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**2019**

**ANNUAL REPORT**

# 2019 BOARD OF DIRECTORS

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## DEAR FRIENDS,

The past year served as a catalyst for transition and progression for All Chicago. A significant milestone was the transfer of leadership as we thanked Nonie Brennan for her many years of service and welcomed a new President and CEO to lead the work to unite our community and resources to provide solutions that ensure and sustain the stability of home.

As you read through this report to learn about our work and our recent accomplishments, we hope you will learn more about one of our valuable resources, our partners.

We know we cannot do this work on our own, and it is by working together through collaboration that we can truly advance the homeless service system in Chicago. We are focused on the power of **partnerships** to advance our shared work together. We encourage you to look over the list of our **partners** to witness the incredible work that agencies across Chicago are undertaking.

Together with our **partners**, we are working to strengthen a system that will be progressively more effective in preventing and ending homelessness. Our community's strategies



are leading to progress, and we are humbled to lead this work which affords self-sufficiency, wellness, safety, and dignity. You are part of this progress, and we need you now, more than ever, to make a difference for our neighbors who need **partners** to provide a hand with compassion and respect. Thank you for your trust, your involvement, and your support. With your help, we served thousands of households this past year.

While we are proud of our 2019 results, we know our work is not done. On behalf of All Chicago's board, staff, and the people we serve, we thank you for your **partnership**.

Sincerely,

**Carolyn K. Ross**  
President and CEO

**Peter Vilim**  
Board Chairman, 2019

# EMERGENCY FINANCIAL ASSISTANCE

We provide critical financial assistance to people experiencing, or at risk of, homelessness or another serious emergency. Our Emergency Fund program quickly provides payments on a person's behalf for things like rent, utilities, or even bus passes.

Our Emergency Fund helps to prevent a short-term crisis from becoming a cycle of instability. We work with partner agencies throughout Chicago to deliver funds to bridge the gap for our neighbors experiencing, or at risk of becoming homeless. Our partner agencies refer their clients to the Emergency Fund, and any Chicago resident in need of assistance can dial 3-1-1 and request "short-term help" to be assessed and referred to funding that can keep them stably housed.

## 2019 IMPACT BY THE NUMBERS:

3,611 households served

6,312 people served, including 2,247 children

\$3,943,128 provided in assistance

Collaboration with 57 partner agencies

Average grant size of \$1,092 per household

87% of clients surveyed for follow-up reported being housed at the time of follow up

95% of clients surveyed reported that the financial assistance resolved their issue

In 2019, we began the **Eviction Diversion Pilot Project, a new partnership with the Lawyers' Committee for Better Housing (LCBH)**. Many of our neighbors face eviction, an event that puts them at imminent risk of homelessness. The Eviction Diversion Program helped tenants facing a short-term crisis avoid a harmful eviction judgment through resolution services, case management, and emergency financial assistance. In addition, it educated stakeholders about the costs of and alternatives to eviction. Bringing together LCBH's legal expertise with the Emergency Fund's homelessness prevention approach, we successfully prevented eviction judgments for 15 households. Based on these outcomes, this eviction diversion work has continued past its pilot stage as a regular part of our Emergency Fund.

### MAKING A DIFFERENCE FOR NEIGHBORS LIKE HELEN

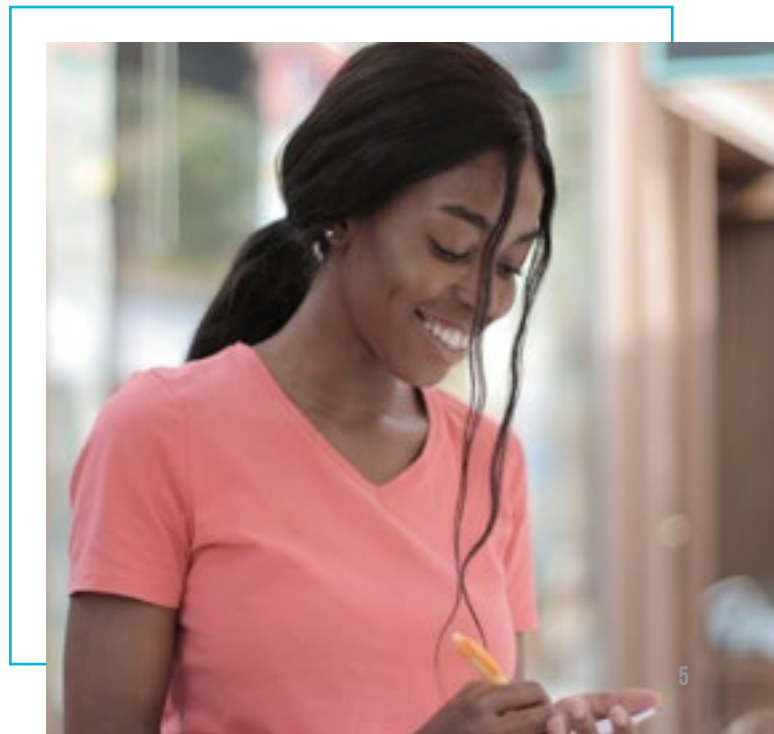
Helen had been working at the same hospice care center full-time for over eight years, when she was suddenly terminated without cause. At the same time, she was told that her rent would be raised by nearly \$300 a month, putting her apartment well outside her reach. Without a job, and facing mounting medical costs due to her high blood pressure, Helen was threatened with eviction.

Fortunately, Helen was put in contact with the Eviction Diversion Program, a new partnership between All Chicago and the Lawyers' Committee for Better Housing. Lawyers with the Lawyers' Committee for Better Housing advocated for Helen in court and were able to

halt the eviction process, giving Helen time to find a more affordable apartment, and a new job. During that time, All Chicago's Emergency Fund helped cover the cost of her back rent and the security deposit to move into her new apartment.

Helen has been living in her new apartment and is again working in hospice care. With the support of the Emergency Fund, she was able to avoid being evicted and forced into homelessness.

“After all that bad luck,” says Helen, “to have somebody suddenly step in and say to me, ‘I got this. Don’t worry about it, I’ll take care of it.’ It was amazing.”



# COMMUNITY PARTNERSHIPS

We drive Chicago’s community-wide response to homelessness by serving as the backbone for Chicago’s Continuum of Care. The Continuum of Care is a membership group that strategizes and plans a coordinated, comprehensive approach to providing housing and services for people experiencing homelessness.

All Chicago leads the Continuum of Care through a year-round research, evaluation, strategic planning, and federal funding application process. Through our 2019 funding application, we secured \$76 million in federal funding for homelessness programs in Chicago. This crucial funding was distributed to 43 agencies administering 154 projects across Chicago. This marks an increase of \$3 million from the prior year, bringing additional resources to Chicago to serve our neighbors experiencing homelessness.

Through our 2019 application, we brought in over \$3 million to our partner agencies to fund four new projects in Chicago providing housing to address domestic violence and homelessness.

## ON-THE-GROUND SUPPORT FOR OUR PARTNERS

We also provide technical assistance to our partner agencies to help them improve their programs and achieve better outcomes for their clients facing homelessness. In 2019, we conducted site visits and provided technical assistance to 13 projects from 12 partner agencies in the Continuum of Care. We helped our partners improve their programs by aligning their policies and practices, updating their intake processes, and helping them more closely follow best practices such as housing first and harm reduction. These enhanced processes not only help our partners provide better services to the population they serve, but they also help them score higher for the federal funding process, ensuring that they receive the needed funding to operate their programs.

# Homelessness in Chicago has decreased by 22% since 2015.\*

*\*As measured by the Point-in-Time Annual Homeless Count*

# Voices of Partners

**TOM EAGAN**  
**LA CASA NORTE**

Through La Casa Norte’s partnership with All Chicago, “we ensure that we are seated at the table that is relevant to our work. This includes a number of action agenda committees, work groups, and employment services work groups, the homeless youth task force, and we obviously partner with rapid rehousing.” Tom believes that this collaboration ensures the efficiency of the organization in reducing youth and family homelessness.

**LESLIE LEVY**  
**FEATHERFIST**

Leslie told us that through Featherfist’s partnership with All Chicago, they have been able to move clients into stable housing quickly and efficiently. “Supporting causes like All Chicago’s Emergency Fund is really the most effective way to make an impact in ending homelessness. It’s much more cost-effective to jump in and assist when a family is experiencing housing instability than actually paying for their stay once they become homeless.”

**RHONDA ZIEMBA**  
**THE INNER VOICE**

Trying to find ways to help clients has expanded because of All Chicago, as Rhonda told us, “Our partnership with All Chicago has allowed us in turn to be a positive change and have a broader impact with the clients that we work with. Our collaboration with All Chicago has allowed us to assist clients with small temporary situations in order to get them back on their feet.”

**JEREMY NICHOLLS**  
**CHRISTIAN COMMUNITY OUTREACH**

Jeremy believes that the partnership with All Chicago has been very beneficial to Cornerstone. Through the partnership, many opportunities have opened up.... “The Emergency Fund has been great for Cornerstone. We’ve helped clients in our program or people in the streets.” Jeremy emphasizes the importance of having the Emergency Fund at hand in helping others, stating that “Having the money there helps make that happen, so the money comes in two to three days. Before the Emergency Fund, we didn’t have that option, and we could not meet that need when someone just needs \$100 to get into a house.”

# DATA ANALYTICS

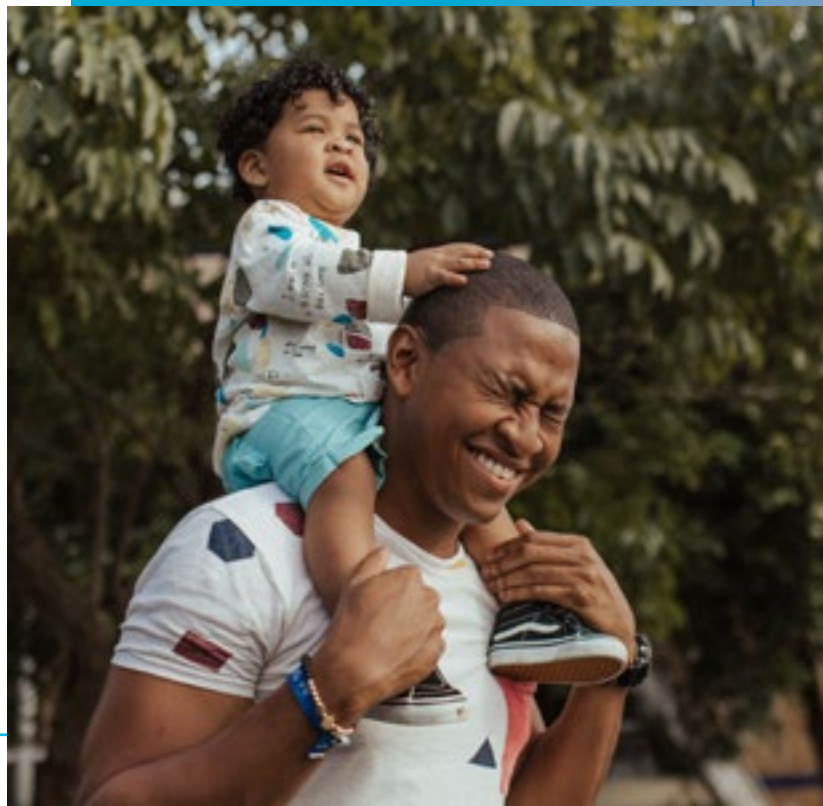
We manage the Homeless Management Information System (HMIS), a citywide database that collects and analyzes data on people experiencing, or at risk of, homelessness and the services they receive.

All Chicago gathers and analyzes local data on people experiencing, or at risk of, homelessness and the services they receive. We use this data to drive collaborative citywide discussion and decision-making as we work together toward solutions to end homelessness. In our role as the hub for Chicago's homelessness data, we closely track the city's key metrics and goal progression. We share this data with our partners through specific targeted reports and dashboards.

## BY THE NUMBERS:

In 2019, we worked with **91 partner agencies** that enter their data into HMIS

We supported **1,043 active users** of HMIS, who are partners in our work to end homelessness



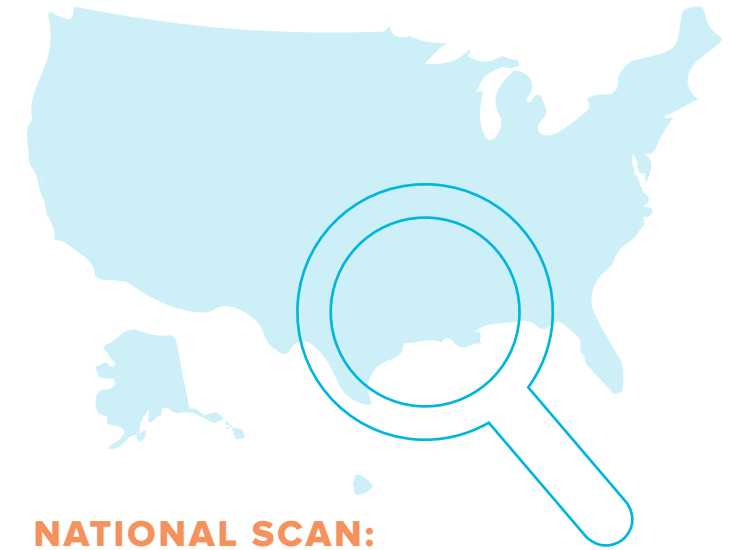
Data quality and consistency are crucial in our efforts. To ensure that we use the best data possible to make decisions, we train all partners who enter data into HMIS. In 2019, we initiated a new digital training strategy to make the process more efficient, enhance our training capacity, and make the series more flexible for users who can now follow along with the courses at their own pace.

## HMIS PARTNER TRAININGS BY THE NUMBERS:

**106** in-person trainings for our partners

**52** unique webinars hosted, on topics like Data Quality, Coordinated Entry, and HUD Data Standards

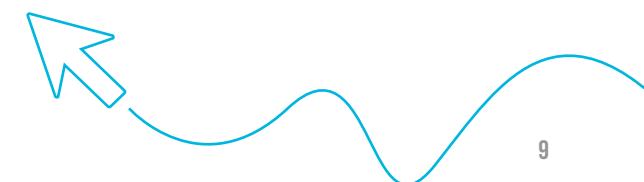
**1702** webinar attendees from across our community



## NATIONAL SCAN: HOUSING AND HEALTH

Homelessness is not an isolated issue, but rather, it is connected to many other systems in our city, like health. In 2019, we conducted a national scan to identify solutions for integrating housing and health data. Throughout this process, we engaged with other HMIS leads, Continuum of Care leads, homelessness analytics leaders, sector partners, and related software vendors across the country. This national scan represents a major step to position Chicago's HMIS and Continuum of Care to more deeply connect with other sectors, like the health sector, and to achieve greater outcomes for patients and people experiencing homelessness.

Check out the National Scan and other reports, available on our website: [allchicago.org/how-we-are-ending-homelessness/training-research/research](https://allchicago.org/how-we-are-ending-homelessness/training-research/research)



# TRAINING AND RESEARCH

We provide trainings, workshops, research, and analysis to help our partners apply proven strategies to prevent and end homelessness in Chicago even more effectively.

## BY THE NUMBERS:

111  
Trainings Provided

2,169  
attendees at our trainings!

136  
Partner Agencies served through our trainings

## TRAINING TOPICS INCLUDE:



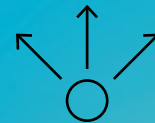
Strategies and Practices for Preventing Evictions



Mental Health First Aid



Senior Homelessness and Housing Resources



Coordinated Entry Overview



Chronic Homelessness Definition



Housing First 101



Trauma-Informed Care



Motivational Interviewing

In 2019, All Chicago hosted panel discussions on Domestic Violence, Legal Aid and Fair Housing, and Racial Equity – three topics selected by our partners in the Continuum of Care. We also hosted two introductory community conversations on Racial Equity in the Chicago homeless system. Using data derived from the Chicago Homeless Management Information System (HMIS) along with national tools to measure racial inequities in homeless services systems, we presented data to initiate an interactive conversation with 109 participants representing our community. These conversations serve as a starting point for developing strategies to identify and address systemic racial disparities and strengthen a culture of inclusiveness.

## TRAINING SPOTLIGHT: A DAY IN THE LIFE OF CASE MANAGEMENT

In 2019, we worked with the Peer to Peer Provider Workgroup of the Continuum of Care to develop “A Day in the Life of Case Management” training series with six sessions: Engagement, Assessment, Goal Setting, Intervention, Evaluation, and Termination. The training series examines the full range of case management applications and was designed specifically for front-line staff that directly serve clients experiencing homelessness. Peer sharing and group discussion building on the previous sessions made this series particularly helpful for the 25 participants, 86% of whom reported satisfaction with the training.

## RESEARCH

New reports from 2019 include:

### *Rapid Re-Housing in the City of Chicago: 2014 – 2017*

Rapid Re-housing (RRH) has become one of the major intervention models used nationwide to respond to homelessness. Using HMIS data, the report analyzes all Chicago area Rapid Re-housing projects between 2014-2017 to better understand the landscape in Chicago, gauge performance at the system and project levels, and recommend improvements based on this analysis. In May 2019, we hosted a Rapid Re-housing roundtable for our partners to discuss the findings and recommendations of this report and ways that we can enhance RRH in Chicago.

### *CoC Pathway of Systems Change: A Reflective Evaluation*

This reflective evaluation summarizes the perspectives of leaders in the City of Chicago’s homelessness prevention and care system. The report outlines how the system has changed over time, details successes and challenges, and discusses current system priorities and needs.

Check out All Chicago’s reports at [allchicago.org/how-we-are-ending-homelessness/training-research/research](http://allchicago.org/how-we-are-ending-homelessness/training-research/research)



# THANK YOU TO ALL OF OUR INCREDIBLE PARTNERS!

Chicago's progress and our work to end homelessness would not be possible without you.

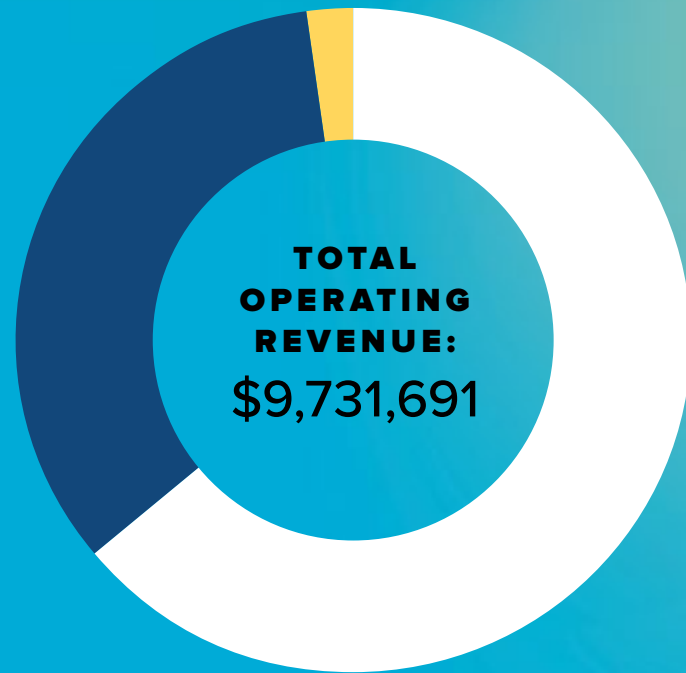
A Safe Haven  
Above and Beyond Family Recovery Center  
ACCESS Westside Healthy Start  
Accion Chicago  
AFC-Community Development Corp.  
AIDS Foundation Of Chicago  
Alexian Brothers Housing and Health Alliance  
Apna Ghar Inc.  
Bobby E. Wright Comprehensive Behavioral Health Center  
Bottom Line  
Breakthrough Urban Ministries, Inc.  
Cara  
Care2Prevent at the University of Chicago  
Casa Central  
Catholic Charities of the Archdiocese of Chicago  
Center for Changing Lives  
Center for Housing and Health  
Center on Halsted  
Chicago City Colleges  
Chicago Coalition for the Homeless  
Chicago Community Trust  
Chicago Department of Family and Support Services  
Chicago Department of Housing  
Chicago HOPES for Kids  
Chicago House and Social Service Agency  
Chicago Housing Authority  
Chicago Jobs Council  
Chicago Lights, Elam Davies Social Service Center  
Chicago Loop Alliance  
Chicago Mayor's Office  
Chicago Public Schools  
Chicago Scholars

Chicago Women in the Trades  
ChildServ  
Christian Community Health Center  
Christopher House  
CIBC Bank USA  
City Colleges of Chicago  
College Possible  
Community Supportive Living Systems, Inc.  
Companies that Care - Aim High  
Cook County Commissioner - 3rd District  
Cook County Health  
Cook County Sheriff's Office  
Cornerstone Community Outreach  
Corporation for Supportive Housing  
Covenant House  
Deborah's Place  
Demoiselle 2 Femme  
Depaul USA  
Digs With Dignity  
Embarc  
Facing Forward to End Homelessness  
Family Rescue  
Featherfist  
Field of Dreams Visionary Center  
Franciscan Outreach  
Genesys Work Chicago  
Gorman & Company  
Grow Your Own Illinois  
Healthcare Alternative Systems  
Heartland Alliance - Heartland Alliance Health,  
Heartland Health Ourteach, Heartland Human  
Care Services  
Holsten Human Capital Development, NFP

Holy Rock Outreach Ministry  
Housing Opportunities for Women, Inc.  
Human Resources Development Institute, Inc.  
Ignite  
Illinois Department of Children and Family Services  
Illinois Housing Development Authority  
Independent Community Living  
Inspiration Corporation  
Interfaith Housing Development Corporation  
Jane Addams Resource Corporation  
Jesse Brown Veteran Health Care System  
Jewish Vocational Service  
(Career and Employment)  
Kinzie Industrial Council of Nearwest Chicago  
La Casa Norte  
Lawyers' Committee for Better Housing  
Legal Aid Chicago  
Lincoln Park Community Shelter  
Margaret's Village  
Matthew House  
Mercy Housing Lakefront  
Metropolitan Family Services  
Near West Side Community  
Development Corporation  
Neopolitan Lighthouse  
New Moms  
North Lawndale College Prep  
North Side Housing & Supportive Services  
One Goal  
One Million Degrees  
Phalanx Family Services  
Pilsen Wellness Center, Inc./PATH Program

Polk Bros. Foundation  
Primo Center for Women and Children  
Redeemus Social Services  
Communities Corporation  
Renaissance Social Services, Inc.  
ReVive Center for Housing and Healing  
Salvation Army  
Sarah's Circle  
Spanish Coalition for Housing  
St. Agatha Catholic Church  
St. Leonard's Ministries  
St. Martin de Porres House of Hope  
St. Sabina  
Team Englewood  
The Boulevard of Chicago  
The Chicago Help Initiative  
The House Of Issachar Community  
Development Corporation  
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The Night Ministry  
The Salvation Army  
Thresholds  
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Trilogy  
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Veterans New Beginnings  
Volunteers of America of Illinois  
Year Up

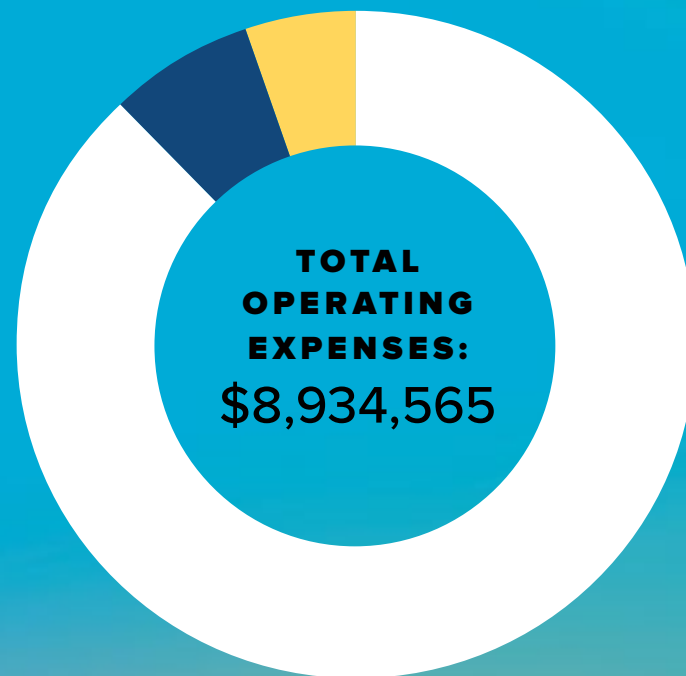
# FINANCIALS



**GOVERNMENT**  
\$6,240,119

**FUNDRAISING AND SPECIAL EVENTS**  
\$3,326,363

**ALL OTHER**  
\$165,209



**PROGRAMS**  
\$7,766,931

**MANAGEMENT AND GENERAL**  
\$667,449

**FUNDRAISING**  
\$500,185

# THANK YOU TO OUR SUPPORTERS!

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Leturyurin Woods  
Amy Zisook and David Rosen

*\*All Chicago appreciates the generosity of our supporters and apologizes for any errors or omissions in this report. For questions, please contact Melissa at 312.379.0301 ext. 127. Due to space limitations, we are unable to print donors who gave under \$100 but are very thankful for gifts of all sizes.*



## PARTNER WITH ALL CHICAGO!

It takes all of us, working together, to end homelessness. As a community, we can ensure all our neighbors have a safe and stable place to call home. Join us!

### FOLLOW US AND SPREAD THE WORD

 [facebook.com/AllChicago.MHH](https://facebook.com/AllChicago.MHH)

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### MAKE A TRIBUTE GIFT IN HONOR OR MEMORY OF A LOVED ONE

A gift in tribute of a friend, family member, or colleague is a wonderful way to show how much they mean to you. Upon receipt of your gift, we will send a personalized card to the honoree, or in the event of a memorial gift, to your designated recipient.

### BECOME AN AMBASSADOR

Our Ambassadors are valued mission partners who are trained to share about All Chicago’s work and play an active role in expanding our network of friends and donors.

### MAKE A MONTHLY GIFT

You can be an essential partner by becoming a monthly donor. Your regular monthly gift creates a source of income we can count on to take steps forward in ending homelessness. It’s the easiest way to give and ensure that All Chicago receives your ongoing support.

### JOIN A COMMITTEE

Lend your expertise on working committees like Fundraising, Marketing, and more. We will work with you to learn more about your specific experience and interest and match you with the perfect opportunity.

To learn more or get involved, please contact Melissa at 312.379.0301 ext. 127 or at [manson@allchicago.org](mailto:manson@allchicago.org) to learn more.

LEARN MORE ON OUR NEW WEBSITE: [WWW.ALLCHICAGO.ORG](http://WWW.ALLCHICAGO.ORG)



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