

# CHICAGO'S PLAN 2.0

*A Home for Everyone*



## ANNUAL PROGRESS REPORT

2016



# INTRODUCTION

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It has been another productive year for the Chicago Continuum of Care (CoC) and other stakeholders who are working tirelessly to end homelessness in the City of Chicago. Since Plan 2.0 launched in 2012, Chicago has made significant strides toward fulfilling the plan's seven strategic priorities. Highlights from this past year include:

- Overall, homelessness decreased by 13 percent.
- Veteran homelessness dropped by 22 percent.
- Chicago now has a by-name list of all homeless veterans in the Homeless Management Information System.

Chicago has also forged critical connections across systems and brought more funding into the homeless services system. Key accomplishments in those areas include:

- The City of Chicago's Department of Family & Support Services launched the Interagency Task Force to Reduce Homelessness, which resulted in all but three of 75 Chronic Homelessness Pilot Project clients being housed by the end of 2016.
- An additional \$1,223,733 was awarded to the Chicago CoC through the HUD FY2016 Competition. Those funds will add 397 beds in 2017 through five family programs.
- A new Coordinated Entry Supportive Services Only grant was approved.
- Last, but not least, Chicago built on its capacity to end youth homelessness by:
  - Bringing together more than 100 community stakeholders to discuss the needs of homeless youth through the *I Am In* Campaign.
  - Assembling a 12-member Youth Advisory Board, who provide guidance to key groups working to end youth homelessness.

This has truly been a productive year, with significant progress being made on key short and long-term goals outlined in Chicago's Plan 2.0.

# CHICAGO'S 2016 PROGRESS TOWARD ENDING HOMELESSNESS

Number of people housed in 2016:

**6,131**

Government funds supporting  
homeless services

**\$72,873,169**

Number of people experiencing  
homelessness on any given night in 2016:

**5,889**

Percent decrease in overall  
homeless population:

**13%**

Percent decrease in homeless  
veterans population:

**22%**



# POINT-IN-TIME COUNT

The City of Chicago's Department of Family and Support Services (DFSS), in partnership with All Chicago, conducted a Point-In-Time (PIT) Count of homeless persons on the night of January 26th, 2016. The PIT Count is a snapshot of the number of persons experiencing homelessness both in the shelter system and on the street on a given night.

## Overall Results

There were **4,646 persons in shelter** and **1,243 unsheltered**, a 13 percent decrease from 2015's results and the lowest recorded in a Homeless Point-In-Time Count in nearly a decade.

## Chronic Homelessness

110 chronically homeless individuals were counted in shelter and 233 on the street, for a total of 343. This was a 67 percent reduction compared to 2015. In 2016, the U.S. Department of Housing & Urban Development issued new guidelines regarding who qualifies as chronically homeless, which contributed to the decline.

## Veteran Homelessness

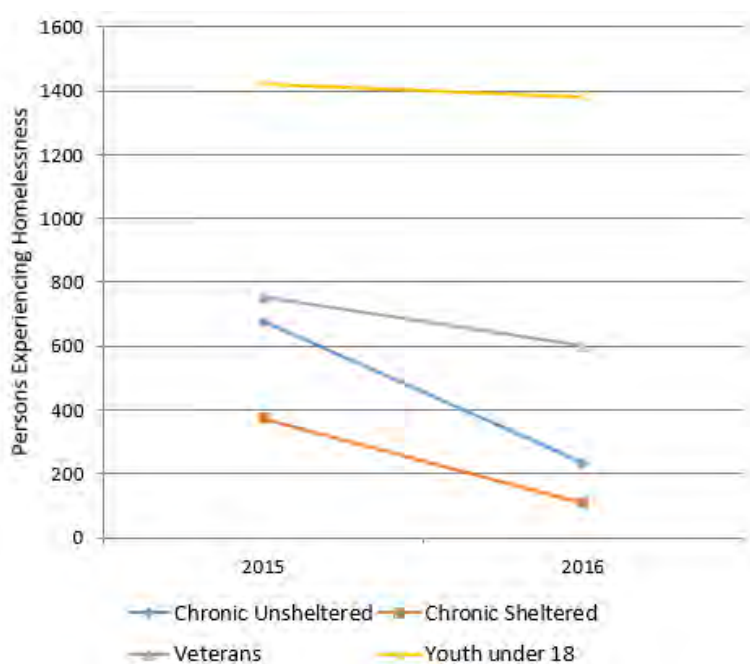
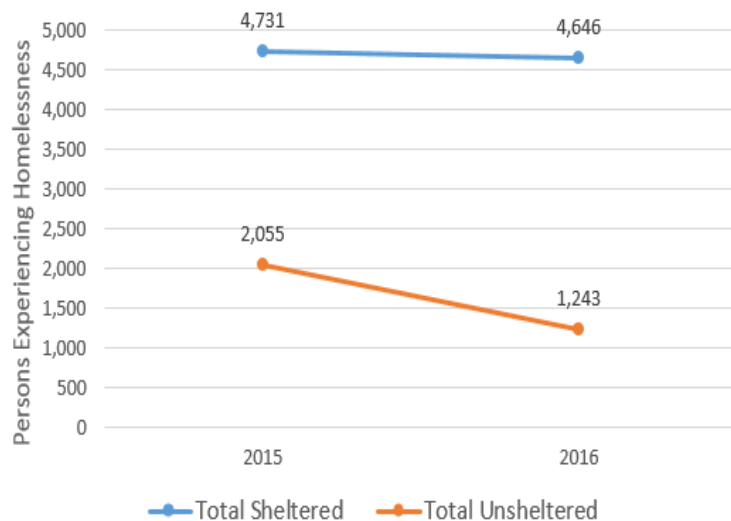
Veteran homelessness decreased by 22 percent overall in 2016, with 601 homeless veterans tallied, compared to 752 in 2015. There was a significant reduction in unsheltered veterans and a slight increase in sheltered veterans.

## Youth Homelessness

1,382 homeless individuals under the age of 18 were identified. It also found 309 homeless youth who were unaccompanied (living alone or without a family member). Out of those 309, 28 were found on the street. Compared to the previous year, this was a sharp decrease in unsheltered homeless youth.

Chicago was one of 22 cities selected to participate in the nationwide Voices of Youth Count through the University of Chicago's Chapin Hall. This initiative helped Chicago plan improvements to the way homeless youth are counted, such as using youth guides as counters and hosting events where youth can be counted. These changes will be incorporated into the 2017 PIT Count.

For more information, [read DFSS's full report.](#)





# THE CRISIS RESPONSE SYSTEM

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**Strategic Priority #1: Create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing.**

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*Coordinated Entry (also known as Coordinated Access) creates a more efficient homeless services system by preventing homelessness through offering prevention assistance earlier, helping people move to housing more quickly, and improving data collection and quality.*

Chicago's Continuum of Care (CoC) made significant progress in 2016 towards rolling out its Coordinated Entry process, including:

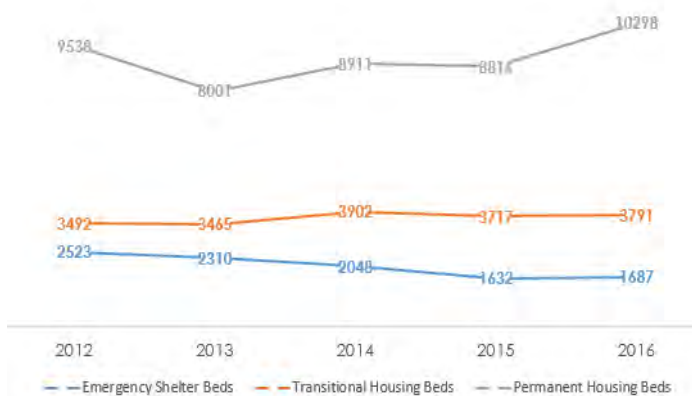
- The Coordinated Access Steering Committee:
  - **Approved a Coordinated Entry Housing Assessment.** The Assessment was piloted in 2016, adapted based on feedback, and will be finalized in 2017.
  - **Developed culturally competent Coordinated Entry protocols** that incorporated lessons learned from experts from specialized populations, the Central Referral System, and the Ending Veteran Homelessness Initiative. The protocols will be finalized in 2017.
  - **Selected the Homeless Management Information System (HMIS) as the database for Coordinated Entry**, due to its success as the database used in the Ending Veteran Homelessness Initiative:
    - All veteran housing programs used HMIS to match veterans with housing services and housing placements.
    - HMIS veteran data dashboards were used to strategize efficient Coordinated Entry outreach efforts for veterans.
    - HMIS' excellence in Chicago's Ending Veteran Homelessness Initiative received national recognition, particularly for the "One List," a by-name registry of all veterans experiencing homelessness in Chicago.
  - **Prioritized people experiencing chronic homelessness** for Permanent Supportive Housing units by ensuring that people who meet the chronic homeless criteria are moved to the top of the list and referred to open units first, in response to a 2016 CoC decision for all Permanent Supportive Housing programs to fill their turnover units with people experiencing chronic homelessness.
- **Received a HUD Coordinated Entry Supportive Services Only grant of \$254,651**, which will fund Housing System Navigators for families experiencing homelessness. Families matched with housing providers will receive additional assistance with tasks, such as accessing documents and making appointments, that will more effectively move them into permanent housing.

# ACCESS TO STABLE & AFFORDABLE HOUSING

**Strategic Priority #2: Create and maintain stable and affordable housing for households who are experiencing or at risk of homelessness.**

## Chicago's Housing Inventory

Since Plan 2.0 was launched in 2012, the total number of beds in Chicago has increased, with most of the growth occurring in permanent housing. The following data was collected during the annual Housing Inventory Count (HIC), which provides a snapshot of the number of beds available to serve individuals and families experiencing homelessness.



- The Permanent Housing category contains Safe Havens, Other Permanent Housing, Permanent Supportive Housing and Rapid Re-Housing beds.
- In 2012, Chicago's Permanent Housing inventory included Homelessness Prevention and Rapid Re-Housing Program (HPRP). In 2013, there was a decrease in Permanent Housing beds due to the elimination of HPRP beds.
- In 2014, the Rapid Re-Housing Model was introduced and contributed to the increase in Permanent Housing beds.

## Tiny Homes Summit

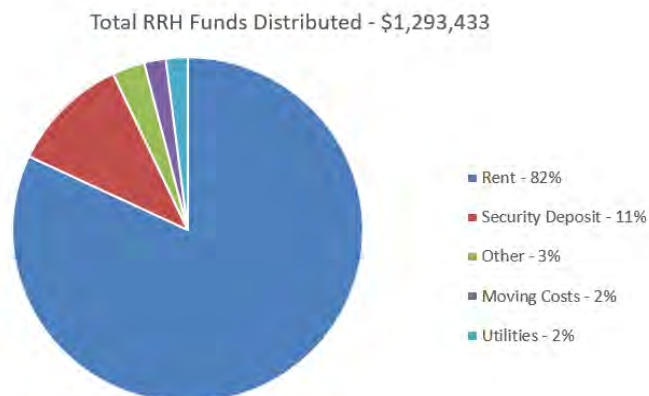
In April 2016, Pride Action Tank, Alpha-wood Foundation, and Polk Bros. Foundation hosted a Tiny Homes Summit at the University of Illinois, Chicago. The summit brought together experts from across the country to explore the tiny home model as a housing option for the homeless. Out of 270 entrants, one tiny house model was selected to be displayed at the Summit.

## Rapid Re-Housing

Rapid Re-Housing (RRH), designed to help individuals and families quickly exit homelessness and return to permanent housing, has proven to be an important tool in community responses to homelessness. RRH includes three core components: Housing Location, Move-in and Rental Assistance, and Case Management and Supportive Services.

Several funding streams support RRH in Chicago. One example is HUD's Emergency Solutions Grant Program (ESG), which has allowed the Chicago Department of Family & Support Services to partner with All Chicago to administer funds. Interim Housing providers make referrals, and several housing agencies partner with All Chicago to provide housing location and case management services. This model provides short- to medium-term rental assistance through a declining rental subsidy over the course of up to eight months.

In late 2015, the ESG RRH program was expanded to serve Veterans. In 2016, the four Veteran Expansion partner agencies housed 88 Veteran households. In total in 2016, the seven ESG-funded RRH partner agencies served 457 households, including 245 children.



# YOUTH HOMELESSNESS

**STRATEGIC PRIORITY #3: Create a comprehensive, developmentally appropriate menu of services for youth who experience homelessness in order to prevent homeless youth from becoming the next generation of homeless adults.**

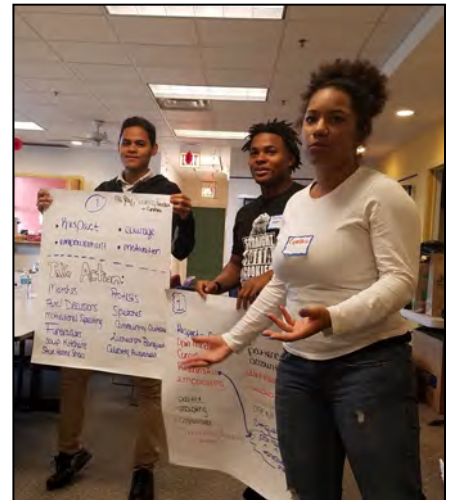
## The Youth Advisory Board

In the fall of 2016, the Youth Advisory Board (YAB) was launched— a dynamic group of young people taking a leadership role in the fight to end youth homelessness in Chicago. The Task Force on Homeless Youth and All Chicago worked with homeless youth service providers to select 12 youth and young adults who had previously experienced homelessness to become founding members of the YAB. The founding YAB members represent the diversity of youth homelessness in Chicago. YAB members are:

- Primarily African American and Latino
- Between the ages of 16 and 24
- Nearly 70 percent currently live in transitional housing
- Three are parents
- At least 25 percent identify as members of the LGBTQ community

In 2016, the Youth Advisory Board:

- Developed a group agreement, mission statement, officer positions, election process, annual meeting schedule, and subcommittees
- Participated in the development of the HUD Youth Homelessness Demonstration Project grant proposal
- Made recommendations for the Youth Coordinated Entry Committee
- Spoke at several events, including the *I Am In* Campaign launch event and *Breakfast with All Chicago*
- The Board President was featured on Pride Action Tank’s CAN-TV show



## I am In Campaign

Capitalizing on the Youth Homeless Demonstration Project development process, the Task Force on Homeless Youth launched



the I Am In campaign. This campaign sought to bring runaway and homeless youth providers, CoC and Emergency Services Grant providers, mental health providers, LGBTQ serving organizations, juvenile probation courts, law enforcement, government, child welfare agencies,

universities, media, and youth together to develop a roadmap to end youth homelessness by 2020. More than 100 people attended the campaign’s launch event, where 87 attendees signed pledge cards committing to end youth homelessness in Chicago.

## StreetLight Chicago App

Launched in October 2016, StreetLight Chicago is a free mobile app that provides homeless youth up to age 24 with information on a range of resources. The app provides information on health care services, overnight shelters, drop-in centers, and legal aid programs. The app even sends push notifications for weather emergencies, program closings, and other problems that impact homeless youth. Funded by the VNA Foundation, the app is a joint project of Youth Futures (Chicago Coalition for the Homeless’ mobile legal aid clinic for homeless youth) and The Young Invincibles.

# EMPLOYMENT

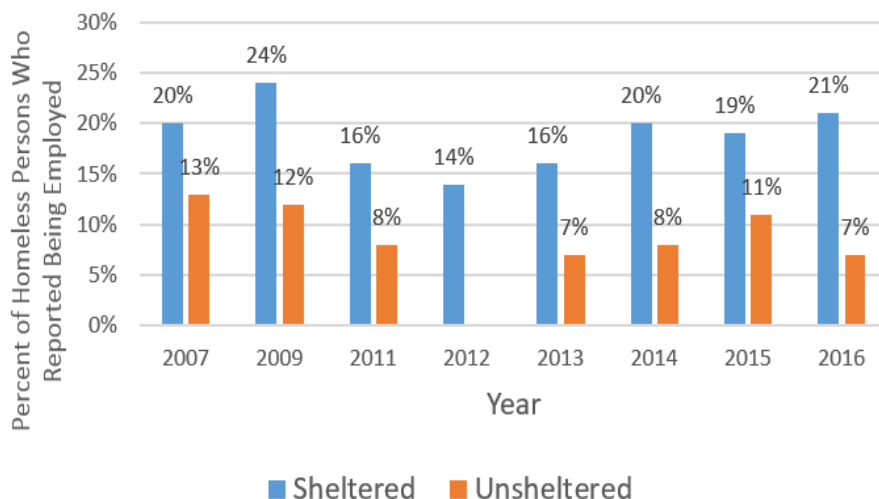
**Strategic Priority #4:** Increase meaningful and sustainable employment opportunities for people experiencing or most at risk of homelessness.

## Employment Providers on Serving Homeless Individuals

To more fully understand the connection between housing and workforce services, the Employment Task Force surveyed workforce and homeless service providers. Significant findings include:

- 60 percent of workforce service providers reported that up to 25 percent of their clients receiving employment services are experiencing homelessness or housing instability, and 16 percent of workforce agencies reported that more than 50 percent of their clients receiving employment services are experiencing homelessness or housing instability.

## Employment Status of Homeless Persons



Source: 2005—2016 PIT Count/ Surveys, 2016 City of Chicago PIT Count Report  
\*2012 did not include a count of the unsheltered population

## Housing and Workforce Development Integration

The Employment Task Force presented its recommendations for the implementation of the Workforce Innovation and Opportunity Act to the Chicago Cook Workforce Partnership. The Task Force advocated for employment navigators to work with homeless service providers to link clients with employment and training services. They also emphasized developing a more inclusive stakeholder engagement process.

The Employment Task Force worked closely with members of the Coordinated Access Steering Committee to develop an employment and training workflow and questions for Chicago's Coordinated Entry Assessment Tool. This was a significant step in ensuring that individuals and families entering the homeless system are routinely engaged in conversations around jobs and income.

### Report: "The Hidden Cost of Ventra"

In May 2016, the Chicago Jobs Council produced a report entitled "The Hidden Cost of Ventra," which highlighted the significant challenges social service providers face in trying to offer transportation options to clients seeking

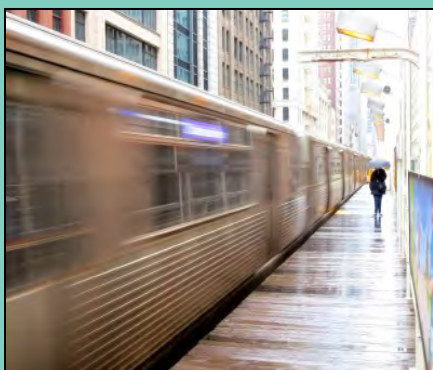


Photo credit: Chicago Jobs Council

employment and other services. The report found that administrative barriers, like long wait times to receive Ventra cards, negatively impacted providers' ability to meet their clients' needs. It also disclosed that the private contractor that operates Ventra was earning more than \$280,000 annually from fees that, if waived, could support 112,000 more rides.



# ADVOCACY & CIVIC ENGAGEMENT

**Strategic Priority #5: Engage all of Chicago in a robust plan that creates a path to securing a home for everyone in our community.**

## State Budget Impasse



The budget impasse in Springfield continued to have a dramatic impact on the homeless services community in 2016. The Fiscal Policy Center at Illinois Voices for Children estimates that 5,458 clients receiving some form of homeless prevention assistance in the first two quarters of FY2016 had their services reduced or eliminated. Another 2,729 clients throughout the state were impacted by shrinking services in the third quarter of 2016. Due to increasing budget constraints, some homeless service providers were forced to reduce or eliminate services or close facilities. In June 2016, Governor Rauner signed an 18-month emergency “stop-gap” funding bill (SB 2047), which covered the period of July 1, 2015 to December 31, 2016. With these funds, 100 percent of homeless prevention grants and emergency and transitional programs were awarded. However, compared to FY2015, homeless youth services were funded at 76 percent less and supportive housing services were funded at 65 percent less, according to the Chicago Coalition for the Homeless.

Source: <http://www.voices4kids.org/wp-content/uploads/2016/03/Budget-Impasse-Continues-to-Devastate-Illinois-Families-and->

## 1115 Medicaid Waiver

Members of the Continuum of Care’s Advocacy Committee were called upon to lend support to Illinois’ 1115 Medicaid Waiver submission to the federal government. If approved, the waiver would invest \$1.2 billion in Illinois over a five-year period and would enable new core services to be paid under Medicaid. With a focus on providing community-based care to the disabled and those with mental disabilities or substance abuse problems, the waiver would pay for Medicaid to cover services like supportive housing, more coordinated care for behavioral health patients, and employment pre-release services for individuals leaving Cook County Jail.

## Airbnb Tax

Approved by the Chicago City Council in June 2016, the Airbnb Ordinance regulates short-term home rentals by requiring registration, licensing, and data sharing. This ordinance includes a four percent surcharge on Airbnb rentals, which will fund supportive services and housing for homeless families, as well as chronically homeless individuals. The surcharge is expected to generate \$2 million per year. This effort was led by Chicago Coalition for the Homeless and the partners of the HomeWorks Campaign.



# CROSS-SYSTEMS INTEGRATION

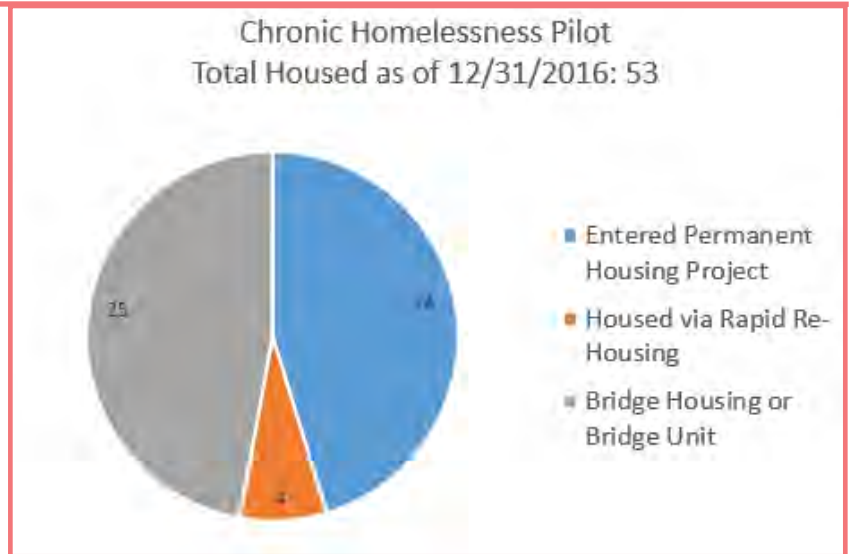
**Strategic Priority #6: Work across public and private systems of care to ensure ending homelessness is a shared priority.**

## Interagency Task Force to Reduce Homelessness

In early 2016, Mayor Emanuel launched the Interagency Task Force to Reduce Homelessness. Chaired by the Chicago Department of Family & Support Services, the Task Force improves coordination between city and sister departments, increases efficiencies in service delivery, and identifies additional resources to end homelessness.

The Task Force focused on the Chronic Homelessness Pilot Project (CHP), which applied lessons learned from the Ending

Veteran Homelessness Initiative to an effort to house chronically homeless individuals. CHP sought to house 75 homeless residents staying under north lakefront viaducts by creating a by-name list of residents who were assessed during a two-day period. With lead partner Center for Housing and Health, along with DFSS and other housing and outreach partners, the CHP implemented a coordinated outreach and housing match strategy. As of December 31, 2016, 70 residents were housed or became inactive in the project.



## Ending Veteran Homelessness

The Ending Veteran Homelessness Initiative (EVHI), a collaborative effort among more than 30 city, federal, and non-profit partners, made significant strides toward ending veteran homelessness. EVHI's key achievements in 2016 include:

- Implementing a coordinated entry system for veteran homeless services
- Creating a by-name list of all homeless veterans, referred to as the "One List"
- Used HMIS as the shared database
- From Jan. 1 to Dec. 31, 2016, the initiative housed 1,198 veterans and just 661 veterans remain on the one-list in need of housing
- Since EVHI began in 2015, 2,963 veterans have moved to permanent housing

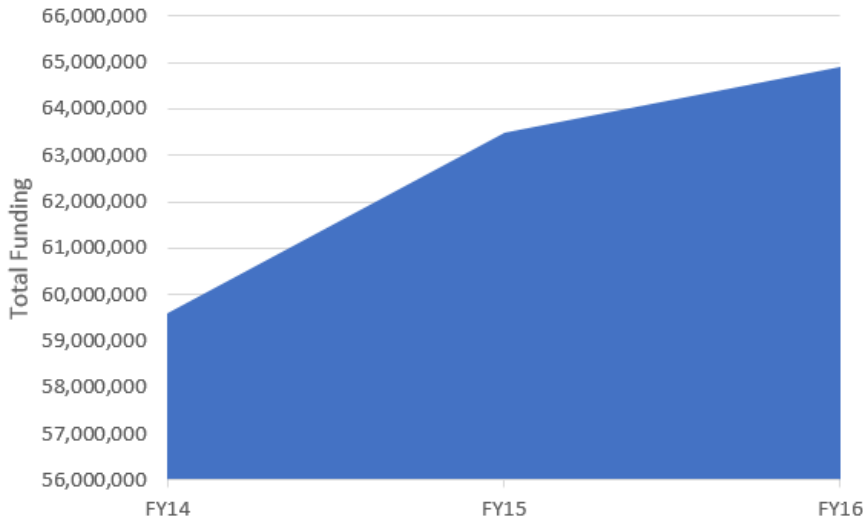
With improved data, the EVHI team focused on veterans entering the homelessness system. With the support of Mayor Rahm Emanuel, Chicago secured a \$100,000 grant from the Elks National Service Foundation to create a Veterans Emergency Fund, which was implemented by All Chicago. From August to December of 2016, the Veterans Emergency Fund:

- Provided direct financial assistance to 104 Veterans.
- Approximately 70 percent was used to prevent at-risk veterans from becoming homeless, and approximately 30 percent was spent on move-in costs to assist veterans who moved to permanent housing.

# CAPACITY BUILDING

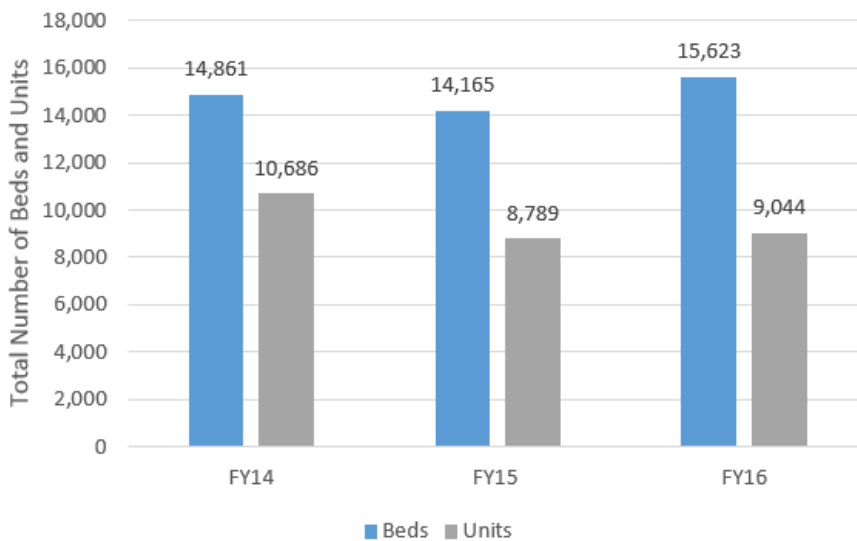
**Strategic Priority #7: Ensure a strong homeless assistance system capable of implementing Plan 2.0 goals and HEARTH Act performance standards.**

## HUD Continuum of Care Funding Increases



*Chicago's HUD CoC Funding has steadily increased from \$59 million to \$65 million since FY14.*

## Changes in HUD Continuum of Care-Funded Beds and Units



*Chicago's beds have slightly increased and units have slightly decreased since FY14.*

## SOAR Technical Assistance Awarded

In December 2016, All Chicago, on behalf of the Continuum of Care (CoC), was awarded technical assistance from the SSI/SSDI Outreach, Access, and Recovery (SOAR) TA Center. SOAR is designed to increase access to SSI/SSDI for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder.

HMIS data demonstrates a remarkable unmet need for SOAR services in Chicago. The data indicates that in 2016, there were 5,456 single individuals and 478 families who were homeless or at risk for homelessness, had a disability and/or a behavioral health issue (or for families, the head of household had a disability), experienced very low monthly income (under \$733), and did not receive SSI/SSDI income. In short, there were at least 5,934 households in Chicago that were potentially eligible for, but not receiving, public disability income.

The SOAR TA Center will facilitate an implementation meeting later this year with key stakeholders to develop an action plan to enhance and sustain SOAR services. The technical assistance will focus on SOAR training, dedicated SOAR providers placed in strategic locations, and formation of a CoC subcommittee to address the CoC's public benefits needs.