE NUMBERS

- 100% of clients report an improvement in thoughts and behaviors
- Over 90% say they have strengthened their coping skills, decreased stress, and increased control
- More than 80% felt they had improved their relationships with other people and had increased overall happiness

272

cases closed

330

clients served

3,088

sessions provided

1,181

Spanish
language
Sessions

230

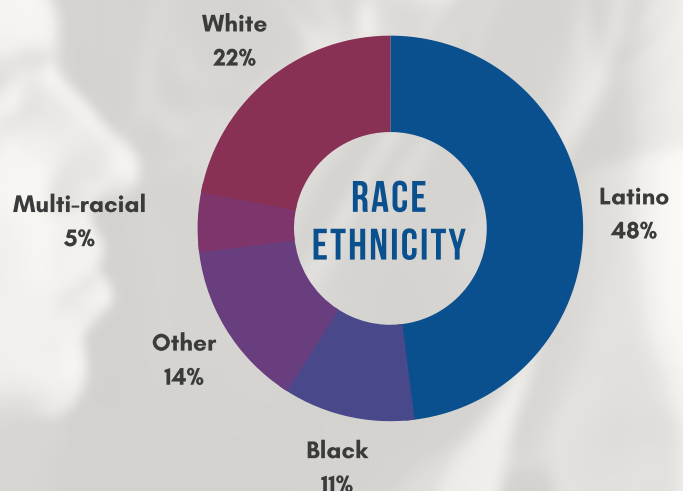
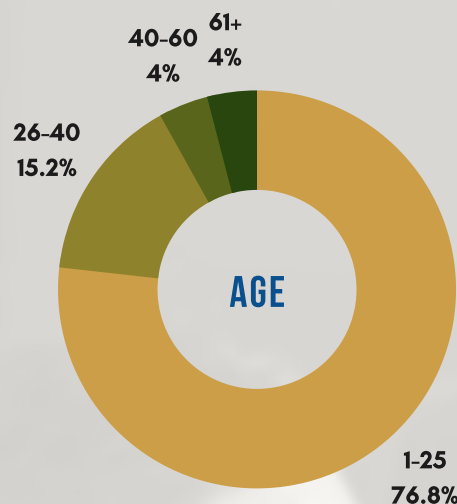
New Client
Intakes

10

Clinical
Interns

8

Bilingual
Therapists
& Staff



COMMON TREATMENT ISSUES

- Depression
- Anxiety
- Family Conflict
- Trauma
- School-Related Issues

8
*school
partnerships*

16
*communities
served*

SERVICES PROVIDED

Juvenile Justice Services

- Group Programs for youth involved in the justice system
- Trauma-Focused Therapy
- Arrest Diversion

Counseling Services

- Individual Counseling
- Group Counseling
- Family Counseling

Community-Based Services

- Crisis Intervention
- Case-Management

After-School Programs

- Lions Quest
- Healthy Habits

CLIENT FEEDBACK



"I feel like a different person. I've learned how to handle my anxiety. I am myself, but better than I have ever felt."

"I've been able to control myself when I'm upset. I have a much better awareness of myself and others."

"I don't get in trouble that much anymore, my behaviors have improved at home and in school and my academics have improved."

WE SERVE ALL CLIENTS, REGARDLESS OF ABILITY TO PAY

POLICE PARTNERSHIP PROGRAM

NEDFYS has established active partnerships with five local police departments in DuPage County to provide mental health counseling and social services. NEDFYS clinicians are onsite, prepared to assist with mental health crises, domestic-violence follow-up, and community resource referrals.



Client Story:

For years, Laura called police to her residence due to domestic abuse. Officers had referred her several times for counseling but she declined. She wondered if anyone would understand her. Finally, she accepted a referral to NEDFYS, and received compassionate counseling in Spanish. Additionally, NEDFYS supported her in filing orders of protection while preparing and executing a safety plan to prevent future abuse.

NEDFYS THERAPISTS ARE EMBEDDED IN POLICE STATIONS TO FORM EFFECTIVE PARTNERSHIPS



STEP-UP PROGRAM

10

years of
success

15

families
served in
2020

170

graduates
since
inception



This 21-week group therapy, in collaboration with DuPage County Probation, aims to prevent youth from further violence against their parents. Youth arrested for domestic violence (DV) learn communication and decision-making skills while parents gain tools to better support their children. This program undeniably achieves its objective for those who graduate. In its program history, **only 6% of adolescents were rearrested** for a new DV case within 12 months after graduating.

We met you at one of the darkest times in our lives, and honestly, I had very little hope.

CLIENT TESTIMONIAL

I've been reflecting a lot on the key factors to the changes I've seen in Mary and our home, and I attribute so much of it to Step-Up. The balance between the genuine care you have plus the hard-edged delivery of what these kids need to hear is so incredibly helpful. Also, the parenting skills "wheel" really helped me to realize what I needed to work on as a mom. You are very special people, and I want you to know how significant the program has been in our lives.

REVENUES

- Grants & contracts: \$918,434
- Contributions & other: \$29,909

Total Revenue: \$948,343

EXPENSES

- Program services: \$766,509
- Management/General: \$99,228

Total Expenses: \$865,737

THANK YOU TO OUR FUNDERS FOR HELPING US TO EMPOWER
YOUTH, STRENGTHEN FAMILIES, & BUILD COMMUNITY.

FUNDING SOURCES

- Alfred J. Bersted Foundation
- Ann & Victor Pokorny
Memorial Fund
- Bensenville School District #2
- Bloomingdale Township
Mental Health Board
- Blue Cross Blue Shield
- Builtech Services, LLC
- DuPage County Human
Services Grant Fund
- DuPage County Probation
- DuPage Foundation
- DuPage Medical Group
Charitable Fund
- Efraim Carlson & Son, Inc.
- Illinois Criminal Justice
Information Authority
- IL Dept. of Human Services
- Itasca Bank & Trust Co.
- Law Enforcement Officers
Association of Addison
- Northwestern Memorial
Healthcare
- Rotary Club of
Bloomingdale-Roselle
- Villages of Addison,
Bensenville, & Itasca
- Walmart Foundation

BOARD OF DIRECTORS

Timothy Hayden

President
Addison Police Department

Daniel Schulze

Vice President
Bensenville Police Department

Robert O'Connor

Secretary
Itasca Police Department

Cathy Hundley

DuPage County State's
Attorney's Office

Dana Pavlu

Motivent Total Health

David Sieffert

Village of Bensenville
Public Library

Heather Casey

Builttech Services

Dr. James Stelter

Bensenville School District

John Binneboese

Itasca Bank & Trust

Stephanie Murauskas

Retired Police Sergeant

ADMINISTRATIVE STAFF

Shannon Hartnett, MA

Executive Director

Vivica Odell, LCSW

Associate Director

Katalyna Thomas, JD

Operations Director

Jaclyn LaPorte, LCPC

Clinical Services Manager

Libby Sanders, LMFT

Clinical Services Manager

Erin Novak, MSW, JD

Program Coordinator

CLINICAL/ PROGRAM STAFF

Lakeisha Banks, MSW

Associate Therapist

Ashley Liem, MPH

Program Coordinator

**Yamileth Obando,
MSW, CDVP**

Bilingual Therapist

Vanesa Rangel, LCPC

Bilingual Therapist

**Yemilei Schroeder,
LCPC, CADC**

Bilingual Lead Therapist

Ali Smith, LSW

Therapist/Crisis Specialist



NORTHEAST DUPAGE FAMILY & YOUTH SERVICES

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FORWARD TOGETHER

NEDFYS provides services that address the
mental health and wellness needs in our community