

South Central Community Services, Inc., wrestles continuously with the question of how to keep going and to improve our lot, especially during today's difficult economic times. Nonprofits must constantly strive for sustainability because, increasingly, funders and supporters are requiring us to demonstrate the sustainability of our efforts.

But what does that mean and how is it accomplished? While there is no one formula for building a high-performance social service organization, during the Board/Staff retreat we identified specific capacities and behaviors that are most critical to our sustainability. They are a clear and compelling vision, a passionate and engaged board of directors, a strategic approach to fund development, effective communication, marketing, and motivated professionals.

Stopping and thinking about each of these components of sustainability opened our minds to new possibilities, solutions, and ways of approaching a problem than we had not imagined before. I am proud to say that South Central's Board/Staff worked hard to stay true to our theme for FY'14; *"Sustainability: Serving the Needs of Our Community!"* The Highlights below are just a few of our accomplishments:

The Annual Meeting of the Board of Directors, held November 2013, was well attended by staff, community leaders, clients, parents, community residents, funders and other stakeholders. As usual, our guests experienced the operation of a full Board meeting with each committee of the Board of Directors reporting on their yearly highlights and pitfalls. This is the opportunity for the President/CEO to inform the public of the status of South Central Community Service, Inc. programs and services, as well as to answer questions.

The Board of Directors approved the revised Financial Recovery Plan prepared by the President/CEO, Chief Financial Officer, and Human Resources Consultant. This plan led to a break-even year for FY'14.

The Agency received full accreditation from the Council on Accreditation (COA) which is an international, independent, nonprofit, child and family service and behavioral healthcare

accrediting organization. COA envisions excellence in the delivery of human services globally, resulting in the well-being of individuals, families, and communities.

The Junior Board continued to support the overall mission and activities of the agency by acting as ambassadors, developing their leadership skills, technical skills and fundraising skills. They hosted three successful fundraisers and all proceeds benefitted SCCS Youth Programs & Services.

The Board of Directors sanctioned the appointment of the President/CEO to the Illinois African American Federation, funded by the Chicago Community Trust. This Federation brought together five Social Service agencies, in order to brain storm around sharing resources, collaborating and being educated on mergers and acquisitions.

The Comprehensive Treatment Clinical Services Department expanded its services with a new contract, The Adult Outpatient Mental Health Program. This program has contributed significantly to the expansion of the Agency. The Department also continued its provision of exemplary services to its clients through qualitative therapeutic counseling provided by the Child and Adolescent Outpatient Program and Day Treatment Clinical. These programs have successfully met the support and counseling needs of a diverse clientele throughout the City of Chicago.

The Educational Services Department experienced many accolades for its academic and therapeutic milieu programs. The Day Treatment Special Education School, High School and Elementary, ended the fiscal year meeting all indicators as measured by the Chicago Public Schools. The Day Treatment Program has been reaccredited by the North Central Association Commission on Accreditation (NCA) which ensures that educational programs adhere to best practices.

The Community Service Department continued to meet community needs via out-of-school time programs which focus on youth ages 6 to 17. The program goals include improving academic performance, providing recreation, sports, and cultural and artistic activities. This experience also

offered youth participants positive adult mentors, improved life skills education, and service learning opportunities. The Community Services Department also continued to enhance its partnerships with external stakeholders and strengthen linkages. The Department also worked strategically to enhance revenue through facility rentals.

The Brag Club kept the young at heart active through its weekly socialization, cultural and recreational activities for adults 55 and older. Senior Recreational Services are at an all time high at the Chatham Senior Suites with over 1,900 senior encounters taking advantage of line dancing, physical fitness, karaoke, computer classes and daily lunch.

The Agency's Wellness Program celebrated its 10th year anniversary and expanded its massage services to include corporate business incentive wellness programs, while continuing to serve senior resident facilities via funding provided by the Chicago Department of Family and Support Services. We are currently serving a total of 8 facilities and South Central's licensed massage therapists provide on site massage services to all facilities.

The Finance and Operations, Quality Assurance, Development and Human Resources Departments continued to ensure the integrity of the agency financially, qualitatively, and quantitatively while allocating appropriate resources, equipment, personnel and other necessities to accomplish the Agency's mission.

I extend my sincere thanks to the Board of Directors, their support and leadership has been invaluable. Additionally, South Central's staff and volunteers have been incomparably faithful, steadfast, and forthright in their day to day delivery of quality programs and services. I am so proud of them.

I want to thank all of you who have continued to support our fundraising efforts and special events; you, the foundations, corporations, businesses, city and state funders, and individuals who so generously support us; you, who offer words of encouragement; you, who donate your time as

volunteers; and, you who speak so kindly to others about us, and solicit their financial assistance.

We are proud to say that the community continues to support our efforts as we have earned their trust through an honest, transparent and responsible partnership. They continue to see us as a familiar face in the community, as a viable force in the community, providing much needed services to those in need of our interventions.

In the end, it is our hope that by providing a context for sustainability, South Central will continue to benefit the individuals, families, and communities that are recipients of our efforts.