Annual Report 15

Shifting Into **GEAR**

NorthwestCompass, Inc.
Where Crisis Becomes Opportunity

Our **MISSION**

We enhance our community by providing emergency services, education and empowerment which foster personal responsibility for those who are vulnerable or in crisis.

Our **VISION**

By 2016, we will be one the most effective providers in the northwest suburbs through the delivery of comprehensive services that help people when they need it the most. This vision will be achieved through a consortium of integrated community partnerships.

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Dear Friends:

Another year has gone by, and we feel like we are just getting started. Last year was one of making internal changes and setting the stage for meeting the needs of a new community. This year was one of making sure we have a solid foundation in place, on which we can build a lasting future. Different personnel, new business partnerships, new volunteers, new clients, new programs: we function in a world that is very dynamic.

Early this year, we asked ourselves "of all of our programs, which one was the most important". The staff's response was unanimous—housing. Their reasoning: having a safe environment provides a family protection, a relief, from the daily frustrations and challenges they face in trying to survive in our complex world. As a result, we have shifted our resources so that housing is the foundation of our programming.

We have strengthened our foundation in the areas of volunteers and working with university student-interns. We rely even more on the expertise shared with us daily by our core of skill-based volunteers, and we share our collective experiences with university student-interns as we teach them how to listen to people, how to validate clients' issues, how to motivate the client to find solutions for themselves, and how to become leaders in the social services industry.

This next year is starting with even more challenges, particularly the impact of the state of Illinois not having adopted a budget for the year. We are trying to look ahead and assess how this might affect us. While we do not receive any funds directly from the state for the services we provide, we are certain we will meet with more clients. With the changes made in 2014 and the foundation that was built this year, we believe we have succeeded in putting everything into motion so that we are ready to help make a difference this next year in the communities we serve.

Sincerely

LeRoy

LeRoy Messenger
Chief Executive Officer

Dear NW Compass Supporters, Volunteers, and Staff:

On behalf of the Board of Directors, I want to thank everyone who has and continues to support NW Compass over the past years. Without your support and dedication, the many clients we serve would not have access to much-needed services necessary to survive in such a challenging environment.

During the past fiscal year, NW Compass, as well as other social service organizations, faced incredibly difficult financial challenges caused by the threat of the state of Illinois' budget crisis. Although NW Compass is generally connected to federal sources of funding, we do compete with agencies for private, federal, and local funding sources. With the budget impasse, the competition for funding sources greatly intensified based on the need for organizations to fill shortfalls left by the State of Illinois.

In light of the competition for funding, NW Compass continued to adjust services and its focus to better serve clients in need. During the past twelve months, we renewed our focus on issues related to housing and supporting the daily needs of the working disadvantaged. Please know that NW Compass is committed to our mission yet flexible to solving the continually evolving needs of our clients and general state of the economy.

With the continued support of our donors, volunteers, and staff, we are confident in our ability to help people who so desperately deserve our support. Thanks again for all you have done and continue to do for NW Compass and our clients.

Bill

William L. Doucette, PhD
Chair – NW Compass

Meet the **TEAM**

Our Board

Edwin J. Connelly III
Commercial Banking Officer
Peoples' Bank of Arlington Heights
Board Treasurer, Executive Board; Chair of Operations and Finance Committee

William Doucette, Ph.D.
Vice President, Human Resources
NES Rentals Holdings, Inc.
Board Chairman, Executive Board; Chair,Personnel Committee

Dr. Algean Garner
Director of Health & Human Services
Village of Hoffman Estates

Wayne T. Lofthouse
Attorney
Wayne T. Lofthouse, P.C.
Board Secretary, Executive Board

Thomas F. Lysaught
Attorney
Legal Operations Partner, Hickey Smith LLP
Executive Board; Chair, Fundraising Committee

Fredia J. Martin
Director of Alumni Relations and Special Events, Harper College

Allen C. McClellan
Retired, IBM Corporation
Executive Board, At-Large

Marcy Traxler
Vice President, Business Development
AMITA Health
Executive Board, At-Large

Mary Wroblewski
Supervisor, Schaumburg Township
Executive Board

Our Staff

LeRoy Messenger
Chief Executive Officer

Jessica Elbe
Managing Director – Partnership & Development

Sonia Ivanov
Managing Director – Program Delivery

Anna Klimkowicz
Licensed Professional Counselor (LPC) – Program Specialist, Housing Counseling & Assistance, Transitional Living Program

Jennie Cherry
Program Specialist, Energy Services

Kelly Hindle
Program Specialist, Energy Services

Jay Jayswal
Program Specialist

(Maria) Rose Gomez
Program Specialist

Barbara Naunheimer
CPA – Accountant

Wesley Tankson
Maintenance Technician I

Erik Nelson
Maintenance Technician II

Northwest Compass offers a competent-generalist internship experience for students interested in assisting individuals and families going through a crisis or ongoing hardships. The program incorporates administrative and clinical tasks under the supervision of a Licensed Clinical Social Worker (LCSW).

This experience offers students an opportunity to integrate and apply their academic knowledge in a real-world setting and prepares them for the responsibility of beginning professional practice.

Why We Do What We **DO**

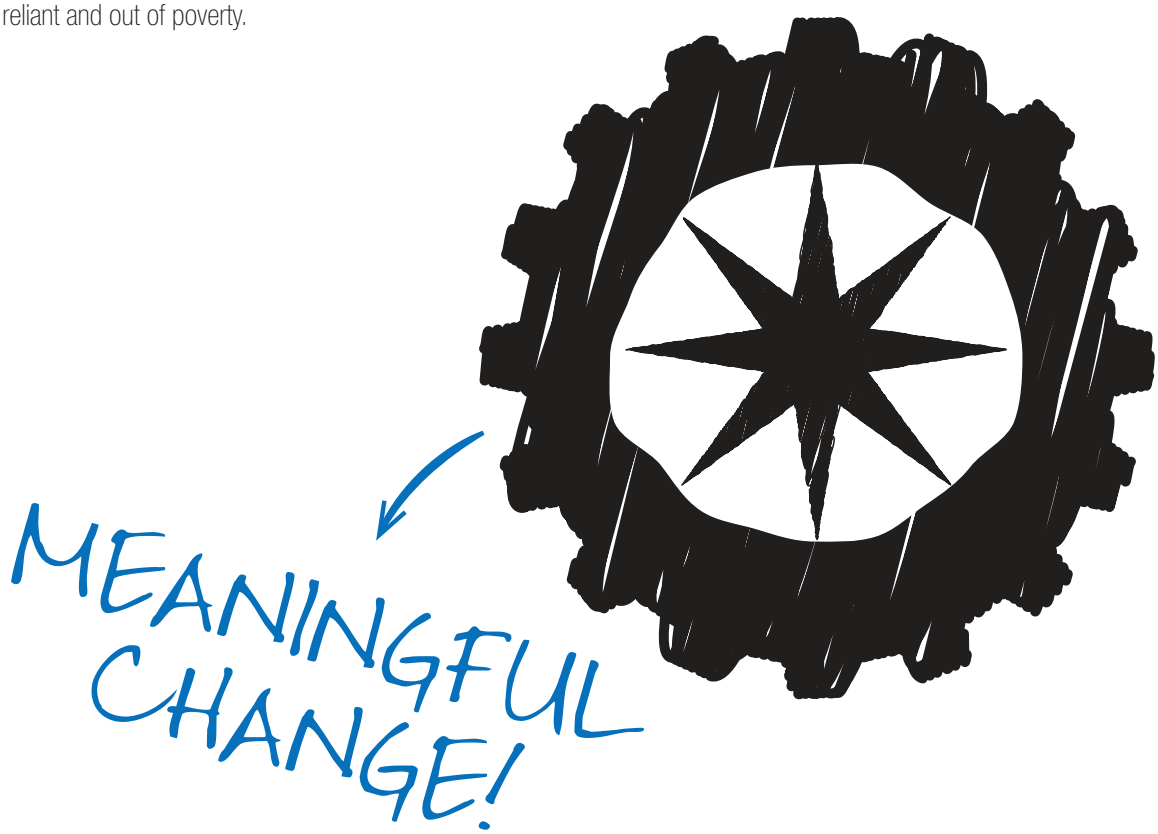
Northwest Compass provides assistance to people in need. Families rely on us to pull them through a crisis and help them become self-reliant—turning crisis into **OPPORTUNITY**.

Many circumstances have led to an increase of those in poverty in the suburbs, including job loss, lack of affordable housing, untreated mental illness, family caregiving to name a few.

Not only does Northwest Compass understand the current trend, we are working toward combating these issues. We know that we will see a change in demographics of those we serve, as well as an increase for demand of our services. By being on the frontline of change and innovation, we know that we have the passion and programs necessary to help those in the suburbs remain self reliant and out of poverty.

Northwest Compass has been dedicated to strengthening and improving our community for years. We are proud of our history, and we're driving forward to years of positive, impactful change.

With the support of our donors and volunteers, we work to keep families in their homes, assist the hungry in our community and help someone find a job.



Mission in **ACTION**: Wendy, Homeless to a **HOME**

News stories constantly report time and time again about how a large majority of Americans are living paycheck-to-paycheck. For many residents in the north and northwest suburbs of Chicago, the cost of life's necessities constantly rises, especially affordable housing, which is already in short supply.

This presents a precarious position.

Without a savings safety net, all it takes is one calamity to set off a series of events that disrupt a family's lifestyle. For families already struggling to make ends meet, the pillars of stability, including the ability to pay rent or a mortgage, can begin to fall one-by-one like dominos.

Take for instance, Wendy. As a single mother of two elementary age daughters, Wendy works hard at her factory job, which barely pays a living wage. Most months everything works out financially, but when Wendy's employer started implementing furloughs last Spring, push came to shove. Luckily, she was able to move in with a friend, which was intended to be a short-term solution. Then summer came and with her girls out of school, Wendy's childcare demands became too much to lean on others. The welcome mat wore out. Wendy and her girls were officially homeless.

Finding Northwest Compass was a God send for Wendy. Seeing as it is a service enterprise where housing is a core program, a number of steps were instantly put into place to help bring some stability back to Wendy and her family.

Because Northwest Compass is interested in having a relationship with each and every person who walks through its doors, an open conversation began. Wendy and the staff believed the Transitional Living Program would provide a good fit. With an opening available, she and her family now had a safe housing environment. That was incredibly important toward finding stability again in their day-to-day lives.

However, that was just one of the dominos being set back up. As part of this process Wendy wanted to learn how to take control of her finances. She desired to put the days of living paycheck-to-paycheck lifestyle behind her for good and a brighter future for her family. Wendy was learning new life and money management skills and setting financial goals as a result of a number of seminars and workshops available at Northwest Compass. These included: How Credit Affects Your Future, Money Management, and Financial Recovery, as well as Credit-One-on-One Counseling: How to Reduce High Interest Credit Card Debt.

Wendy was grateful for all of the resources she now had at her fingertips. She could feel the makings of an independent lifestyle and greater self-determination.

While she was in a housing transition, it was also very important for Wendy to keep her job. That meant while she was at work, her daughters needed a safe and stable environment, which is exactly what the Child Care Assistance program at Northwest Compass provides.

Within a short amount of time, Wendy found herself a new apartment. It was one she could comfortably afford and with all of her new-found knowledge, she had the rock-solid mindset to be successful financially. Paying it forward, the girls also really enjoy volunteering at the Posh Tots Presale events.

Wendy and her family are but one example of the face of homeless seen by Northwest Compass. In fact, **between 65 and 75 percent of those who come for help do so because they have some type of housing crisis or are on the verge of becoming homeless**. Sometimes it's the conventional image of individuals living on the street, but other times it could be runaway youth or even veterans. Depending on the situation, Northwest Compass' Housing Assistance Counseling & Assistance Program can also help individuals and families stabilize their current housing situation by providing housing counseling and, as available for eligible participants, one-time financial assistance.

While housing is a bedrock service, it's not a one size fits all. Our model is to develop long-term relationships with our clients to lead them to better choices and ultimately provide a positive, final step of impact on the road to independence.

Year in Review: **FY15**

During this past year, the stage was set: Northwest Compass built the foundation to serve a new community of clients. Leading the conversation in the new fiscal year will be the issue of affordable housing to provide safety and security for those who need us most.

Taking Aim at Hunger

Bowlers knocked over pins in an effort to help knock out hunger in the Northwest suburbs on Sunday, December 14, 2014 when Northwest Compass, Inc. hosted its inaugural Strike Out Hunger fundraiser at Arlington Lanes in Arlington Heights.

Seeing a growing reliance on its food pantry, Northwest Compass sponsored the event to benefit the organization's Food Connections program, which offers emergency relief for individuals and families that lack sufficient food and nutrition to meet their daily needs.

More than 100 people came out to bowl and eat pizza while raising more than $2,000 to help pay for food and services.

(Originally appeared in http://www.dailyherald.com/article/20141215/news/141219084/)

Community Impact—Volunteer Program

The program engages skills-based volunteers, associate volunteers, community service volunteers, corporate groups, undergraduate interns and graduate level interns to successfully deliver the organization's mission. As a Points of Lights Foundation certified Service Enterprise, Northwest Compass volunteers supported the delivery of over 35,000 units of service in fiscal year 2015. "Service Enterprises are organizations that deeply integrate volunteers to successfully deliver on their mission [and] operate at almost half the median budget as their peers" (Points of Light, 2015).

Welcome to the Team

To hear the people at Northwest Compass talk about Jay Jayswal, you would think the 23 year-old is on track to change the world. And the thing is…you may be right.

Northwest Compass recently hired Jayswal as an employee after his internship was completed. Jayswal started his internship in September 2014 and in April he completed the required 480 hours of service to wrap up his first-level internship at Northwest Compass. During those seven months, he interned two days a week and attended classes for his master's in social work program at Loyola University during off-days.

Northwest Compass will meet its mission with a renewed focus and by being nimble to solve the evolving needs of a dynamic society. We couldn't have done this without you—the individuals, companies and partners that continue to support us. We've served your community since 1986 and yet we've just begun.

Making an Impact

Northwest Compass held its first annual Appreciation Ceremony to present the Social Impact and Humanitarian Awards on Tuesday, September 23 at the Metropolis Ballroom in Arlington Heights. At the ceremony The Bufka Foundation was recognized for the Social Impact Award and Iron Mountain Incorporated was recognized for the Humanitarian Award.

The Bufka Foundation's commitment to the community embodied the spirit of the Social Impact Award, providing the opportunity to have an impact in communities beyond the northwest suburbs of Chicago.

Through its record of sustained commitment through volunteer services and financial support, Iron Mountain has demonstrated outstanding service to our clients, earning them the Humanitarian Award.

With the support of The Bufka Foundation and Iron Mountain, Northwest Compass has been able to reach out and help many more residents.

Taking a Bite Out of Hunger

It's a fact of life…times can get tough. Money gets tight, bills are due—and people still need to eat.

For people in Chicago's northwest suburbs who are going through tough times, Northwest Compass offers a Food Connection Program at its office in Mount Prospect. But for some people, a trip to our office isn't easy—or affordable. That's why Northwest Compass offers its Mobile Food Pantry.

Started in 2014, the pantry goes to a different location within Northwest Compass' service area every month. In its first 10 months, the pantry served more than 1,300 households.

Gearing Up

Northwest Compass continues to adapt and expand its programs to meet the needs of the "new normal" of poverty in the suburbs.

In FY15, housing continued to be a focus, with more than 400 individuals receiving personal housing counseling information and, when possible, emergency financial support to prevent homelessness and increase diversion efforts.

Housing is provided through the agency's Transitional Living Program and access to legal advocacy and assistance from licensed attorneys.

Northwest Compass educational activities cover a range of topics that include foreclosure prevention, life skills, legal issues, financial recovery, how to deal with stress and much more.

Core **VALUES**

COORDINATED

We believe that families seeking help often need coordinated services; therefore we will establish and connect our participants to other services beyond our own.

ACCOUNTABLE

We believe that families and Northwest Compass personnel are equally important partners in the empowerment process; therefore as professionals we will develop and track mutually agreed upon goals with our participants and require and enforce accountability as a necessary step toward success.

COLLABORATIVE

We believe in and have adopted a networked mindset to help families overcome barriers; therefore we actively pursue mutually beneficial and collaborative relationships with a diverse group of community, public and private industry partners.

CONTINUOUSLY IMPROVING

We believe that establishing realistic program outcomes helps our participants succeed; therefore we design, align and continuously improve processes that lead to program excellence.

HIGH PERFORMING

We believe and actively build a high performing and actively engaged workplace; therefore we commit to the training and development for our Board, staff, interns and volunteers to fully serve our participants.

Our **BE**

ELIEFS

STRONG

We believe that all people, and all families, have strengths; therefore we help our participants identify what is working in their lives before we solve the crisis.

SUPPORTIVE

We believe that all families need support; therefore we demonstrate empathy and suspend judgment.

INVOLVED

We believe that most families desire to maintain a healthy interdependence with their support systems and community environment; therefore we encourage mutual accountability in our interactions with participants.

DIVERSE

We believe that diversity is an important reality in our society and is valuable; therefore we will ensure that staff, interns and volunteers understand and demonstrate cultural competence in carrying out their work.

SOLUTION FOCUSED

We believe in the value of short-term intervention to help people encountering a crisis move forward; therefore we embrace and adhere to a solution-focused, motivational interviewing approach as the preferred practice.

Who We **SERVE**

Northwest Compass impacts the lives and families in the northwest suburbs of Chicago through a consortium of integrated partnerships and safety-net programs, each of which include outreach, motivational interviewing, solution-focused case management and life-skills training.

Where crisis becomes **OPPORTUNITY**.

Compass Point

This program assists those going through a crisis through an initial screening and assessment. Clients receive appropriate community resources, internal and external referrals to programs and/or services that best meet their needs.

Career Coaching

This program prepares the unemployed, the underemployed, or the displaced worker to become job ready in today's current working environment. The program assists participants in finding and maintaining employment.

Child Care Assistance

This program provides financial assistance for working parents to enable them to maintain their employment. The program allows access to a safe and stable environment for children while their parents are at work.

Energy Assistance

This program helps households pay for energy services based on income, household size, fuel type, and geographic location.

Financial Coaching

This program provides financial education and counseling to help individuals and families better manage their financial resources. The program increases financial knowledge and everyday practical skills.

Food Connection

This program provides brief case management intervention and emergency relief for individuals and families that lack sufficient food and nutrition to meet their daily needs. The program assists participants by supplementing their household budget through immediate food support.

Helping Hands

This program provides financial assistance to those experiencing an unexpected crisis. The program eliminates the monetary hardship and allows clients to remain stable in their everyday life.

Housing Assistance Counseling & Assistance

This program helps individuals and families stabilize their current housing situation. The program provides housing counseling for a variety of situations and, as available for eligible participants, one-time financial assistance.

Transitional Living

This program assists working homeless individuals and families. The program provides safe housing, guidance, and helps participants to gain control of their finances, learn new life and money management skills, and set goals to achieve greater self-determination and independence.

Wright House Affordable Living

This is an 11 unit apartment complex that provides below market rent to low to moderate income working families.

Hosted Programs

Community Service Block Grant Programs (CSBG)

- Access to Care
- Dental Program
- Auto Repair Program
- Vision Program
- Emergency Relief Services
- Self-Employment Training Program
- Scholarship Program

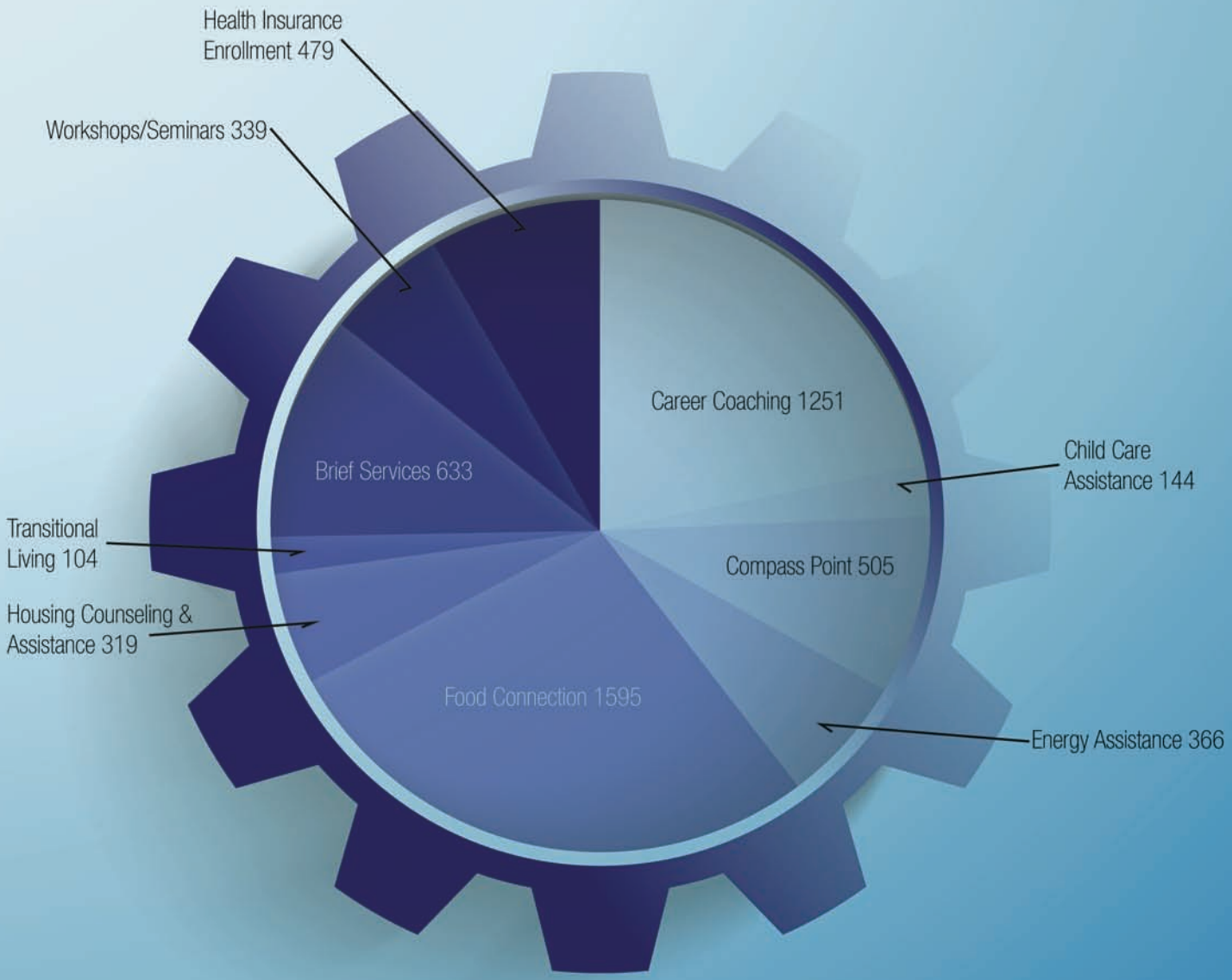
Women, Infants, and Children

This program is a supplemental food and nutrition program for women who are pregnant and/or children under the age of 5.

Health Insurance Enrollment

By the **NUMBERS**

Total Persons Served: **5,735**



Mission in **ACTION**: Bob, Back on His **FEET**

At 58 years old, Bob had everything going for him...

A solid career, 20 years of tenure in his current job, and one foot already firmly on the path to retirement. Being with his employer for such a long time, Bob was also provided with the **f**exibility to telecommute a few times a week.

Then one Friday afternoon while working from home, his boss called. Bob was informed that his department was being restructured. Seeing as he was a top performer on the sales team, Bob took it in stride and offered to help the company any way that he could through this transition. Unfortunately, the restructuring meant Bob's position was being eliminated, too.

Bob was lost. At nearly 60 years old, he was in a job transition for the first time in his career.

The next several weeks turned into months of unsuccessful job searching. Bob was getting the distinct impression that being "insulated" at one company for so long, at least according to today's standards, was having a significant impact on the marketability of his current skill set. He also felt the size and effectiveness of his network that he should have been building over the years was limiting his opportunities.

Every day seemed like an exercise in futility and frustration. Long gone were the days that he knew when employers would practically hire you on the spot. Now behavioral interviews, resumes that are computer scanned for keywords before human eyes even read them, and long, drawn out interview processes ruled the day.

He often wondered who would hire a baby boomer within a stones throw of retirement. With millennials born and raised on technology, a less expensive labor force was viewed as much more attractive than the value, grit and experience a "seasoned" professional like Bob could bring to the table.

With his unemployment running out and severance getting low, Bob was feeling desperate.

Enter Northwest Compass

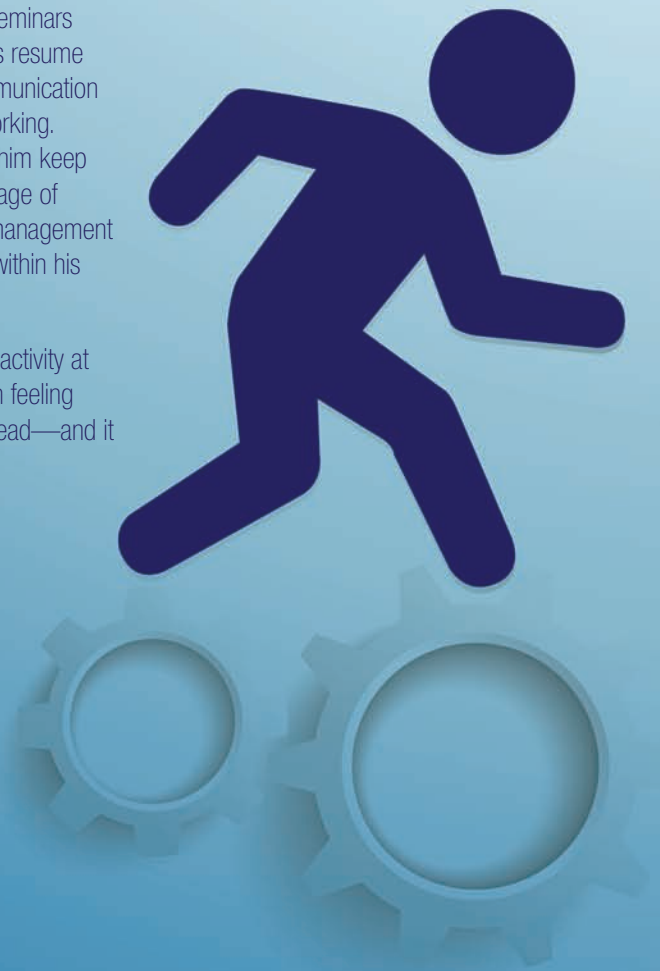
Upon his first visit, Bob felt this was an organization truly interested in his long-term success, not a place offering a "one and done" quick-fix solution. It was a valued resource that offered the advice and training he would need to land his next sales position. A safe place where he could open up about the trials of his job search without feeling embarrassed like he did when talking to those closest to him and other colleagues who wondered why it was taking him so long to secure a new position.

Over the next several weeks, Bob participated in the Career Coaching program to learn how to not only find, but also maintain, employment in today's current working environment. He also now had myriad workshops, clinics and seminars at his disposal on topics such as resume writing, mock interviewing, communication skills, teamwork skills and networking. For good measure, and to help him keep his home, Bob also took advantage of financial coaching and money management workshops to learn how to live within his new means.

In the midst of the **f**urry of new activity at Northwest Compass, Bob began feeling less stressed about the days ahead—and it showed in his outlook and attitude. Although the employment landscape was way different from when he last searched for a job, these seminars armed Bob with the knowledge, skills, and more importantly confidence, he needed to boldly find that new job. . . which he did!

Now with the time-consuming job search behind him and after settling into his new role as vice president of business development, Bob knew what his next step should be—give back. These days, you'll still see Bob in job search circles, even at Northwest Compass, working with other baby boomers as testimony that with hard work and persistence, you can thrive in today's employment environment at any stage of life.

At Northwest Compass, we focus our efforts on building long-term, mutual relationships. When crisis hits, we are there to help them maximize their chances for success.



Events & **WORKSHOPS**

07.2014
- Family Law Seminar
- How Credit Affects Your Future Workshop
- Mock Interviewing Clinic
- Legal Clinic
- Master Your Mind-Body Connection
- Money Management Workshop

08.2014
- Financial Recovery Workshop
- Expanding Your Network Seminar
- Mock Interviewing Clinic
- Legal Clinic
- Financial Recovery Workshop
- Criminal Law Workshop

09.2014
- Communication Skills Seminar
- Nothing Bundt Cakes Ribbon Cutting and Benefit Day for Northwest Compass, Inc.
- Mock Interviewing Clinic
- Mobile Food Pantry
- Credit Report Workshop
- Criminal Law Seminar
- Posh Tots Presale Event
- Legal Clinic

10.2014
- Why Victims Stay: Domestic Violence Awareness Event At Harper College
- Self-Care Without Guilt Seminar
- Credit Report Workshop
- CROP Hunger Walk
- Computer Clinic

11.2014
- Computer Clinic
- Senior Citizen Scams: Protecting Your Financial Future
- Bankruptcy Workshop
- Homeowners in Foreclosure Workshop
- Legal Clinic
- Understanding $$ & Credit Workshop

12.2014
- Life Skills Workshop: Anxiety and How to Cope with It
- Trendy Kids Clothing Sale
- Defeating Stress Seminar
- Tenant Rights: Eviction Seminar
- **Strike out Hunger! Northwest Compass Cosmic Bowling Fundraiser!**

01.2015
- Understanding $$ & Credit Workshop
- Job Fair
- Foreclosure Prevention Seminar
- CD Borrow & Safe Loan Seminar
- Legal Clinic

02.2015
- Choice and Change Support Group
- Credit-One-on-One Counseling: How to Reduce High Interest Credit Card Debt
- Enhancing Cultural Competence Seminar
- Criminal Expungement Workshop
- Understanding Money & Credit Seminar
- Assertive Communication Workshop
- Posh Tots Presale Event

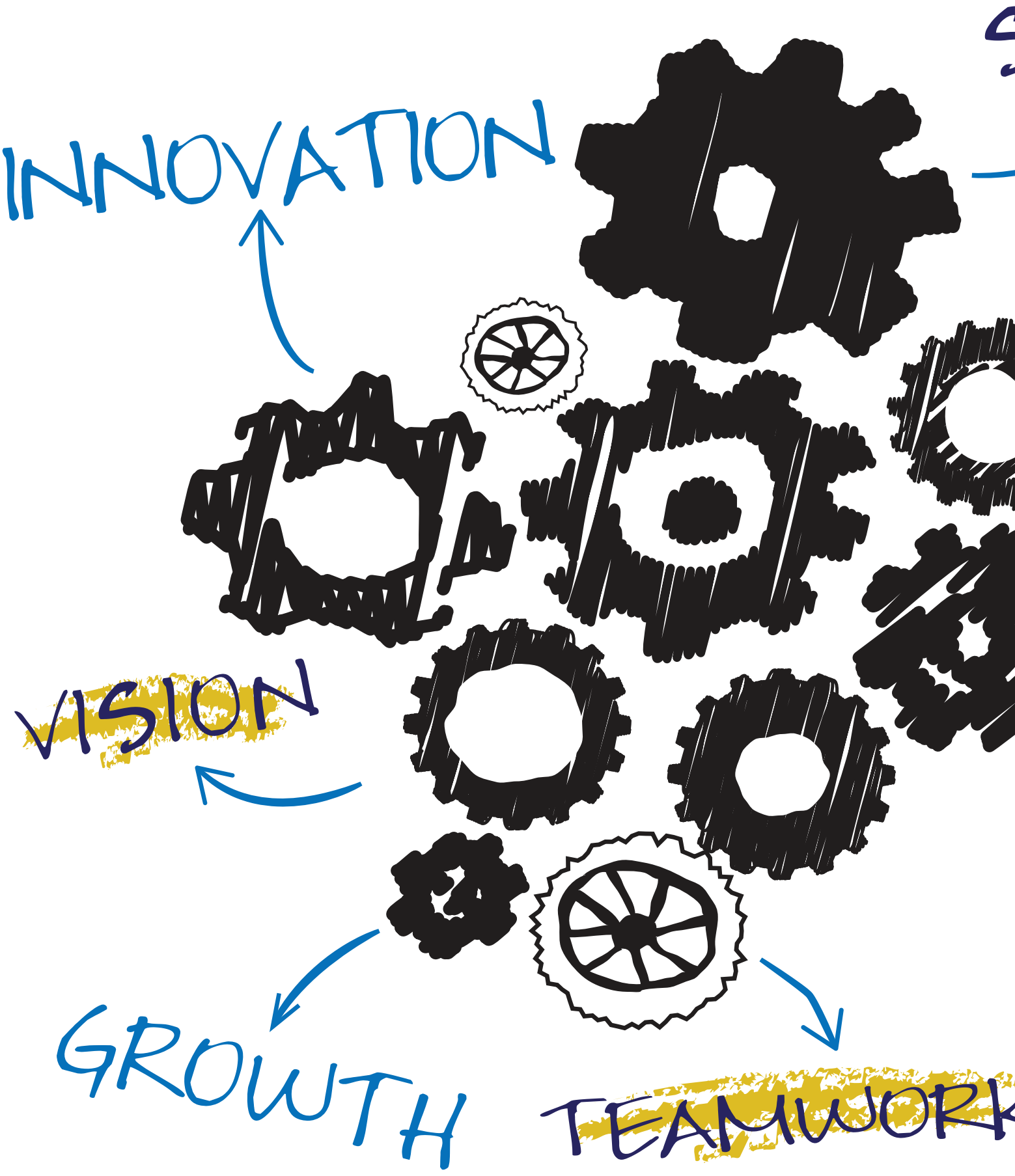
03.2015
- Choice and Change Support Group
- Understanding and Respecting Individual Differences Seminar
- Housing: Resources for Homeowners
- Establishing Goals Workshop

04.2015
- Healthy Meals on a Budget Workshops
- Communication Skills Seminar
  - Teamwork Skills
  - Skills Assessment, Resume/Cover Letter
  - Interview Skills
  - Networking 101
- Legal Clinic
- Meet US Congresswoman Tammy Duckworth's Staff
- Financial Recovery Workshop

05.2015
- Ready, Set, Go Workshop
- Nutritional Workshop: Presented by U of I Extension
- Money Matters Workshop: Presented by Village Bank & Trust
- Legal Clinic

06.2015
- Nutritional Workshop: Presented by U of I Extension
- Healthy Meals on a Budget
- Legal Clinic
- Money Matters
- Tenants Rights

Driving **FORWARD**



The future looks bright for Northwest Compass. In January of 2013, we completed our new strategic plan, which has set a new course for our organization.

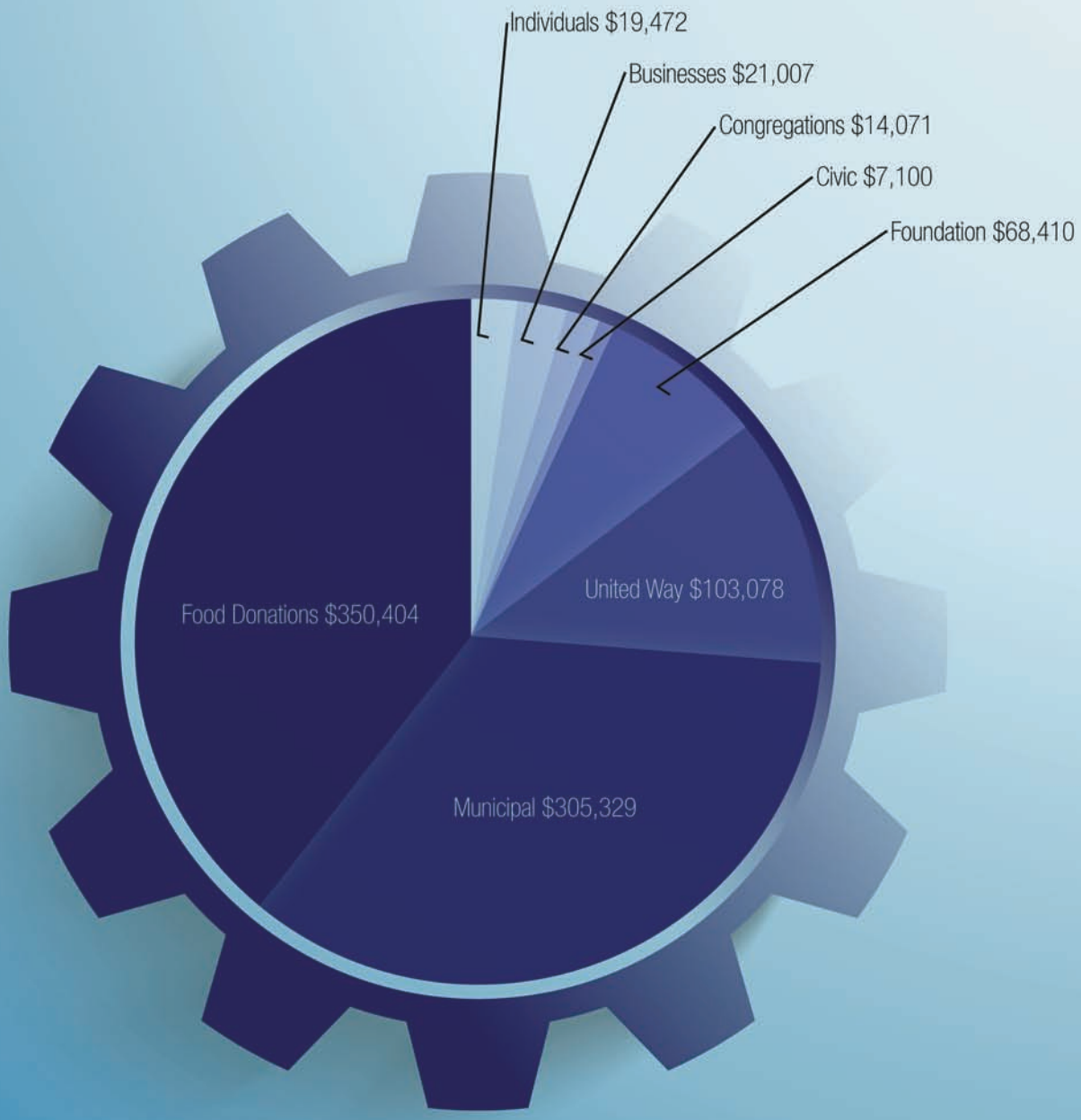
In accordance with our new vision, we have transitioned from a transactional model of service to an interactional/relational model.

In this new "service enterprise" approach, we are focusing our efforts on building long-term, mutual relationships with our participants to maximize their chances for success. Our solution-focused case management strategy helps participants tackle their problems at the source and our new motivational interviewing techniques give participants the support and encouragement they need to better manage their lives.

We look forward to many more years of service to our community with the hope that our efforts will help people and change lives.

Financial **SNAPSHOT**

Contributory Income: **$888,871**



Mission in **ACTION**: Food **CONNECTION**

Food. Above all else, it's what sustains life.

However, more often than not, other daily needs come first—from paying for housing, to utilities, finding employment, medical care, and even car repairs so reliable transportation is available. When it ends up that there is not enough food for families and individuals to put on the table, major disruption to maintaining a healthy lifestyle occurs.

At Northwest Compass, food is cornerstone. Our pantry is where those in need can receive sustenance. No one walks out our doors without a supply of food if they are in a crisis. However, food assistance is more than helping people through an emergency situation. Northwest Compass values the relationships it builds with its family of clients.

We begin by opening a conversation. From that exchange, we can understand not only their immediate needs, but also their hopes, dreams, and plans for the future. If it's desiring a job or more sustainable employment, Northwest Compass can help with resume development and job search assistance. Advice can be provided on how to apply for financial help to go back to school and take classes, receive training and even pursue a degree. Even if there is a need we don't readily address, we won't say no. Northwest Compass will go and find the solution.

How does this relate back to food?
Simple. By serving as a key food source, Northwest Compass can help its clients find solutions to their life challenges, so they can eventually find relief in their budget to pay for other expenses and priorities without having to worry from where their next meal will come.

Our food pantry is also a center point because it is where the community can come together and make a direct impact on helping their hungry neighbors. Coordinating food drives help to keep our shelves full. Corporate groups help to receive and organize large food donations on the pantry's shelves. Others help pack boxes for special programs. Large community initiatives such as the annual Letter Carriers' food drive in May provides a crucial supply of food during a time when the spirit of holiday giving is a distant memory, even though hunger never takes a vacation during the summer months.

Large or small, the community's support of our food pantry helps your neighbors with life sustaining nutrition to give them strength to meet life's greatest trials.

Northwest Compass is able to successfully deliver its mission because of the time, talents and donations our volunteers and community provide to the food pantry. Without this support, we wouldn't be able to serve all the people we serve.

If there is a crisis, we look at it as an opportunity. An opportunity for our clients to move forward and an opportunity for Northwest Compass to collaborate as a creative hub with other agencies to make it happen.

We Are **GRATEFUL**

Without the generosity and support of our gracious donors and dedicated volunteers, Northwest Compass would not be able to continue our important work in the community.

To effectively serve the members of our communities that are vulnerable or in crisis, it takes a large, committed network of providers, a cadre of volunteers that are dedicated to exhibiting **Mission in Action**—and a tremendous amount of financial resources.

The **Social Impact** and the **Humanitarian** awards have been established to honor the individuals and organizations that provide Northwest Compass with the opportunity to have an impact in the local community, the northwest suburbs of Chicago, and beyond. These honors were bestowed at its inaugural Appreciation Ceremony on September 23, 2014 at the Metropolis Ballroom in Arlington Heights.

The big winners were the Bufka Foundation and Iron Mountain, respectively. Collectively, their services and support have made a significant contribution toward Northwest Compass' mission to transform crisis into opportunity.

"The Bufka Foundation and Iron Mountain have provided Northwest Compass with many exciting opportunities that would not have existed without their support," said LeRoy Messenger, Chief Executive Officer.

On the individual volunteering side, Northwest Compass was also thrilled to honor two outstanding individuals with the 2014 **Mission in Action** and **Spirit in Giving** awards on Thursday, October 23, 2014. Two women were selected for these awards because they show by example what it means to truly follow the core values of Northwest Compass.

For the 2014 Spirit in Giving Award, Ms. Lucille Neacy of Arlington Heights was recognized for the regular financial contributions she has given the organization. Having made one donation every month for the last six years, Lucille is now approaching 100 donations.

Ms. Neacy takes the time to write a check and mail it to us every month. She has never asked for any explanation about how her contributions are being used, yet she consciously chooses to take the time to write and mail a check each month so that those persons that come to Northwest Compass for support can be in a better place when they leave us.

Northwest Compass receives many gifts from individuals and businesses, and is thankful for each and every one of them. There are many organizations in our community who also deserve recognition for their financial support. Lucille is one important cog of a very large wheel of network support for Northwest Compass and for those who are vulnerable or in crisis.

Much of our financial support comes through grants that are focused on addressing specific needs of our clients and require reporting the outcomes from use of the dollars funded through the grants. This process of accountability is appropriate and performed with the confidence that we have done our best to utilize the resources to their maximum of effectiveness.

Because of Lucille's confidence that she has in our organization, which is reinforced with every financial gift she provides, Northwest Compass felt deeply compelled to recognize how much her confidence drives our organization to fulfill her unspoken expectations. It is through people such as Ms. Lucille Neacy that Northwest Compass can continue to support the community.

Ms. Pat Kivlahan, of Arlington Heights was acknowledged for her outstanding support as a volunteer. Pat has been involved with Northwest Compass, as a volunteer, for 24 years. Following the death of her husband of 35 years, Pat retired from her job to seek other outlets as her life's work. Responding to an ad for a volunteer, she called upon the Women, Infant and Children's program in our building, but was subsequently re-directed to Northwest Compass. She has been with us ever since.

Pat is the person who works almost every day behind the scenes so that the rest of the staff can be out front meeting with clients. She has single handedly entered over 250,000 pieces of client demographic information into our data files. Officially, she is the mother of four children, the grandmother of 12 grandchildren, and the great grandmother of four, soon to be five, great grandchildren.

Unofficially, Pat has been the mother and friend of an unknown number of staff members, student interns, and volunteers, and like all mothers, has set an example of living the values of Northwest Compass.

An outstanding example of "Mission in Action", Ms. Pat Kivlahan is unlikely to ever be matched. As a result, Northwest Compass has renamed the award the Pat Kivlahan Mission in Action Award.

Northwest Compass is grateful for the support it receives from the community. Because of people like Lucille and Pat, our donors and volunteers, our work in assisting those in crisis is made possible—and **exemplifies Northwest Compass as a model of turning crisis into opportunity**.

A Call to **ACTION**

Our Vision: Northwest Compass volunteers will use their passion, skills, and knowledge to be a seamless extension of its portfolio of services and will become our best advocates and ambassadors of our Brand and Mission.

These gifts will help us continue to provide a high level of service to the community.

1. Donation Wish List (Inkind)

Gift Cards: Jewel, Wal-mart, Target, Walgreen's | Gas Cards | Food Donations | School Supplies | Office Supplies | Movie, Museum and/or Zoo Passes.

2. Workplace Giving

Your business can assist in funding our agency through corporate Matching Gift Programs which are based either on volunteer service hours or gifts that match employee contributions.

3. Employ Our Clients

Partner with our agency to meet your staffing needs and provide our qualified clients with an employment opportunity.

4. Adopt a Family (Inkind)

Assist families we serve year round with basic necessities and mentorships.

5. Engage Your Community (Inkind)

Arrange for your church, club, or business to conduct a donation drive or fundraiser.

About Northwest Compass

Northwest Compass (formerly CEDA Northwest) was founded in 1981 as a branch office of the Community and Economic Development Association (CEDA) of Cook County. For 16 years, Northwest Compass was located in downtown Arlington Heights. In 1996, we purchased a building to accommodate our growing number of programs and moved to our current home at 1300 W. Northwest Highway on February 1, 1997.

As part of our strategy to offer more accessible services to our target population, we opened a satellite office at the Palatine Opportunity Center in 2000. In 2010 and 2011, we opened two more locations at the Village of Hoffman Estates and the Hanover Township Community Center in Hanover Park.

NORTHWEST COMPASS, INC.
Where Crisis Becomes Opportunity

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