



Unstoppable Recovery.

Serenity House Annual Report 2020



SERENITY HOUSE
COUNSELING SERVICES, INC.
Find Home Within.

Powered With Passion.

We know all have the power to recover with the right tools in place. Add willingness to the equation, and a client's commitment to Serenity House can mean lifelong change for the better. With unrelenting motivation through a challenging year, we're proud to present our notable highlights.

WELLNESS MEASURES

- Increased safety protocols which proved effective for maintaining good health for all persons within our facilities
- Added daily cleaning regimens with disinfectant fogging + sanitizations
- Fully implemented telehealth

ADVANCED TECHNOLOGY

- Added 20 new computers and 6 laptops
- Upgraded to a new server
- Purchased 20 Zoom accounts + cameras to support telehealth and client meetings
- Added 5 smart TVs for Zoom meetings

FINANCIAL WINS

- Received \$300,000 in restricted grants which helped support critical technology including:
 - PPE equipment, salaries, computer upgrades, IT equipment (telehealth, TVs, cameras, servers)
- Received a \$150,000 SBA forgiveness loan
- Received a \$400,000 grant for the WERC 40 x 40 addition (multipurpose room)

ONSITE RENOVATIONS

- Opened the Bud Ragalie workout room (75% complete)
- Remodeled WERC kitchen and dining room
- Added a 16 x 24 partially-covered deck

OPPORTUNITY EXPANSIONS

- Ran a daytime clinical on job search/resume development to assist unemployed clients
- Increased van ride participation from average of 4 to 17 clients for transportation for work and job searching, interviewing, etc.
- Readily provided clients with jobs from over 100 community employers

INTERNAL DEVELOPMENTS

- Implemented Moral Reconciliation Therapy (MRT), behavioral therapy aimed at decreasing the likelihood of returning to substance abuse
- Produced a multiphase video set
 - Focused on alumni, board members, community sponsors, and supporters
- Shared awareness-focused content on media platforms to inform the public of:
 - Serenity House recovery method
 - Success rates
 - Competition differentiators

Driven

From Within.



Dear Readers,

This has not been a typical year. In fact, there is perhaps no other time in history we can point to that mirrors this one.

Times like these force us to examine ourselves—our efforts, our motives. They also remind us that so many things in life are uncertain. We witnessed no greater need for our services than this year, during the pandemic. As our days, weeks, and months rolled out in front of us with unending uncertainty, there was one common factor at Serenity House. We had each other. And so, our community strengthened. Fear drove some, gratitude drove others. Regardless of the motivation, our staff and clients worked harder, pivoted more frequently, and connected more deeply.

Within these pages, you will find impactful ways that we adapted in 2020. We have engaged with our community in new ways, forging connections through education and technology. We worked with community leaders on assisting us with personal protection equipment, food sources, and employment opportunities to better serve our clients safely and effectively.

Amidst uncertainty, some things have remained constant.

We remain committed to servicing the Collar County areas to positively impact the community and assist those struggling with addiction. This includes DuPage County, Kane County, Lake County, McHenry County, and Will County.

Our dedication to educating and being a beacon of hope to those struggling around us stands strong.

Since 1985, we remain your community treatment facility.

The very best,
Mark Buschbacher
President / CEO



Moving Through Change.

Our greatest challenge of this year was the unknown surrounding **COVID-19**. Repetitive behaviors create a safe norm and unpredictability took its toll. As reflected in the Illinois Department of Public Health's report on the 2020 epidemic:

County groups including rural, small, suburban, and urban have all experienced increased fatality rates, with increases up to 55%.

It was clear that the Serenity House team had to control the inconsistencies of the pandemic to provide as much help as possible to a hurting community.

We listened to the health experts and CDC, and acted—pivoting again and again. The lock downs, cleaning structure, social distancing, masks, daily temperature readings, and split-shift dinners became our new routine—and quickly—a new point of structure. Zoom meetings, floor marks that acted as social distance reminders, and readily available **PPE** were all implemented to help curb the unknown as well.

Our prerogative is to be physically healthy while flourishing in mental wellness. With prioritized communication, we kept learning from our clients on how they were struggling with every new implementation. We kept our focus on honesty, *togetherness*, a brighter future—knowing the only controllable things along the way were the choices we could individually make.

Through it, we've seen that anything is possible.

Dedicated To Growth.

2020's Innovative Implementations

Serenity House added the use of **Zoom** and **telehealth** video conferencing to avoid isolation and strengthen wellness practices as much as possible.

This includes use for:

- *internal groups*
- *client one-on-one sessions*
- *conversations between clients, family, and friends*
- *sponsor/sponsee connections*
- *fulfilling court system requirements*



*COVID-19 challenges...
Frightening media messages...
The nation's unpredictability...*

*These all required us to
focus on what was in our
control more than ever.*

Outstanding Efforts

The Serenity House staff are the **heroes** that got us through the emotional peaks and valleys of the 2020 pandemic. We could not get through such challenging times without them.

Counselors and administration stayed focused, informed, and malleable. Our communication was amplified by **providing** words of counsel, safety, and security at any time that struggling clients needed them.

Inspired Actions

Similar to how our clients approach sobriety, the Serenity House staff had to prioritize the valuable tool of communication to be successful. As issues arose, we talked and worked through them, then planned a safe plan of action for resolve.

Rising Above.

Unprecedented Effects

COVID-19 brought difficult challenges in 2020, most heavily impacting our outpatient services with an over **30%** loss in revenue and participation in in-person meetings. This saddening reality made it clear that many were not receiving the help they needed. Regardless of Zoom and other available technologies, our clients need one-on-one, face-to-face time with our dedicated counselors. That said, we're optimistic about slowly opening back up and re-opening meetings with strong safety precautions. Having our doors open is critical in assisting those suffering from isolation, addiction, and mental health needs.

Work **shutdowns** and slow economics also impacted our clients. It became particularly difficult for clients to carry out the structure, responsibility, and commitment elements that are so critical to their recovery programs without employment. The consistency in holding a job is vital, providing physical, financial, and mental benefits that help deliver lasting sobriety.

Surrounding Morale

Some community employers were able to weather the COVID-19 storm, and kept **hiring**. Though many shifts were from 4:30am to 2pm, our dedicated clients who lost their jobs to COVID-19's effects, or who were without jobs at all, took them, pivoted, and kept **moving forward**. We utilized our community connections and transportation to help our clients stay consistent with routines and responsibilities. At times, we were taking 2 trips with our company van to a single employer to make sure our clients could stay dedicated.

Those in recovery who work with others on the same path show a greater rate of success in maintaining sobriety. March, April, and May 2020 brought the **toughest** impacts of COVID-19, yet it was then we saw the greatest togetherness of our clients. Serenity House's stringent safety measures, unity, and accountability helped us rise to the pandemic's challenges. A testament to the quality of our staff's expertise, our clients have stayed vigilant in their efforts to our program and their recovery.

Due to COVID-19, we've seen more clients in our halfway house, staying longer in our program. Many clients extended their stay in the program for over **90 days**, maintaining their sobriety and continuous commitment as they develop and refine their tools that battle addiction. We are so glad to provide an outlet for freedom. The following data reflects all it takes to do so.

STATEMENTS OF FINANCIAL POSITION

June 30, 2019 and 2020

ASSETS	2020	2019
Current Assets		
<i>Cash and cash equivalents</i>		
Without donor restrictions	\$926,316	\$805,821
With donor restrictions	\$674	\$674
Accounts receivable, net	\$190,466	\$378,918
Grants receivable	\$344,293	\$180,938
Due from related party	-	\$600
Prepaid expenses	\$56,039	\$44,852
Total Current Assets	\$1,517,788	\$1,411,803
Property and Equipment Assets		
Furniture and equipment	\$20,253	\$20,253
Leasehold improvements	\$24,062	-
Vehicles	\$54,582	\$24,901
Less: Accumulated depreciations	-\$13,839	-\$3,674
Net Property and Equipment	\$85,058	\$41,480
Total Assets	\$1,602,846	\$1,453,283

STATEMENTS OF CASH FLOWS

For the Years ended June 30, 2020 and 2019

2020 2019

Cash Flows From Operating Activities

Change in net assets	-\$36,693	\$179,616
<i>Adjustments to reconcile change in net assets to net cash provided by operating activities</i>		
Depreciation	\$10,165	\$3,674
Bad debt expense	-\$58,835	-
<i>Changes in operating assets and liabilities</i>		
Accounts receivable	\$247,287	\$26,470
Grants receivable	-\$163,355	-\$56,196
Prepaid expenses	-\$11,187	-\$24,282
Accounts payable	-\$16,769	\$46,224
Accrued expenses	\$7,905	-\$1,681
Refundable advance liability	\$153,694	-
Net cash from operating activities	\$132,212	\$173,825

Cash Flows From Investing Activities

Purchase of property and equipment	-\$53,743	-\$45,154
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Cash Flows From Financing Activities

Advances from related party	-	\$128,091
Payments to related party	\$18,854	-\$6,076
Proceeds from note payable	\$23,731	-
Payments on note payable	-\$559	-
Net cash provided by financing activities	\$42,026	\$122,015
Net increase in cash and cash equivalents	\$120,495	\$250,686
Cash and cash equivalents, beginning of year	\$806,495	\$555,809
Cash and cash equivalents, end of year	\$926,990	\$806,495

LIABILITIES AND NET ASSETS 2020 2019

Current Liabilities

Accounts payable	\$47,731	\$64,500
Accrued expenses	\$41,584	\$33,679
Due to related party	\$18,254	-
Refundable advance liability	\$153,694	-
Notes payable, current portion	\$3,461	-
Total Current Liabilities	\$264,724	\$98,179

Long-Term Liabilities

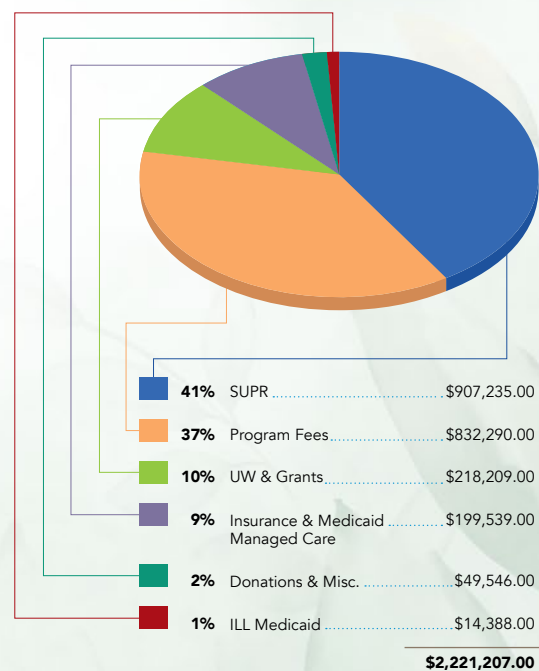
Notes payable, less current portion	\$19,711	-
Total Liabilities	\$284,435	\$98,179

Net Assets

Without donor restrictions	\$1,317,737	\$1,354,430
With donor restrictions	\$674	\$674
Total Net Assets	\$1,318,411	\$1,355,104
Total Liabilities and Net Assets	\$1,602,846	\$1,453,283

2019-2020 INCOME

Chart



Amplified Unity.

With dedicated strategic planning, Serenity House board members delivered supportive momentum that helped us through 2020's unexpected obstacles, leaving us stronger after the storm.

We give a very special thank you to the Serenity House staff as well, for showing up day after day, delivering their very best despite exhaustion. A glowing example of selflessness, we thank them for showcasing the devotion that recovery is made of.

Counseling:

Executive Board Members

Board Chairperson
Anton Engelmann

Vice Chairperson
Jean Ragalie-Carr

Secretary
Jim Miller

Treasurer
Tiffany Hopkins

Director
Stephen Morcos

Director
Ian Pickett

Director
Joseph Brandstatter

Advisory Board Members

Member
Adam Jackman

Member
Adam Shaffer

Foundation:

Executive Board Members

Board Chairperson
Robert E. Vorel

Secretary
Kurt Hill

Member
Louis M. Libert

Tremendous thanks to our grantors at the:

- Illinois Department of Human Services
- County of DuPage
- Dunham Fund
- United Way
- DuPage Foundation
- The Women of Addison

An extra special thanks to our friends at:

- CARF
- Illinois Association for Behavioral Health

If you or someone you know is struggling with substance abuse, call us. We've been here since 1985, and as the future moves forward, we will continue helping our community.

***Through thick and thin,
The Serenity House Staff***



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