

The background of the image shows the corner of a white house with horizontal siding. A small window is visible on the left side. The sky is a clear, vibrant blue.

North Side Housing and Supportive Services

ANNUAL REPORT
2014

OUR MISSION:

To end homelessness in the lives of individuals by providing housing and comprehensive supportive services. We also strive to eradicate the conditions that cause, contribute to and exacerbate homelessness.





Dear Friends,

At North Side Housing and Supportive Services, we measure success by the transformation in the lives of the people we serve each day. For many of the hundreds of individuals that walk through our program doors each year, we become their only hope. By providing housing and comprehensive supportive services, we are not only able to help our participants become more stable, but these services change their lives. Within these pages, you will read about how our programs help change and transform the lives of some of Chicago's most vulnerable individuals. Because housing fulfills a basic human need, we are able to work with our clients as partners and help them as they work to improve their lives.

For the past 30 years, these services could not have been provided without the generous support of our donors, partners, and volunteers. Last year, your support helped North Side Housing and Supportive Services expand its Permanent Supportive Housing by adding 46 additional units of subsidized housing, and placing over 60 veterans into employment through the Homeless

Veterans Reintegration Project (HVRP).

As we look forward to 2015, North Side Housing and Supportive Services will be embarking on a three-year strategic plan to explore new concepts and innovative ways of providing the much needed services to our clients. With recent provisions passed through the Affordable Care Act (ACA), we will be incorporating these changes into our philosophy of care in providing housing and health services.

We are so thankful for your support and partnership with us to end homelessness in the Chicagoland area, and it is only with your help that we can continue to make a difference in the lives of the people we serve.

Carl D'Silva

Carl D'Silva
Board President

Richard Ducatenzeiler

Richard Ducatenzeiler
Executive Director

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Professor and Department Chair

**ONE OUT OF THREE
PEOPLE WORKING
TODAY IS TWO
MISSED PAYCHECKS
AWAY FROM BEING
HOMELESS.¹**



FACTS ON HOMELESSNESS

One never intends to be homeless, but life's unexpected tragedies, like a medical illness, job loss, divorce, or domestic violence, can result in homelessness. It takes an enormous amount of energy and persistence for homeless individuals to survive, as they often spend their days trying to find a place to stay, access services, find food, and be out of harm's way.

1,000 VETERANS are homeless on any given night in Chicago, **OVER 25 PERCENT** as a result of acute symptoms of PTSD.²

People who experience homelessness are generally **THE LEAST THREATENING GROUP** in our society, and are often the victims of violent acts, not the perpetrators.³

**OUR CLIENTS HAVE
A DIVERSE SET
OF NEEDS, THUS WE
PROVIDE A VARIETY
OF SERVICES TO
HELP THEM BECOME
STABLY HOUSED,
HEALTHY, AND
EMPLOYED.**



PHILOSOPHY

We firmly believe that housing fulfills a basic human necessity and is essential to promoting individual well-being. Because our clients have a diverse set of needs, we provide a variety of innovative services to help them become stably housed, healthy, and self-sufficient. We take a holistic approach to healing, and, first and foremost, all individuals are treated with dignity and respect.

By incorporating the housing first approach to ending homelessness, we are able to provide individuals experiencing homelessness with housing as soon as possible, followed by case management and supportive services. With the application of diverse evidence-based approaches to services, we are able to work with our clients as partners, helping them as they work to improve their lives.

North Side Housing and Supportive Services is able to realize much

of its success because we are an organization that is fiscally sound and responsible. We are lean, without high overhead costs. Moreover, our strong and experienced staff recognize that there is no homeless stereotype. Anyone can end up on the street because of unforeseen circumstances.

As a leader in innovative programs and concepts, we have expanded our partnership with the Center for Housing and Health in promoting the coordination of housing and health programs for individuals experiencing homelessness in Chicago. With the implementation of the Affordable Care Act (ACA), we have been assisting consumers to become insured and navigate the complexities within the new Health Insurance Marketplace.



ERIC

Eric, 49, came to the Day Support Services Center after staying in shelters and treatment programs for seven years. He became homeless because of complex mental health challenges and unemployment. Eric immediately began working with a Case Manager, and moved into his very own unit in Supportive Housing six months later. Eric continued to receive Case Management services through our Permanent Supportive Housing Program. In addition to housing, he was able to get glasses, food through our food pantry, and assistance with transportation, as well as access to a computer to help with homework. Eric has “moved on,” and is now living independently and going to school, looking forward to one day graduating with a degree in Psychology.

“NINETY PERCENT OF MY POSITIVE OUTCOME TODAY IS DUE TO THE SERVICES I RECEIVED FROM NSHSS.”

DAY SUPPORT SERVICES CENTER

An outreach and engagement center that provides holistic services, including case management, mental health support, and housing referrals, to individuals who are homeless.

4,000 CLIENT INTERACTIONS THIS YEAR

INTERIM HOUSING

The program works to meet clients' immediate needs, providing food, sheltered housing, intensive case management, and many other services, with a goal of finding permanent housing within 120 days. This past year, we placed 53 households in Permanent Housing, and 98 households exited the program with a documented income through benefits, employment, education, or training.

PROVIDED 18,343
SHELTER NIGHTS
THIS YEAR



“NSHSS STARTED ME IN THE RIGHT DIRECTION. STAFF MEMBERS WERE ALWAYS COMPASSIONATE AND TREATED ME FAIRLY.”

PRESTON

Preston, 61, arrived at Interim Housing in October 2013. This was his second time experiencing homelessness, as he had lost his income and could no longer maintain his rent. Preston immediately began working with one of the Case Managers at Interim Housing; in March 2014, he was referred to the Pathways Street Program, where he gained temporary employment. North Side helped Preston with bus fare and a job recommendation. Recently, he obtained permanent employment at AVON. In September, Preston moved into his own apartment.

PERMANENT SUPPORTIVE HOUSING

A housing first approach that seeks to house clients in one of 171 grant-funded apartments, SRO housing, or studio apartments, then provide wrap-around case management and other supportive services to help participants remain stably housed. During the past year, we served 182 clients, and 78 percent maintained housing stability in our four oldest programs.

171 APARTMENTS
PROVIDE SAFE,
AFFORDABLE
HOUSING



“THE HOUSING WAS THE BEST HELP THAT I RECEIVED IN MY LIFE. I COULD NOT HAVE DONE IT ANY OTHER WAY.”

ADALE

Adale, 47, became homeless in 2009 after struggling with substance use. He had recently lost his father and son, and had been staying at a shelter when he encountered the Interim Housing Program in 2011. North Side Housing assigned Adale a case manager, and referred him to the Pathways Street Program for Transitional Employment, leading to permanent employment at a local restaurant. Adale began receiving benefits through the Illinois Department of Human Services (IDHS). He was also placed on the Permanent Supportive Housing waitlist, and moved into his apartment in 2013. Since then, Adale has been stable and has stopped using drugs. With his case manager's support, he has remained securely housed, and will continue to receive case management services for as long as he needs them.

A close-up, slightly blurred image of the American flag's stars and stripes, serving as the background for the left side of the page.

HOMELESS VETERANS REINTEGRATION PROGRAM

A recently concluded program that provided homeless veterans with housing and job placement assistance, training, and help with logistical issues, such as transportation. This past year, the program served 116 participants; we trained 69 percent of these clients and placed 55 percent into employment. Veterans continue to be a key group through all of our programs.

"No one who has fought to defend their country should struggle to find a home," Mayor Emanuel recently said. "We will keep faith with our veterans by making the investments needed to ensure that no veteran remains homeless in Chicago."

HELPS VETERANS
AT RISK

**"THE STAFF
ARE GOOD
PEOPLE, THEY
GOT ME BACK
ON MY FEET."**

HAROLD

Harold, a 49 year old Marine Veteran, came to Chicago in July 2013, after losing his job and apartment in Indiana. His unemployment insurance benefits were denied, and he had no income or place to go. In September, Harold saw a sign for our HVRP program; he needed veteran employment services and a full-time position. At North Side Housing, Brian, our Employment Specialist, started working with Harold, helping him update his resume. After an interview with a security company, Harold was hired part-time, and then offered a full-time job. He was finally able to afford an apartment, and moved into his own place in February 2014. North Side Housing provided Harold with bus cards to get to work and food from the food pantry. Harold continues to work with the same employer, and lives in his studio apartment in the Bronzeville area.

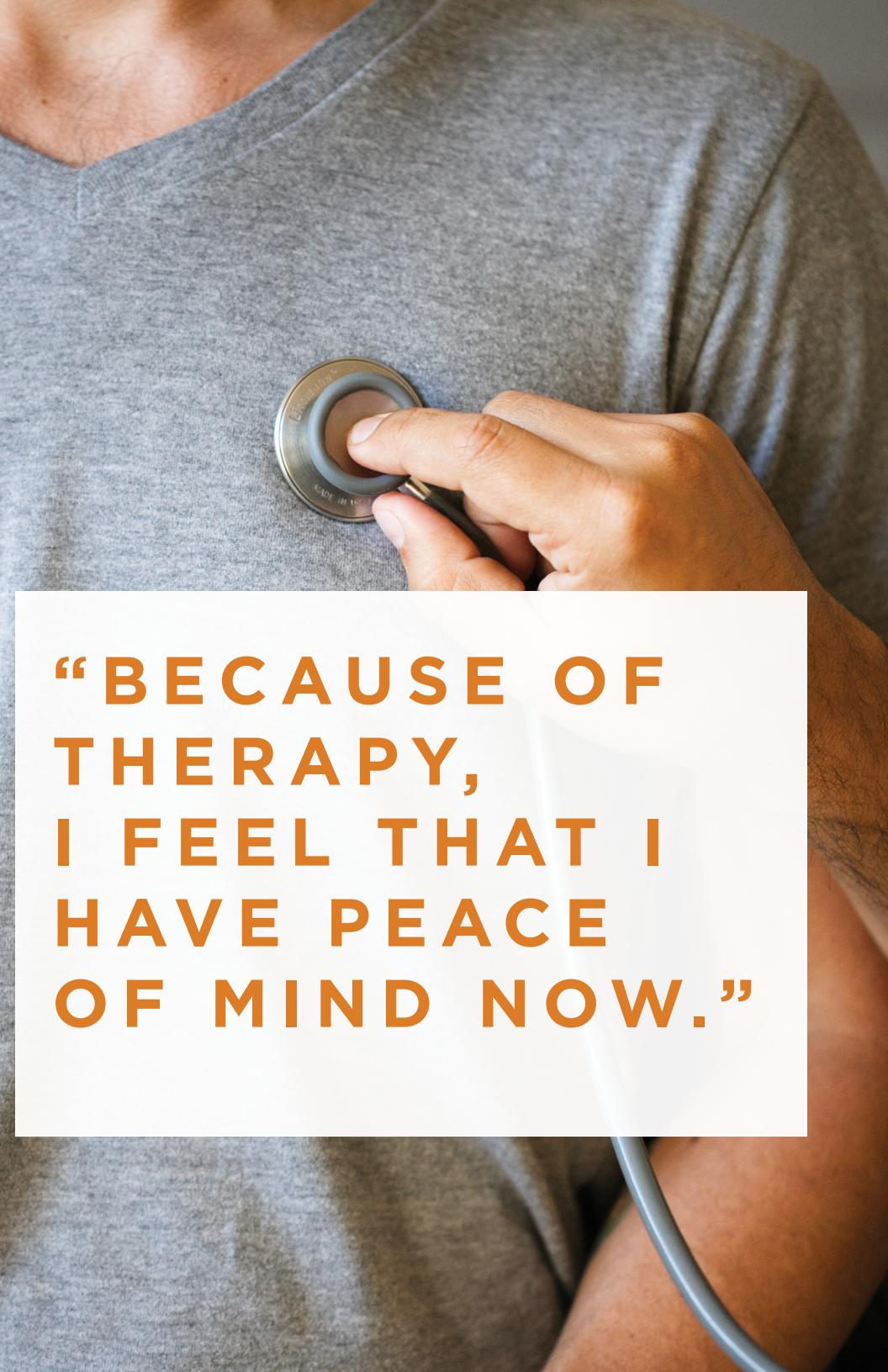
INTEGRATIVE HEALTH CARE PROGRAM

Trained health professionals, including a nurse practitioner, mental health specialists and a health care advocate, are close at hand to meet our clients' physical and mental needs.

DEVOTED TO OUR
CLIENTS' HEALTH

SAM

Sam, 53, was at a rehabilitative center when he saw a flyer for North Side Housing. He had been homeless for almost seven years after separating from his wife, because of challenges with alcohol, mental health, and lack of income. A few months after Sam came to North Side, he was placed on a waiting list for the Supportive Housing program. We connected him with Phil, our Social Worker, and he now attends one-on-one counseling twice a month; the therapy has helped Sam work through past trauma. Sam is still housed today and continues with his one-on-one counseling. He has been able to reconnect with his family and establish support through a local church and AA Meetings.



**“BECAUSE OF THERAPY,
I FEEL THAT I HAVE PEACE OF MIND NOW.”**

“IF IT WERE NOT FOR NSHSS, I WOULD NOT BE WHERE I AM RIGHT NOW.”

JUAN

Juan, 35, had been homeless for two years when he came to North Side Housing. His homelessness was the result of challenges with depression, mental health, and alcohol, as well as lack of income. Shortly after arriving at our shelter, Juan began working under the Pathways Street Program. He quickly became a model employee, arriving at work early and learning the routes swiftly. After a few months, he was promoted to “supervisor.” At the shelter, Juan received case management services, and, four months later, he was accepted into our Permanent Supportive Housing program. Since then, he has been stably housed and continues to receive case management and counseling services through our Integrated Health Services. Juan is now the permanent supervisor for the Pathways Street Program.



THE PATHWAYS EMPLOYMENT PROGRAM

Our Pathways program provides valuable work experience and earned income for clients through street cleaning and beautification in the Lakeview neighborhood.

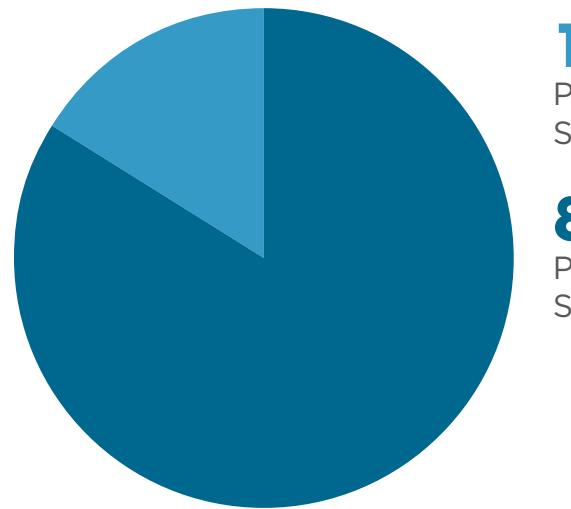
EARNED INCOME LEADS TO PERMANENT HOUSING

FINANCIAL INFORMATION

92 cents of every dollar donated to North Side Housing and Supportive Services goes towards meetings its mission to end homelessness in the lives of individuals by providing housing and comprehensive supportive services

REVENUES

OPERATING FINANCIAL STATEMENT for the fiscal year ending June 30, 2014



17%
Private
Sources
83%
Public
Sources

PUBLIC SOURCES

| | \$1,820,550 |
|---|--------------------|
| U.S. Department of Housing & Urban Development | 41,322 |
| U.S. Department of Labor | 290,891 |
| Chicago Department of Family Support and Services | 896,094 |
| AIDS Foundation of Chicago | 207,243 |
| Federal Emergency Management Services | 8,000 |

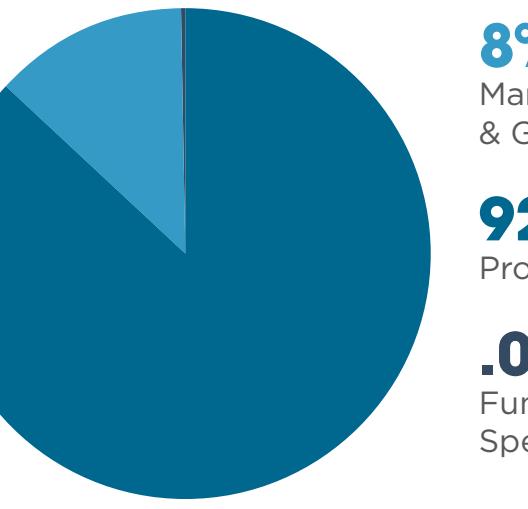
PRIVATE SOURCES

| | \$379,501 |
|--|------------------|
| Individuals/Congregations/Civic/Non-Profit | 33,624 |
| Corporations/Foundations | 141,318 |
| Special Event | 18,183 |
| Program Fees/Other | 144,452 |
| In-Kind Contributions | 41,924 |

Total Revenue & Other Support

\$2,200,051

EXPENSES



8%
Management
& General
92%
Program Services
.026%
Fundraising &
Special Events

PROGRAM EXPENSES

| | \$2,005,873 |
|----------------------------------|--------------------|
| Interim Housing | 443,639 |
| Supportive Housing | 959,712 |
| Employment for Homeless Veterans | 306,526 |
| Outreach & Engagement | 244,089 |
| Integrated Health Services | 51,907 |

TOTAL SUPPORT EXPENSES

| | \$185,235 |
|----------------------|------------------|
| Management & General | 179,545 |
| Fundraising | 5,690 |

Total Expenses

\$2,191,108

THANK YOU

We thank our donors, volunteers, and partners for their generous support of North Side Housing and Supportive Services. Every person housed, every meal served, every mental health counseling session provided to those in need, happens because your commitment enables North Side Housing to deliver these services. Each year, we are able to aid hundreds of people who are homeless, formerly homeless, or at imminent risk of homelessness, and help them as they strive to become permanently housed, healthy, and employed.

GOVERNMENTAL AGENCIES

Chicago Department of Family & Support Services
U.S. Department of Housing & Urban Development
U.S. Department of Labor Center for Housing & Health
AIDS Foundation of Chicago
U.S. Department of Homeland Security

FOUNDATIONS & CORPORATIONS

A. Finkl and Sons Co.
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Chicago Line Cruises
Global Innovative Solutions
Health Care Data Partners
Oracle Corporation
Quality Restorations, Inc.
Renaissance Blackstone Chicago Hotel
Zurich North America
Anonymous
Helen Brach Foundation

CONGREGATIONS

Fred J. Brunner Foundation
Chicago Community Trust
Fred Jones Fund
Gorlitz Foundation
Horizons Unlimited Foundation
Jewish Community Foundation of Los Angeles
Polk Bros Foundation
Spencer Foundation
VNA Foundation
Disabled American Veterans
Wordlife Kingdom Ministries

WITH YOUR SUPPORT

Almost all of your donation dollars fund programs that provide housing and supportive services with a small percent funding necessary administrative and fundraising costs. We invite you to partner with North Side Housing and Supportive Services in helping individuals find hope. Your meaningful gift to NSHSS will go towards helping individuals attain housing stability and self-sufficiency.



HOW A DONATION HELPS:



\$25 DONATION

Provides electricity for a participant's apartment for 1 month



\$50 DONATION

Provides a 30-day reduced fare CTA/Pace Pass for a recently employed participant



\$100 DONATION

Provides shelter, 3 meals, & Case Mgmt. Services for 4 participants for 1 day/night



\$500 DONATION

Provides permanent Supportive Housing & Case Mgmt. Services for a participant for 1 month

ADDITIONAL WAYS TO SUPPORT NSHSS:

CONTRIBUTE-IN-KIND

Several of our programs, including Interim Housing, Permanent Supportive Housing, and the Day Support Services Center, are also in need of donations of supplies and equipment. You can find a list of needed supplies, as well contact information, on our website.

JOIN THE BOARD

The Board of Directors of North Side Housing and Supportive Services helps ensure that our organization is a stable, well-run agency that remains faithful to its mission. The board achieves this purpose through three primary functions: governance, assistance in fundraising, and volunteering.

BECOME A VOLUNTEER

Volunteers are critical to achieving our mission of ending homelessness. Our volunteers donate their time in office work, fundraising, and special events. Other volunteer opportunities may be available, including cooking meals for our emergency shelter and providing health and general educational workshops.

TAKE A TOUR

We welcome you to visit one of our facilities to take a tour, or come to one of our open houses. For further information, please contact Richard Ducateneiler, Executive Director, at 773-244-6409.

However you decide to get involved, North Side appreciates your help and partnership. We are a 501 (c) (3) tax-exempt organizations. Your gifts are tax deductible to the fullest extent of the law.



Thank you to the sponsors and Taproot team of
volunteers that made this Annual Report possible.

taproot
FOUNDATION

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