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# AT **FOW** WE BELIEVE

housing is a right, and not a privilege.

### **Our Values**

### **Justice**



We promote and create opportunities for social and economic change that ensures equity, diversity, and inclusion.

### Compassion



We advocate for the self determination of everyone and practice empathy, humility, and non-judgment.

### Integrity



We acknowledge the unique experience of each person and demonstrate respect, trust, fairness, and transparency.

### **Collaboration**



We recognize the importance of working together to expand capacity, increase sustainability, and achieve shared goals for our communities.

### **Innovation**



We test theories, explore new approaches, and build creative solutions in response to complex issues.

# **A Letter From Our Leaders**

Dear Readers,

It's been nearly four decades since a group of Rogers Park neighbors joined together to create Chicago's very first transitional housing program for women. They knew healing and growth was nearly impossible without the foundation of a stable home.

Staying true to that vision, HOW was an early proponent of the Housing First model and is now the third largest provider of permanent supportive housing in Chicago with over 600 units across the city. But this expansion only tells a small piece of our larger story, as our work has evolved to now include a broad array of prevention and supportive services.

Over the years we've listened to our clients, paying close attention to their needs, ideas, and goals in order to translate them into specific programs. Whether it be finding a job, securing healthcare, or enrolling in school, HOW is committed to providing our clients with the tools they need to succeed. Last year we worked with 1,360 individuals to harness their potential and rebuild their lives.

Thank you for being part of our community of support,

Britt

Britt Shawver, CEO





### 2017 & 2018 Biennial Report

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# **Client Profile - Jetaime**

fter a period of housing instability and homelessness, Jetaime and her family finally received an apartment through HOW in November 2013. With a safe place to call home and the strength of HOW's expansive resources behind her, she eagerly returned to school in the hopes of earning her degree.

From the moment she joined HOW, Jetaime became active in the community, attending events and workshops, and partnering with her Case Manager to create a detailed education plan for herself and her children. "She is so smart, determined, and dedicated," notes Kimberly Gleeson, Jetaime's Case Manager from 2013-2017, "I believe she's going to be successful no matter what she ends up doing and I'm happy HOW has been able to help her in the process."

After a number of traumatic events and several moves during her first years back at school, Jetaime began attending HOW's group counseling sessions which gave her a safe space to share, connect, and heal. She continued to persevere and in 2018 graduated from college with her Associate's Degree.

"I am so grateful for the abundance of resources at HOW. Without them I would not have been able to get to where I am



Jetaime immediately began working with HOW's employment team after graduation. She was determined to put her education to use and find a job.

"Her personality is like sunshine," shares Spresa Zeqiri from HOW's Employment Team who worked with Jetaime to find job opportunities, create a resume, secure professional clothing, and prepare for interviews. Spresa still remembers meeting Jetaime when she entered the program four years ago. "She is a great parent and person," gushes Spresa, "When you talk with her, you can feel her motivation and joy."

By fall 2018 Jetaime secured the perfect job as a Research Assistant at the University of Chicago working 25 hours a week. The part-time nature of the work is ideal and allows her to support and provide for her growing family, while also being a hands-on mother. Powered by her degree and determination Jetaime continues to thrive in her work and life.



"My case manager is very understanding and supportive. She knows me and that every thing I do is for my kids. I have succeeded because of them."

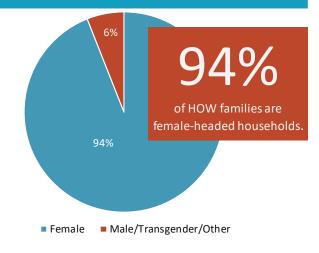
# A Look at the Numbers



- 65 new households secured housing through HOW.
- **97%** of clients served by HOW remained stably housed.
- There were **7,380** outreach and referral contacts made in 2018, an increase of 35% from 2017.

1,362 people, including 611 children, were served in 2018, with nearly 1/3 being new to HOW.

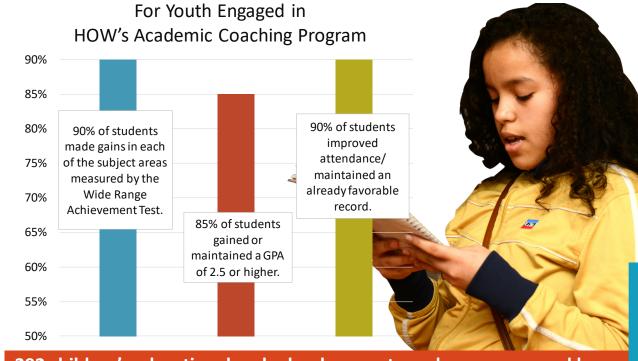
- 87% of clients who graduated from HOW programs maintained permanent, stable housing.
- 95% of clients are covered by health insurance (an 11% increase from 2017).
- 96% of clients said they were satisfied with the support and assistance they received from their case manager.



### **Household Locations**

- South Side
- North Side
- West Side
- North Suburbs
- South Suburbs

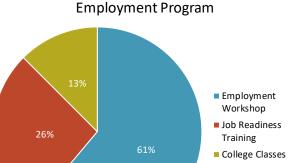
# **Youth and Employment**



292 children's educational and school support needs were assessed by **HOW staff.** 

- 308 clients engaged in employment activities in 2018.
- **80%** of those who had employment maintained it.
- 155 clients were employed in 2018.





Clients Participating in HOW's

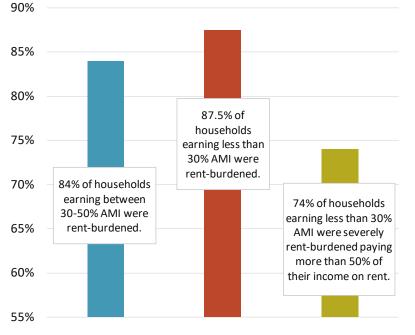
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# **Expansion into Evanston**

In summer 2019 HOW will complete construction of our first Evanston development. The sixteen units will be a blend of affordable and permanent supportive housing and are located in a desirable neighborhood close to transit, schools, shops, and

more. The building will house eight one-bedroom and eight two-bedroom apartments for household incomes between 30-50% of the area median income<sup>1</sup>. Once housed, clients will be offered quality property management services and access to HOW's network of case management, support, and referral services.



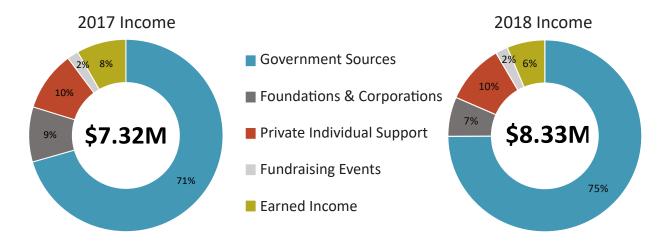


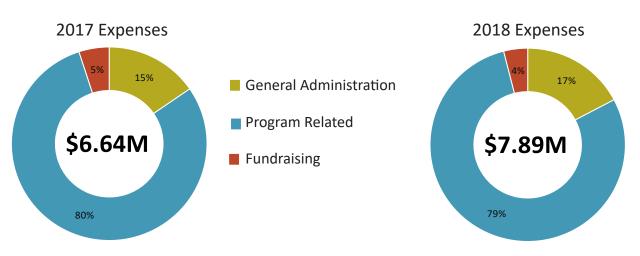
Between 2012 and 2016, the affordable<sup>3</sup> rental supply declined by 10.4% in Chicago.

As of 2018 there are about 350,000 low-income<sup>2</sup> renter households, but only about 230,000 rental units affordable to these households.

- 1. The Area Median Income (AMI) is the midpoint of a region's income distribution half of families in a region earn more than the median and half earn less. AMI varies by location and in Chicago is \$42,300 for a family of four.
- 2. "Low-income" is defined as below 150% of the poverty line (\$18,210 for a single person or \$37,650 for a family of four).
- 3. An "affordable" home is one with a rent of no more than 30% a household's income.

## **Financials**





Туре	2017	2018
Assets	\$6,619,879	\$8,334,008
Liabilities	\$3,071,931	\$4,339,671
<b>Total Net Assets</b>	\$3,547,948	\$3,994,337

Full versions of HOW's audited financial statements are available upon request.

Graphs above are based on 2017 and 2018 audited financials.

Capital contributions restricted for building development expenses in 2019 account for surplus income in both 2017 and 2018.

# **New Programs**

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**OW's Teen Program** was founded in February 2017 to address the pressing need for more focused support for our high school-aged students.

The program works with students in grades 8-12 as they navigate the transition from high school to college and/or a career. Teens are provided innovative academic enrichment programming to help them realize and achieve their educational and professional potential.

The program is tailored to support each teen's interests and ambitions and can include study skills and academic support; college and career goal-setting; assistance with college applications; financial aid and scholarship research support; resume building and interviewing skills; and financial literacy.

HOW's Associate Board members are actively engaged in the program and volunteer regularly as mentors to ensure students receive individual support specific to their academic, personal, and professional goals.

"Some doctor visits may be months apart so the fact that someone can come in and check and make sure that there's nothing wrong with me and the kids is great."

ealthy Moms Healthy Kids (HMHK) is an innovative cross-sector collaboration between HOW and the Chicago Department of Public Health (CDPH) designed to address health disparities experienced by pregnant and parenting African American women. Through HMHK, 25 HOW families with children ages 0-2 receive health education, health assessments, and onsite parenting support from CDPH nurses and are provided targeted care coordination by their dedicated HOW Case Manager. Funding from the Chicago Community Trust supports this project which includes an evaluation component by Loyola University's Center for Urban Research and Learning.

**amilies in Transition** (FIT) is a program in partnership with Chicago Public Schools (CPS) and the Chicago Department of Family and Support Services which HOW joined in fall 2017. Through FIT, CPS identified 100 families experiencing homelessness. 25 of these families living in Chicago's Englewood neighborhood now receive services through HOW including housing, case management, and employment support. To date, 100% of HOW's FIT families have maintained their housing.

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# **Case Manager Profile - Cherry Lyman**

orn and raised in the Austin Side, Cherry Lyman grew up neighborhood of Chicago's West surrounded by intelligent, selfless women. "I was raised by a single-mother for part of my childhood. Along with my aunts and grandmother, my mother always stressed the importance of education, faith, and serving others," she shares.

Cherry continues to live out this purpose by helping Case Managers and clients get connected to HOW's abundance of services as a Support Services Team Lead. When she first joined the organization in 2012 she knew little about homelessness but was eager to connect with individuals and translate her empathy into clientdriven solutions. "I had no idea about the challenges people are facing, the medical complexities, and mental health elements," she recalls, "it was a big learning curve."

When speaking with Cherry, it's impossible to not feel inspired by her commitment to her clients and the HOW community.

As a Case Manager she has helped hundreds of individuals and families use HOW's support services to find health care, secure jobs, return to school, pursue their dreams and create a stable, fulfilling life. To her clients and HOW staff alike. Cherry is well-known for her kindness and dedication.

"It's important that I am a source of comfort for my clients and that I allow them to talk about anything because sometimes they don't get that opportunity with anyone else." With her

new role as a Team Lead. Cherry brings that same positive spirit to supporting her peers as they work tirelessly to connect clients to resources and thrive.

"I'm very passionate about my work and the community I serve. It's an honor to help clients and I'm grateful to have a chance to support them."

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