



# *Resilient Families*

FISCAL YEAR 2020 ANNUAL REPORT



PRIMO CENTER

*The mission of  
Primo Center is to  
empower families to  
become productive,  
responsible, and  
independent  
members of their  
community.*



Dear Friends,

The COVID-19 pandemic upended our lives in 2020. Every person, family and business has been affected by the pandemic. Families with unstable housing feel the effects even more severely. At Primo Center, the pandemic's impact permeated the organization and the lives of the children and families we serve. The pandemic has intensified our clients' challenges and created new obstacles for us. Nonetheless, our number one priority is maintaining the safety and health of our clients, staff and volunteers as we continue to adapt our programming to meet their needs. It is a challenging time, but I'm encouraged by the rallying support of our partners, our supporters and the Chicago community.

While many sheltered in place, Primo Center's frontline staff – house managers, program and site directors – continued to work in person to serve Chicago's most vulnerable families. Much of our work involves earning the trust of our clients. That trust doesn't come easily as many children and their families have experienced severe trauma before coming to Primo Center. We build trust by creating a therapeutic environment that promotes healing and most importantly consistency. I am extremely proud of our staff for adapting quickly to the new "normal" and maintaining a sense of calm and dedication for our clients.

In 2020, our community of supporters came forward and stepped up in ways we could not have imagined. We are

deeply thankful for our current and former board members and leadership team for their unwavering commitment to our mission. The mission of Primo Center is to empower families to become productive, responsible, and independent members of their community.

I would like to especially acknowledge the essential onsite staff of program directors, house managers and maintenance teams who kept our shelters running, ensuring the physical and mental well-being of the families we serve.

Primo Center was humbled by the outpouring of support we received from our gracious community of partners, including *All Chicago, A Better Chicago, Bright Promises Foundation, Burrell Communications, Chicago Community COVID-19 Response Fund, High Road Kitchens, Lavin Family Foundation, Local Market Foods, Owens Corning, Rotary Club of Chicago Cosmopolitan Chapter, United Way of Metro Chicago* to name a few. Businesses, churches, organizations and individuals provided masks, gift cards, computers, activity kits, art supplies, catered meals and other essentials. *AKARama Foundation, Daisie Foundation, Global Gift Registry, The Kindness Campaign, The Ivy Pearl Foundation of Alpha Kappa Alpha Sorority, Kids that Kare, Loop Capital, North Shore Helpers, and Pretty Girls Pray* also deserve special recognition for their kind support. So many old and new friends made monetary donations. We simply could not have maintained the well-being of our families and staff without everyone's help.



Here are some of the things our community made possible:



**Technology for Students** - Every single student in our shelters and permanent supportive housing sites had the equipment needed to complete schoolwork remotely.

Chicago Hope donated laptops and hotspots for the families at our Austin and Englewood shelters.



**Personal Protective Equipment & Cleaning Supplies** - We were able to maintain high safety standards at our shelters due to generous

donations of masks, gloves, sanitizing products and funds that allowed us to purchase hospital-grade antibacterial solutions.



**Essentials** - Thanks to our supporters, we distributed healthy groceries, toiletries, diapers and other basic necessities to our families.



**Extras** - We were able to creatively celebrate holidays and birthdays. Birthday presents, treats and virtual moments of joy were provided by *The Birthday Party Project* despite not being onsite. *Harmony Hope & Healing*

provided a variety of virtual music programs for both children and adults that helped to reduce stress levels.

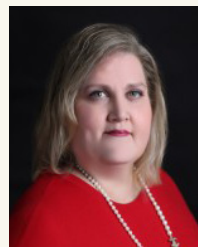
2020 was a difficult year for everyone, and the needs of our most vulnerable families continue to grow. I am confident that with the help of our supporters, we will be able to continue meeting the challenge.

Thank you so much for your generosity, compassion and commitment.

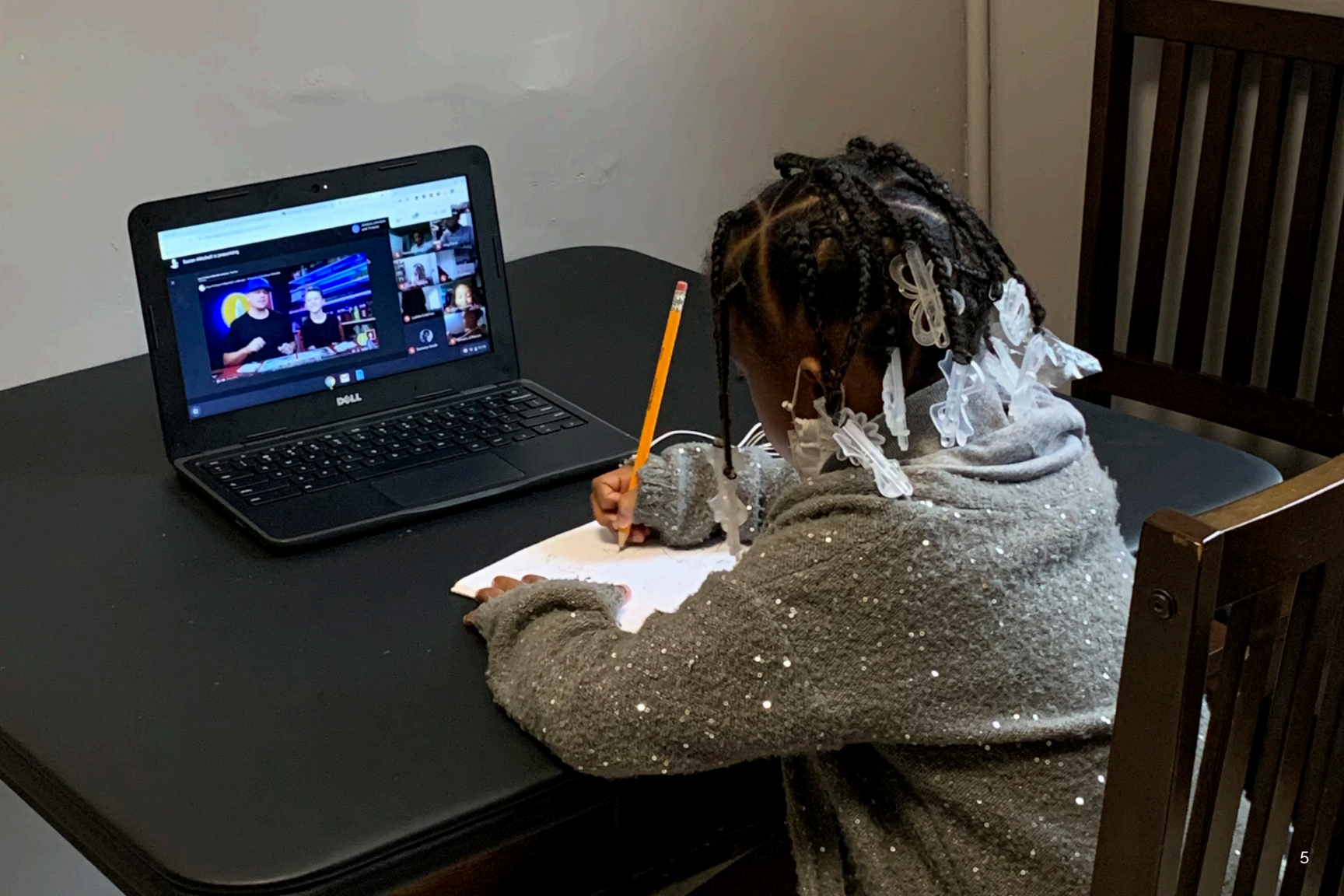
Please follow us on social media to stay up-to-date with Primo Center and consider making a donation today to support our work.

I wish you and your family safety and good health.

With gratitude,



**Christine Achre, MA, LCPC**  
Chief Executive Officer



Established in 1978, Primo Center is Chicago's largest provider of services and shelter for families and children experiencing homelessness. Primo Center is a minority-run agency, led by an executive team that is 72% people of color, a board of directors that is 53% people of color, and a staff that is 93% people of color.

# Our Services

## Housing

- 531 shelter beds at three locations on Chicago's South and West Sides with comprehensive wraparound services for parents and children
- Case management for 277 parents and children living in Primo Center's 87 clustered and scatted-site permanent supportive housing units



## Trauma-Informed Care

- A unique therapeutic community that provides a safe setting that helps families heal
- A harm-reduction approach that meets families where they are and motivates progress



## Early Childhood Development Services

- Early childhood center
- Evidence-based Parents as Teachers home visiting program
- Child-parent psychotherapy



## Integrated Physical, Dental and Mental Health Care

- Coordinated health care that addresses families' needs comprehensively
- Linkage to primary, dental and mental health care "homes" in partnership with Heartland Alliance Health, Howard Brown Health and Lawndale Christian Health Center
- Kids Connected initiative to coordinate care among multiple systems citywide



## Our Impact

70%

of mothers experienced a reduction in parental stress

66%

of children experienced a reduction in traumatic stress

83%

of families experienced an increase in family functioning

90%

of children demonstrated growth in at least one developmental domain – social/emotional, physical, language or cognition

470

individuals (parents and children) were placed into stable permanent housing





## The Sanchez Family

During the COVID-19 pandemic, Primo Center was able to provide the Sanchez family with vital services to help them on their way to housing stability. The family benefited from the full range of services offered by Primo Center and our partners, including medical and mental health care, placement into affordable housing with a Housing Choice Voucher, furniture and clothing assistance, and educational guidance for Ms. Sanchez's children.

The children were enrolled into Primo Center's Kids Connected program, which provides wraparound services to help families address the full array of their needs and navigate multiple systems of care. Through the program, the Sanchez children's mental health and medical needs were fully met. As a result, the children began receiving medical care from our longstanding partner, Heartland Alliance Health, and are now fully updated with their immunizations.

Through Primo Center's consistent and ongoing support and presence in the Sanchez family's life during the pandemic, Ms. Sanchez has gained the skills needed to advocate for herself and her children. She was able to move beyond a situation in her life that was not healthy for her and the children and find a stable place to begin rebuilding her life. Primo Center's team has become a source of inspiration and hope as the family looks to start a new chapter in their lives.

In these uncertain times, the support of friends like you can make all the difference in the world for vulnerable families. 🌿

*Thanks to you, each year  
Primo Center is able to assist  
more than 1,300 parents and  
children without homes of their  
own, helping them stay safe  
and healthy and realize their  
personal goals and aspirations.*







## *Our Health Care Partners*

Primo Center would like to thank our health care partners for the services and resources they provide to our parents and children, especially during the pandemic. It takes a comprehensive approach to end family homelessness. Through research, education and the provision of services that promote health and wellness, our partners are helping Primo Center achieve that goal, one family at a time.

### **Heartland Alliance Health**

Heartland Alliance advances the human rights and responds to the human needs of endangered populations—particularly the poor, the isolated, and the displaced—through the provision of comprehensive and respectful services and the promotion of permanent solutions leading to a more just global society. Heartland Alliance Health provides primary care to Primo Center's families and children as well as on-site COVID-19 vaccinations.

### **Howard Brown Health**

Howard Brown Health's work to eliminate the disparities in healthcare experienced by lesbian, gay, bisexual and transgender people is important to us because these communities typically experience homelessness at a higher-than-average rate. Howard Brown Health provides primary care to Primo Center's families and children.

### **Lawndale Christian Health Center**

Lawndale Christian Health Center promotes wellness and provides quality, affordable healthcare for Lawndale and the neighboring communities. Lawndale Christian Health Center operates the health clinic at Primo Center's Austin shelter, providing primary care for families and children as well as on-site COVID-19 vaccinations.



## *The Primo Center gratefully acknowledges the following donors for their generosity in fiscal year 2020.*

### **\$100,000 and above**

The Chicago Community Trust  
Chicago Department of Family  
and Support Services  
Illinois Children's Healthcare  
Foundation  
St. Rita Mercy Foundation  
U.S. Department of Housing  
and Urban Development  
Vital Proteins

### **\$50,000 - \$99,999**

All Chicago Fund  
Bank of America  
Blue Cross Blue Shield of Illinois  
McCormick Foundation  
Communities Matching Fund  
Polk Bros Foundation  
Sterling National Foundation -  
The Kadens Family  
United Way of Metro Chicago

### **\$25,000 - \$49,999**

A Better Chicago  
Bright Promises Foundation  
Crown Family Philanthropies  
Loop Capital Markets  
Northern Trust

### **\$10,000 - \$24,999**

Butler Family Foundation  
Chicago Coalition for The  
Homeless  
Episcopal Charities  
Lavin Family Foundation  
Social Venture Partners

### **\$5,000 - \$9,999**

ELG Summit Roofing Plant  
COVID 19 Relief  
Fidelity Charitable  
David D. Colburn  
Leonard C. Goodman  
Joe Kunze  
Owens Corning/Rush University  
Medical Center

### **\$1,000 - \$4,999**

Corrion Brown  
Mark Dato  
Julie S. Montgomery  
Rotary Club of Chicago  
Cosmopolitan Chapter  
Teresa Sripada

### **\$1 - \$999**

Jenny Achilles  
Jill Allread  
Kathryn Armstrong  
Milos Atz  
Christine Achre  
David Anderson  
Barbara Bates  
Prudence Beidler  
Winston Blake  
Karin Carlson  
Alex Cohen  
Danielle Cooper  
Kara Cooper  
Rachelle Cooper  
Tyheita Deransburg  
Monita Eng-Milton  
Henry Feldman  
Kathryn Green

Latanya Gray  
Greg Gulik  
Charlene Guss  
Sally R. Hair  
Erik Harmon  
Roosevelt Haywood III  
Lulu Huang  
Cherie Jackson  
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Linda Johnson Rice  
Sabrina Kelbe  
Ronald Lampert  
Brittney Lane  
Jason Lane  
Brigit Larson  
James Lomonaco  
Ross Ludwig  
Pamela Keogh  
Alex Kopecky  
Maya Martinez  
Diann Mayweather  
Norine McCarten  
Sophie Mehlman  
Joshua Michaels  
Allegra Montanari  
Peggy Neal  
L. Nowack  
Kent Oyer  
Ashish Patel  
Mark Peppers  
Dena Perry  
Tag Quijano  
Nancy Radner  
Joanne Rinaldo  
Ian Rivera

Gabrielle Samels  
Ryan Silins  
Jaslyn Singh  
Donald Spearman  
Oscar Spillberg  
Sean Stringer  
Carrol A Tillman  
Suresh Veluru  
Elizabeth Wohlleb  
Elizabeth Wright

### **In-Kind Donations**

AKARama Foundation  
Burrell Communications  
Chicago Hopes for Kids  
Daisie Foundation  
Global Gift Registry  
High Road Kitchens  
The Ivy Pearl Foundation of  
Alpha Kappa Alpha Sorority  
Kids that Kare  
The Kindness Campaign  
Lavin Family Foundation  
Local Market Foods  
Loop Capital  
North Shore Helpers  
Pretty Girls Pray  
Rotary Club of Chicago  
Cosmopolitan Chapter  
United Way of Metro Chicago  
Windy City Lions Club

*We regret any errors in this listing.  
Please contact Jason Lane, Director  
of Communications, at [Jason.Lane@primocenter.org](mailto:Jason.Lane@primocenter.org) for assistance.*

# Financial Statements

Statement of Financial Position	
ASSETS	
Cash	\$1,053,270
Unconditional Promise to Give	\$1,800,000
Grants Receivable	\$632,739
Prepaid Expenses	\$36,122
Property and Equipment, Net	\$1,854,094
Security Deposits – Rental	\$50,121
<b>TOTAL ASSETS</b>	<b>\$5,426,346</b>
LIABILITIES	
Accounts Payable	\$162,530
Accrued Expenses	\$285,285
Security Deposits	\$6,500
Line of Credit	\$247,000
Loans Payable	\$2,195,544
<b>TOTAL LIABILITIES</b>	<b>\$2,896,869</b>
NET ASSETS	
Without Donor Restriction	\$799,477
With Donor Restriction	\$1,750,000
<b>TOTAL NET ASSETS</b>	<b>\$2,529,477</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$5,426,346</b>

Statement of Activities		
SUPPORT AND REVENUE		
<i>Support</i>	Foundations, Corporations and Religious Community	\$3,336,415
	Government Grants	\$3,683,490
	Individuals	\$35,188
	<b>TOTAL SUPPORT</b>	<b>\$7,055,093</b>
<i>Revenue</i>	Medicaid	\$560,259
	Rental Income – Permanent Housing	\$21,659
	Debt Forgiveness	\$179,174
	Interest	\$8,531
	Miscellaneous	\$30,809
	<b>TOTAL REVENUE</b>	<b>\$800,405</b>
	<b>TOTAL SUPPORT AND REVENUE</b>	<b>\$7,855,498</b>
EXPENSES		
<i>Functional Expenses</i>	Program	\$5,263,377
	Management and General	\$1,616,351
	Fundraising	\$101,773
	<b>TOTAL FUNCTIONAL EXPENSES</b>	<b>\$6,981,501</b>
	<b>CHANGE IN NET ASSETS</b>	<b>\$873,997</b>
	<b>NET ASSETS, Beginning of Year</b>	<b>\$1,655,480</b>
	<b>NET ASSETS, End of Year</b>	<b>\$2,529,477</b>

# Board of Directors & Leadership Team

## Executive Committee

**Lee I. Miller**, *Chair, Executive Committee*  
Co-Chair of Management and Investment Committees  
Abundant Venture Partners

**Diane Primo**, *Co-Chair*  
CEO  
Purpose Brand

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

**L. Heather Mitchell**, *President*

**Elizabeth Wohlleb**, *Treasurer*  
Managing Director  
Harrison Street

**Danielle Meltzer Cassel**  
Shareholder  
Vedder Price, P.C.

**Thomas Kim**, *LCSW, MBA*  
Chief Executive Officer  
Community Action Organization  
of Western New York

**Mina Malik**  
Lecturer  
Harvard Law School

**Leslie McClellan**, MD

**Jeff Spight**  
CEO  
Bumbershoot Health

**Christine Achre**, MA, LCPC,  
*Ex-officio*  
CEO  
Primo Center

## Board of Directors

**Ahmed Farag**, MD  
President  
Diagnostic Imaging Specialists  
of Chicago

**Trish Hoffman**  
CEO  
Blitz Group LLC

**Elizabeth Holland**  
CEO/General Counsel  
Abbell Associates

**John Holmes**  
President and CEO  
AAR Corp.

**Marc Jacobson**  
Broker  
Prudential Insurance

**Michael Madkines**

**Michael G. Pagliuco**  
Principal  
Pagliuco Design Company

**Lisa Skolnik**  
Partner, Senior Vice President  
Purpose Brand

**Robin Gay Stafford**, DDS  
McManus Dental

**Chris Westall**  
Chief Strategy Officer  
Bounteous

**Dana O. Williams**  
Senior Legal Counsel  
The Northern Trust Company

## Leadership Team

**Christine Achre**, MA, LCPC,  
*Ex-officio*  
CEO

**Erik Harmon**  
Chief Administrative Officer

**Shelley Cooper**  
Chief Community  
Relations Officer

**Nancy Radner**  
Chief Development Officer

**Latanya Gray**  
Chief Program Officer

**LaShunda Brown**  
Chief Officer of Quality  
and Impact

**Jaqueline Maddox**  
Chief Compliance Officer



## PRIMO CENTER

Chicago's largest provider of services and shelter  
for families and children experiencing homelessness  
Since 1978

Christine Achre, MA, LCPC  
Chief Executive Officer

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