

# 2023

## Annual Report



Youth  
Services™

# Inspiring Change, Shaping Futures





# Inspiring Change, Shaping Futures

At 360 Youth Services, we believe in the inherent potential of every young person. This year's theme, "Inspiring Change, Shaping Futures," captures the essence of our mission and the profound impact we strive to achieve. We are committed to providing life-changing services that empower youth to reach their fullest potential, overcome challenges, and contribute positively to society. Through a diverse range of programs and initiatives, 360 Youth Services is not only investing in individuals, but also in the future of our communities and society as a whole.

Throughout the pages of this annual report, you will read stories of resilience, growth, and achievement. You will see how our programs have inspired transformation, instilled hope, and paved the way for brighter futures. From housing support and mental health services to youth prevention education and community outreach, each initiative has played a crucial role in providing youth with the necessary skills to successfully navigate life's challenges.

The impact of 360 Youth Services is a testament to the dedication of our staff, volunteers, donors, and community partners. Together, we have made a tangible difference in the lives of countless young people, providing them with the tools and opportunities they need to thrive.

Thank you for your continued support and belief in the power of youth. Together, we are truly making a difference.

Mike Bertrand, LCSW  
President & CEO

## MISSION

To provide life-changing services to youth through substance use prevention education, counseling, and housing.

## VISION

A community where all youth possess the necessary skills to successfully navigate life's challenges.





# Prevention: Helping Youth Make Healthy Choices

360 Youth Services' Prevention Department is committed to empowering youth to make healthy choices and preventing substance use. Our renowned programs—The Power of Choice, Youth Prevention Education, Naperville Operation Snowball, and Community Alliance for Prevention—employ proven strategies to reduce youth substance use. Funded by local, state, and federal grants, we deliver best-practice prevention for students and parents in the 203 & 204 school districts. Our efforts are bolstered by strong partnerships with Naperville Community School District 203, Indian Prairie School District 204, and community partners.

**The Power of Choice:** a highly effective and proven drug and alcohol use prevention campaign for students and their parents that focuses on correcting misperceptions about the prevalence of substance use and emphasizes that most students are making healthy choices regarding tobacco, alcohol and drugs.

**Operation Snowball:** a fun, engaging teen-led and adult supported program for area high school students presented in a weekend retreat format. It combines presentations, workshops, activities and small group discussions to empower teens to make healthy life-style decisions and have a positive impact on their peers.

**Community Alliance for Prevention & Youth Advisory Committee:** A community-wide collaboration of 40+ partners and YAC teens using evidence-based strategies to create meaningful change towards preventing and reducing youth substance use.

## Youth Lives Empowered Through Snowball

"I felt so lonely before coming here and after the hug circle, I felt like I belonged and that it was safe to be myself. I felt heard!"

"I gained some confidence and I'm going to take that with me to school and home. I also made friends and realized it's okay to be me."

"I felt so many emotions and it's an unexplainable feeling and experience. Constantly meeting people and getting things off my chest to strangers is unbelievable. Would come back forever."



Snowball participants

**12+ million**  
media  
impressions  
of substance  
use awareness  
campaigns

**43,668**  
individuals  
were served  
Power of Choice  
Campaigns

**23,986**  
sixth-twelfth  
graders served  
annually through  
community-wide  
programs

**255**  
youth  
participated  
in Operation  
Snowball

**97%**  
of student  
participants  
said Snowball  
had significantly  
impacted them

3

# Counseling: Empowering Positive Change

360 Youth Services' counseling staff support youth during critical life transitions and crises, empowering them with the tools they need for success. Our trained counselors offer intervention, teach skills, and help families navigate challenges. Counseling services focus on strengths, helping to identify goals, and working with each young person to create a path toward increased self-esteem and satisfaction. Services are available to youth ages 10-25 and their families.

Counselors also provide emergency stabilization, follow-up counseling, and support for runaway or at-risk youth aged 11-17. Our culturally competent LGBTQ+ care ensures all youth can explore, identify, and express themselves, addressing trauma, rejection, and the coming-out process.

## 360 Youth Services Provides Counseling for:

- Children, teens, and young adults
- Families and parents
- Youth at-risk
- LGBTQ+ youth



**284** lives impacted through counseling sessions

4

## A Life Healed

Leila\* was struggling to balance her cultural heritage with her desire to fit in as an average American high school student. Conflicts with her traditional parents over clothing, activities, and relationships led to Leila becoming severely depressed, self-harm behaviors and thoughts of suicide.

Leila's school social worker noticed changes in her and referred Leila to 360 Youth Services' school-based counselor. Through counseling, Leila explored her feelings, culture, and relationships. Her close bond with her sister provided crucial support, helping her develop a safety plan and cease self-harm behaviors. Counseling offered her a safe space to understand her emotions, set boundaries, and improve communication with her parents.

Counseling empowered Leila to create a solid foundation for healthy relationships and personal growth. Her journey, though intense, was marked by resilience and commitment. Leila now has a set of skills she can draw upon as she builds herself a positive future.

*\*To protect privacy, name and image are representational only.*

# Housing: Building Brighter Futures

360 Youth Services is dedicated to providing essential housing support to youth experiencing homelessness. Through our Emergency Youth Shelter, Transitional and Rapid Rehousing Programs, and Cornerstone Group Home, we serve young people ages 13-24, working closely with them to transition towards independence.

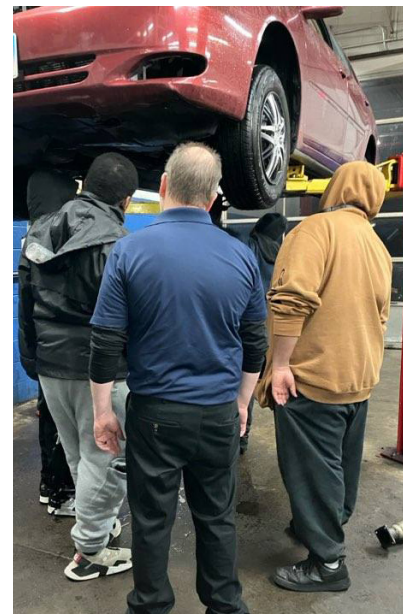
Our programs are grounded in Housing First practices, harm reduction, and trauma-informed care, ensuring a supportive and affirming environment for BIPOC and LGBTQ+ individuals. By employing positive youth development strategies, we help young people access housing, support services, and the necessary skills to break the cycle of homelessness. We are proud to stand by their side as they build brighter futures.

**Emergency Youth Shelter:** the goal is to quickly bring youth sleeping outside into a safe, warm environment, connect them to essential resources, and work towards securing more stable housing options.

**Transitional Housing:** provides 18 to 24 months of housing for youth, offering safe and stable apartments along with a structured curriculum focused on education, employment, and life skills, with the goal of graduating into permanent, independent living.

**Cornerstone Group Home:** offers short-term residential group housing and support services for boys ages 13-17 in DCFS care who are unable to live with their families.

**Rapid Rehousing:** this initiative helps youth in DuPage and Kane Counties quickly exit homelessness and transition to permanent housing, prioritizing those who don't need intensive, ongoing support.



**Vocational Field Trip**

## Shaping a Youth's Future

Frank's\* journey from homelessness to educational success is truly inspiring. After enduring the harsh realities of life without stable housing for most of his youth, Frank found refuge and support through 360 Youth Services' Emergency Shelter program.

Despite significant challenges, Frank's determination to break the cycle of homelessness fueled his academic success. With guidance and encouragement from his case manager—who provided essential reminders, such as charging his laptop and leaving sticky notes urging him to complete his schoolwork—Frank persevered. His hard work paid off when he became the first male in his family to earn a high school diploma.

Frank's ambition didn't stop there. He worked wherever he could, demonstrating remarkable resilience by leaving the shelter earlier than his exit date. Recently, Frank visited 360 Youth Services to check for mail and proudly showed his former case manager his uniform from the automotive program he'd enrolled in at the College of DuPage. This path allowed him to pursue his passion for cars while opening doors to a brighter future filled with possibilities. We are immensely proud of Frank and his achievements!

*\*To protect privacy, name is representational only.*

**177** youth experiencing homelessness were provided with safe housing

5



# Thank You for Your Support

At 360 Youth Services, we are in the business of changing the lives of the youth we serve and we couldn't do it without you. Your contributions are pivotal in helping us assure that each youth that comes into contact with us feels seen, heard and cared about. You helped:

**73 youth in our housing program** feel the warmth of the holiday season.

**117 youth attend Operation Snowball**, a teen led program that has changed the trajectory of so many young people in the past forty years.

Thank you for your continued generosity and partnership.



Brea Hayes  
Director of Development



## LEADERSHIP TEAM

### DIRECTOR OF CLINICAL SERVICES

Jaclyn LaPorte, MS, LCPC  
She/Her

### DIRECTOR OF DEVELOPMENT

Brea Hayes  
She/Her

### DIRECTOR OF HOUSING

Valerie Tawrel, MHS, CADC  
She/Her

### DIRECTOR OF PREVENTION

Matt Cassity  
He/Him

## 2023 BOARD OF DIRECTORS

### CHAIR

Anthony T. Stephens

### VICE CHAIRS

Rev. Dr. Paul E. Bacon  
Laurie Erickson  
Rev. Jeffrey P. Howell

### SECRETARY

Tracy Stockard

### TREASURER

Melvin Faulkner

### MEMBERS

Mike Bertrand  
Robert Blackwell  
Mandy Lesko  
Rev. David R. Lyle  
Bruce Meier  
Tamela Milan-Alexander  
Christine Peggau  
Wayne Price  
Gretchen Winter  
Brenna Woodley

# FY23 Financial Snapshot

July 1, 2022 - June 30, 2023

## REVENUE, GAINS, & OTHER SUPPORT

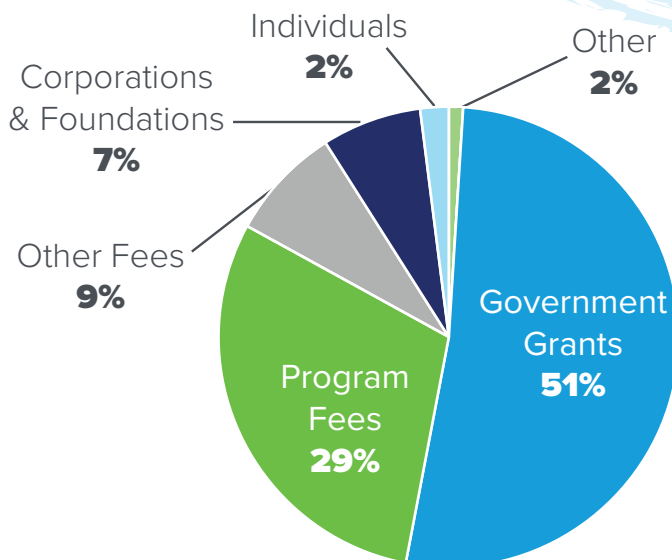
|  |                    |
|--|--------------------|
| Government Grants                                | \$2,055,571        |
| Program Fees                                     | \$1,174,215        |
| Other Fees                                       | \$344,063          |
| Corporations & Foundations                       | \$268,694          |
| Individuals                                      | \$64,369           |
| United Way                                       | \$44,975           |
| Service Clubs and Faith Groups                   | \$16,788           |
| Investment Gains                                 | \$47,271           |
| <b>Total Revenue, Gains, &amp; Other Support</b> | <b>\$4,015,947</b> |

## EXPENSES

|                        |                    |
|------------------------|--------------------|
| Prevention             | \$1,173,707        |
| Counseling             | \$598,834          |
| Cornerstone Group Home | \$930,107          |
| Transitional Housing   | \$1,201,494        |
| <b>Total Program</b>   | <b>\$3,904,142</b> |
| Management & General   | \$335,504          |
| Fundraising            | \$295,542          |
| <b>Total Expenses</b>  | <b>\$4,535,189</b> |

## Net Operating Income (Loss)

**\$(519,242)**



## FUNDRAISING & ADMINISTRATIVE RATIO

vs Program Expenses 16%

vs Total Expenses 14%

360 Youth Services is a wholly owned subsidiary of Lutheran Child and Family Services of Illinois. This financial snapshot of 360 Youth Services is an abstract from the audited consolidated financial statements.



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Youth  
Services™

