



**Village of Arlington Heights
Additional Information for Planning Commission
9/22/2021**

Shelter, Inc. is pleased to provide the following information for the Plan Commission Meeting on 9/22/2021.

Background Information

- Shelter, Inc. has operated a facility on the corner of Golf and Arlington Heights Road since the late 1990's. Prior to 2012, this facility was considered an Older Adolescent Group Home. In 2012, our program turned into a Transitional Living Program (TLP), which offered our youth more structure, guidance, goals, and a treatment plan for existing our program with a goal of living independently. In 2016, a change in clinical leadership was made and changes within the Transitional Living Program and screening tools began. In 2018, the agency brought a new Executive Director onboard and management began implementing changes within the TLP to reflect the needs of our youth and evidenced based practice to ensure the success of our young people.
- Since change in Executive leadership, Shelter, Inc. has worked tirelessly to enhance our programs, meet the needs of the young people in our community, and strengthen our safety protocols. We collaborate and partner with many other service providers in our area to strengthen our community and ensure that every child grows up in a safe and loving home.

Staffing & Occupancy

- Safety is our number one priority. We understand the importance of keeping our youth, staff, and community safe always.
- We have 24-hour supervision of the home by trained staff. One staff per six residents is required at a minimum. There are three shifts, and each staff person must be awake during their shift. There are hourly checks overnight and the home will be outfitted with security cameras and an alarm system. These safety features are installed in all our residential homes and increase the level of safety and security of our residents, staff and the community. Residents are allowed to leave for work/school or to visit friends/family, but they must signout and staff must be able to contact them. A midnight curfew is enforced, and any resident not accounted for by the required time is immediately reported to DCFS and a missing person's report is filed (as mandated by DCFS).
- Our staff working at the Transitional Living Program include resident advisors with bachelor's and master's degrees, a house manager with a bachelor's degree, a case manager, one MSW therapist, an LCPC treatment coordinator, and the support and oversight by the clinical director



who has an MSW and an LCSW. An attachment of all staff and their credentials is attached.

- While our petition talks about an expansion to 12 possible youth, this could take years, if at all, to even achieve. Our priority is to ensure that the 6 current youth that we have do well within the community and that our staff adjusts to the new location. We would then look at the program, continue to implement new evidenced based practices, and if it's appropriate, offer an additional space for another youth.
- Our ratio is always 1 staff to 6 young people. If we did increase our youth to 7, we would need to hire additional staff, reducing our ratio and increasing our safety standards.

Safety and Screening Protocols

- Since 2016, we have only had 97 calls to the AHPD.

2016	14
2017	7
2018	22
2019	26
2020	17
2021	2

- When looking into these calls, we determined non-criminal calls (curfew violations, mental health checks, etc.) make up a heavy majority of the calls. Below are the percentages of non-criminal calls

2016: 50 %	2019: 96.15%
2017: 71.43%	2020: 60.71%
2018: 86.36%	2021: 100%

- The context of the above calls is very important. A document is attached that goes into more depth about what these calls to the police are. Please note, there has been a 96% decrease in calls to the police from 2020 to 2021. The decrease in calls is a direct result of the enhanced screening protocols and increased mental health services that we provide to the residents.



- Our enhanced screening and proactive accountability measures included more specific questions regarding legal/criminal involvement, on probation/parole, aggression, gang involvement, sexually problematic behaviors, and if they have to been registered on the sex offender registry (either juvenile or adult). We get additional details regarding mental health diagnosis and history, prescribed medications, compliance with the medications through incident reports, and willingness to comply with the medications if accepted to the program.
- In 2020, the State made a significant change that for the first time gave us access to the DCFS case file of our young people. By providing us access to each potential resident's State Automated Child Welfare Information System (SACWIS) case files, the State revolutionized the screening capabilities of our TLP applicants. We now know their complete histories and are much more confident they can complete the TLP program successfully. Case managers have access to psychological reports, therapy reports, psychiatric reports, school reports, history of physical/verbal aggression, property damage, police involvement, peer and staff relations, etc. Shelter can refuse to accept any referral that does not fit the safety standards for this program. When we see incidents for aggression towards staff, property damage, sex offences, violent offences, or poor relationships with peers, we decline them.
- Over time, we noticed an increased need for mental health services; however, those services were met with many barriers. Since the residents' healthcare is covered by Medicaid, and providers who accept Medicaid in the suburbs is limited, residents either had to travel to other cities (Oak Park, Evanston, Chicago) or wait up to 18 months for services. Seeing this need for increased support, we started our own Clinical Program so that we can provide mental health services onsite. Over the past year, we have been able to increase case management and start both group and one-on-one therapy sessions with all the residents.
- We have not had to call the police on any of our current residents. We can attribute this to our new clinical program that gives our young people access to mental health services 24/7, and enhanced screening procedures and access to SACWIS files.

Parking/Transportation

- Shelter, Inc is not requesting a variance for additional parking at the 207 and 209 E. Valley Lane. The youth do not own cars and if they did, would not be able to park their vehicle on our property or within the neighborhood.
- The fact that the youth do not own cars is why this location is perfect for them. They are in walking distance to many employers, many of which already employ our current young people. Our clients would be able to have consistency with their current employer by transferring to a closer location within walking distance to this facility.
- If transportation was needed, each client is given a transportation stipend of \$110 each month to



use for uber, etc. In addition, their school transportation is paid for by the McKinney Vento Act. Therefore, the lack of public transportation is not an issue for our young people.

Accreditations and Community Support

- Shelter Inc operates as a fully licensed child welfare agency accredited by the Council on Accreditation and Healthy Families America. Every four years, the Council on Accreditation conducts a thorough review of all staff, programs and policies to ensure that the highest standards of best practice and safety are being met. This accreditation process takes months to complete and includes site visits of all programs and interviews with staff, residents, clients and community stakeholders.
- Shelter Inc is funded by state and local entities including: the Department of Human Services, the Illinois State Board of Education, and the Department of Children and Family Services. We are licensed by DCFS and failure to follow their standards would result in termination of the program and possibly losing our license. Shelter is also supported by local townships including Wheeling, Elk Grove, Palatine, Schaumburg, Hanover Park, Vernon Hills and Des Plaines. The Village of Arlington Heights also approved CDBG funding in 2019 for our current Transitional Living Program residence but we were unable to accept the funds since our landlord could not provide a five-year lease.
- Shelter Inc operates two additional homes for youth ages 11 – 17 in Schaumburg and Palatine. Both of these homes are located in residential areas and have the full support of the immediate neighbors, their respective police departments and the mayors of both towns. The neighbors have stated that they are proud to have Shelter Inc in their community and we have strong working relationships with staff and elected officials in both Schaumburg and Palatine.

Shelter, Inc. Staff

FOR THE TRANSITIONAL LIVING PROGRAM

Shelter's qualified and state-accredited staff is trained in trauma-informed care and has a wide range of experience addressing the needs of young people who have been abused, neglected or abandoned. TLP is supervised 24 hours a day.

Supervisory Staff

Carina H. Santa Maria, MSW, LCSW
EXECUTIVE DIRECTOR

3 years at Shelter, Inc. and 11 years in social services

Gina Ciulla, MSW, LCSW
CLINICAL DIRECTOR
27 years at Shelter, Inc.

Kristie Langley, MA, LCPC
TREATMENT COORDINATOR
2 years at Shelter, Inc.

Vincent Burton, MSW
THERAPIST
Hired in 2021

Caitlyn Lierman, MSW Candidate
CASE MANAGER
9 years at Shelter, Inc. and 3 years at TLP

Alexandra Salcedo, BA
TLP COORDINATOR
Hired in 2021

Resident Advisors

Andre Barnes, BA
1.5 years at Shelter, Inc.

Gina Lozano
15 years at Shelter, Inc.

Amanda Treptow, BA
Hired in 2021

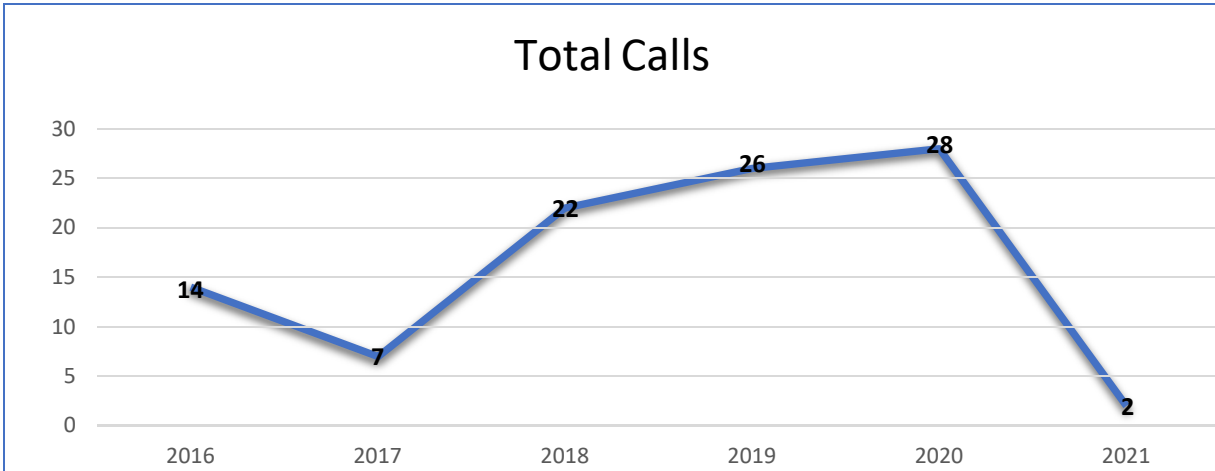
Stacy Morrow, BA
5 years at Shelter, Inc.

Tiffany Moore, MBA,
MNP, MCD
2 years at Shelter, Inc.



Shelter, Inc.

TRANSITIONAL LIVING PROGRAM POLICE CALL HISTORY 2016-2021



YEAR	TOTAL CALLS	NUMBER OF CALLS FOR CURFEW, MENTAL HEALTH OR NON-CRIMINAL	PERCENTAGE OF NON-CRIMINAL CALLS	Number of more serious calls	REASON FOR OTHER CALLS	More Information
2016	14	7	50%	7	Theft under \$500, theft over \$500, criminal damage and trespass to property	
2017	7	5	71.43%	2	Disorderly conduct, theft under \$500	5 video games stolen Youth upset with staff – verbal aggression/threats
2018	22	19	86.36%	3	Domestic battery, theft under \$500	Money stolen from one youth by another, argument between peers
2019	26	25	96.15%	1	Theft under \$500	Nintendo stolen from one youth from another
*2020	28	17	60.71%	11	Peer altercation, simple assault (verbal threat), theft under \$500, theft over \$500	*13 out of the 17 calls were due to a youth who had to be removed. The other 4 were for verbal threats

2021	2	2	100%	0	None	

*In 2020, 13 of the 17 calls were related to one individual that was not a fit for our program. We then worked with DCFS To get his case transferred.



1616 N. Arlington Heights Road, Arlington Heights, IL 60004
 24-Hour Help Line: 847.255.8060
Shelter-inc.org



2021 Board of Directors



PRESIDENT

John M. Stomper

Partner
CohnReznick, LLP

John M. Stomper, CPA, is an audit partner in CohnReznick's Chicago office. He has more than 30 years of diverse accounting experience working with companies in the manufacturing and financial services industries. John provides audit and consulting services to an array of clients, including distributions companies, private equity funds, hedge funds, and registered investment companies (mutual funds, unit investment trusts, and BDC's). He currently serves private equity funds, hedge funds, and other alternative investment vehicles. In addition to his work with Shelter, John is involved with Saint Simons Church where he was previously a senior warden.



VICE PRESIDENT

Guy W. Eisenhuth

Chairman and President
Village Bank and Trust

Guy Eisenhuth joined Wintrust Financial as President and CEO of Village Bank & Trust in 2010. In addition to his responsibilities at Village Bank, Mr. Eisenhuth is an Executive Vice President and member of the Operating Committee at Wintrust Financial Corporation where he serves as Market Manager responsible for Schaumburg, Village, Barrington, and St. Charles Bank & Trust. In addition to his work with Shelter, he and his wife Susan are also members of the President's Circle at Northwest Community Hospital where Mr. Eisenhuth serves as a Board member, Chairman of the Investment Committee, and a member of the Finance and Audit Committees.



TREASURER

Rebecca Helkowski

Operations Leader
Zurich North America

Rebecca Helkowski is currently a Business Practices and Project Consultant with Zurich North America. She is a trusted leader and influencer within the organization having gained increasing levels of responsibility focused on the delivery of strategic goals. She has over 20 years of consulting experience including roles with operational, financial and process analysis, strategy development, process engineering and modeling, change management and continuous improvement responsibilities. Rebecca is the former president of the IL Chapter of the Pajama Program and was recently recognized by Zurich for her community contributions and efforts.



SECRETARY

Heather Moss

Private Equity Practice Lead
ADP

Heather Moss serves as the Private Equity practice lead for Chicago's middle market PE firms, providing cross-portfolio operational support and resources. During her tenure with ADP, she has served on leadership boards and mentor board of director's spot, numerous president's clubs and district manager of the year. Additional experience includes the advisory board for Sales Empowerment Group (SEG), partner and board member for Fig, a technology start-up, board member for Face the Future foundation, and sponsor/committee member for Chicago's Financial Executives International. She is also a volunteer for Habitat for Humanity- Colombia.



2021 Board of Directors



MEMBER

Leslie A. Carlson

VP Head of International Support
Zurich North America

Leslie is a highly creative and accomplished leader with expertise in creating and delivering concepts leveraging her unique background and experience in technology, business, and operations. With more than 20 years experience in the insurance industry, Leslie has attracted, developed and led high performing diverse talent that can challenge status quo and drive logical and customer-centric solutions. Her goal is to bring teams together to deliver creative, innovative solutions for business needs and risks around changing technology. Leslie is passionate about helping children in need.



MEMBER

Larry Collins

Former VP
Zurich Insurance Group

Larry Collins is a former Vice President at Zurich Insurance Group where he spent 28 years in the management of teams conducting on-site risk assessments. His specialties there included industrial safety, cybersecurity, and on-line service platform development. Larry has been an active Shelter volunteer since 2016, staffing fundraising events, painting offices, and serving on committees. He is currently helping Shelter assess potential risks and implementing mitigation strategies.



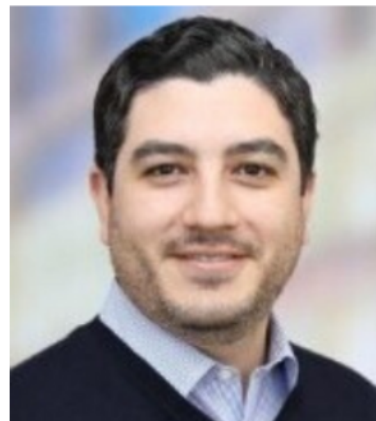
MEMBER

J.J. Comiskey

VP
Cornerstone Bank

John (JJ) Comiskey is a Vice President at Cornerstone National Bank & Trust Company in the commercial lending area. He works with local small and mid-sized family-owned businesses to support their business and personal banking and lending needs. Prior to joining Cornerstone National Bank in March 2013, he worked as a Financial Advisor for 5 years, most recently with JPMorgan Securities.

He is a graduate from the University of Illinois Urbana-Champaign with a Bachelor of Science degree in Finance. He grew up in Elk Grove Village and is a lifelong Illinois resident. He enjoys all things sports and resides in Chicago with his wife.



MEMBER

Carlos Cruz

Partner
Bain and Company

Carlos Cruz is a Partner with Bain & Company, a global management consulting firm. He has over 15 years of industry and management consulting experience. In his current role, he advises and works with executives in the Consumer Goods and Retail space across every dimension of the COO agenda. Additionally, Carlos is an active member in the Executives' Club of Chicago where he collaborates with other executives around issues shaping the food and beverage industry in Chicago like consumer habits, product innovation, and changing customer expectations. On the personal front, Carlos enjoys spending time with his family outdoors (running, golfing, grilling, skiing) around the Chicago suburbs.



2021 Board of Directors



MEMBER

Samara Tuchband

VP Merchandising
Crate & Barrel

Samara Tuchband is Vice President of Merchandising at Crate and Barrel. With more than 17 years of merchant and marketing experience, Samara has a blended multichannel background in physical, brick and mortar, retail and digital. She is a thought leader, passionate about creating customer journeys that intersect with product. At Crate and Barrel, she leads the overall strategy and tactical execution related to all aspects of customer-centric product assortment, pricing, and P&L management for the brand across in-store and online channels. Prior to joining Crate and Barrel in 2018, Samara spent six years with The Home Depot as a GM leading Merchandising and experience teams within eCommerce.



MEMBER

Jennifer Ryder

EVP and General Counsel
Gallagher Benefit Services

Since 2017, Jennifer Ryder has served as Executive Vice President and General Counsel of Gallagher Benefit Services, Inc. where she manages legal matters arising from its global operations and advises Gallagher Benefit Services on a wide range of and regulatory issues. Most recently, Jennifer was Litigation Counsel at Arthur J. Gallagher & Co. In this role, she handled litigated and non-litigated disputes and regulatory matters for all Gallagher subsidiaries. Prior to this position, Jennifer spent ten years as a trial attorney at a Chicago law firm where she specialized in civil and commercial litigation. In addition to her work with Shelter, Jennifer has been a strong supporter of the Jeffrey Pride Foundation and the Illinois Chapter of JDRF.