Dear Friends of the Primo Center,

Do you ever find yourself making the same resolution every new year? We do here at Primo Center, and it is simple: End family homelessness in Chicago. While we have yet to reach this ambitious goal, we are not discouraged. In fact, our resolve, persistence and incredible staff are helping make significant progress. More families with children are receiving comprehensive support through Primo Center every year, but there's still much to be done to bring homelessness to functional zero. I believe in my heart that we can succeed, and let me share with you why I’m optimistic.

Entering the new decade, I reflect on the significant changes I’ve witnessed during my career regarding different approaches to addressing housing instability for families with children. Nearly 25 years ago, when I started working as a clinician in child mental health and welfare issues, I witnessed a high prevalence of trauma for children and families and its deep and lasting impact on their lives. Those experiences and insights changed me and the way I approach the complex issues of homelessness.

In the last 40 years, Primo Center has evolved and grown to become the largest provider of services and homeless shelter for families and children in Chicago, distinguished by our comprehensive and innovative approach to care. This means we partner with, and care for parents and children across all life domains—health, education and housing. We make it a priority to provide integrated physical, dental and mental health services for children and families through partnerships with federally qualified health providers. Our trauma-informed approach allows us to meet our families where they are and develop a plan that meets the needs of individual family members, and empowers parents to support their children and families.
We know these innovative approaches work. Primo Center consistently places more than 90% of clients in permanent housing, with only a 5 percent rate of return to homelessness. This in contrast to Chicago's overall return to homelessness rate of 18 percent. We help ensure every family can access resources and support needed to feel empowered in order to get back on their feet and reach their full potential. And we stay connected. For example, when Primo Center families transition into permanent housing, they often stay in touch and continue to benefit from Primo Center family support services.

In 2020 Primo Center will continue addressing the needs and causes of family homelessness; building and expanding our partnerships; increasing the number of beds in interim housing from 297 to 350; and sharing our model and insights with partners in other cities. For example, I serve as a technical advisor to teams in New York City working to address family homelessness.

There is no more powerful gift than to change the life of a child and family by helping provide shelter and a pathway out of homelessness. I encourage you to resolve in 2020 to join our efforts by applying to be a volunteer at one of our facilities in North Lawndale, West Humboldt Park, Auburn Gresham and Englewood.

I hope that you will stay in touch with us by frequently visiting our website for news and following us on social media. I know that one year soon we will accomplish our resolution to end family homelessness in Chicago.

With gratitude,

Christine Achre, MA, LCPC
Chief Executive Officer
Our Impact in 2019

1,131 INDIVIDUALS SERVED

90% OF FAMILIES IN INTERIM HOUSING (SHELTER) WERE PLACED IN STABLE PERMANENT HOUSING

OF THE FAMILIES PLACED IN PERMANENT HOUSING,

90% CONTINUE TO RECEIVE FOLLOW-UP SERVICES, INCLUDING CASE MANAGEMENT, PSYCHOTHERAPY, PSYCHIATRIC AND HOME-VISITING EARLY CHILDHOOD DEVELOPMENT SERVICES
83% of the mothers tested showed a reduction in traumatic stress symptoms.

82% of the 0-5-year-old children tested showed improvement in social and emotional functioning.

85% of the mothers tested decreased their parental stress from the baseline assessment.

92% of the families placed in stable housing remained housed.
Kids Connected is a groundbreaking initiative to create a holistic system of care for homeless children and their families. Kids Connected finally removes the barriers to primary, preventative and mental health services for this severely underserved population, creating a streamlined system that puts the family at the center of their care and wrapping all needed services and supports around the family. The Primo Center hopes that this approach will result in improved health outcomes for mothers and children, better school outcomes, and more stable housing. Kids Connected combines three key strategies that have been tested and refined across the country and validated through research, but which have never been used with homeless families — systems of care, wraparound services, and integrated health homes. Kids Connected melds all three strategies for the first time to deliver seamless support to homeless children with mental health needs and their families.

Kids Connected is a joint initiative of the Primo Center along with Heartland Alliance Health and Catholic Charities. The initiative has received a six-year commitment of implementation funding from the Illinois Children’s Healthcare Foundation and additional support from Crown Family Philanthropies. Hopefully, Kids Connected will be replicated across the country to accelerate progress in ending family homelessness.
Englewood Community Kitchens

Englewood Community Kitchens is the Primo Center’s new full-service commercial kitchen and 50-seat classroom designed for hands-on cooking classes and nutrition and wellness events for adults, children and families. “Englewood Community Kitchens was six years in the making, and we are thrilled it’s finally built and ready for use to benefit our families and all residents of Greater Englewood,” notes Christine Achre, Primo Center CEO. “Through nutrition education, we can enable healthier food decisions.”

Once considered a food desert with very limited access to healthy food, the Greater Englewood community now has opportunities to improve nutrition education at Englewood Community Kitchens, which was unveiled at a November 7, 2019 grand opening event with community stakeholders sponsored by the project’s lead donors, Whole Foods Market and Whole Cities Foundation.

Englewood Community Kitchens expands the Primo Center’s capacity to offer health and wellness opportunities for homeless families and amplifies the efforts of organizations working in Greater Englewood to improve health outcomes like Teamwork Englewood’s Health and Wellness Task Force. The Primo Center will work with community partners to offer hands-on cooking classes, demonstrations, nutrition education and eventually, on-site job training. Learn more about Englewood Community Kitchens at www.primocenter.org/eck.
The Madison Residence

The Madison Residence is the Primo Center’s new interim housing facility for families, set to open in mid-2020 in Chicago’s Austin community. This beautiful vintage courtyard building is undergoing a complete renovation by our development partners East Iden Capital, Dicosola Group and Cubed Construction, and will accommodate more than 200 mothers, fathers and children in large apartments.

The residence will offer an early learning room, a courtyard garden and play area, and a family health services hub offering behavioral health services such as parent-child psychotherapy. Partnerships with local health and social service providers, including the Peace Corner Youth Center, will allow the Primo Center to offer holistic care to every family. Please stay tuned for an invitation to the grand opening ceremony with community leaders and elected officials!
## Financial Statements

### Statement of Activities

#### Support and Revenue

<table>
<thead>
<tr>
<th>SUPPORT:</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundations, Corporations and Religious Community</td>
<td>$3,625,174</td>
</tr>
<tr>
<td>Government Grants</td>
<td>$3,648,124</td>
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<tr>
<td>Individuals</td>
<td>$58,518</td>
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<td><strong>Total Support</strong></td>
<td><strong>$7,331,816</strong></td>
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<table>
<thead>
<tr>
<th>REVENUE:</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Special Event, Net of Expenses</td>
<td>$76,530</td>
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<tr>
<td>Rental Income – Permanent Housing</td>
<td>$18,997</td>
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<tr>
<td>Debt Forgiveness – Neighborhood Stabilization Program Loan</td>
<td>$144,147</td>
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<tr>
<td>Interest</td>
<td>$7,707</td>
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<tr>
<td>Miscellaneous</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$248,749</strong></td>
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#### Total Revenue and Support

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<th>Amount</th>
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<tr>
<td><strong>$7,580,565</strong></td>
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#### Functional Expenses

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<th>Expense</th>
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<td>Program</td>
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<td>Management and General</td>
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<td>Fundraising</td>
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<td><strong>Total Functional Expenses</strong></td>
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#### Change in Net Assets

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<td><strong>$1,806,170</strong></td>
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#### Net Assets, Beginning of Year

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<th>Amount</th>
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<tr>
<td><strong>($150,690)</strong></td>
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#### Net Assets, End of Year

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<tr>
<th>Amount</th>
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<td><strong>$1,655,480</strong></td>
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### Statement of Assets

#### Assets

<table>
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<th>ASSET</th>
<th>Amount</th>
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<tr>
<td>Cash</td>
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<tr>
<td>Grants Receivable</td>
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<td>Prepaid Expenses</td>
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<td>Property and Equipment, Net</td>
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<td>Security Deposits – Rental</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$3,915,365</strong></td>
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#### Liabilities

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<thead>
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<th>LIABILITY</th>
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<tbody>
<tr>
<td>Accounts Payable</td>
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<tr>
<td>Accrued Expenses</td>
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<td>Security Deposits</td>
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<td>Loans Payable</td>
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<td><strong>Total Liabilities</strong></td>
<td><strong>$2,259,885</strong></td>
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#### Net Assets

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<thead>
<tr>
<th>Without Donor Restrictions</th>
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<td>With Donor Restrictions</td>
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<tr>
<td><strong>Total Donor Restrictions</strong></td>
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<tr>
<td><strong>Total Net Assets</strong></td>
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</table>

#### Total Liabilities & Net Assets

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$3,915,365</strong></td>
</tr>
</tbody>
</table>
Board of Directors

Quintin E. Primo III, Co-Chair
Chairman and CEO
Capri Investment Group

Diane Primo, Co-Chair
CEO
IntraLink Global

L. Heather Mitchell, President

Lee I. Miller, Chair, Executive Committee
Co-Chair of Management & Investment Committees
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LaTanya Gray
Chief Program Officer

Erik Harmon
Chief Administrative Officer

Jacqueline Maddox
Chief Compliance Officer

Nancy Radner
Chief Development Officer

PRIMO CENTER
for WOMEN and CHILDREN

For more information, please call or visit:
773-722-0544
www.primocenter.org

Donations may be made online or mailed to:
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Chicago, IL 60621