



Illinois Department of Human Services
ILLINOIS SUPPORTIVE HOUSING PROGRAM
REPORT TO THE GENERAL ASSEMBLY
State Fiscal Year 2009



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 2009, \$8.8 million in funding was allocated to the Supportive Housing Program.

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 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
5,930	2,429	8,359

Number of Homeless Households

Single Male	2,655
Single Female	1,686
Couple No Child	55
Couple W/Child	89
Male W/Child	30
Female W/Child	1,111
Total Unduplicated Households	5,626



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.)	257	20
Emergency Shelter	722	322
Transitional Housing for homeless persons	583	195
Permanent Housing	2,736	1,272
Psychiatric facility	21	0
Substance abuse treatment facility	194	43
Hospital	19	4
Jail / Prison	73	2
Domestic violence situation	54	58
Living with relatives / friends	527	230
Rental housing / Eviction	231	192
Disaster / Fire	4	8
Condemned housing	24	35
Other	485	48
Total	5,930	2,429

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	4,202	1,556
1	1,339	752
2	213	95
3	46	20
4	7	0
5 or more	123	6
Total	5,930	2,429



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	195	134
51 - 61	979	606
31 - 50	1,480	1,389
18 - 30	361	776
Emancipated Minor or Unaccompanied Youth*	6	0
Total Adults	5,926	

13 - 17	294	318
6 - 12	426	462
1 - 5	399	365
under 1	67	69
Total Children	2,400	

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	2
18 - 30	2	0
Emancipated Minor or Unaccompanied Youth*	0	0
Total Reunited Adults	4	

13 - 17	4	5
6 - 12	0	6
1 - 5	2	2
under 1	6	4
Total Reunited Children	29	

* 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	291	198
Non-Hispanic and Non-Latino	5,639	2,231
Total	5,930	2,429

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	14	3
Asian	42	162
Black / African American	4,562	1,795
Native Hawaiian / Other Pacific Islander	4	12
White	1,125	308
American Indian / Alaskan Native & White	3	1
Asian & White	2	1
Black / African American & White	43	79
American Indian / Alaskan Native & Black / African American	7	7
Other *	128	61
Total	5,930	2,429

* 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)	1,561	5
Alcohol Abuse (AA)	889	1
Mental Illness (MI)	1,304	25
Developmental Disability (DD)	135	39
Physical Disability (PD)	573	16
HIV and / or AIDS (HIV)	393	3
Chronic Medical Health Problem	651	30
Domestic Violence	335	41
Unaccompanied Youth	7	0
Pregnant / Paranting Teen	10	3
Ex-Offenders	349	1
Other	85	1
Total	6,292	165

Disabling Condition

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

3,358

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.

508

* 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

	Adults	Children under 18
No Income	1,761	1,692
\$1 to 150	212	9
\$151 to 250	219	14
\$251 to 500	576	118
\$501 to 1000	2,181	230
\$1001 to 1500	610	159
\$1501 to 2000	234	121
\$2001 +	137	86
Total	5,930	2,429

Exiting the Program

	Adults	Children under 18
No Income	369	573
\$1 to 150	33	4
\$151 to 250	66	8
\$251 to 500	131	21
\$501 to 1000	438	62
\$1001 to 1500	166	57
\$1501 to 2000	77	7
\$2001 +	36	11
Total	1,316	743



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

Income Source	Adults	Children under 18
AABD	78	2
Alimony / Spousal Support	4	0
Child Support (or DCFS Grant)	156	87
Employment and Training	37	0
Employment Income	1,554	428
Pension / Retirement	75	0
Private Disability Insurance	4	0
Social Security	246	29
SSDI	601	46
SSI	1,277	98
Targeted Work Initiative	3	3
Temp. Asst. Needy Families (TANF)	215	94
Transitional / GA / Earnfare	249	2
Unemployment Benefits	149	26
Veterans Benefits	114	0
Work First / Work Pays	1	0
Worker's Compensation	8	4
Total	4,771	819



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

Income Source	Adults	Children under 18
AABD	4	5
Alimony / Spousal Support	3	0
Child Support (or DCFS Grant)	46	29
Employment and Training	8	4
Employment Income	457	99
Pension / Retirement	10	0
Private Disability Insurance	2	0
Social Security	42	3
SSDI	114	35
SSI	202	19
Targeted Work Initiative	1	2
Temp. Asst. Needy Families (TANF)	47	7
Transitional / GA / Earnfare	50	0
Unemployment Benefits	25	3
Veterans Benefits	40	0
Work First / Work Pays	0	0
Worker's Compensation	1	0
Total	1,052	206



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

Source of Benefits	Adults	Children under 18
All Kids	77	193
Child Care Assistance	112	172
Emergency Food Assistance	406	64
LIHEAP	200	67
Teen Parent Program	2	1
WIC	220	211
Medical Card	1,852	1,050
Other	315	10
Total	3,184	1,768

Exiting the Program

Source of Benefits	Adults	Children under 18
All Kids	10	63
Child Care Assistance	29	58
Emergency Food Assistance	70	9
LIHEAP	17	12
Teen Parent Program	0	0
WIC	61	60
Medical Card	423	309
Other	25	3
Total	635	514



**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.

Enrolled Prior to Entering:	3,194
Enrolled After Entering:	498
Ineligible:	1,934
Total Households:	5,626

Shelter Nights

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

Shelter Nights

	Shelter Nights
Male Adults	697,528
Male Children	248,804
Female Adults	699,406
Female Children	255,733
Total	1,901,471

Shelter Meals

Meals Served / Purchased / or Vouchered for All Participants	697,528
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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.)

Supportive Services	Adults	Children
Advocacy	84,511	4,554
Case Management	192,071	25,067
Counseling		
Financial	36,874	4,585
Life Skills	100,057	8,660
Other Counseling Services	29,220	3,716
Alcohol Abuse Services	22,191	1
Child Care	2,098	941
Children's Services	2,320	2,359
Domestic Violence	500	12
Education	33,808	1,044
Employment Services	26,920	598
English as Second Language	137	0
Follow-up Services	75,304	7,451
Health / Dental Service	25,814	232
HIV / AIDS Related Services	2,753	22
Housing Location / Inspection	23,213	943
Mental Health Services	54,384	252
Legal Service Referrals	1,883	24
Outreach	33,224	68
Substance Abuse Services	44,342	1
Transportation	51,126	1,952
Other	14,447	66
Total	857,197	62,548
Grand Total		919,745



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	116	26
1 to 2 months	135	30
3 - 6 months	226	122
7 - 12 months	293	221
13 - 24 months	279	248
25 months - 3 years	101	64
4 - 5 years	95	28
6 - 7 years	34	0
8 - 10 years	24	4
10 years and up	13	0
Total	1,316	743

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	129	37
Completed program	476	394
Non-payment of rent / occupancy charge	69	20
Non-compliance with project	135	111
Criminal activity / destruction of property / violence	43	3
Reached maximum time allowed in project	6	3
Needs could not be met by project	104	12
Disagreement with rules / persons	26	24
Death	36	7
Voucher funds exhausted	2	0
Voluntary Departure	196	95
Unknown / disappeared	60	14
Other	34	23
Total	1,316	743

* 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)	378	410
Public Housing Section 8	16	6
Shelter Plus Care	78	81
HOME subsidized house or apartment	13	1
Other subsidized house or apartment	27	12
Homeownership	125	25
Moved in with family or friends	15	13
Transitional Housing Destination (24 Months or Less)	186	56
Transitional Opportunity	68	8
Moved in with family or friends	60	24
Institutional Destination		
Psychiatric hospital	6	0
Inpatient alcohol or other drug treatment facility	31	2
Jail / prison	28	0
Other Emergency Shelter Destination		
Emergency Shelter	30	9
Other supportive housing	42	25
Places not meant for human habitation (e.g. street)	4	4
Other	53	11
Unknown Destination		
Unknown	156	56
Total	1,316	743

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	6,137	823
No Voucher Funds	30	0
Inappropriate for shelter	887	173
Refused to accept rules	31	20
Found other housing	182	82
Total	7,267	1,098



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.

6,047

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	3	2
Bosnian	0	0
Bulgarian	0	0
Chinese	0	0
French	2	0
Gujarati	0	0
Hindi	0	0
Khmer	0	0
Korean	0	0
Lithuanian	0	0
Mandingo	0	0
Polish	9	0
Romanian	0	0
Russian	0	0
Spanish	77	42
Ukrainian	0	0
Urdu	1	0
Uzbek	0	0
Vietnamese	0	0
Other - Asian	16	2
Other - African	4	0
Other - Central and South American	0	0
Other - European	0	0
Other - India	3	0
Other	7	0
Total	122	46