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.

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.”

OUR APPROACHES

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

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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.”

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.”

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.”
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

1,702 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
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.

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

BY THE NUMBERS:

- 111 Trainings Provided
- 2,169 attendees at our trainings!
- 136 Partner Agencies served through our trainings

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
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
APC-Community Development Corp.
AIDS Foundation Of Chicago
Alexian Brothers Housing and Health Alliance
Apana 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
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Digs With Dignity
Embarc
Facing Forward to End Homelessness
Family Rescue
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Field of Dreams Visionary Center
Franciscan Outreach
Genesys Work Chicago
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Illinois Housing Development Authority
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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
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The Inner Voice
The Night Ministry
The Salvation Army
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UCAN
Unity Parenting & Counseling, Inc.
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Upwardly Global
Utmost U
Veterans New Beginnings
Volunteers of America of Illinois
Year Up
FINANCIALS

**TOTAL OPERATING REVENUE:** $9,731,691

- **GOVERNMENT** $6,240,119
- **FUNDRAISING AND SPECIAL EVENTS** $3,326,363
- **ALL OTHER** $165,209

**TOTAL OPERATING EXPENSES:** $8,934,565

- **PROGRAMS** $7,766,931
- **MANAGEMENT AND GENERAL** $667,449
- **FUNDRAISING** $500,185

THANK YOU TO OUR SUPPORTERS!

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Janiece Johnson  
Joy Johnson  
Juandalynn Johnson-Williams  
Barbara Jones  
Rita Kahn  
Susan Kosyla  
Dan Kotowski  
David Kozin  
Gregory Kramer  
Mary Ann Langas  
Winfred Leaf  
Elizabeth Lee  
Michael Lyman  
Kruti Maniar
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

twitter.com/AllChicago_MHH

linkedin.com/company/all-chicago

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 a 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.

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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.

LEARN MORE ON OUR NEW WEBSITE: WWW.ALLCHICAGO.ORG

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*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.

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