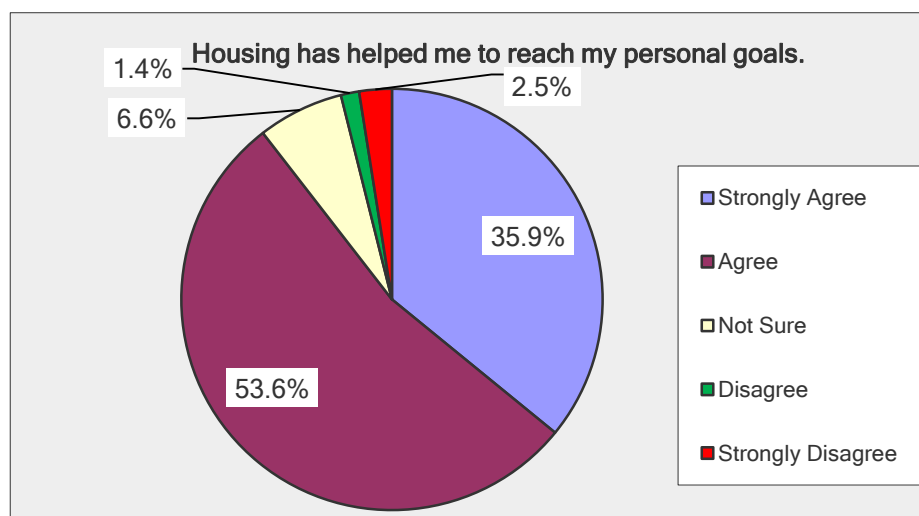




2015 Williams Class Member's Housing and Services Consumer Satisfaction Survey

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

John Fallon
6/10/2015



**89.5% of tenants said that the Bridge Subsidy Program
and supports helped them to reach their goals.**

Highlights of the survey:

1. 89.5% of tenants said that the Bridge Subsidy Program and supportive services helped them to reach their goals.
2. 90% of the class members felt listened to if they had suggestions about their apartment.
3. 93% of class members felt the Bridge Subsidy was important to them in getting and maintaining their apartment.
4. 90% of class members felt they could call their caseworker anytime they needed help and 91% felt their caseworker would be checking up on them if they did not see the class member for a while.
5. Over 40% of residents felt they could use more supervision and medical services to help them with physical problems. 22% felt they could use more help specifically from a nurse to assist with medical issues.
6. Caseworkers and class members agree pretty closely on how often phone calls and visits to the apartment should occur. This suggests that there is alignment between the individual needs of the class member and the services delivered. The caseworker is delivering just a little more service generally on average than the resident needs. This means they are offering services and available as needed which is the goal of the programmatic support.
7. 86% of people know where their drop in center is now compared to 78% in the 2013 Williams Survey. Class members continue to use the drop in center for a wide variety of reasons and frequency. 73% of people find it a good resource for them in both surveys. It remains vital for some members and not useful for others in their individual recoveries.
8. The results were very similar to the 2013 Williams survey summary in the way people interact with persons in the community. Residents still interact primarily with persons who are in their mental health programming but they also score higher this year on getting along with their neighbors and it appears there are friendships rather than client relationships in their comments.

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Table of Contents

Section 1

Introduction & Methods Section

Section 2:

State Level Data and Comments Broken out by Treatment Teams

Section 3:

Copy of Original Survey

Section 1:

Introduction & Methods Section

Introduction: Illinois Department of Human Services Division of Mental Health, as a part of its implementation of the Williams Consent Decree, must administer a Consumer Satisfaction Survey for Permanent Supportive Housing. As a contracted entity with IDHS DMH, CSH was asked to design, disseminate, and summarize this survey of those Williams Class Members receiving a Bridge Rental Subsidy and living in community-based housing as a result of the Williams Consent Decree.

Survey Design: CSH began the survey design process in October of 2014. CSH designed this survey based on model surveys of housing satisfaction already in use across the country and in Illinois. The survey added questions that were meant to solicit specific elements of clinical support and permanent housing offered to the Williams Class Members. These elements include:

1. Affordable Housing – Tenants have rental assistance to close the gap between the full rent and what 30-35% of their income can afford in the community
2. Standard Lease – A legal lease that states the rights and responsibilities of tenancy, that is the same as tenants not accessing rental assistance and/or services
3. Housing Choice – Class Members are able to choose if they want to live alone or with a roommate and if so, who is the roommate. When available, Class Members are offered the type of housing – scattered in the community or in a building with other affordable housing renters who may or may not have disabilities.
4. Neighborhood Choice – Class Members are asked where they would like to live and shown more than one option, if needed, of apartments that are available.
5. Community Integration – Class Members are acquainted with their community amenities and assisted as needed with getting to know their new neighborhoods and establishing connections.
6. Home Furnishings - An appropriate level of start-up Transition Assistance Funds are provided to secure the unit (security deposit and utility connections) and pay to furnish the apartment in an appropriate way that allows that tenant sufficient choice and control.
7. Clinical and Medical Services - Case management services and medical support delivered in the home and elsewhere as needed and requested by the tenant in a manner that allows that tenant access to services in a way that meets their needs. The services are directed by the consumer and focused on housing stability. Class Members have choice with regard to the acceptance of medication and services.
8. Community Drop-In Centers - Drop-In Centers are offered for class members as a place for socialization and friendships as they integrate into the larger community. This is to help address issues of loneliness and isolation that have been identified as a need by consumers.

Prior to distribution, the survey was tested with four tenants at two agencies who felt the questions were understandable and appropriate. The survey was approved by IDHS DMH in January of 2015 and distributed on February 15, 2015.

Survey Administration: After discussion with Williams Class Member support teams, the decision was made to distribute the survey to identified Williams Quality Administrators (WQA) at each agency. The WQAs were each trained on how the survey was to be distributed. WQAs then trained and delivered the surveys within their individual agency through Assertive Community Treatment or Community Support Team Leaders. The WQA staff helped determine the numbers of Class Members who were transitioned to the Bridge Subsidy per ACT or CST Team as of February 1, 2015. This established the number of expected surveys to be administered. A goal had been set to achieve an 80% or higher return rate for each team.

Confidentiality Measures

Each ACT or CST team was assigned a number and then was asked to label each survey with a team number and survey number. At no time did CSH know the identity of the survey respondents which would allow the surveys to remain free of any identification or concern of confidential information. Each survey was marked with a statement telling tenants not to list their name and a promise that treatment staff would not have their survey numbers to track individual comments.

Most teams provided their survey respondents with an envelope when the survey was distributed in paper form. An online option was also offered but most teams provided Class Members with paper forms based on request. It is acknowledged based on feedback from ACT and CST staff that Class Members in some cases did ask for help in filling out some parts of the survey.

Survey Response: The initial survey period was from February 23, 2015 to March 17, 2015. The final collection date was extended to June 10, 2015 with a series of additional reminders and outreach. The result was the return of 587 surveys out of a potential 815 surveys distributed to those persons who had transitioned into the community at that time, or a 72% response rate. The 815 persons for whom the survey was distributed did not include individuals who had made an initial transition to the community but had returned to the nursing home, passed away, or had otherwise left the Bridge Subsidy program. 815 was the number of class members identified by the treatment teams as currently being served on the ACT or CST Williams' teams and currently transitioned into the community.

Included in this report is a list of each of the Williams Transition Agencies involved in the survey administration, and the response rate per team. Out of 74 teams with Williams' class members, two large teams contributed to the lower return rate for the surveys. One was the initial C4 ACT team which had an extremely low response rate and was involved in an agency transition that made it difficult for them to respond to late reminders for additional surveys. Grand Prairie Services (GPS) also did not turn in any surveys from their ACT team. If those two teams would have turned in surveys at the rate of other teams, the response rate would have met the target of an 80%. In looking at the absence of these two teams from the sample, the sample is likely still fairly representative of the entire class as one team is a Chicago team (C4) surrounded by numerous similar class members in that geographical area and the GPS team had residents who are similar to others in geography, ex-urban location, south suburban, and a mix of rural and urban cities represented on other teams. On these teams, the surveys were not distributed and collected and not as a result of a high refusal rate.

Survey Results: The survey results are divided into two sections. The first section includes aggregate results of all teams for each question. Open ended comments by class members are all included for each question except when the response was “none”, “no response”, “no comment”, or other acknowledgements by the class member that they were not adding input for a particular question. While a response was not required for every questions, some respondents responded to each question even to say that they had no response. Each question also lists how many responses were made to every question and how many class members failed skipped a particular question.

Generally, the survey reflects the very broad level of satisfaction of class members with their apartments and an acceptance of their new communities. As compared to last year, the comments reflect a more confident group with broad changes in how they use their support system. More individuals have now met their neighbors. The population seems to be better managing their symptoms if their written answers are an indication. Answers were clearer, more rational, and much less angry at how they were treated in the nursing home.

New questions on the survey elicited concerns about a Chicago metro problem of bedbugs. Class members felt more comfortable dealing with their Landlords and some had moved apartments if needed and liked their new units. Residents were becoming less dependent on their caseworkers as reflected in a decreasing number of casework visits and a fairly close match between how often a resident wanted visits and phone calls and how many they were actually receiving. There are many more variations of visiting schedules this year compared to last year as residents and caseworkers adjust and provide only the individualized supportive services the residents need in the community.

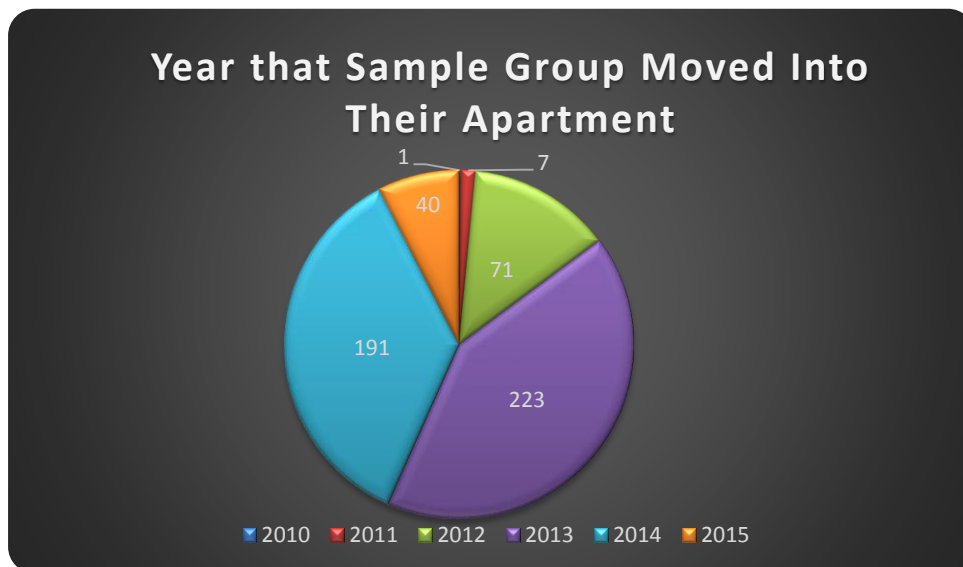
More residents are beginning to consider having a room-mate of their choice as they look for companionship in their housing. All of this points to a broadening support system that includes the use of peers, neighbors, and the community instead of comments that only reflect interaction with the mental health system.

The last question request for comments elicited many thanks from residents for helping them adjust to the community, providing them with a very nice affordable apartment, and the importance of their ongoing casework relationship with the community support agencies.

There was also a number of realistic comments reflecting a desire for class members to work this year as they become comfortable in their apartment and want to replace furniture, get a new TV, and become more motivated to meet new friends.

Section 2:

State Level Data and Comments

Question 2: What year did you move into your apartment?**(533 answers
– self report)****Question 2. What month did you move into your apartment?****(525 Answers)**

January	February	March	April	May	June
41	58	36	49	28	43
July	August	September	October	November	December
29	40	39	51	44	67

Question 1: Who is Your Support Agency and Team?**(These are the surveys that were returned for each of the Teams)**

Agency	Team Number	Team Names	# of Williams Clients Served by the Team.	Surveys Submitted	% Submitted
AID	1101	Williams Case Management	2	1	50.0%
Alexian Brothers	1201	Williams Case Management	1		0.0%
Association House	1301	Williams ACT	16	14	87.5%
Association House	1302	Williams CST	17	16	94.1%
C4	1401	ACT	82	15	18.3%
C4	1402	CSTC1	19	18	94.7%

Agency	Team Number	Team Names	# of Williams Clients Served by the Team.	Surveys Submitted	% Submitted
C4	1403	CSU	11	10	90.9%
Cornerstone	1501	Kankakee Williams CST	4		0.0%
Dupage County	1601				0.0%
Ecker Center	1701	Williams	1	1	100.0%
Grand Prairie Services	1801	Williams ACT Team	32		0.0%
Grand Prairie Services	1802	Williams ACT Team	4	5	125.0%
HHO	1901	Atlantic Team (CST)	7	6	85.7%
HHO	1902	Pacific Team (CST)	6	1	16.7%
HHO	1903	ACT Team	6	4	66.7%
HHO	1904	CSI Team	1		0.0%
HHO	1905	CSR Team	2	3	150.0%
Heritage Behavioral Services	2001	ACT	10	7	70.0%
Heritage Behavioral Services	2002	CST	6	5	83.3%
Heritage Behavioral Services	2003	Group Homes	3	6	200.0%
HRDI	2101	Williams Team	41	40	97.6%
Human Services Center	2201	Williams ACT Team	43	38	88.4%
Kenneth Young	2401	Myer's Place + CST	3	3	100.0%
Kenneth Young	2402	Myer's Place	1	1	100.0%
Kenneth Young	2403	CST Only	2	2	100.0%
Lake County Health Dept	2501	Williams ACT Team	52	52	100.0%
New Foundation	2602	Williams Support CST	8	12	150.0%
Thresholds	2701	Bridge North Access A CST	20	18	90.0%
Thresholds	2702	Bridge North Access A ACT	13	9	69.2%
Thresholds	2703	Bridge North New Horizons ACT	4	6	150.0%
Thresholds	2704	Bridge North Thrive CST	5	6	120.0%
Thresholds	2705	Bridge Central North Dreams CST	10	10	100.0%

Agency	Team Number	Team Names	# of Williams Clients Served by the Team.	Surveys Submitted	% Submitted
Thresholds	2706	Bridge Central North CST	2	3	150.0%
Thresholds	2707	Bridge South ACT	10	7	70.0%
Thresholds	2708	Bridge South CST 3	15	16	106.7%
Thresholds	2709	Bridge South CST 4	10	7	70.0%
Thresholds	2710	Bridge Southwest ACT 1	12	10	83.3%
Thresholds	2711	Bridge Southwest ACT 2	11	8	72.7%
Thresholds	2712	Bridge Southwest CST	2	2	100.0%
Thresholds	2713	Bridge West ACT	20	10	50.0%
Thresholds	2714	Bridge West CST 1	5	5	100.0%
Thresholds	2715	Bridge West CST 2	17	11	64.7%
Thresholds	2716	Bridge West CSI	3		0.0%
Thresholds	2717	Emerge CST	2	1	50.0%
Thresholds	2718	Humboldt House	1		0.0%
Thresholds	2719	Justice ACT	8	5	62.5%
Thresholds	2720	Justice ACT / Bryn Mawr Apartments	18	12	66.7%
Thresholds	2721	Justice CST 1	11	4	36.4%
Thresholds	2722	Justice CST 3	10	9	90.0%
Thresholds	2723	Kankakee ACT	29	29	100.0%
Thresholds	2724	Kankakee CST	2	2	100.0%
Thresholds	2725	West House CILA	1	1	100.0%
Thresholds	2726	River House CILA	1	1	100.0%
Thresholds	2727	Mazza House	1		0.0%
Thresholds	2728	Northside Housing CST	15	10	66.7%
Thresholds	2729	Northside Housing CSI	1	1	100.0%
Thresholds	2730	Papa Adams CSI	1		0.0%
Thresholds	2731	Rowan Trees CST 2	5	2	40.0%
Thresholds	2732	South Suburbs ACT	12	13	108.3%
Thresholds	2733	South Suburbs CST 1	11	3	27.3%
Thresholds	2734	South Suburbs CST 2	9	7	77.8%
Thresholds	2735	Transitions CST	10	12	120.0%
Trilogy	2801	CST1	9		0.0%

Agency	Team Number	Team Names	# of Williams Clients Served by the Team.	Surveys Submitted	% Submitted
Trilogy	2802	CST2	8	7	87.5%
Trilogy	2803	CST3	27	17	63.0%
Trilogy	2804	ACT2	27	19	70.4%
Trilogy	2805	ACT3	22	15	68.2%
Trilogy	2806	Recovery Services 1	9	8	88.9%
Trilogy	2807	Recovery Services 2	2	1	50.0%
Trilogy	2808	CST 4	4	2	50.0%
Trilogy	2809	CST 5	11	9	81.8%
Trilogy	2810	CST 6	1	1	100.0%
Trilogy	2811	ACT 4	2	2	100.0%
Trilogy	2812	Recovery Services 3	6	6	100.0%
			815	587	72.0%

Question 3. How many months have you been receiving the Bridge subsidy? (Choose the number of years and months from the drop down choices).

(Self-Report - 494 Answers)

Number of Years	Less than one.	Less than one.	Less than one.	Less than one.	Less than one.	Less than one.	Less than one.	Less than one.	Less than one.	Less than one.	Less than one.	Less than one.	
Number of Months	1	2	3	4	5	6	7	8	9	10	11	12	
Residents	8	16	17	15	15	14	17	7	16	10	7	35	177
Number of Years	One	One	One	One	One	One	One	One	One	One	One	One	
Number of Months	13	14	15	16	17	18	19	20	21	22	23	24	
Residents	10	11	18	16	8	15	12	10	9	8	15	74	206
Number of Years	Two	Two	Two	Two	Two	Two	Two	Two	Two	Two	Two		
Number of Months	25	26	27	28	29	30	31	32	33	34	36		
Residents	15	6	27	13	7	11	3	1	2	1	10		96
Number of Years	Three	Three	Three	Three	Three	Three	Three	Four	Four	Four	Five		
Number of Months	37	38	39	40	41	45	47	50	51	60	63		
Residents	1	1	2	3	2	1	1	1	1	1	1		15

Question 4 - What is the zip code of your current apartment?

(Self-Report – 554 answers -Chart on left is sorted by zip, Chart on right is sorted by population)

Zip Code	Count - *	City or Neighborhood
60030	1	Grayslake
60035	1	Highland Park
60045	1	Lake Forest
60056	5	Mount Prospect
60076	1	Skokie
60077	5	Skokie
60085	35	Waukegan
60087	3	Waukegan
60099	21	Zion
60123	1	Elgin
60201	10	Evanston
60202	16	Evanston
60302	7	Oak Park
60304	5	Oak Park
60402	7	Berwyn
60406	3	Blue Island
60409	1	Calumet City
60438	1	Lansing
60445	4	Midlothian
60453	5	Oak Lawn
60458	1	Justice
60459	2	Burbank
60471	1	Richton Park
60473	1	South Holland
60475	3	Steger
60505	1	Aurora
60525	1	LaGrange
60532	1	Lisle
60559	1	Westmont
60606	2	Downtown
60610	4	Near North
60613	2	Lakeview

Zip Code	Count - **	City or Neighborhood
60626	92	Rogers Park
60640	40	Uptown
60085	35	Waukegan
60901	30	Kankakee
60649	29	South Shore
61614	22	Peoria
60099	21	Zion
60660	20	Edgewater
60202	16	Evanston
60644	14	Austin
60639	12	Belmont Cragin
60645	12	West Ridge
60619	11	Chatham
62526	10	Decatur
60201	10	Evanston
60641	9	Portage Park
60617	9	South Deering
60657	8	Lakeview
61604	8	Peoria
60402	7	Berwyn
60615	7	Hyde Park
60302	7	Oak Park
60625	5	Albany Park
60803	5	Alsip
60804	5	Cicero
60056	5	Mount Prospect
60453	5	Oak Lawn
60304	5	Oak Park
60628	5	Roseland
60077	5	Skokie
60637	5	Woodlawn
60445	4	Midlothian

Zip Code	Count - *	City or Neighborhood
60614	2	Lincoln Park
60615	7	Hyde Park
60616	1	Near South Side
60617	9	South Deering
60619	11	Chatham
60620	1	Auburn Gresham
60622	2	West Town
60623	1	South Lawndale
60625	5	Albany Park
60626	92	Rogers Park
60628	5	Roseland
60630	1	Jefferson Park
60631	1	Norwood Park
60632	1	Brighton Park
60636	4	West Englewood
60637	5	Woodlawn
60639	12	Belmont Cragin
60640	40	Uptown
60641	9	Portage Park
60644	14	Austin
60645	12	West Ridge
60647	1	Logan Square
60649	29	South Shore
60651	3	Humboldt Park
60653	3	Grand Boulevard
60657	8	Lakeview
60659	4	North Park
60660	20	Edgewater
60714	1	Niles
60803	5	Alsip

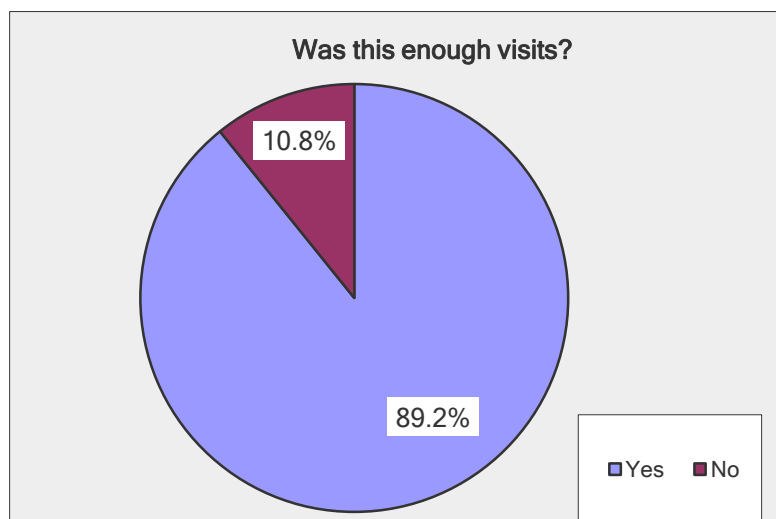
Zip Code	Count - **	City or Neighborhood
60610	4	Near North
60659	4	North Park
61603	4	Peoria
60636	4	West Englewood
60406	3	Blue Island
62521	3	Decatur
62522	3	Decatur
60653	3	Grand Boulevard
60651	3	Humboldt Park
60475	3	Steger
60087	3	Waukegan
60914	2	Bourbannais
60459	2	Burbank
60606	2	Downtown Chicago
60613	2	Lakeview
60614	2	Lincoln Park
60622	2	West Town
60620	1	Auburn Gresham
60505	1	Aurora
60632	1	Brighton Park
60409	1	Calumet City
62523	1	Decatur
61611	1	East Peoria
60123	1	Elgin
60030	1	Grayslake
60035	1	Highland Park
60630	1	Jefferson Park
60458	1	Justice
60525	1	LaGrange
60045	1	Lake Forest

Zip Code	Count - *	City or Neighborhood
60804	5	Cicero
60901	30	Kankakee
60914	2	Bourbannais
61602	1	Peoria
61603	4	Peoria
61604	8	Peoria
61611	1	East Peoria
61614	22	Peoria
61615	1	Peoria
62521	3	Decatur
62522	3	Decatur
62523	1	Decatur
62526	10	Decatur
62549	1	Mt. Zion
Total Count	554	
* - Sorted by Zip Code		

Zip Code	Count - **	City or Neighborhood
60438	1	Lansing
60532	1	Lisle
60647	1	Logan Square
62549	1	Mt. Zion
60616	1	Near South Side
60714	1	Niles
60631	1	Norwood Park
61602	1	Peoria
61615	1	Peoria
60471	1	Richton Park
60076	1	Skokie
60473	1	South Holland
60623	1	South Lawndale
60559	1	Westmont
Total Count	554	
* - Sorted from highest population per zip code		

Question 6 – Counting your current apartment, how many apartments did you get to look at with your transition team before you chose your first apartment? (552 answers - Self-Report)

Question 7 – Was this enough visits?



How Many Apartments Did you Look at?	Number of Responses
0	31
1	182
2	139
2 or 3	1
3	115
3 or 4	2
4	34
4 or 5	9
5	18
6	12
7	2
8	1
10	1
20	1
44	1
A Lot !	1
Did not look at any.	1
Live in a group home	1
Grand Total	552

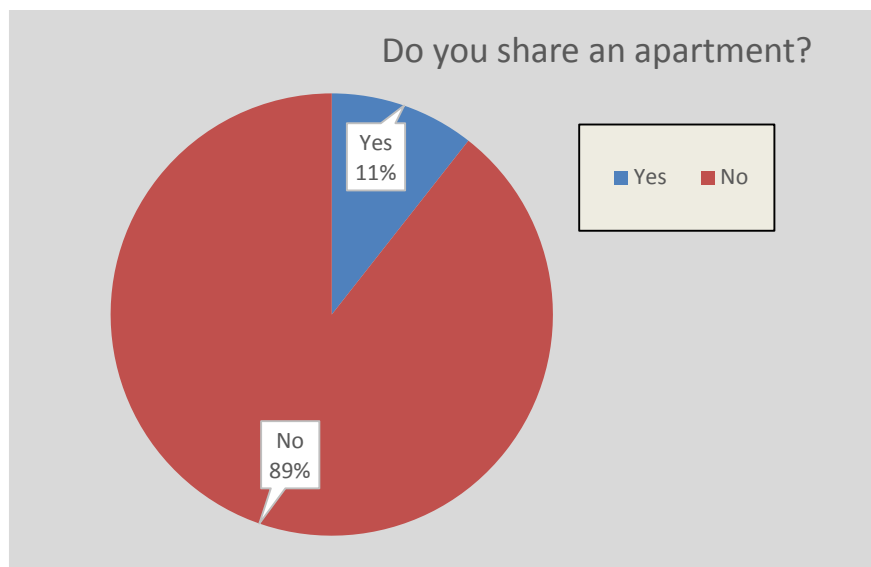
Question 5 - What was the name of your former nursing home prior to "Moving On"?

(Self-Report – 557 answers – Sorted by population of those answering the survey)

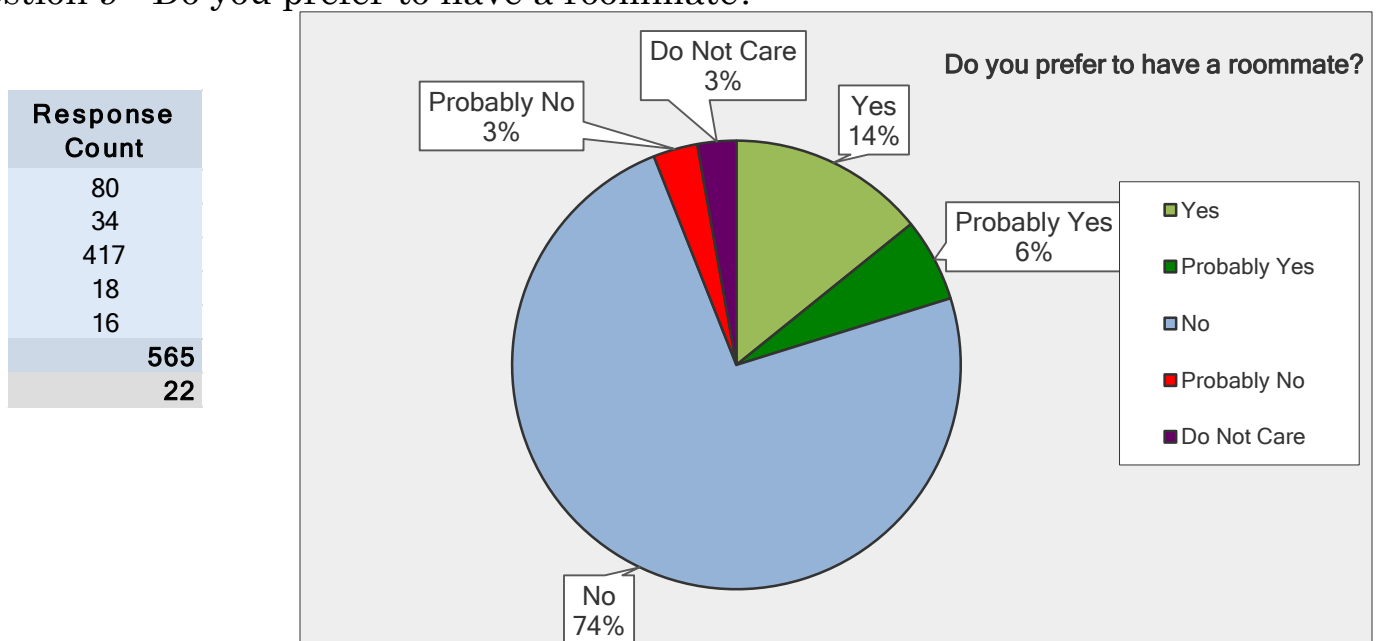
Nursing Home	Number of Surveys
Clayton Residential Home	45
Lydia Health Care	42
Albany Care	36
Sharon Health Care Woods	36
Wilson Care	33
Lake Park Center	30
Bryn Mawr Care	28
Grasmere	28
Greenwood Care	25
Decatur Manor	22
Rainbow Beach	22
Bayside Terrace	20
Kankakee Terrace	20
Abbott House	19
Bourbonnais Terrace	19
Columbus Manor	18
Margaret Manor North	18
Margaret Manor Central	15
Monroe Pavillion	15
Sacred Heart Home	15
Central Plaza	14
Margaret Manor	8
Thornton Heights Terrace	6
Belmont Nursing Home	5
Skokie Meadows	4
Thresholds	2
Arbour	1
Avenue Care	1
Chicago Heights Terrace	1
Clark & Armitage	1
Dr. Meyers	1
Forest Edge	1
Hunters Terrace	1
Palm Terrace	1
Somerset	1
Southview	1
Steve	1
Uncertain	1
Grand Count	557

Question 8 - Do you share an apartment?

Do you share an apartment?		
Answer Options	Response Percent	Response Count
Yes	10.6%	59
No	89.4%	500
<i>answered question</i>		559
<i>skipped question</i>		28



Question 9 - Do you prefer to have a roommate?



Question 10 – Why do you prefer (or not) to have a room-mate? (Comments)

Why?	
Answer Options	Response Count
	408
<i>answered question</i>	408
<i>skipped question</i>	179

# of Responses	Question 10 -Why?
	"For safety."
	"I like living by myself."
	"I'm just very independent."
2	Like to be alone
	Alright by myself
	Bachelor
	Because a roommate can say that you did this and that and I like to be on my own
	Because he is my boyfriend
	Because I dont' want to clean after someone else
	Because I have a child
	Because I hear voices
	Because I like my independence and privacy.
	Because I like to live alone
	Because I love people, and if I could I rather not live alone
	Because I want to
	because I want to live on my own
	Because its not necessary, do not need one.
	Because living with someone else is very hard.
	Because my fiancé, We lived at Wilson care together
	Because she is my wife
	Because that's my long standing boyfriend
	Better off independent
	Bills and Expenses
	Buying food for myself
	Can't get along like that with anyone
	Can't trust anyone
	clt does not like company; she'd rather be responsible for her apartment on her own/independently
	Comfortably independent

# of Responses	Question 10 -Why?
	Comforting
3	Companionship
3	Company
	comradery
	Do not care
	Does not help me that much
	Don't have to be lonely
	Don't know
	Don't like living alone
	Don't like the element of surprise
	don't need one
	Don't t to live with anyone except my wife and kids
	Don't want one, don't need one
	Don't want people to mess with my stuff
	Don't want to be alone
	Don't want to live with people
	Don't want to share due to my experience with living at the nursing home
	Due to privacy issues
	Easier to live
	Economics
	Enjoy living alone
	Enjoy privacy
	Family is working on visiting and stays the night
	feel more comfortable- not alone
	Feels good living alone
	feels safe on my own
	For company
	For company and support
	For security and safety
2	Freedom
	Friendship
	Gets lonely
	Hard to get along with.
	have someone around to do things with.
	He is my partner and the father of my child

# of Responses	Question 10 -Why?
	Help with clean up and being lonely.
	Helpfulness and breakdown of the chores
	He's my fiance
	history with roommates
	Husband
	I am busy and will be going to Truman College. I will be studying in the living room, etc.
	I am capable of living alone
	I am happy either way
	I am independent
	I am learning how to be independent so I can have a healthy relationship one day
	I am not in apartment now
	I am okay with living on my own
	I am older and enjoy privacy
	I am set in my ways. roommate all my life
	I can eat or smoke when I want
	I can live by myself
	I can solely deal with my own issues
	I did not like having to hear loud music.
	I do better on my own. I want to live independently, watch TV, sing, and dance when I want to.
	I don't have time to deal with people
	I don't know the person's personality.
	I don't know what to expect out of someone else.
	I don't like roommates
	I don't like to be alone
	I don't need to be around people who are doing illegal stuff
	I don't think I need someone
	I don't want a roommate
	I don't want any trouble or anything like that.
	I enjoy being self-reliant
	I enjoy being to myself
	I enjoy living alone
	I enjoy living by myself.
2	I enjoy my privacy

# of Responses	Question 10 -Why?
	I feel comfortable alone.
	I feel safer
	I get bored easily
3	I get lonely
	I grew up with a lot of roommates
	I had a roommate at the nursing facility
	I had a roommate for almost two years. I want to live alone now.
	I have a one bedroom, but if I had two I'd want a roommate
	I have specific dietary preferences
	I haven't found the right woman yet
	I just don't
	I just don't care.
	I just my personal space
3	I like being alone
4	I like being by myself
	I like being independent
2	I like being on my own
2	I like having company
	I like having my own apartment to myself
	I like having my own space.
15	I like living alone
6	I like living by myself
	I like living on my own
	I like living on my own
3	I like my independence
	I like my own peace time
	I like my own privacy. But sometimes when I'm in pain or not feeling well I wish had one.
7	I like my own space
	I like my peace and quiet
	I like my place clean
13	I like my privacy
	I like people, but I like privacy too.
	I like privacy. Do not want to be room with a stranger
	I like space and privacy

# of Responses	Question 10 -Why?
	I like the apartment and over now
	I like the privacy and to have my own space
	I like to be alone
2	I like to be by myself
	I like to be independent
	I like to be quiet at home
	I like to be with my cats
	I like to have my own space
	I live better by myself
	I live with my girlfriend and she's the mother of my son
	I live with my husband
	I live with my son
	I love living by myself
	I need my own space
	I need my space
3	I prefer living alone
	I prefer my own privacy
3	I prefer my privacy
	I prefer to be alone
2	I prefer to live alone
	I prefer to live by myself
	I prefer to live by myself because of my privacy
	I prefer to live on my own. Less trouble and more privacy
	I snore and roommates bother me
	I travel a lot
	I want a girlfriend to live with
	I want more privacy and control over My apartment.
	I want my own privacy, if I'm paying rent
	I want my personal space
	I want to be by myself
	I want to live alone
2	I want to live by myself
2	I want to live by myself.
	I want to live privately
	I want to live with my girlfriend

# of Responses	Question 10 -Why?
	I want to socialize sometimes, but to be able to have peace and quiet when I want
	I was asked to move in
	I would like to live with my girlfriend and have a cat.
	I would like to live with myself
	I would rather be by myself
	I'd like to have a female roommate eventually a romantic relationship
	I'm a social person and family man
	I'm engaged
	Im getting married in June and we plan to move in together
	I'm happier alone
	I'm more comfortable
	I'm safe
	I'm set in my ways
	I'm too old and set in my ways
	I'm use to being alone
	I'm used to it and don't want a crazy roommate
	I'm used to it and I don't want a crazy roommate
	Immediate Support System
	In case I get sick
3	Independence
2	It get lonely
	It helps having someone to talk to and to split the cost of rent
	It helps save money
	It is a studio
	It is easier that way
	It is fun to share
	It is safer
	It makes a quieter atmosphere. Weight and responsibility for anyone.
	It may the thing to do for someone else or me as well
	It usually never works out
	It would be difficult to have a roommate and I Don't want to live with a stranger
	It would have to be a close friend
	It would nice to have company
	It's easier to keep clean
2	It's more comfortable

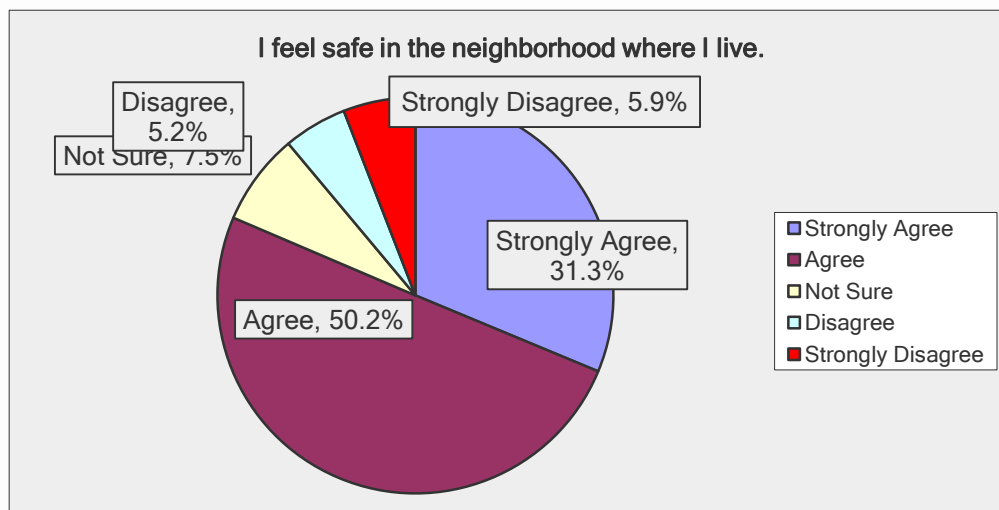
# of Responses	Question 10 -Why?
	I've become accustomed to being by myself, at first it was nice.
	Just don't want anyone close, very small
	Just like living alone
	Just room for one person
	Keep watch on me while eating
2	Less lonely
	Life is simpler, and the apartment is easier to clean, if only 1 person lives there
2	Like being by myself
	Like having my own apartment
	Like it by myself
4	Like living alone
	Like my own apartment
	like my space
	Like own privacy
	like privacy
	Like to be alone unless it is a woman I can trust
	Like to be independent and not worry about someone else
	Like to be on my own
	Likes to be independent
	Likes to live by himself
	living with fiancé
	Living with girlfriend
	Loneliness
	Married
	Maybe would like family to live with me
	Might steal from me
	More money
	More peaceful
	More peaceful at home alone
	My 12 year old son
	My Independence
	my own privacy
	My privacy
	My son
	My stuff might get stolen

# of Responses	Question 10 -Why?
	My unpredictable hours.
	Myself
	need privacy
	Need to concentrate on my needs only. Would distract me from my rehabilitation
2	nice being alone
	No one will start a fight with me
	No Reason
	Not at this time
	Not be along
	Not enough room
	Not live by myself
	Not sure about roommate guidelines
	One is enough
	prefer independence; person preference
2	Prefer living on my own
	Prefer myself and easier to maintain
	prefer to live independently
	Prefers own space and privacy
15	Prefers privacy
	Privacy and they don't put guys and girls together.
	privacy for myself
	Privacy, fear of theft, independence, control
	Quiet Environment
	Rather have my independence
2	Rather live alone
	Roommates can be trouble trying to live together
	Self Independent
	Sharing is hard to do
2	She's my wife.
	Single
	smoker, enjoy privacy
4	So someone can keep me company
	Socialization
2	Somebody to talk to
	Somebody to talk to and watch TV everyday

# of Responses	Question 10 -Why?
	Somebody to talk to for help and guidance
	Someone to talk to and share the bills with
	Sometimes feel alone
	Sometimes I'm lonely and I would like help with dinner
	Sometimes it is difficult living with another person
2	Support knot
	Talking things out.
	The consumer prefers to be by himself.
	The irregular and often relaxed level of responsibility roommates are willing to assume in the situation
	To be a friend, so I will not be lonely
	To be social
	To do things together
	To have more privacy. That way nobody can steal my things.
	To help clean up and stuff.
	to help with daily chores / company
	to move in with my boyfriend
	To stay happy and satisfied
	Too complicated
	Too many people in one place
	Too much stress
	Too much trouble
	Too strong willed
	Unless it could be my boyfriend
	Used to be living alone and like it that way
	Very comfortable now.
	We get into an argument and then they don't want to be my roommate
	wife to live with me
	With a relative
	Would have been nice to cut the cost
	Would like a pet
	Would like to live with my boyfriend for safety
	would not get along with
	Yes if it was my girlfriend

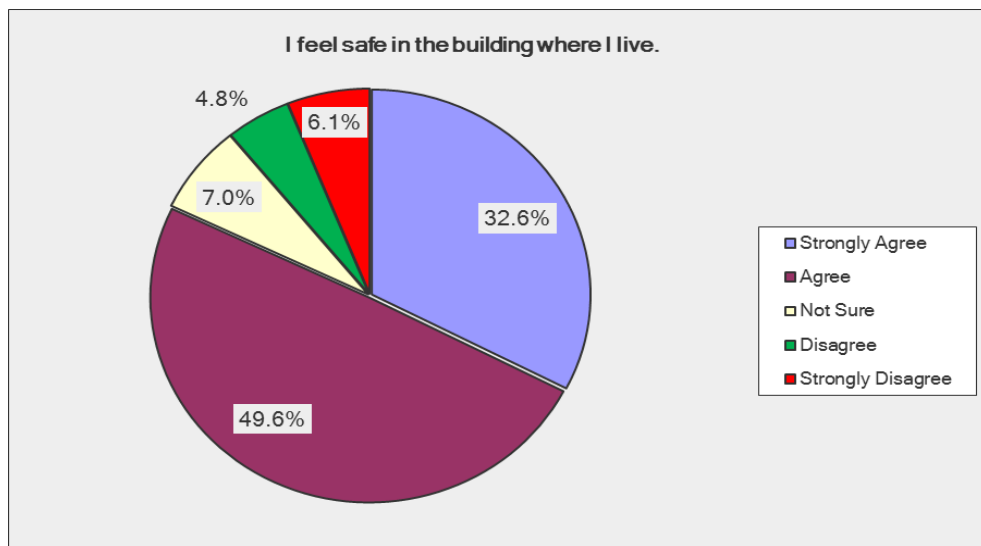
Question 11 – I feel safe in the neighborhood where I live.

I feel safe in the neighborhood where I live.		
Answer Options	Response Percent	Response Count
Strongly Agree	31.3%	175
Agree	50.2%	281
Not Sure	7.5%	42
Disagree	5.2%	29
Strongly Disagree	5.9%	33
<i>answered question</i>		560
<i>skipped question</i>		27



Question12 – I feel safe in the building where I live.

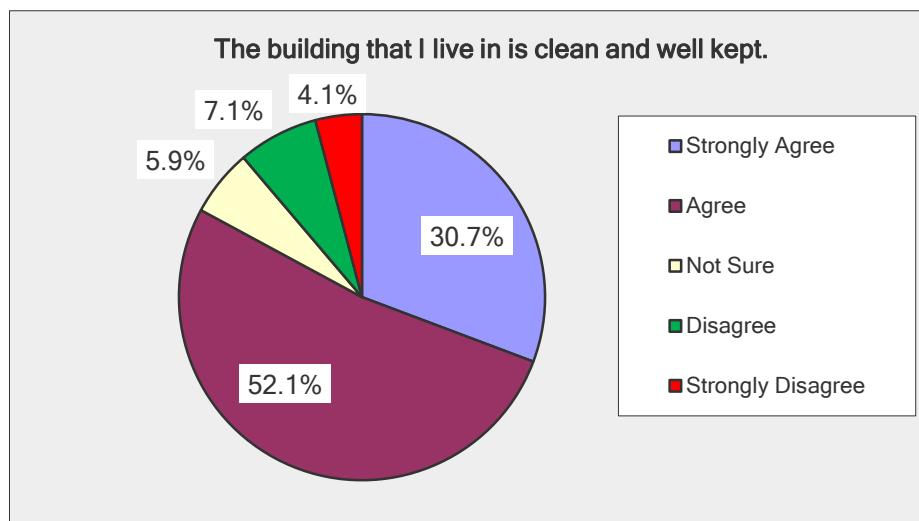
I feel safe in the building where I live.		
Answer Options	Response Percent	Response Count
Strongly Agree	32.6%	182
Agree	49.6%	277
Not Sure	7.0%	39
Disagree	4.8%	27
Strongly Disagree	6.1%	34
<i>answered question</i>		559
<i>skipped question</i>		28



Question 13 – The building that I live in is clean and well kept.

The building that I live in is clean and well kept.

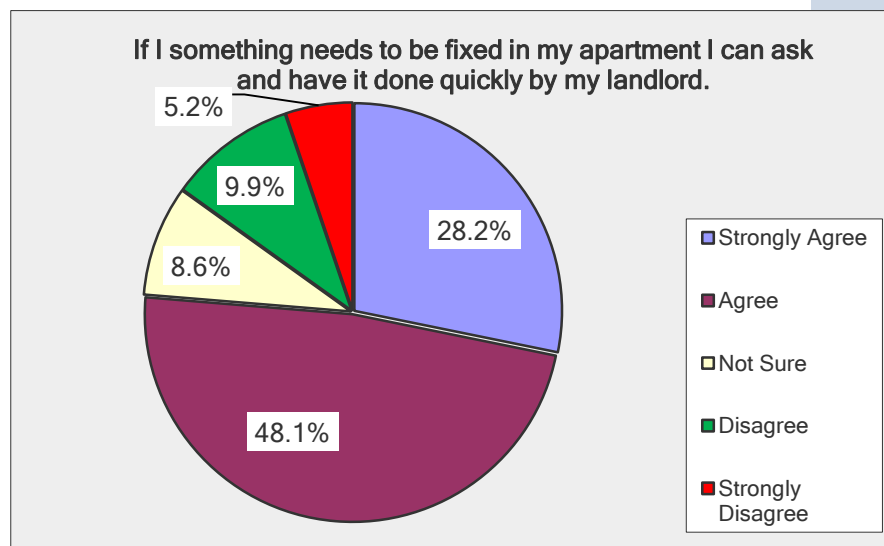
Answer Options	Response Percent	Response Count
Strongly Agree	30.7%	172
Agree	52.1%	292
Not Sure	5.9%	33
Disagree	7.1%	40
Strongly Disagree	4.1%	23
answered question		560
skipped question		27



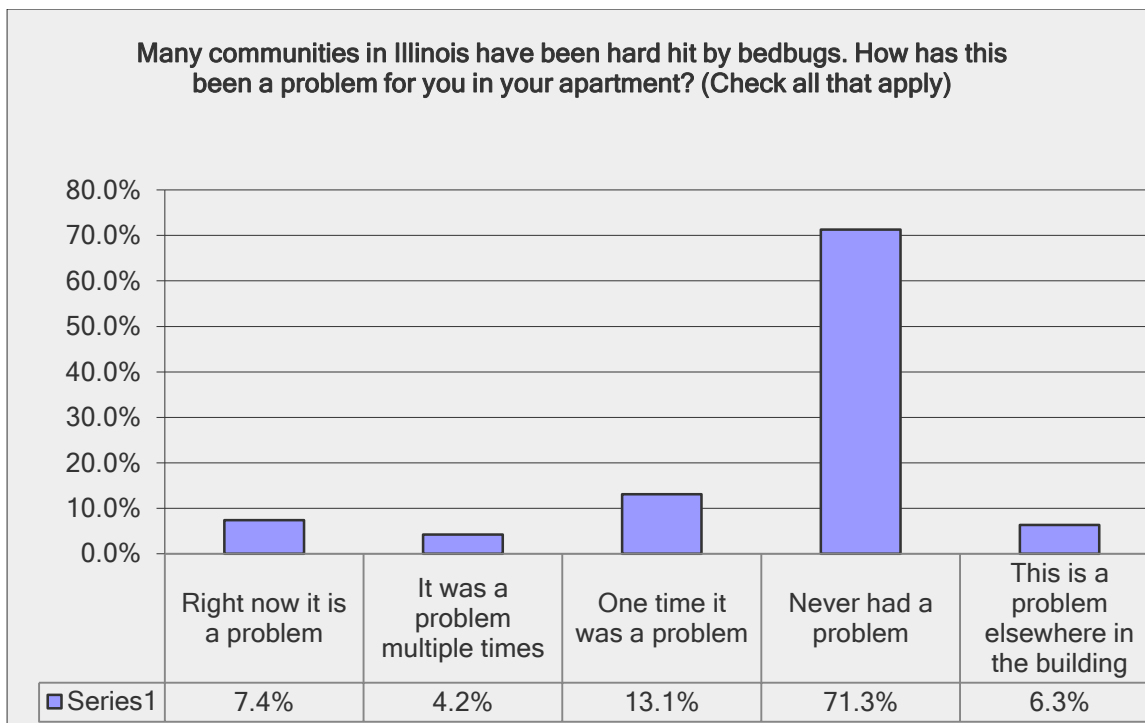
Question 14 - If I something needs to be fixed in my apartment I can ask and have it done quickly by my landlord.

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	28.2%	157
Agree	48.1%	268
Not Sure	8.6%	48
Disagree	9.9%	55
Strongly Disagree	5.2%	29
answered question		557
skipped question		30



Question 15 – Many communities in Illinois have been hard hit by bedbugs. How has this been a problem for you in your apartment? (Check all that apply)



Additional comments regarding bedbugs (please specify)

Apt sprays for them

Bedbugs were taken care of. It is no longer a problem they are gone.

But not in my apartment

check monthly

Don't see a problem here

Dust mites

Exterminated

Fix things that are broken

Flies, though I spray every 3 months

has been sprayed once

I am not sure if I had it

I don't know

I found some in the bathroom but the building has some.

I get a notice when there is a problem and they give me a day and hour to be home.

I had bed bugs in previous buildings

I had to change all of my sheets and they had to spray and I have a bed bug cover

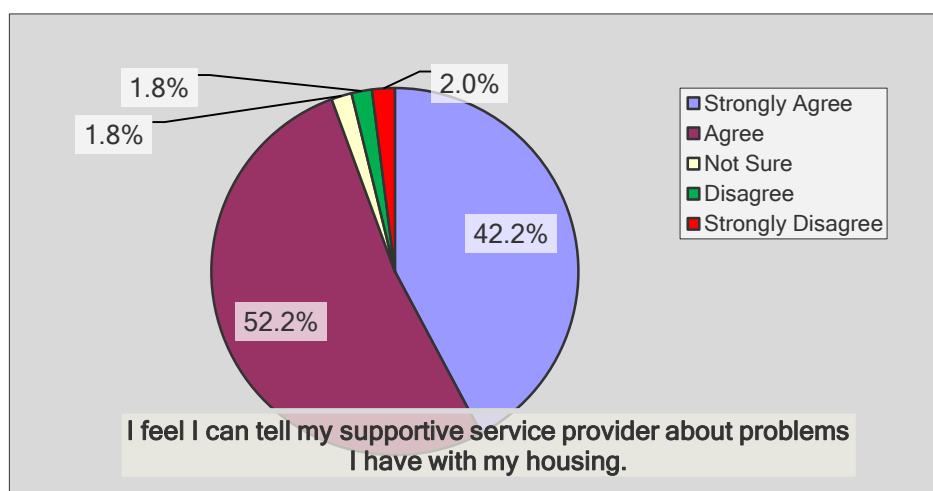
Additional comments regarding bedbugs (please specify)
I had to leave previous apartment because of bedbugs.
I have an Anti-bed bug sheet
I haven't had that problem here
I haven't heard any of my friends mention or complain
I keep my bedroom and bed clean
I need help with my bed bugs
I once had a problem with sewer fixes. It is gone now.
I would like to move to another location with Cagan being my landlord before April 31st further north west
In our first apartment
In our first apartment\
It happened in another unit in the building.
landlord refused several months to hire an exterminator
Landlord Sprayed
last year, currently OK
Member thinks he had bed bugs, but staff haven't seen any evidence
need to spray more
need to spray more
Neighbors
Never, continue to request consistent checks
no bed bugs
No bed bugs, but roach problem
No Problem
None
None
Not at present
not so far
Ongoing for a while, landlord is trying to fix problem.
Problems with them
Recently moved into a new apartment, had a recurring bedbug problem in previous apartment
Right now none
ROACH INFESTATION
roaches
Some bugs, but they sprayed multiple times.
Taken care of
Thank you
The landlord has sprayed multiple times, but he cannot get rid of the infestation
There is never a bed bug problem
They were sprayed and are now disappearing
This is a well put together program. New foundations.
Toilet, Bed Bugs
Very Clean

We have a man that comes to spray for bugs.

16. I feel I can tell my supportive service provider about problems I have with my housing.

I feel I can tell my supportive service provider about problems I have with my housing.

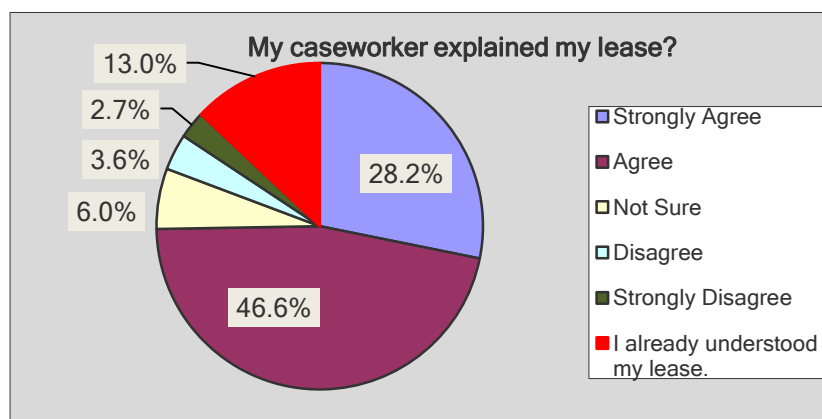
Answer Options	Response Percent	Response Count
Strongly Agree	42.2%	235
Agree	52.2%	291
Not Sure	1.8%	10
Disagree	1.8%	10
Strongly Disagree	2.0%	11
<i>answered question</i>		557
<i>skipped question</i>		30



17. My caseworker explained my lease?

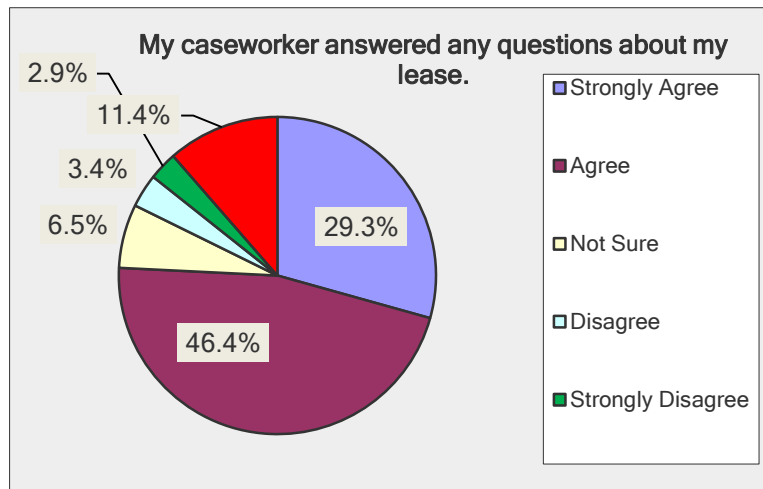
My caseworker explained my lease?

Answer Options	Response Percent	Response Count
Strongly Agree	28.2%	156
Agree	46.6%	258
Not Sure	6.0%	33
Disagree	3.6%	20
Strongly Disagree	2.7%	15
I already understood my lease.	13.0%	72
<i>answered question</i>		554
<i>skipped question</i>		33



18. My caseworker answered any questions about my lease.

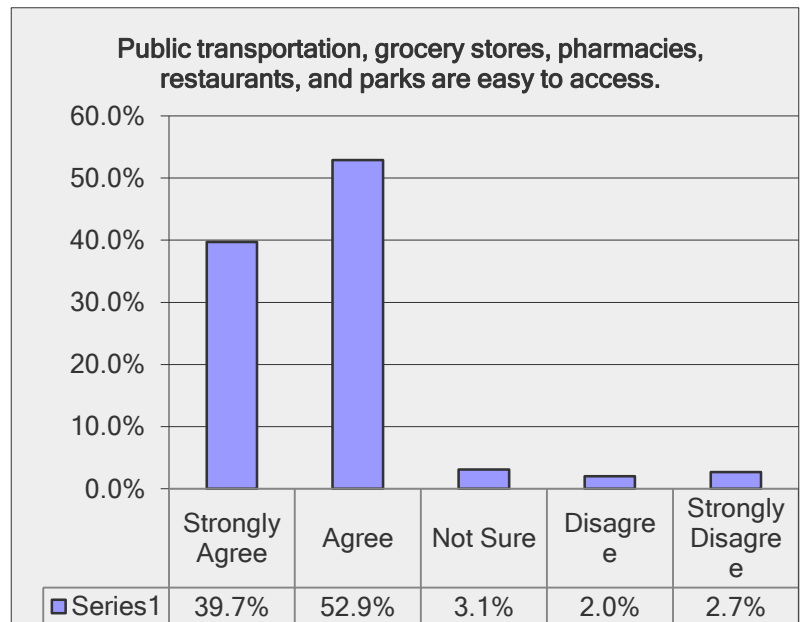
My caseworker answered any questions about my lease.		
Answer Options	Response Percent	Response Count
Strongly Agree	29.3%	162
Agree	46.4%	256
Not Sure	6.5%	36
Disagree	3.4%	19
Strongly Disagree	2.9%	16
I already understood my lease.	11.4%	63
answered question		552
skipped question		35



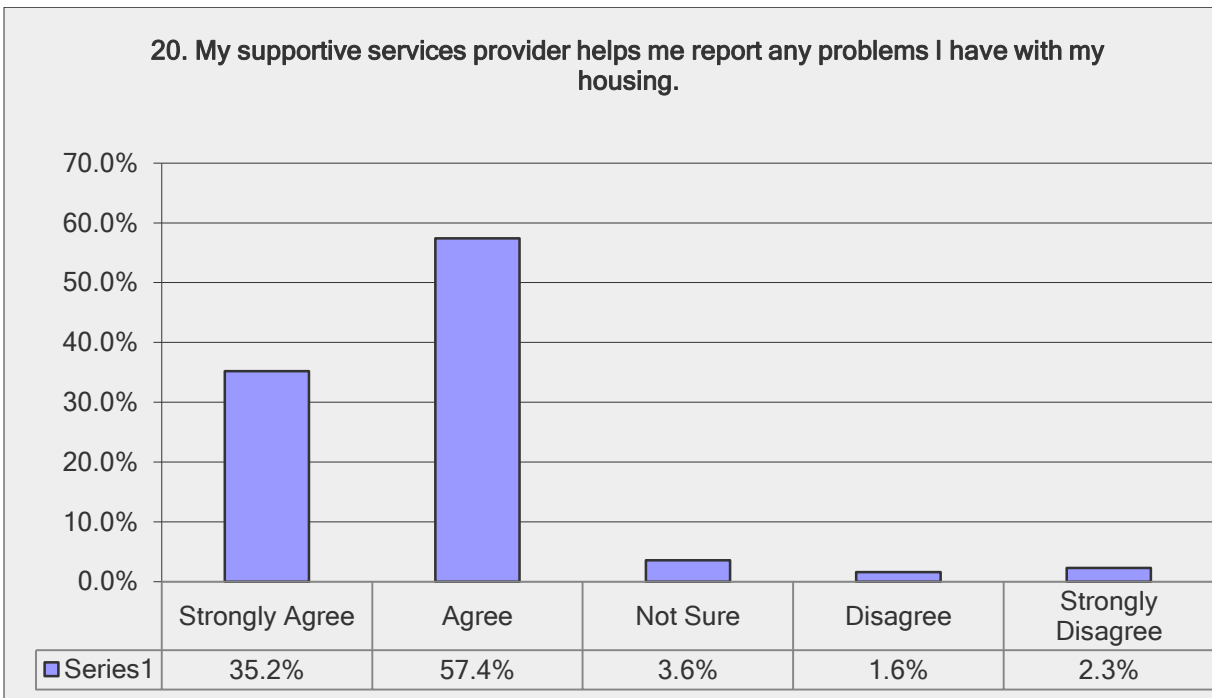
19 - Public transportation, grocery stores, pharmacies, restaurants, and parks are easy to access.

19. Public transportation, grocery stores, pharmacies, restaurants, and parks are easy to access.		
Answer Options	Response Percent	Response Count
Strongly Agree	39.7%	217
Agree	52.9%	289
Not Sure	3.1%	17
Disagree	2.0%	11
Strongly Disagree	2.7%	15
Comments specify)		2
answered question		546
skipped question		41

Comments	
1	RTA/CTA
2	Sidewalks are not shoveled in the winter.

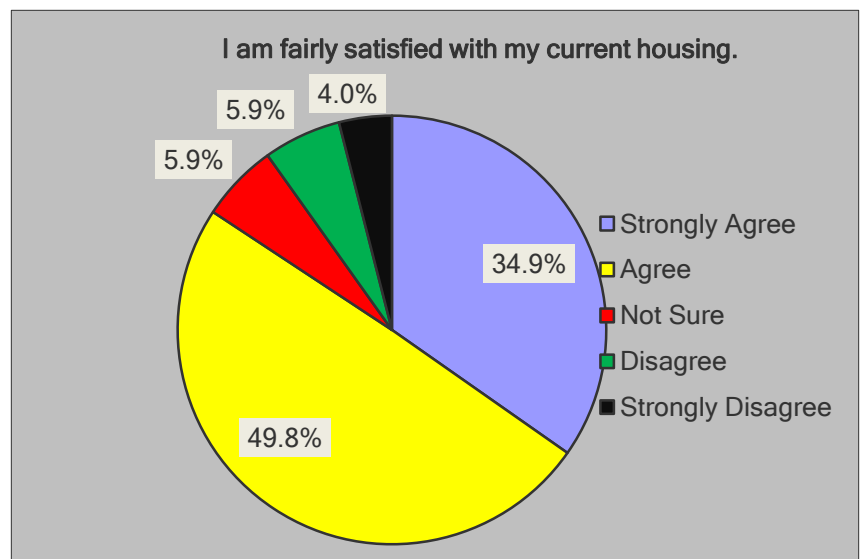


20. My supportive services provider helps me report any problems I have with my housing.



21. I am fairly satisfied with my current housing

21. I am fairly satisfied with my current housing.		
Answer Options	Response Percent	Response Count
Strongly Agree	34.9%	194
Agree	49.8%	277
Not Sure	5.9%	33
Disagree	5.9%	33
Strongly Disagree	4.0%	22
Comments specify)		7
<i>answered question</i>		556
<i>skipped question</i>		31



22. Housing has helped me to reach my personal goals.

22. Housing has helped me to reach my personal goals.		
Answer Options	Response Percent	Response Count
Strongly Agree	35.9%	201
Agree	53.6%	300
Not Sure	6.6%	37
Disagree	1.4%	8
Strongly Disagree	2.5%	14
<i>answered question</i>		560
<i>skipped question</i>		27



23. Add any comments you want regarding your housing

23. Add any comments you want to regarding your housing:	
Answer Options	Response Count
	161
<i>answered question</i>	161
<i>skipped question</i>	426

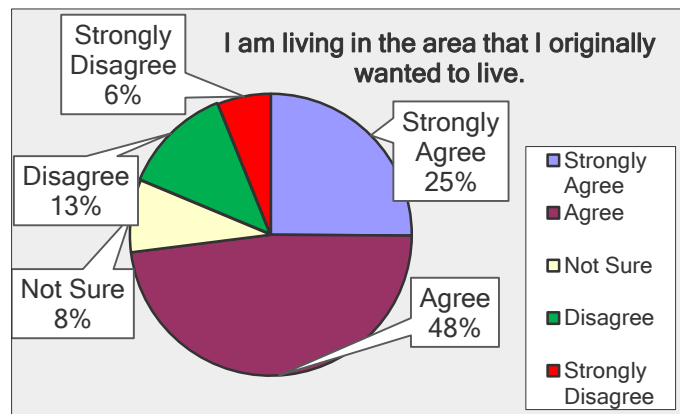
Question 23 - Please add any comments you want to regarding your housing
A Bradley area apartment, would nice for me. Thank You
A lot of times I do feel sorry for the ones out there sleeping on buses, the ones that could take advantage of the program.
Accommodates privacy completely
Apartment could be a lot warmer
Question 23 - Please add any comments you want to regarding your housing
Be careful
Beings on your own helps with goals
Better than our first apartment
Better than the first place we had
Bothered about rats around building outside, roaches in building mouse/rat droppings under sink in bathroom
Bug guy does his job. He sprays every two weeks and gets rid of bugs for me.
Couldn't have gotten this far without subsidy
Don't really want to say much more
Downstairs lock on door needs to be fixed
Everything is good right now
Finding a job since I am no longer homeless and have an employment specialist in my program!
First three months were taken care of. Sissy told me my 2 months. Financially I've counted on three months
gives me a sense of responsibility
Great location, but a slum.
Help me out a lot and I like the services
Housing gives me freedom, Food I want, other people in the building
housing is going ok
Housing is quiet and good
How old does my son need to be to need a two bedroom apartment?
I adore my apartment and wish to remain here indefinitely, but for a long time period. I have a strong rapport with the landlord and she is very good when problems arise as they must.
I am concerned about the roach problem in my kitchen. I have asthma
I am continuing to stay sober and volunteer 3 times a week. It is great!
I am doing good and keeping my apartment clean.
I am happy and pleased with my current arrangement
I am happy with my housing
I am very grateful and indebted to the Christian services and God and all the wonderful people that made it so I can be independent and happy.
I am very happy and I hope to be here for awhile
I am very happy with it
I am very happy with my apartment
I do not live on my own-No subsidy
I find it perfect for me
I found my independency, I found myself, I found what does not work.
I had opportunity to move to a better apartment with my caseworkers help. She was very helpful.
I have a beautiful apartment
I have a problem with a person knowing where I live, that is why I have to move
I have been independent, on my own
I have called and LM to maintenance man Gabe since 10/5/14 and nothing happened until March when my toilet overflowed 2x and caused ceiling damage to the apt below

I have pest control
I like having laundry facilities in the building, having a grocery store nearby, and also having a gym.
I like independent housing
I like it, safe environment and good neighbors
I like living on my own
I like my apartment
I like my apartment and I strongly want to stay in it for a long time.
I like my apartment because it is really nice
Question 23 - Please add any comments you want to regarding your housing
I like my housing project
I like my independence and my apartment is nice and clean
I like staying in my building
I like the responsibility of keeping my place clean and having my own space.
I like where I live
I looked at the apartment at first. The landlord told me I had bad windows. I haven't got all the new windows yet. It's got bad toilet, it's stuck to the floor by superglue. The tile in the bathroom is cracked badly, and the tube keeps getting plugged up. I need new utility closet, it doesn't close. It's been like this ever since I moved in
I love it! Nice apartment
I love my housing
I love my housing
I love where I stay
I need to live alone because of my PTSD
I really couldn't ask for anything more
I really like and enjoy it.
I really like my apartment and am not wanting to move.
I really like time with Thresholds
I think my apartment is a good place to live
I want to live in my apartment for the rest of my life.
I will like my case manager to come when she says she is going to come.
I wish I could have overnight guests
I wish that my bathtub was bigger
I wish there were services to teach me how to drive so that I could get around better in the neighborhood on my own
I wish they would give condo's to people who aren't subsidized
I work with C-4 to achieve personal goals. It helps to have structured meetings.
I would like a better place if possible, if not then I will renew my lease.
I would like a bigger apartment where I can have a roommate- Bills and Loneliness
I would like to keep my housing. I like we're at.
I would like to move because I do not feel safe
I would like to move to another place where there's not too much noise because of the train line is by my apartment
If I get the jewel job I would have enough money to move somewhere else. I would like to live in portage park. I like it because it's a nicer area, people. Being in my current apartment the people around here and are drunk and stuff
I'm comfortable in my apartment
I'm very happy here
It helps me get back to what I need to - cleaning my house
It is a good apartment
It is close to the Metra and the bus, which is good because I use public transportation. My apartment is right next door to the laundry room and I like that it has a dishwasher.
It is far from the bus stop.
It is good to live by myself
It's a nice place to stay

It's a safer neighborhood than before. Everything is nearby
It's been hard to get my gas pipes tested
It's ok to me. There are a few things around here that needs to be fixed. I need 1 key for my top lock, the hallway light does not work.
I've been renting from Swarty for about a year. I've been in Belvidere 2 weeks or less. I can't think of any complaints and I like my apartment. This survey feels premature.
Keep doing the same thing.
Land lord is very stubborn and selfish
Question 23 - Please add any comments you want to regarding your housing
Landlord is not as prompt to fix things
Member reported everything is fine.
More heat
More payment for rent
My apartment building needs working washers and dryers.
My apartment is very nice and I am thankful for it
My apartment is very nice, it has lots of windows, this I like very much
My landlord is very cooperative for anything I have to have done
My lease amount for rent changed after I signed it. Housing coordinator miscalculated.
My mailbox won't open
My personal was to get my own apartment
Need more room. 1.5 Bedroom!
Need more storage space
Nice building manager
nice studio unit, no complaints
Not happy with maintenance
Only thing I have a problem is he doesn't clean off the drive way and its very hard for me to go anywhere
Thank you for your help
The best is the 1920's feel for the historic district.
The consumer states "I have seen a little bit of roaches, It's not that bad, I haven't seen crowds of them". "Everything else seems pretty good, like it's working out."
The Management. Company. for maple Pte. Urban innovations, where I live. It is a 20 story building with 300 units. There are 3 elevators, 1 of which is a freight elevator, used to move furniture, but can be used as a regular elevator. Beginning Jan. 1, 2015- one elevator was out of service until Mar. 07 and for the first 2 weeks of Feb. only one elevator was working. WOW.
The new apartment is perfect
The only thing is we don't have washing machines and dryers
Thinking about moving to a new apartment. Case manager is helping me.
This housing at Myer's Place is much better than anticipated. Everything ok
This is my first apartment of my own
To hold the housing has helped with goals, family and friend's trust - this was a massive life saver.
Very clean and nice view
Very clean; they take care of the place and the people
Very Happy
Want to change apartments because I live in a hole
When I was looking at the long lease, I was hurried by the transitional coordinator to sign. The swimming pool is still not open, dishwasher isn't working, and the mirror in the bathroom is broken - even though I told the manager.
With subsidy housing, I feel more independent in reaching my goals
Worried I will not have housing after 5 years is up
Would like help finding a new apartment

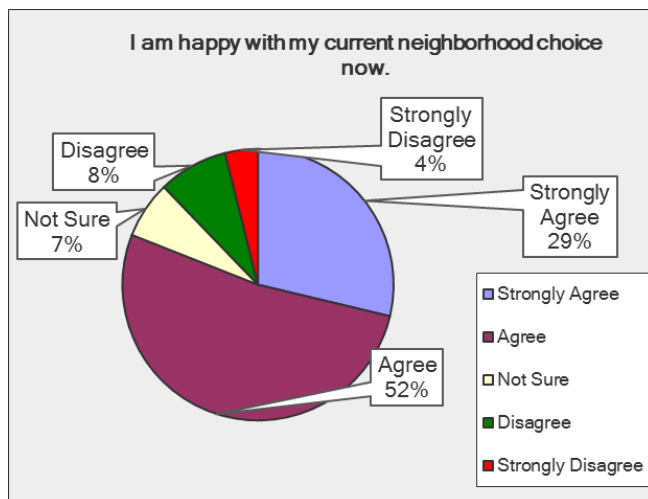
Question 24. I am living in the area that I originally wanted to live.

I am living in the area that I originally wanted to live.		
Answer Options	Response Percent	Response Count
Strongly Agree	25.1%	140
Agree	47.9%	267
Not Sure	8.3%	46
Disagree	12.6%	70
Strongly Disagree	6.1%	34
<i>answered question</i>		557
<i>skipped question</i>		30



25 - I am happy with my current neighborhood choice now.

25. I am happy with my current neighborhood choice now.		
Answer Options	Response Percent	Response Count
Strongly Agree	28.7%	160
Agree	52.2%	291
Not Sure	6.8%	38
Disagree	8.3%	46
Strongly Disagree	3.9%	22
<i>answered question</i>		557
<i>skipped question</i>		30



26. What neighborhood or city was your first choice to select an apartment in the state?

Question 26	Sorted by Request Statewide
First Choice City or Neighborhood	# of Times Listed as First Choice
Chicago	37
Chicago, Rogers Park	35
Chicago, North Side	31
Evanston	24
Waukegan	21
Current location	18
No preference.	18
Peoria	17
Oak Park	13
Chicago, Edgewater	11
Chicago, West side	10
Zion	10
Chicago, South Shore	9
Chicago, South Side	9

Question 26	Sorted by Request Statewide
First Choice City or Neighborhood	# of Times Listed as First Choice
Chicago, Ravenswood, Andersville	1
Chicago, Ravenswood, Lakeview	1
Chicago, Rogers Park or Hyde Park	1
Chicago, Rogers Park, Edgewater, Andersonville, or Uptown	1
Chicago, Rogers Park, Lincoln Park, Andersonville, Lakeview, Edgewater	1
Chicago, Rogers Park/Evanston	1
Chicago, Roseland neighborhood	1
Chicago, Somewhere by Roosevelt	1
Chicago, South or North	1
Chicago, Uptown or Ravenswood	1
Chicago, Westside. Halsted between Roosevelt to Grand down to Damen area	1
Chicago, Wicker park	1
Chicago, Wrigleyville	1
Christopher, Illinois	1

Question 26	Chicago, Evanston, and Oak Park Requests Only
First Choice City or Neighborhood	# of Times Listed as First Choice
Chicago	38
Chicago, Downtown.	1
Chicago, Lake Front	3
Chicago, Michigan Avenue	1
Chicago, Near North Side	1
Chicago, South or North	1
Chicago, Albany Park	1
Chicago, Devon and Western	1
Chicago, Edgewater	11
Chicago, Edgewater or Uptown	2
Chicago, Korean neighborhood	1
Chicago, Lakeview	6
Chicago, Lincoln Park	4
Chicago, Logan Square	3

Question 26 - First Choice City or Neighborhood	Sorted by Request Statewide
Skokie	9
Chicago, Hyde Park	8
Kankakee	8
Chicago, Lakeview	6
Decatur	6
Chicago, Uptown	5
Bloomington	4
Bourbonnais	4
Chicago, Lincoln Park	4
Oak Lawn	4
Chicago, Lake Front	3
Chicago, Logan Square	3
Cicero	3
Western Suburbs	3
Blue Island	2
Bradley	2
Chatham, IL	2
Chicago, Edgewater or Uptown	2
Chicago, Portage Park	2

Question 26 - First Choice City or Neighborhood	Sorted by Request Statewide
Cook county	1
Crystal lake, Island Lake, or Wauconda.	1
Danville, Decatur, or Springfield	1
Darien, IL	1
Dekalb	1
Des plaines	1
Dolton	1
Elgin	1
Florida	1
Gaw, IL	1
Grove Heights	1
Heritage Field	1
Hoffman Estates	1
I didn't this far up north. I wanted to live further south	1
I don't know, but somewhere real quiet	1
I like the north side convenience a lot	1
I moved to a better apartment in 2014 which was my first choice	1
I wanted the first apartment I looked at	1
I wish I was a little closer to the stores and restaurants	1

Question 26 - First Choice City or Neighborhood	Chicago, Evanston, and Oak Park Requests Only
Chicago, Near Belmont nursing home in Chicago Illinois	1
Chicago, North Park	1
Chicago, North Side	31
Chicago, North Side, rogers park, Edgewater, Ravenswood	1
Chicago, Northside near Ravenswood and Addison	1
Chicago, Northside of Chicago OR Evanston	1
Chicago, Ravenswood	4
Chicago, Rogers Park	35
Chicago, Rogers park or Hyde Park	1
Chicago, Rogers Park, Edgewater, Andersonville, or Uptown	1
Chicago, Rogers Park, Lincoln Park, Andersonville, Lakeview, Edgewater	1
Chicago, Rogers Park/Evanston	1
Chicago, Uptown	5
Chicago, Uptown or Ravenswood	1
Chicago, Wicker park	1
Chicago, Wrigleyville	1
Evanston	24
Skokie	9
Skokie, Morton Grove	1

Question 26 - First Choice City or Neighborhood	Sorted by Request Statewide
Chicago, Ravenswood	2
Chicago, Roseland	2
Chicago, Southeast Side	2
Elmwood Park	2
Grayslake	2
Highland Park	2
Mount Prospect	2
Northwest suburbs	2
Orland Park	2
South Suburbs	2
Addison	1
Alsip Illinois	1
Antioch/Lake Villa	1
Arlington Heights	1
Around anytime I needed a new area to live	1
Berwyn is still first choice	1
Bolingbrook	1
Bourbonnais/Bradley	1
Buck town	1
Burbank	1
Centrallia	1
Chicago- 55th and Alberdeen	1
Chicago Heights, Illinois	1
Chicago, Albany Park	1
Chicago, all because I live in Chicago	1
Chicago, Chinatown	1
Chicago, Devon and Western	1

Question 26 - First Choice City or Neighborhood	Sorted by Request Statewide
Indiana	1
Jeffereys	1
Jefferson	1
Joliet, IL	1
Justice, Il	1
Kankakee - West Side	1
Kankakee or Bourbonnais	1
Kishwaukee, IL / Malta, IL	1
LaGrange	1
Lake Forest	1
Lansing	1
Matteson	1
Matteson or Olympic Fields	1
Maywood	1
McHenry, IL	1
Melrose Park	1
Mt. Zion	1
My sister Penny	1
Naperville	1
No preference. Live close to my sister	1
Northern suburbs	1
Northwest Chicago	1
Oak Forest	1
Oak Lawn or Alsip	1
Pekin	1
Peoria, Downtown	1
Richton	1

Question 26 - First Choice City or Neighborhood	Chicago, Evanston, and Oak Park Requests Only
Chicago, Montrose & Pulaski Ave	1
Chicago, Chinatown	1
Chicago, Drexel Blvd.	1
Chicago, Englewood	1
Chicago, Humboldt Park	1
Chicago, Hyde Park	8
Chicago, Near South Shore Drive	1
Chicago, Pill Hill Area	1
Chicago, Roseland	3
Chicago, Somewhere by Roosevelt	1
Chicago, South Shore	9
Chicago, South Side	10
Chicago, Knoxville Ave	1
Chicago, Pilsen	1
Chicago, Portage Park	2
Chicago, West side	11
Oak Park	13
Chicago, Southeast Side	2
Chicago, Eastside	1

Question 26 - First Choice City or Neighborhood	Sorted by Request Statewide
Chicago, Downtown.	1
Chicago, Drexel Blvd.	1
Chicago, Eastside	1
Chicago, Englewood	1
Chicago, Humboldt Park	1
Chicago, Knoxville Avenue	1
Chicago, Korean neighborhood	1
Chicago, Michigan Avenue	1
Chicago, Montrose & Pulaski Ave	1
Chicago, Near Belmont nursing home in Chicago Illinois	1
Chicago, Near North Side	1
Chicago, Near South Shore Drive	1
Chicago, North Park	1
Chicago, North Side, rogers park, Edgewater, Ravenswood	1
Chicago, Northside near Ravenswood and Addison	1
Chicago, Northside of Chicago OR Evanston	1
Chicago, Pill Hill Area	1
Chicago, Pilsen	1

Question 26 - First Choice City or Neighborhood	Sorted by Request Statewide
Riverdale	1
Robbins	1
Rock Island	1
Rockford	1
Schaumburg	1
Schaumburg or Elgin	1
Skokie, Morton Grove	1
South Holland	1
Springfield	1
St. Louis, Missouri	1
Streamwood	1
The suburbs I like	1
Tinley park	1
Tuscola	1
University Park	1
Watseka	1
Grand Total	474

Question 26 - From the table above Requests for parts of the City	
Chicago Unspecified	38
Chicago Downtown	7
Chicago – North, Evanston, & Skokie	151
Chicago- Southside	28
Chicago West & Oak Park	
Chicago - Eastside	3

27. Why is this your first choice of city or neighborhood?

# of Responses	27. Why is this your first choice of city or neighborhood?
	"Cause this is where I went to school at."
	"I knew my way around Chicago and had heard that Edgewater was a nice place to live. It had a pretty name."
	"I'd be closer to the stores"
	"I've lived there before and I came to know it."
	1 bedroom & have a studio
	A friend at Bourbonnais terrace told me about the neighborhood
	Accessibility to stores and the community is well populated
	Affordable Housing on Hickory street
	Albany was located there, I felt safe
	Already lived near north side
	Apts
	Arts and Culture
	Attending College
	Beautiful, nice city
	Because I am from Chicago
	Because I am near my kids
	Because I have family and friends there
	Because I like it
	Because I like it, the town has many fun activities
	Because I like Peoria
	Because I like this neighborhood
	Because I was born here and lived here all my life
	Because I'm a college student
	Because I'm near the red line
	Because it is my hometown
	Because its diverse
	Because it's near the train, bus, hospital and Vietnamese market
	Because my family is close
2	Because my family lives there
	Because of beach, pretty women. Love cooking and water
	Because of public transportation

# of Responses	27. Why is this your first choice of city or neighborhood?
	I was born and raised there
	I was born here
	I was born in Chicago
	I was born on the south side, and raised on the north
	I was open to multiple options.
	I was used to it
	I would be around local transportation
	If my son have to live with me- For his schooling
	I'm familiar with this area
	it has good resources
	It has more things to do on the Northside and transportation
	It is a busy area
	It is a more peaceful easy going area
	It is a really nice neighborhood with lots of things to do
	it is clean and cleanest
	It is close to transportation
	It is closer to family
	it is closer to grocery stores
	It is my home town for 50 years
	It is near things to do
	It is nice
	It is peaceful and safe
	It is quiet
	It is safer than surrounding areas
	It is somewhere familiar
5	It is where I am from
	it looked nice
	it looks safe
	It was a better location
	It was a familiar area
	It was accessible

# of Responses	27. Why is this your first choice of city or neighborhood?
	Because stores are walkable or a short bus ride
	Because the southeast side is easier to get to places where I need to go
	been on south side
	better
	Better access to things
	Better and safe neighborhoods
	Better apartments and neighborhoods
	Better Housing
	Better quality of life
3	Born & raised here
	Brothers and sisters live there
	Building Apartments
	By the store
	City Wide
	Clean & better atmosphere
	Clean area
	Close to C4
18	Close to my family
	Close to friends- medical
	Close to girlfriend's family
	Close to grocery and mini-store
	close to lake
	Close to mom and dad
	Close to my Brother
	Close to my church
	Close to my college
	Close to my fiancé
	close to parents
	close to school
	Close to stores
	Close to stores
	Close to stores and it looked safe
	close to stuff
	Close to transportation

# of Responses	27. Why is this your first choice of city or neighborhood?
	It was nice there, everyone had a smile on there face
	It was the nicest complex I visited
	It worked well. Was quiet and peaceful
	It's a good area
	It's a good community, I've heard it was bad but I haven't seen any shooting or anything.
	It's a more familiar neighborhood
	It's a neighborhood I'm familiar
	It's a nice city
	it's a nice neighborhood
	It's a nice place
	It's better out there
	It's clean, and not so many police car sirens
	It's close and convenient and has many stores
	It's close to my family
	It's closer to my relatives
	It's closer to the college I attend
	it's good here
	It's like a suburb
	It's much quieter, less trouble
	It's near Trilogy
	It's nice
	It's on Sheridan road
	Its quiet
	it's quiet and people are friendly and nice and stores are close and close to the train
	It's quite, it's pretty cool, it's no gang bangers and drugs being sold on the corner
	It's quiet.
	It's safe
	It's the area my wife and friends are at
	It's very convenient, everything is nearby
	It's where I'm from
	just want my own apartment
	Just wanted to get my own place
	JUST WANTED TO LEAVE THE NURSING HOME
	Key Transportation

# of Responses	27. Why is this your first choice of city or neighborhood?
	close to transportation and I can get my needs met
	Close to transportation, both he and wife are disabled
5	Close to Trilogy
	Close to Trilogy, close to train, to shopping
	Close to where I used to live
	Close to where I used to live
	Closer to college
	Closer to friends
	Closer to her ex-boyfriend and her treatment
	Consumer was familiar with the city of Evanston
	Convenient
	Convenient
	Convenient
	convenience to grocery and public transportation
	Convenient
	Don't have a car to drive. Market easier to get things.
	Don't know how to get around
	Easy apartment to look at
	Everything around- within walking distance
	everything is conveniently located
4	Familiar with area
	Familiar with area, Quiet environment
	Familiar with Evanston
	Familiar. Family/work industries
	Familiar with area
	Familiarity. I lived in Elgin for the most part since 1985
	Close to my family
	Family in the area
	Family is from there.
	Family lives on the south-side
	Family out there
	Family support

# of Responses	27. Why is this your first choice of city or neighborhood?
	Knew my neighborhood
	Knew the neighborhood, had lived there before, felt safe there.
	Know more people
	Know the area and have family here
	Last apartment
	Less violence
	like it there
	like the activities, and it close to the city
	Like the area.
	Lived there before and liked it.
	Living in neighborhood of choice
	Location
	Location was familiar to me
	Lots of peers nearby
	Lots of resources here
	Medical reasons, and closer to family and easy access to transportation
	Member stated that Zion was the first area that the transition team starting apartment hunting.
	More mixed Ethnicity
	more peaceful
	more people of my race
	More quiet and everything is conveniently located
	More schools, shopping, near family, maybe jobs, and a church.
	More Security
	My apartment is very nice
	My family
	My family
	My family and friends
	My family is here
	My family is in Decatur
	My family lives there
	My family lives there and I am used to that area
2	My hometown

# of Responses	27. Why is this your first choice of city or neighborhood?
	Far away from family, cool living up north
	Far enough away but close enough to Chicago
	Farther away from people
	Financial support from the government
	Floor plan and not crowded living space in the way of the stairs.
2	Friends and family in the area
	Friends and girlfriend are there
	Good bus service, less crime, police patrols
	Good bus service, Police control neighborhood
	Good environment for my son to grow up in
	Good transit and things are convenient
	Great access to needs
	Great transportation
	grew up here
	grew up in northwest suburbs
	Grew up in Pekin
	grew up on Roosevelt
	Had family in the area, more familiar with surroundings, grew up in neighborhood.
	had lived in Wicker park
	High Class Community
	how building
	Hyde Park is a cool place
3	Familiar with area
	I am from that general area, it is not too congested, and it's growing economically
	I believe the area is more safe
	I believe there are better neighborhoods
2	I didn't know any other neighborhoods
	I enjoyed the area
	I feel comfortable in the Highland Park area
	I feel I need it right now
	I feel safe and close to structures

# of Responses	27. Why is this your first choice of city or neighborhood?
	My mom lives there
	My Mom stays in Dolton
2	My mother lives there
	my partner has family that live in Elmwood, IL
2	My sister lives there
	Near Beach & Trail
	Near Hyde Park and by many stores
	Near my son
	Near to my daughter and art related events.
	near Wilson care
	Next to state capital
	Nice apartments
	nice area
	Nice area, lots of things nearby. Ex: restaurants
	Nice place
	Nice place, close to Trilogy
	nicer area& closer to my rides
	No real reason
	ok - south Berwyn is first choice
	One of my first apartments
	part of the town/community that is helping to rehabilitate me
	Peace, stay out of trouble
	Peaceful
	People are really friendly
	people I know
	Places I would like to be
	Public Transportation
3	Quiet
	Real Housing
	Riverdale is near my family's home
3	Safe

# of Responses	27. Why is this your first choice of city or neighborhood?
	I feel safe in that neighborhood
	I grew up here
	I grew up in Chicago northwest side.
	I grew up in that area
	I hang out there a lot
	I have access to resources and I like the community
	I have family that lives in Chicago
	I have family there
	I have lived here most of my life
	I have lived in that neighborhood in the past and knew it well.
	I just like it around here and stuff
	I just wanted a change in environment but I have the perfect place and area in the city.
	I just wanted to move out of the nursing home.
	I knew it was nice and clean
	I knew nothing about the area at the time
	I know a lot of people in Evanston
	I know everybody there
	I know how to get around
	I know people who live in Rogers Park
	I know the area and it's near my family
	I know where things are
	I like Chicago, I was born there
	I like it here, in this neighborhood. It's close to my family.
	I like it there
	I like living here
	I like oak park
	I like the apartment and neighborhood
	I like the city
	I like the Jewel, the pizza place, and the cigarette place.
	I like the location

# of Responses	27. Why is this your first choice of city or neighborhood?
	Safe and gay friendly
	safe and quiet
	safe area
	safe by family
	Safe community
	safe neighborhood
	Safe, clean, etc.
	Safer and more stores
	safety, public transportation
	School
	Social settings
	Subsidized living programs
	Support from friends at church
	That is my favorite place
	That is the area where I am from
	That is where all the kids were I grew up with.
	That is where I lived my whole life.
	That's where I wanted to live, that's where I grew up
	That's where I use to live
	That's where I wanted to live
	That's where I'm from
	The apartments are nice and roomy
	The area I am most familiar with
	The area is more family friendly, not as congested
	The first apartment we looked at seemed fine.
	the lake
	The only city I know.
	the people there are decent, Low crime rate
	The train is much too noisy
	The Williams ACT team showed me that place

# of Responses	27. Why is this your first choice of city or neighborhood?
	I like the neighborhood better
	I like the neighborhood. I want to grow up here.
	I like the north side
2	I like this area
	I like to be on my own
	I lived in Roger's Park all my life
2	I lived there before
	I lived there before I got sick
	I lived there for over 40 years
	I love Chicago
	I moved to Evanston due to landlord issues at a previous apartment
	I that part of the city
	I think it is a good neighborhood
	I think it is nice being away from Chicago
	I thought it was a nice quiet area
	I used to live 10 year ago in Thresholds group home
	I wanted a new area to live
	I wanted to
	I wanted to be close to everything
	I wanted to be close to my family
	I wanted to have been in a new neighborhood, and it's quiet
	I wanted to live closer to my sister
	I wanted to live on the north side
	I wanted to move in South Suburbs
	I was asked to move in
	I was born a resident of Chicago
	I was born and now live in Chicago

# of Responses	27. Why is this your first choice of city or neighborhood?
	This is where I grew up
	This is where I grew up and went to school
	This is where my family is
	Thought it would be a nice neighborhood.
	to be close to home
	To be close to my girlfriend
	To be close to the drop-in center
	To be closer to an Aikido facility
2	To be closer to family
	To be near my girlfriend
	To be near program
	Too many problems too far north that could affect me
	transportation is convenient, close to family
	Transportation, limited health and safety
	Transportation, shopping, and woodfield mall
	urban and relatively safe
2	use to live there
	Very familiar with McHenry
	want to be closer to family
	want to be closer to Threshold
	Wanted a more neighborhood feel and its quieter, not as fast paced as Chicago
	Wanted a new neighborhood
	Wanted to be away from Chicago
	was familiar with neighborhood
	Well, before moving into my apartment, I lived in a nursing home for about 21 months right here in Peoria
	Would like to be closer to friends/family. Feel safer in southern neighborhoods

Question 28 - Some areas do not have enough affordable apartments for the number of prospective tenants who want to live there. Do you have any ideas what would have helped you to explore different and new neighborhoods if your first choice was not available?

Repeats	28. Ideas to encourage new neighborhoods?
	1 bedroom in Uptown
	A car
	a case worker
	A company with relations that has contact with Thresholds
	a higher subsidy ceiling
	A map
	activity resources
	Another apartment...maybe in Rogers Park
	Apartment finder
	areas nearby that were just as good
	Ask case worker for help
	ask caseworker
	Assistance from agency
	Be prepared to reach out for subsidy
	being assisted through Thresholds
	Being more familiar with the city
	Being shown the areas more
	Being taken on a tour would have helped me
	Bellwood could be my area. More towards south or east with family and friends.
	Better public transportation in Rogers Park
	Broader selection
	C4 - Moving on
	Case managers
	Caseworker Heading with search
	central locations near stores

Repeats	28. Ideas to encourage new neighborhoods?
	Keep looking
	Lakeshore Drive due to rent reduction
	Lansing and Calumet city
	Like I say I pretend the north-side at first but the area I live in is fine its perfect
	Lincoln Park / Wrigleyville
	Look around more
	Look at all the apartments, talk to a realtor or property management place to look at every possibility.
	Look for locations, and have strong ties in the communities
	Look online for apartments and address book
	Look to see if family could help find apartments
	Looking in the apartment finder Ads
	Maybe looking at craigslist or exploring places like Logan square
	Money has a lot to do with it. I felt limited by money and living costs.
	More choices
	More help from transition worker, others got choices in McHenry or DeKalb.
2	More money
	More security and less gang bangers
	More sobriety under my belt
2	more time
	Must have an elevator
	My case worker suggested a different neighborhood
	My current place does not pass inspection. It is old house in Evanston and I live on the 2nd floor that is separated from the first. There are squirrels in the attic and mice inside walls. Raccoons come to the balcony to visit me and cockroaches show up sometimes.
	My first choice was already available
	My first choice was the best choice
	My income was not affordable

Repeats	28. Ideas to encourage new neighborhoods?
	CHA
	Champaign / Urbana area, not only for buses and taxis, but for simple transportation to emergency room other than an ambulance
	Check nearby areas
	Checking credit first
	cleanliness
	Close to the EI
	communicate with caseworker
	Condos
	continue looking
	Criminal record limits your options
	Des Plaines
	Don't be picky
	DuPage County
	Family
	Find a bigger place
	Find the neighborhood with low crime and look at the apartments in those neighborhoods on the computer
	First choice was available but my co-worker wanted me to get a cheaper apartment
	Forest Park
	Go through apartment finding agency or newspaper
	Go to offices of apartments that are east on Granville to inquire.
	Go to the apartment people and make a choice about that (apartment finders)
	Going through the newspaper
	going to the library on the other side of Rogers Park to Evanston
	Gurnee is my second choice
	H.R.D.I Reference
	have no idea but I might use a newspaper or the internet
	Have options and neighborhoods explained to her.
	Having a car, having a steady check.

Repeats	28. Ideas to encourage new neighborhoods?
	My supervisor lives down the street and my home is there
	My treatment them
	Near China town
	New area
	Newspaper and Internet
	Newspapers and community services
	Next door to family dollar would be better for roommate
	none, Everything worked for me
2	North side
	not having prior evictions
	not interested in other neighborhoods
	Old Town
	On line info
	One of my case workers at the time.
	Other places on the Northside
	Peoria housing authority
	Places to work
	Proximity to stores and transportation.
	public transportation access, near train, safety
	Restaurants & Stores
	Rogers Park, have a good landlord
	Roseland
	Safer neighborhood
	San Francisco, CA
	Search around. Seek and you find. Pray.
	Section 8 Housing
	See more of the city with case manager
	Show different apartments in same area

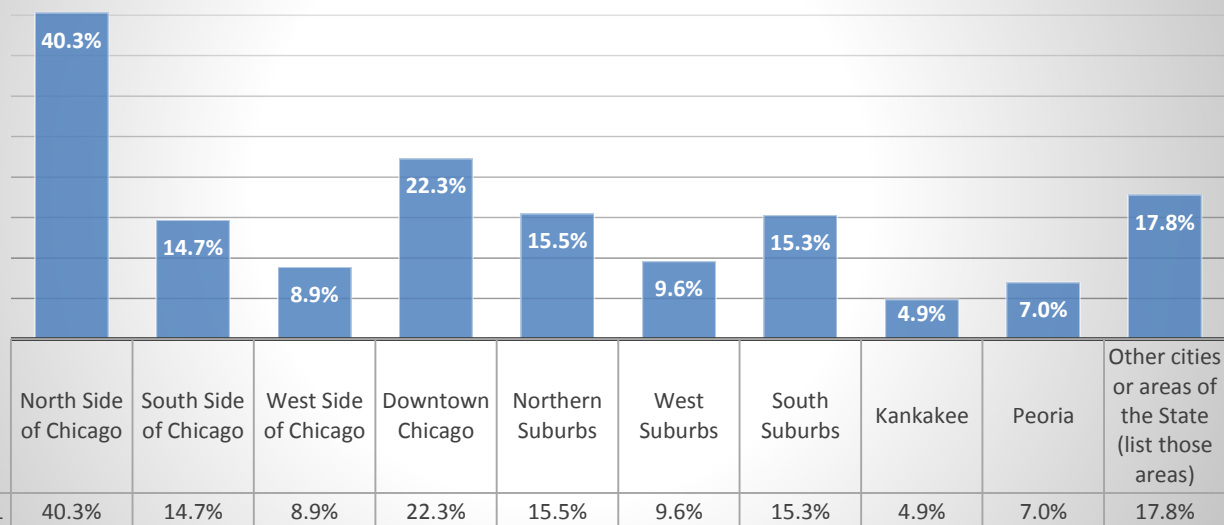
Repeats	28. Ideas to encourage new neighborhoods?
	Having caseworker and supportive service provider (program) explain that the tenant does not need to live w/in a limited area or close access to program. If it were explained to me that as long as tenant is committed to receive services from that program and the tenant is committed to their rehabilitation plan, location doesn't matter
	Having more help from Threshold if I work with them about it
	Having the option to look for apartments on my own
	help from case manager
	Help from thresholds
	Hyde Park
	I also lack a lot of money
	I am currently having this problem
	I could look myself
	I like the place I'm at
	I liked my first choice in Kankakee
	I love my neighborhood
	I searched on craigslist
	I should have looked at more apartments but was told I had a deadline
	I think the newspaper would have helped
	I want to live in Highland Park
	I wanted to live in any neighborhood close to oak lawn
	I would have appreciated more help looking online for apartments.
	I would have kept looking with my caseworker
	I would have kept on trying
	I would have talked with my caseworker
	I would have to go along with whatever
	I would like to move to the Northwest suburbs
	I would look at the newspaper for some more apartments

Repeats	28. Ideas to encourage new neighborhoods?
	Show me more apartments in different areas
	someone got the apartment first
	South or North
	south suburbs.
	Southside of Chicago
	Spaciousness
	Support team
	Take me to look at other nice places.
	Take more time with exploring the area
	Team could have shown me other areas
	The Act team, The Internet. My Fiance.
	the caseworker has ideas
	the companies around the area to get job, I didn't have enough money to pay my bills
	The drop-in center serves people in Lake County
	The Internet
	The safe neighborhood
	The Thresholds workers perhaps
	They don't have enough apartments
	Thresholds mostly only had housing for the North side
	Through Newspaper(apartment listings) and threshold staff
	Too many
	Transition worker could have showed me around new neighborhoods
	Transportation, roommate that drives
	Visit surrounding suburbs

Repeats	28. Ideas to encourage new neighborhoods?
	I would of taken Evanston as my second choice
	I would rather stay in my apartment
	I would rather stay in the same apartment
	I wouldn't want to go anywhere else
	I would've looked in Hyde Park or Woodlawn
	I would've talked to my case manager
	I'd like to be closer to things to do.
	If I went to a different area
	Information
	internet and newspaper
	It doesn't matter, they are all the same
	It would be helpful to know how safe other neighborhoods are.
	It would have been nice to have more options presented at the time I moved out
	just ask my RS
	Just to look for a nice neighborhood

Repeats	28. Ideas to encourage new neighborhoods?
	Visit the drop-in center and see if they like the apartments around the area.
	wait until sometimes comes available where I would like to live
	waiting until something becomes available
	Waukegan apartments
	We never looked in Elmwood
	wish they had neighborhood consultant
	Working with transition team
	would consider
	Yea, sure! Why not stop allowing large corporations from buying up everything and forcing low income out.
	Yes, all places near my sister's home in Des Plaines.
	Yes, consider your personal needs and an area you would be familiar with to choose another apartment
	Yes, I prefer suburbs
	Yes, I wanted to live in familiar place - I wanted to live in Uptown, Albany Park, Lincoln Park, Edgewater, or West Side near UIC
	You move people in a budget housing

29. What areas of Illinois would fit your needs if you could move anywhere? (Check all that Apply)



29. What other areas of Illinois would fit your needs if you could move anywhere?
(Besides the areas listed on the chart above?)

Repeats	29. Perfect Part of the State for you?
6	Evanston
5	Bloomington
5	Champaign-Urbana, IL
4	Waukegan
3	Oak park
2	Bradley , IL
2	Cook county
2	Down south
2	Round Lake
2	Southwest Suburbs
	"Just a different city."
	Bourbonnais/Bradley Grant Park
	California, San Francisco
	Cicero, Berwyn
	Decatur, Illinois
	DeKalb, Illinois
	Des Plaines
	Does not want to leave Kankakee
	DuPage county

Repeats	29. Perfect Part of the State for you?
	Eastside
	Elgin
	Florida
	Gary
	Glendale Heights
	Gurnee
	Highland Park
	I don't like any of the above areas
	I think Elmwood is a northern suburb
	I want to move to Bolingbrook
	Joliet
	LaGrange park
	LaGrange, Berwyn, and Lyons
	Lincoln
	Moline or Rock Island
	Near north
	No Preference
	North Shore /Highland Park/Evanston

Repeats	29. Perfect Part of the State for you?
	Northwest side of Chicago
	Now possible to think about moving
	Rogers Park
	Roselle, Itasca, Wooddale, Evanston
	Schaumburg or Elgin
	South side near & in Beverly, Mt. Greenwood
	Southern Illinois - down by Rend Lake
	Sullivan or Arthur
	Tennessee
	Tucson AZ
	Tuscola
	Uptown
	Villa park
	Watseka
	West/ South loop Chicago
	Wickliffe
	Wisconsin
	Zion or Gurnee. I'm happy where I am currently at

30. Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments in neighborhoods of their choice?

30. Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments in neighborhoods of their choice?

Answer Options

Response
Count

289

answered question

289

skipped question

298

Repeats	30 - Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments
8	They already do a great job.
2	Exceptional
2	More apartment choices
	Work 24 hours daily, even on weekends
	A tour
	Allow married couples to move in together
	Allow them to choose an apartment, but you be their character reference and obtain the apartment for them from the landlord
	Apps
	Ask more questions
	Ask resident what are choice neighborhoods & give them time to choose from more options
	Ask them what needs are most important and how to access services in the area
	ask them what they want
	at the moment the transition agencies are doing a great job
	at this moment everything is ok
	Be assertive, be on top of the whole process
	Better communication
	Better listing options
	Build more apartments
	Bus
	C-4 could spend more time with their clients and prepare them for changes to come.
	Check out more places

Repeats	30 - Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments
	Keep doing the same thing.
	Law that creates more housing set aside for this
	Length of time it took was very long
	Less limitations/more broad spectrum
	Let clients look
	let them have more than 3 to choose from
	Let them know they have equal opportunity to live in the community
	Let them see more than one apartment at a time
	Let us cook at apartment
	Listen to the specifications of the tenant - I was shown all basement apts. when I told Thomas in March "no basement apt or 1st floor."
	Listen to the tenants
	Listen to where people really want to go and then help them finding housing there
	Look at all the available apartments before asking to choose one
	Look at it with me first
	Look for better housing
	Mail Letters
	make sure you look presentable
	Maybe a TV in my apartment
	Maybe the agencies could list items in newspaper
	Member reported that he is satisfied with his apartment and has no comment, or suggestion(s) for improvements.
	More accessible housing for people with criminal backgrounds

Repeats	30 - Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments
	Client and transition worker could sit down with a computer and look at apartments online.
	Come when they are supposed to come.
	consult someone who works for Threshold to ask questions
	Continue the outstanding practices that are currently being engaged in. You cannot improve upon perfection.
	could be near family would be nice
	Do it right already
	Doing Good
	Drive to more locations
	Everyone did a good job.
	Everything is fine
	Expand their showcase of places in preferred neighborhoods
	Explain options more. Talk more in depth about options.
	Explore different communities
	Find apartments on the web
	Find you a way home
	Force legislatures to free up funding for subsidies to those in actual need of housing according to strict regulation. Otherwise, I like the refrigerator boxes best.
	Give more choices
	Give them a look at three choices
	Give them money
	Give them more housing choices and build more affordable housing like Camelot apartments in Decatur, IL - all on one level.
	good - I found an apartment quickly
	Have background checks mostly.
	Have someone help actively look for housing , apartments or garages
	Having Apartment finders/Professionals
	Help find apartments closer to family
	Help more people to afford housing
	Help them choose better places
	Help transition more

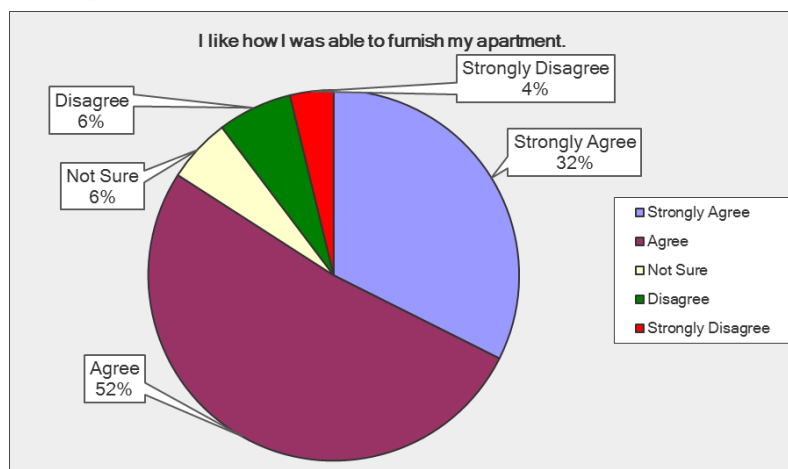
Repeats	30 - Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments
	more one on meetings and contacts
	More options
	More planning time & time to search
	more research
	More resources
	More time for planning & time to search
	More time to look for apartment placing that may be to their liking
	My transition agency has been very helpful
	My transition coordinator did a great job finding my location where I live now.
	Newspaper ads and Housing tools
	None. They are doing a wonderful job
	Not be limited to the county
	On hand spoken for by the staff with monitoring of the tenant
	One on ones in the area
	Only thing I can say, is, it would be helpful to look around at different locations.
	open to internet and other sources than just using agency
	Partner with apartment finders services.
	Patience on the part of consumers and staff
	Please keep up the good work
	Provided a variety of apartments
	Raise the subsidy limit
	Reading newspapers or going to agencies
	Satisfied with transition
	Say yes if you find a place and you like it
	spend more time on looking for apartment, like also go up and down the neighborhood looking for rent signs
	Take them more places
	The agencies are doing a great job.
	The agencies I am with is good. They help a lot

Repeats	30 - Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments
	Helping people find jobs and get drivers licenses.
	Housing Development with section 8
	I am pleased to live in the china town area
	I am satisfied
	I believe the agencies for transition can provide more time to find apartments
	I can't think of anything
	I could introduce him to different places with subsidies.
	I feel they do a good job
	I guess it has to do with location
	I think agencies should have more leverage with relations/ landlords
	I think people should live where they want to.
	I think they did a great job
	I think you're doing a good job.
	I wish you had more time to look at apartments, not waiting to the last minute
	If a person has a background like I have, help them expunge their background.
	Increased or contract knowledgeable workers.
	Insist on seeing more than 1 unit
	It would be helpful if transition agencies could find better neighbor to live in
	it would be helpful to better understand the process of finding and apartment.
	Its fine to me, the participants have to be patient
	just being on top of things and trying to negotiate with landlords
	Just require help to find one

Repeats	30 - Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments
	The agency that I have been working with does a good job
	The person would be able to look at different neighborhoods and apartments
	The waiting period could be a little faster
	They can show members new areas
	They could list apartments on paper
	they could show clients a map of the city
	They need to verify the backgrounds of the landlords, and their emphasis on cleanliness before placing people in their buildings.
	Thresholds
	Thresholds collaborating with other landlords
	time
	To tell the clients about how clean your area of department is and if it's accessible to get to places like grocery stores and churches.
	To try and give people more time
	transition was great for me
	Tuscola, to be close to family
	Varnish the wooden floors. No running in the halls
	Viewing locations based on availability
	Visiting there
	Yes, I feel like the bus driver should tell people more where there are going
	Yes, They have to be on the tenant's best behavior. Every, place, but I was livable, the rest was rundown completely. I just wanted to so much to move. No rehab, no painting in apartment.
	Yes. Take them to neighborhoods to see how all are!
	You can help them with their utilities included in the rent
	you guys did a good enough job

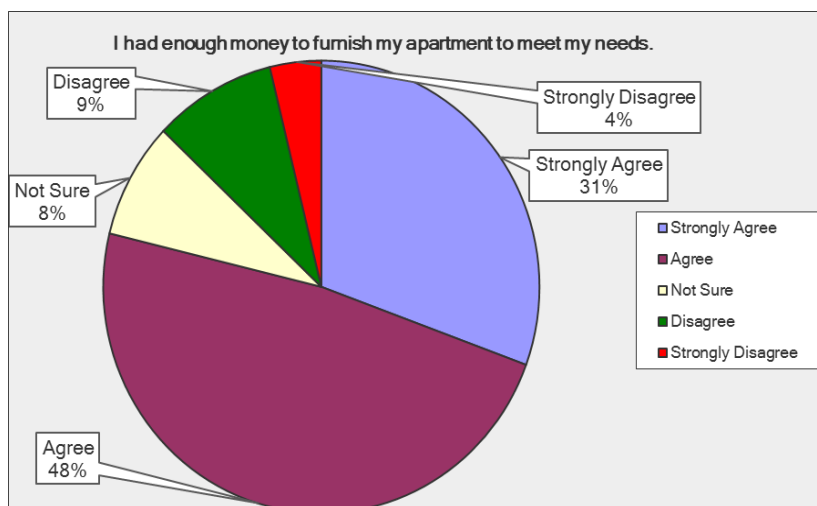
31. I like how I was able to furnish my apartment.

31. I like how I was able to furnish my apartment.		
Answer Options	Response Percent	Response Count
Strongly Agree	32.4%	179
Agree	51.7%	286
Not Sure	5.6%	31
Disagree	6.5%	36
Strongly Disagree	3.8%	21
<i>answered question</i>		553
<i>skipped question</i>		34



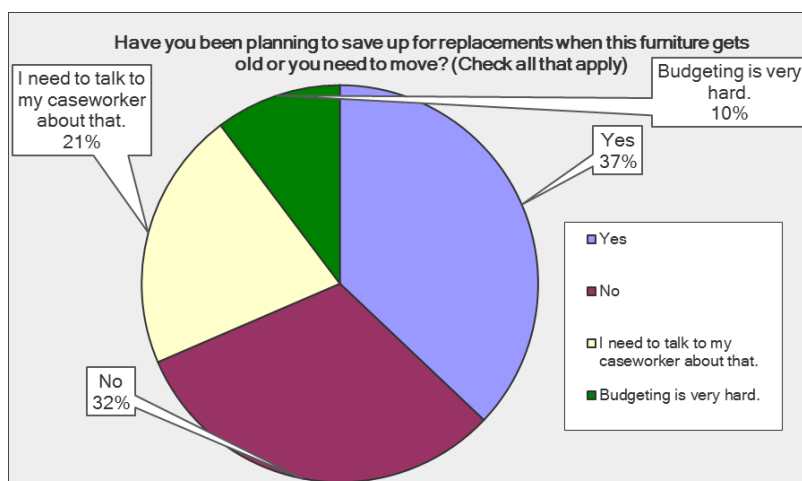
32. I had enough money to furnish my apartment to meet my needs.

32. I had enough money to furnish my apartment to meet my needs.		
Answer Options	Response Percent	Response Count
Strongly Agree	30.6%	169
Agree	48.2%	266
Not Sure	8.3%	46
Disagree	9.1%	50
Strongly Disagree	3.8%	21
<i>answered question</i>		552
<i>skipped question</i>		35



33. Have you been planning to save up for replacements when this furniture gets old or you need to move?

Have you been planning to save up for replacements when this furniture gets old or you need to move? (Check all that apply)		
Answer Options	Response Percent	Response Count
Yes	37.1%	206
No	31.5%	175
I need to talk to my caseworker about that.	21.2%	118
Budgeting is very hard.	10.3%	57
<i>answered question</i>		556
<i>skipped question</i>		31



34. Add any comments or suggestions that will help the state do a better job in setting up and furnishing people's apartments?

Add any comments or suggestions that will help the state do a better job in setting up and furnishing people's apartments?

Answer Options

Response Count

233

answered question

233

skipped question

354

Repeat	34. Comments to help the transition agencies do a better job with furnishing apts.?
	7-8 months is a bit too long to be moved out
	a little bigger moving allowance since I needed 1/2 moving allowance for deposit on rent.
	A TV would be nice
	affordable but first hand
	All agencies should be the same in Illinois
	All is to the state budget for help, like a try
	Ask to first tour some apartments and choose which apartment you may want
	Ask your case worker
	Be able to go to furniture stores
	better selection, better pricing
	By giving me more money
	By talking to the caseworker and the landlord of how to set up my apartment.
	Catholic charities does a good job
	check furnishing for damage
	Coming to see my apartment in a way if I need new furniture
	Counselors did assemble furniture and some TV equipment. The rest I did on my own.
	Did very well
	Do not have crooks that are putting money in their pockets

Repeat	34. Comments to help the transition agencies do a better job with furnishing apts.?
	Just keep up the good work
	Keep doing the same thing.
	Keep it clean
	Let the resident have more say so about the furniture
	Let the tenant pick out the furniture
	Look at all the options of obtaining furniture new or used! Like garage sales, auctions, and second-hand stores too!
	Look for better deals. Do better about meeting client's preferences.
	Make sure the landlord tell about bed bugs up front
	Make sure the workers stop taking our money.
	Make the landlord tell you about bedbugs upfront
	Money management
	More Choices
	More decor
	More help with money
	More information regarding furniture cost and other supplies with low cost
4	More money
	More money, 2,500-3,000 dollars
	More money, better section of furniture

Repeat	34. Comments to help the transition agencies do a better job with furnishing apts.?
	Doing a great job, keep up the great work. It is working fine for me.
	doing good already/satisfied
	Doing it right
	double check mattresses
	Elevator
	Everyone in my situation would be accepting all things given.
	Extra money to refurnish apartment
	Find affordable places to furnish an apartment
	Funding
	Give me cash in my account, so I can buy what I want.
	Give more money
	Good furniture
	Have different places that will furnish apartments on a discount.
	Have more choices
	Haven't got money yet
	Help arrange moving trucks/resources
	Help people furnish their apartments more
	I am moving. I have a roommate now, but am moving out on my own. I am not sure what to do about new furniture.
	I am satisfied
	I am very happy with all the help I have received
	I appreciate the group of threshold
	I didn't have enough money for furniture, I had to use part of my check to pay for my deposit
	I don't like that my furniture is used
	I don't live in an apartment. I have a room in a group home

Repeat	34. Comments to help the transition agencies do a better job with furnishing apts.?
	more money, bigger TV
	More time to set it up
	My furnishings for my apartment was set up fine
	My original RS (Sarah) would not let me get a queen size bed- said it was against the rules which I found out was not true
	Need voucher or money to furnish apartment
	No it is done really well
	No, they do a good job
	not to make anything mandatory, and to allow the resident, client, tenant or patient to decide for themselves the things they may need to have in their apartment for example a bed
	one on one meetings between case worker and residents
	People need more groceries and furniture in apartments
	plans to preserve my current furniture
	Please don't make us pick furniture out of a catalog. Let us see it in person.
	Provide assistance with buying furniture
	Provide more money
	Provide more money to furnish apartment.
	Satisfied with furnishings
	Save your money
	saving money
	Should be able to purchase furniture from catalog or similar to IKEA
	Staff to have extra time to take clients around to look for different furniture
	Stipend was great and really very much appreciated. Thank you. I've put it to good use.
	Take clients to stores, furniture galleries, garage sales and etc.
	Take me to store to choose for myself
	the caseworker does ok

Repeat	34. Comments to help the transition agencies do a better job with furnishing apts.?
	I don't really have any
	I feel it is alright just like it is
	I got a job and bought a new couch. When people get bed bugs they lose their furniture and don't always take care of their problems
	I had a big help.
	I have no problems with the things I have
	I haven't got my money yet I plan to look for a part time job
	I haven't moved yet, I like where I live now.
	I need more funds to purchase kitchen items crockpot, coffee pot
	I need my couch fixed
	I never received My funds card when I moved out of the nursing home. When I found out I had one, it was too late to use it. I was upset about that.
	I personally am very grateful for all the help I have gotten from moving on and bridge. Personal enrichment ought not to be the goal in subsidized anything.
	I think at this point they did a real good job
	I think Catholic Charities did a good service.
	I think tenants should pick out their own furniture.
	I think the state has done a very good job
	I think they already do a great job
	I thought everything was ok
	I will need money to move
	I would have to been able to gradually decorate

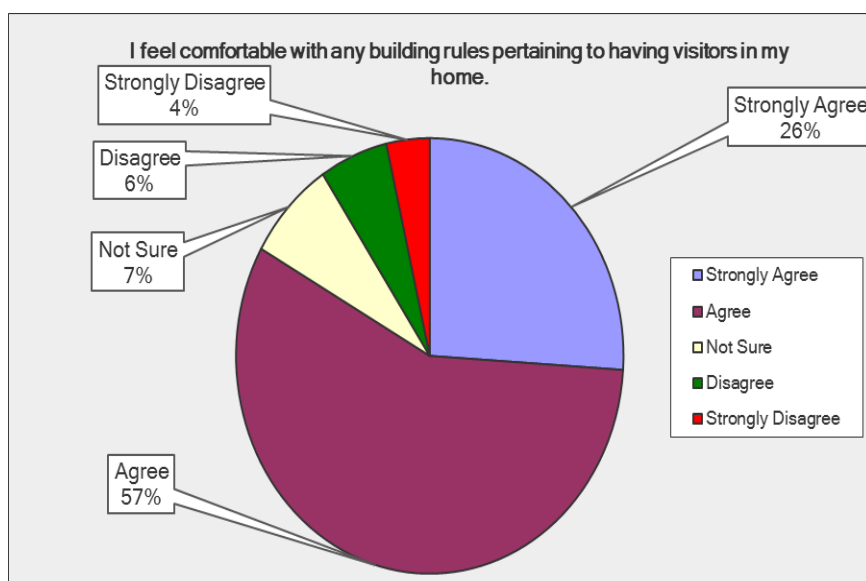
Repeat	34. Comments to help the transition agencies do a better job with furnishing apts.?
	The couch we ordered was out of stock, so we got delivered another one we didn't pick out. It was ruined (with spring's sticking out) in 7 months. Clients should have more choice in furniture companies.
	The furniture is falling apart and I need to replace the couch and chairs. Dresser is a little broken.
	The governor of the state of IL should take an active role in the program.
	The list of necessities has room for improvement
	They are doing a fine job.
	They did a great job for me.
	They did an excellent job with me
	They do a great job
	They do a great job already
	they set it up wonderfully!
	They're doing a good job
	To buy stuff online with the debit card
	To go over furniture with the new lease
	To have money for another couch
	To see the space I have before purchasing furniture- my place got to crowded
	Transition worker need a better log of money spent, and answer all questions from consumers.
	Try to find more stores that would take the voucher
	Use better stores for buying furniture
	wants to know more about sponsors; or additional resources available with housing

Repeat	34. Comments to help the transition agencies do a better job with furnishing apts.?
	I would like to choose my own furniture from my store of choice. The options I was shown were different from what I got.
	I would like the state to help me get a part time job so I could save up money to buy some new furniture,
	I would like to live in a clean house
	If I had another voucher, maybe I could get more furniture.
	If the state could offer more money in the future
	I'm satisfied
	I'm satisfied with what I have but maybe in the future, they could provide more furnishings
	Increase money available to buy furniture
	Increase the amount of stipend provided so quality furniture could be purchased and not replaced. current \$2700
	It's a wonderful program, there's not much more you could ask for. The only bad thing is that some of the money had to be split between furniture and food which was hard to budget
	it's okay

Repeat	34. Comments to help the transition agencies do a better job with furnishing apts.?
	Well I don't need any.
	What they do already is wonderful
	When I first moved in my stove was broken
	Wish furniture could be delivered and a payment plan could be utilized.
	Yes, I need a little help
	Yes, I prefer a bigger TV
	You can take pride in one's opinion and their choice in what they like
	You do a good job
	You do a good job, and the thresholds staff were very helpful
	You do a great job at that even though some furniture was worn
	You are doing a good job

Question 35 - I feel comfortable with any building rules pertaining to having visitors in my home.

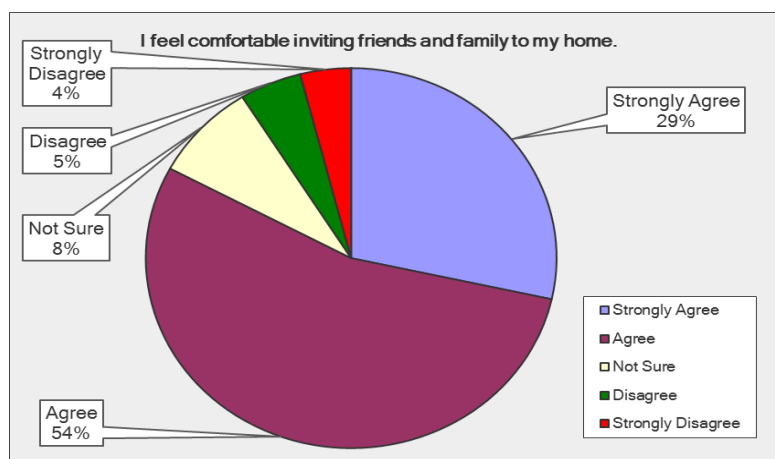
I feel comfortable with any building rules pertaining to having visitors in my home.		
Answer Options	Response Percent	Response Count
Strongly Agree	26.0%	145
Agree	57.1%	318
Not Sure	7.5%	42
Disagree	5.7%	32
Strongly Disagree	3.6%	20
answered question		557
skipped question		30



Question 36 – I feel comfortable inviting friends and family to my home.

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

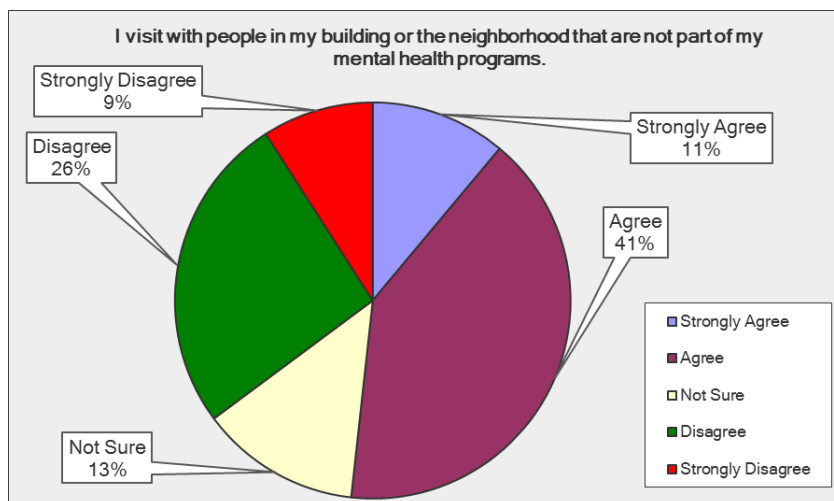
Answer Options	Response Percent	Response Count
Strongly Agree	28.5%	158
Agree	54.4%	302
Not Sure	8.3%	46
Disagree	4.9%	27
Strongly Disagree	4.0%	22
<i>answered question</i>		555
<i>skipped question</i>		32



Question 37 –

37. I visit with people in my building or the neighborhood that are not part of my mental health programs.

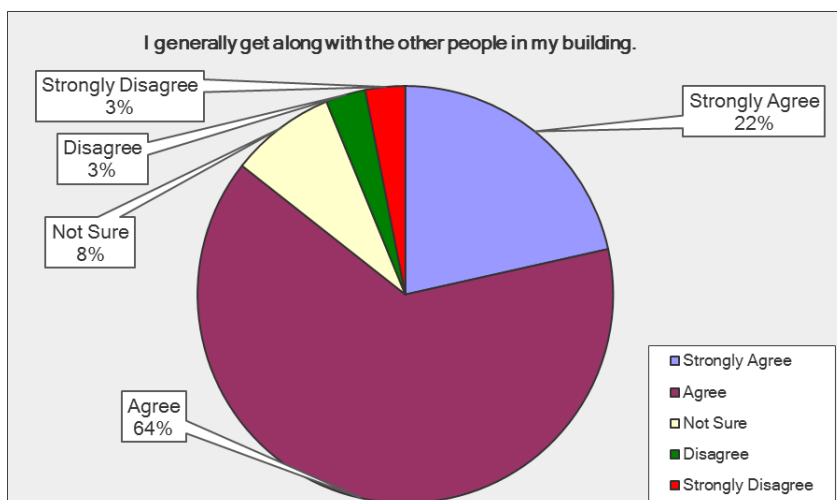
Answer Options	Response Percent	Response Count
Strongly Agree	11.1%	61
Agree	40.7%	224
Not Sure	13.1%	72
Disagree	26.1%	144
Strongly Disagree	9.1%	50
<i>answered question</i>		551
<i>skipped question</i>		36



Question 38 - I generally get along with the other people in my building.

38. I generally get along with the other people in my building.

Answer Options	Response Percent	Response Count
Strongly Agree	21.5%	118
Agree	64.1%	352
Not Sure	8.2%	45
Disagree	3.1%	17
Strongly Disagree	3.1%	17
<i>answered question</i>		549
<i>skipped question</i>		38



39. How could your community support agency help you better in the transition to meet and get to know more people in the community?

39. How could your community support agency help you better in the transition to meet and get to know more people in the community?	
Answer Options	Response Count
	291
<i>answered question</i>	291
<i>skipped question</i>	296

Repeats	39. How could your community support agency help you better in the transition to meet and get to know more people in the community?
	"I guess CAP watch."
	Absolutely nothing.
	Acknowledge them
	Advocate for Skokie as a good village
	Agency have clients take interest survey, have different groups in community plan activities and interact w/ clients, ie. high school students doing art with clients
	Also tell the house
	Always be there for whoever is in need.
	Attend groups
	Be fulfilling to them
	Be more subjective about needs.
	Buy furniture sooner
	By allowing more time to help client talk about social opportunities
	By asking
	By being supportive of me
	By continuing to let me travel on my own.
	By doing more with the property

Repeats	39. How could your community support agency help you better in the transition to meet and get to know more people in the community?
	I have a good friend in the building
	I have been informed how to already
	I have enough friends and family.
	I have no problem with that
	I just go out and speak to as we pass on the street
	I know enough people right now, that's a slow process for me.
	I like to stay to myself
	I moved in during the winter, maybe things will be different this summer
	I prefer to be alone and keep to myself.
	I tend to not want to socialize with too many people in my building
	I think that it's something I need to take upon myself
	I want to maintain myself. Not interested in meeting new people. If I had a car, I'd get around.
	I will do that at my own church and be picked up at the drop-in center
	I wish I had funds to buy zoo and museum passes
	If I can get to different places like the gym
	if I go to groups and hang out in the Beacon

Repeats	39. How could your community support agency help you better in the transition to meet and get to know more people in the community?
	By going to churches
	by having groups or outings
	By introducing you to different people.
	By meeting with the ward
	By showing me around
	By volunteering
	Can't really.
	Church could be more visible
	Community Events
	Community Meetings
	Connecting to different organizations
	Consult
	day programs
	Depends where people like to hang out and meet people. I made friends at my job.
	Design programs for meeting other people
	Doing good already
	Doing great! Keep up the good work!
	don' t want to meet people outside thresholds
2	Drop-in Center
	Drop-in center or new life recovery center has helped a lot with meeting people.
	Everything is fine
	Freedom center
	Friendlier
	GET ME OUT OF HERE

Repeats	39. How could your community support agency help you better in the transition to meet and get to know more people in the community?
	If I had a car, I would be able to go places.
	I'm fine meeting people, but I like to keep to myself
	I'm good just the way it is. I don't need to meet people
	I'm happy with the support I've gotten
	introduce me to other people to know me better
	Introductions
	Invite to events
	it was fine
	Its up to me
	Just get me a phone
	Just go out and say hi
	Keep up the good work
	Let me check out the place before I move in
	Lot applicable
	maybe they could help connect me with people that I could talk to and get advice from
	Maybe to lunch or dinner and socialize
	Meet some of the agreeable neighbors and get to know them
	Meet them on the bus
	Member would like for his support agency to research more community resources/activities to attend.
	More options & resources
	More outings
	More services
	My main community socialization is at the the neighborhood McDonald's
	My social worker helps me with that

Repeats	39. How could your community support agency help you better in the transition to meet and get to know more people in the community?
	Get rid of the drug dealers
	get to explore
	Getting involved and communicate more
	Give me better understanding of such city
	Give them encouragement to get out and about
	Go to activities Trilogy has
	Go to movies and things like that.
	Go to the field-house (gym) to exercise
	Going on more outings
	going to community activities
	going to Riverplex to get membership for the gym, going bowling, taking walks, keeping busy
	Good work
	GPS services may be able to assist in relocation to Malta, IL
	Group Centers
	Group meetings
	Have a closer drop-in center
	have a coffee day
	Have a Community support groups
	Have a discussion
	Have block parties. Have meetings. Keep the community looking alright?
	Have more family and friend's day
	Have more functions. Promote communication.
	have more social events
2	Have parties and get together for the holidays.

Repeats	39. How could your community support agency help you better in the transition to meet and get to know more people in the community?
	Need help getting a new bus card
	Not just focus on mental health, but bring together people of all disabilities
	Not necessary
	not necessary
	not that interested in getting to know others
	Not what I'm trying to do
	Offer free events
	Open more centers like freedom center
	Parties
	Place to meet people
	Property meetings
	Provide more resources for groups
	Re-elect Rahm Emanuel
	Speak up more and speak out.
	Staff has been supportive and encouraging in this area.
	Support us in joining community programs
	Tag along volunteer outings with peers and staff
	Take me places
	Take me to get gym shoes and go to YMCA
	Take me to the grocery store, it's kind of far
	Take us to meet more people
	Taking us in a van ride
	Talk about it at the drop-in center
	talk to them and smile

Repeats	39. How could your community support agency help you better in the transition to meet and get to know more people in the community?
	Having a glee club or social meetings for the members
	Having more groups and offering number exchanges
	Help improve socialization skills
	Help line to a bingo game
	Help me communicate better by being tactful and non-confrontational.
	Help me get a job
	Help me go to church
	Help people find volunteer work or a job.
	Help people get involved in park service activities
	Help to find a new apartment
	Help with transportation to and from events
	Helping me get a job
	Helping them find work in the community
	hold agency community events at a church or community center
	I already go to the drop-in center
	I already have friends in the area, because I'm from here
	I am ok with this
	I am satisfied

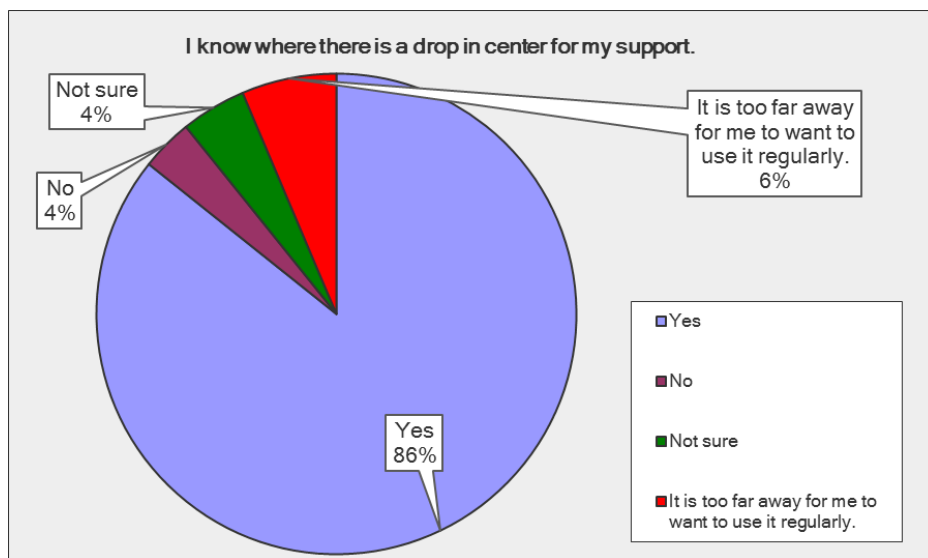
Repeats	39. How could your community support agency help you better in the transition to meet and get to know more people in the community?
	Talk to them, smile
	Tell my case manager that, one of them named Kyan; that as you have me believing that transitioning is an on-going thing, and not just making a move from one stage to another
	Tell them that it's a nice place and I recommend it
	that's up to the individual
	The agency is doing a good job
	The bet way the community support agency could help me in the transition is to help me get to day programs and community reentry programs.
	The drop-in center
	the need was met
	The Resident can get together and throw a house party and visit their friend
	They all really do
	they are already doing that
	They are doing just fine
	They are good at helping
	They can come visit more
	They can help me meet people
	They did a great job
	They do okay
	They give me the freedom to pick my own friends

Repeats	39. How could your community support agency help you better in the transition to meet and get to know more people in the community?
	I am shy
	I can do that on my own
	I could ride the bus more often
	I could use help meeting neighbors
	I do that myself
	I do that on my own
	I do that well on my own
	I don't feel safe in the neighborhood sometimes
	I don't have a computer site. No computer and don't have much experience with such a thing.
	I don't need any support with socializing but other people might benefit from programs at Trilogy.
	I don't really want to know anybody
2	I Don't want to know more people
	I don't want to know people in the hood or building
	I don't want to meet anyone
	I go to school. I've tried to get jobs, but it didn't work out, so now I go to CLC Community College of Lake County.
	You may allow me to explore options that I choose for socialization. Beyond that - no.

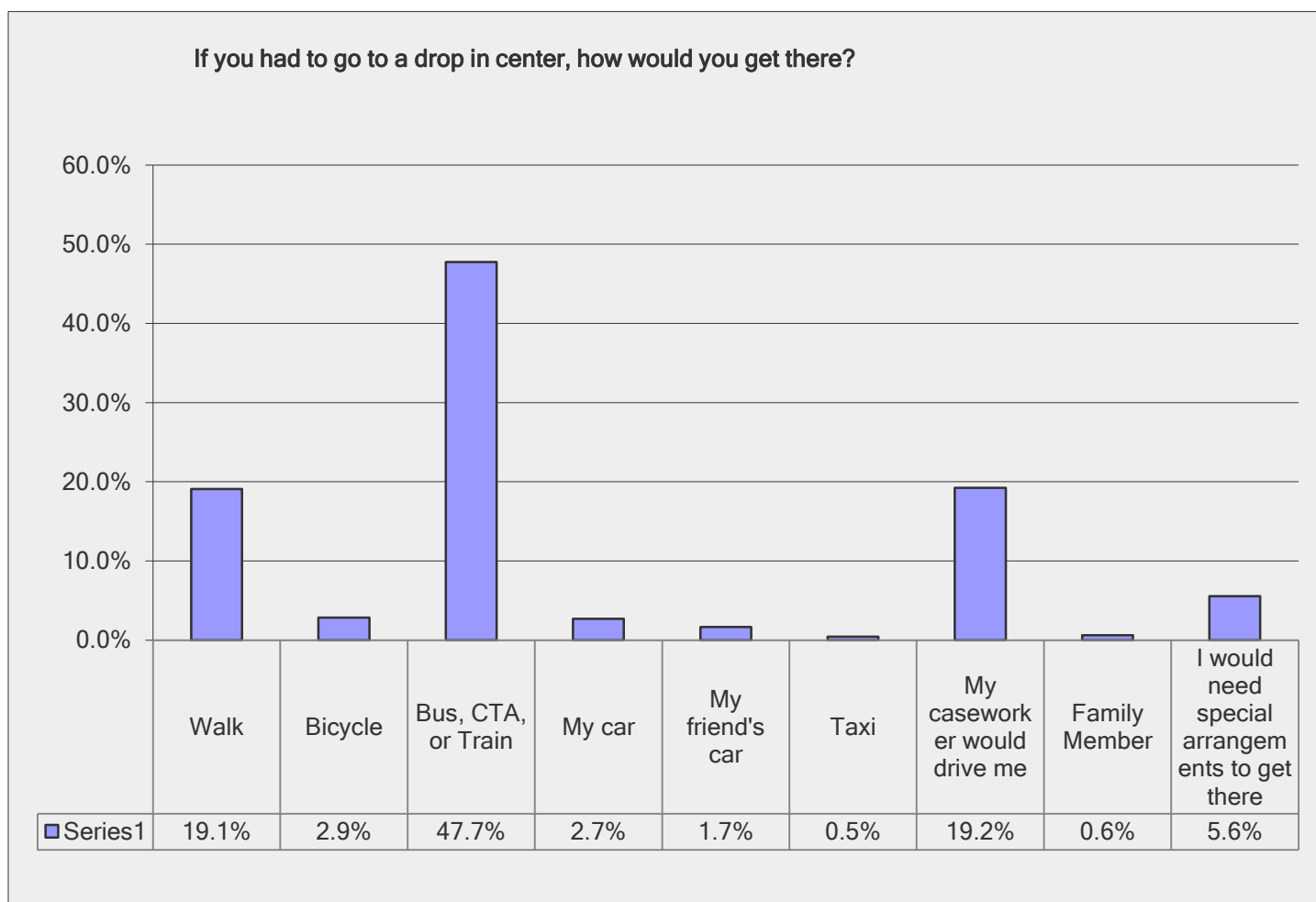
Repeats	39. How could your community support agency help you better in the transition to meet and get to know more people in the community?
	They tell me the names of people they have here
	They're doing a lot already
	to encourage me
	to have more outings- basketball games at Carvers' arena, high school basketball games
	Too many odd people live around me. Too many dogs. No elevator
	Transportation
	Use good interpersonal skills
	Volunteering, coffee shops
	Walking around and seeing people
	Working on communication skills
	Would like to be invited to groups when applicable
	Would like to know where food pantries
	Yes, having job skills
	Yes, I get along well with others
	you have to reach out yourself

40. I know where there is a drop in center for my support.

I know where there is a drop in center for my support.		
Answer Options	Response Percent	Response Count
Yes	85.8%	470
No	3.5%	19
Not sure	4.4%	24
It is too far away for me to want to use it regularly.	6.4%	35
<i>answered question</i>		548
<i>skipped question</i>		39



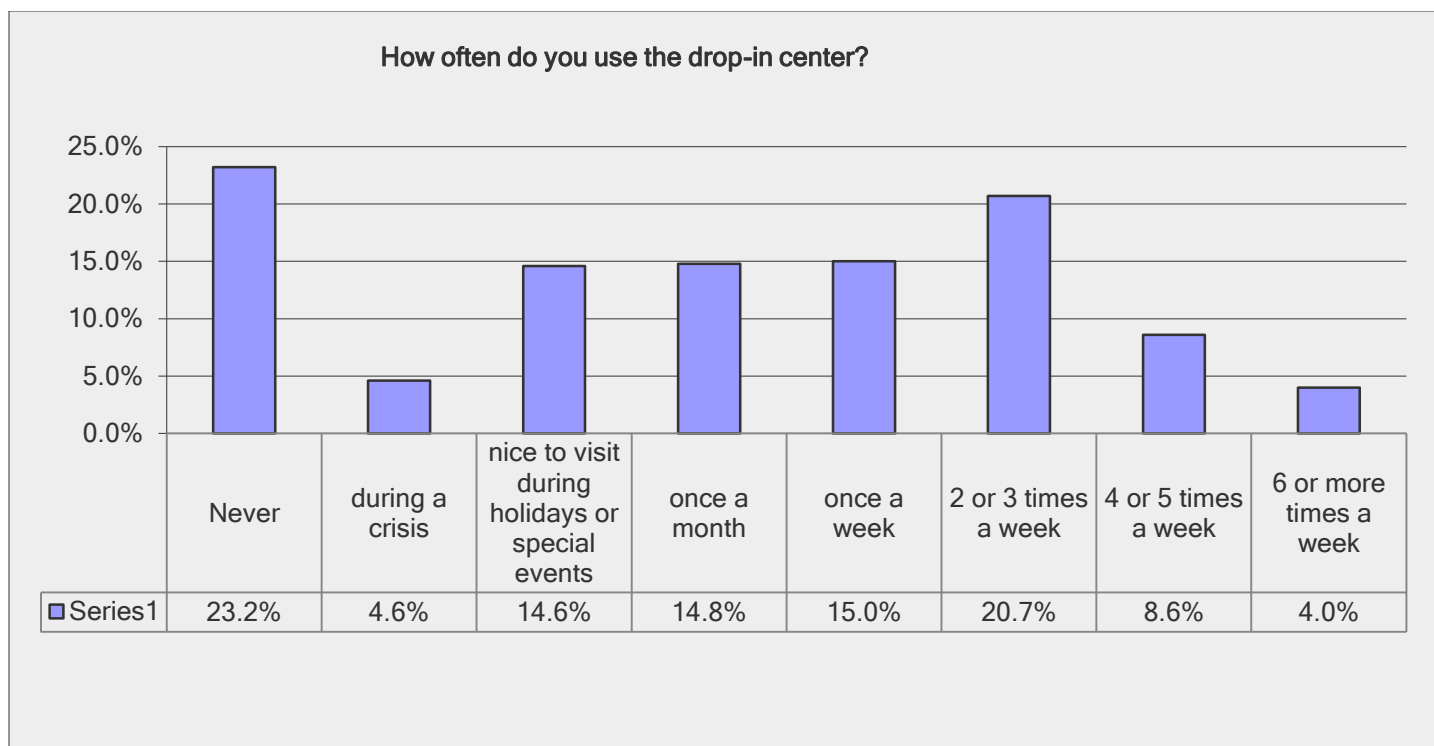
41. If you had to go to a drop in center, how would you get there?



42. How often do you use the drop-in center?

42. How often do you use the drop-in center?

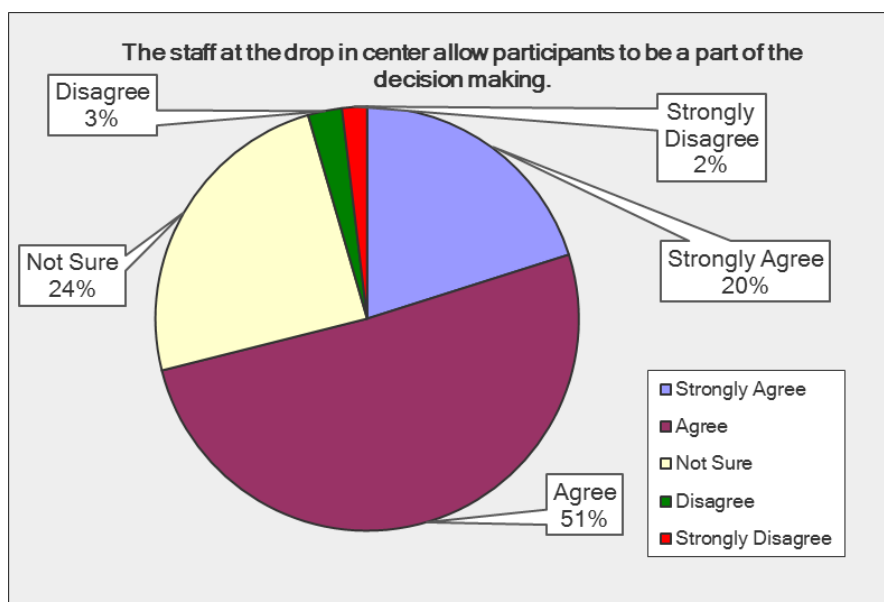
<i>answered question</i>	547
<i>skipped question</i>	40



Question 43 – The staff at the drop in center allow participants to be a part of the decision making.

The staff at the drop in center allow participants to be a part of the decision making.

Answer Options	Response Percent	Response Count
Strongly Agree	20.1%	107
Agree	50.9%	271
Not Sure	24.4%	130
Disagree	2.6%	14
Strongly Disagree	1.9%	10
<i>answered question</i>		532
<i>skipped question</i>		55



44. I find the drop in center and the other members a good resource for me.

44. I find the drop in center and the other members a good resource for me.

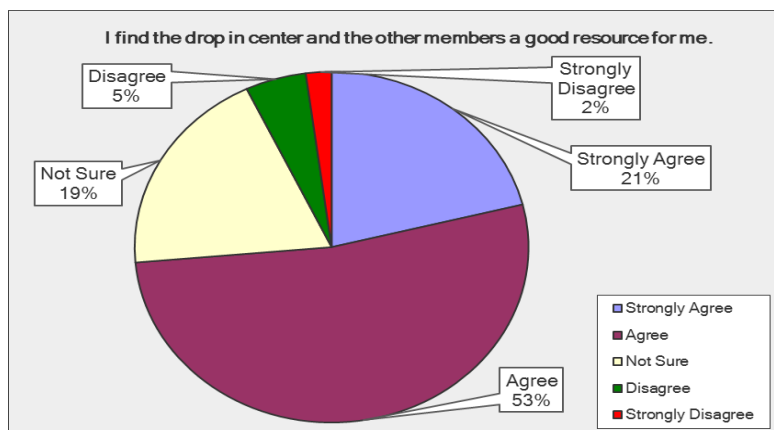
Answer Options	Response Percent	Response Count
Strongly Agree	21.1%	113
Agree	52.5%	281
Not Sure	19.3%	103
Disagree	5.0%	27
Strongly Disagree	2.1%	11

answered question

535

skipped question

52



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

Check the reasons you use the drop in center?

Answer Options	Response Percent	Response Count
It is a place to go during the day	63.0%	277
I like to see my friends there	47.0%	207
I like the activities	48.4%	213
It helps me not be so lonely	50.0%	220
To look for employment	23.0%	101
To eat a meal sometimes	46.1%	203
I like groups & helping others	46.6%	205
Chance to see staff more	39.1%	172
It helps create a routine	42.3%	186
Other Reasons (please specify)		118

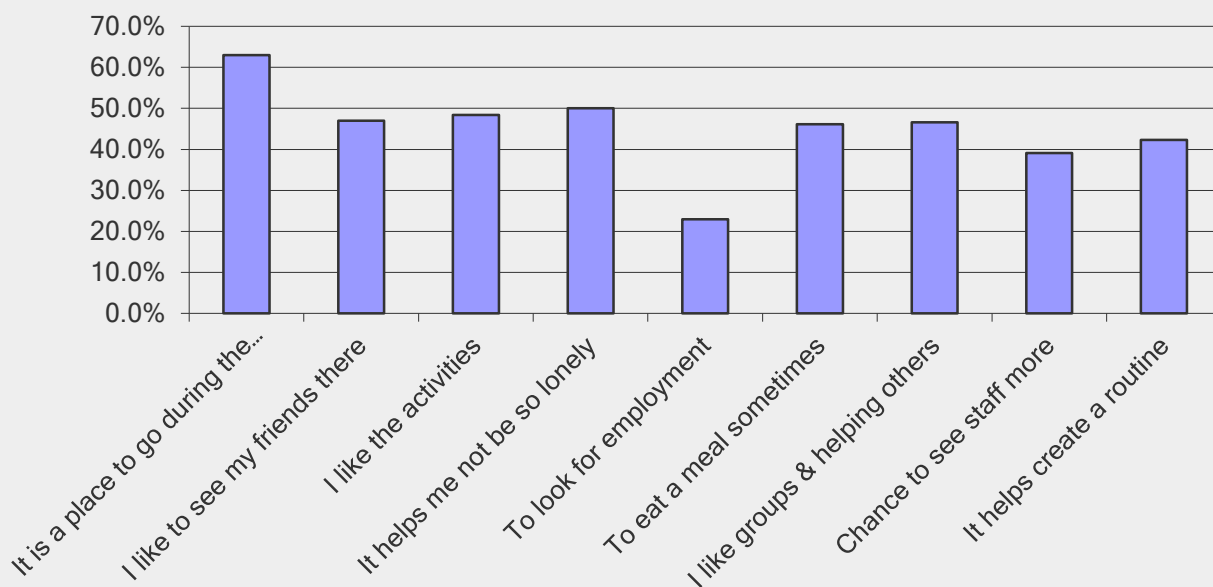
answered question

440

skipped question

147

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



46. Any other suggestions on how to make the drop in center more helpful to you.

Any other suggestions on how to make the drop in center more helpful to you. (Please describe)

Answer Options	Response Count
	254
<i>answered question</i>	254
<i>skipped question</i>	333

Repeats	46. Drop-In Center Suggestions
	It's the best it can get now.
	A good game would be nice, but I can bring my own
	a place to relax and find support
	a pool table
	A variety in the amount of cooked meals. I would like more American food. Vegetarian options.
	Activities with women and meeting women
	Add more maintenance based groups
	Allow me to call someone if I have a problem
	Allow us to be able to establish relations
	Be in groups
	Better access on the computers
	Better crafts and activities
	better enforcement of personal hygiene expectations
	Better food
	Better therapist
	By helping the clients look for employment
	By showing up there
	Closer to my home
	Closer to North Side of Chicago
	College support
	Comb through the staff.
	Come and speak to the manager
	come together and unite
	Computer Instructions
	Could help find better jobs for people if they don't already do that

Repeats	46. Drop-In Center Suggestions
	it's updated which is nice but I'd like it to be less crowded
	Just hang out
	Just knowing the staff will be there.
	Keep doing the same thing.
	Let people live their own lives
	Live Entertainment
	Location closer would be more helpful
	Longer hours
	Lower the noise level
	Make it more accessible
	Make more things. Activities to do.
	maybe a free lunch break
	Member reports that he likes the drop in center and it's helpful. Member reported that he will utilize the suicidal counselor if he feels depressed.
3	More activities
	More activities and events
	More activities and outings
	More cable channels
	More computers
	more days
	More diverse groups
2	More food
	more funding for outings
2	More Games
	More groups
	More groups during the week

Repeats	46. Drop-In Center Suggestions
	Create hours for both weekdays and weekends
	do more sports
	Don't know
	Drugs
	Food
	For the staff to meet with everyone instead of just certain individuals
	G.E.D, Employment resources, Classes
	Games - chess
	get more people involved
	Getting on the van to take me to the program
	Go on more events. They do go on some.
	Go on more outings
	Have competitions (like chess tournaments)
	have different groups in community plan activities and interact w/ clients
	Have groups on job skills
	Have more of a variety in groups. Art
	Have more people like Matt
	Have not been to a drop-in center. I need it to be closer.
	Have tech centers
	Haven't used it
	healthy food, working kitchen, later hours, full time snack shop
	Help find places that are hiring.
	Help with registering to vote
	Hook TV up to headphones
6	I don't go to the drop in center
	I don't know yet
	I like it the way it is.
	I like the drop-in center
	I like the way it is

Repeats	46. Drop-In Center Suggestions
	more groups run by staff
	more high achieving clients
	more hours- early monitoring/ late in evening
	More ladies
	More of a positive attitude
	More recreation
	more seating
	More trips.
	More variety in food choices at the kitchen.
	More visitors from other places
	Move it closer
	need more time
	never been
	No everything they do is fine!
	No, it's a nice new center
	No. It does its job
	Not have to meet with people that I don't like or get along with.
	Oh I go to the freedom 5 times a year
	One closer to me, too far away
	People in charge should listen to valid complaints
	Place one on the Northside
	Play bingo for prizes
	Provide meals and have more outside agency activities.
	Providing transportation
	Reading center, TV, and radio
	Serve lunch
	sometimes I wish It was closer
	Somewhere I can wash my clothes
	staff and clients can make less accusations against me

Repeats	46. Drop-In Center Suggestions
	I like to go on field trips
	I should talk more there
	I want one closer to my apartment
	I will attend more often if they provide transportation
	I will need a staff member to drive me back and forth from the freedom center
	I would go there to get help getting out more
	I would like an art group and while we work we listen to classical music.
	I would like to come to the drop-in center
	If I can get transportation
	If I could volunteer here
	If it was closer
	It is pretty good now
	It would be more helpful if the drop in center could keep residents keep busy and something to do weekly
	It would be nice if it were less crowded.
	It would be nice to have more consistent scheduling.
3	It's fine the way it is

Repeats	46. Drop-In Center Suggestions
	staff to meet with everyone instead of certain individuals
	Switch up activities more
2	Teach how to use computers
	The people are nice.
	to have a wide variety of activities instead of just watching TV
	To have fun groups
	to have more private counseling there
	To know my needs and wants
	to learn new things, to make new friends
	Update the space. Maybe paint. New chairs.
	use the computers more
	Very helpful already
	Yes. What is the proper and effective grievance procedure in dealing with troublemakers?
	You can put an ad in the newspaper so more people can come
	You can stay actively involved

47. Any suggestions on activities or events that you would like to see at the drop in centers that would help you and people transitioning into the community?

Any suggestions on activities or events that you would like to see at the drop in centers that would help you and people transitioning into the community?

Answer Options	Response Count
	247
<i>answered question</i>	247
<i>skipped question</i>	340

Repeats	47. Suggestions for Drop-In Activities or Events
	A computer class.
	a computer room, a reading area, TV room, A snack area, outside smoking area, peer support

Repeats	47. Suggestions for Drop-In Activities or Events
	Learn to ride the city bus. Possibly work somewhere.
	Letters

Repeats	47. Suggestions for Drop-In Activities or Events
	Activities
	art and music
	Be more attentive towards staff about their help.
	Bingo
	Book Club
	Bowling, beach, shopping and assist in decorating apartment.
	bowling, go to a baseball game
	Bulletin Board with open housing
	By going over the activities of daily living.
	Camping, Ravinia, and Taste of Chicago
	can't think of anything
	card, chess, etc...
	chess group
	chess tournaments
	city events
	coloring
	Computer Classes
	computer classes, motivation groups
	Computers
	Continue the outings we go on
	Continue Williams Consent Decree team
	Cooking class, neighborhood walk, trips to museums and zoo's, affordable, all you can eat restaurant, movie theaters, bowling
	cooking classes
	crochet class
	dating group
	DBT,WMR,CBT, trips to museums and other city sites
	Don't allow violent people in
	Don't know
	Don't know

Repeats	47. Suggestions for Drop-In Activities or Events
	Love pizza & computers. Going to go more often.
	Make use of the extra space, maybe a kitchen.
	more picnics
	More Art
	More books
	More cheap outings
	More community outings
2	More computers
	more crafts
	More fun activities.
	more funding for groups like the Williams
	more games/activities
	More get-togethers for clients
	more groups
	More involvement with peers and groups and more creative groups.
	More one on one sessions
2	More outings
	more outings to help get use to the community
	More peace of mind
	More social outings
	More sports games
	More trips and outings: city parks, zoo, etc.
	More trips.
	My drop-in center does everything. Take trips: Lincoln Park, Navy Pier, Shedd Aquarium, and have cookouts.
	I don't use drop-in because of the distance
	No suggestions because I like the way things are now.
	No, I like everything they do!
	No, maybe some more groups
	No, they have various things to do.

Repeats	47. Suggestions for Drop-In Activities or Events
	Drop-in centers always have activities or events. I do not have questions about the drop-in centers.
	Drum Circle
	events are important
	Everything is alright
	Everything is good so far
	Everything is perfect
	Field trips planned by clients.
	Fieldtrips
	Finding employment
	Fine
	formal art therapy groups regularly
	Fun
	games like chess and video games
	Go to more games (Bulls, Cubs, or White Sox)
	Going to more sporting events.
	Groups on cleaning- general apartment care
	Have a moving on fair. Tell people about it through the people who have already moved on.
	Have more money
	Have picnics. Go to Lollapalooza.
	Have walks and BBQ parties.
	Haven't used it
	Hearing other people success stories would be helpful
	Help with park activities and Help with registering to vote
	high school students doing different forms of art with clients- many other groups in community doing activities with client
	How about some real media coverage? No, not news out of the big six corporations - the real fourth estate of the United States.
	How to find an apartment

Repeats	47. Suggestions for Drop-In Activities or Events
	One to one therapy
	outings to sporting events
	Outside sports
	Parties at the park in the summertime
	Play Bingo
	Play checkers
	Play pool
	Playing cards and chess
4	pool table
	Pool table, Ping pong table
	Probably having one person as opposed to six work on any given day
	Probably to find valuable work
	Roller skating and going to restaurants
	Seeing others with jobs that can talk to you about their job
	Set up meetings to speak with people
2	shopping
	Shopping trips, someone to talk to when I'm having problems with other people.
	Social outings, plays, movies, out to eat
	sports
	team and group building
	The events and activities already planned are awesome, trilogy, does a really great job
2	The people are very helpful
	The staff is helpful
	they could introduce more hobbies and board games, stuff like that
	Through groups.
	To get along

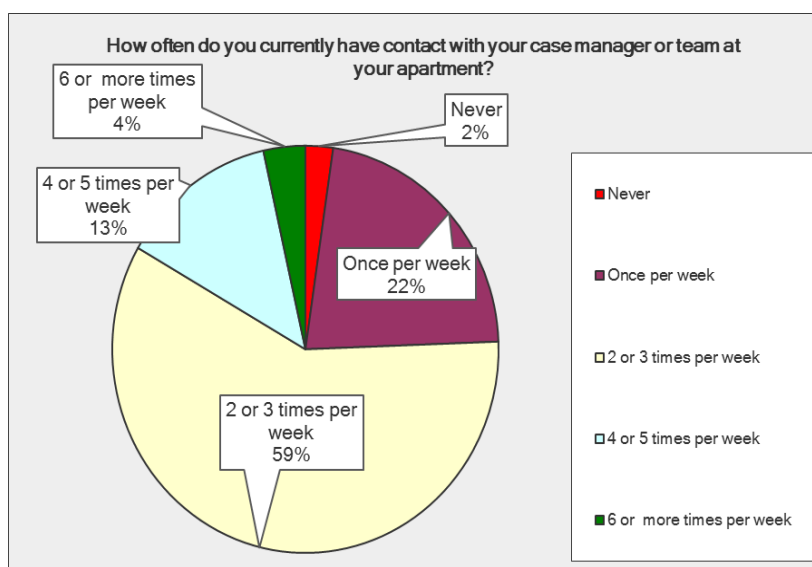
Repeats	47. Suggestions for Drop-In Activities or Events
	I am satisfied
	transport clients all the time
	I like the activities the way they are.
	I like the ideas they have
	I think they should do more outside activities in the drop-in center
	I wish I could have been my own payee
	I would like to have a computer tutoring group. I would like to be able to have food ordered to the drop-in center.
	It is a good place to mingle
	It is okay, they have field trips.
	Karaoke
	Keep doing the same thing.

Repeats	47. Suggestions for Drop-In Activities or Events
	To have fun groups
	to go to weight lifting class and get a job
	To help me learn about computers
	Trips
	If I leave here I never know who might come, like today you came.
	Updated lab computers
	I like arts and crafts. some groups can be about stress
	Very helpful
	Video games, softball
	Watch movies once in a while
	watching movies

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

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

Answer Options	Response Percent	Response Count
Never	2.3%	12
Once per week	22.1%	114
2 or 3 times per week	58.9%	304
4 or 5 times per week	13.2%	68
6 or more times per week	3.5%	18
A different amount (Explain)		48
<i>answered question</i>		516
<i>skipped question</i>		71



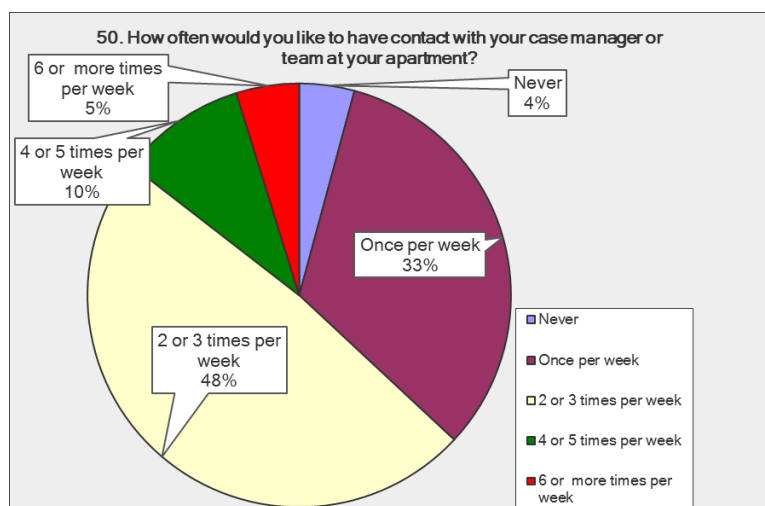
Repeats	48. How often visited at apartment? - Different Schedules
1	Not since I completed two years
1	Irregularly.
1	Doesn't answer my calls
5	As scheduled
1	1 time every year
9	1 per month
7	2 times a month
1	2-3 times/week before the bed bugs; sees them at Trilogy now
1	Maybe once or twice a month, we meet at Trilogy usually

Repeats	48. How often visited at apartment? - Different Schedules
7	2 times a month
1	2x3 times a month
1	2-4 times per week
1	3 to 4 a week
10	Daily
1	It's a group home- someone is there 24/7
1	2x3 times a month
1	Right now that he just moved into new apartment then it will be down to 2-3 times a week

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

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

Answer Options	Response Percent	Response Count
Never	4.2%	21
Once per week	32.7%	162
2 or 3 times per week	48.5%	240
4 or 5 times per week	9.7%	48
6 or more times per week	4.8%	24
A different amount (Explain)		60
<i>answered question</i>		495
<i>skipped question</i>		92



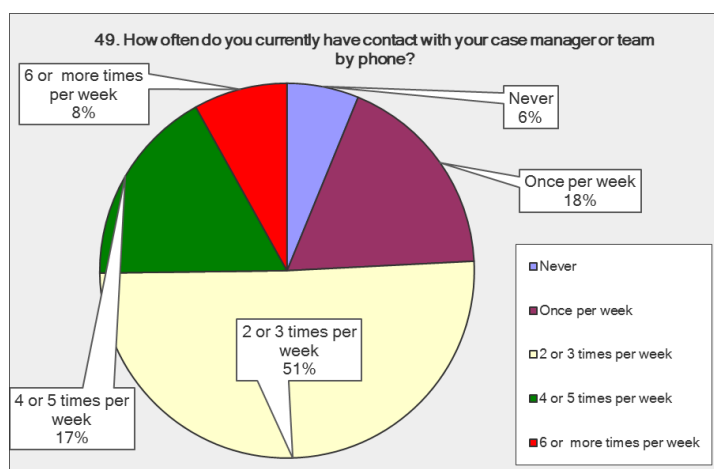
Repeats	50. A different amount (Explain)
1	I call 14 times a week
1	Whenever possible
1	Anytime
7	Daily
1	as much as I need to
1	whenever I need to
1	whenever they need to see me
2	3 to 4 times a week
1	Right now 2 times a week, but want to go to once a week

Repeats	50. A different amount (Explain)
1	As many as they chose. 2x3 a week
4	once or twice a week
1	Monday and Friday
4	Once every two weeks
9	Once a month
1	as needed
6	Varies as needed
4	To be able to call if I need something else. I feel I can call if I need anything else.
3	When there is something wrong in the apartment

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

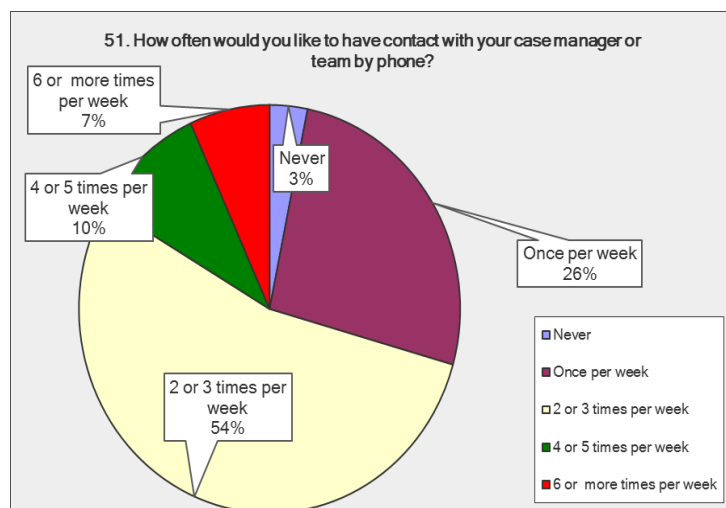
49. How often do you currently have contact with your case manager or team by phone?		
Answer Options	Response Percent	Response Count
Never	6.2%	32
Once per week	18.0%	93
2 or 3 times per week	50.6%	261
4 or 5 times per week	17.1%	88
6 or more times per week	8.1%	42
A different amount (Explain)		40
<i>answered question</i>		516
<i>skipped question</i>		71

Repeats	49. Phone Calls- Details & Other
2	All the time
1	Anytime
1	Staff is always accessible
1	2 or more times a day (to tell them I took my medicine)
1	Medicine Reminders
7	Daily
2	Varies by week- I call if needed
4	as needed
3	I contact her when I need her
1	It Depends on my Doctor grocery
2	2x3 times a month
1	I usually walk to the office
1	I would like case manager to answer my calls
3	1 time per month
1	In an emergency
2	Almost never
2	Sometimes but rarely



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

51. How often would you like to have contact with your case manager or team by phone?		
Answer Options	Response Percent	Response Count
Never	3.2%	16
Once per week	26.2%	132
2 or 3 times per week	54.1%	272
4 or 5 times per week	9.7%	49
6 or more times per week	6.8%	34
A different amount (Explain)		48
<i>answered question</i>		503
<i>skipped question</i>		84



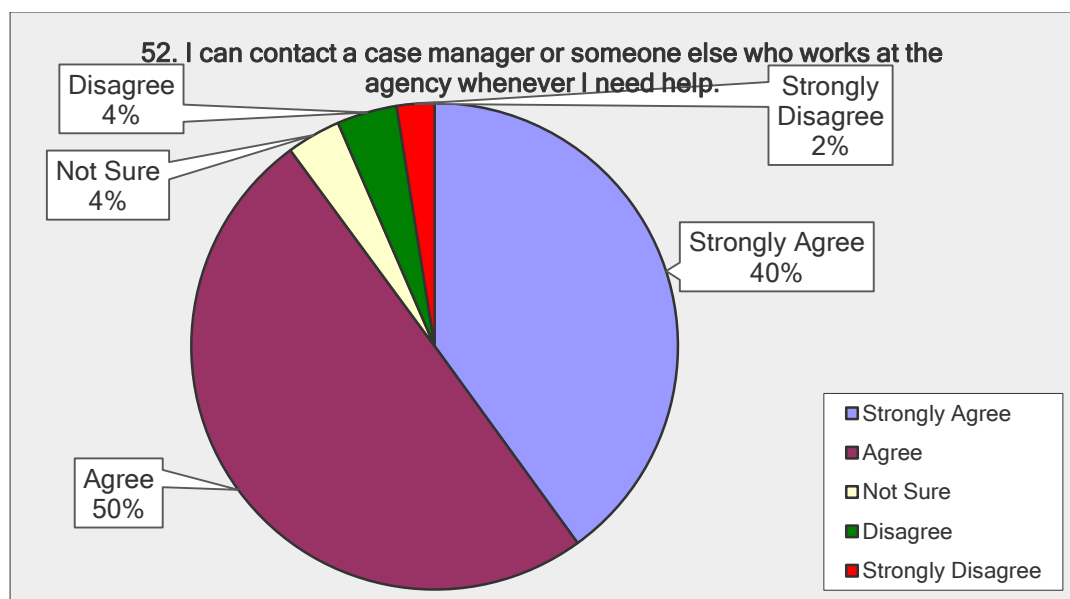
Repeat	51. How often do you want phone calls?
1	All the time
3	Any time I want
6	Daily
1	As many as they chose. Everyday would be nice
1	5X Weekly
3	Every other day
12	As Needed
1	Once or twice a week
1	2x3 times a month

Repeat	51. How often do you want phone calls?
3	As often as the team wants to call
2	once a month
1	We keep good contact
1	When I need something. I want them to answer more often.
2	When necessary for emergency
1	I like how it is
1	I usually walk over here to your office
1	Only if they cannot make a regular visit
1	There are a lot of times where I need to talk to someone

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

52. 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	40.0%	221
Agree	49.9%	276
Not Sure	3.6%	20
Disagree	4.0%	22
Strongly Disagree	2.5%	14
<i>answered question</i>		553
<i>skipped question</i>		34

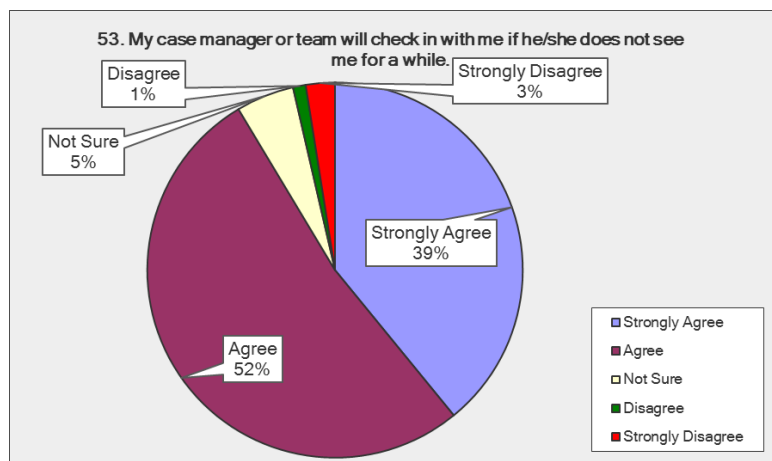


53. My case manager or team will check in with me if he/she does not see me for a while.

53. 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	39.1%	217
Agree	52.3%	290
Not Sure	5.0%	28
Disagree	1.1%	6
Strongly Disagree	2.5%	14

answered question 555
skipped question 32



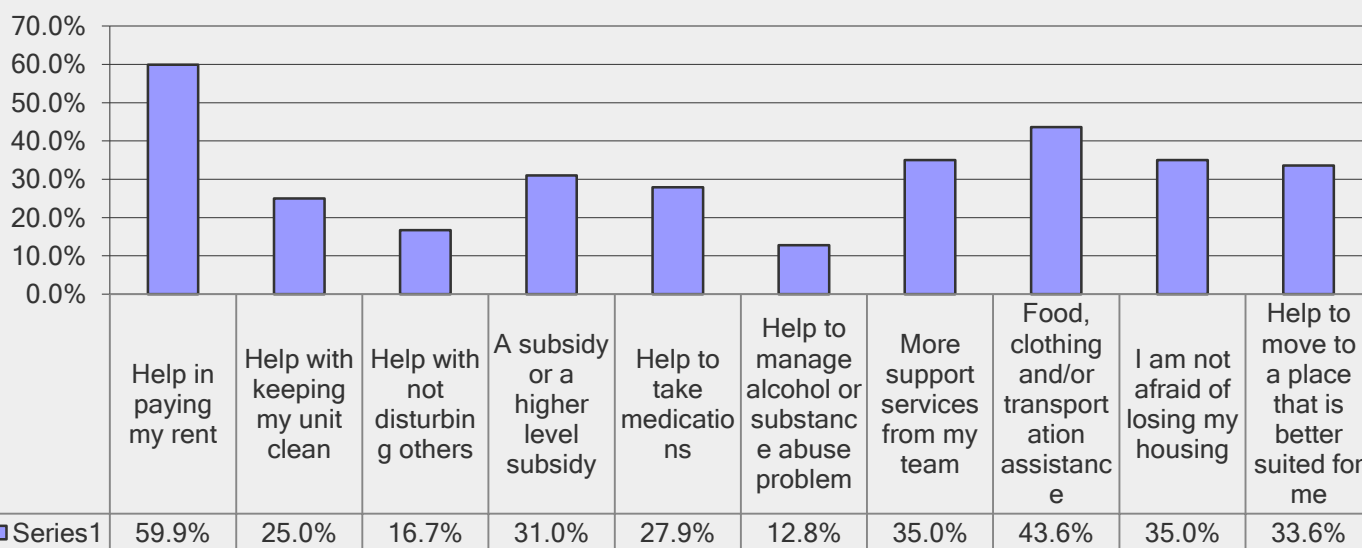
54. If you were to begin to have trouble with your housing, what extra services or supports would be useful to you in retaining your apartment?

If you were to begin to have trouble with your housing, what extra services or supports would be useful to you in retaining your apartment? (check all that apply)

Answer Options	Response Percent	Response Count
Help in paying my rent	59.9%	305
Help with keeping my unit clean	25.0%	127
Help with not disturbing others	16.7%	85
A subsidy or a higher level subsidy	31.0%	158
Help to take medications	27.9%	142
Help to manage alcohol or substance abuse problem	12.8%	65
More support services from my team	35.0%	178
Food, clothing and/or transportation assistance	43.6%	222
I am not afraid of losing my housing	35.0%	178
Help to move to a place that is better suited for me	33.6%	171
Other (please specify)		38

answered question 509
skipped question 78

54. If you were to begin to have trouble with your housing, what extra services or supports would be useful to you in retaining your apartment? (check all that apply)



54. Comments - If you were to begin to have trouble with your housing, what extra services or supports would be useful to you in retaining your apartment?

54. If you were to begin to have trouble with your housing, what extra services or supports would be useful to you in retaining your apartment?
Be supportive of my growth and continue to support me to move on
Everyone is ok
Everything is good
Find a job for additional income
help managing money, help managing medical problems
help with savings
Help, so utilities won't get shut off, including cable.
I am afraid that funding is going to be cut-off and I'm stuck. Due to budget cuts in programs.
I am pretty comfortable
I need my caseworker to drive me to see my psychiatrist and he does drive me when I have an appointment.
I need to know the proper and effective grievance procedures for dealing with troublemakers. Including some neighbors who may or may not be clients of the Ecker Center. Call Police.
I want to live with my parents.
I want to move to threshold supportive housing
I'm compliant with my apartment
I'm not having any trouble with housing
It's hard sometimes
May have to move because bedbugs are an ongoing problem. I like my apartment
More check-ins
More contact by phone
my small income meets my needs
My teams help when I need them
need to be in a walkable store area not like where I am
The elimination of all dogs house in my apartment complex.
They say I don't qualify for a subsidy, But my rent is 1,025, to much
Transportation
Transportation
Transportation for food
Very good with everything

55. What additional services or supports do you think might be useful for you to stay housed?

What additional services or supports do you think might be useful for you to stay housed? (check all that apply as needed services just in case you need it)

Answer Options	Response Percent	Response Count
More nursing time for physical problems	22.2%	56
More medical services for physical problems	41.3%	104
Training to self-administer meds	28.2%	71
More supervision to keep me safe	40.9%	103
More help to monitor diabetes	20.6%	52
Help with giving myself shots	7.5%	19
Other (please explain)		117

answered question 252

skipped question 335

55. What additional services or supports do you think might be useful for you to stay housed?
(check all that apply as needed services just in case you need it)



55. What Additional Services Do You Need?

Access to a therapist or worker to whom i may express concerns

Agreeable land lords

Basically everything is covered

Better insurance

can't think of any

55. What Additional Services Do You Need?

Maintaining clean apartment

more assistance

more education about meds- benefits and side effects

More help with generalized anxiety

more independence

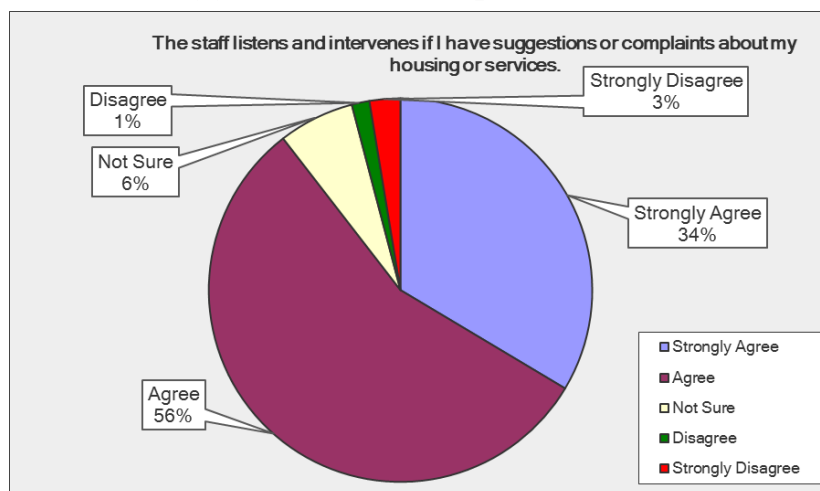
55. What Additional Services Do You Need?
continue with counseling, continue help with passing meds
discount program
Everything is going great. Thank the Lord.
Find closer drop-in centers and services to get to.
Good exterminators
Grocery shopping & finding a job
Good habits
Help getting educational goals met
Help looking for different housing
Help with keeping my apartment clean
housing info
I am alright
I am not worried about losing my housing
I am satisfied
I call nurse when necessary
I do not need any support in these areas at this time
I don't need anything
I don't think I need any more help
I feel my health is fine
I'm fine
Income, everything just fine
intervention with landlord, more involved emotional support
Jobs for everybody
Keep working with me to get a job

55. What Additional Services Do You Need?
More initiative action with staff
More money
More money for food
Need a scooter for DJD
Need new housing
Never had nursing time, what could they offer?
None I have the services I need
Not much else I can think of
Purchasing a bed bug cover
realizing(which you probably do) a patients care/treatment plan
Sect. 8
services are adequate
Someone there to check on me more often
support in my son to keep myself physically& mentally healthy
The help is very stress reliving
The only thing I need is a phone
The service is good
Transportation
Transportation to out of town
Transportation & Rent assistance
unsure
work with doctor and nurse to help with health issues
Working out at the gym

56. The staff listens and intervenes if I have suggestions or complaints about my housing or services.

The staff listens and intervenes if I have suggestions or complaints about my housing or services.

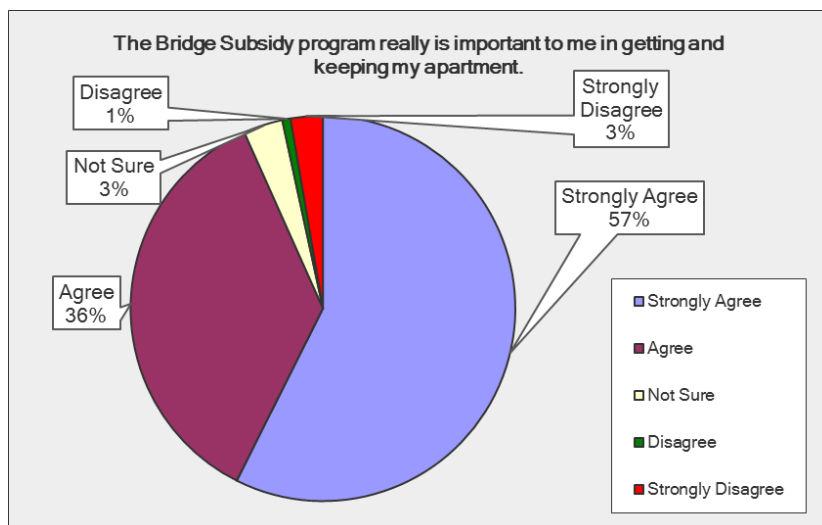
Answer Options	Response Percent	Response Count
Strongly Agree	33.6%	184
Agree	56.0%	307
Not Sure	6.4%	35
Disagree	1.5%	8
Strongly Disagree	2.6%	14
<i>answered question</i>		548
<i>skipped question</i>		39



57. The Bridge Subsidy program really is important to me in getting and keeping my apartment.

The Bridge Subsidy program really is important to me in getting and keeping my apartment.

Answer Options	Response Percent	Response Count
Strongly Agree	57.4%	315
Agree	35.9%	197
Not Sure	3.3%	18
Disagree	0.7%	4
Strongly Disagree	2.7%	15
<i>answered question</i>		549
<i>skipped question</i>		38



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

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
	73
<i>answered question</i>	73
<i>skipped question</i>	514

58. Any Additional Comments?

"I think you should reconsider making people like myself eligible for the subsidy; right now, I am not able to use the subsidy due to my income. They promised me the subsidy, but then they took it away. I pay the full rent for my apartment right now. If I had gotten the subsidy, I would not need to work as hard right now."

"No comments."

58. Any Additional Comments?
A successful program. Becoming stable and constructive.
For the most part, Ecker Center, Bridge, and the Moving On Program have all helped me greatly, not only in securing housing for more than two years, but also getting through some of the toughest psychological difficulties which never made me sick - not for a day in my life, but are a part of the human condition. I want to thank everybody who is or has been involved in the effort and expense to assist and help me when I've asked for help, and for the strong discipline NOT to offer assistance or help when it was not requested. This is as it ought to be in the Mental Health System, if it is to be effective in allowing free Americans to learn again what it means to be civil, law abiding, self-socializing members of our Great Democratic Union, which will stand under the banner of freedom until the earth passes away. So help me God.
Getting a bus card or having assistance in getting to and from Trilogy would really help me from isolating myself so much
How many times do I have to fill this kind of test out?
I am in my third year presently. How Will I sustain housing now that I have been stable for 2 years?
I am just thankful that I can get out of the nursing home. I am glad to be out of there. You have to be appreciative of what you've got, but it was better for me to get out.
I am very happy with my team members. They are very professional.
I am very thankful to be part of this program
I do not receive a subsidy anymore.
I don't really like changing my teams every 2 months. I just get comfortable, trusting, and know how reliable they are and the whole team changes. Trust is important to me as this unsettles me. I wish my staff would have my back more. For instance they'll say I cancelled instead of the real reason diarrhea. And when speaking to management
I feel we should be allowed to pursue our dreams in life, and do what is free, as we are all free in this country.
I just must say thanks so much for this blessing and chance at this wonderful life.
I live in a group home and don't get a subsidy. Some questions did not apply to me.
I Need to find a new apartment by April 30th 2015
I thank God for my team they are very good in the work they do
I thank Thresholds for helping with my Health, Money, and mental illness
I think you have it completely covered. Thank you very much for this extremely timely consideration. It came at a very crucial time in a coming time.
I want a smaller space that is part of thresholds housing, and is more supportive and structured. At the movement I a doing a short term rehab at Margret manor north .I want a structured thresholds unit, if not CHA.
I want to say thank you for the subsidy, and the thresholds team! I would not be able to afford housing or be able to live on my own, at the present time, thresholds is supportive & Fantastic Team- Catholic Charities at well
I would like to thank the Bridge Subsidy Program for helping these last two years. I think it would be more beneficial if you could let people know in advance when they are no longer going to be in the program.
Inform me of rent increase. Is that responsibility of the support services or the client?
It motivated me to move out of the nursing home.
Keep up the outstanding work.
More communication between bridge subsidy staff and clients
More furniture vouchers
More assistance locating food pantries and goodwill
Better drop in centers

58. Any Additional Comments?

More job training (free), in depth continuing education information provided and talked about (explained), transportation training to/from classes, brief courses 1 day or a couple of weeks that can be repeated and offered at regular intervals.

More money and resources from charities

Please help me keep my subsidy, I am not ready to work and my PTSD is still incapacitating

teach people how to be more assertive when problems arise with other tenants in the building; such as not be afraid to report drug use in the building

Thank you

THANK YOU

Thank You All Very Much

Thank you for helping us succeed on our own

THANK YOU FOR YOUR HELP

Thank you so much for helping me to reestablish my place back out in the community. It has helped me get back on my feet of taking care of myself. I am very grateful for all the services available to get me back out on my own. At first, I was not sure it was going to happen, but it did and everything changed and now I have a fresh start in life. Hopefully this great progress will continue. Thanks again! I hope other people can benefit from these services too.

Thank you!

Thankful beyond anyone's imagination!

Thanks

Thanks for this program

The Bridge Subsidy program helped me move from a dependent long-term care facility into a beautiful apartment - thank you!

The program is wonderful and helps me in every need.

The studio apartment located at 6131 is perfect for me. I will never leave the building due to the fact that it is a perfect apartment. In my opinion, it is the best studio apartment in Chicago.

There must be better accounting of original \$2,800 subsidy. I still can't account for \$150. I am a precise person, however I make mistakes. I want and requested a complete accounting report, I got receipts, but they don't add up.

They're doing an excellent job helping all the clients.

Very grateful for subsidy; reports being comfortable

We need more access to furniture receipts for returning damaged items

When are we going to be able to share our apartments for safety reasons, like family?

When Moving, give me a chance to move out of the home. I jumped at the chance of moving. Andy B, owner me 1 of the apartments, one was beautiful on the 9th floor. He didn't want me to move there, he said it was 5 dollars too high. When he showed me another apartment, it was too far off He wanted me to take it but I wouldn't. Then a little later, he showed me this one. It's on the third floor. No elevator, everyone has dogs. He didn't tell me the apartment was full of dogs. He knew I didn't want to be around dogs. I got bitten a dog when I was little. He knew that I am also living around all kind of hays.

You are welcome! And thank you for helping and paying for this place. I feel good about this place. It's like home sweet home. I appreciate all your assistance. God bless America! God bless your places and mine too. Thank God it's Friday! Amen.

Section 3:

Original Printed Survey Distributed to Williams Class Members

Illinois Division of Mental Health

2015 Williams Bridge Subsidy Survey

February 2015

Please do not write your name on the survey.

You are being asked to participate in this 57 short 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.

You will be given two numbers by your service provider.

Question 1. Please list your housing team number and a survey number if there is one.

Housing Team Number:	_____
Survey Number:	_____

These survey numbers help your team know who has completed the survey, but does not give the team your answers. DMH does not know who this number refers to so it is confidential and is only tracking responses at the team level. If you have any questions regarding the survey, please call John Fallon at 312-332-6690 X 21. You may also elect to do the survey online.

<https://www.surveymonkey.com/s/DMH2015>

Demographics: (This info is not shared)

2. Congratulations on maintaining your own apartment! What is the first month and year you moved into an apartment using the Bridge subsidy? _____ Month _____ Year.
3. How many months have you been receiving the Bridge subsidy? _____ Years _____ months
4. What is the zip code of your current apartment? _____
5. What was the name of your former nursing home prior to "Moving On"? _____

Questions about your Housing:

6. Counting your current apartment, how many apartments did you get to look at with your transition team before you chose your first apartment? _____
7. Was that enough visits?
☐ Yes ☐ No
8. Do you share an apartment?
☐ Yes ☐ No
9. Do you prefer to have a roommate?
☐ Yes ☐ Probably Yes ☐ No ☐ Probably No ☐ Do Not Care
10. Why? _____

Respond to your selection:

11. I feel safe in the neighborhood where I live.

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

12. I feel safe in the building where I live.

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

13. The building that I live in is clean and well kept.

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

14. If 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

15. Many communities in Illinois have been hard hit by bedbugs. How has this been a problem for you in your apartment? **(Check all that apply)** ☐ Right now it is a problem ☐ A Problem multiple times

☐ One time was a problem ☐ Never ☐ This is a problem elsewhere in building

☐ Additional Comments _____

16. I feel I can tell my supportive service provider about problems I have with my housing.

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

17. My caseworker explained my lease?

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree ☐ Already Understood Lease

18. My caseworker answered any questions about my lease?

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree ☐ Already Understood Lease

19. Public transportation, grocery stores, pharmacies, restaurants, and parks are easy to access.

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

20. My supportive services provider helps me report any problems I have with my housing.

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

21. I am fairly satisfied with my current housing.

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

22. Housing has helped me to reach my personal goals.

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

23. Add any comments you want regarding your housing:

Neighborhood Choice:

24. I am living in the area that I originally wanted to live.

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

25. I am happy with my current neighborhood choice now.

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

26. What neighborhood or city was your first choice to select an apartment in the state?

27. Why? _____

28. Some areas do not have enough affordable apartments for the number of prospective tenants who want to live there. Do you have any ideas what would have helped you to explore different and new neighborhoods if your first choice was not available? _____

29. What areas of Illinois would fit your needs if you could move anywhere? **(Check all that Apply)**

<input type="checkbox"/> North Side of Chicago	<input type="checkbox"/> South Side of Chicago	<input type="checkbox"/> West Side of Chicago
<input type="checkbox"/> Downtown Chicago	<input type="checkbox"/> Northern Suburbs	<input type="checkbox"/> West Suburbs
<input type="checkbox"/> South Suburbs	<input type="checkbox"/> Kankakee	<input type="checkbox"/> Peoria
<input type="checkbox"/> Other Cities or areas of the State (list those areas) _____		

30. Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments in neighborhoods of their choice? _____

My Apartment's Furnishings

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

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

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

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

33. Have you been planning to save up for replacements when this furniture gets old or you need to move? (Check all that apply)

☐ Yes ☐ No ☐ I need to talk to my caseworker about that. ☐ Budgeting is very hard.

34. Add any comments or suggestions that will help the state do a better job in setting up and furnishing their apartments?

Friends in the Community

35. I feel comfortable with any building rules pertaining to having visitors in my home.

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

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

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

37. I visit with people in my building or the neighborhood that are not part of my mental health programs.

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

38. I generally get along with the other people in my building.

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

39. How could your community support agency help you better in the transition to meet and get to know more people in the community? _____

The Drop-In Center

40. I know where there is a drop in center for my support.

☐ Yes ☐ No ☐ Not Sure ☐ It is too far-away for me to want to use it regularly

41. If you had to go to a drop in center, how would you get there?

☐ Walk ☐ Bicycle ☐ My car ☐ My friend's car ☐ Caseworker would drive me

☐ Would need special arrangements ☐ Other: _____

42. How often do you use the drop-in center?.

☐ Never ☐ during a crisis ☐ nice during holidays or special events ☐ once a month
☐ once a week ☐ 2 or 3 times a week ☐ 4 or 5 times a week ☐ 6 or more times a week

43. The staff at the drop in center allow participants to be a part of the decision making.

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

44. I find the drop in center and the other members a good resource for me.

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

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

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

46. Any other suggestions on how to make the drop in center more helpful to you. **(Please describe)**

47. Any suggestions on activities or events that you would like to see at the drop in centers that would help you and people transitioning into the community? _____

My Housing Support Team

48. 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
☐ A different amount (Explain) _____

49. 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
☐ A different amount (Explain) _____

50. 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
☐ A different amount (Explain) _____

51. 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
☐ A different amount (Explain) _____

52. 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

53. 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 and Additional Support Ideas:

54. If you were to begin to have trouble with your housing, what extra services or supports would be useful to you in retaining your apartment? **(check all that apply)**

- | | |
|---|---|
| <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 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): _____ | |

55. What additional services or supports do you think might be useful for you to stay housed? (check all that apply as needed services just in case you need it)

- | | |
|--|--|
| <input type="checkbox"/> More nursing time for physical problems | <input type="checkbox"/> More medical services for physical problems |
| <input type="checkbox"/> Training to self-administer meds | <input type="checkbox"/> More supervision to keep me safe |
| <input type="checkbox"/> More help to monitor diabetes | <input type="checkbox"/> Help with giving myself shots |
| <input type="checkbox"/> Other (please explain): _____ | |

56. The staff listens and intervenes if I have suggestions or complaints about my housing or services.

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

57. The Bridge Subsidy program really is important to me in getting and keeping my apartment.

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

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.