



2020
ANNUAL REPORT

#LeadingPositiveChange

“ I think this program is really important for people who are lost. Because I was lost. But once I started opening up to my mentor Nydia, it helped me decide, ‘Yes, I do want to finish high school. I do want to finish the program. I do want to get my CDA.’ And now I have a career, I know what I want to do when I go back to school, and I just have to push myself.”

Brittany
SGA Client

“ It’s very rewarding; I learned more about my child and how he thinks, feels, and grows, naturally through the whole program.”

Mya
SGA Client

“ SGA was there for me when I lost all hope. SGA is changing my life for the better.”

Griselda
SGA Client

“ My new career gives me confidence and is keeping me on the right path.”

Arion
SGA Client

“ SGA has had such a big impact on my life, They helped me and my husband improve our parenting skills so we could help our daughter and they provided early intervention for my daughter so she could learn and develop appropriately. Now they are helping me to grow as a professional. As President of the Brighton Park Parent Committee, I have learned so much about social services that I am planning to go back to school to learn more about social services when Nicole starts kindergarten. I want to get my GED, and further my education to help families like mine in Brighton Park. Maybe at SGA!”

Cynthia
SGA Client





Give a Gift.

Change a Life.

#LeadingPositiveChange

MISSION STATEMENT

SGA helps children, families and communities facing great challenges to realize their potential.

SGA Youth & Family Services leads positive change for children and families in Chicago's most challenged and underserved neighborhoods. The agency has provided free, comprehensive services since its founding in 1911. SGA believes that sustainable community change results from a focus on parenting, early childhood, education support services, and workforce development. Collaborative partnerships, innovative programs, and measurable outcomes fuel SGA's efforts to replace the cycle of poverty with the Cycle of Opportunity®. Learn more at sga-youth.org.

LETTER FROM THE

PRESIDENT & CEO AND BOARD CHAIR

Dear Donor,

First of all, we would like to thank you for your continued support this year. It is through the generosity of our loyal supporters that we are able to provide life-changing services to the most challenged and underserved Chicagoland populations.

The year 2020 was extremely challenging for all of us. Unfortunately, the pandemic has contributed to further disproportionately affect our Latinx and Black communities that represent the majority of the families we serve. When COVID-19 had us sheltering in place, we quickly adapted our delivery of client services. We moved services online to platforms such as Zoom and FaceTime. Our staff also worked tirelessly to help our clients by hosting monthly contactless pick-ups and home deliveries for essential supplies such as diapers, baby formula, PPE supplies (Personal Protective Equipment), and winter coats. With our community partners network, we were able to refer clients to resources that offer essential services like housing/rental assistance.

Year after year, we continue to fulfill our mission to help children, families and communities facing great challenges to realize their potential. We do this through our proven service model – the Cycle of Opportunity®. From parenting to early childhood, education supports and workforce development, we are working to break the cycle of poverty. Your charitable contributions fund our mission. With your financial support, we were able to serve nearly 21,000 youth and families. Thank you for helping our families in their transformative journeys to better lives.

We invite you to read more about our work that your funds support. In the coming pages, you'll read heart-warming client success stories, which proudly showcase specific examples of how our program participants succeed with the help of their caseworkers. As always, if you have questions about our programming or accomplishments, please reach out.

Sincerely,



Susana Marotta, Ph.D.
President & CEO



Nanette Bufalino
Board Chair, FY2020



LEADING POSITIVE CHANGE THROUGH THE

CYCLE OF OPPORTUNITY

Nearly half of Chicagoans are considered to be low income and nearly a quarter live below the poverty line. The city is heavily segregated, with the majority of low income populations concentrated in South and West Side neighborhoods. This has exacerbated many issues experienced by these communities, including high rates of violent crime. SGA is focused on changing this heart-breaking statistic.

We have developed a unique service model that we call the Cycle of Opportunity®. This model is comprised of four service areas: parenting, early childhood, education supports and workforce development. All of our programming falls under one of these categories.

Our aim is to replace the cycle of poverty with the Cycle of Opportunity®. Our Cycle of Opportunity® is a continuum of services from cradle-to-career. This sustainable model fosters resilience, instills hope, and helps individuals realize their potential. We begin with prenatal care, supporting both young and new parents, to ensure that their children are ready for kindergarten. We assist youth by providing positive development opportunities and the social-emotional support required to prevail over obstacles and succeed in life. We provide career training for young adults who are out of school, preparing tomorrow's workforce while helping families earn living wages. SGA's case managers and counselors help program participants overcome immediate barriers while laying the foundation for long-term success.

We know there are many factors involved in lifting people out of poverty. Our services provide the education, skill-building and experiences to help children and families realize their potential. Through our no-cost, comprehensive services, we strive to transform the life of first one person, then their family and finally their entire community. It all begins with one individual receiving services. From there, through the continuum of services, SGA can reach beyond one individual to support the broader community in facing and combating adversity. We strive to support our clients to not only lead happy, healthy, and safe lives, but to acquire the tools to contribute to safer, more equitable societies for all.

Give a Gift.

Change a Life.

#LeadingPositiveChange

01. CYCLE OF OPPORTUNITY

PARENTING

Parenting is the first focus area in our unique service model, the Cycle of Opportunity®. Parenting practices around the world share three major goals: ensuring children’s health and safety, preparing children for life as productive adults and passing on cultural values. A high-quality parent-child relationship is crucial for healthy development.

Here at SGA, we begin helping new parents before their child is even born. Through our parenting programming we provide critical skills training, physical and mental healthcare, and other services all to help parents become the best they can for themselves and their children. Our parenting program assists pregnant community members in receiving high quality prenatal care so they can deliver healthy babies. This helps lower Chicago’s infant mortality and low birthweight rates. The parents we work with learn and apply the necessary skills to be more effective in their roles.

Our parenting program is federally-funded and works with parents living in Chicago’s Southside communities. We serve families with children from birth to 18 months of age and pregnant persons. Some of the many services we provide include:

- Education and resources for breastfeeding, infant attachment and reproductive life planning
- Testing for sickle cell disease, HIV and STD’s, and obtaining immunizations
- Workshops on safe sleep and self-care, smoking cessation and behavioral health

PARENTING STATISTICS

» 73% of mothers reported early entry into prenatal care compared with 56% of mothers across Chicago reporting adequate prenatal care.

» 82% of families completed preventative medical visits compared with 69% of women in Illinois according to CDC data.

» 65% of parents read to their children 5-7 days a week compared with 56% of parents of 0-2 year olds in a national survey.



SGA SUCCESS STORY

VANESSA

Thirty-five-year-old Vanessa is a single mom to her nine-month-old daughter Felicia. The Roseland resident enrolled in our infant mortality and prevention program, Midwest Healthy Start in September 2020. Vanessa comes from a family with seven siblings, and she's very family oriented. She was in trade school when she found out she was pregnant. This was right at the beginning of the COVID-19 pandemic. She immediately began looking for resources to help her learn everything she could about pregnancy. She saw a flyer for our program while at her doctor's office in her eighth month, but before she and SGA connected, Felicia had decided to come early!

Before entering the program, Vanessa was worried about the cost involved with having a baby, and worried that her doctor considered her a high-risk pregnancy. He told her not to worry about work but focus instead on being healthy. Vanessa, like most first-time mothers, didn't realize when her labor had started. Her sister raced them to the hospital just in time. They arrived at 1:55am and baby Felicia made her entrance into the world at 2:25am, just one-half hour later.

Soon after giving birth, Vanessa was paired with Talia, one of SGA's Parent Educators. "The things I do with Talia now are very helpful. She showed me creative ways to make safe toys using ordinary things laying around the house, rather than buying new toys." Talia gave Vanessa the information she

needed to make sure Felicia was hitting all of her milestones at the appropriate times. Vanessa says she gained much-needed confidence as a mother because of her involvement in the SGA program. She and Talia meet about 6-8 times per month.

When Vanessa saw our brochure, she thought it would be just classes and assessments. She soon realized the program was tailored to each client. She says, "I feel like I'm doing something proactive for my child and for me too. The program is more hands-on, it's not like a boring classroom structure."

Luckily, Vanessa's family is a great support system for her. Still, she says it feels really good to have others supporting her parenting journey as well. "Without the program I probably wouldn't be able to experience parenting the way I would have liked to. I think without it, I would be a lost mess." She also appreciates our program for providing up-to-date safety information. When she was growing up with many nieces and nephews, there was always a lot of padding and blankets in the cribs. Now she knows those items are not safe in a crib.

The new mom especially likes that our Midwest Healthy Start program is individualized. "They work with your schedule. That's why I recommend the program to my friends and other parents. It's a really good support system, something to help you along the way while your child is growing," Vanessa says.

Talia says that Vanessa has been the model client. "I'm proud of Vanessa for facing her fears as a first-time mom. She gets discouraged sometimes, but I'm glad she's in a space where she can overcome those things. She always attends her sessions, workshops, and is open to suggestions."

"When I look at Felicia, she's gorgeous and it's all worth it," Vanessa says about her baby.

02. CYCLE OF OPPORTUNITY

EARLY CHILDHOOD

The second service area in our Cycle of Opportunity® is Early Childhood. SGA is proud to offer activities and experiences designed to aid in the cognitive and social development of preschoolers before they enter kindergarten. This period of time is important in a child's life because it is when they first learn how to interact with others including peers, parents and teachers, and also when they begin to develop interests that stay with them throughout their lives. Early childhood education encompasses much more than just learning basic skills. It's a time when children learn critical social and emotional skills and a partnership is formed between the child, their parents and the teacher.

Our comprehensive programs were created with the whole family in mind. In our Early Childhood programs, case managers are focused on helping a child thrive. However, the parents are also heavily involved in this work. We use the 'Parents as Teachers' home-based curriculum which concentrates on motor coordination, language and literacy, and social-emotional and cognitive learning through an individualized approach.

The main goals of our Early Childhood programs are to:

- Support child development
- Provide early detection of developmental delays and health issues
- Prevent child abuse and neglect
- Increase children's school readiness

EARLY CHILDHOOD STATISTICS

» 84% of parents reported reading to their children 3+ days a week compared with 65% of parents of 0-2 year olds in a national survey.

» 98% of children were reported to be fully immunized compared with 77% of Illinois children in a national health survey.

» More children were reported to have a medical home (72%) and dental home (72%) in the Spring than in the Fall (62% and 53% respectively).



SGA SUCCESS STORY

ELIZABETH

Elizabeth and her husband Jose live in the Chicago suburb, Berwyn. Elizabeth, 25 years old and a stay-at-home mother, grew up in Mexico before coming to the US when she was 15. Jose is 23 years old and works for O’Reilly Auto Parts. During Elizabeth’s first pregnancy and after the birth of her first child, Ariana, the couple lived with Jose’s parents in tight quarters. At the time, Elizabeth was suffering from postpartum depression and was having trouble breastfeeding. Times were hard and they were going through a lot. The young mom stayed at a mental health hospital for five days, coming out much stronger. The couple then had a second child, Ariel – a boy.

One day while at the park, a couple of women approached Elizabeth to introduce her to an early childhood program at SGA Youth & Family Services. Elizabeth thought, “Why not? Just try to learn. If I don’t like it, I will just get out, but I stayed.”

In September of 2018, when starting out in the program, Elizabeth and Jose were assigned a Parent Educator, Ruby, who would become a huge support for the family. They currently meet weekly via Zoom. Together, they set some goals for the couple. One of these was forming a habit of reading bedtime stories to their children. They decided to take turns getting Ariana, now four years old and Ariel, now two, ready for bed. They bathe the children together and try to prioritize family bonding time. Jose said one of his goals was to have better interactions with his kids. He felt prone to becoming easily heated and strived to become more patient with them. The dedicated father that he is, he hoped to learn how to treat them with more compassion and resist the urge to “snap.”

Ruby helped Elizabeth potty train Ariana. One of Elizabeth’s biggest goals was being able to breastfeed. Ruby reminded her that there is no shame in having to bottle feed, but nonetheless supported her on this and gave her tips. The young mom had really wanted to breastfeed her first child, but with the depression this was not possible. Now with her second child she was in a totally different emotional state and “everything is much better.” She wanted so much to bond with both of her kids. Before, when she was working, Elizabeth didn’t feel like she could deal with her oldest all day long. “We will go crazy,” she said. And now after learning skills through the early childhood program, she bonds with her children and has much more patience. Regarding Ariana’s emotions, Elizabeth says, “That was something that was kind of hard for her – and for me to make her understand and to express them to us.”

Elizabeth is thankful that her daughter has matured a lot since being in the program. “It also prepared her for Pre-K, to interact with other kids,” Elizabeth said. Elizabeth and Jose have learned more about child development, positive discipline, the importance of routines and reading and much more with the support and guidance from Ruby. Elizabeth feels she is a better mother and they are both are grateful SGA’s early childhood program exists as their family has learned so much from it. Jose said he’s been talking with his coworkers about the program, “I encourage them to at least give this program a shot and see what it’s all about.”

03. CYCLE OF OPPORTUNITY

EDUCATION SUPPORTS

As we move through our unique Cycle of Opportunity® service model, after Parenting and Early Childhood, the next focus area is Education Supports.

We work in the most challenged and underserved neighborhoods, mainly on the West and South sides of Chicago. Because these communities suffer from challenges such as racial inequities and health disparities, high rates of violence, substance use issues and immigration barriers, we know that unique solutions are required otherwise these challenges may lead to low school attendance, dropping out of school, getting involved with gangs, substance abuse, or violent behavior. Many times, children and youth from these impoverished communities experience social and emotional challenges that prevent them from leading full, happy and healthy lives.

Our education support services include tutoring, peace circles that allow space for youth development and group discussions among peers, arts education programs and sports and recreational activities for children and youth, as well as helping them get to and from school safely. To aid students in achieving academic success, SGA also provides comprehensive counseling, case management, crisis intervention services and wraparound supports.

In an effort to help each student succeed, SGA often involves the entire family in the process. Counselors and case managers work with the youths' parents to set realistic goals and encourage the family to participate and work together. A student feels more supported when their whole family is involved.

EDUCATION SUPPORTS STATISTICS

» 100% of 12th grade clients graduated and enrolled in a two- or four-year college; 87% of clients were first-generation college students.

» 94% of clients in our teen program had improved grades.

SGA SUCCESS STORY

HASHIM

Seventeen-year-old Hashim is a graduating senior at Wendell Phillips Academy High School, located in the Bronzeville neighborhood on the South Side of Chicago. He lives with his parents, an older brother and an older sister. Hashim was struggling with the college application process because he didn't know how to get started or what to even look for. He first heard about our college readiness program, Higher Sights, through his cousin during his junior year. She told Hashim about our program that helps students focus on getting into college and applying for scholarships. Hashim was paired with a mentor, Jacqueline, who would guide him along the college application process during weekly one-on-one meetings.

Starting out his senior year, Hashim knew he wanted to rack up as many scholarships as possible. His top priority was finding a good fit for him and graduating from college without student debt.

Jacqueline works on other activities with her mentees. She helps them write resumes and college application essays. She also supports them by performing mock interviews with her students and discussing appropriate interview attire. The past year has been overwhelming for many people due to the COVID-19 pandemic, so emotional support has been an especially key component of the mentor-mentee relationship. Jacqueline often plays an important role in her mentees' support systems, providing extra support to those who have fallen off course, encouraging them to get back on track and push to the high school finish line.

“Overall, it has been an amazing experience because I have a support system.”

He continues, “talking to my friends and hearing what they go through, it's kind of hard to hear how they don't have the same support system, so I'm really appreciative of how many opportunities I have.”

So far, Hashim has applied to 25 colleges and with the guidance of his Higher Sights mentor, he's applied for many scholarships. Of the 25 schools he applied to, there were only 2-3 schools that didn't accept him! Hashim is looking forward to majoring in Business Finance. He's narrowed down his top three schools to Ohio State University, University of Arizona, and University of Michigan.

Jacqueline is most proud of Hashim for being awarded The Gates Scholarship. This is a huge accomplishment, as thousands of students apply nationwide. Scholars will receive funding for the full cost of attendance that is not already covered by other financial aid and the expected family contribution. He has already received three scholarships in addition to The Gates Scholarship.

When asked about what he would like people to know about the Higher Sights program, Hashim says, “If you are looking for a support system, or just looking forward to someone having your back, just apply. Take advantage of this opportunity. They really push you ahead in life.”

04. CYCLE OF OPPORTUNITY

WORKFORCE DEVELOPMENT

Workforce Development is the final focus area in our Cycle of Opportunity®. We concentrate on supporting Opportunity Youth, who are defined as young adults ages 16-24 who are out of school and out of work, including those involved in the juvenile justice system.

Services begin with paid summer employment opportunities for students as young as 14 years old.

In partnership with the City of Chicago Department of Family and Support Services, SGA has been providing summer job and internship opportunities for many years now in One Summer Chicago. SGA has served several hundred youth per year since the beginning of the partnership.

Worksites have been a key factor in the success of the program. Our worksite partners span the entire city working with Chicago Public Schools, businesses in Pilsen and Brighton Park, community-based organizations, and other small businesses across several communities.

The summer jobs program is for youth ages 14-24, who are Chicago residents, that provides youth with increased job readiness and social skills training. The

summer jobs program aims at not only providing exposure and learning opportunities, but also a productive and safe experience for youth. Many youth also benefit from mentoring and relationship building skills and opportunities offered during this summer experience.

Throughout the year, SGA has other workforce development programming centered around helping youth and young adults find jobs and internships. Youth placed in internships have participated in employability skills and social-emotional learning training. This training includes vital skills that contribute to a young person's success: planning for success, social awareness, verbal communication, collaboration, problem solving, and personal mindset. Internships help youth develop critical life skills in communication, teamwork, time management, and initiative. They provide youth with a meaningful work experience to demonstrate to potential employers. Youth are able to confidently provide employers with examples to demonstrate job-readiness and skill knowledge. Interns gain valuable skills and knowledge that exposes them to various industry-specific career opportunities.

WORKFORCE DEVELOPMENT STATISTICS

» 86% of clients reported increased confidence in their job skills compared with 79% in the previous year.

» 91% of clients in one of our workforce development programs successfully received a job placement.

SGA SUCCESS STORY

ANTHONY

Anthony, from the Lawndale neighborhood on Chicago's West Side, has two brothers and two sisters and has been enrolled in the DIY Wraparound Program for nearly two years. When he was initially enrolled in the program, he was living in a shelter, was involved in a gang, had a criminal record, and had very limited family support.

The young man's support at the time was his DCFS (Illinois Department of Children and Family Services) caseworker who showed consistency, dedication, and was focused on helping him succeed. With this support alongside the added support of his SGA Family Team Facilitator, Anthony was able to leave the shelter and move into a transitional living program. This allowed him freedom to live where he had control and independence.

The SGA Facilitator met with Anthony for one-on-one meetings to talk about his hopes for the future. Anthony also participated in his monthly team meeting with his DCFS caseworker, SGA Family Team Facilitator, his mentor, and the transitional living program staff. During these meetings, he was able to express himself authentically, vent his frustrations, get advice about his struggles, create goals for himself and discuss what support he needed.

At that time, one of the Anthony's biggest goals was graduating high school. He was involved in a mentorship program within his school. The DCFS caseworker and school mentor consistently praised Anthony for his exemplary grades and hard work. He was on track to graduate high school a few months early. Unfortunately, due to his gang involvement, Anthony began to withdraw from school and his support network. He started carrying a gun and was involved with people who did not have his best interests at heart. He was not taking care of his mental health needs, he was no longer invested in school, and he periodically slept on the train at night instead of his residence. Overall, he was struggling to care for himself.

Anthony was arrested again and because he was 18, he was sent to Cook County Jail. While incarcerated, he was struggling to stay motivated as he awaited his hearing. He stated that being in jail made him realize that he needed to get back on track. However, due to the COVID-19

pandemic, already limited prison resources were made even more scarce or inaccessible and Anthony was not able to receive the therapy and school support he needed. The SGA Family Team Facilitator was able to provide books to keep Anthony occupied and study materials so that he could work towards attaining his GED.

As time progressed, Anthony had the option to post bail, but with a lack of family and peer support, no one could afford it. Anthony's public defender and SGA family team facilitator worked with a bail agency and together they were able to pay bail for him to be released early. One of the stipulations of his release required that he pay restitution for his crime. Since the DIY Wraparound Program provider was able to pay the restitution, he was not put on electronic monitoring. The access to support that allowed him to post bail and pay restitutions enabled Anthony to start his life again. Once he was released, he transferred to a shelter where he was able to begin school again.

Anthony has continued to work with his SGA Family Team Facilitator and is beginning to work on steps towards independence. He is no longer in contact with or at risk of being victimized by the gang and is focusing on making positive progress in his life. Anthony is now very active in school, is meeting with his school mentor regularly, and is on track to graduate high school in June 2021. He is also determined to get a job to support himself. He has been working on budgeting and saving his money. Anthony was also able to start a work project with his school that will provide him with employment after he graduates. The support team is working on finding a more permanent living situation. Anthony continues to work with his SGA Family Team Facilitator and other team members to create goals that he can achieve, build positive relationships, focus on his mental health, and ultimately, set himself up for success.

THANK YOU FOR YOUR SUPPORT

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“Your gift truly makes the difference for our families and we are extremely grateful.”

Martha Guerrero
SGA Executive Director



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FISCAL YEAR 2020

FINANCIAL STATEMENT



Revenue

	2020	2019
Public Support, Contributions and Bequests	\$674,529	\$1,389,582
Special Events	\$206,853	\$354,177
Program & Contract Service Fees	\$6,425,922	\$5,619,364
Grants from Government Agencies	\$5,879,242	\$6,483,094
Non-Operating Revenue	\$208,877	\$399,362
Total Revenues	\$13,395,423	\$14,245,721



Expenses

Direct Work with Children, Youth & Families	\$10,362,690	\$10,851,392
Building Professional Capabilities	\$2,488,149	\$2,157,728
Resource Development	\$279,852	\$449,978
Total Expenses	\$13,130,691	\$13,459,098



Financial Position

Assets

Investments	\$8,350,330	\$8,168,544
Cash & Cash Equivalents	\$3,368,506	\$2,859,936
Receivables and Pledges	\$2,275,122	\$2,549,532
Prepaid Expenses and Deposits	\$115,932	\$122,078
Furniture & Equipment	\$21,565	\$26,973
Total Assets	\$14,131,455	\$13,727,063

Liabilities & Net Assets

Restricted Net Assets	\$462,208	\$462,208
Unrestricted Net Assets	\$12,800,398	\$12,595,666
Liabilities	\$868,849	\$729,189
Total Liabilities & Net Assets	\$14,131,455	\$13,727,063

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