



# Annual Report FY24



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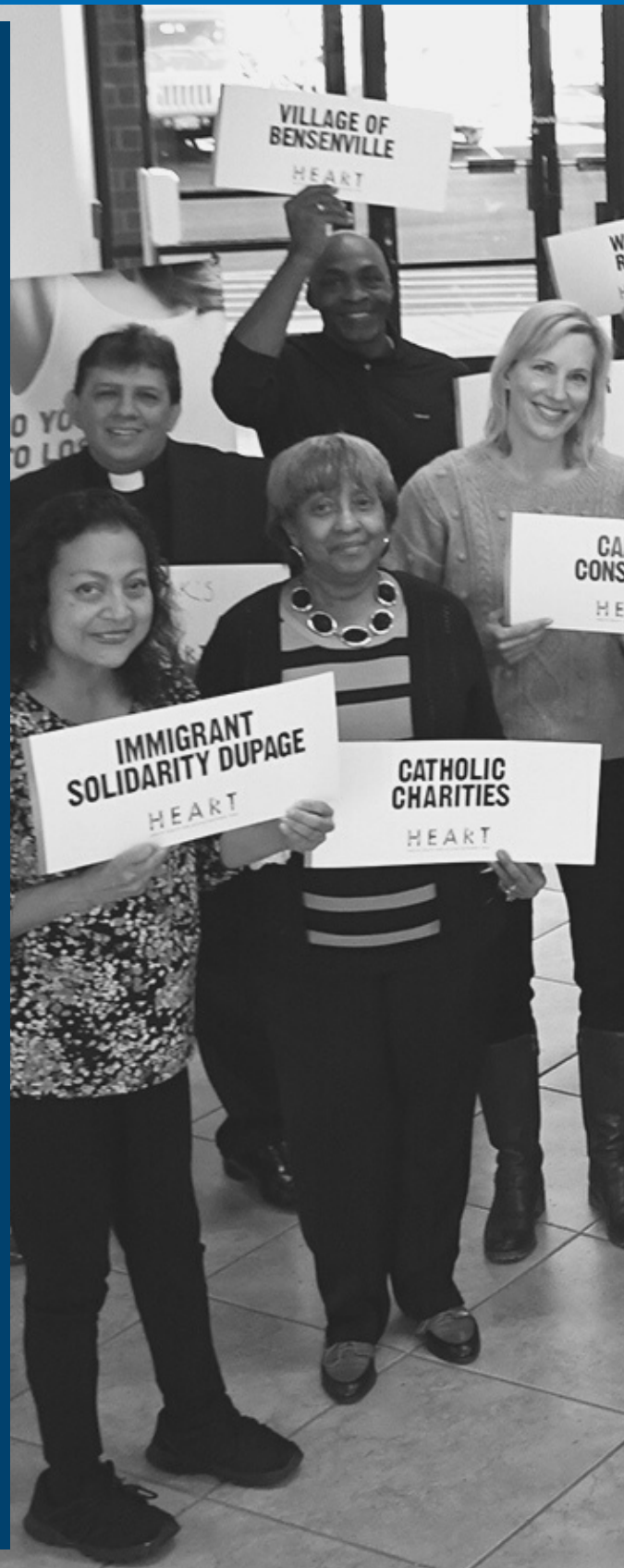
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# A Word From the Executive Director

Dear Community,

It is with great pleasure and immense gratitude that I present to you our annual Impact Report for fiscal year 2023. As the Executive Director of DuPage Federation on Human Services Reform, I am thrilled to share the remarkable progress we have made in addressing the human services needs of our community through collaborative efforts with our dedicated staff, board, Council of Community Leaders, and community partners.

At DuPage Federation our mission is centered around generating cross-sector solutions that leverage expertise in order to address the human service needs of our community, creating a positive and lasting impact on the lives of individuals and families facing various challenges. We firmly believe that by joining forces with community partners, we can foster a stronger and more resilient society where everyone has equal opportunities to thrive.

Over the past year, we have remained committed to our vision, channeling our efforts towards identifying, understanding, and effectively addressing the pressing needs that our community members are encountering. Our collaborative approach has allowed us to leverage the expertise, resources, and unique perspectives of our partners, thereby enhancing the reach and impact of our programs.

Our community, locally, regionally, and statewide, has accomplished much:

- We improved capacity to welcome asylum seekers, immigrants and refugees through language appropriate care and service and public benefits navigation for financial, nutritional, and healthcare benefits.
- We improved our habits for planning, governing, and implementing human services so that the harms of racism are reduced and racial equity is advanced.
- We expanded our means of training and supporting human services workers with online and on-demand resources so that they are better equipped to connect clients to public benefits.

Thank you for being an integral part of our journey and for your continued support in realizing our shared vision.

Warm regards,

Dave Roth, Executive Director, DuPage Federation on Human Services Reform

The following Impact Report is intended to complement our Annual Report. It highlights important numbers and accomplishments.

For additional details related to any of the information contained in this Impact Report, please see our annual report.

# Who We Are

## OUR MISSION

DuPage Federation on Human Services Reform is a collaboration of government and community organizations that identify ways a local community can address its human services needs using its own resources and resourcefulness.

Our mission is to generate cross-sector solutions that leverage expertise to address the human service needs of the DuPage County region, including Cook County, Kane County, Lake County, Will County, McHenry County, and more.

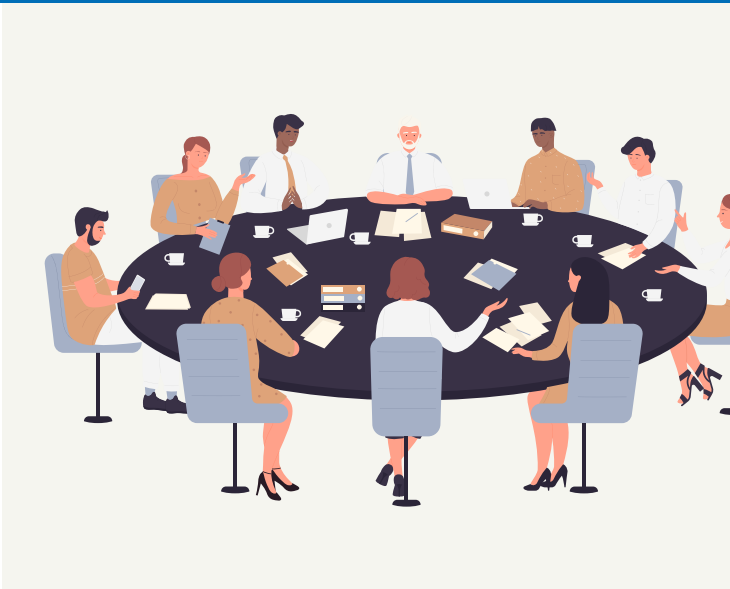
## OUR VISION

Our human services system is highly responsive, informed, robust, and effective to meet community needs.





# What We Do



# 1 Convening & Planning

DuPage Federation convenes community leaders to discuss and generate solutions to the challenges facing our community's human services and works toward improving the capacity of the human services system to meet increasingly complex needs.

## 2 Equipping & Training

DuPage Federation provides front line service providers and service advocates with training, resources and technical assistance on navigating the intricacies of, applying for, and working with public benefits. DuPage Federation also provides a pathway for bilingual individuals to become interpreters.



### 3 Strengthening & Assisting

DuPage Federation provides community partners and organizations with comprehensive public benefits access and language access training, resources and services, ensuring that language and public benefits knowledge are not barriers to accessing health and human services.

# Convening & Planning



4

Council of  
Community Leaders  
Quarterly Meetings

13

Community  
Planning Events  
(hosted/co-hosted)

9

Collaborations  
(lead and/or  
member)



8

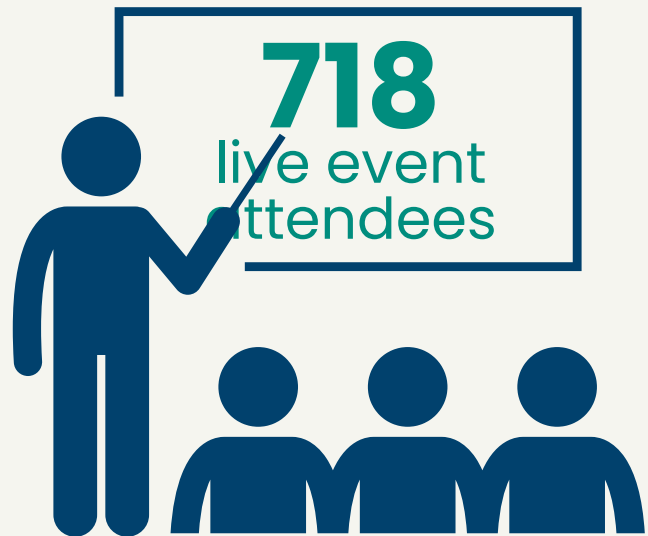
Community Planning  
Events (attended)



# Equipping & Training

## Public Benefits Policy, Training and Technical Assistance

DuPage Federation's training empowers community partners with skills and knowledge to serve clients effectively. We provide live events, on-demand webinar recordings, and eLearning modules. This enhances providers' expertise and capacity, enabling them to assist individuals in accessing needed benefits and ensuring timely and equitable support.



1,126 views

On-demand public  
benefits-related  
webinar recordings

101 individuals  
navigated  
eLearning modules



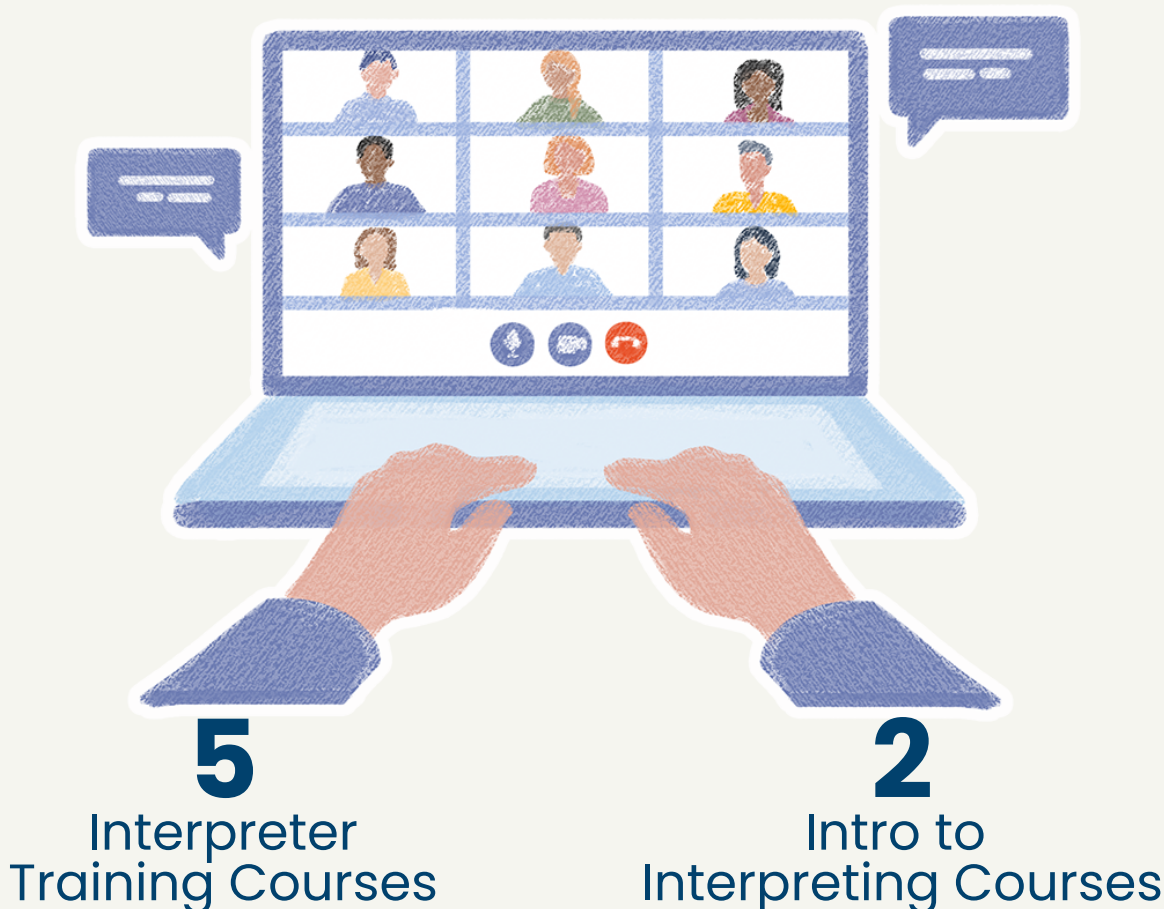
# Equipping & Training

## Language Access Resource Center (LARC)

LARC offers a variety of comprehensive interpreter training, professional development, and language proficiency assessments, to individuals interested in working in their communities as medical, educational, legal, and/or community interpreters.

In addition, LARC provides customized training programs for organizations and institutions that wish to ensure their bilingual staff have the knowledge and skills necessary to interpret according to industry standard rules, regulations and standards of practice.

NOTE - Interpreter training data reported in this section updated as of April 30, 2023.



**139** Individuals registered to attend classes

**84** Students completed classroom portion



# 12

Students sponsored by their school district(s)

## Equipping & Training

### Language Access Resource Center (LARC)

# 86

Students received scholarships and/or funding from grants received by DuPage Federation

LARC has developed a robust interpreter training program consisting of 40-60 hours of classroom learning and 20 hours of practicum or the equivalent.

During FY23, grant funding for interpreter training scholarships was made possible by the Julian Grace Foundation and Illinois Department of Human Services' Immigrant Family Resource Program (IFRP) and IDHS' Ukrainian arrivals initiative.

# 17

Languages represented by FY23 Interpreter Training students

Every year LARC's interpreter training program includes students who speak a variety of languages. During FY23 the following languages were represented:

- Amharic • Arabic • Dari • Farsi • Hindi • Laotian • Mandarin • Mongolian • Pashto • Polish • Rohingya • Russian • Spanish • Ukrainian • Urdu • Uzbek • Vietnamese

# 23

Individuals near completion of their practicum

An externship is a valuable tool to prepare students for the interpreting profession, allowing them to gain experience while providing assistance to our community partners. Externs are students who have successfully completed the classroom portion of their training and are working on their practicum hours.

# 49

Individuals received certificate of completion of interpreter training

After April 30th reporting, 23 certificates of completion were awarded to a special cohort trained to assist Ukrainian arrivals and 8 certificates of completion are pending.

# Equipping & Training

LARC provided numerous professional development workshops for interpreters, many of which were made possible through funding provide by Illinois Department of Human Services: Immigrant Family Resource Program (IFRP) and Illinois Coalition on Immigrant and Refugee Rights (ICIRR) - Ukrainian Arrivals.

301  
Workshop  
Attendees

Confidentiality Best Practices

Consecutive & Simultaneous Interpreting

Social Services - Assistance and Resources

Professional Boundaries

Interpreting for Immigration Interviews

Remote Interpreting (Parts I and II)

Interpretation and Sight Translation Practice

Interpreting in Mental and Behavioral Health Settings

Intricacies of Consecutive and Simultaneous Interpretation

Immigrant and Refugee Resettlement in the Chicagoland Suburbs

Overview of Services at DuPage County Community Services

# Strengthening & Assisting

## Community Planning

DuPage Federation's Community Planning program strengthen and assists its community through each collaboration it engages in. It is through collaborations, mutual support, sharing of information and best practices that our human service system is stronger and better equipped to address the needs of our community.



## Public Benefits Technical Assistance

DuPage Federation provides public benefits technical assistance guidance and resources to providers dealing with complex benefits cases, equipping them with the knowledge and resources to navigate intricate systems.



## Language Access Resource Center (LARC)

LARC offers comprehensive programs and services to equip, train and service our community, ensuring that language is not a barrier to accessing essential health, education and human services necessary for a fulfilling life. LARC plays a vital role helping organizations to provide language appropriate care and service, so that language and culture differences do not impede the quality of assistance. These services include interpreter and translation services.



# Strengthening & Assisting



**5,500** Interpretation  
Appointments  
Including Virtual **1,000+**



**12,500+**  
Hours of Interpretation



Telephonic Calls **6,000+**  
**96,000+** Minutes



**357,000**  
Translated Words



**1,580** Extern Hours  
Free Language Services  
to Community Partners



Welcomed **14**

9 - New Interpreters  
3 - Returning Interpreters  
2 - In-process Interpreters

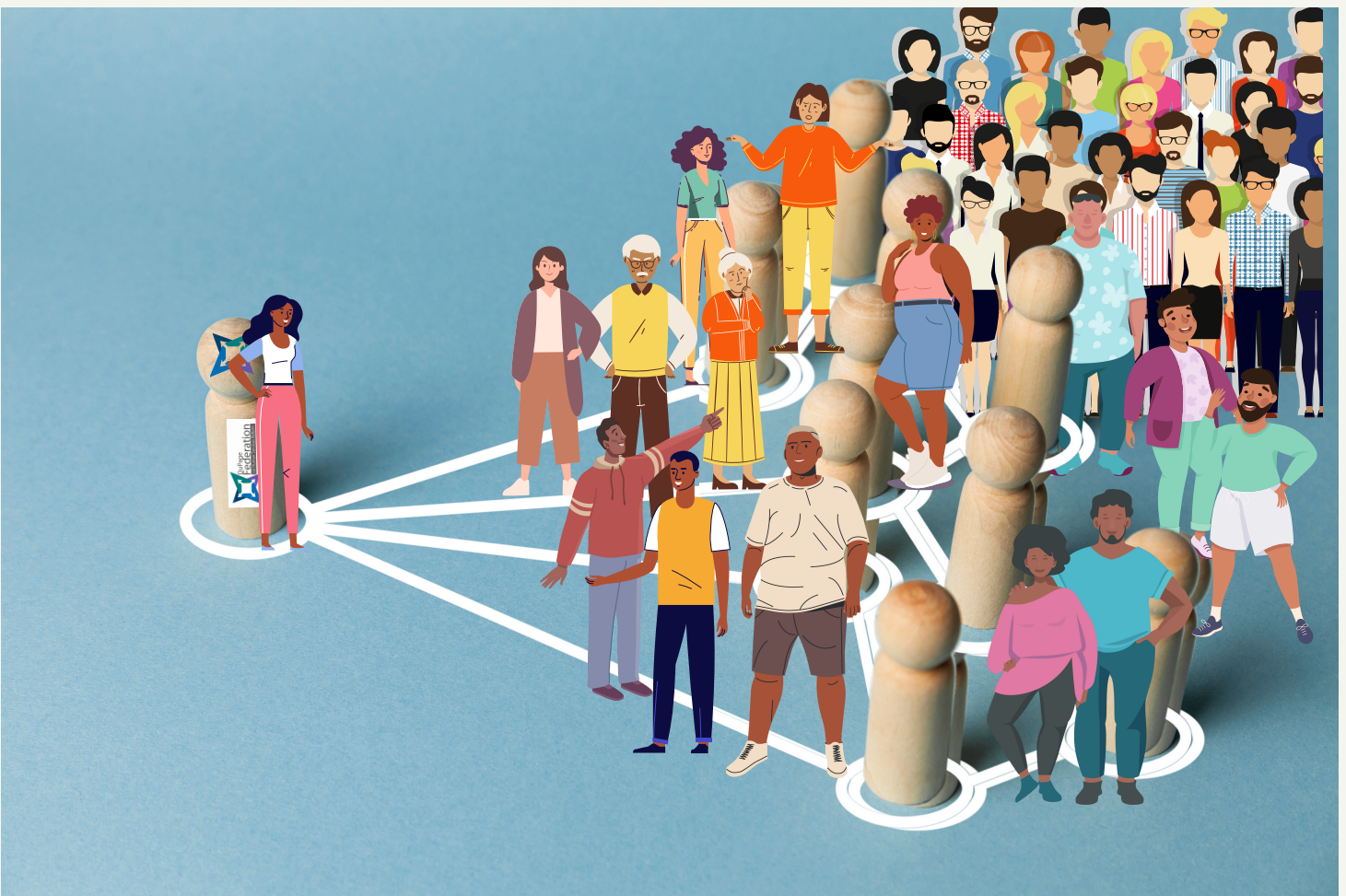
A diverse range of organizations and sectors rely on LARC's language services to ensure effective communication and inclusivity in their interactions with linguistically diverse populations.



# Impact

DuPage Federation's programs have a ripple effect on our communities. Two prime examples are our public benefits access program and our language access program:

- One newly trained interpreter has the potential to interpret for hundreds of limited English persons each year. The recipients of the interpretation service can share the information they received with family and friends
- Providing just one case worker with the knowledge and resources to navigate through the public benefits system and determine all of the assistance an individual or family qualifies for, affects not just that individual or family. It has the potential to affect that family's friends and neighbors.



# Impact

“

Because of the strong partnership with DuPage Federation, we were able to provide this training not only for the West Chicago community providers (my original goal) but for hundreds of people across the county. Where my capacity to convene ended, Dave's and the Federation's expertise on all things hosting, translating and particulars relating to Medicaid picked up. Because of the strong partnerships, quick organizing and deeply caring individuals that made this training come together so quickly, I firmly believe that hundreds of families across the county will not lose their health insurance. DuPage Federation is an important partner of WeGo Together for Kids and this event is just one example of the marvelous things we can do together!

~ Molly Beck Dean, Director, WeGo Together for Kids

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# Acknowledgements

At DuPage Federation on Human Service Reform we believe that real change happens when individuals join forces, working towards a common vision and purpose. As we reflect on our journey and the impact we have made, we would like to express our deepest gratitude to the incredible individuals who have supported, collaborated with, or worked for our organization, past and present. It is through their unwavering dedication and passion that we have been able to create meaningful change and make a difference in our community.

We extend our heartfelt appreciation to:

Our **Donors, Grantors, and Supporters**: Your generosity and belief in our mission have been the driving force behind our accomplishments. Your financial contributions, whether large or small, have enabled us to implement vital programs, provide resources, and reach those in need.

Our **Partners and Collaborators**: Through collaboration, we have been able to amplify our impact and create sustainable change. Together, we have forged strong alliances, shared expertise, and leveraged collective strengths for the greater good.

Our **Board Members and Council of Community Leaders**: Your guidance, strategic insight, and commitment to our mission have been instrumental in shaping our organization's direction. Your wisdom and expertise have enabled us to navigate challenges, seize opportunities, and achieve long-term sustainability. We are deeply grateful for your unwavering support.

Our **Team Members**: To our dedicated and passionate team, thank you for your unwavering commitment to our cause. Your hard work, resilience, and creativity have been the backbone of our organization. With your expertise and relentless pursuit of our mission, you have brought our vision to life and made a lasting impact on our community.

Thank you for being a part of our journey.

We thank you for your  
continued support.

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