

# A PLACE TO CALL HOME

## 2019 ANNUAL REPORT



**HH** Center for Housing & Health

# INTRODUCTION

*“ Every person has a place to call home that helps them reach their full potential. ”*

The Center for Housing and Health’s (CHH) new vision animates our work; we know a home is the foundation for wellbeing. In 2019, the launch of the Flexible Housing Pool (FHP) was a major step moving us closer to our vision. 71 people now have a safe home and better access to health care after only 9 months of operating the FHP in Cook County. CHH and the FHP continue work across sectors to address the systems that create the conditions for homelessness. Whether you are a housing resident, community advocate, generous funder or partner organization, thank you for working alongside us this past exciting year.



Nicole Kazee  
**Board Chair**



Peter Toepfer  
**Executive Director**

## MISSION

CHH honors every person’s right to a home and health care, by bridging the housing and health care systems, to improve the lives of Chicagoans experiencing homelessness.

## VISION

Every person has a place to call home that helps them reach their full potential.





## “It’s nothing like having your own.”

**B**efore getting involved with CHH’s Flexible Housing Pool, Keisha Wallace knew the reality of experiencing homelessness all too well. A lover of music, the arts and spending time with her family, Keisha spent a large chunk of her life experiencing homelessness. On top of that, she was adamant that nobody knew what she was going through.

“I was homeless, but no one knew...I think I was embarrassed more than anything,” said Keisha. “I stayed on trains... sometimes I would spend the night at a friend’s house. They didn’t know that I was staying with them because I didn’t have nowhere else.”

Keisha still lived a full life despite her housing instability, including having a daughter, working and becoming a certified massage therapist. While Keisha was working as a tour guide for a double-decker bus company in 2013, she had a life-altering accident on the job: “I was driven into a tree while I was giving a tour . . . I was smacked from behind and ended up having to get taken from the bus by an ambulance.” The accident significantly worsened the sporadic seizures she had been diagnosed with years before. This resulted in her losing her job, eventually pushing her into chronic homelessness. However, Keisha finally caught a break when she received a call from Emily, a Flexible Housing Pool (FHP) outreach worker from Renaissance Social Services.

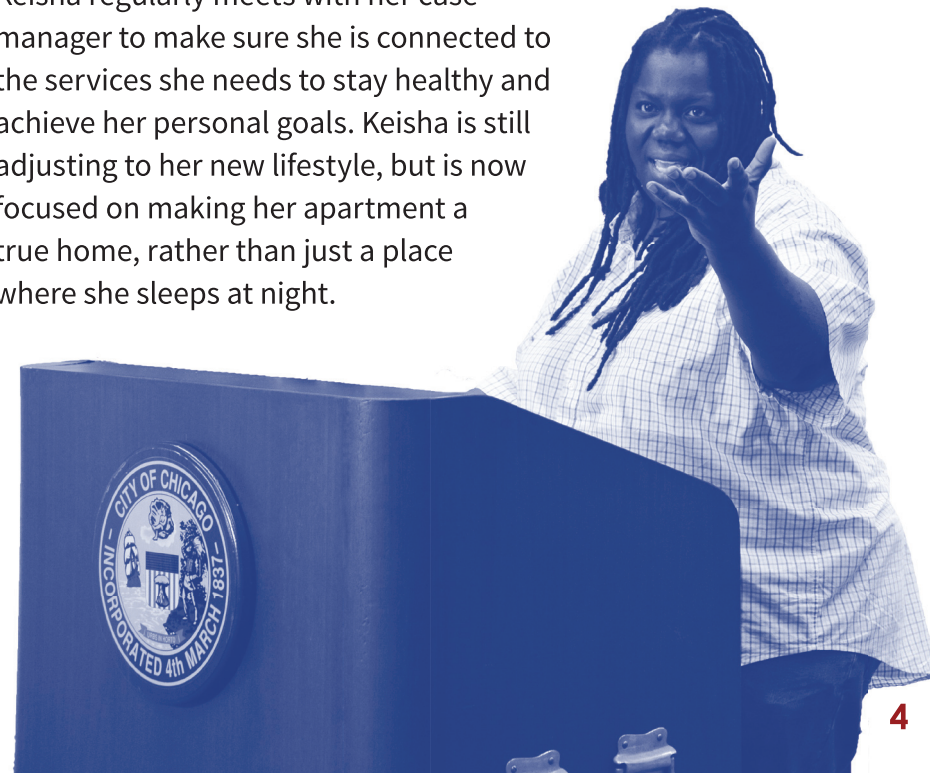
“She was like, ‘I am calling because I was wondering if you’d be interested in housing?’ I’m thinking, ‘Uh... okay, yeah!’”

The Flexible Housing Pool is a public/private collaboration focused on making communities healthier by creating more permanent supportive housing. As the program’s administrator, CHH coordinates with health care systems and community-based housing organizations throughout Chicagoland to provide housing, health care and supportive services to Flexible Housing Pool participants.

Emily and Keisha met soon after to enroll Keisha in the program. She found her current apartment in July and was officially moved in by mid-August 2019.

“It was a little strange the first couple of nights... a little lonely,” said Keisha on first moving in. “But like people say, ‘It’s nothing like having your own’ ... it ain’t nothing like having your own place at all.”

Keisha regularly meets with her case manager to make sure she is connected to the services she needs to stay healthy and achieve her personal goals. Keisha is still adjusting to her new lifestyle, but is now focused on making her apartment a true home, rather than just a place where she sleeps at night.



# OUR WORK

## PERMANENT SUPPORTIVE HOUSING



**263 HOUSEHOLDS**  
**45 FAMILIES AND 77 CHILDREN**

We offered a permanent home and intensive, wraparound case management services to 263 households, including 45 families and 77 children.



**174 PARTICIPANTS**

174 participants in our permanent supportive housing program increased or maintained stable income.



**95% OF PARTICIPANTS STABLY HOUSED**

95% of participants were stably housed for 12 months or longer in 2019.

## DIRECT CLIENT SERVICES



**23 CASE MANAGERS**  
**10 PARTNER AGENCIES**

We worked with 23 case managers from 10 partner agencies to provide direct services to participants throughout the Chicagoland area.



**80 HOUSEHOLDS RECEIVED FURNITURE**

We delivered furniture sets and essential move-in items to 80 families and individuals after they moved into their apartments.



**30 PARTICIPANTS**

We worked with 30 participants to help them apply for disability benefits in order to obtain a steady income.

# SYSTEM LEADERSHIP



## 150 SKILLED ASSESSORS 60 AGENCIES

We coordinated the work of over 150 Skilled Assessors from more than 60 agencies throughout Chicago to ensure that all people experiencing homelessness are assessed for housing resources in the Coordinated Entry System.



## COOK COUNTY H2 STRATEGIC PLAN

We completed the original 3-year regional H2 Strategic Plan with leaders in health care, housing, community, government and philanthropy. The momentum and relationships built during the first plan led to development of a new plan spanning until 2022. The updated H2 Strategic Plan will focus on cross-systems information and stimulating funding for work at the intersection of housing and health care.



## 850 SUPPORTIVE HOUSING RESIDENTS

In 2019, we concluded the Supportive Housing: Optimizing Placements research study of over 850 supportive housing residents in partnership with the Medical College of Wisconsin and the AIDS Foundation of Chicago. Key findings across service models and housing types included high satisfaction, minimal difference in behavioral health outcomes, similar HIV medication adherence, and stability in physical health quality of life.



## 3 HEALTH CARE SYSTEMS 2 GOVERNMENTS \$13.4 MILLION 71 PEOPLE

CHH served as the administrator for the innovative new Flexible Housing Pool. The City of Chicago and Cook County governments are partnering with health care, justice and other systems to locate and house people experiencing homelessness. 71 patients who were previously homeless from Cook County Health, University of Illinois Health and Advocate Aurora Health now have homes after the first year of operation. The integrated housing, health and social services design will continue to promote cross-sector contributions with partners already committing \$13.4 million to fund the pool.



# FINANCIALS

## REVENUE

<b>TOTAL REVENUE</b>	<b>\$5,731,232</b>
<b>Private Sources</b>	<b>\$655,068</b>
Foundations/Corporations	\$229,500
Fee for Service/Other	\$425,568
<b>Public Sources</b>	<b>\$5,076,164</b>
Chicago Department of Family & Support Services	\$840,265
IL Dept of Public Health (Federal \$ AFC pass-through)	\$64,820
IL Dept of Human Services (Federal \$)	\$82,799
IL Dept of Human Services (State \$)	\$218,336
U.S. Dept of Housing & Urban Development	\$2,331,955
U.S. Dept of Housing & Urban Development (pass-through)	\$1,160,837
National Institutes of Health (MCW pass-through)	\$170,242
Flexible Housing Pool (various public entities involved)	\$206,910

## EXPENSES

<b>TOTAL EXPENSES</b>	<b>\$5,591,218</b>
Program Services	\$1,330,103
General & Administrative	\$236,807
Direct Client Support	\$2,934,670
Subcontractor Costs	\$1,089,638

## CHANGE IN NET ASSETS

<b>TOTAL CHANGE IN NET ASSETS</b>	<b>\$140,014</b>
Cash Flow for Subcontracting Agencies	\$140,014



## WHAT'S NEW

In order to expand the scope and availability of behavioral health services to our residents, CHH anticipates becoming certified to bill Medicaid this coming year. This significant undertaking will increase our programming and the menu of services we can offer to the community.

The launch of the Flexible Housing Pool was one of CHH's highlights for 2019; however, 2020 will see even greater growth. The City of Chicago contributed an additional \$5 million to FHP to allow us to serve at least 200 youth ages 18-24 who are experiencing homelessness. The FHP youth expansion will test a new non-time-limited housing model and will build on existing relationships to continue strengthening multi-sector partnerships.

# FUNDERS

ADVOCATE AURORA HEALTH  
ALL CHICAGO  
ANONYMOUS  
THE CHICAGO COMMUNITY TRUST  
CHICAGO DEPARTMENT OF FAMILY &  
SUPPORT SERVICES  
CHICAGO DEPARTMENT OF HOUSING  
CHICAGO HOUSING AUTHORITY  
COOK COUNTY HEALTH COUNTY CARE  
THE CROWN FAMILY  
CSH  
ILLINOIS DEPARTMENT OF HUMAN SERVICES

MEDICAL COLLEGE OF WISCONSIN  
MICHAEL REESE  
NORTHWESTERN MEDICINE  
OTHO S.A. SPRAGUE MEMORIAL INSTITUTE  
POLK BROS. FOUNDATION  
RUSH UNIVERSITY MEDICAL CENTER  
SWEDISH COVENANT HOSPITAL  
U.S. DEPARTMENT OF HOUSING AND URBAN  
DEVELOPMENT  
UNIVERSITY OF ILLINOIS HOSPITAL & HEALTH  
SCIENCES SYSTEM  
VNA FOUNDATION

# PARTNERS

AIDS FOUNDATION OF CHICAGO  
ALEXIAN BROTHERS HOUSING AND HEALTH  
ALLIANCE  
THE BOULEVARD  
CATHOLIC CHARITIES OF THE ARCHDIOCESE  
OF CHICAGO  
CHICAGO HOUSE AND SOCIAL SERVICE  
AGENCY  
CHICAGO LOW-INCOME HOUSING TRUST  
FUND  
CHILDREN'S PLACE ASSOCIATION  
CHRISTIAN COMMUNITY HEALTH CENTER  
DEBORAH'S PLACE  
FACING FORWARD TO END HOMELESSNESS  
HEARTLAND ALLIANCE HEALTH  
HEARTLAND HUMAN CARE SERVICES

HOUSING FORWARD  
HOUSING OPPORTUNITIES FOR WOMEN  
IMPACT BEHAVIORAL HEALTH PARTNERS  
INNER VOICE  
INSPIRATION CORPORATION  
LA CASA NORTE  
MERCY HOUSING  
NORTH SIDE HOUSING AND SUPPORTIVE  
SERVICES  
PRIMO CENTER FOR WOMEN AND CHILDREN  
RENAISSANCE SOCIAL SERVICES  
SARAH'S CIRCLE  
THRESHOLDS  
UNITY PARENTING & COUNSELING, INC.

# BOARD OF DIRECTORS

NICOLE KAZEE – CHAIR  
KULIVA WILBURN – VICE-CHAIR  
CHAD THOMPSON – TREASURER  
JOHN W. PFEIFFER – SECRETARY

LESLIE CAIN  
SIMONE KOEHLINGER  
CHRIS O'HARA  
PARIS MULLEN



Center for Housing & Health

200 W. Monroe St., Suite 1150  
Chicago, IL 60606  
[housingforhealth.org](http://housingforhealth.org)