

**all Chicag<sup>o</sup>**  
making homelessness history



**2020**

**ANNUAL REPORT**

2020

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### DEAR FRIENDS AND SUPPORTERS,

It goes without saying – 2020 was a year unlike any other. At All Chicago, we are proud of the ways we adapted to continue working toward our mission to prevent and end homelessness in Chicago.

While we faced unprecedented challenges together as a community, we were also uplifted by the spirit of partnership and collaboration that held us together. We scaled up, nearly doubling our staff to meet the increased need.

As the COVID-19 pandemic took hold of Chicago and the world, we were heartened to see how our partners stepped up to make a difference. Our partner agencies in Chicago, who provide housing and services every day, jumped into action. They adapted their facilities quickly, shifting their operations to keep their clients' health and safety as the utmost priority. Our philanthropic partners stepped up, increasing their giving to meet the unprecedented need for homeless services. Our government partners joined these efforts, also providing crucial funding as quickly as possible.

It is through all of your support that we reached more households than ever before in 2020. Our Emergency Fund program provided urgent financial assistance to over 5,200 households, while our Student Emergency Fund grew to serve over 2,600 students. For the first time ever, All Chicago became a grantor and disbursed \$6 million of public funding to partner agencies in Chicago and throughout Illinois through a newly created Agency Emergency Fund.

This growth is not temporary. While we have expanded during difficult times, the improvements we have made have strengthened Chicago's homeless services system for the long-term. By seizing the crisis as an opportunity to innovate, together with our partners, we have re-imagined the ways that we help our neighbors get back into stable housing. Nowhere is this more evident than in our Expedited Housing Initiative (EHI). Launched in 2020, the EHI seeks to test innovations to move people more quickly from homelessness into housing, removing barriers and streamlining the process.

We are proud of the way we served our community and partners in 2020, and we know that our work is not done. If anything, the events of the last year have only further emphasized the importance of safe and stable housing on a person and community's wellbeing. On behalf of All Chicago's board, staff, and the people we serve, we thank you for your partnership. With your sustained support, we know that we can continue to make a difference for our neighbors facing homelessness.

Sincerely,



**Carolyn K. Ross**  
*President and CEO*



**Richard Sciortino**  
*Board Chairman*



## OUR APPROACHES:

# 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.

### EMERGENCY FUND GROWS TO MEET NEED

Our Emergency Fund has always served our neighbors who need a little financial assistance to bridge them through a temporary crisis. During the COVID-19 pandemic, we have seen a sharp uptick in demand for this financial assistance, as people in Chicago and across the world faced unexpected crises at unprecedented levels. Many of our neighbors lost work opportunities and hours, had to care for family members, or faced severe health challenges – all of these things can threaten a person's housing stability.

**With generous support from our community and funders, All Chicago grew our Emergency Fund to serve more people than ever before in 2020.**

We served 5,296 households, including 7,709 people, with \$7.6 million of emergency financial assistance. We made payments within just five to seven business days on our clients' behalf to cover expenses like rent and application fees, security deposits, utilities, transportation, and essential home items. After 90 days, 81% of clients reported that they were still housed. While the average amount of assistance provided was

### 2020 IMPACT BY THE NUMBERS:

# 5,296

households served

# Over 7,700

people served

# \$7,647,653 million

distributed in emergency financial assistance

# \$1,444

average amount of assistance provided

# 81%

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

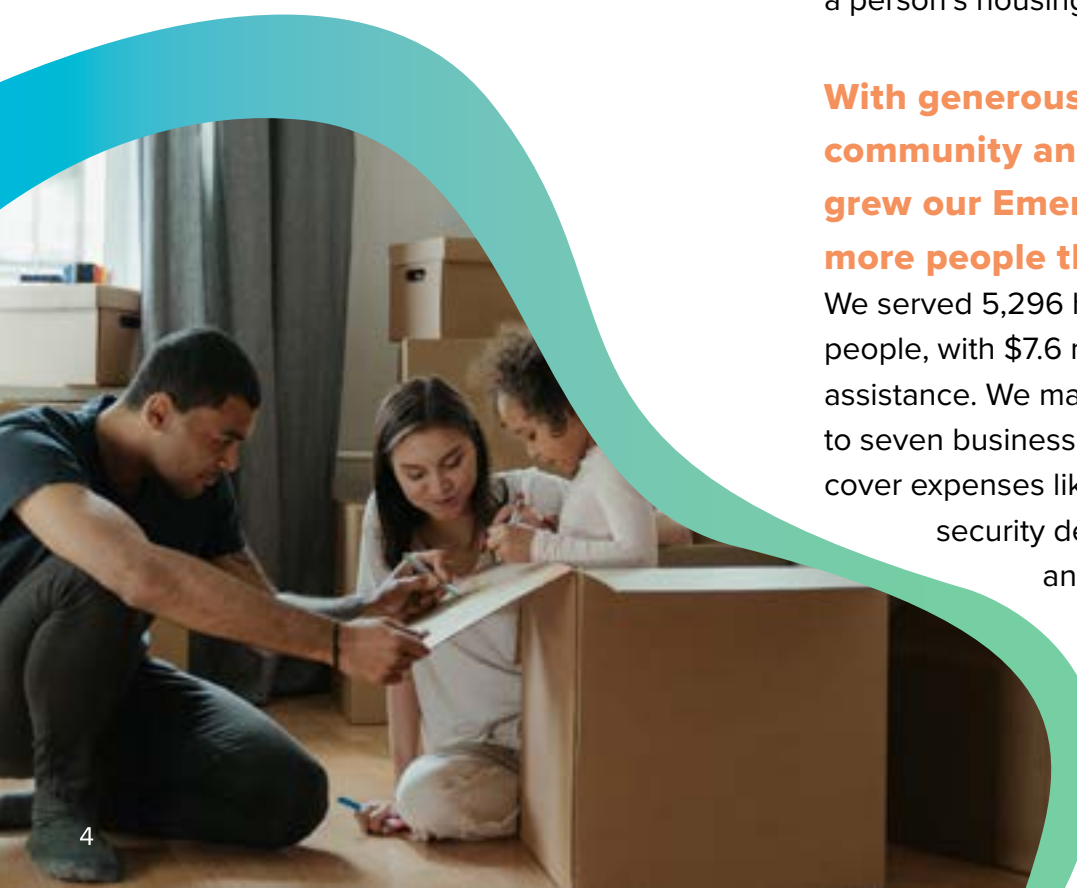
\$1,444, many clients only needed a few hundred dollars to maintain their stability.

### AGENCY EMERGENCY FUND

In March 2020, All Chicago launched a new Agency Emergency Fund in response to urgent challenges in the homeless services system posed by the COVID-19 pandemic. For the first time, All Chicago became a grantmaking organization, delivering immediate financial assistance to partner agencies, in addition to our longstanding assistance to individuals and families facing homelessness. All Chicago provided \$763,000 in grants to help 47 partner agencies adapt their programs and facilities so they could continue serving clients safely. We also partnered with the State of Illinois to disburse \$6 million of public funding in support of agencies, including \$3 million to Chicago organizations and \$3 million throughout Illinois.

### SUPPORTING STUDENTS THROUGH THE STUDENT EMERGENCY FUND

All Chicago's Student Emergency Fund launched in 2015 and provides financial assistance to college students who are at risk of dropping out of school because of a crisis. Since many colleges closed their campuses abruptly in 2020, students faced unique challenges. All Chicago rapidly grew our team and increased our support to meet this critical need. In 2020, we served 2,617 students with over \$1.2 million. This represents the largest disbursement in the program's history by far, quadrupling from our 2019 totals, which were previously our highest ever. For the first time, no clients were turned away because of lack of funding, a milestone for the Student Emergency Fund program.



## OUR APPROACHES:

# 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. In 2020, we secured approximately \$80 million in federal funding for homelessness programs in Chicago. This crucial funding was distributed to 43 agencies operating 143 projects across Chicago. This marks an increase of \$4 million from the prior year, bringing additional resources to Chicago to serve our neighbors experiencing homelessness.

## EXPEDITED HOUSING INITIATIVE

In 2020, All Chicago and the Continuum of Care launched the Expedited Housing Initiative (EHI) to move people from homelessness into safe and stable housing more quickly to minimize the health risks of COVID-19. Through this effort, we work with partners to streamline and improve processes citywide, testing new innovations and reducing barriers to connecting people with housing. This initiative has two major components – Accelerated Moving Events and landlord engagement through Chicago Rents.

### Accelerated Moving Events:

All Chicago and our partners hold Accelerated Moving Events (AMEs) to help clients comprehensively go through all aspects of the process to move into housing. This includes identifying needs, picking out an apartment, working with a case manager, and setting up an inspection.

### Chicago Rents!

In 2020, All Chicago began working closely with landlords to identify available units. This new program is dedicated to supporting Chicago landlords and leveraging this partnership to fill their units with people who need them. We partner with over 150 landlords in Chicago by connecting tenants and units while providing holding fees, rental assistance, and other support.

## POWERFUL PARTNERSHIPS

Working collaboratively with partners across Chicago is at the heart of what we do at All Chicago. We know that no single agency can end homelessness. Rather, we must work together to make a greater impact in our community.

Hear what one partner had to say about working with All Chicago:

“

Inner Voice has enjoyed the energy and sense of purpose at All Chicago. Our partnership has been extremely beneficial for staff and those we serve. The All Chicago team provided opportunities to receive greatly needed emergency funding during the pandemic. Our recent collaboration in the EHI program has been very exciting and rewarding for staff and participants. The timely information All Chicago provides through newsletters has been invaluable to Continuum of Care (CoC) stakeholders as has the supportive role they play with the CoC board and its many committees and workgroups.

An unexpected bonus has been the knowledge our finance team has gained through workshops and trainings conducted by All Chicago. The responsiveness of All Chicago staff to assist our agency in a myriad of ways has enriched our collaborative work. We look forward to cultivating our partnership in the coming years in our collective efforts to end homelessness.”

**JACKIE EDENS, CHIEF EXECUTIVE OFFICER,  
THE INNER VOICE, INC.**



*Are you a landlord who may be able to help?  
Check out [allchicago.org/chicagorents](https://allchicago.org/chicagorents) to learn more!*

**OUR APPROACHES:**

**DATA ANALYTICS**

We manage the Homeless Management Information System (HMIS), a citywide database where we collect and analyze 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 progress toward goals and key metrics. We share this data with our partners through specific targeted reports and dashboards.



**SUPPORTING PARTNERS WITH DATA**

A key element of our Data Analytics approach is supporting our partner agencies. In 2020, All Chicago supported 1,089 individual HMIS database users across 91 agencies. To do this, we offer comprehensive trainings that both ensure each agency has high quality data on their work and that as a system, we have accurate data to inform our decisions. In early 2020, we held 16 in-person trainings before transitioning to online sessions. Our trainings continue to receive high levels of satisfaction based on follow-up surveys. All Chicago staff also provides helpdesk services for individual support.

In 2020, we created quarterly reports to highlight key data insights from Chicago's homelessness services system.

Learn more and check out the reports at [allchicago.org/hmis/data-reports](https://allchicago.org/hmis/data-reports).



**2020 IMPACT BY THE NUMBERS:**

**91 Partner Agencies**  
enter their data into HMIS

**1,089 Active HMIS Users,**  
who are partners in our work to end homelessness

**OUR APPROACHES:**

## 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.

In 2020, we hosted 43 trainings for 1,930 attendees on topics such as Mental Health First Aid, Trauma-Informed Care, and Housing First.

Our Training and Research approach helps us build capacity across Chicago's homeless services system by supporting our partners in their work. We rapidly shifted this work in 2020 to meet the needs of partner agencies, as we all adapted to new realities of addressing homelessness during the COVID-19 pandemic.



### WEEKLY WEBINARS

All Chicago presented weekly webinars for over 300 participants to provide important COVID-19 updates.



### PEER SHARING

We facilitated peer sharing opportunities to help our partners solve problems together and learn from each other.



### COVID-19 GUIDANCE

All Chicago created a new hub on our website with COVID-19 guidance, updating it frequently to reflect new information coming from local and federal authorities. This guidance included everything from best practices for shelters and housing programs, to staffing guidance, to allowable costs for government funding, and much more!



### DISTILLED INFORMATION

All Chicago provided summaries of key webinars for our partner agencies to quickly catch up on vital information.



### RAPID COMMUNICATION

Throughout the COVID-19 pandemic, All Chicago increased our focus on communication to partners to ensure everyone had updated information. We also created an online forum through a new Slack channel to facilitate rapid information sharing among practitioners throughout Chicago. Our Slack channel has over 472 members!

# THANK YOU TO ALL OF OUR INCREDIBLE PARTNERS!

Chicago's progress and our work to end homelessness would not be possible without you. We are deeply grateful for your partnership.

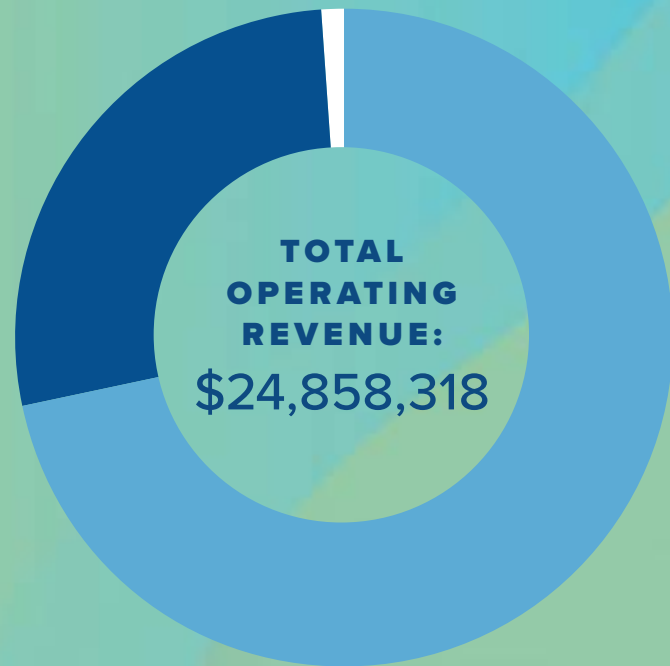
A Safe Haven Foundation  
A Work of Faith Ministries  
Above and Beyond Family Recovery Center  
Access Living  
ACCESS Westside Healthy Start  
AFC-Community Development Corp.  
Affordable Recovery Housing  
African American Christian Foundation  
AIDS Foundation of Chicago  
Alexian Brothers Housing and Health Alliance  
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Care2Prevent at the University of Chicago  
Casa Central La Posada  
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Catholic Charities of the Archdiocese of Chicago  
CBR Tranquility Development NFP  
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 Furniture Bank  
Chicago HOPES for Kids  
Chicago House and Social Service Agency  
Chicago Housing Authority  
Chicago Jobs Council  
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Chicago Public Schools  
Chicago Scholars  
ChildServ  
Christian Community Health Center  
Christopher House  
CIBC BANK USA

City of Chicago  
College Possible  
Community Supportive Living Systems, Inc.  
Companies that Care: AIM High  
Cook County Commissioner - 3rd District  
Cook County Health and Hospital System  
Cook County Sheriff's Office  
Cornerstone Community Outreach  
Corporation for Supportive Housing  
Covenant House  
Deborah's Place  
Depaul USA  
Digs With Dignity  
Dr. Frelas' Labs, Inc.  
Embarc  
Facing Forward to End Homelessness  
Family Rescue  
Featherfist  
Field of Dreams Visionary Center  
Franciscan Outreach  
Genesys Works  
Good News Partners  
Gorman & Company  
Healthcare Alternative Systems  
Heartland Alliance Health  
Heartland Health Outreach, Inc  
Heartland Human Care Services  
Helping Hands Enterprises LLC  
Heroes Of Change  
Holsten Human Capital Development  
Holy Rock Outreach Ministry  
Homeless Prevention Call Center (hosted at Catholic Charities)  
Housing Opportunities for Women, Inc.  
Human Resources Development Institute, Inc. (HRDI)  
Ignite  
Illinois Housing Development Authority  
Independent Community Living  
Innecity Muslim Action Network  
Inspiration Corporation

Institute of Global Homelessness  
Interfaith Housing Development Corporation  
Jane Addams Resource Corporation  
Jesse Brown Veteran Health Care System  
JVS  
La Casa Norte  
Lawyers' Committee for Better Housing  
Legal Aid Chicago  
Legal Council for Health Justice  
Lifeshouse Recovery Organization  
Lincoln Park Community Services  
Lived Experience Commission  
Love Mission House  
Margaret's Village  
Matthew House Inc  
Mercy Housing Lakefront  
Metropolitan Family Service  
Miro Development  
National Louis University  
Near West Side Community Development Corporation  
Neopolitan Lighthouse  
New Moms, Inc.  
Normandy House Sober Living  
North Lawndale College Prep  
North Side Housing & Supportive Services Of Color Inc.  
One Goal  
One Million Degrees  
Open Arms Ministry  
Partners In Community Building, Inc.  
Phalanx Family Services  
Phoenix Foundation  
Pilsen Wellness Center, Inc./PATH Program  
POAH Communities  
Polk Bros. Foundation  
Primo Center for Women and Children  
Project Fierce Chicago  
Puerto Rican Cultural Center  
Redeemus Social Services Communities Corporation

Renaissance Social Services of Illinois  
ReVive Center for Housing and Healing  
Round n About NFP, Inc DBA Kahari House  
Salvation Army  
Sarah's Circle  
SisterHouse  
Spanish Coalition for Housing  
St. Agatha Catholic Church  
St. Leonard's Ministries  
St. Martin de Porres House of Hope  
St. Sabina  
StreetWise  
Tabitha's House  
TASC  
The Boulevard Of Chicago  
The Cara Program  
The House Of Issachar Community Development Corporation  
The Inner Voice, Inc.  
The Interfaith Housing Development Corporation of Chicago  
The National Association for Black Veterans (Nabvets)  
The Night Ministry  
Thresholds  
Traffick Free  
Trilogy, Inc.  
UIC John Marshall Law School  
United Way of Metro Chicago  
Unity Parenting and Counseling  
University of Chicago Urban Labs  
UtmostU  
Veterans New Beginnings  
Volunteers of America of Illinois  
Waterton  
WINGS Program  
Year Up  
Youth Action Board

# FINANCIALS



- GOVERNMENT**  
\$17,887,818
- FUNDRAISING AND SPECIAL EVENTS**  
\$6,664,951
- ALL OTHER**  
\$305,549



- PROGRAMS**  
\$20,471,236
- MANAGEMENT AND GENERAL**  
\$606,282
- FUNDRAISING**  
\$352,401

# THANK YOU TO OUR SUPPORTERS!

## CORPORATIONS, FOUNDATIONS, AND INDIVIDUALS

Because of your support, we grew to serve more of our neighbors than ever before in 2020. We are so grateful!

### \$1,000,000+

- Anonymous
- The Crown Family

### \$250,000-\$499,999

- Anonymous (2)
- The Chicago Community Trust
- City Colleges of Chicago
- First Spoke Foundation
- The Harry and Jeanette Weinberg Foundation
- Polk Bros. Foundation

### \$100,000-\$249,999

- Jim and Kay Mabie
- Liz Michaels and Tom Dutton
- TAWANI Foundation

### \$50,000-\$99,999

- The Englewood Women's Initiative at Chicago Foundation for Women
- Lisa Stone Pritzker Family Fund
- Prince Charitable Trusts
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- Comprehensive Health Management, Inc.
- The Eleanor Fund at the Chicago Foundation for Women
- Homestead Affordable Development Corporation
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- Foundation
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- Pierce Family Charitable Foundation
- Reade Industrial Fund
- Tara Robinson
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- Peter and Joan Vilim
- Zacek-McVay Fund

### \$5,000-\$9,999

- A. Montgomery Ward Foundation
- Brinshore Development L.L.C.
- Priya Desai
- David Ferster
- George M. Eisenberg Foundation for Charities
- Joel and Lori Haberman
- Helen Brach Foundation
- Jackie Holsten
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<a href="#"><u>\$2,500–\$4,999</u></a>	Anonymous (2)	Powers & Sons Construction Company	Michael H. Wasserman, Attorney at Law	Jare Akchin	Tom and Ginny Gohagan
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	Karen and Matthew Kaplan Family Foundation	Christina Fisher	Jenna Goldberg	Laura Callahan	Eva Lichtenberg and Arnold Tobin
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				Christ Dangles	Megan Lutz
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				Alison Duffy	Anne Marquez
					Carla and David Mason

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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.*



# 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)

 [twitter.com/AllChicago\\_MHH](https://twitter.com/AllChicago_MHH)

 [linkedin.com/company/all-chicago](https://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 critical 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). Check out our website for more information: [www.allchicago.org/get-involved](https://www.allchicago.org/get-involved)

all Chicago   
making homelessness history

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