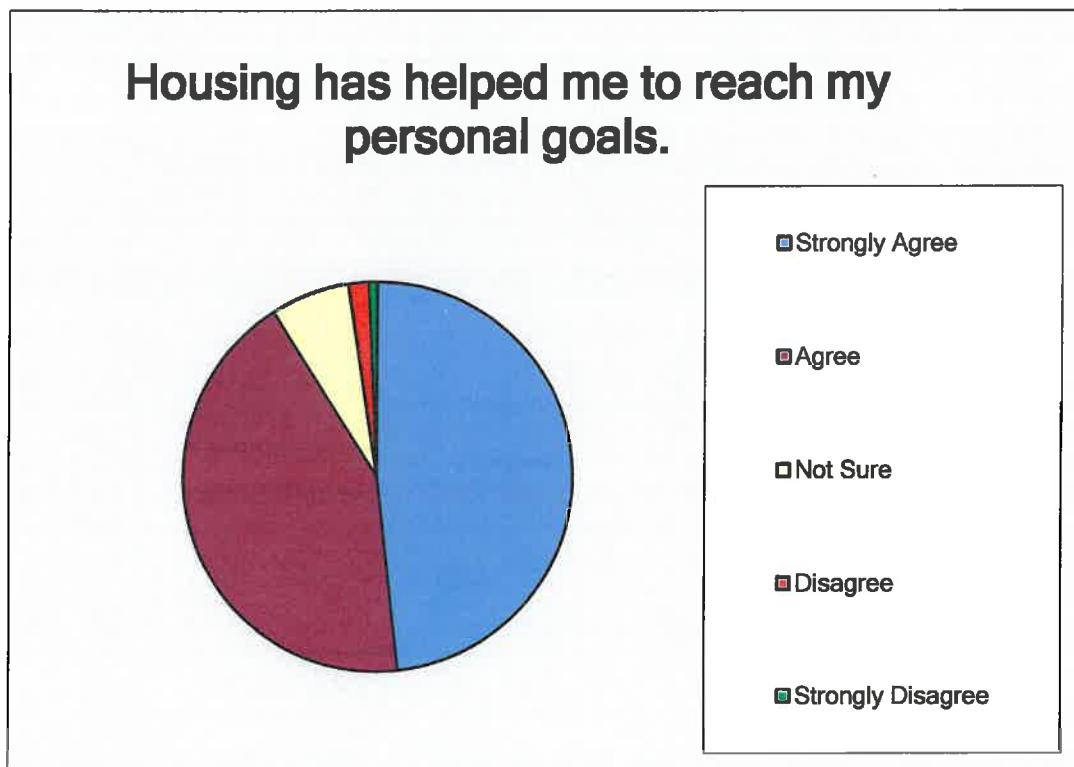




2014 DMH Bridge Subsidy Rounds One through Six Consumer Satisfaction Survey

As Administered and Analyzed by CSH for the Illinois Division of Mental Health

John Fallon
9/1/2014



69 agencies, programs, and combinations of programs are a part of providing support to the 292 persons in housing who replied to the survey from 86 zip codes throughout the state.

Highlights of the survey:

- 96.5% of tenants say the Bridge Subsidy Program is important to them in getting and keeping their apartment.
- 91.1% of tenants say housing has helped them reach their personal goals.
- 96.6% of tenants say life is better for them now that they have their own apartments.
- 74.7% of respondents strongly agree or agree that they know people in their community who are not a part of their program.
- 69 agencies, programs, and combinations of programs are a part of providing support to the 292 persons in housing who replied to the survey from 86 zip codes throughout the state.
- When developing resources, nearly twice as many tenants selected the north side of Chicago (37%) as best meeting their needs compared with any other response.
 - Northern Suburbs – 23.3%
 - Downtown Chicago – 22.2%
 - Southside of Chicago – 20.4
 - Western Suburbs – 17.8%
 - Southern Suburbs – 12.2%
- Agencies are visiting tenants in their apartment and checking in by phone at about the rate residents are hoping they would suggesting there is a good match between choice and what levels of support agencies are able to offer.
- One resident from Thresholds North (Q24) suggested that there be a revolving fund. They could not afford a new television after 1.5 years in the apartment because they could not save enough money for replacement items as they remained in the apartment.

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Section 1:

Introduction & Methods Section

Introduction: In 2008, the Illinois Division of Mental Health piloted and developed the Bridge Subsidy Program, which is its permanent supportive housing program. DMH issued 6 “rounds” of subsidies to persons with severe mental illness who were at risk or currently homeless, at risk of or in a nursing home, or leaving a psychiatric hospital without housing but likely to be supported with case management and outreach in the community. The implementation of the first six rounds pre-dated the implementation of the Williams Consent Decree, for which the Bridge Subsidy serves as the cornerstone of assistance. A complete description of the eligibility criteria is listed later in this report. **This is the results of a consumer satisfaction survey for those tenants statewide who received a Bridge Subsidy who are not a class member of the William’s Decree.**

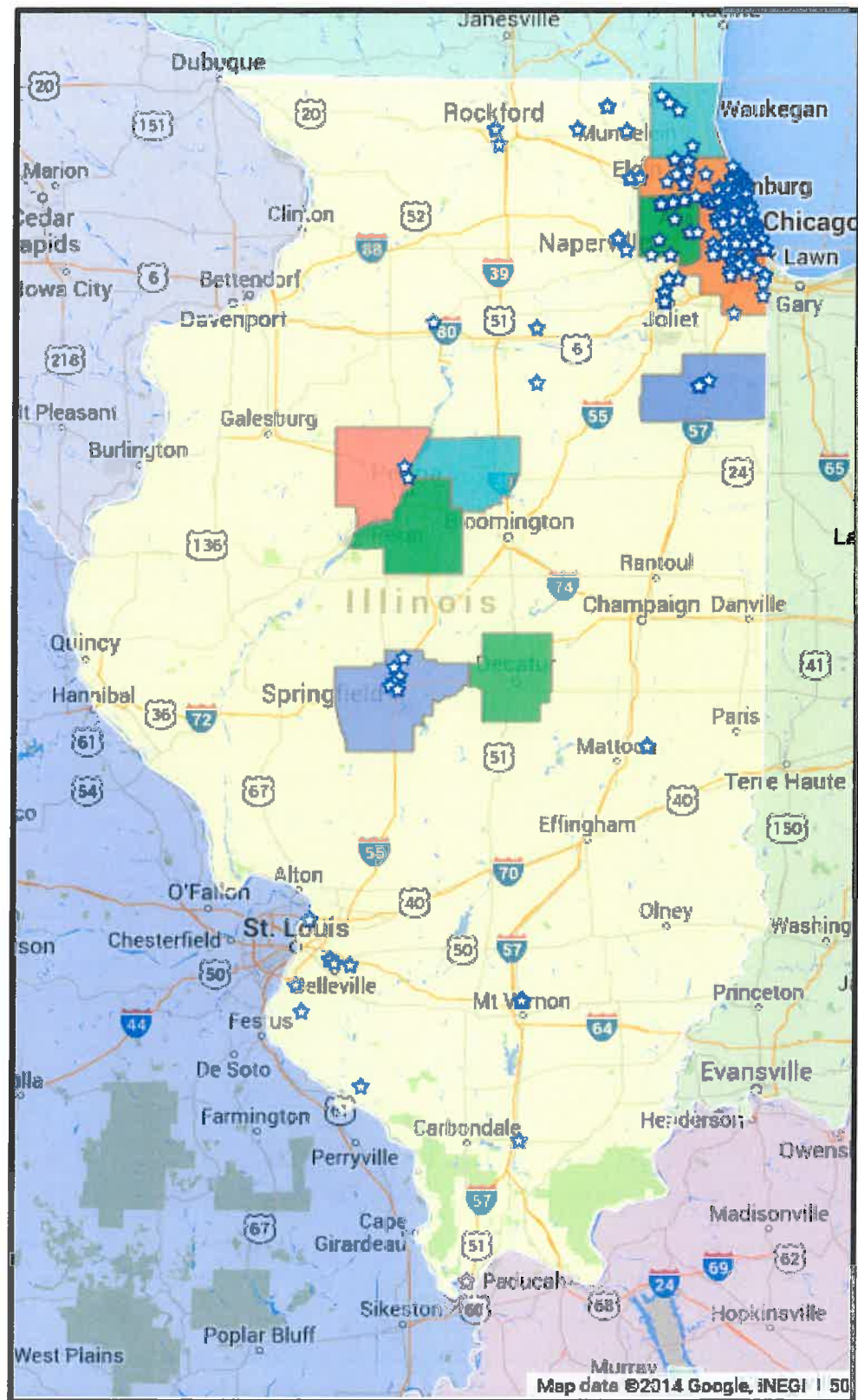
Available statewide, the Bridge Subsidy Program continues to help house over 1,800 people of which approximately 778 are still housed from Rounds 1-6 and a part of this survey sample. The purpose of the Consumer Satisfaction Survey is to understand the housing experience, satisfaction and access to services, and impact of supportive housing on personal recovery goals. As discovered through the survey, the Bridge Subsidy Program has been important to people with mental illness to live long-term in the community.

Two maps are provided to show statewide reach of the Bridge Rental Subsidy.

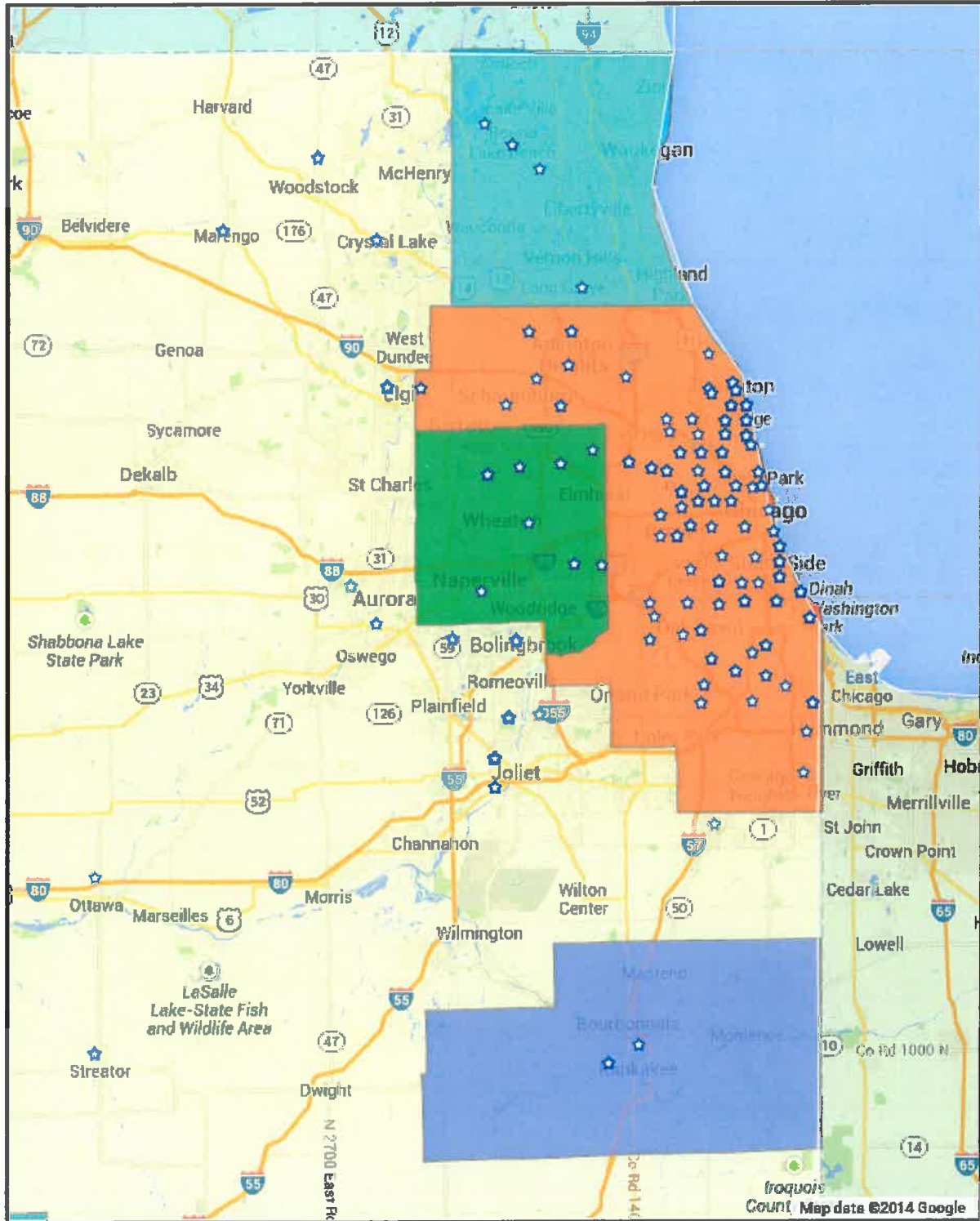
The Bridge Subsidy Initiative: The DMH Bridge Subsidy Program currently provides tenant-based rental assistance to hundreds of DMH consumers who can live in their own housing units in the community and continue to access mental health services. The DMH Bridge Subsidy Program provides a rental subsidy to act as a “bridge” between the time that the consumer is ready to move into his or her own unit until the time he or she can secure permanent rental subsidy, such as a Section 8 Housing Choice Voucher or comparable rental subsidy. The DMH Bridge Subsidy Program has been

Round	Date Released	Original Sample Size
Round 1	Oct-08	56
Round 2	Feb-09	68
Round 3	Aug-09	198
Round 4	Feb-10	142
Round 5	Sep-11	70
Round 6	Mar-13	34
Money Follows the Person (MFP)	Ongoing	204
RRP - Rapid Reintegration Program	Feb-13	6
Total		778

Non-Williams Bridge Subsidies - All Rounds



Non-Williams Bridge Subsidies - All Rounds



deliberately designed as a Housing Choice Voucher “look-a-like” program to help ensure that the transition from the Bridge Subsidy to a permanent voucher is as close to seamless as possible.

In order to access the subsidy, a consumer must apply, during periods of open availability, for the subsidy through a DMH funded agency with an ongoing support plan for services independent of the subsidy. The DMH agency agrees to support the consumer in the community and to work directly with the Landlord of the resident’s apartment in a collaborative arrangement between the three. The Agency assists the tenant through voluntary on-site support services in meeting the requirements of becoming and remaining a good tenant who fulfills the responsibilities of tenancy. Agencies agreed to support those eligible residents who they felt were able to live in their own apartment with the available supports in their individual community (often a combination of DMH funded services, homeless services, and natural supports).

Eligibility for the DMH Bridge Subsidy Program: A consumer is determined eligible to apply for rental assistance through the DMH Bridge Subsidy Program (when available) if they meet all the following eligibility criteria:

- **Individuals with an Axis I diagnosis of serious mental illness or co-occurring mental illness and substance abuse diagnoses, and who are:**
 - Residents of a Long Term Care Facility (ICF or IMD), or
 - At risk of placement in a nursing facility, or
 - Extended long term patient in a State Hospital, or
 - An aging-out adolescent or young adult from an ICG program, or
 - A DCFS ward aging-out of guardianship, or
 - A resident of a DMH funded supported or supervised (including CILA) residential setting, or
 - Homeless as determined by DMH

And

- **Have a current household income at or below 30% of Area Median Income (AMI) as defined by HUD and verified by the DMH Bridge Subsidy Administrator. Household income includes any regular income or benefits received by all adult member(s) of the consumer’s household.**

And

- **Are currently on a Public Housing Authority (PHA) waiting list for a Section 8 HCV or agree to register/apply for a HCV or comparable permanent rental subsidy when such registration/application opportunities are available.**

Survey Administration: The people served during rounds 1-6 are widely dispersed throughout the state. During these rounds, all DMH community-based providers could assist eligible participants in accessing assistance, and therefore the number of organizations involved in Bridge is large, and over 80 agencies.

Given the large group of agencies and geographic coverage of Bridge recipients, the survey was administered through the mail with a cover letter from the Illinois Division of Mental Health (DMH). The mailing was sent with a pre-addressed and stamped letter to return the survey to CSH (see last section for a copy of the survey and the cover letter). Prior to distribution, the survey was tested with four tenants at two agencies who felt the questions were understandable and appropriate.

The DMH Bridge Tracking Database identified 778 people in the community as receiving a Bridge Subsidy. This is a protected database without names that was cross-matched with a RIN (Public Aid Recipient Identification Number) to develop a list of names and addresses. The survey was approved by IDHS DMH on January 19, 2014 and mailed by DMH staff within a week to the addresses on file. The survey cutoff date for returned surveys was May 1, 2014.

The mailing list was not entirely current and there was a delay between the time the list was printed and it being mailed. These complications, along with difficulties anytime mail is delivered to apartment buildings, resulted in 118 letters being returned to DMH.

While an option was also given to enter information online, only one individual entered data that way. In all 301 surveys were returned and the data entered into an online collection program. No names or identifying information are a part of the returned surveys. Information was analyzed using data entered into this online resource.

Survey Response Rate: 660 surveys successfully delivered to members, and 301 surveys were returned for a 45.6% response rate. This is an extremely high response for a survey of its kind. It far exceeded the 10 – 20% return rate that was expected based on traditional direct-mail survey results.-The returned surveys mirrored the distribution of location of subsidies overall and therefore is assumed to be a representative sampling of Bridge recipients.

Survey Results: The survey results show that the DMH Bridge Subsidy Program is very important to individuals (96% - Agree or Strongly Agree – in Question 45), feel their life is better now (97% - Agree or Strongly Agree – Question 19), and are satisfied with their housing (84%- Agree or Strongly Agree – Question 45).

Residents generally in overwhelming numbers felt safe in their apartment and that it was clean and they could get items fixed. Amenities like stores, transportation, and restaurants were located nearby and 87% liked their current neighborhood choice (Question 16). 83% of individuals report they are living in the area they wanted to live. Nearly twice as many people (37% - Question 18) most want to live in the North side of Chicago as any other area of the state.

People like how they were able to furnish their apartment (88% - Question 21) although only 72% said they had enough money (Question 22) and only 71% felt they had enough help setting up their apartment (Question 23). 86% of respondents felt comfortable with the rules and inviting friends to visit (Questions 25 & 26) and nearly 75% of individuals said they knew someone in the building that was not a part of the program and liked most people in their building (Questions 27 & 28).

76% of people know where a mental health program is located in their area and 43.7% of persons identify that they use a mental health center more than a couple of days a week (Question 31) and 80% felt that a drop in center was a good resource for them (Question 32). Most people report regular contact with their caseworker at about the same level of service that they would choose (Questions 35-39) and say that their caseworker will worry and seek them out if they do had not recently come to an appointment or checked in. (91%- Question 40).

In total, tenants like their housing and their apartments and are satisfied with the support services they receive. They are aware that their caseworker will check on them if needed and is available when they are needed.

As one resident supported by the DMH Bridge Subsidy says; "I live in a fantastic, huge apartment in a really nice building in a nice neighborhood. I could NEVER afford to live here if it weren't for the bridge subsidy program. I am EXTREMELY satisfied with my living situation. It has changed my life!"

Or the Thresholds resident who says “I want to thank God for your program and abilities to help people like me.”

Related Results – After the distribution of surveys, CSH received calls from individuals receiving these surveys who did not know who their support staff was and wanted help in maintaining their apartments. The disconnection from members to services may have been related to funding cuts to mental health services and staff turnover. DMH proactively created a landlord support line for landlords. CSH recommends that DMH also create a support line for tenants who need to locate a support agency if they become delinked from the mental health system in times of crisis.

Section 2:

State Level Data and Comments

Question 1:

What is the main agency or agencies that help you with your housing and support services (if any)? :		
Answer Options		Response Count
		247
<i>answered question</i>		247
<i>skipped question</i>		54

# of responses	Response Text
1	Abraham Lincoln Center
2	Access Psychological Services
4	Alexian Brothers & Catholic Charities
4	Association for Individual Development (AID)
7	Association House, Catholic Charity
1	Bobby E. Wright Comprehensive Behavioral Health Center
6	Bridge Subsidy
14	C4 , Catholic Charities
2	C-4, Heartland
31	Catholic Charities
1	CEDA
2	Chestnut Health Systems, Bridges
5	Cornerstone Services
1	Decatur Housing Authority
1	Delta Center
5	Dupage County Health Department, DCHA (Dupage County Housing Authority)
1	Family Leyden Services
2	Grace APM
2	Grand Prairie Services
3	Heartland Alliance
1	Heartland Alliance, Pilsen Wellness Center
4	Heartland Health Outreach
5	Housing Options
12	HRDI & Catholic Charities
1	Human Service Center
1	Iroquois Mental Health Center
1	Jackie Espinosa (Therapist)
3	Kenneth Young Center & Catholic Charities
1	Lake County Health Department, Catholic Charities
7	Leyden Family Services
1	Lifelinks
1	Loretto Hospital Outpatient

Question 1: Cont.

# of responses	Response Text
2	Lutheran Social Services of Illinois
1	Mental Health Centers of Central Illinois
1	Mercy Hospital Mental Health, Catholic Charities Division of Housing
5	Metropolitan Family Services, Catholic Charities
2	New Foundation Center
1	none at all
2	North Central Behavioral Health Systems, Inc.
3	Pilsen Wellness Center / Catholic Charities
1	Roseland Mental Health Center
2	Sertoma Center
1	Southwest Community Services, ACCESS Psychological Services
1	The H - Group
1	Threshold, Pillars
1	Thresholds / Northwestern
1	Thresholds Bridge North
3	Thresholds Bridge South
2	Thresholds Bridge Southwest
1	Thresholds Bridge West
1	Thresholds DCFR
1	Thresholds Englewood
1	Thresholds Justice Program
1	Thresholds Mobile Unit
1	Thresholds of McHenry County
3	Thresholds Peer Success & Catholic Charities
2	Thresholds Rowan Trees
2	Thresholds South
2	Thresholds South Suburbs
2	Thresholds Transitions & Catholic Charities
40	Thresholds, Catholic Charities
1	Thresholds, Heartland Alliance
1	Thresholds, Newman Family Services
1	Thresholds Bridge South, New Freedom Center South
2	Thrive Counseling
19	Trilogy Behavioral Health Services
1	Trilogy, Jewish Vocational Services
1	Turning Point
1	Woodlawn Mental Health Center (Previous), Greater Grand / Mid-South MHC
247	Total Responses
69	Support Agencies Listed (or combinations of support agencies + subsidy)

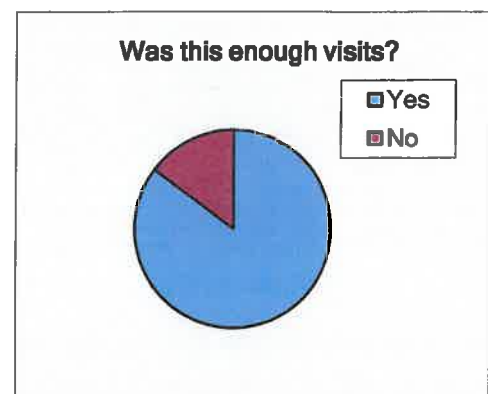
Question 2:

How many apartments did you get to look at before you chose your current unit?	
Answer Options	Response Count
	287
<i>answered question</i>	287
<i>skipped question</i>	14

# of Responses	Response
22	0
61	1
60	2
68	3
26	4
21	5
6	6
4	7
6	8
1	9
4	10
1	11
1	12
1	23
2	30
1	51
1	a lot
1	several

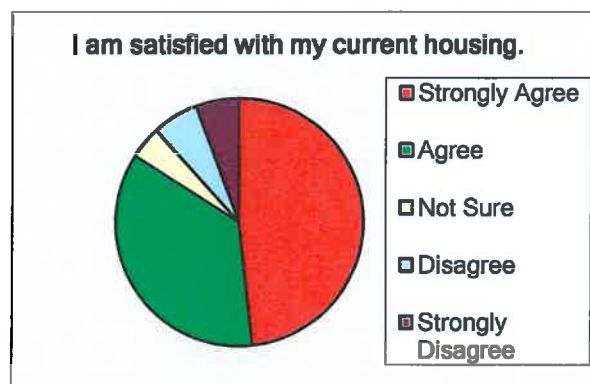
Question 3:

Was this enough visits?		
Answer Options	Response Percent	Response Count
Yes	85.2%	248
No	14.8%	43
<i>answered question</i>		291
<i>skipped question</i>		10



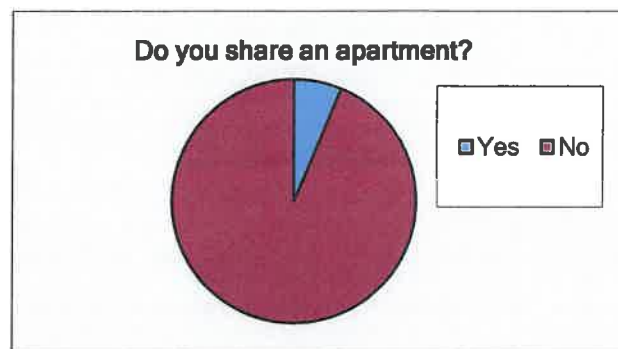
Question 4:

I am satisfied with my current housing.		
Answer Options	Response Percent	Response Count
Strongly Agree	48.3%	145
Agree	35.7%	107
Not Sure	4.3%	13
Disagree	6.0%	18
Strongly Disagree	5.7%	17
<i>answered question</i>		300
<i>skipped question</i>		1



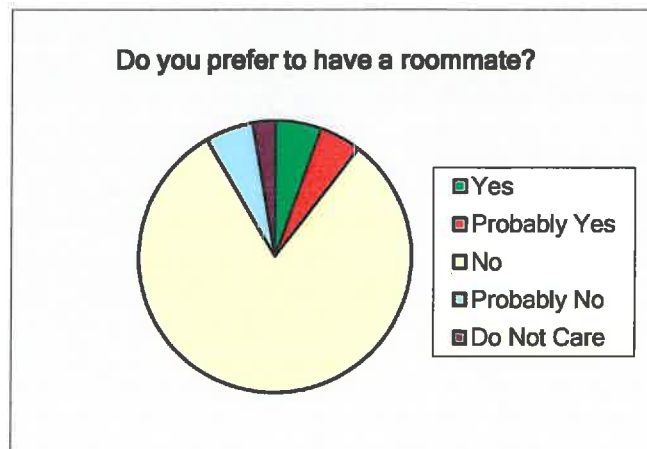
Question 5:

Do you share an apartment?		
Answer Options	Response	Response Count
Yes	6.3%	19
No	93.7%	281
<i>answered question</i>		300
<i>skipped question</i>		1



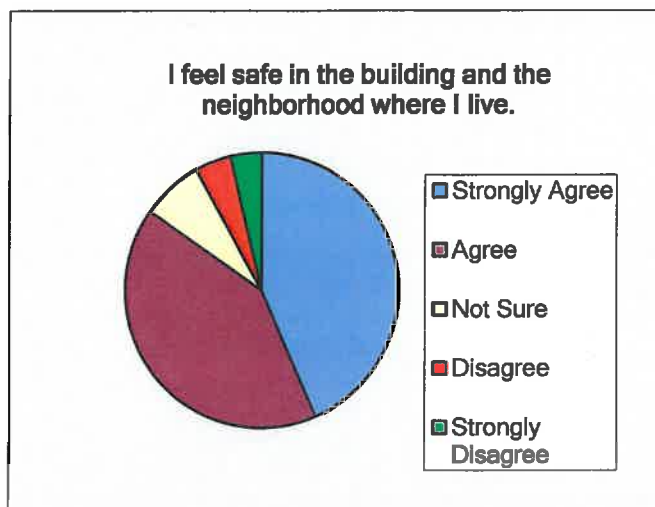
Question 6:

Do you prefer to have a roommate?		
Answer Options	Response Percent	Response Count
Yes	5.4%	16
Probably Yes	5.0%	15
No	81.2%	242
Probably No	5.7%	17
Do Not Care	2.7%	8
<i>answered question</i>		298
<i>skipped question</i>		3



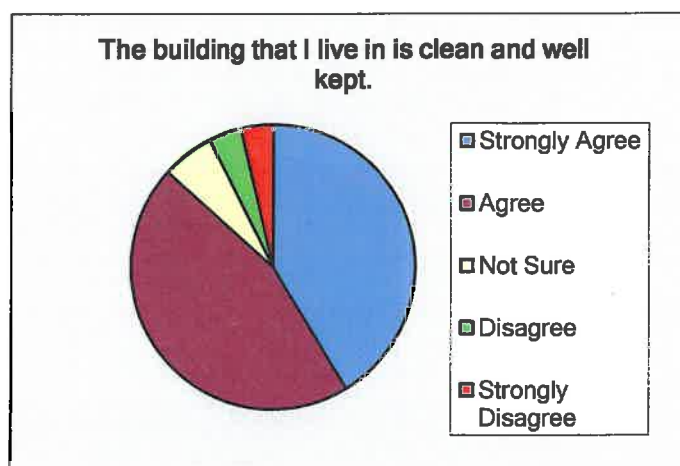
Question 7:

I feel safe in the building and the neighborhood where I live.		
Answer Options	Response Percent	Response Count
Strongly Agree	43.5%	131
Agree	41.2%	124
Not Sure	7.3%	22
Disagree	4.3%	13
Strongly Disagree	3.7%	11
<i>answered question</i>		301
<i>skipped question</i>		0



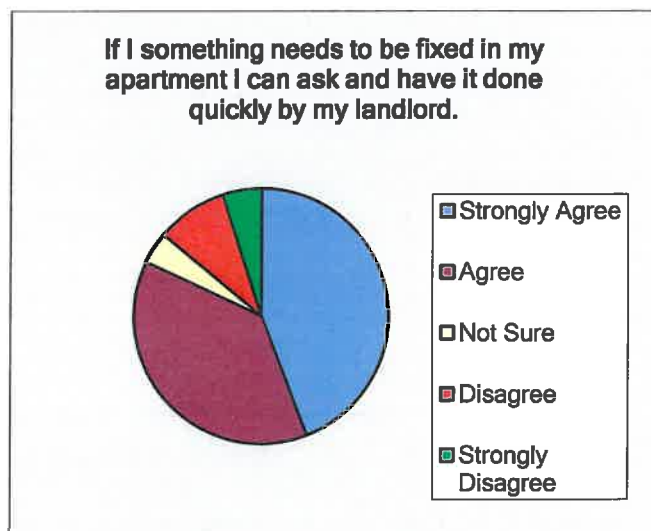
Question 8:

The building that I live in is clean and well kept.		
Answer Options	Response Percent	Response Count
Strongly Agree	41.3%	124
Agree	45.3%	136
Not Sure	6.0%	18
Disagree	3.7%	11
Strongly Disagree	3.7%	11
<i>answered question</i>		300
<i>skipped question</i>		1



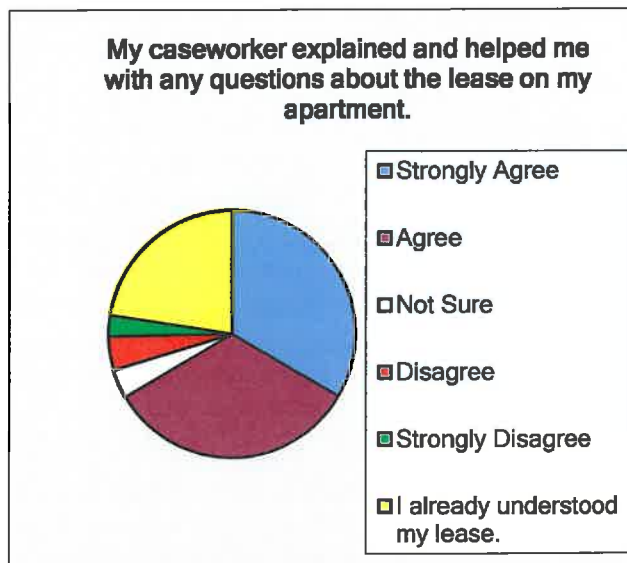
Question 9:

If I something needs to be fixed in my apartment I can ask and have it done quickly by my landlord.		
Answer Options	Response Percent	Response Count
Strongly Agree	44.1%	132
Agree	37.8%	113
Not Sure	4.0%	12
Disagree	9.0%	27
Strongly Disagree	5.0%	15
<i>answered question</i>		299
<i>skipped question</i>		2



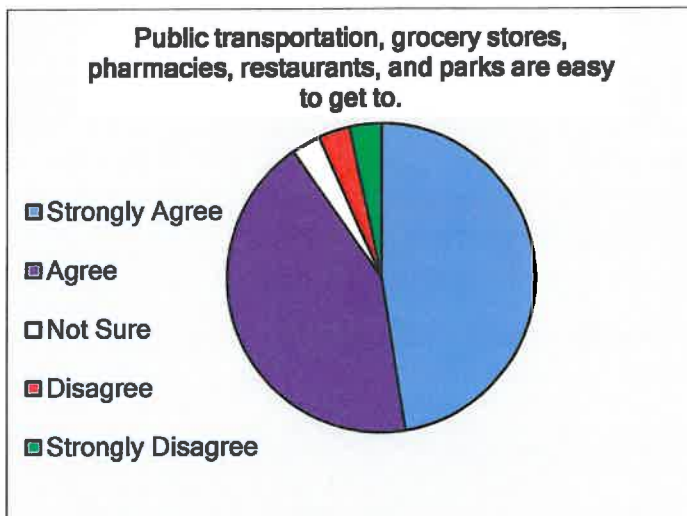
Question 10:

My caseworker explained and helped me with any questions about the lease on my apartment.		
Answer Options	Response Percent	Response Count
Strongly Agree	33.4%	98
Agree	33.1%	97
Not Sure	3.8%	11
Disagree	4.4%	13
Strongly Disagree	2.7%	8
I already understood my lease.	22.5%	66
<i>answered question</i>		293
<i>skipped question</i>		8



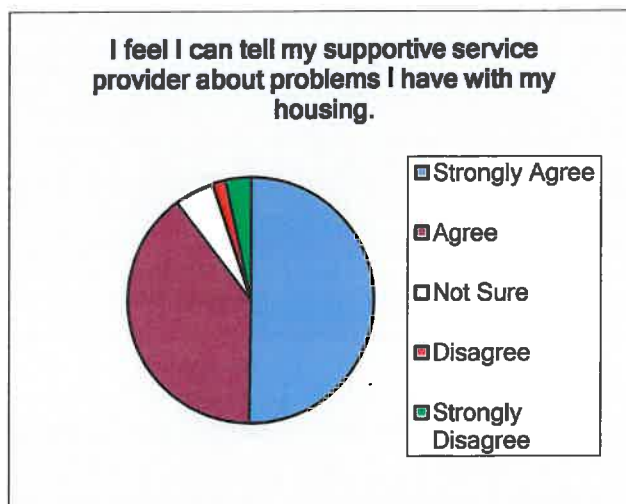
Question 11:

Public transportation, grocery stores, pharmacies, restaurants, and parks are easy to get to.		
Answer Options	Response Percent	Response Count
Strongly Agree	48.1%	141
Agree	43.3%	127
Not Sure	3.1%	9
Disagree	3.4%	10
Strongly Disagree	3.4%	10
<i>answered question</i>		293
<i>skipped question</i>		8



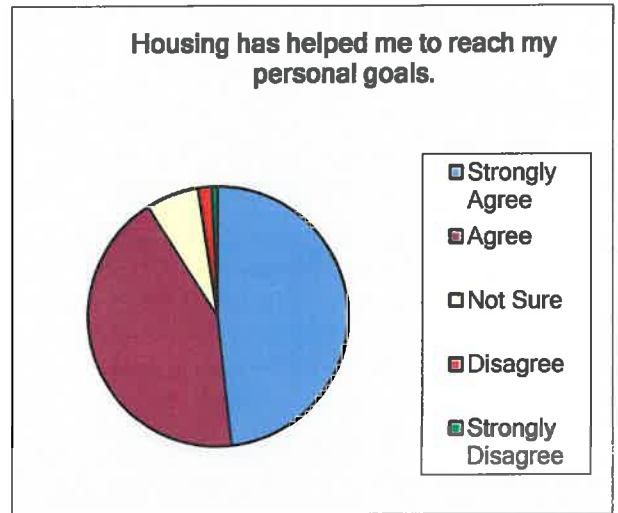
Question 12:

I feel I can tell my supportive service provider about problems I have with my housing.		
Answer Options	Response Percent	Response Count
Strongly Agree	50.2%	146
Agree	39.5%	115
Not Sure	5.2%	15
Disagree	1.7%	5
Strongly Disagree	3.4%	10
<i>answered question</i>		291
<i>skipped question</i>		10



Question 13:

Housing has helped me to reach my personal goals.		
Answer Options	Response Percent	Response Count
Strongly Agree	48.3%	140
Agree	42.8%	124
Not Sure	6.6%	19
Disagree	1.7%	5
Strongly Disagree	0.7%	2
<i>answered question</i>		290
<i>skipped question</i>		11



Question 14:

Add any comments you want to regarding your housing:	
Answer Options	Response Count
	167
<i>answered question</i>	167
<i>skipped question</i>	134

Question 14: Comments

14. Add any comments you want to regarding your housing:

Blessed

Building needs to have foundation checked due to redline train tracks (kitchen floors & sun level).

Catholic charities has been very cooperative and helpful in providing housing assistance. Leyden family services has also been supportive.

Concerning question # 12 - I can depend on my service provider but I am able and do report problems on my own successfully.

Everybody is very nice and so am I. I never get any complaints from anyone going on 4 years here. Re Question 4: I don't have a roommate except for my cat Rex.

Everything is fine, I enjoy my apartment

Everything is nice.

Everything's fine.

Happy where I am. Thank you.

Having lived in group homes/CILAs prior to living here, this housing has allowed me to be independent and it has allowed me to feel like a regular part of the community.

Housing gives a person like me a chance to overcome past hurts and abusive pasts. It helps keep me safe and able to live on my own again with being afraid or scared.

Housing has helped me with some personal goals, not all. My price range given to me only got me basement/ "garden" apartments with steps and using a wheelchair I couldn't do that so the first apartment with an elevator in my price range I had to take.

Housing is key to your getting better.

Housing options case management is the best. And, God Bless Catholic Charities.

I am a person in a wheelchair and can not access my building through the front door. Instead, I have to access my apartment through the building garage, which is dark and dangerous for someone in a wheel chair due to cars. Can not access the patio, Would like to be in warmer state!

I am extremely grateful for housing!! Thank you all very much!!!

I am grateful to have my sanctuary. Too many people make me nervous and emotional.

I am satisfied with my subsidy and the housing apartment.

I am satisfied with the apartment and adore the location except it is not close to the grocery store and my case manager takes me shopping every two weeks.

I am so content with my housing decision.

I am thankful for the help and support of housing through agencies.

I am very happy to be here and for all the assistance I have been given.

I am very happy with Bridges. I could not afford living on my own with my fixed income.

I am very pleased with housing and all arrangement

I am very pleased with my housing arrangement.

I call the landlord when I have problems.

I can't get them to paint my apartment or fix the drafty places.

I didn't look at any apartments because I stayed in the apartment I was already in.

I do not like living here.

I enjoy fixing up and changing things around whenever the spirit hits me and it is fun.

Question 14: Comments

14. Add any comments you want to regarding your housing:

I feel mentally and physically healthier since being stable in an apartment.

I have lived at Jeffery Apartments since 1/1/2005. Every week the elevator is broken and I have to walk up to my apartment. I need to be on subsidized housing.

I have to move and look forward to it because I have been in this apartment for almost 5 years

I just want to thank everybody for helping me. Without them I would most likely be on the street or dead.

I keep my apartment clean.

I like my apartment but don't like the neighborhood or my neighborhood. There are no shop stores for food close by.

I like my help that comes. I hadn't money to start my life on my own.

I like where I have moved to. The bridge program has really helped me get my independence back.

I like where I live.

I like where I live.

I live in a fantastic, huge apartment, in a really nice building, in a nice neighborhood. I could NEVER afford to live here if it weren't for the bridge subsidy program. I am EXTREMELY satisfied with my living situation. It has changed my life. I can't say enough about how pleased I am.

I love living here.

I love my apartment and want to thank everybody that helps me get my apartment – thank you so much!

I need a place with an elevator. It is hard to do stairs with a walker.

I need help.

I really enjoy where I live and I am happy and content.

I share an apartment with my daughter.

I thank Christ (Jesus) for agency such as yours that helps people like me.

I thank everyone involved in helping me with my housing.

I thank God for Catholic Charities for making it possible to live by myself.

I thank God for the Kenneth Young Center and the Bridge Program for helping and caring about me.

I want to leave Chicago. I've always wanted to go to California.

I want to move from there because it is an insanitary place and unfit to live.

I want to move next year to Evanston, Skokie, Des Plaines, or further north

I want to thank God for your programs and abilities to help people like me.

I will like to have a roommate.

I wish I had a garage for my car.

I would like to have 2 bedroom.for more closet space and for exercising .

I would like to have an apartment with wood floors and no carpet.

I would like to move.

I'm doing very good since I came to HRDI and got housing and my medication in order. I'm in school and working and I'm very happy. I have been in the program for four years, two at each one [apartment].

I'm going to continue living on my own. You need to protect my SSI from Republican Cuts.

I'm in safe, quiet buildings that is affordable to me through the bridge subsidy program

If my cancer returns I may eventually need a roommate.

I'm happy with my housing but very much now happy with the must of a case worker, why a must?

Question 14: Comments

14. Add any comments you want to regarding your housing:

I'm legally allowed to own a service dog but the building owner said she won't allow me to stay here with a dog.

I'm not able to walk to the store I have to have someone to go to the store for me because of my disability.

I'm very happy that I was able to chose my own apartment and location.

It has helped me to stay in a daily program and help me have time t0 keep an active and energized lifestyle.

It is a very beautiful place to stay.

It is close to the train station so I hear noise from the train late at night.

It is difficult to save money to move.

It is nice but I am told what to do by the landlord.

It is peaceful, no hanging around my unit.

Job club @ Thresholds

Keep up the good work. Keep up the support.

Maintenance complaints about having to do repairs. He is not very approachable. He swears while doing repairs.

My apartment I chose now has an agent for the owner/landlord to help me with any questions about the lease or problems I have with my housing. Housing has helped me to reach my personal goals with money management from the money and income that I have.

My apartment is beautiful – my landlord is the best and I am forever grateful to all those that assisted me!!

My Apartment is very nice one in the town I live in. It is close by stores, restaurants, parks and buses.

My building does not shovel and salt their stairway to the laundry room and I have asked the landlord a whole bunch of times.

My caseworker is not very familiar with this program and needs training. My original caseworker is no longer a worker at Loretto.

My current land lord lied to me, she just wanted the money. She said I could smoke. When I moved in she harassed me about smoking.

My favorite apartment I have ever had.

My housing is decent but at night (when the landlord is gone), security for the building is very poor.

My Landlord is great!

My landlord is really nice. He fixes anything I need.

Needed more time, I wouldn't have moved in this building if I wasn't pressed for time.

Neighbors are friendly, I have already and prefer to have someone I can talk to (friend) in the building.

Nice surroundings

Noise level has always been much.

Now I thank you for your help.

Poor heat in the building.

Question 12 on the paper survey was not online. My supportive services provider helps me report any problems I have with my housing. Strongly Agree

Re Q 5: my son takes care of me. I need him. Re Question 9: They are very good about taking care and fixing things.

Since I moved to my apartment my life has changed positively. I'm going back to college.

Thank you for all your help.

Thank you for my housing. It is nice to know I have a house now. No more sleeping on buses and in my car. It helps me to stay on my meds.

Question 14: Comments

14. Add any comments you want to regarding your housing:

Thank you so much.

Thank you.

Thanks for your help!

The best thing that happened to me in my lifespan is the opportunity to live in an area/neighborhood I am proud to be a resident of with an address. Ten years ago I resided in this location as a homeless pusher. It is amazing how events in life workout for the better. If I was never homeless I never would have lived in this neighborhood.

The building I live in is unclean and infested with rats and roaches

The management in my building is super and a pleasant décor.

The place is nice but being in a wheelchair I wish I had a bedroom, not a studio.

They are going to raise my rent to \$2,600 a month on April 1 so I am looking for different housing

They can keep the trash cleaned up better.

This housing has given me the ability to grow and advance on my personal goals.

This housing has helped me deal with a sense of responsibility, helped me with my self esteem and gave me some encouragement. Thanks!

Very happy, great Manager, maintenance could be faster.

We like helping our friends out in the building that we live at

When I was at an apartment on 7151 S. Constance I was dissatisfied, I had many issues that weren't resolved in a timely manner. I have now vacated that apartment and I am abiding in section 8 housing.

When I'm looking for an apartment I don't think its fair to pay application fee if I don't get in the apartment.

With the apartment I'm in process resigning of the lease in March and Catholic Charities is telling me I must ask them to move in May but the apartment management told me I must resign. This might leave me homeless because I want to go to school full time but the rules is against my goals with also HUD subsidy.

Question 15:

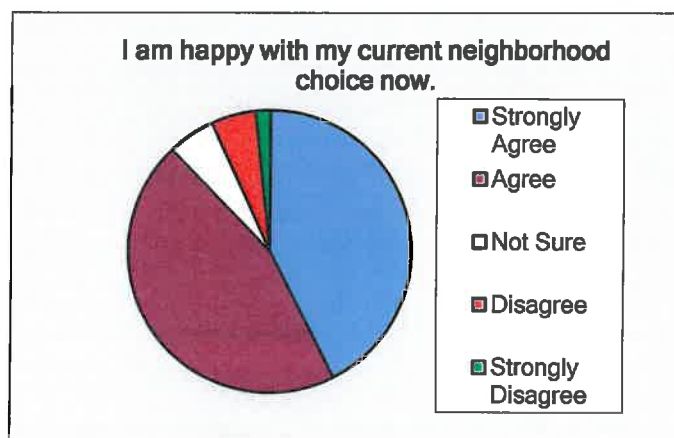
What is the zip code of your current apartment?	
Answer Options	Responses
<i>answered question</i>	292
<i>skipped question</i>	9

Question 15: Zip Codes for Bridge Subsidy Participants Listed on Survey						
What is the zip code of your current apartment?			How Many?	Zip Code	City	Neighborhood
Answer Options		Response Count				
		292	2	60610	Chicago	Old Town Near North Side
<i>answered question</i>		292	1	60611	Chicago	Gold Coast
<i>skipped question</i>		9	2	60614	Chicago	Lincoln Park
			18	60615	Chicago	Kenwood
			1	60616	Chicago	Douglas
How Many?	Zip Code	City	2	60617	Chicago	South Deering
4	60004	Arlington Heights	6	60619	Chicago	Chatham
2	60005	Arlington Heights	4	60620	Chicago	Auburn Gresham
2	60007	Elk Grove Village	2	60622	Chicago	West Park / West Town
1	60030	Grayslake	1	60624	Chicago	Auburn Gresham
1	60067	Palatine	2	60625	Chicago	Lincoln Square
1	60074	Palatine	47	60626	Chicago	Rogers Park
3	60076	Skokie	4	60628	Chicago	Pullman
1	60077	Skokie	2	60629	Chicago	Chicago Lawn
1	60089	Buffalo Grove	1	60632	Chicago	Brighton Park
1	60106	Bensenville	2	60634	Chicago	Dunning
1	60123	Elgin	1	60636	Chicago	West Englewood
1	60130	Forest Park	6	60637	Chicago	Woodlawn
9	60131	Franklin Park	2	60639	Chicago	Belmont / Cragin
3	60139	Glendale Heights	9	60640	Chicago	Uptown
1	60152	Marengo	3	60641	Chicago	Portage Park
4	60171	River Grove	1	60642	Chicago	Goose Island Near North Side
1	60173	Schaumburg	2	60644	Chicago	Austin
7	60188	Carol Stream	4	60645	Chicago	West Ridge
5	60201	North Evanston	1	60646	Chicago	Forest Glen
10	60202	South Evanston	2	60647	Chicago	Logan Square
3	60302	Oak Park	23	60649	Chicago	South Shore

3	60304	Oak Park	4	60651	Chicago	Humboldt Park
2	60402	Berwyn	1	60652	Chicago	Ashburn
1	60403	Crest Hill	8	60653	Chicago	Grand Boulevard
3	60406	Blue Island	1	60657	Chicago	Lakeview
4	60409	Calumet City	2	60659	Chicago	West Ridge
1	60411	Chicago Heights	14	60660	Chicago	Edgewater
2	60435	Joliet	1	61603	Peoria	
2	60436	Joliet	1	61920	Charleston	
1	60438	Lansing	1	62040	Granite City	
2	60445	Midlothian	1	62221	Belleville	
1	60453	Oak Lawn	1	62233	Chester	
1	60459	Burbank	1	62701	Springfield	
4	60506	Aurora	1	62702	Springfield	
1	60521	Hinsdale	1	62703	Springfield	
1	60538	Montgomery	1	62864	Mt Vernon	
2	60559	Westmont	2	62914	Cairo	
2	60707	Elmwood Park	1	62959	Marion	
1	60803	Alsip		292	individuals	
1	60915	Bradley		86	zip codes	
1	61356	Princeton				
1	61364	Streator				

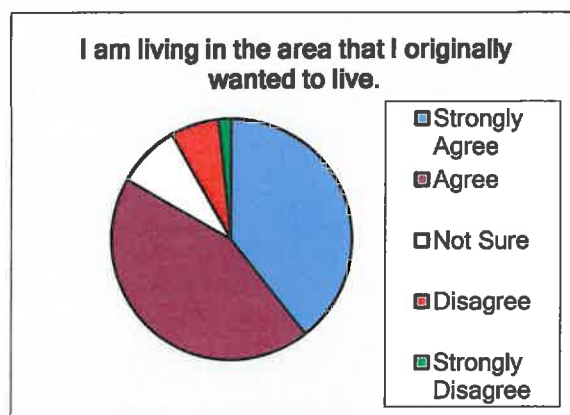
Question 16:

I am happy with my current neighborhood choice now.		
Answer Options	Response Percent	Response Count
Strongly Agree	42.5%	125
Agree	45.2%	133
Not Sure	5.4%	16
Disagree	5.1%	15
Strongly Disagree	1.7%	5
answered question		294
skipped question		7



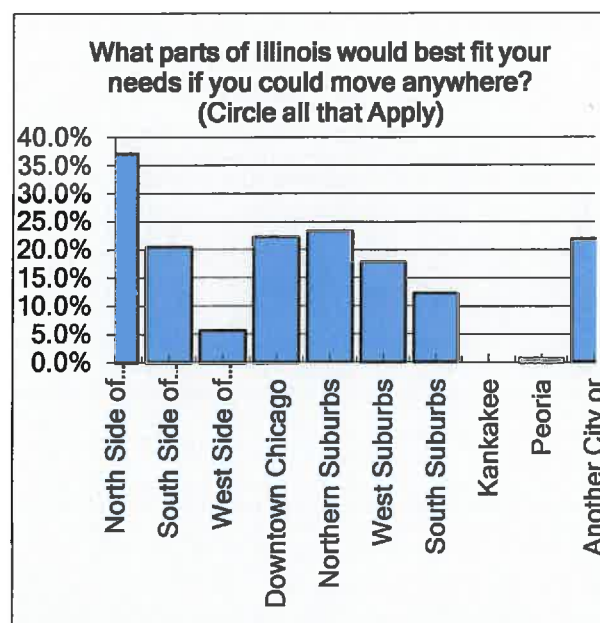
Question 17:

I am living in the area that I originally wanted to live.		
Answer Options	Response Percent	Response Count
Strongly Agree	39.4%	115
Agree	43.8%	128
Not Sure	8.6%	25
Disagree	6.5%	19
Strongly Disagree	1.7%	5
<i>answered question</i>		292
<i>skipped question</i>		9



Question 18:

What parts of Illinois would best fit your needs if you could move anywhere? (Circle all that Apply)		
Answer Options	Response Percent	Response Count
North Side of Chicago	37.0%	100
South Side of Chicago	20.4%	55
West Side of Chicago	5.6%	15
Downtown Chicago	22.2%	60
Northern Suburbs	23.3%	63
West Suburbs	17.8%	48
South Suburbs	12.2%	33
Kankakee	0.0%	0
Peoria	0.7%	2
Another City or Part of State (please specify)	21.9%	59
<i>answered question</i>		270
<i>skipped question</i>		31



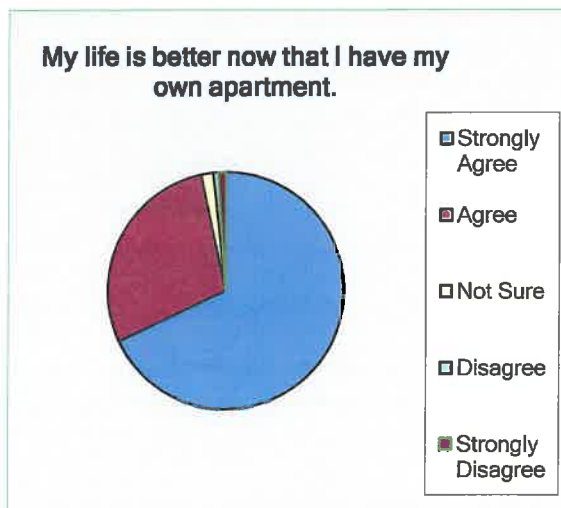
Question 18: Continued - Specified Other Parts of the State

Another City or Part of State (please specify)	Another City or Part of State (please specify)
Adams St and N. Michigan Ave in Chicago (Magnificent Mile) and N. Michigan and Chicago Ave. And northern Michigan Ave. of Chicago.	Naperville, Bolingbrook, Crest Hill, IL Rockdale, IL Plainfield, IL, Downers Grove, IL
Berwyn, IL	Mt. Vernon IL
Bronzeville (2 Answers)	New York State

California, New York, D.C.		None
Caseyville, IL		North Shore
Charleston, IL		North West Side of Chicago
Chicago Heights (2 Answers)		Northwest Chicago
Cincinnati, OH		northwest side of Chicago
Dallas, TX (2 Answers)		Northwest Side of Chicago near O'Hare
Des Plaines, Evanston, or Skokie		Northwest suburbs (4 Answers)
Dupage County		Northwest Suburbs, Schaumburg
Evanston (2 Answers)		Oak Park, IL
Far West Suburbs, DuPage County		Omaha, NE
Happy to be in Marengo and want to stay but in another location		out of town
Hyde Park, Bronzeville		Possibly Northside
Indianapolis		Skokie
Jefferson Park/Portage Park		South East side of Chicago near South Shore
Joliet, Cresthill, Rockdale, Westside		Southern Illinois (3 Answers)
Kankakee, IL		Springfield, IL
La Grange, Oak Park		St Paul Minnesota
Lake County, Highland Park		Victoria, TX
Large city or town in Southern Illinois. (Carbondale and Springfield are examples)		Where I am
Lincoln Park (2 Answers)		Willow Springs, IL
Maybe a different part of Princeton where I could have a garage.		Wilmington, IL or South
Memphis, TN		Out of Town (3 answers)

Question 19:

My life is better now that I have my own apartment.		
Answer Options	Response Percent	Response Count
Strongly Agree	68.0%	200
Agree	28.6%	84
Not Sure	1.7%	5
Disagree	0.7%	2
Strongly Disagree	1.0%	3
answered question		294
skipped question		7



Question 20: Comments

20. Add any other comments you wish to make about your current neighborhood or what choices you were able to make about where you could live.

I thank you for all you've done to help me. Thank you.

A listing of apartments available through the mail by DHS especially for first renters.

Adequate services.

Again, thank you.

Agencies that have relationships with open minded landlords.

All I know is that now I have to stay out of trouble and out of the streets. Thanks to god and to you. God Bless.

Allow more low-income housing programs to open, give incentives like if a person lives in an apartment for 5 years they become qualified for Federal Section 8.

Be placed on section 8.

Be sure your housing will accept Section 8 when the time comes.

Buildings with elevators.

By helping homeless

By offering more programs like this threshold group and organization.

Check people with drugs.

Check the landlords out thoroughly.

Choose your own site. Look on your own.

Convince landlords to take part in this program.

Cut down the waiting period!

Do not share the apartment with another roommate with mental health issues. It is not good.

Encourage those who don't already live independently with caring to develop plans, and tell them of their current options.

Encouraging developers to provide more units for low to mid income people.

Food stamps provides money for food. A cash assistance card only for cleaning supplies, laundry supplies and toilet paper would be helpful.

Get all of those people out of those HORRIBLE nursing homes IMMEDIATELY!

Get maintenance people who truly care! Make people not feel discriminated again because you have a housing subsidy. We're not living-o-free!

Get them their apartment first.

Give more opportunities for other people.

Good Work

Happy with current situation

Having a good support team.

Help landlord companies know that not all poor and disabled people can live in a basement, so extra funds should be made available for disabled people to have a more modern building and larger elevator to live in/use.

Help more often with furniture upgrades.

Help provide cleaning supplies or cleaning services.

Help them in their concerns, wants, financial and subsidy of \$200 and hook up with money follows the person. To become members to the organizations Thresholds, Heartland and Catholic Charities.

Help them with information about which apartments accept the bridge program.

Help to make more Landlords aware of the program.

I do my best to do okay about my apartment.

I feel if a person wants to move and is caught between complex management on when to resign they should be able to move after 7 months of the lease. My reason I'm trying to go to school to gain skills for employment which apartment management states since I'm the only occupant I can't attend school full time because of HUD subsidy and their rules.

Question 20: Comments

20. Add any other comments you wish to make about your current neighborhood or what choices you were able to make about where you could live.

I feel that people that obey the law should not have any problem of getting housing.

I feel you are doing a very good job.

I hope Illinois can give more money to keep programs like the Bridge Subsidy program because it has changed the lives of my friends and my life to be a lot better.

I just need listings of what areas are covered for this program.

I know that you all are doing a great job and I am grateful.

I like Evanston, but I struggle with transportation. To counsel clients about lifestyle and transportation limitations before they choose an area to live in.

I like the 24/7 Dunkin Donuts by me. I was able to choose where I live.

I love living on my own. Section 8 has helped me grow into a better person. I love paying my rent and being an adult.

I need help

I think it's important for people to have housing it's a basic human

I think that help and support and understanding people's needs are important to do a great job

I think the existing programs are well in achieving supportive help to those who need it.

I think this opportunity should be offered to more people with mental disabilities.

I was shown 3 apartments, all relatively close to each other (2 in the same neighborhood) on the north side of Chicago, which is exactly where I wanted to be. The 2nd apt shown to me was my dream apartment, and where I now live. I don't know if I could of been shown more apts if I'd asked because I didn't need to. I am extremely happy with my living situation.

I was told to apply for section 8 and it came through.

I'm satisfied with my house. I would like for a family member to be allowed to live with me for support and companion.

If any man love the world at the time that he (or she) is helping a women move into and maintain her own apartment, the love of the woman's father is not in the man. The pride of life, the pride of okay nourishment, and the pride of every yoke, is not of a woman's father but is of the world. I love not the world, neither the things/people that are in the world. I love my current parts, my current choices about my apartment and I love the father in me that is not in him.

If possible and can afford it, have a connection with pharmacy service to assist clients in getting brand name prescriptions (on an unrelated topic to housing subsidy).

If we can get more funds like this try to buy the house we live in, or clothing, car or furnish the housing every 2-3 years to get new bed, sheet or coaches or things that we need

I'm asking if I could relocate to St Paul Minnesota ASAP. Can I transfer my Bridge Subsidy down there?

I'm happy but wish I can move more easily if it is necessary. I would like a Bridge Subsidy caseworker not an AID case worker.

Increase number of locations in Illinois available to Subsidy Recipients / Applicants

Interested in transferability of active subsidy status to states other than Illinois.

It seems there are limited landlords that take Bridge, so maybe talking to more landlords.

It would be better if they assess the person before they leave the nursing home, such as those in wheelchairs and suggest more handicapped housing options.

I've had a very positive experience with finding and moving into my own place, thanks to the wonderful support of the people at Bridge North.

Just be clean and have good references.

Just be yourself and have fun meeting and enjoying your new surroundings.

Just keep giving real people hope and understanding.

Question 20: Comments

20. Add any other comments you wish to make about your current neighborhood or what choices you were able to make about where you could live.

Just to move down the list quicker and get the higher functioning ones out of the nursing homes and into their own place.

Keep coping skills so you can manage your apartment and live more independently.

Keep giving those with mental illnesses a chance. I have an illness but it does not define me.

Keep on doing what you are doing.

Keep providing support for the patients and clients.

Last environment horrible.

Listen to people's wants and needs.

Location, location, location. They must have kitchens that they can cook separately from guests.

Look around and see what is available first.

Maintain more Frequent contact.

Make landlords more aware of the bridge subsidy program.

Make sure they see to it that they can at least provide a full double bed for people.

More affordable housing.

More funding

More information about what apartments take the bridge subsidy. Maybe a list? More communication.

Moving to a new place is hard when alone and without friends. But, now that I made new friends and have a Thresholds membership, I'm doing better

My life is absolutely better now that I have my own apartment.

My neighborhood is diverse with a nice mix of peoples. I had the freedom to choose where I wanted to live without hinderence or opposition from others.

My neighbors(in the other 2 buildings) are extremely hostile towards the people who live in my building

My original case manager did not let me chose the location of my apartment but after a year Catholic Charities let me move to the area I wanted to live in (Evanston).

My supportive provider is not helping me (Association House).

No, just to say thank you.

Obey the rules.

Old Victorian home created 3 efficiency apartments 4815 W. Belle Plaine into senior citizen apartments because of the 45th ward business.

Paying light and gas is a problem. I don't have money for other things I need.

Please keep rent affordable so that food prices increase is balanced out. It opens opportunities and comfort zones so people prefer homes or shelters

Provide good advice like: be fine relocating anywhere, reside in the location or locations might move to. Then move into the neighborhood that you love. Finding a place that makes you happy ensures good mental health.

Re Questions 17: I don't know another city or state I would like to live in. I like being close to my program, Thresholds. To help have people help me. I can't pick up heavy things real bad back and things I'll be 63 next month in March. I don't have enough money to pay people.

Re-locate

Safer areas for people with mental illness that don't have a place to live in a shelter no and are in need of help.

Some members need payees because they don't have money for things like laundry or bills. Some are also unsanitary causing bugs because they don't maintain cleanliness and need house keepers or they shouldn't be independent.

Talk with the landlord semi annually and inspect the buildings and apartments.

Thanks for your help!

The apartments should be better places for people to live in.

Question 20: Comments

20. Add any other comments you wish to make about your current neighborhood or what choices you were able to make about where you could live.

The landlord needs to fix things as need and get the drug users out of the building.

There are lots of people who don't know about your program that need help.

To address questions 17 & 18: I'm happy to live where I am but if I had to move I would be the south suburbs.

To reassure a client that if there is a problem it can be resolved.

Training of housing rights. Where to turn if landlord doesn't fix things in a timely manner. Options regarding apartment security

Trust in God and he will help you.

Very pleased.

Well get some consistence with the current subsidy. There are a lot of people waiting for them to visit at the nursing home.

Where I currently live is fine.

Yes, to make an effort to help any person who is still able to function in society.

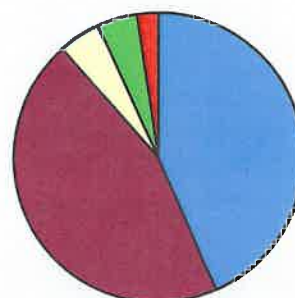
Yes, try to keep it in good shape, as it was on day one or better.

You are doing a good job to help people.

Question 21:

I like how I was able to furnish my apartment.		
Answer Options	Response Percent	Response Count
Strongly Agree	43.4%	129
Agree	45.1%	134
Not Sure	4.7%	14
Disagree	4.4%	13
Strongly Disagree	2.4%	7
<i>answered question</i>		297
<i>skipped question</i>		4

I like how I was able to furnish my apartment.



- ☒ Strongly Agree
- ☒ Agree
- ☒ Not Sure
- ☒ Disagree
- ☒ Strongly Disagree

Question 22:

I had enough money to furnish my apartment to meet my needs.		
Answer Options	Response Percent	Response Count
Strongly Agree	36.3%	107
Agree	36.6%	108
Not Sure	4.7%	14
Disagree	16.3%	48
Strongly Disagree	6.1%	18
<i>answered question</i>		295
<i>skipped question</i>		6

I had enough money to furnish my apartment to meet my needs.



- ☒ Strongly Agree
- ☒ Agree
- ☒ Not Sure
- ☒ Disagree
- ☒ Strongly Disagree

Question 23:

My case worker helped me set up my apartment when I moved in.		
Answer Options	Response Percent	Response Count
Strongly Agree	33.3%	97
Agree	37.8%	110
Not Sure	5.8%	17
Disagree	17.9%	52
Strongly Disagree	5.2%	15
<i>answered question</i>		291
<i>skipped question</i>		10

My case worker helped me set up my apartment when I moved in.



- ☒ Strongly Agree
- ☒ Agree
- ☒ Not Sure
- ☒ Disagree
- ☒ Strongly Disagree

Question 24:

Illinois DMH 2013 Consumer Satisfaction Survey for Bridge Subsidy Participants	
Add any comments or suggestions that will help the state do a better job in helping people move into and maintain their own apartment?	
Answer Options	Response Count
	65
<i>answered question</i>	65
<i>skipped question</i>	236

Question 24: Comments

24. Add any comments or suggestions that will help the state do a better job in helping people move into and maintain their own apartment?

A highly visible entrance door can be a thought.

A little longer time to move in, it seemed a little rushed.

A little more money to furnish the apartment would be good. Maybe enough for a starter pack of toilet paper.

Abide by the lease and obey the rules.

Add funds for moving fees/trucks and movers because I had no one to help me. Also, I didn't have enough money for furniture because part of it went to my deposit.

Advice on how to look for an apartment after being totally discharged from a psychiatric unit.

All discharge papers due filled not one week before move out from nursing home.

Allow people to keep their benefits without jumping hurdles of stress.

Always do inspection semi annually.

Be there when you sign or move into your apartment, it helps.

Be true to yourself and what you have to do to keep what you have for yourself.

Because of my health, my insurance pays a monthly fee for my special bed, but if they didn't I wouldn't be able to pay first, last and security for an apartment and get a real bed on the \$2,000 I was given.

Better at recipient of the services that a needful oneself.

Caseworker doesn't help me with everything.

Culture Shock! Need 2 people to help people move out of nursing homes.

Everything is working good.

Family Leyden helped me find my apartment and I fell in love with it when I saw it

First be familiar with the side of town, the street, 100's, and directions (north, south, east and west), previllion's close around or not too far away on self conduct. Re Question 23: My case worker made suggestion on helping pick up home supplies.

For myself I wish I didn't have to be in the shelter so long. But now I'm glad I waited, it was worth it.

Furnish list, phone #'s and addresses of food pantries and meals.

Get them a moving van.

Getting help moving into a new apartment is very important. Most of us have nothing in the beginning.

Give case workers a class to better know how to help the people in the program.

Give them all the information about getting an apartment.

Give them more funding.

GMAC drove me crazy @ Detroit

Have a program that will give people with a background a job and be able to attend college to show that they are living a positive lifestyle to where they can show the state and community they are a changed person.

Have caseworkers give instruction on the basics of independent living to clients if it is needed.

Help in doing any major very hard project like moving.

Help replace worn furniture, my couch was 3 years old and was horrible. I think they should help us more to continue to have nice furnishings.

Help residents with existing programs, with strengths and apply them towards their independence.

Help to furnish resident's house that would help a lot!

Helping me when you don't have enough money.

I am deeply indebted to Housing Options in Evanston, IL

I appreciate my caseworker helping but I am pretty good at it!

Question 24: Comments

24. Add any comments or suggestions that will help the state do a better job in helping people move into and maintain their own apartment?

I believe if people can live on their own with support, go for it. I really like my way of life now.

I could have used a little more money for furniture.

I decorated my household but I do lack certain items like a TV and air conditioner.

I had enough furniture because I already had a chair and a bed and my parents helped me. My family helped me to set up my apartment.

I had furniture prior to move (of my own) resale shop as well. Bought sofa, bookshelf, 2 chairs with subsidy. Need new mattress & dresser.

I had lost all of my belongings while I was in a nursing home. So I needed literally everything. It has been 3 years that I am still furnishing my apartment (3 years in May).

I had the apartment when I started bridge but I had nothing and bridge helped me.

I had to sell my gold bracelet from my dad to buy a new TV (my first one broke after 1.5 years). There's no way to

I had to vacate my furniture and now I am in need of more.

I learned the lowest priced furnishings didn't mean it was the best deal.

I like where I am living.

I love the facts that Grand Prairie services helps me to get all my furniture and food and that they paid for it.

I moved into this apartment with help of my family.

I need help with that. I looked for the apartment myself, I did it all by myself.

I think it is good or okay the way that it is.

I think it was nice that there was funding for furniture, help me in moving in my apartment.

I was given a time limit in which I was forced to move into the apartment I have been in for 5 years which I really want to move because staying here I'm restricted on how I prefer to better myself and I think that Catholic charities should listen when a person really wants to move.

If caseworker makes home visits, to assure apartment is livable like temperature of apartments, heater may need to be provided.

Independent living is good for persons that have the opportunity.

It takes one step at a time!

It would be most important to communicate living needs and general information.

It would be nice if you have suggestions to buy bargain furniture since the furniture allowance is so low.

Just to have the caseworkers get more involved with their moves.

Keep being active and meet with supportive peers to have plans for your future.

Keep up the good work.

Like I said before: help finding apartments that accept the Bridge Program because there is not a lot of apartments that accept it.

Low cost furnishing.

Make sure that people have the necessities such as dresser drawers and mirrors other than the bathroom.

Make sure they get comfortable couches that have padding.

Many could use furniture. Let me suggested the Salvation Army, we never went there.

Maybe supply people to help members move. I had to rent a van and hire people to move my things. My first apartment the members helped me move.

Question 24: Comments

24. Add any comments or suggestions that will help the state do a better job in helping people move into and maintain their own apartment?

More assistance is needed to furnish an apartment. The help given is mostly for essentials (bedding, towels, etc.) I was happy to find an apartment that came completely furnished.

More funds are needed to help clients with moving and buying items that is not on the list provided by Bridge.

More living situation for mothers, mothers with children and fathers, people with needs.

More money for furniture, more help with getting help with health changes such as cleaning, help with DORS.

Movers will help people who cannot afford to pay for a mover. Especially a senior on a fixed income.

Nagging my worker and Helen Moore from Thresholds to fix up my apartment.

Need more funds! My caseworker helps a lot! I was only able to furnish my apartment when I moved into the first

Needed new furniture and ask if my caseworker could ask bridge for assistance.

New furniture every three years.

None but be thankful.

Pay attention to people's desires

Provide more money for vouchers to furnish the apartments.

Providing a moving service.

Re question 23: It was not necessary, my children helped me.

Regarding Question 21 - I got an office desk from a friend free and at a rummage sale (church sponsored a chair for \$5). The state did well, yet for some people a writing desk is very important, which requires a larger money

Since I wasn't able to take advantage of the assistance they offered I hope when I am able to move I will get the \$2500 they were offering to help you set up when you moved into a new apartment.

Standing with members in attempt to make a better community.

Thanks again.

Thanks for your help!

The amount of money to furnish was NOT enough.

The furniture and cookware I bought with my grant when I moved in needs replacing but I don't have the money to do it.

The money to furnish my apt was given to my case workers at Thresholds Peer Success. They were not able to take me to any furniture stores to look for much needed furniture in the time frame allotted by the Bridge Subsidy program, so the program took back the money (about 1/3 of what they originally said I could spend), and so I was not able to get the furniture I needed.

Thresholds do.

To help get new furniture or maybe vouchers for household items, beds, tables & clothes.

To help with the moving express.

Transportation is important.

Trilogy was a very hands on and helpful in helping me set up with furniture, food, household maintenance supplies too.

Waiting lists are too long.

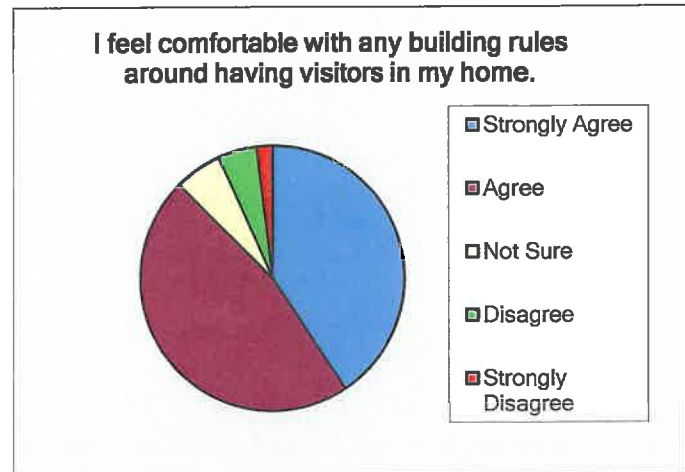
With the amount of 'security deposit' required by landlord, transitional funds were not enough to get some basic essentials such as cooking equipment and electric powered cleaning tools.

Work closely with case manager and budget money well.

You are doing well now.

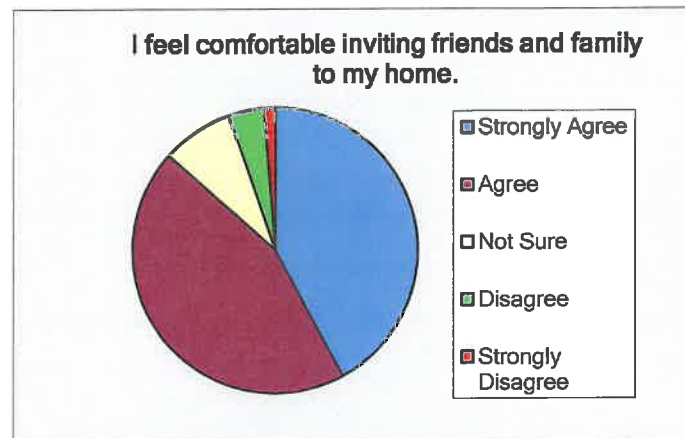
Question 25:

I feel comfortable with any building rules around having visitors in my home.		
Answer Options	Response Percent	Response Count
Strongly Agree	40.7%	120
Agree	46.8%	138
Not Sure	5.8%	17
Disagree	4.7%	14
Strongly Disagree	2.0%	6
<i>answered question</i>		295
<i>skipped question</i>		6



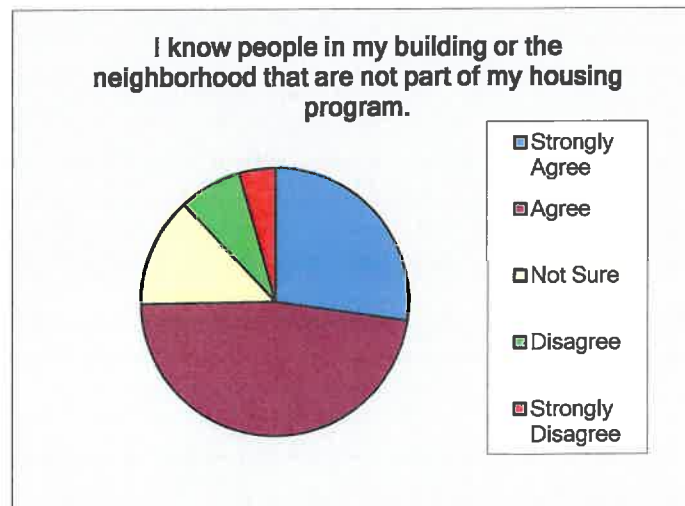
Question 26:

I feel comfortable inviting friends and family to my home.		
Answer Options	Response Percent	Response Count
Strongly Agree	42.1%	125
Agree	44.4%	132
Not Sure	8.1%	24
Disagree	4.0%	12
Strongly Disagree	1.3%	4
<i>answered question</i>		297
<i>skipped question</i>		4



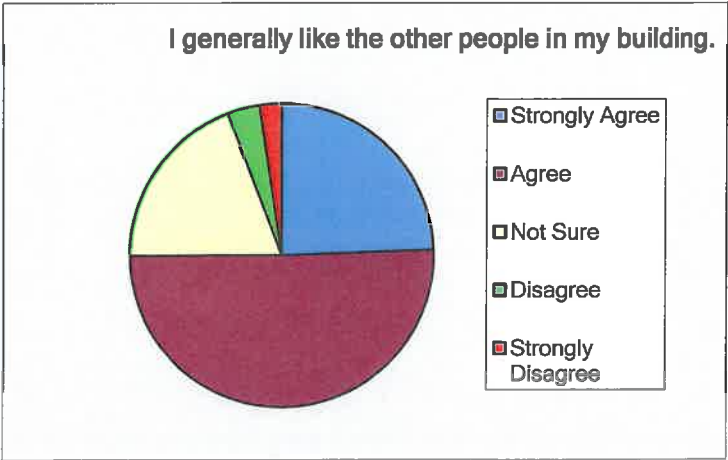
Question 27:

I know people in my building or the neighborhood that are not part of my housing program.		
Answer Options	Response Percent	Response Count
Strongly Agree	27.3%	80
Agree	47.4%	139
Not Sure	13.3%	39
Disagree	7.5%	22
Strongly Disagree	4.4%	13
<i>answered question</i>		293
<i>skipped question</i>		8



Question 28:

I generally like the other people in my building.		
Answer Options	Response Percent	Response Count
Strongly Agree	24.4%	71
Agree	50.5%	147
Not Sure	19.2%	56
Disagree	3.4%	10
Strongly Disagree	2.4%	7
<i>answered question</i>		291
<i>skipped question</i>		10



Question 29:

Do you have any other suggestions to help people make friends in their new neighborhoods?		
Answer Options	Response Count	
	59	
<i>answered question</i>		59
<i>skipped question</i>		242

Question 29: Comments

29. Do you have any other suggestions to help people make friends in their new neighborhoods?

12 step meetings are useful.

All sidewalks to have those curbs that go down so all wheelchair (baby carriages, bicycles, etc) can go up and down

Assisting others when opportunity arises; being intentional about visiting public places in the area for special events or laundering or grocery shopping.

Be agreeable.

Be friendly and kind to everyone.

Be friendly but firm.

Be Friendly.

Be kind, Be open, Be social, Be curious

Be nice and respectful.

Be nice and say hello, have a nice day and can I help you. I they look like they might need some help.

Be nice to all people.

Be nice to others.

Be yourself.

Becoming part of different self-help organizations, participating in community sponsored events through churches, libraries, Dept. of Aging, etc.

Clients can get involved in community activities, faith based activities, or the park district's activities.

Communicate and treat each other with respect. Help one another.

Contact the alderman's office for roller fee jobs visit senior citizen agencies.

Develop internal happiness, exercise, do your talents to keep involved. Be friendly and helpful to people.

Enjoy others, go to different sponsored groups. Say Hello to people.

Everyone in my building are so nice. They are very friendly, I could not ask for better neighbors.

Exhibit a sense of humor - be upbeat. Use the word, "we." Always have something good to say like, "Nothing is impossible."

Find different clubs or groups in town to make friends, stop them in the hallway and in the entrance or by the mailboxes to talk to friends to make.

Get involved in the YMCA, school or part time job. Walking in the neighborhood helps to meet people.

Get outside and make conversation like weather. Can't wait till spring.

Get some coffee.

Go to an apartment that your friends are not far away. Keep near a support circle of people.

Go to church.

Go to the park or lake, taking walks or relaxing there when nice. Or, go with another member to a coffee shop or fast food place.

Greet people and say hi to socialize and get to know them.

hang out at the mall.

Have a Christmas party or a summer party once a year with the tenants.

Have more neighborhood meetings each week and have neighborhood watch in each area that will keep the area safe and crime free. Even have community centers for the kids and adults to go and exercise and do sports and other positive things.

Help out. Be nice to yourself and make friendly walks and runs to the store or meat market.

Question 29: Comments

29. Do you have any other suggestions to help people make friends in their new neighborhoods?

I do not have many friends but I am still happy/ I don't know my neighbors. Just Pam.

I don't speak with anyone in the building. I'm afraid to because I don't use anymore and I don't want to jeopardize my sobriety.

I don't talk to people.

I don't have contact with the other people in the building.

I don't, most family around here own their homes. Most of the time if and when I know if I'm consulted.

I keep to myself.

I need suggestions.

I pretty much keep to myself and don't really involved myself with neighbors beyond being polite and casually

I took socializing skills and got to know other peers.

I usually don't let people in my apartment only workers, support people, etc. I like my alone time.

If you have neighbors downstairs don't be rude and inconsiderate by making too much noise like my neighbor upstairs does for me.

I'm afraid of getting bed bugs so I limit my guests.

I'm the only tenant in the building, my landlord has driven everyone off. Stay to yourself and don't let people know your business.

Join a YMCA.

Just say hi to everybody and be nice.

Keep up the peer socialization.

Library job churches.

Make friends with the right people.

Maybe providing information on the neighborhoods and what it has to offer.

Meet and greet.

Mind your business.

My neighborhood is a bit "iffy"

No, I don't make friends, I am a loner, I only persay my family. I don't have company at my apartment.

No, I stay to myself.

No. I like to keep to myself.

Not really, maybe meet and great at the beach across the street.

Not related to subsidy, I wish I was able to get brand name prescriptions.

Not to be afraid of neighbors – talk to them socially. Have coffee and tea parties.

Respect and communication is key. You have to live and let live.

Should say hi to people but don't be friends because how problems start in apartments living in my experience.

Smile and say, "good morning" or "Hi There" or whatever.

Smiling and light conversation.

Social events and activities, etc...

Socialize more.

Speaking to people, respect and friendship.

Start with the people you trust first this always makes you more firm. And I know you also put yourself available to hearing ideas concerning my apartment.

Question 29: Comments

29. Do you have any other suggestions to help people make friends in their new neighborhoods?

Strike up conversation, ask about interests, play games (ie - dominos, cards), see them at church gatherings.

Take it one step at a time. Try to feel comfortable with your new living situation.

Talk to everyone. Choose carefully. Have things in common.

The people are good in my building.

The people live around me. Most of them I do.

There should be a class on how to interact with others.

Too many restrictions after 2 or 3 years in a stable relationship.

Unfortunately, no.

Use your local library...I met a lot of helpful people through programs offered at my library

Visit local Dunkin Donuts or coffee shops.

Volunteer work.

Walk! Go to local shops, churches or garage sales. Be friendly. Say "Hi" and "bye" to everyone.

We can't really entertain guests or have visitors due to lack of a parking space.

When in dire need, ask a neighbor.

Yes

Yes, people should respect the requests of their neighbors. ie: no smoking narcotics or crime.

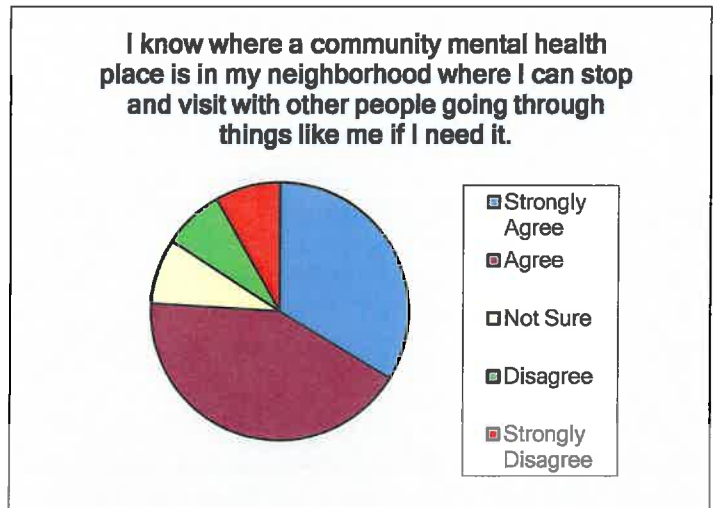
You can meet new people in the community by doing volunteer work.

You can speak to them but don't hang with them.

You can start by speaking. That can make there day.

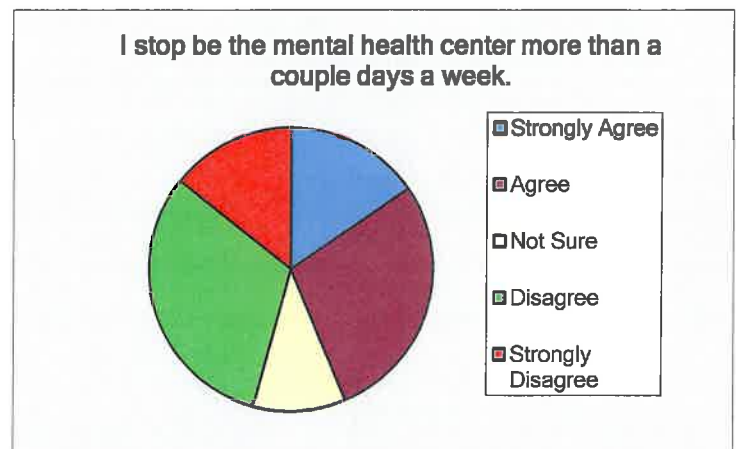
Question 30:

I know where a community mental health place is in my neighborhood where I can stop and visit with other people going through things like me if I need it.		
Answer Options	Response Percent	Response Count
Strongly Agree	33.7%	98
Agree	42.3%	123
Not Sure	8.2%	24
Disagree	7.6%	22
Strongly Disagree	8.2%	24
<i>answered question</i>		291
<i>skipped question</i>		10



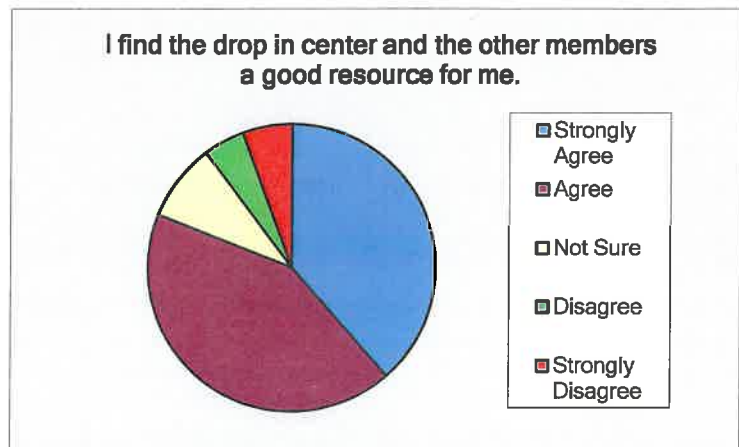
Question 31:

I stop be the mental health center more than a couple days a week.		
Answer Options	Response Percent	Response Count
Strongly Agree	15.4%	44
Agree	28.3%	81
Not Sure	10.5%	30
Disagree	31.5%	90
Strongly Disagree	14.3%	41
<i>answered question</i>		286
<i>skipped question</i>		15



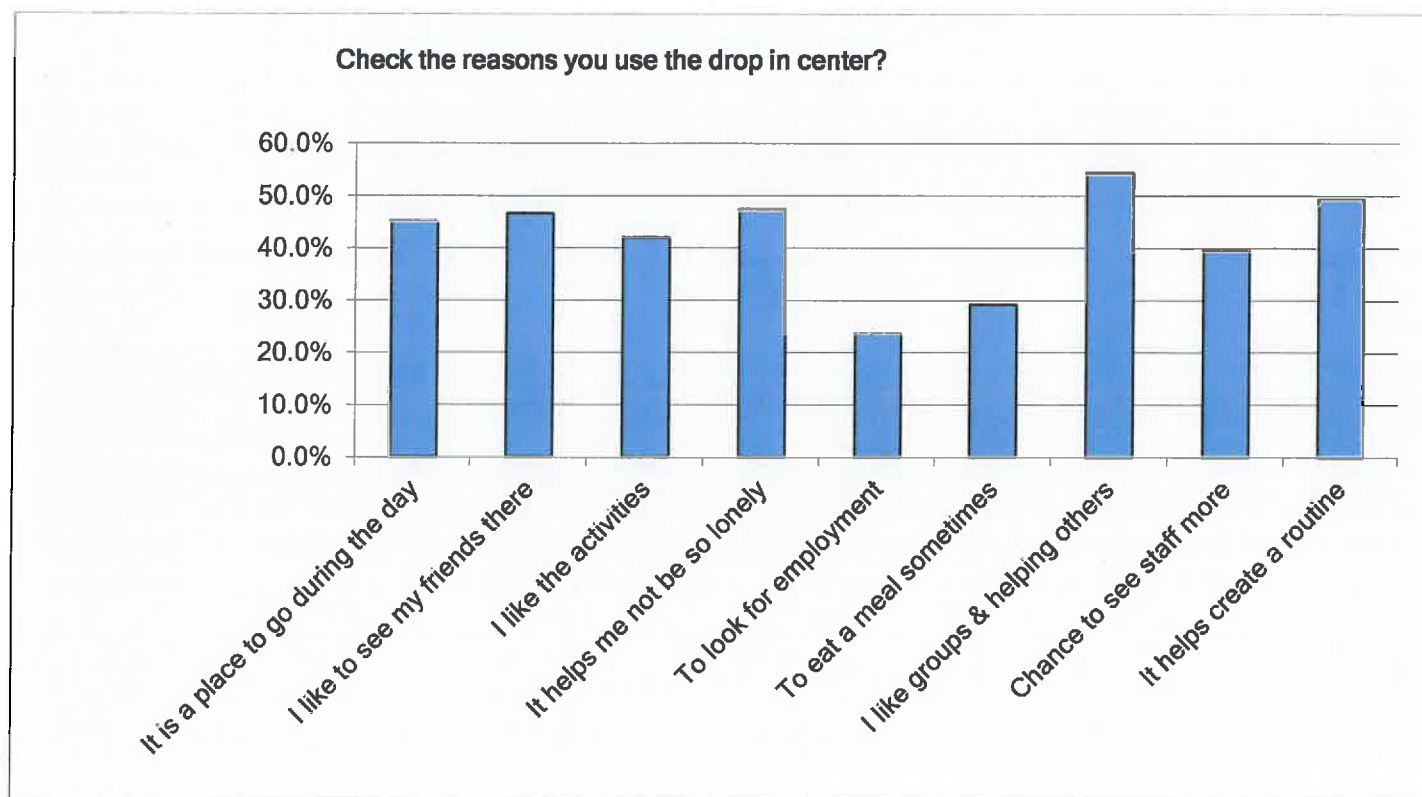
Question 32:

I find the drop in center and the other members a good resource for me.		
Answer Options	Response Percent	Response Count
Strongly Agree	38.6%	110
Agree	42.5%	121
Not Sure	8.8%	25
Disagree	4.6%	13
Strongly Disagree	5.6%	16
<i>answered question</i>		285
<i>skipped question</i>		16



Question 33:

Check the reasons you use the drop in center?		
Answer Options	Response Percent	Response Count
It is a place to go during the day	45.2%	99
I like to see my friends there	46.6%	102
I like the activities	42.0%	92
It helps me not be so lonely	47.5%	104
To look for employment	23.7%	52
To eat a meal sometimes	29.2%	64
I like groups & helping others	54.3%	119
Chance to see staff more	39.7%	87
It helps create a routine	49.3%	108
Other Reasons (please specify)		78
<i>answered question</i>		219
<i>skipped question</i>		82



Question 33: Comments

33. Check the reasons you use the drop in center?

At this time, I use housing options activities.

Comply with rules

Control depressoin and my bipolar disorder.

Cornerstone services have all these but the community don't. Joliet, IL needs a center to help people more.

David Fien, my case manager does a fine job of helping me deal with problems and medical issues.

Doctor (psych)

Doctor's appointments

Doctor's appointments

Doctor's appointments

Doctor's visits, get perscriptions, caseworker meetings

Doctors you can talk with about the things that you are going through. And my case manager that helps me always.

For support

Fun gets me out

Getting alone with others.

Helps me with my personal life.

I can talk to my therapist.

I don't go to these centers, I see a psychotherapist weekly.

I don't have one.

I don't know where one is in my neighborhood.

I don't know where one is.

I don't like wasting my time there.

I go because the bridge subsidy makes me.

I go to school and do the FWS program while in school.

I have a chance to learn cooking skills.

I have a job.

I have fun working with some of the members and I like socializing with them and volunteering.

I have not gone to the drop-in center yet,

I have too many doctor's appointments outside of KYC and there's too much drama and too many disagreements.

I need a structure or a set routine.

I stay by myself most of the time.

I still can see my friends from the nursing home that I moved from and attend groups with them.

It gives me something to do that I like.

It helps me meditate and learn coping skills.

It helps me to stay healthy.

It is a good support system, you always have someone to confide in.

It is good to be around recipients of mental health services.

It is too far away. I don't always feel safe. They need vending machines for when the kitchen is closed.

It is where I go to see my psychiatrist.

Its a great support for me.

It's an all around service center and them help move out of the nursing home system.

Learn about new therapies and other helpful knowledge.

Medications

Question 33: Comments

33. Check the reasons you use the drop in center?

Mental disabilities

Mental health support from staff.

My payee representative

My training for employment is there.

My worker is very nice to me

N/A

Never been to the drop in center.

Never Go.

Other reasons: I don't go to these centers, I see a psychotherapist weekly.

Psych and medical appointments.

See my psychiatrist

Someone to talk to if I am having a bad day or moment.

Sometimes I just need to be around people.

Sources of information

Speak with my caseworker to understand others and how to resolve my personal social issues with myself.

Tammy Kicked me out.

The psych doctor for meds and for talking about my issues.

To become social

To break up time spent at home, to relax and share.

To find out what people don't know about mental conditions. That impacts mental functioning. Academic research is not being publicized.

To go back to college.

To have purpose in the day.

To keep busy

To keep me focused.

To keep my apartment.

To learn how to be a better person.

To ride past and see people that are ill. "It's nasty"

To see my case manager and doctor

To see my counselor more

To see my doctor, Al Weinstein, mental health.

To see my doctor.

To see my psychiatrist.

To see my therapist and to see the doctor every month.

To stay on track with my recovery and share new ideas and learn new ideas too.

To talk to my caseworker

To update my case manger on what I am doing or if I have problem with any thing and see the doctor for my medication .

To use the fax machine

Would continue to get home visits by staff.

Question 34:

Any other suggestions or thoughts to make the drop in center or mental health center better: (Please describe)	
Answer Options	Response Count
	74
<i>answered question</i>	74
<i>skipped question</i>	227

Question 34: Comments

34. Any other suggestions or thoughts to make the drop in center or mental health center better: (Please describe)

Additional time spent with clients just to check in – not waiting for a crisis.

Although I talk less at the time of need, I'm learning to reach out and tell of my disabilities if that has bearing upon my source of begging to help thresholds will follow up.

Answer the phone when a member calls and spend more time with members.

Art supplies for arts and crafts would be nice to learn new skills and to socialize with people.

Be able to help the person with all issues.

Be sure to keep doctor's appointments. I also find the landlords/leasing office to be helpful to me for support and relationship. Re questions 35-38: I currently have contact with my case manager at my apartment once per month and I would like that to continue. I have contact with my case manager by phone 1-2x per month and I would like that to continue.

Because I need a mental health center, I am glad I am here.

Bed rest and back shoulder injury.

By seeing I'm doing a good job. Take care of my apartment its very nice and clean, take care of myself and my pet cat. Take care of myself the best I can, The inter gets bad for me now that i'm getting older.

Closer place. I am on a list to get PSR one day per week. I don't have any case management at this time.

Cut down on hours staying.

Do not talk about people when they are not present. Don't start drama.

Do not visit a mental health center

Everything I need is close to my apartment I like that very much.

Everything is fine.

Extra money for able to keep a companion pet to keep company.

Get a class that teaches people to step out of their comfort zones and to experience work. It should be about a place where people are growing and moving on so that others can get the same benefits.

Get meds and see the doctor.

Getting my needs on time.

Good to try and get work.

Have a handicapped accessible vehicle so agencies can better accommodate people with wheelchairs.

Have the center be cleaner. Have more friendly staff.

Having a mental health center close to my house might help.

Help me maintain more furniture.

I always feel good when I go to my mental health office and talk. Re Question 35: I have contact with my case manager at my apartment only when needed. Re Question 38: I would like to have contact with case manager by phone when needed.

I am doing so much better now in my own apartment instead of a group home. I am not depressed as much.

I am not comfortable around people, I mainly stay to myself, so I don't use the center for any other reason other than to see my Dr. I have a case worker there too, but she comes to my apartment to see me. It is a nice center, with great staff and nice people, but I choose not to really use it. I could if I wanted to, though.

I currently have contact with my case manager by phone and in my apartment every months and this is how often I would like to have contact.

I don't go anywhere because of my disability and when I do go out it is on a bus that comes to my door to take me to doctor's appointments, my workshop, or to do some shopping at a store or mall.

Question 34: Comments

34. Any other suggestions or thoughts to make the drop in center or mental health center better: (Please describe)

I don't have a mental health center in my neighborhood to go to. I wish we had one to go to.

I don't like that it is mandatory. I would like to be a volunteer in my community as "=" to giving to a mental health center.

I don't want to meet other people with mental health issues. I want to meet the sane people.

I feel that the mental health center can continue to operate as usual and achieve good results with clients and prospective Bridge Subsidy clients.

I feel that you are doing all that is necessary.

I found my employment through the MH center. I feel more comfortable now.

I go to meetings 3x a week and talk to sober people in my meetings or go to some of my clean friends. I just am going to do what I've been doing its working for me and I'm so much happier than last year at this time.

I had a problem with bed bugs in my building and sooner or later they made it to my apartment. I need another mattress, pillows, blankets, and bed covers. I need everything again.

I have contact with my case management team at my apartment once a month.

I have contact with my case manager at my apartment about 2x per month.

I have contact with my case manager or team at my apartment 3x per month. I would like to have contact with them at my apartment 2x per month.

I have contact with my case manager or team at my apartment once a month and that is also how often I would like to have contact with them.

I hope that they would call police on drug dealers so I would feel safe to go to their programs. I would like to go there more often but I don't feel safe.

I like the groups and drop off center It makes me focus and I enjoy everyday living.

I love my mental health center.

I talk to my support team by phone when needed and I am satisfied with that. I would like to have contact with my case management and support team once a month at my apartment, I currently have contact with them once a

I think the program should help people that have drug problems, income and people that have housing to get what they need!

I use the drop in center to maintain wellness. If there were actual therapy available that would be ideal. Case Management hinders that process. Doctors are not available when needed because the center is swamped with cases.

I wish we had funding for exercise class. I wish we had stationary bikes.

I work part time so previous questions are N/A. Re Questions 35-38: I currently have contact with my case manager at my apartment 1x per month and I have contact with my case manager by phone 2-3x per month. I like this amount of contact.

I would like to go to a selected workshop as a routine.

I would like to relocate to Minnesota and leave Chicago but take my subsidy with me.

I would like to work for them.

I'd like to drop by the mental health center abut I don't know where one is nor do I have the strength in my body to wheel myself there. I'd like to have a mental health center with people like me and creative things and exercises to do. I'm so very grateful to have a warm, safe, reasonably nice place to live. However, options for more electrical outlets, bigger fridge, tub and 2 or more modern elevators would make my pains not so hurtful. Re: Question 37: I'd like to have contact with my case manager at my apartment 1x per month.

Question 34: Comments

34. Any other suggestions or thoughts to make the drop in center or mental health center better: (Please describe)

I'm fine as long as I can remain independently strong.

I'm not actively involved in the mental health center right now, it is depressing.

I'm strongly satisfied.

It can be called therapy for yourself to think more positive about yourself and others.

It is good to have someone there to watch our back.

It is my part-time job.

Its pretty much all I need

Keep the rent at a reasonable rate.

keep your apartment very neat like home.

Keeps me stable and active.

Know that they can help you be happy and know they are there for you.

Mental health centers should focus on educational aspects about mental functioning. Patients with mental conditions have defined in new functioning but mental health staff do not have access to that research. I have contact with my case manager or team at my apartment once a month. I would like to have contact with my case manager by phone once per month.

More programs in the community.

More time for them to do their games, videos, puzzles and computer. I would like my caseworker to visit my apartment once a week because I am working.

My needs are being met.

No, the mental health center I go to is not in my neighborhood so I take the bus.

None

Our (HRDI) drop in center could have a better group session for basic life skills.

Our Program doesn't have a stable location and we keep moving locations for groups because of funding and some buildings have been unsanitary with bugs.

Outpatient care is a sign of progress after being in the nursing home system.

Provide more mental health centers within my community to be able to stop in, visit and make friends.

Re Q 35-38: I have contact with my case manager at my apartment monthly and I like that amount. I would like to have contact with my case manager by phone every other week.

Re Q25: She comes to my place on the first Tuesday of every month and Re question 27:I would like her to come every other week. So, twice a month.

Re Question 35 & 37: I currently see my case management team at my apartment once per month and I am satisfied with that amount of visits to my apartment.

Re question 35: I currently have contact with my case manager at my apartment 1x monthly. Re Question 38 I would like to have contact with my case manager by phone 1x monthly.

Re question 38: I only need to have contact with my case manager by phone for emergency.

Re Questions 35-38: I currently have contact with my case worker by phone when needed and this is also how often I would like to have contact with my case worker by phone. I would like to have contact with my case worker at my apartment when needed.

Re Questions 35-38: I have contact with my case management team at my apartment once a month and like that. I have contact with my case manager by phone once a month and I like that.

Question 34: Comments

34. Any other suggestions or thoughts to make the drop in center or mental health center better: (Please describe)

Re questions 46 & 38: I have contact with my case manager by phone ever 2 -3 months and this is the amount of contact I would like to have.

Receiving mental health services.

So far, so good.

Taking me grocery shopping.

Thanks for your help! I currently have contact with my case manager at my apartment once a month and this is the amount of time I would like to have contact at my apartment. I currently have contact with my case manager by phone twice a month or as needed and I would like to have contact by phone as needed.

The center provides me with some paid employment and may provide me with volunteer work as well.

There is no local drop-in center

there needs to be a facility like that near marengo or transportation to one available...I would love that

They are so nice, they understand me.

They were not knowing what they were allowed to help with as far as being my counselor. And helping look for a better apartment.

Try to remember any of the advice that was given to you to help with problems that might come up.

Visit the mental health center as often as you can.

We need a community mental health center in Joliet, this is badly needed in the area. We need a mental health center that can help people like myself find a nice job that will accept people like myself to work at these companies.

We need more groups. I have depression so would love to have my depression group but I love my program.

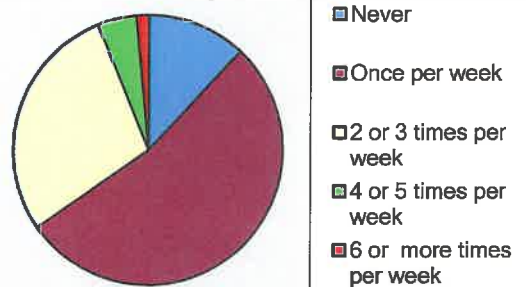
yes, provide me with another job.

Yes, the availability of public internet access.

Question 35:

How often do you currently have contact with your case manager or team at your apartment?		
Answer Options	Response Percent	Response Count
Never	12.0%	31
Once per week	53.3%	138
2 or 3 times per week	28.6%	74
4 or 5 times per week	4.6%	12
6 or more times per week	1.5%	4
<i>answered question</i>		259
<i>skipped question</i>		42

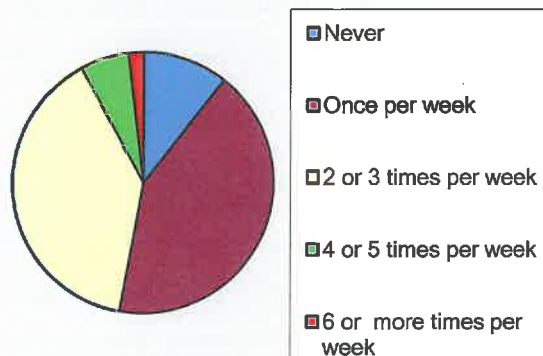
How often do you currently have contact with your case manager or team at your apartment?



Question 36:

How often do you currently have contact with your case manager or team by phone?		
Answer Options	Response Percent	Response Count
Never	10.6%	28
Once per week	42.3%	112
2 or 3 times per week	39.2%	104
4 or 5 times per week	6.0%	16
6 or more times per week	1.9%	5
<i>answered question</i>		265
<i>skipped question</i>		36

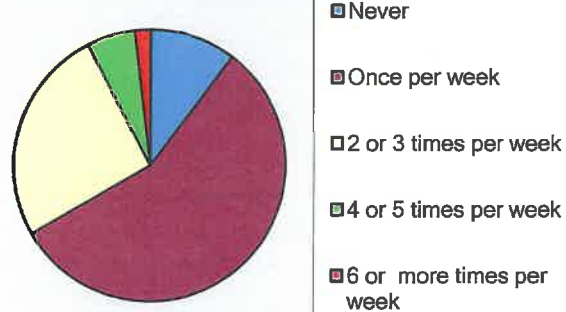
How often do you currently have contact with your case manager or team by phone?



Question 37:

How often would you like to have contact with your case manager or team at your apartment?		
Answer Options	Response Percent	Response Count
Never	10.3%	27
Once per week	56.3%	147
2 or 3 times per week	25.7%	67
4 or 5 times per week	5.7%	15
6 or more times per week	1.9%	5
<i>answered question</i>		261
<i>skipped question</i>		40

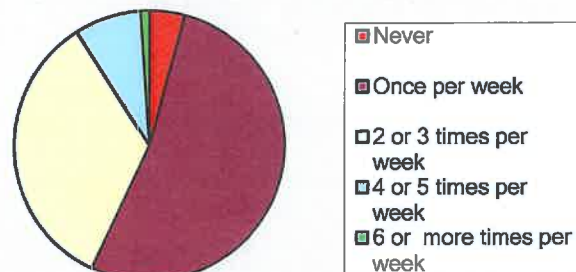
How often would you like to have contact with your case manager or team at your apartment?



Question 38:

How often would you like to have contact with your case manager or team by phone?		
Answer Options	Response Percent	Response Count
Never	4.2%	11
Once per week	52.8%	140
2 or 3 times per week	34.0%	90
4 or 5 times per week	7.9%	21
6 or more times per week	1.1%	3
<i>answered question</i>		265
<i>skipped question</i>		36

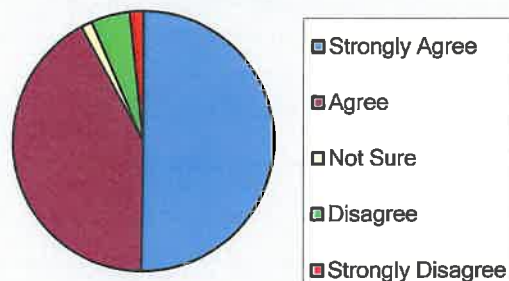
How often would you like to have contact with your case manager or team by phone?



Question 39:

I can contact a case manager or someone else who works at the agency whenever I need help.		
Answer Options	Response Percent	Response Count
Strongly Agree	50.2%	145
Agree	41.9%	121
Not Sure	1.4%	4
Disagree	4.8%	14
Strongly Disagree	1.7%	5
<i>answered question</i>		289
<i>skipped question</i>		12

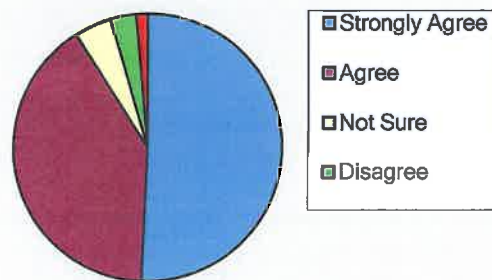
I can contact a case manager or someone else who works at the agency whenever I need help.



Question 40:

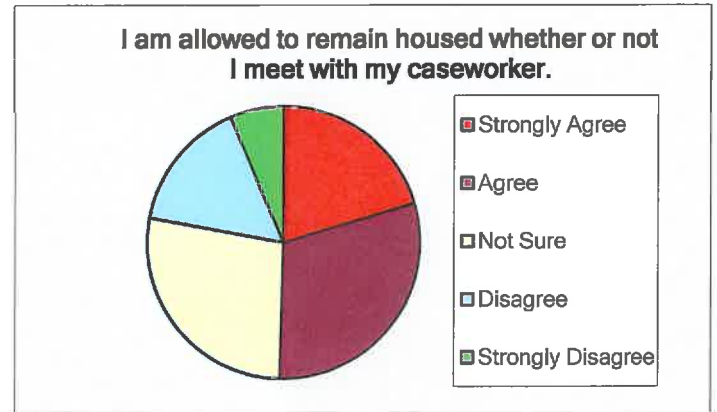
My case manager or team will check in with me if he/she does not see me for a while.		
Answer Options	Response Percent	Response Count
Strongly Agree	50.7%	146
Agree	40.3%	116
Not Sure	4.5%	13
Disagree	3.1%	9
Strongly Disagree	1.4%	4
<i>answered question</i>		288
<i>skipped question</i>		13

My case manager or team will check in with me if he/she does not see me for a while.



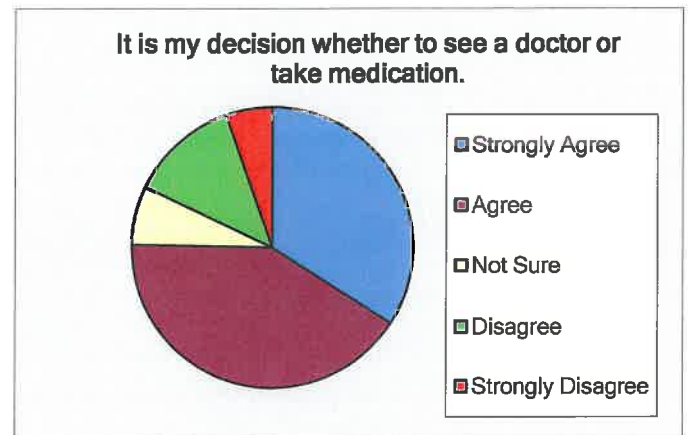
Question 41:

I am allowed to remain housed whether or not I meet with my caseworker.		
Answer Options	Response Percent	Response Count
Strongly Agree	20.4%	57
Agree	30.0%	84
Not Sure	27.5%	77
Disagree	15.7%	44
Strongly Disagree	6.4%	18
<i>answered question</i>		280
<i>skipped question</i>		21



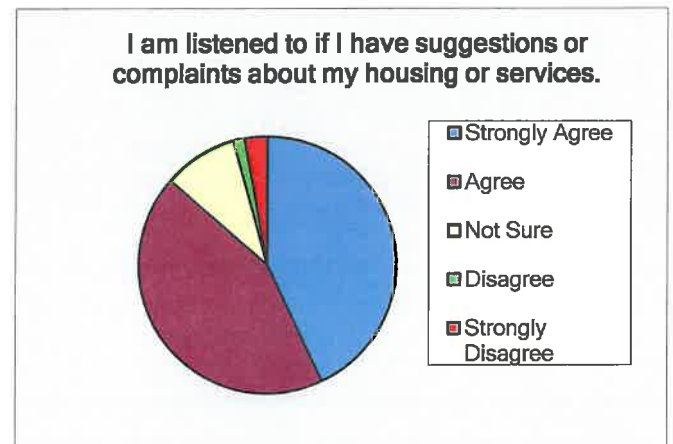
Question 42:

It is my decision whether to see a doctor or take medication.		
Answer Options	Response Percent	Response Count
Strongly Agree	34.1%	95
Agree	41.2%	115
Not Sure	6.8%	19
Disagree	12.5%	35
Strongly Disagree	5.4%	15
<i>answered question</i>		279
<i>skipped question</i>		22



Question 43:

I am listened to if I have suggestions or complaints about my housing or services.		
Answer Options	Response Percent	Response Count
Strongly Agree	43.0%	120
Agree	43.4%	121
Not Sure	9.3%	26
Disagree	1.4%	4
Strongly Disagree	2.9%	8
<i>answered question</i>		279
<i>skipped question</i>		22



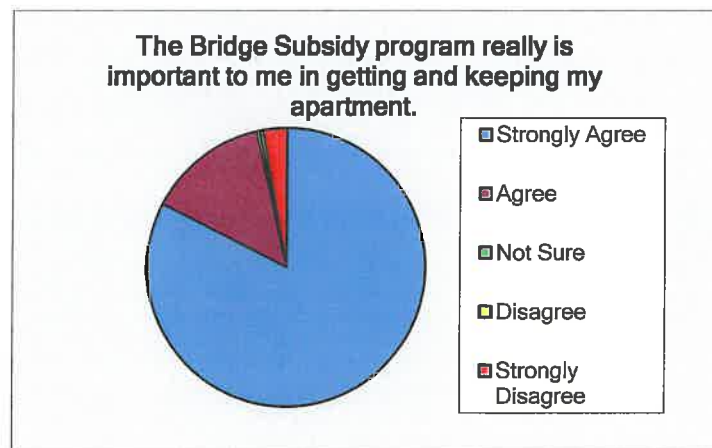
Question 44:

How confident do you feel of your ability to retain the housing that you have?		
Answer Options	Response Percent	Response Count
I feel very confident that I can keep my housing	61.5%	171
I feel somewhat confident that I can keep my housing	9.4%	26
I feel somewhat confident that I can keep my housing with assistance	26.3%	73
I am not confident that I can keep my housing	2.9%	8
<i>answered question</i>		278
<i>skipped question</i>		23



Question 45:

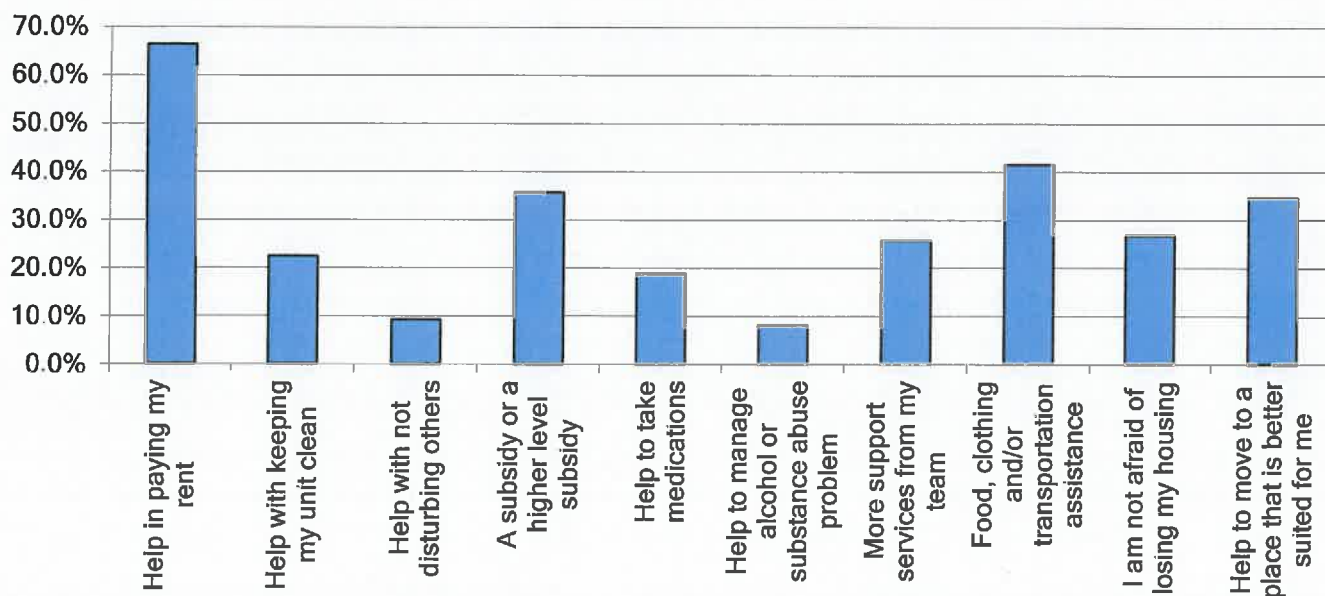
The Bridge Subsidy program really is important to me in getting and keeping my apartment.		
Answer Options	Response Percent	Response Count
Strongly Agree	82.6%	232
Agree	13.9%	39
Not Sure	0.4%	1
Disagree	0.4%	1
Strongly Disagree	2.8%	8
<i>answered question</i>		281
<i>skipped question</i>		20



Question 46:

If you were to begin to have trouble with your housing, what services or help do you think might be useful to help you stay housed? (check all that apply as needed services just in case you need it)		
Answer Options	Response Percent	Response Count
Help in paying my rent	66.5%	181
Help with keeping my unit clean	22.4%	61
Help with not disturbing others	9.2%	25
A subsidy or a higher level subsidy	35.7%	97
Help to take medications	18.8%	51
Help to manage alcohol or substance abuse problem	8.1%	22
More support services from my team	25.7%	70
Food, clothing and/or transportation assistance	41.5%	113
I am not afraid of losing my housing	26.8%	73
Help to move to a place that is better suited for me	34.6%	94
Other (please specify)	14.0%	38
<i>answered question</i>		272
<i>skipped question</i>		29

If you were to begin to have trouble with your housing, what services or help do you think might be useful to help you stay housed? (check all that apply as needed services just in case you need it)



Question 47:

If you have any additional comments, ideas, or information to improve the Bridge Subsidy Program, please add your thoughts in the box:

Answer Options	Response Count
	35
<i>answered question</i>	35
<i>skipped question</i>	266

Questions 47: Comments

47. If you have any additional comments, ideas, or information to improve the Bridge Subsidy Program, please add your thoughts in the box:

Aside from receiving a high level (more \$) subsidy my needs are fairly well met. I continue to have less and less money to "spend." This year I received an \$11/month increase in my benefits yet the increase in my food, cable, comed, rent, cigarettes and prescriptions far surpassed \$11/month. I just can't get ahead. There's no way I can even save up for a new coat or a decent pair of winter shoes, I have to shop at a thrift store, heaven forbid I want to go out for a meal or a movie with a friend, I can't afford any niceties. Now my food benefits (LINK) were lowered yet again, I end up spending at least \$100 out of my own pocket for what I need, of course toiletries and household products are not covered under LINK. They are necessities and I feel that there should be an extra dispensation to cover a portion of those. Lastly, I want to commend the excellent work done and support given by Threshold Bridge North. They are such wonderful people. I truly don't know what I would do without them. Between my therapist, Threshold Bridge North & Catholic Charities, my quality of life has been saved. God bless them all. Thank

Bridge has been great for me and I am content and grateful for the opportunities it has/is providing for me. Thank

Bridge subsidy is a god send! Thanks

By me being disabled it is hard for me to find housing with an elevator which is more convenient for me. Right now I'm climbing stairs which is very hard on me. I do need help finding housing suitable for me. Thank you.

Catholic Charities and BBridge have given me this last chance and Im thankful for that and I'm doing very well. Thank you for this last chance. I am doing well and I will make you proud. I stopped drinking and my life is so much better! Thanks again.

Co-dependency with dying parent was horrible.

families?....children kid? ?Prefer boyfriend and dating...? ?Starting over?... ?Again each?... year?....

I also think programs should have someone come and take about power of attorney and psychiatrics advanced directives. I don't like how staff move several members in the same building just because they accept the bridge. I told staff I didn't want them to do that when I moved but they ended up moving a member in that they knew I didn't feel comfortable around. In my other apartment, several members would come by and knock on my door a lot or even to ask me for things. I also think programs should have a nutrition group and one for budgeting money. Since I've had my subsidy program for my housing I've been able to eat the foods I want and have the doctors that I feel comfortable seeing. Now that I can eat what I want, I've lost weight and no longer have asthma and no longer take iron pills. Living independently has also helped my mental status, I'm capable of speaking out more (empowerment) and I'm able to socialize more; which has helped me find resources on getting a job in the field of work I've wanted since I was a kid. I've finally been able to reach that goal. I appreciate everything the bridge subsidy program has done and this help has been great. I can also contact my family more. Thank you.

I am grateful for having a place to rest and clean myself. I had been approved a section 8 housing in 1997 but I didn't know housing law. I had lost my section 8 but I didn't I still had 1999 a long story and I was out patient. Yes, if Section 8 reestablishes my grant. 1000 S. Wabash, 1st floor, 1997 section 8 approved. I lived in my apartment for 6 months and was taken advantage of by the landlord and inspector.

I am so very grateful for the program. It works out very well.

I am very proud of the place that I call home. I've decorate and have had art work added to my property for decoration. It is a very pleasant place to be. I would like a pet and already own a fish tank My friend has acquired a fish tank as well. He lives 2 floors down form me. I keep in contact with my friend on a regular basis, as well as family. I am very happy with my experience of independence and will continue to support and encourage others to do the same. Thank you for the opportunity to work with catholic charities and the bridge program. It has helped with my self-esteem and has contributed to my self actualization and well being.

I appreciate all of your assistance :)

Questions 47: Comments

47. If you have any additional comments, ideas, or information to improve the Bridge Subsidy Program, please add your thoughts in the box:

I contracted bed bugs from accepting used furniture from a neighbor. What a bad decision, never again. To make a long story short, I am in a housing unit, section 8 and I need assistance in the form of furniture. Thank you for your

I get help taking my medications.

I just want to know how long does this program last. And my just for my payment what up I am paying \$183 that's the only thing I'm worried about is loosing my housing I'm working and in school and I just don't want to lose it before I am able to buy the house. I wanted to know if you can help with that. There was another program that helps get cars? I'm not for sure. But, thank you for letting me be in a program that has helped me get back on track with my medications and housing. If you can help, please write or call. Thanks

I just want to say thank you for this program. My life is so much better now that I have my own place. I can spend more time with my family and go out on my own. More people in the nursing home need to know about this program because I have passed the information along my own self. Thank you.

I live in a one-room apartment. I have been living here for 8, going on 9 years. I have grown out of this apartment. I hope that when I'm able to move I am able to still receive the money, the \$2500 that they offered at the beginning of the program to help you get started in a new apartment since I didn't move out of my old apartment when I started in the bridge subsidy program.

I need and will get soon, someone to do my laundry, trash, dishes, etc. because my health and that will feel more normal in staying in my apartment.

I need help to move to a place that is better suited for me with an elevator.

I purchased a city sticker and someone broke rear window and peeled it off my window. I purchased a replacement sticker too. I sent the police report and proof of purchases in for a hearing and was still found guilty and fined over \$1,000. I haven't had a moving violation in over 9 years but if I purchase a vehicle they will boot it for unpaid fine that I'm not even guilty of. I need legal help because I also need a vehicle.

I really thank you for your help in getting me the help that I needed to start living a good life. God bless you. :)

I talk to my landlord and he talks to my caseworker regularly. That is my support and it works well.

I thank the Bridge Subsidy program for helping me to keep my apartment and peace of mind.

I thank you for thinking I matter and my opinion too. Please give the case workers classes before they spend the money for a newly placed person. I see a lot of waste possible.

I worry about keeping my apartment with all of the funding being cut.

I would love to live in a building where no kids at 55 and up and quite

I would really like to see 4815 W. Belle Plaine turned into senior city housing only with some mothers and children because life is so easy with all things need in walking distance and bus lines. I would like to see help for family members to obtain houses in foreclosure to keep senior citizens out of nursing homes. I would like to see an increase in money to dispense for obtaining new apartment furniture. Instead of \$2,000, how about \$3,000. I would like to see old victorian mansions broken down into 3 and 4 efficiency apartments for senior citizens like in the 45th ward. I would like to see all who have high school diplomas, bachelors and masters degree able to be put on IDPA, SNAP, CEDA out of special offices and addresses interracial with contributing ideas of funding businesses and going back to school (not GED) and support groups to each other.

I've had 3 apartments. I messed up 2 of them. But I seen this one and knew I'll live here forever. I love the landlord. He's so nice and keeps the outside clean.

Questions 47: Comments

47. If you have any additional comments, ideas, or information to improve the Bridge Subsidy Program, please add your thoughts in the box:

It would be helpful if you could give more info to us when we first start working together. Like what exactly your program does, who you can call about any questions, how long does the program last- how long do you help pay our rent, what are the things WE need to do to continue to receive the subsidy program, what are the things that could make us LOSE the subsidy program, etc. I wasn't given any of this information. I have been with the bridge subsidy 4 years now and JUST found out some of this info.

Overall I am very pleased with this program and I appreciate my case manager and the bridge program for allowing me the opportunity to show myself approved [improved]. I thank God.

Safer area, clean apartment buildings, easy to get to buses without having to walk much.

See scanned copy of survey 121.

Some people need nutritional and/or dietary advice from a trained professional.

Survey questions 35-38 should contain optional choice of 'As needed.' 2. More information regarding the 'transferability' of 'an approved Bridge Subsidy' to programs outside of Illinois. 3. A follow-up survey of plan to identify/target a 'section of recipients' whose interest may be in exploring/finding/securing subsidized housing in locations outside what is covered by Illinois Division of Mental Health Bridge Subsidy Program.

Thank you

Thank you for all the help you can give me. Thank you.

Thank you for everything.

Thank you for the assistance. Mental health services help maintain a somewhat good sense of accomplishment.

Thank you for the bridge subsidy program.

Thank You!

Thank You!

Thank you! Very much for helping me get bridge subsidy! My life today is blessed to have my own place to live (something to call my own). God Bless you and all the wonderful people that help people like me to get a great chance at living a normal life. Thanks again my gods bless you and your family.

The bridge program is a blessing to me.

The Bridge Subsidy is nice.

They told me if I didn't continue to be with Cornerstone I couldn't have the subsidy. The HAJ inspector asked me why I was still with Cornerstone, he said I could have the subsidy without Cornerstone. I sometimes feel slightly bullied by my case manager like if I don't comply I could lose my housing.

When they have an inspection, make sure the whole building is safe to live in. Even check if is a condo. So how kept up it is before letting someone move in. This can put stress on the patient and depression if they keep coming for inspections because major problems move the client if it is possible. I do like the bridge program I just wish I had more help looking for a place to live. I looked by myself and many places didn't know of bridge and thought it was a joke. I think someone should help clients to find a place. It took 23 apartments and I was tired and desperate because my old landlord was pressuring me. I thank you so much for giving me housing; I am grateful for what I

Yearly increases are forcing me to move. CHA is impossible to contact: Been trying and waiting for years.

Section 3:

Copy of the Letter and the Printed Survey

Brenda Hampton
Illinois Department of Human Services
Division of Mental Health
160 N. LaSalle, 10th Floor Suite-1000
Chicago, IL 60601

January 27, 2014

«Consumer_First_Name» «Consumer_Last_Name»
«Consumer_Address_1»
«City», «State» «Zip»

Dear «Consumer_First_Name»:

I am writing you because you are part of a new program with the Division of Mental Health that helps you be able to afford your housing. That program is called the Bridge Subsidy Program.

I have attached a survey to help us find out how this program is working for you. We want to know how we can improve the Bridge Subsidy program and we welcome your suggestions and feedback. We also want to know if the program is important to you for your recovery and whether the program should continue and be expanded. Your honest answers are appreciated.

We have attached a copy of the survey along with a self-addressed envelope in order to make it easy to return the survey. If you prefer the computer, you can also complete the survey online. That is located at <https://www.surveymonkey.com/s/BridgeSubsidy>.

If you have any questions regarding this survey, please call John Fallon at 312-332-6690 X 21.

I appreciate your help.

Sincerely,

Brenda Hampton
Division of Mental Health
Deputy Director, Systems Rebalancing

Illinois Division of Mental Health

Consumer Satisfaction Survey for Bridge Subsidy Participants

January 2014

Please do not write your name on the survey.

You are being asked to participate in this 48 question survey because you receive rental assistance through the Illinois Division of Mental Health PSH Bridge Subsidy Initiative. Your answers will help us make improvements to this program and others like it. These questions ask about your happiness with your current housing. Your support agency will not receive a copy of this survey.

What is the main agency or agencies that help you with your housing and support services (if any)? :

If you have any questions regarding this survey, please call John Fallon at 312-332-6690 X 21. You may also elect to do the survey online.

Questions about Housing:

1. How many apartments did you get to look at before you chose your current unit? _____
2. Was this enough visits?
☐ Yes ☐ No
3. I am satisfied with my current housing.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
4. Do you share an apartment?
☐ Yes ☐ No
5. Do you prefer to have a roommate?
☐ Yes ☐ Probably Yes ☐ No ☐ Probably No ☐ Do Not Care
6. I feel safe in the building and the neighborhood where I live.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
7. The building that I live in is clean and well kept.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
8. If I something needs to be fixed in my apartment I can ask and have it done quickly by my landlord.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
9. My caseworker explained and helped me with any questions about the lease on my apartment.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree ☐ Already Understood Lease

10. Public transportation, grocery stores, pharmacies, restaurants, and parks are easy to get to.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
11. I feel I can tell my supportive service provider about problems I have with my housing.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
12. My supportive services provider helps me report any problems I have with my housing.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
13. Housing has helped me to reach my personal goals.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

Add any comments you want to make regarding your housing:

Neighborhood Choice:

14. What is the zip code of your current apartment? _____
15. I am happy with my current neighborhood choice now.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
16. I am living in the area of the state or city that I originally wanted to live.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
17. What parts of Illinois would best fit your needs if you could move anywhere? (Circle all that Apply)
North Side of Chicago South Side of Chicago West Side of Chicago
Downtown Chicago Northern Suburbs West Suburbs
South Suburbs
Another City or another part of the State (list it here) _____
18. My life is better now that I have my own apartment.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
19. Any comments or suggestions that will help the state do a better job in helping people move into and maintain their own apartment?
-
-

My Apartment's Furnishings

20. I like how I was able to furnish my apartment.

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

21. I had enough money to furnish my apartment to meet my needs.

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

22. My case worker helped me set up my apartment when I moved in.

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

23. Add any comments or suggestions that will help the state do a better job in helping people move into and maintain their own apartment?

Friends in the Community

24. I feel comfortable with any building rules around having visitors in my home.

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

25. I feel comfortable inviting friends and family to my home.

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

26. I know people in my building or the neighborhood that are not part of my housing program.

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

27. I generally like the other people in my building.

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

28. Do you have any other suggestions to help people make friends in their new neighborhoods?

The Drop-In Center, Day Program, or Clubhouse

29. I know where a community mental health place is in my neighborhood where I can stop and visit with other people going through things like me if I need it.

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

30. I stop by the mental health center more than a couple days a week.

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

31. I find the mental health center and their programs to be a good resource for me.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

32. Check the reasons you use the mental health center and its programs?

- ☐ It is a place to go during the day ☐ I like to see my friends there ☐ I like the activities
☐ It helps me not be so lonely ☐ To look for employment ☐ To eat a meal sometimes
☐ I like the groups & helping others ☐ Chance to see staff more ☐ It helps create a routine
☐ Other reason (s) _____

33. Any other suggestions or thoughts to make the mental health center a better place to help you remain in your apartment: (Please describe)

My Housing Support Team

34. How often do you currently have contact with your case manager or team at your apartment?

- ☐ Never ☐ once a week ☐ 2 or 3 times a week ☐ 4 or 5 times a week ☐ 6 or more times a week

35. How often do you currently have contact with your case manager or team by phone?

- ☐ Never ☐ once a week ☐ 2 or 3 times a week ☐ 4 or 5 times a week ☐ 6 or more times a week

36. How often would you like to have contact with your case manager or team at your apartment?

- ☐ Never ☐ once a week ☐ 2 or 3 times a week ☐ 4 or 5 times a week ☐ 6 or more times a week

37. How often would you like to have contact with your case manager or team by phone?

- ☐ Never ☐ once a week ☐ 2 or 3 times a week ☐ 4 or 5 times a week ☐ 6 or more times a week

38. I can contact a case manager or someone else who works at the agency whenever I need help.

- ☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

39. My case manager or team will check in with me if he/she does not see me for a while.

- ☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

Consumer Choice

40. I can stay housed whether or not I meet with my caseworker.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
41. It is my decision whether to see a doctor or take medication.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
42. I am listened to if I have suggestions or complaints about my housing or services.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
43. How confident do you feel of your ability to retain the housing that you have?
☐ I feel very confident that I can keep my housing
☐ I feel somewhat confident that I can keep my housing
☐ I feel somewhat confident that I can keep my housing with assistance
☐ I am not confident that I can keep my housing
44. The Bridge Subsidy program really is important to me in getting and keeping my apartment.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
45. If you were to begin to have trouble with your housing, what services or help do you think might be useful to help you or other persons in the program to stay housed? (check all that might apply as useful for you)
- | | |
|---|---|
| <input type="checkbox"/> Help in paying my rent | <input type="checkbox"/> Help with keeping my unit clean |
| <input type="checkbox"/> Help with not disturbing others | <input type="checkbox"/> A subsidy or a higher level subsidy |
| <input type="checkbox"/> Help to take medications | <input type="checkbox"/> Help me to manage alcohol or substance abuse problem |
| <input type="checkbox"/> More support services from my team | <input type="checkbox"/> Food, clothing and/or transportation assistance |
| <input type="checkbox"/> I am not afraid of losing my housing | <input type="checkbox"/> Help to move to a place that is better suited for me |
| <input type="checkbox"/> Other (please explain): _____ | |

If you have any additional comments or information that you would like to share, feel free to write on the back side of this survey.

Thank you for participating in this survey! Your opinion matters.