

2024

ANNUAL REPORT



Youth
Services™

Pathways to Hope



Letter from the President and CEO

At 360 Youth Services, we believe in the limitless potential of every young person. This year's theme, *Pathways to Hope*, embodies our deep commitment to walk alongside youth as they move from crisis to stability, gain empowerment through knowledge and support, and find strength in a community that believes in them.



Every day, we provide life-changing services that help young people overcome adversity and build the skills, confidence, and resilience needed to thrive. Whether it's a safe place to call home, mental health support, substance use prevention, or opportunities for leadership and growth, our programs invest not only in individuals—but in the future of our entire community.

This report highlights stories of perseverance and transformation that illustrate the power of hope in action. Together, with your support, we've made meaningful progress across all areas of our mission:

- **Prevention** – We reached over 300 youth and adults through our Snowball program and extended our impact by mentoring other communities, sharing inclusive practices, training materials, and workshop outlines to help them launch their own student-led prevention efforts.
- **Counseling** – We introduced a series of youth-focused mental health workshops and launched an LGBTQIA+ Support Group, creating safe, affirming spaces for connection, healing, and belonging.
- **Housing** – We implemented a new financial literacy series to support long-term independence, while expanding life skills training to include career readiness, self-advocacy, and housing navigation—equipping youth with the tools they need for success beyond our program.

Our impact would not be possible without the unwavering dedication of our staff, volunteers, donors, and community partners. *Pathways to Hope* is more than just a theme—it's a promise to the youth we serve and a testament to what we can achieve when we come together.

Thank you for believing in our mission, in our youth, and in the power of hope. We're honored to have you on this journey with us.

With heartfelt thanks,

A handwritten signature in blue ink that reads "Mike Bertrand". The signature is fluid and cursive, written in a professional but personal style.

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: Empowering Youth, Strengthening Communities

360 Youth Services' Prevention Department is dedicated to equipping young people with the knowledge and skills to make healthy choices and avoid substance use. Through evidence-based programs like The Power of Choice, Youth Prevention Education, Naperville Operation Snowball, and the Community Alliance for Prevention, we proactively address youth substance use with strategies that foster resilience and informed decision-making.

Our initiatives provide best-practice prevention education for students and parents in Naperville Community Unit School District 203 and Indian Prairie School District 204. Our impact is amplified by strong collaborations with schools, community organizations, and local leaders, ensuring a comprehensive, community-driven approach to prevention.

By working together, we are building a healthier future for our youth—one choice at a time.

103 youth

participated in Operation Snowball



43,668 individuals

impacted by Power of Choice Campaigns

3,616 youth

served face to face by Prevention Programs

John's Path to Confidence and Friendship

Operation Snowball changes lives. An international program started by teens to spread positivity, 360 Youth Services has run a Snowball chapter since 1985. It has helped over 14,000 teens in School Districts 203 and 204. Snowball builds resilience, prevents drug use, and equips teens with skills to make healthy choices. The weekend retreats and leadership training give teens tools to succeed and lead, while also creating an ongoing community of support for them outside the walls of their schools.



One participant, John*, came to his first retreat as a shy freshman. He didn't feel connected at school and had few friends. His parents, hoping to help, signed him up. At first, John stayed quiet in his small group, just listening.

By the end of the weekend, everything changed. Snowball's welcoming environment and traditions, like the hug circle, made John feel seen and valued. "I really like it here," he said. "I've gotten so many hugs!" For someone who hadn't been hugged outside of his family in two years, this was life changing.

John kept coming back to Snowball. He eventually became a teen staff leader, running small groups like the one that helped him open up. Through Snowball, he built lifelong friendships that lasted through college and beyond. Today, John says Snowball gave him the confidence and tools to make meaningful connections wherever he goes.

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

COUNSELING: Supporting Youth Through Life's Challenges

360 Youth Services' Counseling Department is dedicated to fostering a supportive and inclusive environment where youth can seek guidance, build resilience, and work toward a brighter future. The program provides vital community mental health services to support individuals ages 11 to 25 and their families.

360 YS counseling staff empower youth during critical life transitions and crises, equipping them with the tools needed for success. Our trained therapists provide a variety of therapeutic interventions, teach essential skills, and guide families through challenges with a strengths-based approach. By identifying goals and fostering resilience, we help young people build confidence and find fulfillment on their therapeutic journey.

It is our belief that every young person deserves to be seen, heard, and supported.

119 lives

impacted through counseling



A Journey from Trauma to Triumph

Samantha* was struggling at school. Every day, she felt overwhelmed by anxiety and depression. Raised in an abusive environment, she carried deep feelings of shame and self-blame for the trauma she'd endured. Thankfully, her school referred her to 360 Youth Services for counseling services. There Samantha found the support she needed to begin her healing journey.



Samantha's 360 YS counselor gave her a safe space to talk about, process and accept her past. Through narrative therapy, she worked to explore her trauma—reclaiming her story on her own terms. With each session, she found the strength to rewrite the narrative she had once believed about herself, shifting from self-blame to self-compassion. "I have watched this client grow from a quiet and full-of-shame teenager to a bright and beautiful young girl. She has faced her trauma head-on and is relearning to love herself and grow from her experiences," shared her 360 YS counselor.

Today, Samantha finds herself in a healthier more stable environment. She's excelling in school and has set her sights set on college—a future she once believed was out of reach. While she is still working to rebuild relationships with family members, she remains hopeful for reconciliation in the future. Most importantly, Samantha has learned to embrace self-love, proving that healing is possible when given the right support. At 360 YS, we believe in the power of resilience. Samantha's journey is a testament to her resiliency and the transformative impact of compassionate care.

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HOUSING: Pathways to Stability and Independence

At 360 Youth Services, we are committed to ensuring that youth experiencing homelessness have access to safe, stable housing and the support they need to build brighter futures. Through our Emergency Youth Shelter, Transitional and Rapid Rehousing Programs, and Cornerstone Group Home, we serve young people ages 13-24, guiding them on their journey toward independence.

Our approach is rooted in Housing First principles, harm reduction, and trauma-informed care, creating a supportive and affirming environment, particularly for BIPOC and LGBTQIA+ youth. By integrating positive youth development strategies, we help young people secure housing, access critical resources, and develop the skills necessary to break the cycle of homelessness.

At 360 Youth Services, we believe that every young person deserves safety, stability, and the opportunity to thrive. By standing alongside them, we are building stronger, healthier communities—one life at a time.

92 youth

experiencing homelessness were provided with safe housing



Carmi's Story of Resilience and Growth

Carmi* entered 360 Youth Services' housing program just a week after turning 18. Having experienced homelessness for several years as a minor—living on the streets, in shelters, and in DCFS care—she came to us with a deep sense of mistrust and uncertainty. The world hadn't shown her the care she deserved.

Since entering our program, Carmi has worked tirelessly to build life skills and reclaim her independence. With the support of her caseworker, she tackled everything from communication and personal care to job searching, scheduling, and respecting shared spaces. Beyond practical skills, Carmi also embarked on a powerful journey of self-discovery.

Identifying as a trans woman, she hadn't always felt safe to express her true self. During her time with 360 YS, she was able to access consistent gender-affirming care, including counseling services and began expressing herself more freely in all areas of her life. She even became an active voice in the housing program's Youth Advisory Board.

In addition to her personal growth, Carmi has maintained stable employment and began saving for her future. The housing staff are incredibly proud of her resilience, dedication, and the tremendous progress she's made. We can't wait to see all that she accomplishes next.

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Thank You for Walking the Pathways of Hope with Us

I am filled with deep gratitude for you—our dedicated circle of supporters. Your generosity has helped create meaningful change in the lives of young people who turn to 360 Youth Services in search of stability, support, and hope.



Because of you, youth facing homelessness found not only a safe place to land, but also a pathway forward.

Because of you, young people in crisis had access to compassionate, trauma-informed counseling—giving them the tools to heal, build resilience, and move forward with confidence.

Because of you, students in our communities engaged in powerful substance use prevention programs that equipped them to make healthy, informed decisions for their future.

At 360 YS, we walk alongside each young person on their journey—offering guidance, opportunity, and the encouragement they need to keep going. Your support makes this possible. Thank you for your generosity, partnership, and belief in our mission.

Brea Hayes
Director of Development

2024 Corporate Officers

President & CEO

Mike Bertrand, MSW, LCSW

VP & Chief Operating Officer

Beverly Jones, MSW, ACSW

VP & Chief Strategy & Innovations Officer /Privacy Officer

LaTasha Roberson-Guifarro, MSW, LCSW

VP & Chief Financial Officer

Dhiren Shah, CMA, CPA

VP & Chief Development Officer

Cheryl Wendt, CFRE

2024 Leadership Team

Associate Vice President of Prevention and Community Service

Robert Haennicke, MA, LCSW
He/Him

Director of Prevention

Matt Cassidy
He/Him

Director of Development

Brea Hayes
She/Her

Director of Clinical Services

Jaclyn LaPorte, MS, LCPC
She/Her

Director of Housing

Valerie Tawrel, MHS, CADC
She/Her

2024 Board of Directors

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Vice Chairs

Laurie Erickson
Anthony T. Stephens
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Tracy Stockard

Treasurer

Melvin Faulkner

Members

Rev. Dr. Paul E. Bacon
Mike Bertrand
Robert Blackwell
Rev. Jeffrey P. Howell
Mandy Lesko
Bruce Meier
Tamela Milan-Alexander
Christine Peggau
Wayne Price

FY24 Financial Snapshot

Revenue

Government Grants	\$3,779,147
Corporations & Foundations	\$1,133,579
Other Fees	\$221,219
Individuals	\$65,348
Investment Gains	\$49,057
Program Fees	\$42,884
Service Clubs and Faith Groups	\$40,094
Special Events	\$38,541
Total Revenue	\$5,369,869

Expenses

Housing	\$2,669,869
Cornerstone Group Home	\$1,139,761
Prevention	\$691,812
Counseling	\$254,083
Total Program Expenses	\$4,755,525
Supporting Services*	\$939,418
Total Expenses	\$5,694,943

Change in Net Assets (Loss)

\$(325,074)



*Supporting Services includes Management & General and Fundraising expenses. 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. FY24 Financial Snapshot covers the dates from July 1, 2023 to June 30, 2024.



Youth
Services™

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