



State of Illinois  
Department of Human Services

# Illinois Supportive Housing Program

Report to the General Assembly  
Fiscal Year 2013



**Illinois Department of Human Services**  
**ILLINOIS SUPPORTIVE HOUSING PROGRAM**  
**REPORT TO THE GENERAL ASSEMBLY**  
**State Fiscal Year 2013**



## **Supportive Housing Program**

### **PREFACE**

On August 18, 1993, House Bill 267 was signed into law to provide state-funded supportive services for low-income families and individuals who were formerly homeless or at risk of becoming homeless. The supportive services included, but were not limited to alcohol and substance abuse counseling, mental health programs, transportation, advocacy, child care, case management and other support services necessary for residents of permanent or transitional supported community facilities, Single Room Occupancy (SRO) facilities and family developments to maintain their community based housing. The services are delivered by governmental units, community organizations, and not-for-profit agencies that operate supportive housing developments.



## **The Supportive Housing Program**

### **Introduction**

The Illinois Supportive Housing Program (SHP) was developed to provide supportive services coupled with housing to low-income homeless individuals and families. The SHP enables formerly homeless individuals and families, or those at risk of becoming homeless the ability to sustain their housing by providing necessary support services. The supportive services prevent the program participants from returning to homelessness and enhances their ability to function more independently in the community.

In State Fiscal Year 2013, \$10.8 million in funding was allocated to the IDHS Supportive Housing Program for persons who are homeless.

### **Program Goal**

The goal of the Supportive Housing Program is provide the necessary supportive services to low-income homeless individuals and families that will assist them to live in community based housing. The program requires the provision of community-based transitional or permanent housing (funded from other sources). The supportive services are delivered to the residents in the transitional or permanent housing that will enable them to continue to live as independently as possible.

Program deliverables require that:

- All participants are provided with case management services, counseling services, and advocacy services within five days of admittance to the program. All participants must also have documented access, when applicable, to other supportive services.
- All participants have a service plan developed for implementation within the first week of admittance to the program. The individual service plan must detail monthly outcomes as well as ongoing goals to be accomplished by the participant(s) with the assistance of the provider.
- All participants will have access to case management services outside of normal business hours of operation including, but not limited to, evening case management service hours.
- All participants have a completed intake and assessment done upon entry into the program. Providers must submit all intake and assessment forms to IDHS annually for approval.
- All progress and supportive services for participants will be tracked and progress reported within each participant's case file that includes, at a minimum, a record of the participant's supportive services, case management, progress and benefit assistance.
- All providers have a community outreach plan which includes a detailed description for notifying the community of the program, hours of operation, and admittance/eligibility requirements into the program(s) they administer for IDHS. This plan must include outreach to the other community service agencies, the local FCRC, and other outreach entities. IDHS must be advised of any publication and distribution of flyers, printed materials, and brochures that are part of the IDHS funded Supportive Housing Program.
- All providers have a written agreement or Memorandum of Understanding (MOU) for referrals to other social service agencies. The MOU must include:
  - a description of the types of service(s) to be provided;
  - a description detailing how referrals will be handled by each entity; and



- a description of any follow-up actions.
- All providers have a referral process that assists program participants with enrollment into public benefit programs such as TANF, Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps), All Kids, medical and disability assistance, as well as other resources that address the needs of the program participants.
- All providers have the ability to download the IDHS SNAP application and distribute it to eligible households.
- All providers accurately report outcomes and submit reports to IDHS within the designated time frames utilizing the web-based reporting system.
- The following projected data is included in the providers Funding Plan:
  - the projected unduplicated number of participants to be served during the fiscal year; and
  - the projected unduplicated number of households expected to be served during the fiscal year.

## **Administration**

The Bureau of Homeless Services and Supportive Housing administers the Supportive Housing Program for the Illinois Department of Human Services. Program staff perform all administrative and program management functions that includes, but is not limited to the implementation of funding plans, contracting, program payments, and program monitoring. The SHP program deliverables are verified by staff from the Bureau of Homeless Services and Supportive Housing through on-site field monitoring.

## **Funding**

The Supportive Housing Program is funded by the state Health and Human Services Medical Trust fund and General Revenue Fund (GRF). All SHP funds must be obligated by the end of the agreement period and expended by the end of the lapse period. Typically, funding plans are distributed in February or March of each year with contract distributed in June. The SHP funding cycle is based on the fiscal year of July 1st to June 30th each year.

The public and not-for profit organizations that participate in the SHP must provide supportive services that are matched with at least 25% of the program costs from other sources.

## **Reporting**

In Fiscal Year 2009 the Department made significant improvements to the SHP by developing a web-based quarterly reporting system. In an attempt to capture the maximum amount of available data, the Department designed a reporting system compatible with the federal homeless program reporting formats. The Department also added data elements to the reporting system to provide statistical information regarding homeless children.

**Fiscal Reporting:** The Fiscal Report is based on a three-part budget submitted by each agency as part of their Funding Plan. The budget contains a Budget Summary, Personnel Detail, and Program Funding Sources. The Budget Summary consists of direct costs and administrative costs that are associated with the direct client services. The Personnel Detail provides specific cost information for staff responsible for direct care for program participants. The Program Funding Sources section requires SHP providers to disclose other funding resources that will meet the program match requirements.

**Service Reporting:** The SHP providers submit quarterly service web-based reports to the Bureau of Homeless



Services and Supportive Housing. The quarterly service reports provide information that includes but is not limited to the number and characteristics of the participants served, participant demographic information, supportive services, causes of homelessness, and special needs.

## **Program Services**

The SHP provides supportive services which are delivered in conjunction with permanent housing to low-income individuals and families who are formerly homeless or at risk of becoming homeless. Supportive services assist families and individuals to return to self-sufficiency. The supportive services provided by the SHP are those deemed necessary to move participants to the highest level of self-sufficiency. Some of the eligible supportive services include, but are not limited to:

Advocacy	Intervening on behalf of program participants to assist in the receipt and use of services
Alcohol Abuse Services	Providing or arranging services for participants to AA (Alcoholics Anonymous) or other programs to address alcohol abuse.
Case Management	Coordinating the acquisition, delivery and use of supportive services. Case management must include individual assessments that are used to develop individual service plans.
Counseling	Providing or arranging for individual or group counseling to alleviate physical, mental, substance abuse, skill and/or domestic obstacles to self-sufficiency. Family, financial, and life skills counseling services are also eligible.
Child Care	Providing or arranging for child care services.
Children's Services	Providing or arranging for services for child-specific services, such as child abuse counseling or preschool programs.
Domestic Violence	Providing or arranging services for victims of domestic violence.
Education	Providing or arranging for services for participants to complete a course of study leading to a diploma or specific skill certificate.
Employment Services	Providing or arranging services for participants to complete job preparation and/or to secure job interviews/employment. This would include acquiring special tools or clothing to perform the job in which the participant is placed or working toward.
English as a Second Language	English language services available to persons who seek to improve their English language skills.
Follow-Up Services	Assessing the need and/or providing additional services upon completion of and discharge from the program.



Health/Dental Services	Providing or arranging services for participants and assuring use of needed medical and/or dental services.
HIV/AIDs Related Services	Supportive services related to the needs of participants diagnosed with HIV/AIDS.
Housing Location/Inspection	Locating and/or initial inspection of rental property on behalf of participants to assure that the housing is decent and adequate for the household and meets general health and safety standards prior to occupancy by the program participant.
Legal Service Referrals	Referrals to any legal services which may be needed by participants.
Mental Health Services	Providing or arranging services that address serious and persistent mental disabilities.
Outreach	Locating and/or contacting homeless persons in the community and informing them of available services.
Substance Abuse Services	Providing or arranging services for participants to NA (Narcotics Anonymous) or other programs to address substance abuse.
Transportation	Transporting or purchasing transportation services, such as bus tokens or taxi fares for participants to acquire medical care, public assistance, education, training or other services not provided on site.



### Fiscal Year End Program Data

The following statistics were downloaded directly from the Department's SHP web-based reporting system. All of the following program data was compiled from the quarterly reports submitted by the SHP providers.

### Number of Homeless Persons

Listed below is the total number of adults and children under the age of 18 that utilized SHP during the fiscal year.

Adults	Children Under 18	Total
<b>7,402</b>	<b>3,174</b>	<b>10,576</b>

### Number of Homeless Households

Single Male	3,083
Single Female	2,052
Couple No Child	62
Couple W/Child	111
Male W/Child	57
Female W/Child	1,427
<b>Total Unduplicated Households</b>	<b>6,792</b>



### Prior Living Situation

The SHP participants reported sleeping in the following places in the week prior to entering the program.

Prior Living Situation	Adults	Children Under Age 18
Non-housing (street, park, car, bus station, etc.)	515	54
Emergency Shelter	2,311	791
Transitional Housing for homeless persons	1,087	338
Permanent Housing	1,335	991
Psychiatric facility	19	1
Substance abuse treatment facility	222	15
Hospital	28	5
Jail / Prison	63	0
Domestic violence situation	77	104
Living with relatives / friends	1,028	518
Rental housing / Eviction	293	64
Disaster / Fire	8	11
Condemned housing	16	6
Other	400	276
<b>Total</b>	<b>7,402</b>	<b>3,174</b>

### Other Shelters

This section provides the number of participants that used "other" shelters in the year prior to entering the Supportive Housing Program. If no shelters were utilized during the prior year, the number of these participants were reported in the "None" category.

Number of Shelters	Adults	Children Under Age 18
None	5,536	2,375
1	1,301	496
2	336	202
3	148	57
4	62	44
5 or more	19	0
<b>Total</b>	<b>7,402</b>	<b>3,174</b>



### Age and Gender

This section describes the age and gender of all participants that entered the program during the fiscal year.

Age	Males	Females
62 and over	199	157
51 - 61	1,454	950
31 - 50	1,413	1,773
18 - 30	493	956
Emancipated Minor or Unaccompanied Youth*	3	2
<b>Total Adults</b>	<b>7,400</b>	

13 - 17	335	441
6 - 12	557	681
1 - 5	462	497
under 1	81	98
<b>Total Children</b>	<b>3,152</b>	

### Age and Gender of Reunited Family Members or Newborns

The age and gender of newborns, other family members, emancipated minors, or unaccompanied youth reunited with a participant that entered the SHP program during the fiscal year is provided in this section.

Age	Male	Female
62 and over	0	0
51 - 61	0	0
31 - 50	0	0
18 - 30	1	1
Emancipated Minor or Unaccompanied Youth*	0	0
<b>Total Reunited Adults</b>	<b>2</b>	

13 - 17	0	0
6 - 12	3	1
1 - 5	0	0
under 1	8	10
<b>Total Reunited Children</b>	<b>22</b>	

\* Emancipated or Unaccompanied Youth are defined as: emancipated minors, unaccompanied youth, married youth and/or a youth with a child.



### Ethnicity

This section provides the ethnicity of the SHP participants entering the program within the fiscal year.

Ethnicity	Adults	Children Under Age 18
Hispanic or Latino	510	322
Non-Hispanic and Non-Latino	6,892	2,852
<b>Total</b>	<b>7,402</b>	<b>3,174</b>

### Race

This section provides the race of participants entering the SHP Program during the fiscal year.

Race	Adults	Children under Age 18
American Indian / Alaskan Native	24	8
Asian	40	12
Black / African American	5,390	2,332
Native Hawaiian / Other Pacific Islander	5	0
White	1,490	413
American Indian / Alaskan Native & White	7	1
Asian & White	4	3
Black / African American & White	245	303
American Indian / Alaskan Native & Black / African American	2	1
Other *	195	101
<b>Total</b>	<b>7,402</b>	<b>3,174</b>

\* The "Other" category exists for participants that do not declare themselves in any of the given categories.



### Special Needs

This section provides information regarding the types of special needs declared by the SHP program participants upon entering the program. (A participant may have multiple special needs.)

Special Need / Conditions	Adults	Children under Age 18
Substance Abuse (SA)	2,045	13
Alcohol Abuse (AA)	1,383	0
Mental Illness (MI)	2,432	56
Developmental Disability (DD)	242	93
Physical Disability (PD)	1,158	34
HIV and / or AIDS (HIV)	635	4
Chronic Medical Health Problem	1,359	149
Domestic Violence	711	157
Unaccompanied Youth	21	0
Pregnant / Parenting Teen	41	15
Ex-Offenders	794	2
Other	291	151
<b>Total</b>	<b>11,112</b>	<b>674</b>

### Disabling Condition

The number of program participants declaring a disabling condition upon entry into the program is reported in this section.

**4,336**

The definition of a disabling condition is:

1. A disability as defined in Section 223 of the Social Security Act;
2. a physical, mental, or emotional impairment which is expected to be of a long continued and indefinite duration; substantially impedes an individual's ability to live independently, and of such a nature that such ability could be more suitable housing conditions;
3. a developmental disability as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act;
4. the disease of acquired immunodeficiency syndrome or any conditions arising from the etiological agency for acquired immunodeficiency syndrome; or
5. a diagnosable substance abuse disorder.



### Veterans

The number of participants that declared themselves as a veteran\* that participated in the SHP Program is reported in this section.

**581**

\* A veteran is anyone who has ever been on active military status.

### Cash Income

This section provides monthly cash income levels for all SHP program participants entering the program and the income status of program participants when exiting the program.

#### Entering the Program

	<b>Adults</b>	<b>Children under 18</b>
No Income	2,387	2,126
\$1 to 150	208	29
\$151 to 250	190	57
\$251 to 500	736	307
\$501 to 1000	2,830	392
\$1001 to 1500	753	194
\$1501 to 2000	205	38
\$2001 +	93	31
<b>Total</b>	<b>7,402</b>	<b>3,174</b>

#### Exiting the Program

	<b>Adults</b>	<b>Children under 18</b>
No Income	400	429
\$1 to 150	21	10
\$151 to 250	37	21
\$251 to 500	137	55
\$501 to 1000	610	89
\$1001 to 1500	212	54
\$1501 to 2000	93	20
\$2001 +	34	4
<b>Total</b>	<b>1,544</b>	<b>682</b>



### Sources of Cash Income

The sources of cash income for all participants entering the SHP program are provided in this section.  
 Participants may have multiple sources of cash income.

#### Entering the Program

<b>Income Source</b>	<b>Adults</b>	<b>Children under 18</b>
AABD	76	3
Alimony / Spousal Support	7	0
Child Support (or DCFS Grant)	109	132
Employment and Training	65	6
Employment Income	1,534	352
Pension / Retirement	66	1
Private Disability Insurance	5	0
Social Security	178	35
SSDI	854	86
SSI	1,678	259
Targeted Work Initiative	0	0
Temp. Asst. Needy Families (TANF)	390	341
Transitional / GA / Earnfare	201	10
Unemployment Benefits	264	34
Veterans Benefits	116	2
Work First / Work Pays	2	1
Worker's Compensation	5	0
<b>Total</b>	<b>5,550</b>	<b>1,262</b>



**Sources of Cash Income (continued)**

The sources of cash income for all participants exiting the SHP program are provided in this section. Participants may have multiple sources of cash income.

**Exiting the Program**

<b>Income Source</b>	<b>Adults</b>	<b>Children under 18</b>
AABD	45	3
Alimony / Spousal Support	2	0
Child Support (or DCFS Grant)	28	55
Employment and Training	34	5
Employment Income	451	89
Pension / Retirement	10	0
Private Disability Insurance	1	0
Social Security	55	14
SSDI	177	32
SSI	343	37
Targeted Work Initiative	0	0
Temp. Asst. Needy Families (TANF)	92	71
Transitional / GA / Earnfare	12	1
Unemployment Benefits	38	6
Veterans Benefits	17	2
Work First / Work Pays	0	0
Worker's Compensation	5	2
<b>Total</b>	<b>1,310</b>	<b>317</b>



### **Non-Cash Benefits**

The non-cash benefits for all participants entering the program are provided in this section, as well as the non-cash benefits for all participants exiting the program during the fiscal year.

#### **Entering the Program**

<b>Source of Benefits</b>	<b>Adults</b>	<b>Children under 18</b>
All Kids	190	462
Child Care Assistance	60	86
Emergency Food Assistance	858	337
LIHEAP	237	30
Teen Parent Program	1	2
WIC	137	222
Medical Card	2,678	1,539
Other	302	54
<b>Total</b>	<b>4,463</b>	<b>2,732</b>

#### **Exiting the Program**

<b>Source of Benefits</b>	<b>Adults</b>	<b>Children under 18</b>
All Kids	38	135
Child Care Assistance	13	19
Emergency Food Assistance	199	58
LIHEAP	26	11
Teen Parent Program	1	1
WIC	21	36
Medical Card	505	362
Other	50	9
<b>Total</b>	<b>853</b>	<b>631</b>



**Supplemental Nutrition Assistance Program / SNAP  
 (formerly known as Food Stamps)**

This section provides an unduplicated number of households entering the program during the fiscal year that were either currently enrolled, agency enrolled or ineligible for the program.

<b>Enrolled Prior to Entering:</b>	4,594
<b>Enrolled After Entering:</b>	967
<b>Ineligible:</b>	1,231
<b>Total Households:</b>	<b>6,792</b>

**Shelter Nights**

The total number of shelter nights served to all program participants during the fiscal year is provided in this section.

**Shelter Nights**

	<b>Shelter Nights</b>
Male Adults	931,645
Male Children	371,673
Female Adults	945,737
Female Children	436,124
<b>Total</b>	<b>2,685,179</b>

**Shelter Meals**

Meals Served / Purchased / or Vouchered for All Participants	<b>252,063</b>
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### Supportive Services

The supportive services provided to all program participants during the fiscal year is represented in this section. (Advocacy, Case Management, and Counseling are required supportive services.)

<b>Supportive Services</b>	<b>Adults</b>	<b>Children</b>
Advocacy	76,376	8,660
Case Management	278,918	17,420
Counseling		
Financial	35,827	1,044
Life Skills	142,779	8,660
Other Counseling Services	25,060	820
Alcohol Abuse Services	20,184	17
Child Care	3,071	4,532
Children's Services	6,472	15,073
Domestic Violence	1,671	122
Education	34,348	8,799
Employment Services	33,683	678
English as Second Language	250	0
Follow-up Services	12,262	164
Health / Dental Service	31,774	4,485
HIV / AIDS Related Services	2,842	0
Housing Location / Inspection	16,128	772
Mental Health Services	73,084	630
Legal Service Referrals	2,735	254
Outreach	39,209	1,131
Substance Abuse Services	31,493	41
Transportation	96,446	5,405
Other	15,259	1,047
<b>Total</b>	<b>979,871</b>	<b>79,754</b>
<b>Grand Total</b>		<b>1,059,625</b>



### Length of Stay

This section provides information regarding the length of time participants spent in the Supportive Housing Program before leaving.

Time Period	Adults	Children Under Age 18
Less than 1 month	60	8
1 to 2 months	106	59
3 - 6 months	269	123
7 - 12 months	303	142
13 - 24 months	289	155
25 months - 3 years	261	105
4 - 5 years	143	63
6 - 7 years	61	16
8 - 10 years	29	11
10 years and up	23	0
<b>Total</b>	<b>1,544</b>	<b>682</b>

### Reason for Departure

Upon departing from the Supportive Housing Program, the following reasons were cited for all program participants during the fiscal year.

Reason for Departure	Adults	Children Under Age 18
Left for housing opportunity before completing program	189	121
Completed program	646	251
Non-payment of rent / occupancy charge	78	25
Non-compliance with project	145	111
Criminal activity / destruction of property / violence	44	4
Reached maximum time allowed in project	6	11
Needs could not be met by project	71	10
Disagreement with rules / persons	26	1
Death	65	1
Voucher funds exhausted	2	2
Voluntary Departure	159	93
Unknown / disappeared	63	28
Other	50	24
<b>Total</b>	<b>1,544</b>	<b>682</b>

\* Transitional shelter programs are allowed to charge up to 30 % of participant income for rent.



### Destination

This section provides the destination of the participants who exited the program during the fiscal year and were not expected to return.

Permanent Housing Destination	Adults	Children Under Age 18
Rental house or apartment (non-subsidized)	465	210
Public Housing Section 8	20	12
Shelter Plus Care	61	98
HOME subsidized house or apartment	16	3
Other subsidized house or apartment	49	20
Homeownership	142	48
Moved in with family or friends	18	14
<b>Transitional Housing Destination (24 Months or Less)</b>	206	103
Transitional Opportunity	65	16
Moved in with family or friends	108	70
<b>Institutional Destination</b>		
Psychiatric hospital	11	1
Inpatient alcohol or other drug treatment facility	17	0
Jail / prison	36	1
<b>Other Emergency Shelter Destination</b>		
Emergency Shelter	37	9
Other supportive housing	37	6
Places not meant for human habitation (e.g. street)	11	2
Other	86	14
<b>Unknown Destination</b>		
Unknown	159	55
<b>Total</b>	<b>1,544</b>	<b>682</b>

### Reason for Turnaway

This section provides information regarding the reason participants were turned away from the Supportive Housing Program during the fiscal year.

Reason For Turnaway	Adults	Children Under Age 18
No Vacancy	7,393	1,152
No Voucher Funds	90	31
Inappropriate for shelter	1,049	221
Refused to accept rules	43	53
Found other housing	211	137
<b>Total</b>	<b>8,786</b>	<b>1,594</b>



### Turnaway Referral

This section represents a duplicated count of the referrals made to program participants for other social services that were turned away from the Supportive Housing Program.

**6,558**

### Primary Language

The Department is attempting to identify the total number of program participants that could not speak or read English. A duplicated count of the primary language for these program participants is provided in this section.

Category	Number of Adults	Number of Children
Albanian	0	0
Arabic	0	0
Bosnian	0	0
Bulgarian	0	0
Chinese	2	0
French	0	0
Gujarati	0	0
Hindi	1	0
Khmer	0	0
Korean	0	0
Lithuanian	0	0
Mandingo	1	0
Polish	7	0
Romanian	0	0
Russian	2	0
Spanish	52	22
Ukranian	0	0
Urdu	0	0
Uzbek	0	0
Vietnamese	0	0
Other - Asian	3	1
Other - African	2	0
Other - Central and South American	0	0
Other - European	0	0
Other - India	1	0
Other	7	0
<b>Total</b>	<b>78</b>	<b>23</b>



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