

IMPACT REPORT

FY24



38

Council of Community
Leader Members

12

Board Members

12

Staff



MESSAGE FROM EXECUTIVE DIRECTOR

DEAR COMMUNITY,

It is my pleasure to share with you DuPage Federation on Human Services Reform's fiscal year 2024 Impact Report. This report not only reflects the tangible outcomes of our collective efforts but also serves as a heartfelt thank you to each of you—human services providers, donors, foundations, civic leaders, advocacy groups, research organizations, and institutions like healthcare systems, schools, and courts. Your collaboration has been instrumental in strengthening our human services system and ensuring it is fair and effective for all.

We deeply appreciate the trust our customers, partners, and funders place in us. It is through this trust and our shared commitment that we continue to advance our mission of generating cross-sector solutions that leverage expertise to address the complex human service needs of the DuPage region. The progress we've made together this year demonstrates the power of collaboration.

We are pleased to report that our efforts in planning, training, and serving have made our community stronger, more welcoming, and more resilient in the face of ongoing challenges.

Key highlights of the year include:

- **Welcoming and Supporting Newcomers:** We expanded the capacity of our customers and partners to welcome immigrants, asylum seekers, and refugees by providing culturally and linguistically appropriate services, ensuring access to financial, nutritional, and healthcare benefits.
- **Advancing Racial Equity:** We made significant progress in addressing systemic inequities by incorporating racial equity into our planning and delivery of human services, aiming to reduce the harms of racism across our work.
- **Identifying Actionable Human Service Needs:** Through planning and collaboration, housing distress has been identified as a clear and actionable human service need to be addressed by our community.

As we reflect on the achievements of the past year, we look forward with hope and determination. Our shared vision of a more just, resilient, and thriving community is within reach because of your continued partnership. Thank you for your commitment to this journey with us.

Sincerely,



Dave Roth
Executive Director



ORGANIZATION INTRODUCTION

DuPage Federation on Human Services Reform is a 501(c)(3) organization located in Lombard, Illinois.

ABOUT US

Established in 1995 under a governor's office initiative, DuPage Federation is one of five 'learning laboratories' aimed at pioneering collaborative approaches between government and community for welfare reform implementation.

Today, DuPage Federation operates as a nonprofit organization specializing in the collaboration of government and community organizations to identify ways a local community can address its human services needs using its own resources and resourcefulness.

OUR MISSION

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



CONVENE & PLAN

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.



EQUIP & TRAIN

DuPage Federation provides front line 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



STRENGTHEN & ASSIST

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.

OUR PROGRAMS

Our programs strive to provide the resources and support our community needs to ensure that all members of the community have optimal well-being, with no barriers due to race, language culture, disability, gender identity, sexual orientation, income, or geography.



COMMUNITY PLANNING

Community Planning engages government and community leaders through collaboration, mutual support, and the sharing of information and best practices to strengthen our human service system and ensure it can effectively address the needs of our community.



LANGUAGE ACCESS RESOURCE CENTER

Language Access Resource Center (LARC) addresses the language access needs of limited English proficient (LEP) individuals, ensuring that language is not a barrier to accessing essential health, housing, education, and human services.



PUBLIC BENEFITS ACCESS

Public Benefits Access (PBA) provides public benefits technical assistance, guidance, resources and training to providers, equipping them with the knowledge and resources to navigate the complex public benefits' systems.



COMMUNITY PLANNING

Community Planning strengthens DuPage County's human services system by identifying gaps in data capacity and implementing strategies to make data more effective in advancing community well-being. By helping health and human service organizations use data to improve performance and client outcomes, we work to create a more responsive and equitable system. Through targeted initiatives, we empower health and human service providers to leverage data to improve performance, enhance client outcomes, and ensure that every community member can achieve optimal well-being—free from barriers related to race, language, culture, disability, gender identity, sexual orientation, income, or geography.

CONVENING & PLANNING

Council of Community
Leader Meetings

4

Community Planning
Events (participated)

11



15

Community
Engagement Efforts
(facilitated)

20+

Local, Regional and
State-Level Committees
(engagements)

COMMUNITY **PLANNING**

EQUIPPING & TRAINING



165

Council of Community Leader Meetings (attendees)



160

Immigration Integration Forum (attendees)



138

Human Service Data Collection (respondents/participants)



63

Hosted/Cohosted Human Service Trainings (attendees)

LANGUAGE ACCESS RESOURCE CENTER

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.

EQUIPPING & TRAINING

166



Interpreter
Training Students

282



Prof. Develop.
Workshop
Attendees

156



Externs and
New Interpreters

CONVENING & PLANNING



31

General Outreach



67

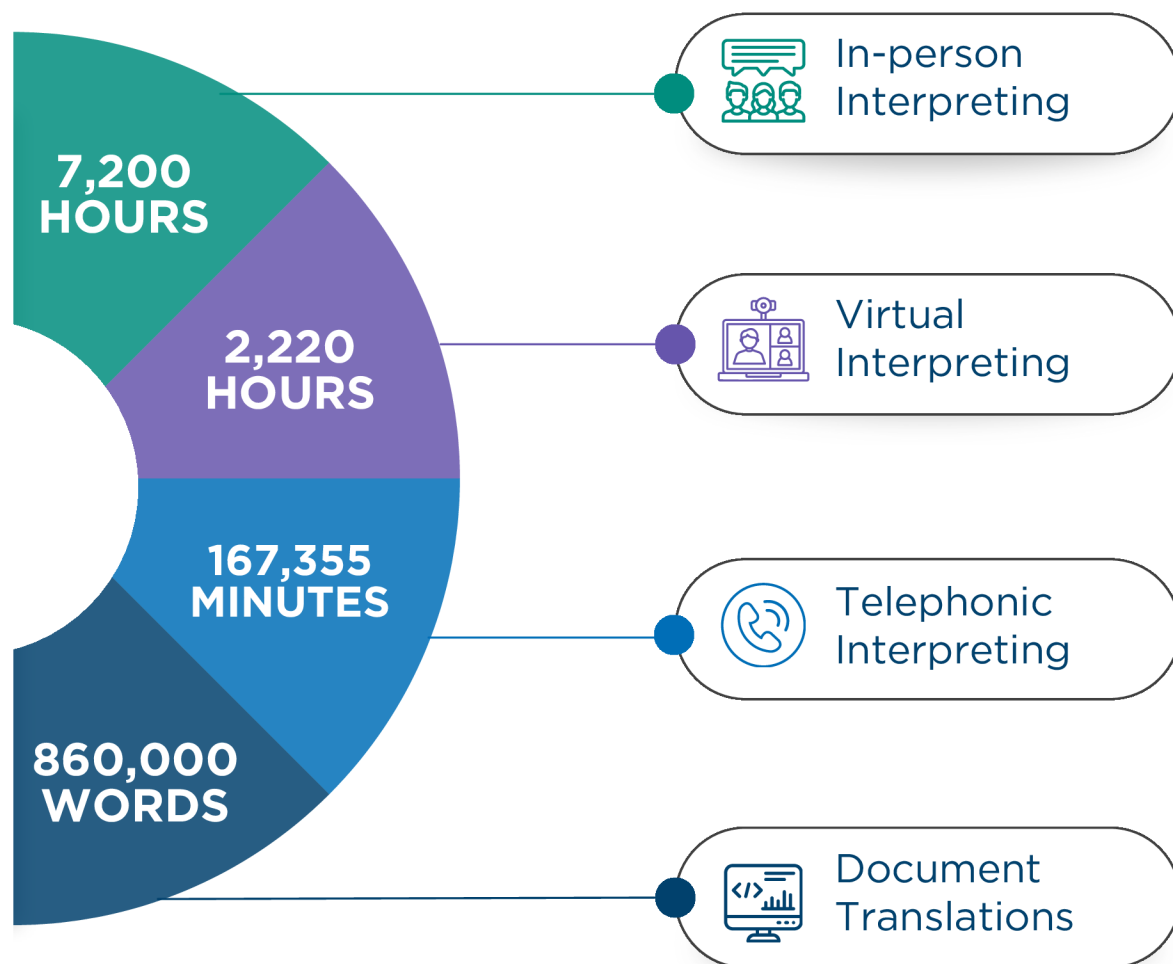
Direct Consultations

LANGUAGE ACCESS RESOURCE CENTER

STRENGTHENING & ASSISTING

Language Access Resource Center (LARC) provides comprehensive interpreter training, professional development, and language proficiency assessments for individuals seeking to serve their communities as interpreters in medical, educational, legal, and community settings.

LARC also designs customized training programs for organizations and institutions, ensuring that bilingual staff are equipped with the knowledge and skills to meet industry standards for interpretation, including rules, regulations, and best practices.



PUBLIC BENEFITS ACCESS

TRAINING & TECHNICAL ASSISTANCE

DuPage Federation's Public Benefits Access training empowers community partners with skills and knowledge to serve clients effectively. Through live events, on-demand webinars, and eLearning modules, we strengthen providers' expertise and capacity. This empowers them to help individuals access essential benefits, ensuring timely and equitable support.

29



Live Training
EVENTS

757



Live Training
PARTICIPANTS

177



eLearning
NEW ENROLLMENTS

248



eLearning
ACTIVE LEARNERS

2,194



Webinar Recordings
TOTAL VIEWS



COMMUNITY IMPACT

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Your leadership, experience and thoughtful perspective on language access and inclusion were valuable and appreciated. You played a critical role in helping shape the summit to be strategic and shed light on the vital issue of language access. The Language Access Summit was the first step towards creating a more equitable and inclusive Cook County.

—
Josina Morita
Cook County Commissioner, 13th District

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One thing that's been most helpful from DuPage Federation data is helping to identify really just the general landscape of the county and where there are gaps in services.

—
United Way

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When I come to the council of leaders meetings especially, there's a knowledge transfer happening for me at each of those. I'm learning something on a policy issue or getting a little deeper on human services workforce issues or whatever it may be. That's one of the unique "value adds" that the Federation can bring.

—
Adam Forker, Executive Director
DuPage County Health Department

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ACKNOWLEDGMENTS

At DuPage Federation on Human Services Reform, we believe that transformative change occurs when individuals unite behind a shared vision and purpose. As we look back on fiscal year 2024, we are filled with immense gratitude for the remarkable individuals and organizations who have supported us, partnered with, and contributed to our mission. Your collective efforts have enabled us to create lasting impact and foster positive change in our community.

We extend our heartfelt appreciation to:

Our **Donors, Grantors, and Supporters:** Your unwavering belief in our cause and generous financial support have been the lifeblood of our initiatives. Your contributions, both large and small, have empowered us to expand our programs, enhance our resources, and reach even more individuals in need throughout this year.

Our **Partners and Collaborators:** The power of partnership has never been more evident than in fiscal year 2024. Together, we have shared invaluable insights, and combined our strengths to address complex challenges. Your collaboration has been instrumental in magnifying our impact and driving sustainable change.

Our **Board Members and Council of Community Leaders:** Your visionary leadership and steadfast commitment have been our guiding light this year. Your expertise has helped us navigate uncertainties, capitalize on opportunities, and further solidify our organizational resilience. We are profoundly grateful for your continued dedication to our mission.



Our **Team Members:** To our passionate staff, your dedication continues to inspire us daily. Your innovative thinking, adaptability, and unwavering commitment to our cause have been the driving force behind our achievements this year. You have not just maintained our vision; you have elevated it to new heights.

Thank you one and all!

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