A close-up photograph of a weathered wooden post, possibly a fence post or a support beam. The wood is heavily textured, with a mix of brown, tan, and blue-grey tones, suggesting it has been painted or stained and is now peeling or weathered. A decorative metal cap is mounted on the post. The cap is circular and features a central orange-colored circle surrounded by a pattern of raised, interlocking shapes. The background is a dark, textured surface, possibly a wall or another part of the structure.

North Side Housing  
and Supportive Services

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ANNUAL REPORT  
2015

# 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.





# WELCOME

## BOARD OF DIRECTORS

Dear Friends,

This year North Side Housing & Supportive Services reflects on over 30 years of service to the Uptown and Lakeview communities. Our housing-first, strengths-based approach guides our interactions with clients as we help them overcome homelessness. 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 food, shelter, housing, healthcare, and healing we give our participants stability and life-changing services. Last year, your support helped North Side Housing and Supportive Services place 26 homeless veterans, and over 70 homeless men and women from our shelter and Day Support Services into permanent housing. This would be impossible without your assistance.

2016 will be a year of transformation for our agency. We will be updating our communications materials and strategy to reflect the breadth of our services and impact, embarking on a three-year strategic plan with the help of the Taproot Foundation, and conducting intensive program reviews to ensure the highest quality of services. We are also implementing trauma-informed care into all of our programmatic and administrative practices to ensure the best care for our participants.

Most of all, we're looking forward to re-connecting with you, our supporters. We will be including more events in our annual calendar so that we can engage with you on a regular basis. We invite you to join us on this journey of improvement, impact, and engagement. We cannot do it without you.

*Carl D'Silva*      *Richard Ducatenzeiler*  
 Carl D'Silva      Richard Ducatenzeiler  
 Board President      Executive Director

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 JAHN  
 Vice President, Principal Architect

**SCOTT NOVAK - VICE PRESIDENT**  
 Zurich North America  
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**JOSEPH DAY**  
 Global Innovative Solutions & Health  
 Care Data Partners  
 Principal

**MIEKO FURUHASHI**  
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 Senior Quality Assurance Engineer

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 Chicago Public Schools  
 Teacher

**MARK HARRIS**  
 Former Client Representative

**MAUREEN KEESHIN**  
 The Chicago School of Professional  
 Psychology, Assistant Professor

**ANTHONY KIEFER**  
 Chicago Policemen's Annuity & Benefit Fund  
 Analyst

**PETER MARCHESE**  
 Merrill Lynch  
 Director of Manager Research

**STEPHEN SANDLER**  
 Gould & Ratner, LLC  
 Partner Attorney

**DICK SIMPSON**  
 University of Illinois at Chicago  
 Professor and Department Chair



EACH PERSON HAS A  
DIFFERENT STORY  
AND REASON FOR  
HOMELESSNESS.

OUR PROGRAMS  
PROVIDE A  
PERSON-CENTERED  
APPROACH.

# 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.

## INTERIM HOUSING

The program meets clients' immediate needs by providing food, shelter, intensive case management, and many other services, with a goal of finding permanent housing within 120 days. This past year, we served 329 men, placing 43 individuals in permanent housing. 98 individuals exited the program with a documented income through benefits, employment, education, or training.

PROVIDED 18,254  
SHELTER NIGHTS  
THIS YEAR



EXPERIENCED STAFF  
WORK ENDLESSLY TO  
MOVE CLIENTS INTO  
HOUSING THROUGH  
OUR STRONG  
NETWORK IN CHICAGO

## DAY SUPPORT SERVICES CENTER

Our drop-in center provides a safe space for men and women experiencing homelessness, holistic services, including case management, mental health support, and housing referrals, to over 200 men and women this year.

50 CLIENTS  
HOUSED THIS  
YEAR

## PERMANENT SUPPORTIVE HOUSING

We believe that housing is the first step to healing. Our “housing-first” program houses clients in one of our 192 one-room, studio or SRO apartments throughout the city. We then provide wrap-around case management and other supportive services to help participants remain stably housed. During the past year, we served 192 clients, and 85 percent maintained housing stability in our four oldest programs.

192 APARTMENTS PROVIDE SAFE, AFFORDABLE HOUSING



## THOMAS\*

Housing and health are inseparable. Thomas was born and raised in Chicago and came to North Side Housing after living on the streets for 13 years. After a long bout of unexplained illness, he received a life-changing diagnosis: liver disease.

Despite being in horrific health, he sat on the liver transplant list for 7 years. His health was too poor to withstand such an invasive surgery. Homelessness prohibited him from being able to regularly take medication, eat healthy foods, and get enough sleep. When North Side Housing & Supportive Services staff met Thomas in 2013, he was diagnosed with cancer and was given one year to live. His case manager, Megan, worked diligently with Thomas to stabilize his health and his life. She helped him obtain housing, a primary care provider, and fiercely advocated for his status on the transplant list. Early this year he received a new liver and “feels 30 years younger.” He is now in remission from cancer and his quality of life is vastly improved. Housing saved Thomas’ life.

\*Thomas not pictured



## ENDING VETERANS HOMELESSNESS INITIATIVE

In partnership with the Veterans Administration, the Corporation for Supportive Housing, and the Chicago Department of Family and Support Services, we've added 26 additional apartments for veterans and their families. We specialize in assisting veterans without honorable discharges who face multiple barriers to obtaining and keeping housing.

The city-wide initiative housed over 1,400 veterans by October of 2015 and will continue until all veterans are housed.

SERVING  
THOSE WHO'VE  
SERVED US

“WE’RE NOT GOING TO REST UNTIL EVERY VETERAN WHO HAS FOUGHT FOR AMERICA HAS A HOME IN AMERICA.”

-PRESIDENT BARACK OBAMA, 2015

## DAVID

David served in the Marines and then worked full-time for 14 years. When his company moved overseas, he had to dip into his retirement funds to survive. He became homeless two years later and couchsurfing for a year or so until he “wore out his welcome” and ended up on the streets. While homeless, David was diagnosed with diabetes, suffered a stroke, and struggled with many chronic illnesses.

After entering our Interim Housing program in 2014, our staff referred him to our permanent housing program and he moved into his apartment this September. Despite ongoing chronic health issues, David remains positive and is ecstatic about his new apartment. He looks forward to returning to his love of art, fixing cars, and building computers. Most importantly, he looks forward to rebuilding his health.

## INTEGRATIVE HEALTH CARE PROGRAM

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

DEVOTED TO OUR CLIENTS' HEALTH

## LIFE-SAVING MEASURES

Health is integral to stabilization. Many North Side Housing participants have not received health care for many years and face multiple barriers to well-being. Our nurse practitioner discovered almost 30 undiagnosed conditions in our clients in 2015. These range from biceps tendonitis and elevated blood pressure to depression. One particularly important new diagnosis was a possible diastolic murmur. The patient presented with extremely high blood pressure, rapid heart rate, and sinus tachycardia. Our nurse practitioner gave an urgent referral to the client's primary care provider who arranged for emergency transfer to a hospital. His healthcare team then advocated with the hospital to ensure that the patient was receiving an ultrasound and follow-up care.

"THE NURSE PRACTITIONER SAVED MY LIFE."

## HANDS-ON EMPLOYMENT TO GET BACK ON TRACK

### CHARLES

Second chances are the bedrock of progress for our participants. We serve many men and women seeking opportunities to earn income and overcome homelessness.

Charles came to North Side Housing's Interim Housing program with zero income after being incarcerated for five years. His work history contained many gaps and his prospects for employment were slim. After being referred to Pathways, he worked three shifts a week for four months. He learned how to communicate effectively with his supervisor, the importance of attendance, and how to negotiate his schedule. After four months, Charles was able to obtain full-time employment and benefits with a local grocer. He is currently saving for a security deposit and is working toward his own studio apartment in Rogers Park.

## 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 through a partnership with the Central Lakeview Merchants Association.

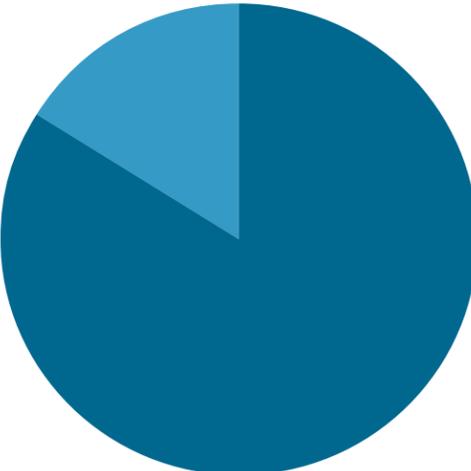
EARNED INCOME LEADS TO PERMANENT HOUSING

# FINANCIAL INFORMATION

85 cents of every dollar donated to North Side Housing and Supportive Services goes towards providing food, shelter, housing, and healing for those experiencing homelessness in Chicago.

## REVENUES

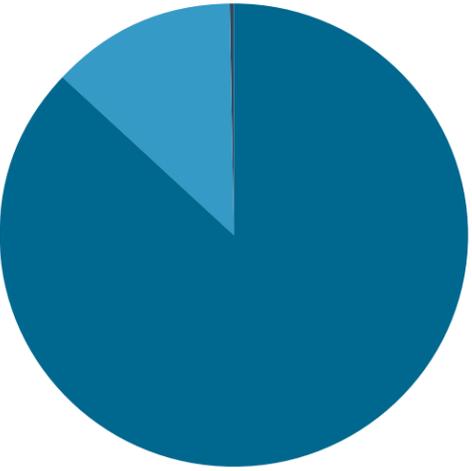
OPERATING FINANCIAL STATEMENT for the fiscal year ending June 30, 2015



<b>PUBLIC SOURCES</b>	<b>\$1,676, 690</b>
U.S. Department of Housing & Urban Development	512,012
U.S. Department of Labor	9,109
Chicago Department of Family Support and Services	947,024
AIDS Foundation of Chicago/Center for Housing & Health	198,550
Department of Homeland Security	9,995
<b>PRIVATE SOURCES</b>	<b>\$524,470</b>
Individuals/Congregations/Civic/Non-Profit	29,156
Corporations/Foundations	252, 862
Special Events	33,195
Program Fees/Other	145,707
In-Kind Contributions	63,550

Total Revenue & Other Support **\$2,201,160**

## EXPENSES



<b>PROGRAM EXPENSES</b>	<b>\$1,767,851</b>
Interim Housing	477,632
Supportive Housing	1,033,652
Employment for Homeless Veterans	9,109
Outreach & Engagement	247,458
<b>TOTAL SUPPORT EXPENSES</b>	<b>\$311,845</b>
Management & General	311,845

Total Expenses **\$2,079,696**

# THANK YOU

## 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 us to end homeless in Chicago. Your meaningful gift to NSHSS will go towards helping individuals attain housing stability and self-sufficiency.



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 of your help. Each year, we aid hundreds of people in becoming permanently housed, healthy, and employed.

In addition to all of the individuals who have donated so generously, as well as our anonymous donors, we would like to express our gratitude to the following governmental, corporate, foundation, and congregational partners.

### 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 & Sons  
 BP Corp  
 Bradish Associates  
 Byline Bank  
 Chicago Coalition for the Homeless  
 Chicago Line Cruises  
 Blowitz-Ridegway Foundation  
 Helen Brach Foundation  
 Fred Brunner Foundation  
 Harry F. and Elaine Chaddick Foundation  
 Chicago Community Trust  
 Dunes Realty  
 Field Foundation  
 GE Foundation  
 Global Innovative Solutions  
 Gorlitz Foundation  
 Health Care Data Partners  
 LaSalle II Magnet School  
 Loyola Academy  
 Planet Gumbo  
 Polk Bros Foundation  
 S. Wolf & Associates  
 Quality Restorations  
 VNA Foundation  
 Waterwheel Foundation  
 Zurich North America

### CONGREGATIONS

First Presbyterian Church of Rochelle  
 Fourth Presbyterian Church of Chicago  
 Glenview Community Church  
 Lord of Life Lutheran Church  
 Lutheran Church of the Good Shepherd  
 National Shrine of St. Frances Xavier Cabrini  
 Presbytery of Chicago  
 St. Mark Lutheran Church  
 St. James Parish  
 Women's Association of Glenview Community Church  
 Wordlife Kingdom Ministries

### HOW A DONATION HELPS:



**\$25 DONATION**  
 Provides electricity for a participant's apartment for a month



**\$50 DONATION**  
 Provides a 30-day reduced fare CTA/Pace Pass for a recently employed participant



**\$100 DONATION**  
 Provides shelter, three meals, & case management services for four participants for one day and night



**\$500 DONATION**  
 Provides permanent Supportive Housing & case management for a participant for a month

### ADDITIONAL WAYS TO SUPPORT NSHSS:

**CONTRIBUTE-IN-KIND**  
 We're always in need of donated supplies and equipment such as furniture, hygiene items and clothing. You can find a complete list of needed supplies on our website.

**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.

**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.

**TAKE A TOUR**  
 We welcome you to visit one of our facilities to take a tour. For further information, please contact Jennifer Kove, Development Manager at 773-661-1431.

However you decide to get involved, we appreciate 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.



This Annual Report was made possible by pro bono assistance from the Taproot Foundation and Deana Rutherford.