

A LETTER FROM BOARD CO-CHAIRMAN QUINTIN PRIMO III

In 1978, my father, the Right Reverend Quintin Primo, Jr. opened The Urban Center of St. Barnabas in Garfield Park on Chicago's West Side.

He took inspiration from his father, a priest who immigrated to the United States from British Guiana and hoped to earn a medical degree and return home to serve his community. While my grandfather never achieved his primary goal, my father did when he created The Urban Center to serve the needs of the impoverished West Side community. In 1996, The Urban Center of St. Barnabas was renamed the Primo Center for Women and Children in Bishop Primo, Jr.'s honor.

I am very humbled by my father's vision and by the heartfelt work of Primo Center's staff each and every day. Through focus, dedication and drive, the team has raised the bar in delivering critical social services and best-in-class outcomes for Chicago families experiencing homelessness. Thanks to its track record of achievement, Primo Center has not only survived but thrived through many challenges including the pandemic and its aftereffects. Primo Center continues to grow and offer more services to those who need them, without exception. There aren't enough words to express my gratitude for each person who works at Primo Center, our Board, supporters and volunteers. I am confident that my father would be proud and amazed by the remarkable inroads and exceptional work the Primo Center has achieved in the community.

Diane and I personally want to thank each of you for taking a moment to review Primo Center's Annual Report. It will shed light on just how important we are to families across the City of Chicago. We hope that you continue to be inspired by our mission and work.

With gratitude,



Quintin Primo IIIPrimo Center, Co-Chairman of the Board



OUR IMPACT

% Families Placed in Permanent, Supportive + Stable Housing:





% of Children 0-5 Who Showed Improved Developmental Functioning:





% Families Placed in Permanent Housing Who Did Not Return to Shelter:





% Families Placed in Permanent Housing Who Left with Income and/or Benefits:





% Families Placed in Permanent Housing Connected to Community-Based Resources:





% of Participants in Shelter-Based Programs Who Reported a Reduction in Parental Stress:





VISUAL TIMELINE OF MILESTONES

Primo Center began 2022
with a newly-opened shelter
in the Austin neighborhood at
4952 W. Madison Street with
210 beds and an on-site health
clinic provided in partnership
with Lawndale Christian Health
Center (LCHC).

At the time of the shelter's opening, there were only two community-based health centers in the neighborhood, which has a population of more than 97,000, compared to the six centers in the neighboring Oak Park.

With the opening of the Austin shelter, growth became a major theme of 2022–2023: Primo Center expanded its services and developed new partnerships.









KEY MILESTONES











AUGUST 2021

The Austin shelter opens with 210 beds and an on-site health clinic provided in partnership with Lawndale Christian Health Center (LCHC).

JUNE 2022

Primo Center Hosts the Housing and Health Care for People Experiencing Homelessness Summit with the Health Resources and Services Administration (HRSA)

SEPTEMBER 2022

Primo Center hosts its first in-person event since the pandemic, a staff-led fundraiser.

JANUARY 2023

U.S. Representative Danny K. Davis announced funding for Primo Center's new Trauma Informed Network (TIN).

MAY 2023

10th anniversary of the Permanent Supportive Housing Program.

Primo Center opened its first permanent supportive housing development in the Hermosa neighborhood on May 1, 2013, a 12-unit facility to serve highly vulnerable homeless families. The development features six two-bedroom units and six three-bedroom units, allowing residents to rebuild their familial foundation while also having on-site access to the supportive services they need to continue their journey toward self-sufficiency.



HOUSING

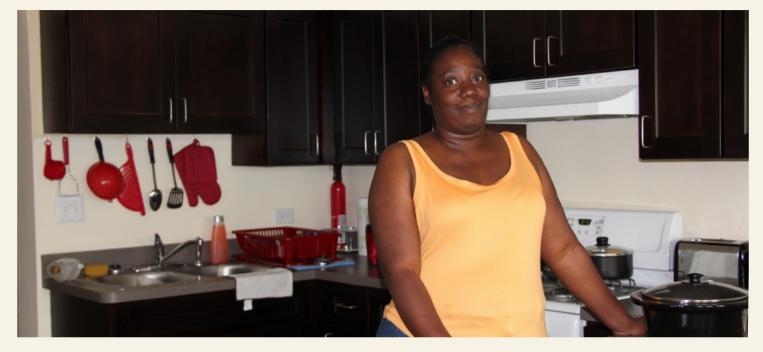
Primo Center is the largest provider of services and shelter for homeless children and their families in Chicago.

Serving those most vulnerable, the Center's record of helping families gain independence far exceeds the national average.

Primo Center serves families from all areas of the city of Chicago at Interim Housing (IH) campuses in Englewood (South) and Austin (West) and a Permanent Supportive Housing (PSH) program in the Hermosa community west of downtown. The Center manages 330 shelter beds and 91 scattered housing units, *making the agency the largest provider of family shelter in Chicago*.







2022-2023 IN HOUSING

477

Primo Center's Interim Housing campuses served 477 households (1,485 individuals; 512 adults and 973 children). 243

The average length of stay was 243 days

296

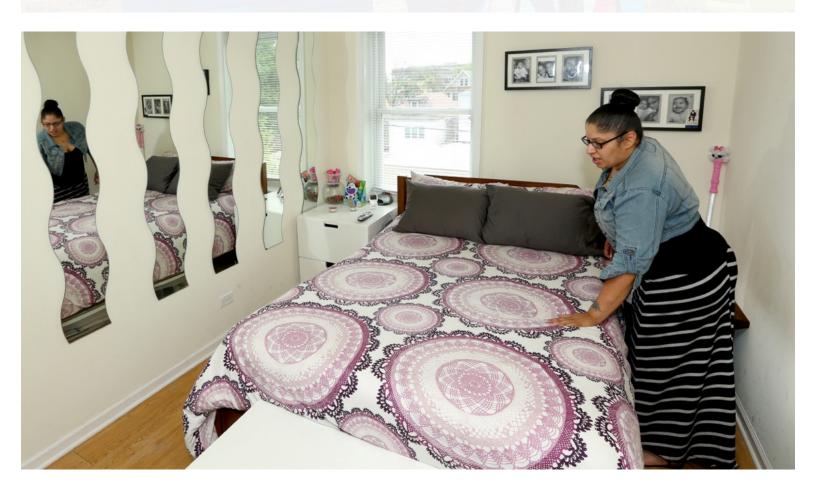
296 households were placed in permanent supportive housing.

<4%

The recidivism rate (households placed in permanent housing who returned to shelter) was <4%. This compares to an industry standard of 55–65% return rate in other programs.

344

344 families received financial supports through the Housing Stabilization Assistance/Emergency Fund



TRAUMA-INFORMED CARE

Primo Center's success is distinguished by its 360-degree approach to care called High Fidelity Wraparound, which is recognized nationally for helping break the cycle of homelessness for children and families. It aids the most at-risk children.

Trauma can lead to learning issues, employment challenges, mental and physical health problems, and other negative outcomes, including post traumatic stress disorder. And no one is immune: trauma has a ripple effect, impacting the person who was traumatized, the people closest to them, the community around them, and so on. *Primo Center's therapists consist of master's level clinicians* and Licensed Clinical Social Workers (LCSWs) who have decades of experience working with families facing trauma and homelessness.







FAMILY LEADERSHIP INSTITUTE

To address the needs of highly vulnerable families and end the cycle of homelessness for families, Primo Center focuses on trauma-informed care through its *Family Leadership Institute*. The Family Leadership Institute addresses each family member's traumatic exposure, empowers parents to support their children, and addresses children's developmental needs.

2022-2023 IN WRAP-AROUND CARE

486

486 individuals worked with case managers to plan and coordinate support.

100%

100% of children 0-5 were administered ASQ development screenings.

2022 — 96 children

2023 — 80 children

75%

93-95% of parents were tested for parental stress at entry. **75% reported a reduction in symptoms** when reassessed.





EARLY CHILDHOOD DEVELOPMENT

Primo Center enriches the lives of children from o-5 years by bringing trauma-informed care to build their resilience, and by focusing on education, including operating an early childhood center and an innovative home visiting program.

For so many of these children, unresolved trauma and anxiety has an unseen impact, and the children struggle academically and socially. Reducing children's symptoms of traumatic







stress and increasing their coping mechanisms impacts developmental growth, readiness to learn, and school performance.

Children are helped to grow along the *four core developmental domains of social/emotional*, *physical*, *language*, *and cognitive*, and they learn conflict resolution and anger management with an emphasis on self-motivation and mastery. In addition, the parent-child relationship is strengthened through a variety of parenting support services. Overall, Primo Center's trauma-informed social emotional services help level the playing field.

MATERNAL, INFANT, AND EARLY CHILDHOOD HOME VISITING (MIECHV)

The Maternal, Infant, and Early Childhood Home Visiting Program supports pregnant people and parents with young children who live in communities that face greater risks and barriers to achieving positive maternal and child health outcomes. Families choose to participate in home visiting programs, and partner with health, social service, and child development professionals to set and achieve goals that improve their health and well-being.

2022-2023 IN EARLY CHILDHOOD DEVELOPMENT

179

179 children and 121 adults served.

565

565 in-person home visiting sessions in 2023.

100%

100% health coverage and 100% completed referrals for developmental services.

83%

The percentage of children 0-5 who showed improved developmental functioning increased from 75% in 2022 to 83% in 2023.

90%+

Over 90% of adults report an improved relationship with children.

100%

100% of parents
participating in the Home
Visiting program engaged
in literacy based activities
with their children.

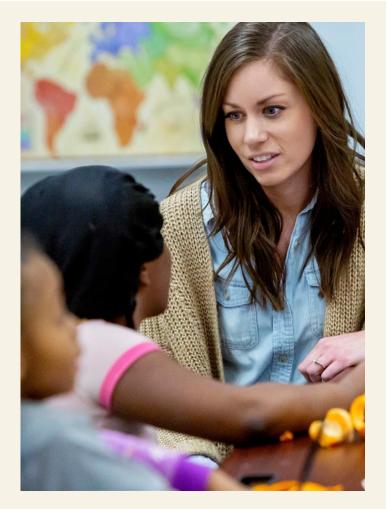


INTEGRATED HEALTHCARE

Primo Center makes it a priority to provide integrated physical, dental, and mental health services for children and families.

Our trauma-informed approach allows us to meet families where they are, develop a plan that meets the needs of individual family members, and empowers parents to support their children and families.

The Primo Center offers access to primary medical care with Lawndale Christian Health Center's exam rooms co-located in the agency's Austin shelter site. The Center also partnered with Heartland Alliance Health to offer screenings and primary care medical intake at the Englewood shelter. The Primo Center is proud to be a Medicaid certified mental and behavioral health provider, with a Licensed Clinical Social Worker (LCSW) who is available to provide direct services to clients, as well as provide clinical supervision to the agency's Case Managers.









KIDS CONNECTED

Kids Connected is a groundbreaking project that creates a true system of care for homeless children and their families. In creating this system of care for homeless families, Kids Connected finally removes the barriers to primary, preventative, and mental health services for this hugely underserved population, creating a streamlined system that puts the family at the center of their care and wraps all needed services and supports around the family. This will result in improved health outcomes for mothers and children, better school outcomes, and stable housing. Kids Connected combines three key principles that have been used and refined across the country and have significant bodies of research, but have never been used with homeless families — systems of care, wraparound services, and integrated health homes. Kids Connected melds all three for the first time to deliver seamless support to homeless children with mental health needs and their families.

The project has implementation funding through November 2025 from the Illinois Children's Healthcare Foundation plus additional support from the Crown Family Foundation — and is potentially a model for national replication. In 2022, the Kids Connected expanded its staffing and program services.

2022-2023 IN HIGH FIDELITY WRAP-AROUND

779

779 individuals were referred and linked to medical care.

486

Through Kids Connected, 154 children received mental health services, 79 children were referred and linked to medical care, and a total of 486 children were served. 100%

12 families enrolled in maternal health services in 2023; 100% of families were enrolled in and received WIC benefits.



NOURISHING HOPE

Primo Center has proudly partnered with Nourishing Hope (formerly Lakeview Food Pantry) since Fall of 2021 to supplement SNAP benefits and maintain food security with participant families.

The partnership started as part of Nourishing Hope's online market program. For Primo Center clients housed at the Englewood and Austin shelters, that means the ability to order free groceries online once a month. This benefit is also extended to households the Center has successfully placed into permanent housing. Nourishing Hope carefully packs these orders and either delivers them directly to shelter and housing sites or coordinates a pick-up with Primo Center staff, meeting residents where they are and ensuring that access to a physical pantry is not an obstacle to food security.

Whether a household is residing at a shelter or transitioning to permanent housing, lack of access to food can impact physical health, compound stress (affecting mental health), and strain benefits such as SNAP that need to stretch to meet a variety of needs. Nourishing Hope's support has been crucial to ensuring our clients receive the holistic support they need for permanent, secure outcomes and reduced recidivism.

In 2022, Nourishing Hope Chief Program Officer Jennie Hull said, "We're trying to meet people where they're at, with as much choice and dignity as possible." The extra effort goes a long way — not only can our residents access free groceries, but the partnership also fosters positive community engagement and routine. Often, resource providers can seem nameless and faceless when implementing services, worsening feelings of dehumanization that can occur when experiencing homelessness. The arrival of Nourishing Hope's iconic blue delivery van makes our partner's presence at our shelters known and personable.



Thank you Nourishing Hope for being a reliable, trusted partner! The organization's innovative approach to care is a benefit to Primo Center's mission, and we look forward to growing together.

VOLUNTEERS AND IN-KIND DONORS

FY22 & FY23

July 1, 2021-June 30, 2022 & July 1, 2022-June 30, 2023

16th Ward Alderman Stephanie Coleman

Acts of Love – Reverend William Hall

AKArama Foundation–Alpha Kappa Alpha Sorority, Incorporated

Alden Wentworth Rehab & Health Care Center

Amy Gudgeon Friends & Family

Andrea Metcalf

Apostolic Faith Church

Bearable Gents

Beautiful Zion M.B. Church

Black Fire Brigade

Cake 4 Kids

Chicago Alumnae Chapter of Delta Sigma Theta Sorority, Incorporated

Chicago Metropolitan Alumnae Chapter of Delta Sigma Theta Sorority, Incorporated

Chicago Police Department District 07

Church of the Holy Comforter Classic Kids Photography

Comcast

Demoiselle 2 Femme

Dr. Sandra Kato and Friends

#EveryWoman Chicago

Fresh Thyme Farmers Market Store #107

Growing Home

iF Charities

Illinois State Police

Imani Pearls Community
Development Foundation – Alpha
Kappa Alpha Sorority, Incorporated
– Chi Omega Chapter Adopt–a–
Shelter

Jack and Jill of America, Incorporated – Windy City Chapter

Kids That Kare

Langley Avenue Church of God Masonic Lodge – Immanuel #153

Marva Simmons

National Black Prosecutors Association – Chicago Chapter

North Shore Helpers

Northwestern Department of Dermatology

Order of the Eastern Star – Chapters: #2 #25, #452

Poodie's Pajama Drive

Pretty Girls Pray

Project Glimmer

Project I AM

Public Equity - Englewood

Rojai Person and Friends

Shoebox Project

Sisters with Hope, Inc.

St. James AME Church

Target - West Loop

Teamwork Englewood

The Birthday Party Project

The Daisy Foundation

The Girl Friends, Inc.

The Kindness Campaign

The Shoebox Project

United Way of Metro Chicago

Univar Solutions

Vital Proteins

Westside Cultural Foundation

Women's Progressive Health Care

You B4 Me

Zeta Phi Beta Sorority, Incorporated
– Zeta Tau Zeta Chapter







FOUNDATION AND CORPORATE SUPPORTERS

FY22

July 1, 2021-June 30, 2022

4S Bay Partners LLC
Arie and Ida Crown Memorial
Arnett Law Group, LLC
Bishop of Chicago and His Sucessors
BLOHDI LLC
Bright Promises Foundation
Butler Family Foundation
Charities Aid Foundation America
Chicago Community Trust
Chicago White Sox Community Fund
Classic Kids, LLC

Crossroads Foundation NFP Crown Family Philanthropies

Deloitte

Dr Scholl Foundation

EA Foundation

Episcopal Charities

Francis Beidler III & Prudence R. Beidler Foundation

Green Courte Partners, LLC

Henry Crown and Company

Illinois Children's Healthcare

Foundation

Impact Networking

Industrial Auctioneers Associates Inc James T. Davis Donor Advised Fund Jewish Federation of Metropolitan

Chicago

Kids That Kare

MXOTech

Polk Bros Foundation

Resilience Partners NPF

RUSH University Medical Center

Schulte Hospitality Group Inc

St. Martin's Episcopal Church

Target

The Blowitz-Ridgeway Foundation

The Egerter Family Foundation

The Episcopal Diocese of Chicago

The Harry and Jeanette Weinberg Foundation

The Hoxton Chicago

The John and Kathleen Schreiber Foundation

Topfer Family Foundation

United Way of Metro Chicago

Vital Proteins

Washington Square Health Foundation

FY23

July 1, 2022-June 30, 2023

4S Bay Partners LLC

Annaly Capital Management Inc

Birdland Media, LTD

Butler Family Foundation

Charities Aid Foundation America

Chicago Community Trust

Chicago White Sox Community Fund

Christ Church Winnetka

Crossroads Foundation NFP

Crown Family Philanthropies

EA Foundation

Episcopal Charities

Experian

Francis Beidler III & Prudence R. Beidler Foundation

Give Lively Foundation Inc

Glen E. Tullman Fund

Green Courte Partners, LLC

Henry Crown and Company

Illinois Children's Healthcare Foundation

Intuit Mailchimp

Jack and Jill of America, Inc Windy City Chapter

Loop Capital

Northern Trust Foundation

Nutrition Equity and Justice Partners LLC

Pledging Foundation

Polk Bros Foundation

PricewaterhouseCoopers LLP

Public Communications, Inc.

Robert R. McCormick Foundation

RUSH University Medical Center

Schulte Hospitality Group Inc

Simple Generosity

St. Martin's Episcopal Church

The Blowitz-Ridgeway Foundation

The Chicago Community Foundation

The Egerter Family Foundation

The Harry and Jeanette Weinberg Foundation

The Hoxton Chicago

The Irving Harris Foundation

The John and Kathleen Schreiber

Foundation

The Mitchell Family Charitable Fund

Topfer Family Foundation

Truist Foundation

United Airlines

United Way of Metro Chicago

Vital Proteins

Washington Square Health Foundation

Foundation



COMMUNITY PARTNERS AND COLLABORATIONS

Above & Beyond Family Recovery Center

AIDS Foundation of Chicago

All Chicago

All Chicago - HMIS Work Group

Catholic Charities

Center for Supportive Housing

Chicago HOPES for Kids

Christian Community Health

City of Chicago-Department of Family and Support

Services

Facing Forward To End Homelessness

Harmony, Hope and Healing

Health Resources and Services Administration

(HRSA) - Maternal & Child Health

Heartland Alliance Health

Howard Brown Health

Illinois Chapter, American Academy of Pediatrics (ICAAP)

Illinois Children's Healthcare Foundation

Illinois Department of Health and Human Services

Lavin Family Foundation

Lawndale Christian Health Center

Matthew House

Nourishing Hope

Nutrition, Equity, and Justice Partners SOPC (CoC /All

Chicago)

Recovery Center

Salvation Army

Share Our Spare

Start Early

The Night Ministry

Topher Family Foundation

United Way of Metropolitan Chicago

University of Illinois – Urbana Champaign Research

Department



FINANCIALS

FY22

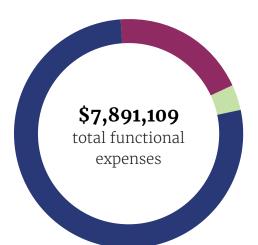
July 1, 2021-June 30, 2022

Support and Revenue



- Foundations, corporations, and religious community // \$643,050
- Government grants // \$4,606,942
- Individuals // \$77,812
- Medicaid // \$973,379
- Rental income: permanent housing // \$46,387
- Debt forgiveness // \$ 144,147
- Interest // \$234
- Miscellaneous // \$ 4,974

Functional Expenses



- Program // \$6,100,035
- Management and general // \$1,514,168
- Fundraising // \$276,906



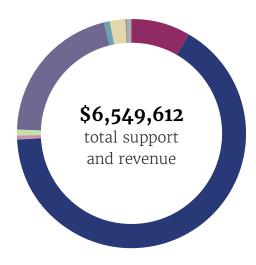
Scan the QR code to view all 2022 financial information.



FY23

July 1, 2022-June 30, 2023

Support and Revenue



- Foundations, corporations, and religious community // \$558,447
- Government grants // \$4,310,498
- Special events // \$37,023
- Individuals // \$59,472
- Medicaid // \$1,344,580
- Rental income: permanent housing // \$53,876
- Debt forgiveness // \$ 144,147
- Interest // \$87
- Miscellaneous // \$41,482

Functional Expenses



- Program // \$5,910,331
- Management and general // \$1,343,581
- Fundraising // \$185,617



Scan the QR code to view all 2023 financial information.



DONORS

FY22

July 1, 2021-June 30, 2022

\$10,000 - \$49,999

John Holmes

\$5,000 - \$9,999

Michael Lepper

Shelby and Elizabeth Pruett

\$1,000 - \$4,999

Alina Viola

Brian Fargo

Carolyn Smith

Heather R. Urban

Joshua and Cynthia Martin

Nicole Robinson

Samantha Krause

Emma Walker

Randy Rowe

Roy J. Lane Jr.

\$100 - \$999

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Carl Mayes

Cynthia Pendleton

Elina Wineburgh

Jan Williams

Karen King

Karina Munoz

Ken Schmetterer

Samina Blohdi Marlin

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Christine Berardi

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Keith Cohen

Lisa Illman

Peggy Neal

St. Supery Winery

David Parrish

FY23

July 1, 2022-June 30, 2023

\$10,000 - \$49,999

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\$5,000 - \$9,999

Deborah Braxton

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Joe Kunzie

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Christopher A. Westall

\$1,000 - \$4,999

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Nicole Gilmore

Vanessa Gottlieb

Elizabeth Grant

Kamisha Grav

Latanya Gray

Majestic Greenwood

Erik Harmon

Shani Harmon

Ioel Harris

Julie K. Henault

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Patricia Hoffman

Jessica Holmes

Keisha Hooks

Michelle Hoy-Watkins

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Lisa Skolnik
Latoya Smith
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Shawn Smith
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Lisa M. Stach
Susie Steinberg
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Robert White

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BOARD AND LEADERSHIP

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Served 10+ years

Diane Primo, Co-Chairman

CEO, Purpose Brand

Investment Group

Served 10+ years

L. Heather Mitchell, President

Served 10+ years

Lee I. Miller, Chair, Executive

Committee

Co-Head of Management and Investment Committees, Abundant Venture Partners

Served 10+ years

Elizabeth Wohlleb, Treasurer

Managing Director, Harrison Street *Elected May 2014*

Danielle Meltzer Cassel

Shareholder, Vedder Price, P.C.

Served 10+ years

Thomas Kim, LCSW, MBA

Board Chair, Faith N Hope Elected May 2011

Mina Malik

Lecturer, Harvard Law School *Elected 2016*

Leslie McClellan, MD

Elected November 2014

Jeff Spight

Chief Executive Officer, Bumbershoot Health

Elected 2018

Christine Achre, MA, LCPC

Ex-officio

Chief Executive Officer, Primo Center

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Ahmed Farag, MD

President, Diagnostic Imaging Specialists of Chicago

Elected 2018

Trish Hoffman

CEO, Blitz Group, LLC

Served 10+ years

Elizabeth Holland

CEO, Abbell Associates

Elected September 2019

John Holmes

President and CEO, AAR Corp.

Elected 2018

Marc Jacobson

Prudential Insurance Broker

Elected 2013

Michael Madkines

Michael G. Pagliuco

Principal, Pagliuco Design Company

Served 10+ years

Lisa Skolnik

Partner, Senior Vice President,

Purpose Brand

Elected 2013

Robin Gay Stafford, DDS

Elected May 2012

Chris Westall

Chief Strategy Officer, Bounteous

Elected 2019

Dana Orr Williams

Senior Legal Counsel, The Northern

Trust Company

Served 10+ years

Joel Putnam

Chief Design Officer, Capri

Investment Group

Elected 2023





Please support our work



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

6212 S. Sangamon St. // Chicago, IL 60621 // (773) 722-0544

<u>PrimoCenter.org</u> · Follow us on social media



The Primo Center (FEIN 36-2966006) is a tax-exempt charitable organization as described in section 501(c)(3) of the Internal Revenue Code. Your contributions are tax-deductible to the extent allowed by law.

For more information, please contact Shelley Cooper at info@primocenter.org.