



Volunteer Voice



*Keeping volunteers connected to the
Crisis Center for South Suburbia
and Neat Repeats*

Volunteer Voice

November 2018

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Upcoming Events

Neat Repeats Resale Shops

**Open 7 days a week for
your convenience!**

Sunday 11-4
Monday 9-4
Tuesday 9-8
Wednesday 9-8
Thursday 9-8
Friday 9-4
Saturday 9-4

Domestic Violence 101
training, otherwise known
as DV 101, will be offered
on **Thursday, December
6th from 5-7 pm at Neat
Repeats in Worth.**

This FREE two-hour training
is an opportunity to learn
more about domestic
violence including types of
abuse, understanding cycles
of abuse, identifying early
warning signs and how to
become an advocate.

Contact
dmendyk@crisisctr.org to
register for this training.
Visit our website at
www.crisisctr.org to view

From our Executive Director, Pam KostECKi



Happy Thanksgiving!

You are of course one of our most precious treasures to be thankful for this season! At the Crisis Center we have much to appreciate this year. We have two successful resale stores that last year contributed 21% of our operating revenue. We have over \$1 million in grant revenue and over 1,800 dedicated financial donors of the center. We have over 50 passionate staff, 17 committed board members who never tire of helping us grow and improve

our operations, and over 300 dedicated volunteers. Last year volunteer time and talent involved 45,817 hours, which means a savings to the agency of over \$350,000. Wow are we blessed!

Together we are all changing lives. In total, our reach this past year touched the lives of more than 12,000 victims. We provided comprehensive measurable supportive services to 2,500 survivors.

- We provided those 2,500 survivors with over 35,741 service hours.
- We provided a total of 21,749 nights of shelter and safe housing.
- We answered 1,190 hotline calls, providing emergency crisis intervention and HOPE.
- 700 survivors received over 4,000 hours of counseling.
- We warmly welcomed 198 adults and 154 children into our safe and hospitable emergency shelter.

Domestic Violence Awareness Month was a huge success. I thank you all for dining out for DV and for spreading awareness to all of your networks. Our peer to peer fundraising campaign raised over \$24,000! Congrats to all of us for making the month a success. We hosted our first annual Dianne Masters Society Reception at the shelter. We provided major donors with a chance to tour and hear our Annual Agency Address. It is just one of the many ways we are working to take care of our donors and letting them know how meaningful their support is to the victims we serve.

This past month we had site visits from both Illinois Department of Human Services and our state Coalition. While I am pleased to report we are doing so much better meeting our funder expectations, we will have to make some tweaks to our pre-screening process for Emergency Shelter. I want to thank our Hotline volunteers and staff for working through this necessary change

the calendar of dates for the DV 101 training.

Other Events:

Volunteer Open House
Tuesday, January 8, 2019
at Neat Repeats in Orland Park.

IMPACT



Volunteer Stats

Total Volunteers: 230
Hotline: 26
Neat Repeats: 171
Clerical: 5
Community Helpers: 5
Special Projects: 15

Total Volunteer Hours: 3738

New volunteers recruited: 3



Services Provided:

Housing
24-hour Emergency Shelter
Interim Housing
Transitional Housing
Victim services
Counseling
Court Advocacy
Emergency Services

with positivity!

Thanks to each and every one of you for making the Crisis Center a better place! You are for sure on the top of my "to be thankful list" this year.

Happy Thanksgiving to you and yours!



Take a tour, meet the team and find out why so many of our volunteers compare working at Neat Repeats to being part of one big family.

Neat Repeats - Orland Park is located at 9028 W. 159th Street

100% of net proceeds from the stores assist victims of domestic violence with emergency shelter and other services.

Neat Repeats News

TIME TO SHOP...

50% off store wide!

Neat Repeats is having its Holiday Sale on Friday, November 23rd and Saturday, November 24th.

Great gifts for everyone on your holiday list.
Gift certificates available.



Volunteer Voice Spotlight



This month our Volunteer spotlight features two of our amazing Neat Repeats volunteers, Charlotte Oliver (pictured on the left with her husband) and Donna Bonk (pictured below with her husband). Both of these wonderful volunteers were nominated by Neat Repeats for the PLOWS award.

Aftercare Services
**Domestic Violence
 Outreach**
 Hotline
 LiveSafe Patient
 Advocacy
 Law Enforcement
 Victim Outreach(LEAV)
 Community Education
**Domestic Violence
 Prevention**
 Safe Start
 Partner Abuse
 Intervention
 Program(PAIP)



The PLOWS agency recognizes volunteers for their outstanding service in the community. Both Charlotte and Donna serve their community and support victims of domestic violence by volunteering their time and talent at Neat Repeats. Charlotte is a team leader at the Orland Park store and been volunteering since 2014. Donna is a team leader at the Worth store and has been volunteering there

since 2007. They are both a great support to many of their fellow volunteers that they are on shift with and always go above and beyond to make the shoppers and donors at Neat Repeats feel welcomed and appreciated. We thank you both for your outstanding service to the Crisis Center!

Neat Repeats Resale shops located in Orland Park and Worth have been owned and operated by the Crisis Center for South Suburbia since 1986.

Training Opportunities

There will be a delay in the 40 hour training from October 2018 until January 2019. The new series will begin again on Saturday, January 5, 2019. To register or if you have any questions at all, please contact dmendyk@crisisctr.org or 708-429-7255 EX. 143

Wishes Corner



If you are able to contribute to our 'wishes corner', please contact our Donations Coordinator, Shani Smith, at ssmith@crisisctr.org or call 708-429-7255 x. 134

For your convenience, collection boxes are located at both Neat Repeat store locations. We have some items listed below that we are currently in need of in our Emergency shelter:

- Infant car seat
- Newborn snowsuit
- Diaper bags
- Diaper changing pads
- Gift cards to: Aldi, Wal-Mart, Speedway and Uber

Holiday Helpers Needed



Are you or someone you know interested in helping with our Holiday Gift Drive during the month of December? We're looking for volunteers to give 3 hours a week to sort donated gifts as well as

volunteers that would like to wrap the presents that will be given to clients on Christmas. Please contact me for the details at dmendyk@crisisctr.org or 708-429-7255 EX. 143

A special thank you



We would like to extend a special thank you to the ladies of Palos Health that volunteer at the Crisis Center. They volunteer their time to helping with special activities at the shelter, such as the Halloween party shown in this picture. The Residential clients always enjoy the visits from these wonderful ladies. Thank you Tami, Roxanne, Bernie, Carol and Carolyn!

Survey says...

In January every volunteer will be asked to complete a Volunteer Satisfaction Survey. Surveys will be sent out through email via Survey Monkey. Hard copies will also be available. Whichever way you choose to complete it, please make sure you return them to me by January 20th. Your feedback is very important to us.

