

NEWS RELEASE

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Pillars Changes Telephone Number to Better Serve Clients

On July 17, 2009, Pillars' wide-range of mental health, social service, and early childhood education programs will be just one phone call away. Pillars is changing its telephone number to (708) PILLARS or (708) 745-5277.

For the first time since its 2006 merger, Pillars' office locations across the west and southwest suburbs will all share the same number. Previously, clients, staff, and donors had to navigate through a total of 16 telephone numbers to reach the agency's administrative headquarters, counseling offices, community centers, and crisis hotlines.

The new telephone system was funded through generous grants from Community Memorial Foundation, The Arthur Foundation, and the Westlake Health Foundation. "We are grateful to our funders for providing us with the resources to launch this important project, which we have named 'Project ACCESS.' Our previous telephone system did not allow the transfer of calls between our facilities, which presented a barrier for our clients. Thanks to Project ACCESS, our new telephone system will help us to provide our clients with seamless access to services." said Heather Alderman, Vice President of Advancement, External Affairs and General Counsel.

The new system will also allow staff members to have direct dial telephone numbers and an extension that can be programmed to follow them to any of Pillars' facilities, making it easier for existing clients to reach clinical staff.

Over time, the new telephone system will also reduce overhead costs for the agency. "Our vendor anticipates that routing calls through a broadband Internet connection instead of an analog telephone line will result in an annual cost savings of \$30,000," said John W. Shustitzky, Ph.D., President and Chief Executive Officer.

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The Pillars Community Services and Community Care Options merged in 2006 to form Pillars, one of the Chicago area's most notable nonprofit social service organizations. Pillars serves 38 communities in the west and southwest suburbs, Chicago's Midway Airport neighborhood and Chicago's west side. A few of the programs and services that Pillars offers to our communities are: Head Start and early childhood programming, substance abuse/addiction services, mental health care, LaGrange Area Transitional Housing, domestic violence services, and bereavement support. To find out more about a specific service or any additional services, please visit the Pillars website at www.pillarscommunity.org.