In FY20, AID provided services to **5,652** individuals across Kane, Kendall, DeKalb, DuPage, Will, McHenry and Suburban Cook County communities.

The artwork for the cover of this report was created for AID by Ann Blaas as part of the “Activate the Alley pARTnership”. See the full size mural outside Water Street Studios: 160 S. Water St., Batavia, IL 60510.
 ADMINISTRATIVE OFFICE & DAY PROGRAMS

- Behavioral Health Outpatient Services
- Client & Family Support
- Community Day Services
- Community Support Team
- Crisis Line of the Fox Valley
- Employment First Services
- Home Based Support
- Nursing / Health Care / Service Coordination
- Psychiatric Services

RESIDENTIAL SERVICES:

- Community Living
  - CILA
  - I-CILA
  - ICF
- Supportive Housing
  - Supervised Residential
  - Supported Residential

VICTIM SERVICES:

Provides 24-hour outreach and wrap around services to victims of crime or trauma and assistance to individuals that have basic physical and mental health concerns.

For a complete list of AID programs & services, please visit: AIDCARES.ORG or access AID services by dialing: (877) AID-0001
Melinda Tejada
AID Board Chairman

Who would have ever imagined, at the beginning of Fiscal Year 2020 (July 1, 2019) that the year would end so dramatically? March of 2020 came in AND went out like a lion! And the intensity, uncertainty and massive change continued throughout the end of FY2020 (June 30, 2020). We endured loss and temporary program closure and financial insecurity and furloughs. We restructured and reformed and renewed. Today, we are stronger than ever, buoyed by our amazing supporters, funders, parents, guardians, staff and clients! Read all about it in our FY20 Annual Report.

Thank you for your ongoing and enhanced support throughout this incredibly trying time!

Lore Baker
President/CEO

Melinda Tejada
AID Board Chairman

AID PROGRAMS & SERVICES

Behavioral Health

• Outpatient Services
  - Behavioral Health / Substance Use Services for People with Disabilities
  - Children & Family Services
  - Individual & Group Counseling
  - Therapy On-Site / In-Home / Community
  - Case Management & Health Services
  - Psychosocial Rehabilitation
  - Treatment Court & Re-Entry Program

• Supportive Housing
  - Supervised Residential (24-Hour Staffed)
  - Supported Residential (Less than 24-Hour Staffing)

• Employment First Services
  Including Individual Placement and Support (IPS)

• Crisis Line
  - Crisis Line of the Fox Valley / Text Line
  - Sunshine / Senior Sunshine Call Program

• Community Support Team (CST)

• Nursing / Health Care / Service Coordination
• Psychiatric Services
• Victim Services / Law Enforcement Services

Developmental Disabilities

• Client and Family Support
• Community Living
  - Community Integrated Living Arrangement (CILA - 24-Hour Staffed Group Home Setting)
  - Intermittent Community Integrated Living Arrangement (I-CILA - Less than 24-Hour Staffed Home Setting)
  - Intermediate Care Facility (ICF)

• Community Day Services (CDS)
• Employment First Services
• Home Based Support
• Nursing / Health Care / Service Coordination

AID also provides services for individuals with dual Developmental Disability and Behavioral Health diagnoses.

AID BOARD OF DIRECTORS

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Chuck Miles, Treasurer
Dr. Timothy Brown, Secretary
Matt Bretz
David De La Fuente
Patrick Flaherty
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AID HOUSING BOARD

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Matt Bretz, Treasurer, CHDO
Karen Maki, HUD
Rick Poulton, HUD
Carolyn Russell, CHDO
Lester Sutcliffe, CHDO
Jennifer has made tremendous progress during her time at AID. When first joining the Behavioral Health Outpatient (BHOP) program, her compliance fluctuated and she was apprehensive about seeking treatment, despite acknowledging it was necessary to better herself.

Unfortunately, treatment for her depression and eating disorder came to a halt as her participation and treatment dwindled and Jennifer intended to stop receiving services at the start of the COVID-19 pandemic.

However, with the hardships of COVID-19 came a second chance. Once the lockdown ceased, an AID therapist reached out to Jennifer to see if she was interested in resuming services. Despite a bit of apprehension, Jennifer decided to try another assessment with the therapist and begin treatment anew.

Since re-engaging, Jennifer has made strides to better herself by acknowledging the areas she struggles with and creating an action plan to tackle her challenges. Jennifer is able to take the lessons learned prior to and during COVID to help recognize warning signs for her mental health and to be proactive.

Jennifer has worked on communication skills, conflict resolution, and tackled challenges she faced in college. When recently completing the re-assessment, Jennifer was able to change most of her objectives to demonstrate her growth. Jennifer’s determination to better herself throughout the year has been a joy to witness. The entire AID staff are immensely proud of Jennifer’s accomplishments.

Individuals can access AID services or make a referral by calling 877-AID-0001 (877-243-0001), visiting AIDcares.org/contact or sending an e-mail to info@AIDcares.org.
The Northern Illinois Food Bank provided credit to AID to purchase food for individuals living in residential homes. AID is grateful for the tremendous outpouring of support from fellow nonprofits, during the COVID-19 pandemic.

AID clients had a memorable Halloween despite the pandemic. They enjoyed carving pumpkins, baking pumpkin seeds and playing Halloween-themed games.
Over the last year, John has transitioned through many changes. As a resident at a 24-hour Community Integrated Living Arrangement (CILA), John has had to adapt to a new “at-home” lifestyle. He is always happy to assist with household chores (including preparing lunches, disinfecting door handles and dusting) and enjoys spending time with AID staff and his peers. John’s favorite “at-home” pastimes include listening to music on his iPad and taking walks outdoors with AID staff.

As AID began re-opening Community Day Services for clients living in CILAs, John was able to return to daytime programming at the AID Keeler Center. Since resuming day program participation, John’s coping skills have greatly improved. He is able to recognize when he feels stressed and take proper steps to improve his mental well-being. John always keeps busy at the Keeler Center with new activities and the AID staff look forward to seeing John’s personal development.

Due to phobias and a decline in mental health, Jane Doe dialed 9-1-1 several times a day resulting in emergency services and ambulance deployment. In every occurrence, Jane would be transported to the hospital and return home the same day.

Thanks to a referral to the AID Victim Services team, Jane was connected with the AID Behavioral Health Outpatient program and is now receiving the support she needs. Jane no longer calls for unnecessary emergency services. The AID team is very proud of Jane’s mental health progress!
Latissa participates in the AID Employment First program and recently celebrated several impressive accomplishments. Thanks to her tenacious effort and the assistance of AID employment specialists, Latissa secured gainful employment. She now lives in her own home where she and her children each have their own bedrooms. Congratulations on all your hard work, Latissa!

Learn more about AID Employment First Services by visiting: AIDcares.org/employment-services

AID HIGHLIGHTS

- With COVID-19 relief grants and individual donations, AID purchased and distributed iPads and electronic tablets to clients to facilitate tele-health services and to decrease social isolation through virtual connections to friends and family.

- Three new 24-hour Community Integrated Living Arrangement (CILA) sites opened; one home (Shabbona) in Batavia and two apartment sites (Spring Hill and Marison Mill Suites) in Elgin.

- AID Victim Services (VS) partnered with Aurora, St. Charles, South Elgin, North Aurora, Lombard, Huntley, Geneva, Batavia, and Cary police departments to respond to 834 service calls; assisting nearly 2,700 individuals in crisis.

- AID renewed the contract as a Kane County Treatment Alternative Court (Mental Health Court) service provider partner. This program helps individuals who have mental health diagnoses and are entangled with the justice system by providing a treatment alternative to incarceration that encourages mental health recovery and reduces recidivism. One client successfully completed the two-year probationary treatment program, and nine others continue to be served. The Kane County Re-entry contract with the Kane County Sheriff was also renewed and will continue to serve individuals with mental health concerns who are released from jail.
84% are over the age of 18

39% are a racial or ethnic minority

55% identify as female

44% of AID clients participated in Outpatient or Counseling Services
(BH Outpatient / Substance Use Services for People with Disabilities and Psychiatric Services)

22% of AID clients participated in Community Living Services
(BH Supervised Living, BH Supported Living, DD 24-Hour CILA, DD ICF and DD Intermittent CILA)

8% of AID clients participated in Children’s Services
(BH Outpatient - Children and Children In-Home Support)

11% of AID clients participated in Employment and/or Community Day Services
(Community Day Services and Employment First Services)

2% of AID clients participated in Community Support Services
(Client / Family Support, Home Based Support and Community Support Team)

49% of AID clients participated in Victim Services

NOTE: INDIVIDUALS MAY HAVE RECEIVED SERVICES IN MULTIPLE PROGRAMS. TOTAL CLIENTS SERVED: 5,652
The AID Crisis Line of the Fox Valley received 29,397 calls and made 45,755 sunshine calls (well-being checks).

Help is only a CALL (630-966-9393) or TEXT (833-243-8398) away...
Depression, Anxiety, Loneliness, Substance Use Help plus referrals for Financial Assistance, Health Care, Legal Concerns and Housing Support

NOTE: 90 CENTS OF EVERY DOLLAR DIRECTLY SUPPORTS SERVICES
Northern Illinois Special Recreation Association (NISRA) brought smiles (and frozen treats!) to clients at eight AID residential homes with a fun parade!

Thanks to the generosity of The Arc of Illinois and the Illinois Council on Developmental Disabilities COVID-19 Relief Fund, AID purchased iPads for clients to help individuals stay connected with family and friends and also keep their minds active.
Thank you to the many individuals, foundations and corporations who supported AID during the last fiscal year. This list includes donors who gave $100 or more between July 1, 2019 and June 30, 2020.

Don and Carol Adamitis
Don Adams
Lora and Barbara Ahasic
Jane Alabastro
Greg and Patrice Alexander
Alfred and Linda Albrecht
Altrusa International Club of Elgin
Amvets Post #103 Ladies Auxiliary
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John and Nancy Ammons
Barbara Anderson
Charles and Linda Anderson
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Leah Anderson
Lyle and Judy Anderson
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Assurance Agency Ltd.
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Aurora Generation, LLC
Aurora Kiwanis Foundation
Aurora Township
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Theresa Bandusky
Karen Bartlett
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Batavia Mothers’ Club
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Johan and Carol Bayer
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Beech Tree Studio (Geneva)
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Norman and Betty Berthusen
Suzanne Bessette-Smith
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Edward and Debra Blatz
Marty Bloom
BMO Harris Bank
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John and Kimberly Branstad
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Matt* and Brittany Bretz
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Thomas and Janice Brockner
Brookfield Zoo Chicago Zoological Society
Tim* and Susan Brown
Charles and Lenore Buglio
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Margaret Bussey
Jeffrey and Pat Butler
Dawn Byrne
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Arline Camm
Randy and Laura Cannady
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Carson Family Foundation
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Betty Chandler
Robin Chandler
Mark and Lucretia Charlson
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Chicago Cubs
Chicago Marriott (Naperville)
Chicago Opera Theater
Chicago Pizza Tours
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Dale and Cosette Clegg
Lindsay and Brandon Cochrane
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Community Foundation of the Fox River Valley
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Cosmopolitan International Club of Elgin
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Shari Czerwinski
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William Flaherty
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Mike and Diane Franzen
Lloyd Fredendall
Tim and Joanne Furnas
Larry Furnish
Dennis and Daryl Galinsky
Sylvia Garcia
Adam Gassensmith
Joseph and Janice Gehrman
Joanne Gemmer
Geneva 708 Mental Health Commission
Geneva Community Chest
Geneva Public Library
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Scott and Taryn Goldstein
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Hansen-Furnas Foundation
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Keith and Carol Iden
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Mendel Jones and Florence Fullwood
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Kelly Cruises & Tours, Inc.
Kendall County 708 Mental Health Board
Kendall County Senior Providers
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Christopher and Molly Rider
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Andrew Schiessel and Connie Parker
Schneider Electric North American Foundation
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James and Lorraine Scott
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St. Charles 708 Community Mental Health Board
St. Charles Kiwanis Golden “K”
St. John Neumann Church
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Yorkville Congregational Church
Paul and Mary Zaander
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Walter and Trudy Zeliasz
Joe Zieske
Art and Barbara Zillgitt
John Zweibohmer
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*Indicates AID Board Member
ACCREDITATION, CERTIFICATION AND LICENSURE

- Accredited by CARF - Commission on Accreditation of Rehabilitation Facilities since 1978
- Accredited by American Association of Suicidology
- Licensed by Illinois Department of Human Services
  - Division of Developmental Disabilities
  - Division of Mental Health
  - Division of Rehabilitation Services
  - Division of Substance Use Prevention and Recovery
  - Division of Family and Community Services: Title XX Social Services
- Licensed by Illinois Department of Public Health
- Licensed by Illinois Department of Health Care and Family Services
- Licensed by Illinois Department of Financial and Professional Regulation

Administrative Office:
309 New Indian Trail Ct., Aurora, IL 60506 • Phone: 630-966-4000 • Fax: 630-844-2065

Developmental Disabilities Community Day Services:
Bridge Street (Yorkville)
708 N. Bridge St., Yorkville, IL 60560
Phone: 630-966-4450

Keeler Center
409 New Indian Trail Ct., Aurora, IL 60506
Phone: 630-859-1144

O'Shea Center
1135 Bowes Rd., Elgin, IL 60123
Phone: 847-931-6200

Thompson Center
309 New Indian Trail Ct., Aurora, IL 60506
Phone: 630-966-4000

Behavioral Health Services:
Aurora Behavioral Health Services I
1230 N. Highland Ave., Aurora, IL 60506
Phone: 630-859-1291

Aurora Behavioral Health Services II
1630 Plum St., Aurora, IL 60506
Phone: 630-966-4475

Elgin Behavioral Health Services
695 S. State St., Elgin, IL 60123
Phone: 877-243-0001

DeKalb Area Behavioral Health Services
304 N. 6th Street, Ste. C, DeKalb, IL 60115
Phone: 815-375-5261

McHenry Area Behavioral Health Services
5342 W. Elm St., McHenry, IL 60050
Phone: 847-931-2340

For a complete list of AID Behavioral Health and Day Services locations please visit: AIDcares.org

Our Mission: To empower people with physical, developmental, intellectual and mental health challenges to enjoy lives of dignity and purpose

Our Vision: Recognized leader providing best quality outcomes for individuals served in areas of housing, employment, community integration, health promotion, recovery and crisis prevention

AID is a registered 501(c)(3) Non-Profit
For more information, e-mail: info@AIDcares.org or visit www.AIDcares.org