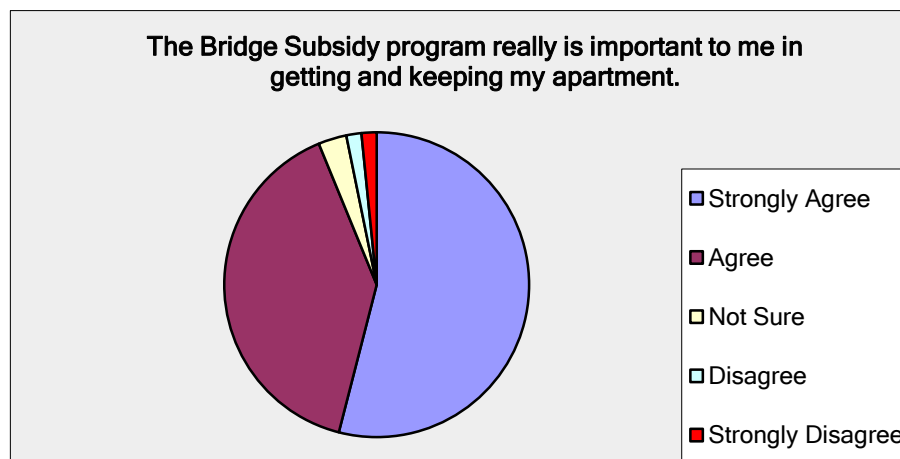




2016 Williams Class Member's Housing and Services Consumer Satisfaction Survey

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

John Fallon
Julie Nelson
9/05/2016



93.8% of Bridge Subsidy respondents to the annual survey agree that the Bridge Subsidy Program is really important to them in getting and keeping their apartment.

I am very grateful to live on my own.
It feels good to have independence.
The Moving On staff are saints and
truly give good support.
There's got to be a level of trust and
honesty.

To be honest is probably my greatest
lesson living alone.

Also, asking for help.

Recognizing warning signs and talking
them out before a hospital is also an
achievement.

Thanks Moving On crew.

I'd love to keep pressing on.

Keep up the great work.

Please help continue to
help us stay in ~~home~~ housing
without ever going ~~back~~ back to
a Nursing Home ever again. And
by helping us to stay out forever.
By not even all of us go back
to one ever again.

I would have been Homeless
without you & your staff's help
And probably Dead

Thank
you !!!

Highlights of the survey:

1. 89.8% of tenants said the Bridge Subsidy program really is important to me in getting and keeping my apartment.
2. 91.5% of people felt housing has helped them meet their personal goals.
3. The data in this report comes from 77 of the 96 teams providing supports to class members in the community. Many teams only serve one or two class members within a larger agency.
4. Despite much work on the part of DMH to educate class members, many class members want to live in the communities where they are used to living. 200 of the class members surveyed live in Rogers Park, Uptown and Edgewater. It remains the most popular request by class members. 275 of respondents' request these neighborhoods as their first choice.
5. More than 60% of those surveyed have been in the community for more than a year.
6. 89.5% of class members preferred to live without a roommate. More residents listed that they were living with a girl/guy friend in a relationship than in previous years.
7. 83% felt their apartment and neighborhood was safe, clean, and well kept. 77% of people are happy with their neighborhood choice. 58% of people interact with others outside of their mental health program in their building and 89.8% say they get along with others in the building.
8. Caseworkers and class members agree very 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 they are available as needed; which is the goal of the programmatic support.

9. 30% of residents never use the drop in center and 40% use them at least once a week. They remain important for some people as an element of their transition. One class member said the following; “The drop in center was important in the past. Now I work and stop by in the morning....”

10. 56.9% of people did not know they were required to apply for subsidies or did not remember about that agreement. 71.4% did not know if they had applied for subsidies or know about this. This is something that will need some further ongoing education for class members in the future. Moving from the IMD is stressful and it is quite likely that many class members will need additional help in understanding and remembering this requirement across time.

11. Of the 8% who transferred to a different subsidy, residents felt it went as well as could be expected although some felt rushed. Others said it took too long. Quite a few were surprised that they had to transfer.

12. Half of those answering the survey question about more support asked for employment services which is new in this survey. This is 189 people. That is a large jump from a year ago. Despite this increase, “looking for work” is not a function that most people identify as an important function or priority for the drop-in center.

13. 130 class members said they might need more medical services for physical problems and 20% need more in home medical support. 103 people also asked for more training to self-administer medication.

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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 November of 2015. 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. The survey was reviewed with DMH staff one question at a time with an attempt to make sure the question elicited the information that was sought. In constructing the survey, the questions were designed to make sure that the following elements of the intervention was included for each class member and to verify that this element of the consent decree was important for the success of the class member. Those 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 February of 2016 and distributed on March 14, 2015. Surveys were accepted thru April of 2016.

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 March 1, 2016. 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.

While teams were always offered the option to have class members enter answers online in three previous surveys, this year a much larger number of teams and class members entered data online. In analyzing data, nearly 100 surveys were not entered past page one and this may have been due to a misunderstanding by class members as to how to advance within the survey screen. Those surveys were not analyzed because there was no data to analyze. In subsequent surveys, more implicit instructions will be given to class members. The remaining data set includes class members from all teams and the error seems to be fairly evenly distributed across the data set.

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 March 14, 2016 to April 1, 2016. The final collection date was extended to June 15, 2016 with a series of additional reminders and outreach. The result was the return of 744 surveys out of potential 1019 surveys distributed to those persons who had transitioned into the community at that time, or a 73.01% response rate. The 1019 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. 1019 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. After identifying that number (1019), the surveys are distributed to the teams and the team leaders with the instructions to distribute the surveys to all of their members. There are shifts between teams and new residents entering onto teams. That may allow some teams to grow or shrink from the time the residents are initially tabulated and when the survey is distributed and administered. This helps explain how a team may have more than 100% of surveys returned.

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 96 teams with Williams' class members, one large team had an extremely low response rate (the initial C4 Team). Otherwise, the sample is likely still fairly representative of the entire class in housing served by these teams.

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 question, 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.

While there were some negative comments, almost all the people who responded to the survey liked their apartment, felt it was relatively safe (some were afraid), and liked the neighborhood they were living in. There were people within the sample that had lived for a number of years successfully in the community. While some might fear that this group is poor historians, the number of years a person was receiving a subsidy and the number of years they were in an apartment were fairly close together. The difference could be accounted for by what month they moved in during a given year.

Two issues of concern identified by newer questions:

1. This was the first year that a larger group of people began to receive new subsidies. More than half of residents did not remember that they will need to switch subsidies and that may require a move. DMH will need to remind people about this requirement in an ongoing way.
2. The number of people from the survey results who are saving for replacement furniture is a little low. This is a subject that could benefit from some ongoing training by case managers for class members.
3. There appears to be a few residents that complained about used furniture that was not their choice? This seems odd considering the emphasis DMH has placed on making new furniture available within their program. This will be reviewed with agencies. This was an issue that may be limited to one agency.

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.

Section 2:

State Level Data and Comments

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

Team Agency	Team Number	Team Names	How many transitioned William's Clients are Served by the team	Total Completed Surveys	% Returned	No Survey Completed
AID	1101	Williams Case Management	3	2	67%	1
Association House	1301	Williams ACT	15	8	53%	7
Association House	1302	Williams CST	17	17	100%	0
C4	1401	ACT	66	15	23%	51
C4	1402	CSTC1	30	25	83%	5
C4	1403	CSU	6	6	100%	0
Cornerstone - Kankakee	1501	Kankakee Williams - Team 1 CST	9	9	100%	0
Cornerstone - Kankakee	1502	Kankakee Williams - Team 2 CST	6	5	83%	1
Cornerstone - Kankakee	1503	Kankakee Williams - Team 3 CST	3	3	100%	0
Cornerstone - Joliet	1504	Joliet Williams Team 1 - SH	3	3	100%	0
Cornerstone - Joliet	1505	Joliet Williams Team 1 - at Family Home	1	0	0%	1
Dupage County	1601	DCHD Case Management	3	5	167%	-2
Ecker Center	1701	Williams	1	0	0%	1
Grand Prairie Services	1801	Williams ACT Team	73	35	77%	17
Grand Prairie Services	1802	Team 2 (Team Split)		21		-21
HHO	1901	Atlantic Team (CST)	14	8	57%	6
HHO	1903	ACT Team	8	6	75%	2
HHO	1904	CSI Team	1	0	0%	1
Heritage Behavioral Services	2001	ACT	18	18	100%	0
Heritage Behavioral Services	2002	CST	3	3	100%	0
Heritage Behavioral Services	2003	Group Homes	4	4	100%	0

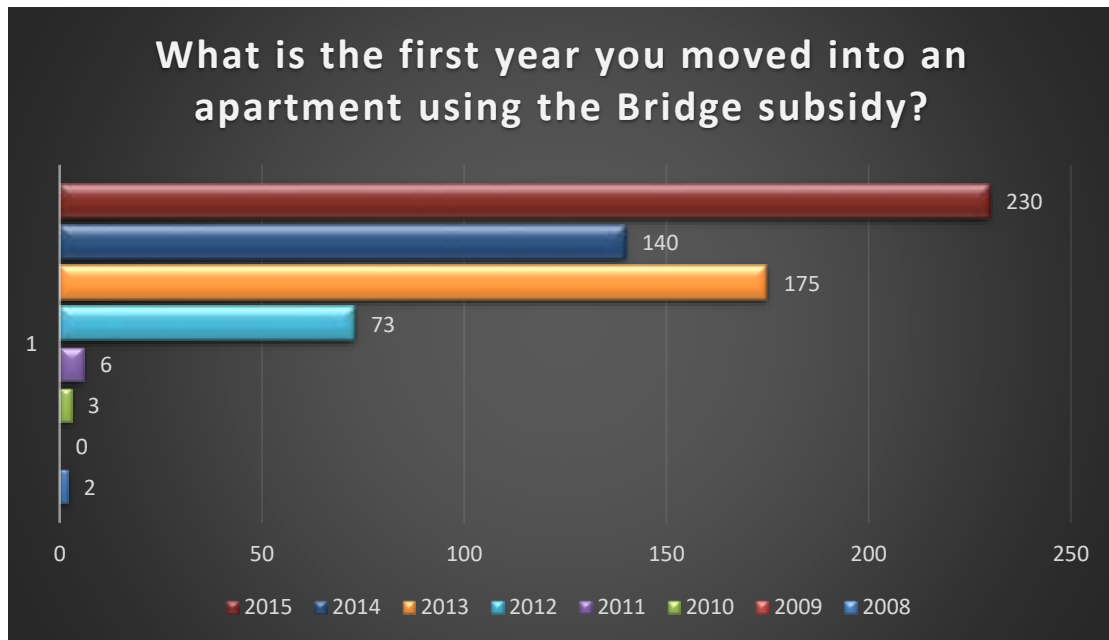
Team Agency	Team Number	Team Names	How many transitioned William's Clients are Served by the team	Total Completed Surveys	% Returned	No Survey Completed
HRDI	2101	William's Team	56	49	88%	7
Human Services Center	2201	Group Settings	2	3	150%	-1
Human Services Center	2202	William's ACT Team	44	46	105%	-2
Kenneth Young	2401	Myer's Place + CST	2	2	100%	0
Kenneth Young	2402	Myer's Place	1	1	100%	0
Lake County Health Dept	2501	Williams ACT Team	51	46	90%	5
New Foundation	2601	Williams Support CST Northfield	7	0	0%	7
New Foundation	2602	Williams Support CST Lake County	10	15	150%	-5
Thresholds	2701	Bridge North Access A CST	16	8	50%	8
Thresholds	2702	Bridge North Access B ACT	13	9	69%	4
Thresholds	2703	Bridge North New Horizons ACT	9	9	100%	0
Thresholds	2704	Bridge North Thrive CST	12	9	75%	3
Thresholds	2705	Bridge North Unity ACT 2	8	3	38%	5
Thresholds	2706	Bridge North Fresh Start	10	10	100%	0
Thresholds	2707	Bridge Central North Dreams CST	13	7	54%	6
Thresholds	2708	Bridge Central North CST 1	4	5	125%	-1
Thresholds	2709	Bridge South ACT	6	0	0%	6
Thresholds	2710	Bridge South CST 2	2	1	50%	1
Thresholds	2711	Bridge South CST 3	19	14	74%	5
Thresholds	2712	Bridge South CST 4	10	0	0%	10
Thresholds	2713	Bridge South CSI	1	0	0%	1
Thresholds	2714	Bridge Southwest ACT 1	11	9	82%	2
Thresholds	2715	Bridge Southwest ACT 2	9	8	89%	1
Thresholds	2716	Bridge Southwest CST	2	3	150%	-1
Thresholds	2717	Bridge Southwest CSI	1	1	100%	0
Thresholds	2718	Bridge West ACT	16	11	69%	5
Thresholds	2719	Bridge West CST 1	7	4	57%	3

Team Agency	Team Number	Team Names	How many transitioned William's Clients are Served by the team	Total Completed Surveys	% Returned	No Survey Completed
Thresholds	2720	Bridge West CST 2	15	8	53%	7
Thresholds	2721	Bridge West CSI	7	0	0%	7
Thresholds	2722	Buffet CSI	1	0	0%	1
Thresholds	2723	Emerge CST	5	2	40%	3
Thresholds	2724	Humboldt House	1	0	0%	1
Thresholds	2725	Justice ACT 1	2	1	50%	1
Thresholds	2726	Justice ACT 2	4	4	100%	0
Thresholds	2727	Justice ACT / Bryn Mawr Apartments	19	18	95%	1
Thresholds	2728	Justice CST 1	13	7	54%	6
Thresholds	2729	Justice CST 3	12	0	0%	12
Thresholds	2730	Kankakee ACT	26	23	88%	3
Thresholds	2731	Kankakee CST 1	2	1	50%	1
Thresholds	2732	Kankakee CST 2	2	2	100%	0
Thresholds	2733	Liberty House	10	6	60%	4
Thresholds	2734	Dearborn Center	7	7	100%	0
Thresholds	2735	Kankakee West House	1	1	100%	0
Thresholds	2736	River House CILA	1	1	100%	0
Thresholds	2737	Mazza House	1	1	100%	0
Thresholds	2738	Calumet Group Home	1	0	0%	1
Thresholds	2739	Bill's Place	1	0	0%	1
Thresholds	2740	NCI CST 1	4	5	125%	-1
Thresholds	2741	NCI CST 2	1	3	300%	-2
Thresholds	2742	NCI Moving On Linkage	0	0	0%	0
Thresholds	2743	Northside Housing CST	15	14	93%	1
Thresholds	2744	North Suburbs CST	10	9	90%	1
Thresholds	2745	North Suburbs CSI	1	0	0%	1
Thresholds	2746	Dincin CSI	1	0	0%	1
Thresholds	2748	South Suburbs ACT	16	11	69%	5
Thresholds	2749	South Suburbs CST 1	10	0	0%	10
Thresholds	2750	South Suburbs CST 2	16	13	81%	3
Thresholds	2751	Woodlawn CST 1	4	4	100%	0

Team Agency	Team Number	Team Names	How many transitioned William's Clients are Served by the team	Total Completed Surveys	% Returned	No Survey Completed
Thresholds	2752	Woodlawn CST 2	4	0	0%	4
Trilogy	2801	ACT 1	5	2	40%	3
Trilogy	2802	ACT 2	25	21	84%	4
Trilogy	2803	ACT 3	25	23	92%	2
Trilogy	2804	ACT 4	3	3	100%	0
Trilogy	2805	ACT 5	2	2	100%	0
Trilogy	2806	ACT 6	7	0	0%	7
Trilogy	2807	ACT 7	13	13	100%	0
Trilogy	2808	CST 1	8	7	88%	1
Trilogy	2809	CST 2	11	9	82%	2
Trilogy	2810	CST 3	25	19	76%	6
Trilogy	2811	CST 4	4	2	50%	2
Trilogy	2812	CST 5	23	18	78%	5
Trilogy	2813	CST 6	4	3	75%	1
Trilogy	2814	CST 7	3	2	67%	1
Trilogy	2815	Recovery Services 1	11	11	100%	0
Trilogy	2816	Recovery Services 2	9	2	22%	7
Trilogy	2817	Recovery Services 3	2	0	0%	2
Total Teams			96	77		Not Returned
Total Class Members			1019	744		275
				73.01%	Returned	

Question 2: What is the first month and year you moved into an apartment using the Bridge subsidy? _____ Month _____ Year.

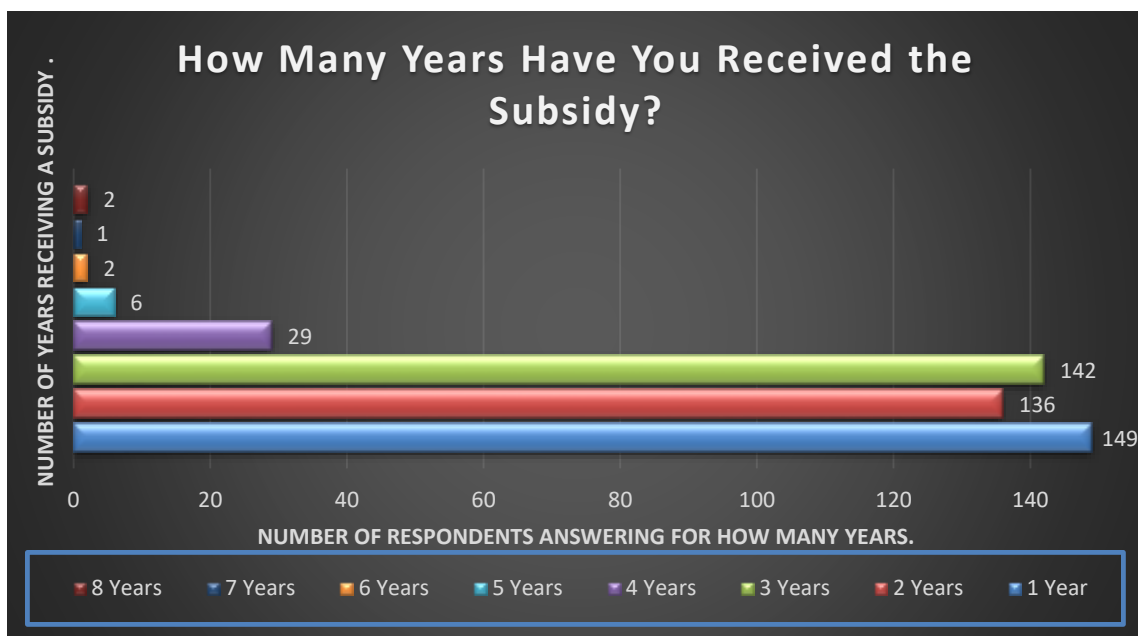
Responses: 629



Question 3: How many months have you been receiving the Bridge subsidy?

_____ Years _____ months

Responses: 644



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

Chart sorted in descending frequency.

Responses: 554

Count	Zip Code	City	County
126	60626	Rogers Park, Chicago	Cook
53	60640	Uptown, Chicago	Cook
38	60901	Kankakee	Kankakee
32	60085	Waukegan	Lake
30	60649	South Shore, Chicago	Cook
21	60660	Edgewater, Chicago	Cook
19	60619	Chatham, Chicago	Cook
18	60202	Evanston	Cook
18	60645	West Ridge, Chicago	Cook
18	60099	Zion	Lake
16	60641	Portage Park, Chicago	Cook
15	61614	Peoria	Peoria
14	60639	Belmont Cragin, Chicago	Cook
13	60411	Chicago Heights	Cook
12	60617	South Deering, Chicago	Cook
11	60803	Alsip	Cook
10	60201	Evanston	Cook
10	61604	Peoria	Peoria
9	60402	Berwyn	Cook
9	60914	Bourbonnais	Kankakee
9	61605	Peoria	Peoria
8	60644	Austin, Chicago	Cook
8	60653	Grand Boulevard, Chicago	Cook
7	60615	Hyde Park, Chicago	Cook
7	60445	Midlothian	Cook
7	62526	Decatur	Macon
6	60625	Albany Park, Chicago	Cook
6	60804	Cicero	Cook

Count	Zip Code	City	County
6	60609	Edison Park, Chicago	Cook
6	60628	Roseland, Chicago	Cook
6	60077	Skokie	Cook
6	61603	Peoria	Peoria
5	60613	Uptown, Chicago	Cook
5	60637	Woodlawn, Chicago	Cook
5	61615	Peoria	Peoria
4	60406	Blue Island	Cook
4	60409	Calumet City	Cook
4	60438	Lansing	Cook
4	60453	Oak Lawn	Cook
4	60302	Oak Park	Cook
4	60304	Oak Park	Cook
4	60471	Richton Park	Cook
4	60636	West Englewood, Chicago	Cook
4	60915	Bradley	Kankakee
4	62521	Decatur	Macon
4	62522	Decatur	Macon
4	62523	Decatur	Macon
3	60459	Burbank	Cook
3	60624	Garfield Park, Chicago	Cook
3	60651	Humboldt Park, Chicago	Cook
3	60056	Mount Prospect	Cook
3	60473	South Holland	Cook
3	60483	Tinley Park	Cook
3	60189	Wheaton	DuPage
3	61602	Peoria	Peoria
2	60632	Brighton Park, Chicago	Cook

Count	Zip Code	City	County
2	60478	Country Club Hills	Cook
2	60458	Justice	Cook
2	60647	Logan Square, Chicago	Cook
2	60505	Aurora	Kane
2	60089	Buffalo Grove	Lake
1	62325	Coatsburg	Adams
1	60620	Auburn Gresham, Chicago	Cook
1	60643	Beverly, Chicago	Cook
1	60707	Elmwood Park	Cook
1	60621	Englewood, Chicago	Cook
1	60646	Forest Glen, Chicago	Cook
1	60638	Garfield Ridge, Chicago	Cook
1	60630	Jefferson Park, Chicago	Cook
1	60657	Lakeview, Chicago	Cook
1	60623	Lawndale, Chicago	Cook
1	60614	Lincoln Park, Chicago	Cook
1	60681	Loop, Chicago	Cook
1	60696	Loop, Chicago	Cook

Count	Zip Code	City	County
1	60714	Niles	Cook
1	60659	North Park, Chicago	Cook
1	60656	Norwood Park , Chicago	Cook
1	60462	Orland Park	Cook
1	60827	Riverdale	Cook
1	60076	Skokie	Cook
1	60622	West Town, Chicago	Cook
1	60172	Roselle	DuPage
1	60015	Deerfield	Lake
1	60088	Great Lakes	Lake
1	60031	Gurnee	Lake
1	60035	Highland Park	Lake
1	60040	Highwood	Lake
1	60045	Lake Forest	Lake
1	60084	Wauconda	Lake
1	60087	Waukegan	Lake
1	62326	Colchester	McDonough
1	60051	McHenry	McHenry
1	60435	Joliet	Will
1	60442	Manhattan	Will
1	60451	New Lenox	Will

Question 5: What was the name of your former nursing home prior to “Moving On”?

Sorted by response frequency

Responses: 718

Facility Name	Frequency
Lydia Health Care	56
Sharon Woods Nursing Home	45
Clayton Residential Home	43
Albany Care	41
Grasmere	36
Greenwood Care	36
Kankakee Terrace	34
Wilson Care	34
Bryn Mawr Care	35
Columbus Manor	31
Lake Park Center	29
Decatur Manor	26
Rainbow Beach	26
Bourbonnais Terrace	26
Central Plaza	24
Thornton Heights Terrace	21
Bayside Terrace	18
Margaret Manor North	18
Margaret Manor Central	17
Monroe Pavilion	17
Sacred Heart	15
Margaret Manor	13
Abbott House	11
Belmont Crossing	9
Aperion	8
No answer	7
Skokie Meadows Nursing Home	5
Ridgeview	1
Chicago Heights Terrace	2
Countryside	2
Kingston Place Nursing and Rehab	2

Facility Name	Frequency
St. Martha	2
Ailden Heather	1
Alden Heath Care	1
All American Nursing Home	1
Aperion Care - Midlothian	1
AYE Care	1
Balmoral	1
Beacon House	1
Woodside extended Area	1
Southview	1
Chicago Ridge Nursing and Rehab	1
Clantan	1
Cral	1
Crestwood Terrace	1
El Paso	1
Evanston	1
Glenwood Healthcare Rehab	1
Grove Evanston, IL	1
Heart	1
Holy Cross Hospital	1
Ingalls Hospital	1
Midway	1
N. Ashland - No nursing home	1
North Aurora Care Center	1
Nowegihe North	1
Oak ridge	1
Oaklawn	1
Pine Crest	1
Rayside Terrace	1

Total

718

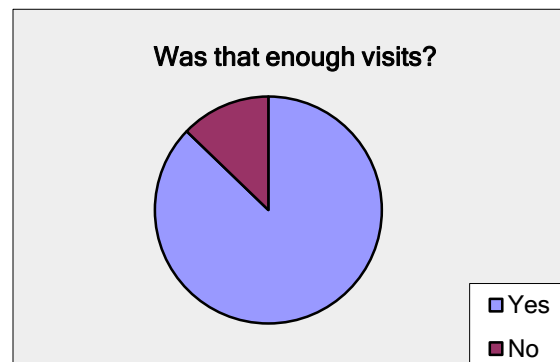
Question 6: Counting your current apartment, how many apartments did you get to look at with your transition team before you chose this apartment?

Responses: 700

How Many Apartments Did you Look at?	Number of Responses
0	27
1	231
2	184
2 or 3	3
3	151
3 or 4	4
4	34
4 or 5	1
5	30
6	7
7	5
8	2
9	1
10	3
12	1
More than 7	1
Many	1
No Others	2
None	8
Don't Remember	1
Live in a group home	1
Parents are landlord	1
Several	1
Grand Total	700

Question 7: Was that enough visits?

Answer Options	Response Percent	Response Count
Yes	87.20%	631
No	12.80%	93
<i>answered question</i>		724
<i>skipped question</i>		21



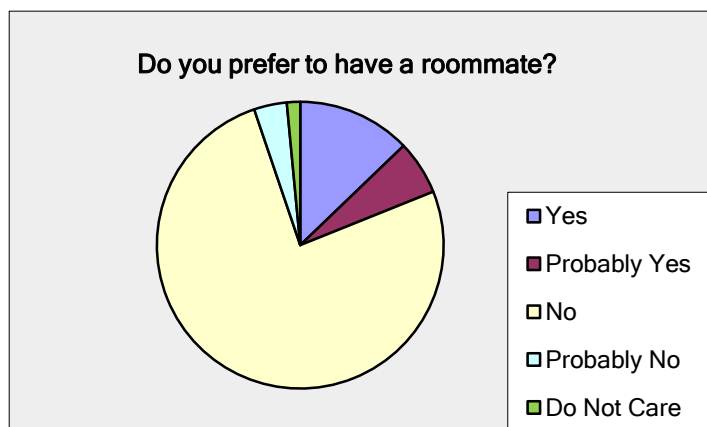
Question 8: Do you share an apartment?

Answer Options	Response Percent	Response Count
Yes	10.1%	73
No	89.9%	653
<i>answered question</i>		726
<i>skipped question</i>		19



Question 9: Do you prefer to have a roommate?

Answer Options	Response Percent	Response Count
Yes	12.8%	94
Probably Yes	6.1%	45
No	75.8%	555
Probably No	3.7%	27
Do Not Care	1.5%	11
<i>answered question</i>		732
<i>skipped question</i>		13



Question 10: Why do you prefer or not prefer a roommate?

Responses: 466*

*Removed responses such as no comment or no answer.

Responses	Frequency
A loner	
Absolutely not, value my privacy	
after 8 years of roommates in nursing facilities I don't want roommates.	
As long as we can co-exist I'm fine with it	
Bc I don't want to cater to someone else and I like my own space.	
Because he is my boyfriend.	
Because I can't.	

Responses	Frequency
Because I do better independently	
Because I don't need one.	
because I don't want nobody living with me if they are not my girlfriend.	
Because I enjoy my Independence and freedom	
Because I have been living alone since I was 17	
Because I like having my own place.	
Because I like to be by myself	
Because I love my partner	
Because I need help with my health. Just in case. I'm by myself. I have a 2-bedroom apartment can I have a family member live in?	
Because I need the support of my fiancé	
Because I sleep and eat at different times	
Because I want my girl to live in there	
Because I want my own space and it's easy to live alone. It's more accommodation that I have to take care of if I have a roommate.	
Because I would be happy being by myself	
Because I would like one by myself	
because I would prefer to be alone	
Because it starts trouble	
Because of my mental illness (condition)	
Because of my mental illness I have to be alone	
Because of the rules	
because that's my boyfriend	
Because they can be messy.	
Because they take things from me	
Because your roommate can help in emergency	
Being alone there's nothing to do.	
Better living alone	
Better living conditions	
Better single	
Boyfriend	3
can't afford	
can't get along, like privacy	
Cause I would rather live by myself	
cheaper	
Chose not to say.	
Client had bad luck living by himself. He gets lonely also	
Client likes her privacy.	
clt prefers to live on his own likes to be independent and happier having own bedroom	
Companionship and to make ends meet	
Company	6
Consideration of other tenants	
Conversation sharing	

Responses	Frequency
Currently living with fiancé	
Depending on them come and go as they please	
Depends on circumstances	
Didn't like roommates in nursing home.	
Disagreements on space	
Do not like living alone	
Do not want a roommate	
Do not want to be responsible for other people	
Does not make any difference	
doesn't want one	
Don't feel the need	
Don't need a roommate; don't want to have to clean up behind nobody.	
Don't think I need one	
Don't want a roommate.	4
Don't want a stranger living with me	2
Don't want anyone to be nasty	
Don't want nobody there with me	
Don't want someone telling me what to do in my house	
Don't want things stolen.	
Don't want to be alone	
Don't want to be bothered	
Embraced having own space and independence	
Enjoy living alone	2
Feel better about myself	
Feel better living alone	
For company	
For less anxiety issues	
for privacy reasons	
Get lonely sometimes	
Girlfriend	
God bless man with his own	
Good company	3
Have somebody to talk to, keep me happy	
Have someone to talk to	
Having a roommate would not be helpful	
He helps out with the housework	
He my fiancée	
Help with the cleaning. Share expenses	
He's my husband and I love him. I need him.	
Husband	
I always like staying by myself. Its something that im use to	
I am a private person	
I am embracing living on my own with my pet, Rocco and are enjoying my independent living.	
I am ok by myself	

Responses	Frequency
I am used to having my own space	
I believe every man sits under his own fig tree	
I can concentrate on school and have peace and quiet	
I can't live by myself. It has to be somebody I get along with. I don't fully get along with my current roommate. I'd rather have a separate room.	
I do better alone. I need to be alone.	
I do not like crowded places	
I do not mind if I need to	
I do. My spouse	
I don't like guys	
I don't like people invading my space.	
I don't like roommates	2
I don't need anyone else's problems to deal with, I need only to work on me	
I don't share well	
I don't want a roommate to prevent issues	
I don't want no stranger in here, they are scary	
I don't want nobody in my business. I'm a private person	
I don't want to be bothered	2
I don't want to have polite conversation	
I enjoy being by myself	
I enjoy living alone	3
I feel better safe sometimes	
I feel I'm responsible enough to live on my own	
I feel safe	
i get lonely	
I had a roommate for 1 1/2 years through the program's first half, we tended to not get along well. I like my privacy.	
I have a large dog and need extra room	
I have embraced living alone and finding out I have been very successful living alone.	
I have had roommates for the last 8 years.	
I just don't	
I just don't want one.	
I keep erratic hours	
I like being alone	2
I like being by myself	3
I like being independent. I have certain ways I clean and care for my apartment, myself, as well as my pet.	
I like being myself	
I like being on my own	3
I like company	
I like having my own space	
I like having privacy	
I like isolation	
I like it better by myself	

Responses	Frequency
I like it quiet	
I like living alone	14
I like living by myself	3
I like living independently	
I like living on my own	2
I like my independence	2
I like my individuality	
I like my own privacy.	
I like my own space	3
I like my own space and I have bad experiences with roommates	
I like my personal space	3
I like my privacy	15
I like my privacy and I live my independence	
I like my privacy and independence	
I like my privacy unless it's family	
I like my privacy; something could go wrong from a financial standpoint	
I like my space and being single.	
I Like my space and haven't found a girlfriend I would like to live with.	
I like my space and independence	
I like my space.	2
I like the company	
I like to be by myself	2
I like to be by myself. Also our personalities might clash	
I like to be independent, by myself	
I like to be myself, If and have visitors	
I like to be on my own	
I like to have company	
I like to keep to myself	
I like to live alone	6
I like to operate my household without conflicting opinions on how to do so.	
I like to take care of myself	
I lived in very close and busy quarters with others at Clayton, my own small room though, and it was one of the worst most abusive and neglectful experiences of my life!	
I living by self	
I love having my own place	
I might not move	2
I moved into a supervised living facility and there was only one unit available.	
I need my space	
I need privacy	
I need space to be alone	
I never had my own apartment and i like staying by myself	
I prefer a studio for just myself	
I prefer living alone	7
I prefer living by myself and having a roommate is like being in the nursing home.	

Responses	Frequency
I prefer my own	
I prefer my own space	2
I prefer to live alone at this time	
I prefer to live by myself. I'm used to living by myself. I like it.	
I think it would trigger my symptoms	
I value my privacy	
I want my independence	
I want to live alone	
I want to live by myself	3
I will like to marry someday	
I would be helpful to share expenses and wouldn't be as lonely	
I would like to share apartment only if I were married	
I would only want a roommate if it was a friend or family member.	
I would rather live alone and space	
I would rather live alone. I have many eccentricities	
I would save more money and able to decorate my apartment	
I would want the roommate to be one of my friends	
I'd enjoy having someone to keep me company.	
I'd gave to know and trust them	
I'd rather be alone	
I'd rather deal "only" with my issues	
If I had a roommate, I might have to worry about them drinking or doing drugs, and not paying their share.	
I'm a private person	
I'm a very private person, I like my space.	
I'm busy	
I'm comfortable living with myself.	
I'm cool by myself	
I'm Fine on my own	2
I'm living in a house	
I'm not sure	
I'm single	
I'm trying to be selective	
I'm undecided	
I'm very independent	
Independence	4
It can cause a lot of trouble. i like living alone	
It really depends on knowing the person before	
It's a compatibility issue, aside from a spouse, a roommate would not be beneficial	
I've experienced rooming on a college campus and I prefer housecleaning and laundry by self	
Just don't want one	2
Just enough room for me. First time alone, feels like heaven	
Just me and Keenan	

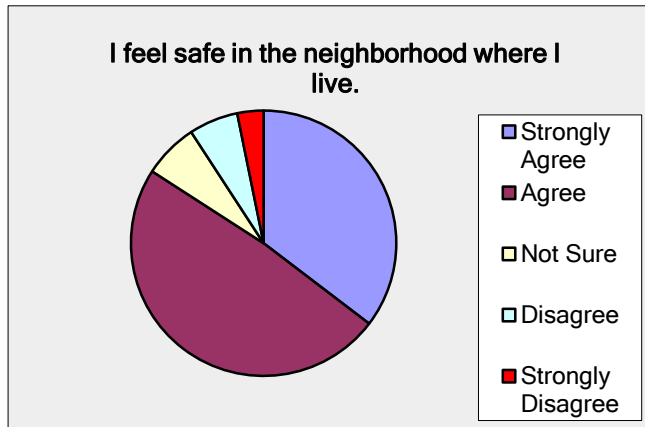
Responses	Frequency
Keep from being bored	
Keep me company sometimes	
like being around others	
Like living alone	7
Like living alone. I have only one bedroom	
Like living by self	
Like my own space	2
Like my private space	
like peace and quiet	
Like Privacy	7
Like the freedom to do what I want when I want	
Like to be by myself with guest	
Like to have female company, not be alone. Save money.	
Like to Live alone	4
Likes being independent	2
Likes his own space.	
Live Alone	
Lived alone in a 3 and a half bedroom apartment before the nursing home	
Lives with wife	
Living with partner, Like to company	
lonesome	
Loney	
Married committed relationship	
Maybe	
more comfortable by myself I don't want more headache	
More peaceful, don't like company maybe they won't disagree with me	
More privacy	
More time for myself	
My Brother will live with me	
My fiancé lives in a nursing home!!! She has no place to go!!!	
My husband	
My last roommate was messy	
My mate	
my rules	
My self-reliance is my # one therapy	
My son lives with me	
Nice to have company	
Nice to have someone to talk to someone	
No I'm really fine alone.	
No one	
No one I'm going with, my family has their own place	
No particular reason	
No privacy	
No reason	2

Responses	Frequency
No room	2
not at this time	
Not Clean	
Not enough room	
Not to be alone	
Only if It's my daughter	
only one	
Only supposed to have one person	
Peace	
personal	
Plan on getting married	
Possibly. company	
Prefer no roommate	
Prefer to live alone	6
Prefer to make my own decisions	
Prefers to have privacy and live alone.	
prefers to have visitors	
Privacy	13
Privacy and prefer quiet environmental	
Privacy and Trust	
Privacy becomes an issue being a single black female	
Rather be alone	2
rather be by himself	
Rather live by myself	
Roommate is fun	
Roommate would help me to be more stable	
Roommates can be inconsiderate	
Rules	
Save money, and have company/female	
secure	
shares with wife	
she is his fiancée	
She is my best friend	
She keeps me company	
Single living	
So I could have sex with them	
So I will not be alone by myself	
So I won't get lonely	
So she can get married with partner	
So, then that way I won't have any problems with my roommate	
Someone to have around	
Someone to talk to	3
Someone to talk to as well as do thing's together	
Someone to talk to/bond	

Responses	Frequency
Sometime I feel all by myself	
Sometimes I get lonely and need company	
Sometimes I wish I did. But they said I could not by some law. But I want to choose not someone dumped on the floor and I have to fix them!	
Split rent, someone to talk to	
Split the Rent	
Spouse	
Stay by myself	
Take by myself	
The apt is too small. prefers being alone.	
They maybe more of a "clean freak" than I am	
They would get on my nerves	2
To communicate with and interact	
to have company	3
To have company/support	
To have more fun	
To help maintain apartment, to have someone to speak to	
To help out with rent	
to share expenses	
To share rent + food expenses	
Too complicated with a roommate	
Too much to deal with someone else	
too small of a place	
too small only one-bedroom like	
Want a spouse	
Want my own	
Want my privacy and peace of mind	
Want self-area	
Want to live by self	
Want to watch TV, they can be inconsiderate.	
Wants a relationship w/ a female and have her live w/ him	
Wife	
Won't do their share of cleaning	
Won't owe anyone an explanation	
Work on my recovery	
Would like to move in with girlfriend	
Would like to share with roommate	
would not want to live with strangers	
Wouldn't be beneficial to me	

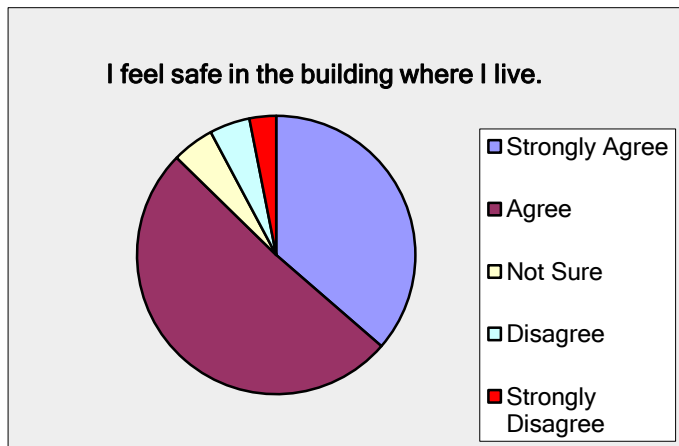
Question 11: I feel safe in the neighborhood where I live.

Answer Options	Response Percent	Response Count
Strongly Agree	35.4%	255
Agree	48.8%	352
Not Sure	6.7%	48
Disagree	6.0%	43
Strongly Disagree	3.2%	23
<i>answered question</i>		721
<i>skipped question</i>		24



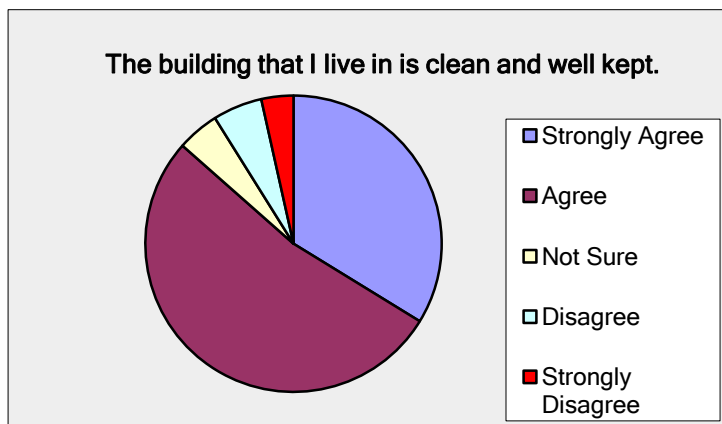
Question 12: I feel safe in the building where I live.

Answer Options	Response Percent	Response Count
Strongly Agree	36.4%	262
Agree	51.0%	367
Not Sure	4.9%	35
Disagree	4.7%	34
Strongly Disagree	3.1%	22
<i>answered question</i>		720
<i>skipped question</i>		25



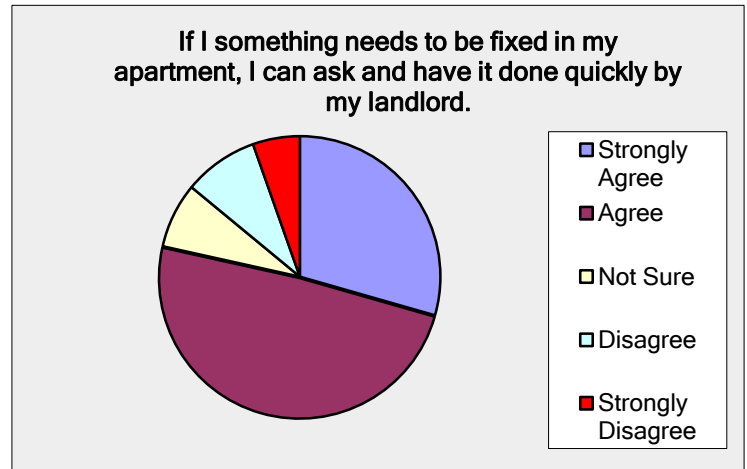
Question 13: The building that I live in is clean and well kept.

Answer Options	Response Percent	Response Count
Strongly Agree	33.8%	243
Agree	52.8%	380
Not Sure	4.6%	33
Disagree	5.4%	39
Strongly Disagree	3.5%	25
<i>answered question</i>		720
<i>skipped question</i>		25



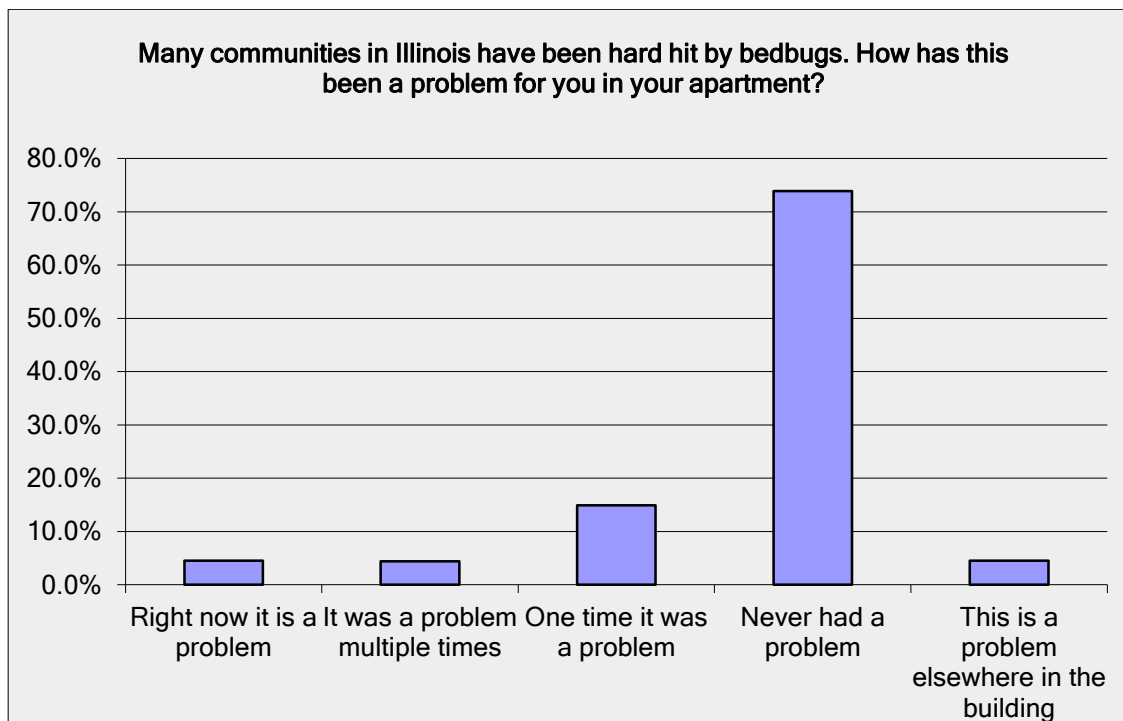
Question 14: If I something needs to be fixed in my apartment I can ask and have it done quickly by my landlord.

Answer Options	Response Percent	Response Count
Strongly Agree	29.4%	211
Agree	49.0%	352
Not Sure	7.5%	54
Disagree	8.6%	62
Strongly Disagree	5.4%	39
<i>answered question</i>		718
<i>skipped question</i>		27



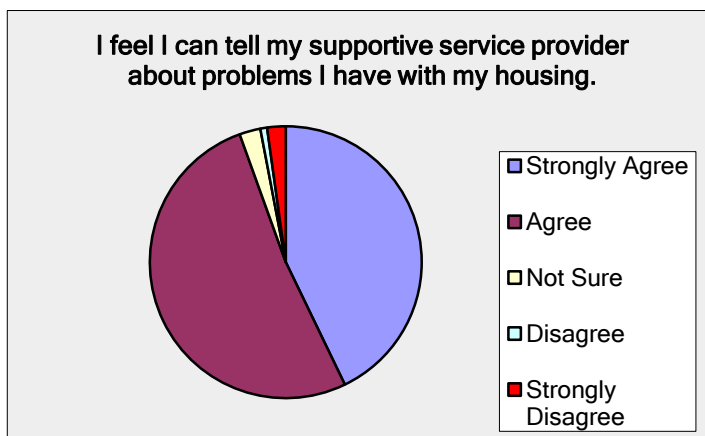
Question 15: Many communities in Illinois have been hard hit by bedbugs. How has this been a problem for you in your apartment?

Responses: 706



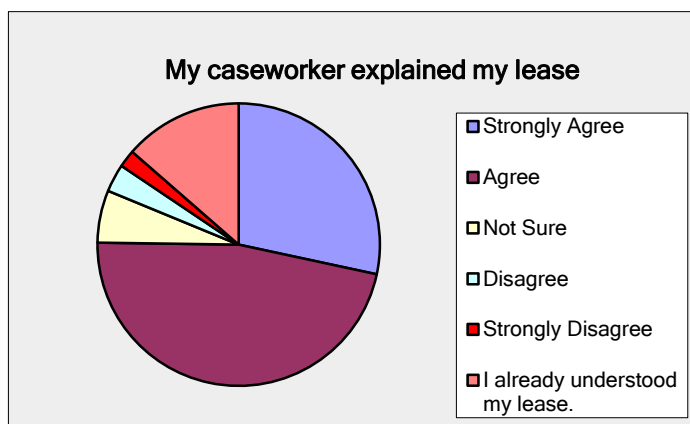
Question 16: I feel I can tell my supportive service provider about problems I have with my housing.

Answer Options	Response Percent	Response Count
Strongly Agree	42.8%	308
Agree	51.6%	371
Not Sure	2.5%	18
Disagree	0.8%	6
Strongly Disagree	2.2%	16
answered question		719
skipped question		26



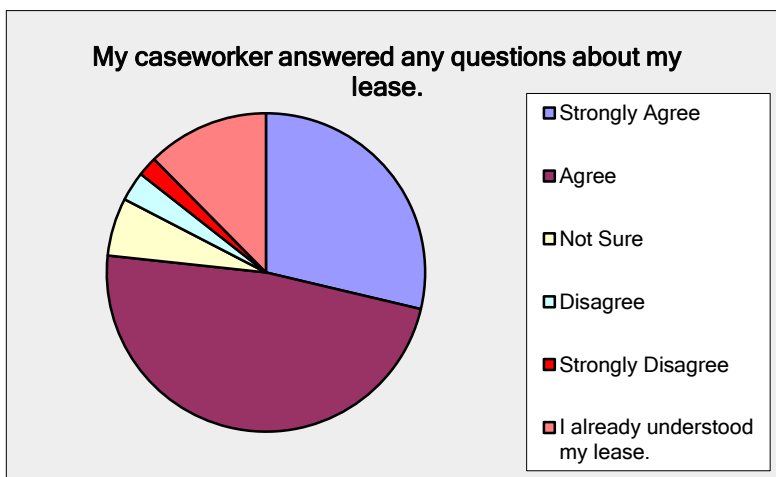
Question 17: My caseworker explained my lease.

Answer Options	Response Percent	Response Count
Strongly Agree	28.4%	203
Agree	46.9%	335
Not Sure	6.0%	43
Disagree	3.2%	23
Strongly Disagree	2.0%	14
I already understood my lease.	13.6%	97
answered question		715
skipped question		30



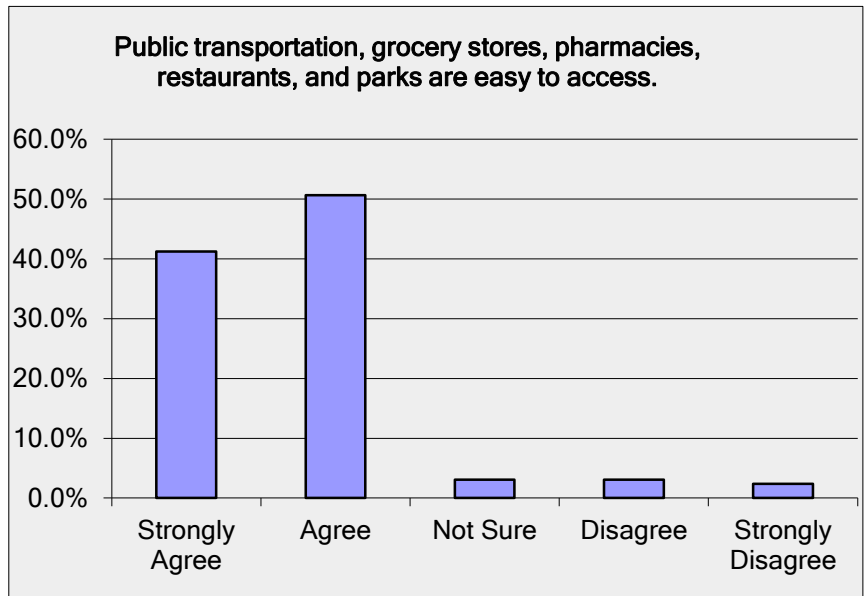
Question 18: My caseworker answered any questions about my lease.

Answer Options	Response Percent	Response Count
Strongly Agree	28.7%	204
Agree	48.0%	341
Not Sure	5.9%	42
Disagree	3.0%	21
Strongly Disagree	2.0%	14
I already understood my lease.	12.4%	88
answered question		710
skipped question		35



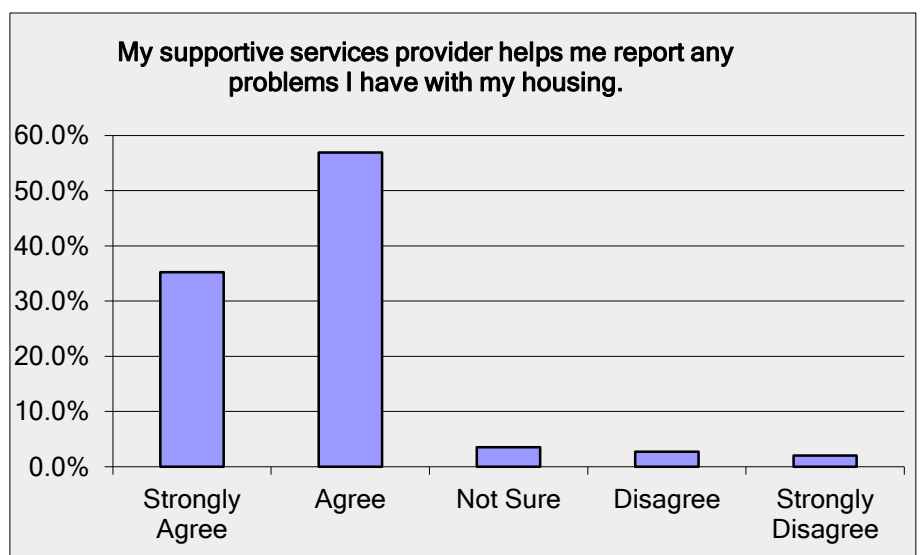
Question 19: Public transportation, grocery stores, pharmacies, restaurants, and parks are easy to access.

Answer Options	Response Percent	Response Count
Strongly Agree	41.2%	294
Agree	50.6%	361
Not Sure	3.1%	22
Disagree	3.1%	22
Strongly Disagree	2.4%	17
Comments		7
answered question		713
skipped question		32



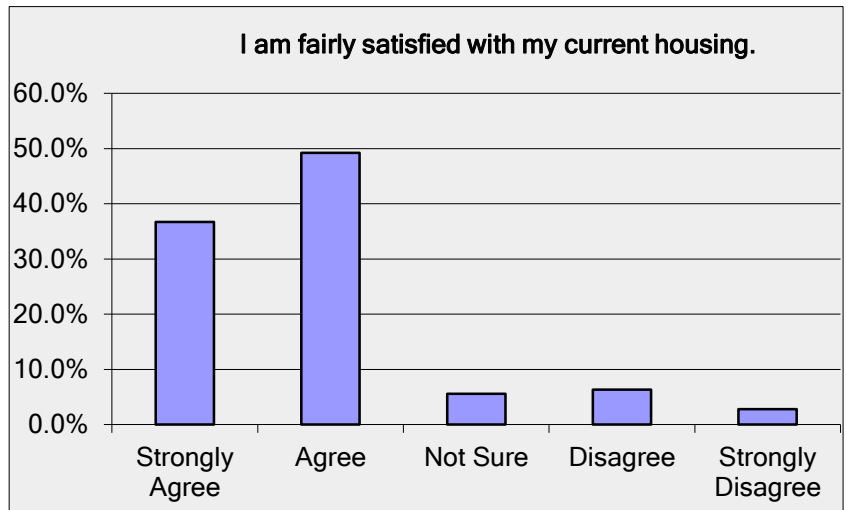
Question 20: My supportive services provider helps me report any problems I have with my housing.

Answer Options	Response Percent	Response Count
Strongly Agree	35.2%	251
Agree	56.9%	406
Not Sure	3.5%	25
Disagree	2.7%	19
Strongly Disagree	2.0%	14
Comments specify		2
answered question		713
skipped question		32



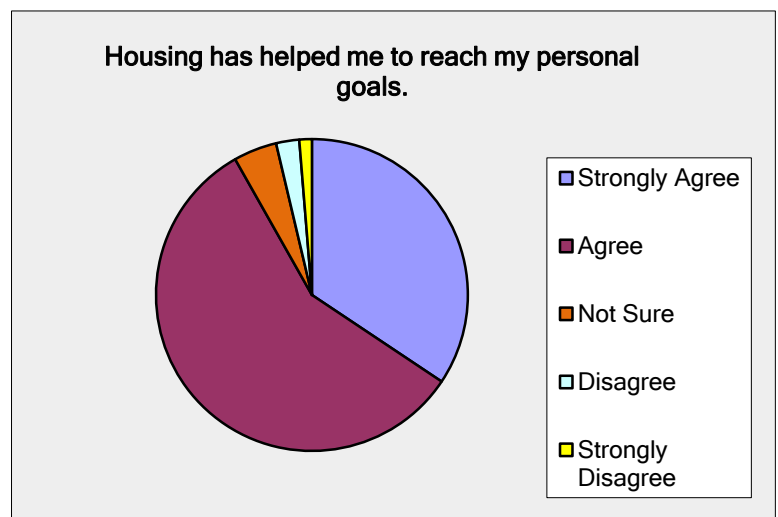
Question 21: I am fairly satisfied with my current housing.

Answer Options	Response Percent	Response Count
Strongly Agree	36.7%	264
Agree	49.2%	354
Not Sure	5.6%	40
Disagree	6.3%	45
Strongly Disagree	2.8%	20
Comments		10
<i>answered question</i>		719
<i>skipped question</i>		26



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

Answer Options	Response Percent	Response Count
Strongly Agree	34.4%	245
Agree	57.5%	410
Not Sure	4.5%	32
Disagree	2.4%	17
Strongly Disagree	1.3%	9
<i>answered question</i>		713
<i>skipped question</i>		32



23. Add any comments you want regarding your housing:

Responses: 156*

*Removed NA, no, no comment, none, nothing

Add any comments you want regarding your housing:
2 times apt was invaded when gone broke door not fixed by landlord
A little to strict. Cold environment at first, then warmed up
Always alone, does not go out a much. Scared to go in fear of how other receive him. Love living alone.
Asked to return to my old neighborhood
client feels her needs about housing are not addressed by maintenance/landlord
Client feels that if she has to move due to increase in rent that is not approved by Catholic Charities Subsidy. Client feels that Catholic Charities should provide the client with a moving vehicle or moving funds.
Could paint inside of my stairwell, packages keep getting stolen
Everything is good
feels that my apartment needs some improvements
For visit/team visits make a I need to make time not chart
glad to be on my own
Great
Helps me live independently
House keeper
Housing helps me with independence
I am doing a good job in the community and don't need to go back to a nursing home. I'm doing an excellence job being independent
I am doing good
I am doing well living alone, with the help of the ACT Team, I was very lonely in previous times living alone. They are very helpful ACT Team, and I know if I have problems, I can speak to any of them.
I am living in a 5 room apartment. I am satisfied.
I am living in a 5 room apt. I'm good
I am physically disabled and I have to use the stairs in my building because the elevator is terrifying.
I am satisfied at this time about my housing.
I am satisfied with lease. Roommate is not a choice, I would like to have a opposite sex roommate
I am satisfied with my apartment and hope have it throughout
I am so happy and lucky to live here
I am very content with my housing
I am very happy living in my own apartment. My family is happy to see me out of the nursing home.
I am very happy with my apartment
I am very happy with my apartment ad the assistance I've gotten so far
I am very satisfied with that
I am working on moving with my team
I can talk to my landlord
I could not concentrate
I didn't think I would move to my apartment so fast. I thought I would live at the group home longer.
I don't like my apartment. I'm embarrassed to have people come over. I am ready to move.

Add any comments you want regarding your housing:

I don't like the apartment or the neighborhood too many gangsters

I feel comfortable at the current building.

I feel good

I feel good about me moving

I feel like I'm not allowed to have women stay over, or I'll get in trouble and lose my subsidy.

I feel respected safe and well provided for.

I generally feel good living in my apartment

I got a job and was able to move to a very nice apartment complex

I have had bed bugs but they don't bother me. It's been okay.

I have had great housing with Cagan Management and maintenance staff

I have no issues with apartment, plumbing is good, sink doesn't clog, no problems.

I just love my apartment

i just want to be married

I like it very much

I like living in my apartment, help my recovery

I like living near the river.

I like living near the river.

I like my apt

I live in a group home

I live in a house

I love it

I love my housing

I love my living room, and I'm grateful to have my own bathroom, kitchen and bedroom

I love my new apartment I want to live here forever

I never thought I'd have my own place!

i really like my apartment

I really like this location I am close to Family Dollar, Walgreens, Dollar Tree, and Unique Thrift Store

I really love living in the community, Near family and friends

I still need a job and have a way to travel

I think (housing) has helped me a great deal. I do better. I just feel comfortable and I do more. Has helped my wellbeing.

I think now this is better

I want to continue living with my sister

I want to go to school

I want to keep up with cleanliness

I want to move to a better and safer area preferably oak park

I want to see my subsidy back please

I wanted to stay on the Northside. Staff weren't empathic about that and just put me where they wanted to.

I was glad to have a nice apart

I wish NFC/ groups were closer. I wish there was more to do in the community

I wish that more communities were available in case I ever wanted to move to the suburbs.

I wish they [the landlord] would exterminate every month.

I would like my own, not a group home

I would like to move once my lease is up

Add any comments you want regarding your housing:

I'd like to get my own house

I'm independent

I'm lonely sometimes living alone

I'm satisfied with my apartment

I'm satisfied, but my wife is miserable

I'm staying at a group home

I'm surprised I'm able to afford it

I'm the most stable I've been since being diagnosed with mental illness - 25 years

Interest in moving

It has helped me with my goal of socializing with people, going to vote, and going to the store when I need to

It is very clean

It sucks! It's too small, I hate it

It took me awhile to adjust; I used to move around a lot. It's weird to get used to having a stable place

It was worth the wait

It works for me.

It's a new environment for me to be on good behavior

It's big and nice and warm

It's clean and the landlord answers my calls when there is a problem

It's good, I love it. I just wish I had more space

It's nice

Keeping up a house/apartment is not as easy but better than being in the nursing home

Landlord responds quickly to building problems but I have had water damage in my bathroom with the ceiling leaking. Had Terminix come to my apartment but still experiencing problems with insects.

Leaving messages to recording not sometimes talk to person to person

Like peace and quiet" "Okay so far" "Family is not far

Loud and Smelly, I live above garbage cans and is very loud all the time

Maintaining sobriety and being independent are goals I've kept since moving.

Maintenance is very helpful

Member expressed having additional goals

Money to move truck and helpers.

more choices less waiting with pets

More than half of the electrical out - let don't work. A family member told me this is a fire hazard. Told Grand Prairie about this. They have known for four months and still did nothing about it.

Mu supportive services provider told me about my rent had changed and about my budget

My apartment is a little small

My apartment was seriously Drug infested

My current apartment is close to Trilogy

My first apartment was never fixed

My housing is calm and peaceful

my housing situation is good. everything in my community is easy to get to

My landlord was not compliant with CHA. He did not send paperwork (section 8) before deadline although he was informed 90 days before

My life is the best it's ever been due to where I live.

My living is ok

Add any comments you want regarding your housing:

My location is great

Nice House

Nice quiet

No additional comments other than I like it here

No its cool

No, thank you

not clean

Nothing

Painting repairs, plumbing are things that I want.

Poor experiences with current apartment but about to move

Quality Service

Real nice place, friendly office, girls, great team

So far so good.

Sometimes I have problems with new neighbors that move in. They are disrespectful.

Sometimes paranoid in house alone

Thank you

Thankful one of my friends got housing

The existing apartment is being properly pack and stored for my decision to move to another apt. I feel ok there isn't much to fill the boxes and feel like it's a good decision with the things I'll keep

There is not a lot of fresh air. The air that comes out of the heater does not seem healthy. The amount of water that comes out of the shower head does not seem enough to take a good shower.

There were roaches in apartment

They help me take my meds

Things are working out good.

Think there should be more than 3 chores in necessary

To announce South problems, Bed bug and ant problem

Very grateful to be on this program and for everyone who has helped me at catholic charities

very independent

Very satisfied with my housing

Want to be in touch with son/lonely

Want to move

Wants to move down to Atlanta to be with fiancé

When client moved in, she had a roach problem. It took a while to get rid of them.

Worried about hornets in area

Would have liked to see more housing -- no public transportation by me, affordable rent
(Land lord pressured to sign right then)

Would like to move in future

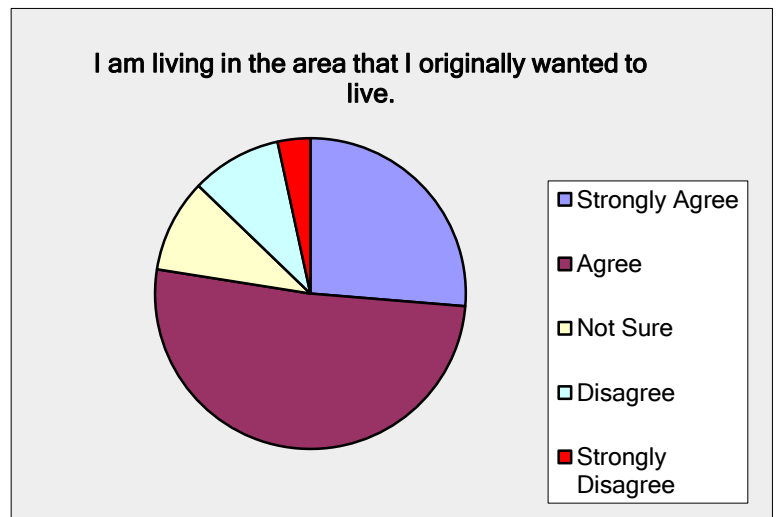
Would like to move in future

would like to move to a lower floor due to all the stairs

Yes- the landlord does not fix things falling apart

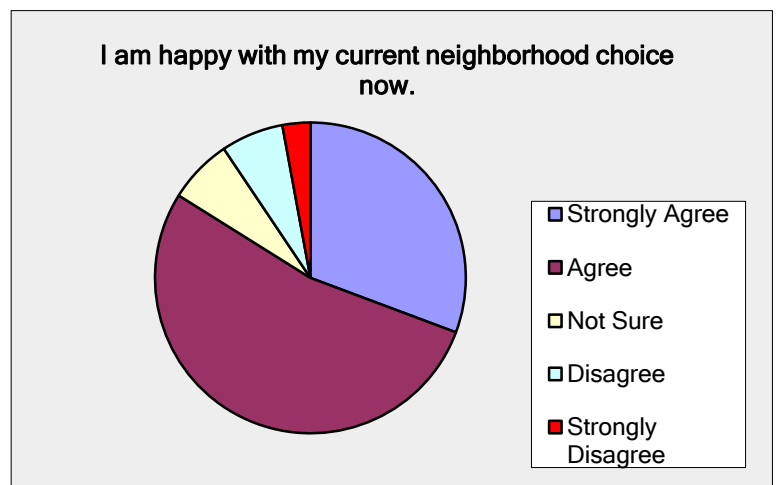
Question 24: I am living in the area that I originally wanted to live.

I am living in the area that I originally wanted to live.		
Answer Options	Response Percent	Response Count
Strongly Agree	26.3%	187
Agree	51.2%	364
Not Sure	9.7%	69
Disagree	9.4%	67
Strongly Disagree	3.4%	24
<i>answered question</i>		711
<i>skipped question</i>		34



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

I am happy with my current neighborhood choice now.		
Answer Options	Response Percent	Response Count
Strongly Agree	30.7%	223
Agree	53.2%	386
Not Sure	6.7%	49
Disagree	6.5%	47
Strongly Disagree	2.9%	21
<i>answered question</i>		726
<i>skipped question</i>		19



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

Responses: 583

*Removed yes, where I am, none, or other response that did not indicate a location

Illinois - Statewide	Response Frequency
Illinois	7
North	3
Chicago Nearby	1
Cook County	1
Northside suburbs	1
Northwest suburbs	1
South of Chicago	1
South suburb	1
Southern Illinois	1
Suburb	1
West suburbs	1
Alsip	3
Antioch	1
Berwyn	3
Bloomington	1
Bloomington-Normal	1
Blue Island	3
Blue Island or southwest suburbs	1
Bolingbrook	2
Bourbonnais	8
Bradley	2
Bradley or Bourbonnais	1
Bradley or Kankakee	1
Bridgeview	1
Burbank	1
Burnham	1
Calumet City	3
Calumet Park	2
Champaign	2
Chicago and Blue Island	1
Chicago Heights	2
Chicago Heights, Matteson, Richton Park	1
Cicero	4
Collinsville	1

Illinois - Statewide	Response Frequency
Country Club Hills	2
Crestwood	1
Crystal Lake	1
Decatur	10
Dekalb	1
Dolton	1
Dwight	1
East Peoria	1
Evanston	37
Evanston or Skokie	3
Evanston or Rogers Park	1
Evanston or Naperville	1
Evergreen	1
Evergreen Park or Oak Lawn	1
Gary	1
Glenview	1
Glenwood	1
Gurnee	1
Gurnee or Cook County	1
Gurnee or Vernon Hills	1
Hazel Crest	1
Highland Park	1
Homewood	1
Hudson	1
Jefferson Park or Norridge	1
Joliet	2
Justice	1
Kankakee	21
Kenilworth or Skokie	1
Lake Forest	2
Lansing	4
Lombard	1
Lovington Sullivan	
Decatur	1

Illinois - Statewide	Response Frequency
Lynwood	1
Mattoon	1
Melrose Park	1
Mount Prospect	2
Niles	1
North Chicago	2
Oak Forest	1
Oak Lawn	7
Oak Park	13
Orland Park	1
Palos Hills	1
Park Forrest	1
Peoria	23
Peoria or Moline	1
Peoria, Chicago	1
Richmond	1
Riverside	1
Rockford	3
Rogers Park or Evanston	2
Schaumburg	1
Skokie	5
South Holland	1
Streamwood	1
Tinley park	2
Tinley Park or Homewood	1
Tinley Park or Oak Park	1
University Park	2
University Park or Richton Park	1
Watseka	1
Waukegan	20
West Peoria	1
Wheaton	2
Zion	8
TOTAL	282

Preference: Chicago	Response Frequency
Albany Park	3
Andersonville	1
Andersonville, Edgewater	2
Austin	4
Bridgeport	1
Brighton Park	1
Bronzeville	1
Chatham	3
Chicago	57
Chicago Lawn or TX	1
Chicago, East Side	3
Chicago, North Side	40
Chicago, Northwest Side	3
Chicago, South East Side	2
Chicago, South Side	13
Chicago, West Side	7
Downtown Chicago	1
East Hyde Park	1
East Rogers Park	1
Edgewater	22
Englewood	1
Gold Coast	1
Humboldt Park	1
Hyde Park	7
Hyde Park or South Side	2
Hyde park or Logan square	1

Preference: Chicago	Response Frequency
Irving Park	1
Jefferson Park	1
Kenwood	1
Lakeview	4
Lawndale	2
Lincoln Park	3
Lincoln Park/Lakeview	1
Lincoln Square	2
Little Village	1
Marynook	1
Mattoon 17th Place	1
Near North/Andersonville	1
north and west side of Chicago	1
North Austin	1
North or South side	1
North Park	1
Portage Park	1
Ravenswood	3
Rogers Park	64
Roseland	1
South Shore	10
Uptown	14
West Loop	1
West Rogers park	1
Wrigley Field	1
TOTAL	299

Preference: Chicago and IL City	Response Frequency
Chicago and Blue Island	1
Jefferson Park or Norridge	1
Peoria or Chicago	1
Rogers Park or Evanston	3
TOTAL	6

Outside Illinois	Frequency
Austin TX	2

Question 27: Why do you like this area of the state?

Responses: 654

* Removed no answer, no comment, none, yes

Why do you like this area of the state?	Frequency
15 minutes to my church and the church	
A lot of people	
A lot of people, building, places to go	
a lot of places to go	
Acceptable and peaceful	
Acces	
Access to a lot of stores convenient, near friends	
Access to many resources	
Access to movies	
Access to public transportation and business	
Access to transportation	
accessibility to my personal and professional needs	
Accessible everything	
Accessible stores; thrift stores, grocery, dollar store	
Affordable	
all the neighbors care about one another and help out when can for each other	
All the things it has to offer	
An area that's close to family	
Around my family	
Away for the city	
Away from Chicago.	
Away from Southside	
Bc everything close together.	
Because everything I need is within a mile and a half	
Because family close by	
Because I already lived there close to a year	
Because I am close to my daughters and family I know how to get around	
Because I am familiar with the north side	
Because I have been here for 10 years and knew the area	
Because I have more positive friends	
because I know it	
Because I lived there before. I just liked the area.	
Because I lived there for many years	
Because I used to live there	
Because I was born here	

Why do you like this area of the state?	Frequency
Because I was born in Chicago	
Because I was from a raise here	
Because it is a nice and affordable neighborhood	
Because it is a nice city and state	
Because it is accessible to transportation	
Because it is close to restaurant, grocery store	
Because it is easy for me to get places in which I need to go	
Because it is nice and quiet	
Because it is quiet	2
Because it is safe.	2
Because it's better for me and my husband. To get around to get the things we need and bring them home by bus or train	
Because it's close to my relatives in Gary, Indiana	
Because its great	
Because it's home and were all my family like	
Because it's near my family	
Because it's nice	
because it's nice and quiet	
Because it's nice clean and a safe area	
Because it's nice, clean, and safe area	
Because its Northern America	
because it's quiet and less crime	
Because my family	
Because my family is there	
Because my family routed up in this part of the suburbs	
Because of my apartment	
Because of the Cubs games	
Because of the parks	
because of the store never by	
Because of transportation	
because so far it has been safe.	
Because that's where I grew up.	
Because the location is convenient to the client's necessary needs and safe.	
Because the place is something they do like: park district facility to play ball & do art	
Because there's a lot of stuff to do!	
being close to the lake	

Why do you like this area of the state?	Frequency
Best location	
Born and raised in Illinois.	
born and raised in the area	
Born and raised there	2
Born here	2
born in IL	
By JJC Public transport to school	
Cause its safe and it's my old neighborhood i grew up in	
centrally located	
Cheaper rent	
Chicago/Northside/Rogers park	
City life	
Clean	
Clean, friendly	
Clean, Safe	
Client wishes he was in the suburbs and does not like Chicago	
Close to beach	
Close to bus	
close to church, stores	
Close to everything	
Close to family	8
Close to family and friends	2
Close to family members	
close to father/appointments	
close to friends, family and church	
close to lake	
Close to lake, lots of people. I go downstairs to the lobby and speak to nice people. Lucky to have it. God has blessed me	
close to lake, safe to walk	
Close to Metra line	
Close to mom	2
Close to my Family	2
Close to my family and better transportation	
close to my job	
Close to my old house and have friends and family near by	
Close to nursing home and friends	
Close to nursing home I stayed in	
Close to place where I grew up	
close to public transit and shopping	
Close to public transportation, accessible to grocery store, restaurants	
Close to Red Line and Trilogy	

Why do you like this area of the state?	Frequency
Close to relatives	
close to shopping, good village, close to family	
Close to Transportation	2
Close to transportation, the lake, and Trilogy	
close to Trilogy	
close to Trilogy, close to guardian's apartment, volunteer in Edgewater	
Closer to Grocery Store more convenient	
Closer to my fiancé and the program I go to	
Closer to my son	
closer to nursing home I came from and convenient location access to grocery stores	
Closer to store service	
closer to Trilogy, access to other areas of the city	
Comfortable	
Connected to family	
Convenience locality, easy access transportation	
Convenience of a church	
Convenience of public transit and stores	
Convenience, close to public transportation	
Convenient	2
Convenient for me	
Convenient. Stores, doctor, laundromat	
Conveniently located	2
Diverse and low crime	
Diverse Community	
Diversified	
Diversity; location and my neighbors	
Don't	
Don't know	3
Easier for my brother to come see me.	
easy access	2
Easy access to a lot of things	
Easy access to everything.	
Easy access to things	2
Easy to remember	
Easy transportation	
Everything I need around here	
Everything I need is within walking distance	
Everything is around me.	
Everything is close	
Everything is close together and accessible	
Everything is convenient	2

Why do you like this area of the state?	Frequency
Everything/Mostly all is within walking distance	
Fairly Safe	
Familiar	3
Familiar with area, Family and friends are close by	
familiar with that area	
familiar-lived here before	
Family	6
family close by	
Family in area	2
family in this state	
Family is close by.	
Family lives here.	
Family lives out in TINLEY	
Family stay there	
Family there	
Family, Mixed population	
For School	
For you to learn to be a leader	
Friendly	
Friendly and quiet neighborhood	
friends and family	
Friends, Family life style,Sporting place, Health spa/ shopping	
From here	
from the area	
Fun place to live	
Gas is cheap. Nice area, felt safe. Train accessibility.	
girlfriend in this area	
Glenwood was a good neighborhood to live at	
goals I've set for myself	
Good area	
Good as any other	
Good communication	
Good public transportation, convenient, close to shopping	
Good public transportation, walkability, safe, pet-friendly	
good transportation	
good weather	
Grand Prairie social services are there.	
Great Neighborhoods and easy access to transportation and shopping	
Grew up here	3
Grew up here and familiar with it.	

Why do you like this area of the state?	Frequency
Grew up here, know my way around	
Grew up on that side	
Grew up there	3
Grew up/family	
Had more places closer	
Had to take it	
Has everything around and it is quiet. Don't get lost as much.	
Have experience	
Hometown	
Hometown Cobs 79th	
I always wanted to live on Sheridan Road by the lake	
I am a natural Chicagoan	
I am familiar with the area	3
I am familiar with the area, But I am happy where I live now	
I am familiar with the Southside; I grew up there	
I am from around this area	
I am happy with the apartment	
I am kind of familiar with the neighborhood.	
I can meet people that I didn't know or sometimes I see people I know from the nursing home.	
I did like it because I thought it was safe	
I do	
I don't	5
I don't I just deal with it	
I don't I like its nearness to communities. I do like orland park	
I don't remember what area I wanted to live	
I enjoy living on the north side	
I feel safe in my neighborhood	
I feel safe in this area	
I feel that there would be less crime	
I felt that it is safe because it is quiet	
I find the area I live calm and peaceful	
I grew up here	9
I grew up in IL (South Side)	
I grow up around there, so I knew the area	
I had a huge balcony to go drink coffee on in the mornings	
I had none	
I have access to stores, transportation, it's quiet, people are nice	
I have been here for 20 years, know the area and there is a lot to do	

Why do you like this area of the state?	Frequency
I have been living on the Northside for awhile and I feel safe	
I have everything I want	
I have friends that live in Edgewater	
I have lived here many years	
I have lived in Lake County for most of my life	
I have lived nearby all my life	
I just do	
I just prefer this area	
I knew the area.	
i know everyone	
I know it well	
I know it, I have a lot of friends	
I know it. My family is near	
I know my way around	
I like Chicago a lot. It a good area	
I like it	
I like it because the bus stop is closer, they have a lake over there. It's more convenient.	
I like it. I didn't want to live in Chicago	
I like my neighbors	
I like Sheridan road	
I like Southside because my family lives here.	
I like that there is a significant Jewish population in the area. And it seems pretty safe. It is a nice area.	
I like the area	
I like the diversity of people here. I like seeing different kinds of people in my neighborhood.	
I like the neighborhood	
I like the stars	
I like them a little better	
I like there communications	
I like this area because there is more to do, there is more restaurants, not far from other areas that have stores, has a target, so on.	
I lived in Mokena for 8 years, Tinley Park is the surrounding suburb. It is familiar to me and closer to my son's school and my work.	
I lived there	
I love Chicago	
I wanted to be by the beach	
I was already living in Chicago	
I was raised in Evanston and grew up in Evanston	
I was raised in Waukegan	
I was raised there	2

Why do you like this area of the state?	Frequency
If Texas is not an option	
IL	
IL and moved here at age 3	
IL is more convenient	
I'm a Southsider	
I'm close to family	
I'm close to my job	
I'm living in the area of my choice.... I enjoy it.	
In Chicago I was born on the south side and raised on the north	
intelligent people	
is in a good area	
It has a coca cola pop machine and people here are friendly	
It has easy access places	
It has everything I need.	
It has public transportation	
it has shopping centers around	
It has work for me through ownership and landlord relative in the area	
it is a better racial mix	
It is a new location for me which I love.	
It is a nice and safe neighborhood	
It is a nice area	
It is a nice diverse community	
It is a safe community near the lake	
It is accessible for my wants and needs	
It is an hour south of the big city	
It is big	
It is close to stores, restaurants, banking, pharmacy, and WCD.	
It is close to where I went to college	
It is fun and you can do a lot of things	
it is nice and quiet	2
It is nice and safe	
It is quiet	3
It is quiet here and it is nice to live at	
It is quiet, clean, beautiful	
It is really nice and has many stores near	
It is relatively quiet, there is security sometimes in this complex, which could be helpful.	
It is safe	3
it is safe and clean	
It is somewhat safe	
It is very diverse - people are friendly	

Why do you like this area of the state?	Frequency
It is very safe and has a lot of good stores and restaurants nearby, and I can get to school easily	
it is very well kept	
It offers everything that I need	
It's poly-ethnic, many different groups	
It was close to my daughter	
It's a little safer and easier to shop.	
It's a mixed neighborhood	
It's a nice area	2
It's a nice area... very peaceful	
It's a nice peaceful area.	
It's a quiet neighborhood	
It's active	
it's all an American city	
It's beautiful	
It's beautiful, lots of stores, CTA is everywhere feel safe to ride public transportation	
It's clean & decent it has no violence	
It's clean, it's quiet and peaceful, you have access to different restaurants and Barnes and Nobel	
It's close to public transportation, and the grocery store, and people in the neighborhood are friendly.	
It's close to Trilogy and I like living in the Windy City and the "city of broad shoulders."	
It's convenient and diverse	
it's convenient to Trilogy and it's convenient for transportation	
It's different from where I grew up and it's safe.	
Its familiar.	
It's fast-paced, a lot of stores around, things to do	
It's fun	
It's good building set up	
It's home!	
It's in a good area	
It's low-crime rate, peaceful.	
It's near family	
It's near stores and restaurants	
It's near the Vietnamese market place	
It's nice	2
It's nice and a lot more stores	
It's nice and quiet	2
it's nice, quiet, and clean	2
It's okay	2

Why do you like this area of the state?	Frequency
It's peaceful	
It's peaceful; they're not killing people in the streets.	
Its places to go	
It's pretty quiet	
It's pretty well kept and everything is easy to get access to	
It's progressive	
It's quiet	9
It's quiet and clean	
It's quiet and food pantries are convenient. The grocery store and laundry are just up the street.	
It's quiet and peaceful	
It's quiet, clean, beautiful	
Its real clean and peaceful	
its right by the lake	
It's safe	2
It's safer than other sides in city	
It's slow	
It's where I grew up, born and raised, and my family is close	
It's where I'm at	
it's where my friends are	
I've been in Evanston for 6 years	
I've been living there all my life	
Just do	2
Just like the area better	
Know a few people on Westside but police mess with you too much on Northside	
Know the Area	
Know the area well	
Lake, City Life, Safety	
Less congestion and gang members	
Less crime	
less crime and drugs	
less crime and gangs	
less crime and the stores are in most cases walking distance	
Less drugs and gangs	
less hustle and bustle than Chicago	
Like the neighborhood	
Live	
Lived here for a long time and close to my daughter	
Lived in South Shore before	
Lived there before	

Why do you like this area of the state?	Frequency
Lived there for many years	
located close to family	
Logan Square	
Loop easy access	
Lot of opportunities	
Lots of people to meet	
lots of places in walking distance	
lots of resources in the area	
Lots of stores	2
Lots of stores, restaurants, within walking distance	
low crime rate	3
low crime rate and ease of which you are able to access stores, etc.	
More access	2
More convenient	
More decent area	
More familiar	
more familiar and accessible, family used to live there	
more familiar with that area	
more family in Decatur	
More fun	
More quiet	
More recreation and restaurants	
More resources	
More shops, more shopping, more stores, more restaurants, better transportation.	
multicultural, nice	
My apartment is clean and bug free	
My boyfriend lives close	2
My family is close	8
My family lives in Kankakee County.	
My hometown	
My kids and family are close	
My mother is close	
My nurse lives in this area and there are really nice people here.	
My parents live close by	3
My wife lives in Peoria at the nursing home near church, close to grocery stores and easy access to find bus to travel to school.	
near family and supports	2
near music clubs	
Near places I'm used too.	
Neighbors are nice, close to transit, friend nearby	

Why do you like this area of the state?	Frequency
Nice	3
Nice and a lot of stores. Easy access to things.	
Nice and not crowded	
Nice and quiet	5
Nice and quiet and safe	
nice apartments, close to CTA	
nice area, nice neighbors, quiet	
nice community	
nice neighborhood	
Nice quiet area and its clean.	
nice to live in	
nice, clean, quiet	
No one bothers us (Neighbors)	
No other place	
No problems around there. Building is quiet.	
No specific reason	
Normal	
Northern suburbs quite, peaceful environment	
Northside	
Northside is cleaner than Southside	
Not as busy as Chicago	
Not in Inglewood area	
Not sure but North Pointe said Zion was better	
Old neighborhood	
Only area I've lived in	
peaceful	3
Peaceful and Clean	
peaceful and quiet	
Peaceful quiet, nice	
Peaceful and quiet	
People are friendly	
People are friendly and I feel comfortable living on the Northside	
People are quiet and good	
Personal history	
Pharmacy, Grocery store	
pleasant	2
Pleasant surroundings	
Pretty, able to walk in neighborhood	
Public Transportation	
public transportation is good, easy to use	
Quiet	6
quiet and close to transportation	
Quiet and safe	5

Why do you like this area of the state?	Frequency
Quiet less crime	
Quiet, clean	
Quiet, convenient	
Quiet, convenient	
quiet, friendly people	
quiet, friendly people, plenty of stores	
Quiet, low key, no gangs	
Quiet, No trouble, being close to the lake, being able to walk around	
quiet, peaceful	
Quiet, safe	
Quiet, shops easily accessible	
Quit, close to family	
quite	
quite peaceful, older neighbors	
Relatively safe	
Resources and away from Chicago	
Rural, more relaxed, slower paced.	
Safe environment	
Safe neighborhood	
Safe, Friendly, Friends, Family	
Safe, In the area	
safe, quiet	
safe, quiet, and clean	
safe, Safety	9
Safer than other communities	
Safety and convenience.	
Safety, convenience	
Same	
save and convenient	
Seasonal weather	
security	
Shopping	2
shopping mall and Walgreens close	
Shopping, library, decent neighborhood	
small city lots of places	
Some Strong liberal arts ideas from the Hyde Park culture!	
sources	
Stores	2
Stores and restaurants are close. Bank and bus stations not far	
The amenities are good in the area. Good access to transportation; things to do; quiet	
The Area	
The area is quiet and calm	

Why do you like this area of the state?	Frequency
The neighborhood is quiet and safe, it has stores and the bus stop is close	
The old buildings	
The people are nicer, he knows more people	
The support I receive from the landlord	
the young people and the beach	
There are a lot of services in the area.	
There are stores and Starbucks nearby, my friends live around that area	
There are stores and thing I need in the neighborhood	
There is access to spiritual leaders and access to spiritual avenues.	
There's a lot of them	
They have the kind of activities I'd like to be involved with, close to family	
Things are different on the Northside than the South or Westside, reason being more open-minded	
This all of store	
This is the area that I have lived for many years	
This is where I grew up	
This it where I live	
This Westwood community is close to family	
Transportation access, close to churches	
Transportation and food close by	
Transportation Stores are convenient in the neighborhood	
Unsure	
Use to live in the area a long time ago	
Very close to friends and family and serve to my interests	
very convenient location, great transportation, shopping, restaurants, safe streets, friendly neighbors and more	
Very familiar with the area and easier to get to my moms	
Watson view	
Weather	
When I moved at the time I wanted to live in the suburbs	
Where I grew up	2
where I was raised	
With my family	
working class	
Yes, Drugs Everywhere	
Yes, it's safe	

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?

Responses: 251*

*Removed no, N/A, no answer, don't know, none, no comment, not really, yes

what would have helped you to explore different and new neighborhoods if your first choice was not available?
A database of apartments that accept subsidies and increase subsidy cap
A larger rent cap
Access to a ride or any kind of transportation
Actually not
Adapt use time as a tool be flexible and resilient
Already slated for Bryn Mawr
Andersonville
Area is fine
Ask real estate
Assist with apartment viewing
Being closer to C4
Being encouraged by transition coordinator to explore more than 1 apartment and neighborhood
Better programs
Better rent
Born here
Bourbonnais and Bradley
Bryn Mawr
Build affordable housing for people with low income
By get comfortable with my awareness
By talking to my representatives from Thresholds
Case manager
Case manager and moving staff
case workers
caseworker helped
Check another apartment in Dwight because I don't want to leave Dwight
Choose something close to Bourbonnais city
closer to family and friends.
Collaboration with case managers
Comfortable in any, but I preferred the one I lived in , to be close to family
comfortable with the area
Consolidation

what would have helped you to explore different and new neighborhoods if your first choice was not available?
craigslist, other online rental web pages.
CTA
Decatur
Distance relative to Trilogy, daughter's needs
Diversey and Pulaski
Driving around to other areas
East Side
Easy access to restaurants and stores
Easy to walk to stores
Edgewater or Rogers Park for more available housing options
Explore different neighborhoods
Find listings close by
find somewhere that is safe
Flyers from other neighborhoods, looking at advertisements, going to stores and restaurants for info about other neighborhoods
For gps to show me
Forrest Park, Skokie, Wilmette, Illinois
Get the paper
Getting help from CHA or other housing agencies.
Seeing more advertisements for apartments in different neighborhoods.
going online
Grand Prairie personnel helped me find my apartment
handling my own payee ship my own money
happy with current choice
having a housing subsidy
Having a realtor that is informal with the voucher programs and knows or asks the land lords approval and the benefit that rent will always be paid on time due to the voucher.
Having more support in viewing other areas, being provided with more information
Having more transportation support besides public transportation

what would have helped you to explore different and new neighborhoods if your first choice was not available?
help finding apartment on south side
I could have liked to see a laundromat, library, grocery stores, and a drop in center.
I didn't have a first choice neighborhood just wanted to be safe and I am in my current place
I eventually got the apartment I wanted
I feel I was helped to explore Peoria to a good extend
I found a place to lives in Niles
I had choices
I have family in Aurora. It would be nice to know of more resources and case management in that area.
I have no aspirations at looking at any other apartments
I like Kankakee
I like this area. I'm by all stores and bus line.
I live in a tri area, where there are options and rent is affordable.
I look for a good area, and a safe neighborhood
I looked for a close transportation stops and stores
I mainly chose this building because staff there
I probably be living in a nursing home, or with my mom.
I saw 3 to 4 different apartments
I stayed at Lake Park center
I think that private and public organizations should work together for investment fund to help make more apartments affordable
I trusted HSC to help me
I wanted Kankakee
I was able to get my first choice area.
I was hoping with the way I moved out
I was not open to new neighborhoods
I was willing to wait for area
I wish the Catholic Charities a subsidy database for locations, accommodations (i.e. pet friendly).
I worked out that way
I would go find a new neighborhood to find a apartment
I would have continued my search
I would have moved anyplace, didn't like the nursing home

what would have helped you to explore different and new neighborhoods if your first choice was not available?
I would have stayed North side
I would have to focus on what is necessary, to move to another area
I would need help with viewing apartments in other neighborhoods
if Chicago was not available, I would like to live in the west suburbs
If DuPage county actually participated in programs like this
If friends or relatives knows certain areas
If I knew enough about the neighborhood
If my record was expunged.
If the client had more income.
If the team had a bigger variety to choose from throughout the city
If there were more choices in Evanston
If Williams person would offer top 3 choices.
Internet searches
It was available
It's beautiful around the area.
Job placement, more money, different websites to look for apartments
Just keep looking
Just keep looking different neighborhoods
Just searching for them
Just the location
Just to keep looking
knowing which apartments have subsidies as an option
Lake Shore
larger disability checks (SSDI)
Local for rent ads in newspaper or magazines
Look at a few more places
Look at different places
Look at every apart that I was told about
Look at more apartments and raising rent amounts
Look in different areas
Look in neighborhoods by car - not all apts are advertised
looking
Looking at more apartments in different areas
Looking for more apartments in other areas of the city. I'm now interested in moving to 83rd and Kedzie

what would have helped you to explore different and new neighborhoods if your first choice was not available?
Looking for rent signs around the neighborhood
low crime neighborhood
Make a list and visit the apartment
making buildings bigger
Maybe have a group of seminar to managers that own building that don't accept the Bridge Subsidy to explain the bridge subsidy to all of them
Maybe like looking in Oak Park.
Maybe living near my family.
Maybe take some things that have same features of the other apartment
Member reports that he does not know, but found his apartment serendipitously.
Mental health services
Metro east, St. Louis IL
More affordable
More affordable housing in different neighborhoods.
More assertiveness with contacting and exploring alternative acts in area of choice
More educational networking for landlords about the program.
more freedom to look from the nursing home
More information about different place in the State of IL
More Internet access
More landlords who will accept the subsidy
More looking at other apartments
more looks at different apartments
More options for affordable housing
More shopping areas
More support programs in more cities
More than 3 viewing as an option, would give a more widen scale
More time more assertive
more time to look around
more time to search
More time would have helpful but I wanted out of nursing home
Move op
Moving On group
moving on helped find apartments
Moving somewhere near Morse and Sheridan
Moving to another state

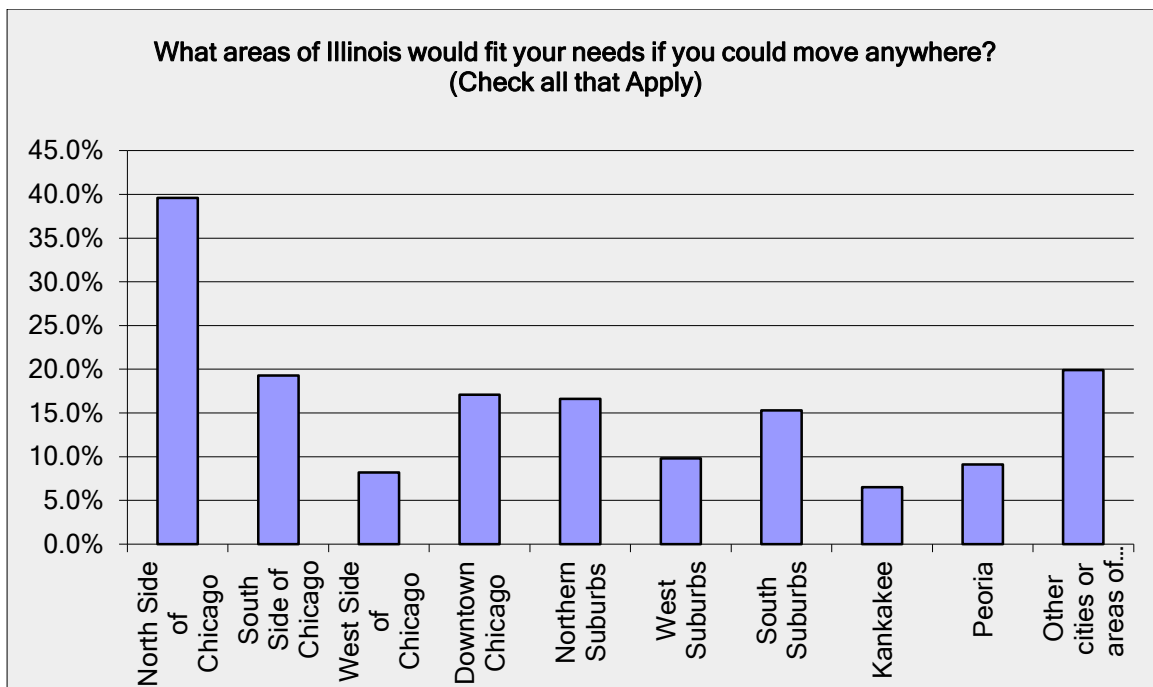
what would have helped you to explore different and new neighborhoods if your first choice was not available?
my case worker
My caseworker
My caseworker would have helped me
My first choice was available
My first choice!
My relatives live around the states and own businesses their; Danville IL, Springfield IL, Arizona AZ, Vallejo CA, Normal IL, so on
My sister
My social workers
My support from Trilogy made it simple for me so having that kind of help is helpful
My views on Uptown changed. I had enough going on it wouldn't have mattered
Needed housing was determined to find housing
Needs to be by a bus stop
Newspaper with last neighborhood
Newspapers, Support workers
No crime or violence; accessible shops and stores
No I did not do it
No I like my neighborhood
No it would not be safe
No other areas I want to move to.
No problem
No, I don't know what would have helped
No, no ideas for others because me and my husband are on the street and neighborhood we want to be. We are happy here
None- Just find somewhere they feel comfortable and safe, then go with it
north end of Peoria
Northside Chicago
Not limiting the search to only Chicago
not really, I was shown two places and given a third option to view by the ACT team
Orland Park
Other community resources
Possibly, Trilogy should assemble a team of "housing" experts, that would not only be familiar with areas but have the ability to reach out to potential landlords
Probably ask staff about other neighbors to see what's clean/safe and has reliable transportation

what would have helped you to explore different and new neighborhoods if your first choice was not available?
Probably more time. I should have had more time
Quality people
quite
Ravenswood
Rent is affordable here, where it is a tri city area.
Research various areas
Searching in different neighborhoods
Section 8
Section - 8
signs
Some kind of facilitator who helps find housing
Something close to the city
Sometimes background checks were an issue.
Staff being more empathetic and listening to feedback and concerns
Staff taking me, finding a nice unit, in a neighborhood that is still alive
Stores
Take me around to explore different apartment.
talking to other people about other areas
Talking with support team and family for advice
The ACT team always has my best interest and safety in mind.
the availability of access to public transportation to school
The internet
The only thing I want to do is move back to Evanston
The thresholds team helped me to explore different areas
There is not a lot of options
They look someplace else
things based on work
Thresholds is helpful
Through my ease workers
To have caseworker show me different neighborhoods
To keep working with moving-on program.
To try apartment building with some kind of community center/help

what would have helped you to explore different and new neighborhoods if your first choice was not available?
To subject myself more than I already did to the two different agencies. I worked with, HRDI and Thresholds Bridge South to ensure I receive an apt at all because when I expressed a hope for us to respect each other in the process the agencies simply ignored me, made me leave their programs, and kept threatening me with the like!
Transportation
Transportation
Transportation
transportation and stores in those area
Transportation, Shopping Centers
Trilogy Agency
Trilogy Behavioral Healthcare
Trilogy Behavioral Healthcare
Trilogy Behavioral Healthcare
visiting other areas
Visiting the other neighbors
waited longer before accepting me here
Waiting for my guardian to find a place for me
Was out of their boundaries
WCD
We live in a tri city, where there are choices.
Websites
William's ACT staff and newspaper
Wish that the apartment places would lower the prices of rent for people live in them and give them more choices
With the money I was betted on and my ideas and 401k's profit-sharing and pension nice big mansion to start off would be very nice don't you think?
word of mouth
would help agency look and call other places if needed
Yes, Chicago Apartment finders
yes, in California
yes, it would have help me explore
yes, rogers park
Yes, building tenant wait list
yes, Edgewater
Yes. I have friends who would tell me about other neighborhoods in the city.
Yes. I social-workers of Lydia would have helped

**Question 29: What areas of Illinois would fit your needs if you could move anywhere?
(check all that apply)**

Answer Options	Response Percent	Response Count
North Side of Chicago	39.6%	275
South Side of Chicago	19.3%	134
West Side of Chicago	8.2%	57
Downtown Chicago	17.1%	119
Northern Suburbs	16.6%	115
West Suburbs	9.8%	68
South Suburbs	15.3%	106
Kankakee	6.5%	45
Peoria	9.1%	63
Other cities or areas of the State (list)	19.9%	138
<i>answered question</i>		694
<i>skipped question</i>		51



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

Responses: 209*

*Removed don't know, N/A, no, none, no comments, nothing, yes

Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments in neighborhoods of their choice?
A team lead who is able to keep to her schedule
access to good websites that access information about apartments
Advocating for the person
Again - Creating a master list of subsidy friendly places.
all help counts
allow more time to look
Allow the person to look at apartments in different agencies
Alton
Apartment Hunt
As or look around
Be open minded
Be sure at times for waiting list is on time by choice
Build more relationships with landlords
by asking people is the apartment has dogs
By going to look at different apartment of their library
By looking at all kinds of apartments in a lot of different area like I said in 28
Catholic Charities has done a good job with helping me and in working with my case managers at Trilogy to help me find housing.
check it out
check with the services bureau to protect and help in obtaining affordable housing
Come assist with looking for unit in newspaper
consider raising the rent cap in order to find an apartment in the neighborhood
Constantly work with the client
Continue as a hope for the transitional apartment to be/stay in good/excellent I conditions
Continue what they are doing

Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments in neighborhoods of their choice?
Cost
Doing a good job
Doing a good job now
Drive around, look for signs
during a find SOB
Easter service
Educating clients and showing new opportunities that arise, being able to move with funding if needed
Encourage people to look at more than one apartment. Client felt she was so eager to leave nursing home that she didn't think through or consider other apartments and greatly regrets this
Encourage them to extend the roommate option to their clients, encourage them to extend the outpatients and inpatients programs and groups to them.
Establish(or better enforce) laws to help lower income persons to find affordable housing
Eventually I would like to move to Lincoln Park and I would like my team to assist me with saving enough money in the future
Everybody needs help
Expand
explore all options
Feel less limited
Find landlords that would be willing to work with these people
Find location suitable based on individuals needs and evaluate them
Finding a realtor - informing realtor of subsidy program so they can inform. I have a realtor I found that is helping me look for new housing in my desired location.
first I have to look

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

Gain access earlier to houses
 get people with secured lock buildings
 Get spending money aside faster
 Give more information about the neighborhood, going with staff to check neighborhoods
 Give more options
 Give people a choice and move in the area they would prefer
 Give people more choices in better neighborhoods
 Give them self-esteem. Be selective
 Good Luck
 Have a bigger selection of affordable apartments in more neighborhoods.
 Have more affordable housing in areas of choice
 Have more listing ready
 Have more options
 Have more resources
 Have more time to explore
 Having a group of apartment agencies listed and ready to make transitions easier for the client
 Having access to a database
 help more with CHA paper
 Helping them in moving on program more
 Hire more staff
 I believe the waitlist for placing me was too long
 I feel I'm being pressured into not moving and want to move. I wanted to originally move to Antioch.
 I feel the best with my agency helping me with my apartment
 I feel they need a better "handle" on retiree communities
 I say my caseworker got me here to speak to management, every way is professional.
 I think the people that helped me were extremely professional.
 I think they did a good job
 I think thresholds did a good job
 I think you all do okay.
 I want to get my bed
 I wish Williams person contacted me more often.

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

I would like to help people find apartments and leave the nursing home
 I would move if they can
 I wouldn't change anything
 I would've wanted to look at more apartments
 If the person has an idea of where they want to go, they can give this information to the transition person to follow up.
 If they migrated to Chicago, they might have questions
 Internet - word of mouth - by car
 It is important to be near a store
 It would help to have been shown different neighborhoods to see how they differ as well as to have viewed more apartments.
 It's alright the way it is
 I've had more than enough support and caring from the ACT team. No complaints
 Just finding the right apartment
 Just help the person find an affordable apartment in low crime areas.
 Just remain steadfast, Trilogy is doing well.
 Keep on doing what you're doing.
 Keep options open
 keep up the good work
 Landlord connection
 let them know about neighborhood before they move in
 Letting them know what's in the area-what they're close to, etc. If they take you around the neighborhood
 Live closer to my mom
 Live closer to stores
 Look at more apartments
 look at more apartments
 make sure that people live in good neighborhoods
 Make sure they choose the right one
 Make sure they have access to transportation and stores
 Maybe give people a list of available apartments.
 Maybe in ad in the paper

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

More affordable housing opportunities in safe communities.

More assessments of the person's likes and dislikes.

more choices

More Education about process

More friends

More housing contacts. Having more places to look at.

More looking in to the style and pest

more money for rent

More options would be great

More productive with different landlords

more visits if unhappy

My experience has been that the transition agencies are doing all they can to improve the process.

Neighborhood, college, transportation

No choice

no comment, helpful

No comment, I have a good apartment

no comments or suggestions, they did a good job

No the teams did a good job. My husbands team and my team worked together on getting us this apartment. Thank you

No they did a fine job

No they did well because Donna's team (wife) and my team did a good job working together

No, because they are doing pretty good now

No, everyone's kind of doing what they can

No, I think there doing a good job

No, I think they are doing a fantastic job

No, I think they are doing good

No, its been helpful

No, others have moved

No, they are doing the best they can

No. Doing a fine job

No. Very happy with assistance provided

None- Just saying, I think they've got it handled right

none that I know of

None there doing a great job to me

None unless authorized

none with the assistance given by Williams ACT

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

None. My transition coordinator helped me find my apartment in every way.

not good

Not right now

Nothing I can think of that would have made my experience better

offer more choices

Offer more counties

Open subsidy to a wide range of income

pay more attention to the client and their suggestions

Protect valuable items from corrupt nursing home

Quality people

Read what individuals requested the 1st time instead of trying to put in an area they are not familiar at all!!!

real estate agency

satisfied with process

Schedule to view apartments

Screen the neighborhood

Search more

Show us the other peoples, which didn't happen to me! I was told Kankakee and that was it.

Showing them around the neighborhood before they make a decision

Since its around the holiday, stores are crowded. Maybe break up the shopping

Slow down the process/use a back and forth from IMD for a while until the move is complete

Slower transition would be helpful.

Small tours of the area to show them place they might want to go

Speak kindly, stick to your word, Warn potential candidates about rules and expectations clearly

Spend more time helping look for apartments

Start apartment search earlier before the lease ends

stay strong

Studio apartment transformation. From Chicago to apartment like there's

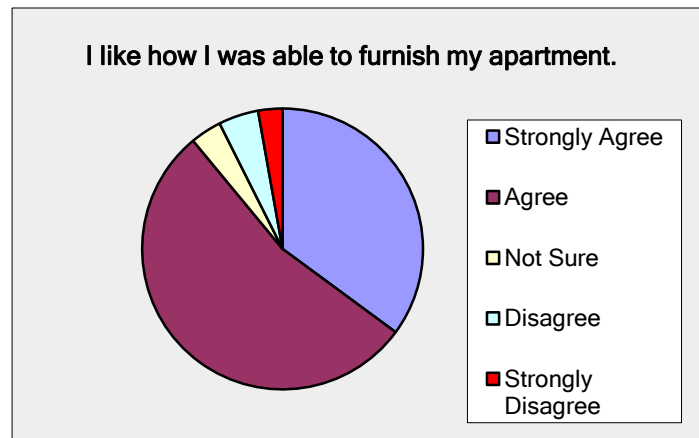
Take the time to really like to the person needs, take your time

Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments in neighborhoods of their choice?
Take them to look at apartments in area of choice
Take them to new neighborhoods
Take you with you when you look for apartments
Team 3 does a great job and did a great job transitioning me
Tell the people to go and explore the area more and see how they like (are the people nice to them) and does it look nice
the agency is doing a good job
The landlords are very helpful
There doing just fine with me.
They can have more conversations with them about what type of apartment they want
They can have more conversations with them about what type of apt they want
They can help to for housing for those who can afford subsidy
They could ask questions
They did a good job
they did a good job
they did a good job
They did well. I cannot complain, I praise them for the help they have provided me, they are amazing and great.
They do a good job
They do a good job
They should help the case managers out more, we do all the footwork
They're doing a good job, no complaints.
They're perfect
Threshold is doing good job right now
thresholds

Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments in neighborhoods of their choice?
Thresholds meets my current needs and help with exploring my choices.
to allow the tenant to look at a number of different apartments.
To do more than 3 viewing equipment to have more than an hour and 2 viewing in one day
To subject myself more than I already did to the two different agencies i worked with, HRDI and Thresholds Bridge South to ensure I receive an apt. at all because when I expressed a hope for us to respect each other in the process the agencies simply ignored me, made me leave their programs, and kept threatening me with the like!
Also, agencies can respect their clients as human beings and treat them as they like to be treated and not like stock merchandise.
Trilogy is doing a great job finding housing for us.
try to fit them in the right area for housing
Try to negotiate more for lower rental apartments
Wait until the person is ready to go
Wanted professional apartment services to help services
We did a fine job- thresholds
We do N/A
Words of mouth
Would have liked a better second choice in Waukegan
Y'all doing the best y'all can
Y'all the best
Yes, It I could would use Internet
Yes, need assistance looking for an apartment
Yes, they will put you in household the same day or week
You got to put a person where they fit in

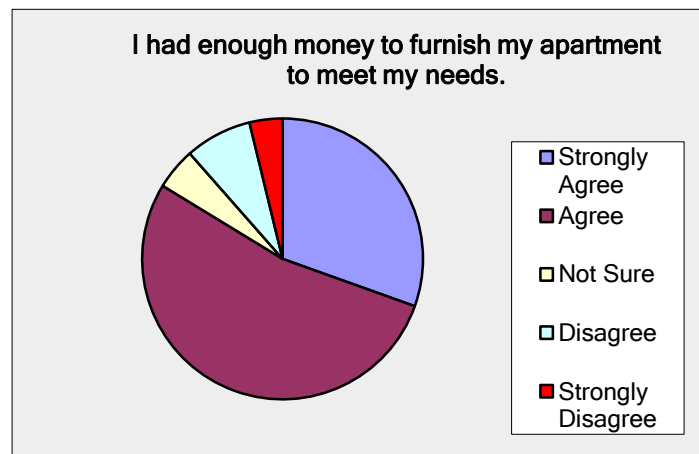
Question 31: I like how I was able to furnish my apartment.

Answer Options	Response Percent	Response Count
Strongly Agree	35.1%	253
Agree	53.9%	388
Not Sure	3.6%	26
Disagree	4.6%	33
Strongly Disagree	2.8%	20
answered question		720
skipped question		25



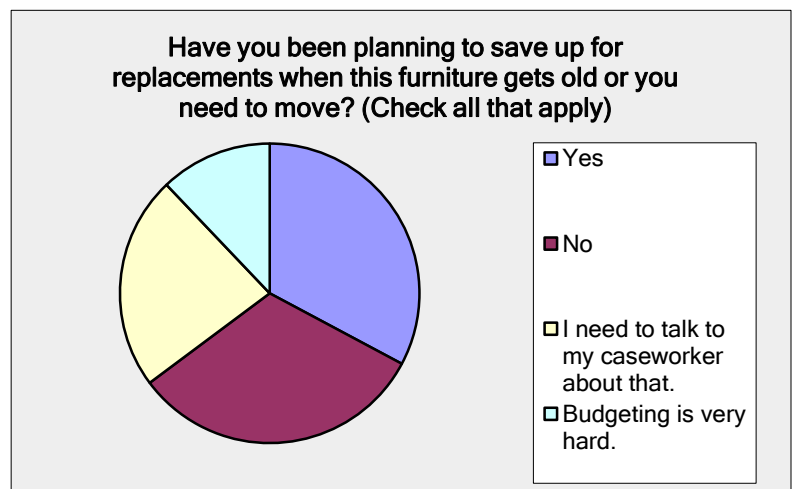
Question 32: I had enough money to furnish my apartment to meet my needs.

Answer Options	Response Percent	Response Count
Strongly Agree	30.5%	218
Agree	53.3%	381
Not Sure	4.8%	34
Disagree	7.7%	55
Strongly Disagree	3.8%	27
answered question		715
skipped question		30



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

Answer Options	Response Percent	Response Count
Yes	32.8%	228
No	32.0%	223
I need to talk to my caseworker about that.	23.1%	161
Budgeting is very hard.	12.1%	84
answered question		696
skipped question		49



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

Responses: 169

*Removed don't know, no, no comment, okay, nothing none

Comments or suggestions that will help the state do a better job in setting up and furnishing their apartments?
I didn't like the way the worker saved money and didn't spend all the money on the voucher. I could have used it.
I think we need more money in the budget.
Keep doing what they're doing.
I need to talk to my caseworker, Budgeting is very hard
I need to talk to my case workers, budgeting in very hard States need better bargains
access to more money for furniture
Add more furniture
All I know is if you tell the people an amount you have to spend they will take it all people who companies they had less then what they actually had got them same or more as who told them my true furniture budget
Apartment is fully furnished, would have to save and budget for a new apartment
Being given a visa card to choose what would be comfortable for my residence and having more time to choose from different stores and look for sales and then give the caseworker the recipes for the home purchases.
Being interviewed?
Better options for furniture
Better quality furniture
better quality furniture
Bigger apartments, okay for now
By taking us to furniture stores a lot of them and what we like within the budget then furnish the room
Cable TV
Change living room furniture out

Comments or suggestions that will help the state do a better job in setting up and furnishing their apartments?
Check into about the apartment. Ask people who live there not the land lord because you may not get the same answer
Different place for furniture
Do not use American Freight
do not use American Freight
Does not need anything other than TV. No suggestions. Hopefully the state continues to do what they are doing, they are doing a great job
don't know
Don't shop at cheap places, that stuff that don't last
Everything
Financial help
Funds to buy things
Furniture
Get a person something that is going to last
Get Salvation Army vouchers.
Get the governor out of office.
Getting new furniture because some of the furniture was old
Give clients more money
Give me more money
Give more furniture allotments
Give tenants a little used or new furniture.
Give tenants more money for furnishing apartment
Give them more money. My family furnished my apartment cuz used stunk
Give us better benefits/funds
Go through reliable and accountable companies
Grant an annual of Biannual subside for improving one's apartment.
great

Comments or suggestions that will help the state do a better job in setting up and furnishing their apartments?
Great Job
Have a more realistic representation of the furniture choices (what size, etc.)
Have none
Have them furnished with quality of their choice care interests should stay the same
Having a program for when people in their second or third year need new furniture.
having employment would help
help with replacement furniture and with sales for furnishings
How much do you need to save for furnishing and being able to have into about replacement furnishings
I appreciate the government giving me money for furniture for my apartment
I don't have much money
I feel that staff do a good job at helping/ furnishing, can be difficult. I'll do fine with what I have
I had some of my family help me with a dresser and a couch
I have a payee for now. I'm trying to be my own payee. When I moved I moved to a group home and not my own apartment. The group home was furnished. I never got money to buy furniture.
I have a problem saving
I have all used furniture- even the bed- I would have liked at least a new mattress
I have no suggestion
I haven't had money to save for clothes let alone furniture
I like the fact you do background check for the housing facility.
I need a new couch because of bed bugs
I never received a subsidy when I moved from the group home to my own apartment. I was told that subsidies were not being paid when I moved. I didn't have any money saved when I moved and only bought very little.
I take care of my furniture

Comments or suggestions that will help the state do a better job in setting up and furnishing their apartments?
I take good care of my furniture
I think all furniture such as couches, chairs, and should be brand new - due to city wide bud bug issues
I think an easy correspondence with tenant with and consent before
I think that state should allow a second grant if your furniture is misplaced.
I think they do a pretty good job
I want to buy renters insurance, keep emergency money (hopefully \$1000)
I was not given a funds card when I moved out of the nursing home, so my mom had to pay for everything, and she was never reimbursed.
I was one of the first to move out and I wish I had gotten new furniture like people do now
I was told no on new furniture disapprove
I will find time to think about it
I will take it out of my SSI check when I move
I would want more money
If they can
Increase funds for furniture
Increase transition fund
Is to get funding from churches, from hospitals, local businesses to help with funding
it seems that old furniture is thrown out couldn't a person use some of the previous tenant's furniture
It would have been helpful to have also had a little coffee table in addition to the kitchen table and chairs I received.
It's fine
I've been trying to save. To save for other things
just ask for preference
keep up the good work
Larger allotment and more time to shop with the allotment.
Let them pick out their own furniture
let us pick our furniture
Letting people know about organizations that will help get furniture

Comments or suggestions that will help the state do a better job in setting up and furnishing their apartments?
Longer trip to use funds, more options places where to shop furniture
Look around and look at different apartments
Look for good stuff that they like
make sure apartments facilities are working
Maybe have a better dead line of bridge subsidy
Maybe more apartment for beds and dining room table a nightstand and more \$\$ for food
Maybe more options that CORT furniture.
Might need new furniture, need to budget for it
Money issue
More access to funds
More choice
More furniture options
More involvement in choosing apartment and furnishings
More money
more money
More money and more choice and time in selection; and most of all, more respect of the client.
more money for furnishing
more money for furniture
more money furniture
More money, list and budgets
More resources
Move to a friendly neighborhood
Move to apartment that's cheap
My apartment was 90% furnished with belongings I had prior to this transition. Since I did not use this feature, I cannot comment on it
Need sofa
need transportation
needed more money for starting furniture
Needs new furniture
No more money
No, I don't have enough money
No. They did a good job.
None at the moment there doing a great job so far
none they did a good job

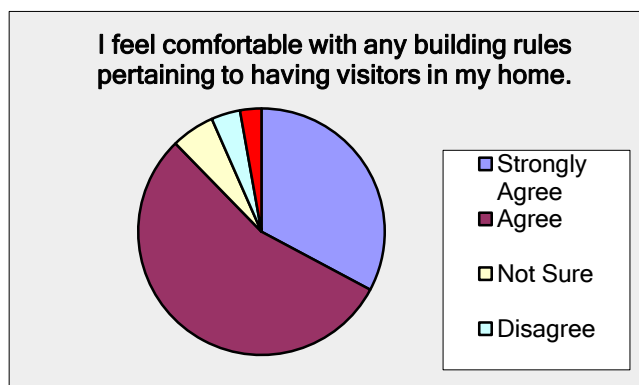
Comments or suggestions that will help the state do a better job in setting up and furnishing their apartments?
Not out of a magazine but in person seeing the pieces
Not to put as many restrictions on items that need to be purchased.
perfect
Perhaps a furniture fund
Pick out my own furniture
Pick your own designs
plan budget
planning
Provide more funds
Recommend saving money for moves when first moving out
Save money
Save my SSI Checks
Saving \$5 a week
Saving is hard with a limited income. I don't have extras. I used food pantries and help with support.
Send more money
Start a savings account now
State home inspection
Store furniture, link into the agencies to help find house furnishings acceptable and have a variety of preferences to choose from.
Take us shopping for dining room set and living room set
Talk to patent
That job was good, I've moved
The ACT Team did well in assisting furnishings, and when I moved in, it was a surprise of theirs, that it was pre-furnished
The mattress was used, need new ones
The State does a fine job furnishing my apartment
There should be more then one online site to shop for furniture
There was enough money, where I was able to furnish my apartment.
They are doing fine as far as giving you enough money to exist off of but the furnishing of the apartment could not be better

Comments or suggestions that will help the state do a better job in setting up and furnishing their apartments?
They are doing great
They did a good job of setting up and furnishing the apartment
They did a good job on setting up and furnishing the apartment
They did an excellent job
They did very well with that
They do a good job
They do a real good job
They should house everybody in a high-rise building in a nice neighborhood

Comments or suggestions that will help the state do a better job in setting up and furnishing their apartments?
This is the strongest furniture I have ever had
To provide a saving
Try to take people to the places they want to go
want another mattress
Was able to furnish my apartment.
Watch everything that's on sale
Well I was only able to about two- thirds of my apartment, so I guess a full three thousand would suffice
Went smoothly
wider selections of furnishing
Y'all already doing an excellent job
Yes. Help

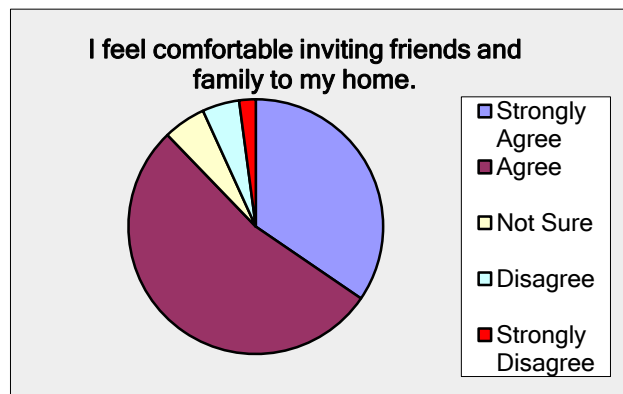
Question 35: I feel comfortable with any building rules pertaining to having visitors in my home.

Answer Options	Response Percent	Response Count
Strongly Agree	32.8%	234
Agree	54.9%	392
Not Sure	5.7%	41
Disagree	3.8%	27
Strongly Disagree	2.8%	20
<i>answered question</i>		714
<i>skipped question</i>		31



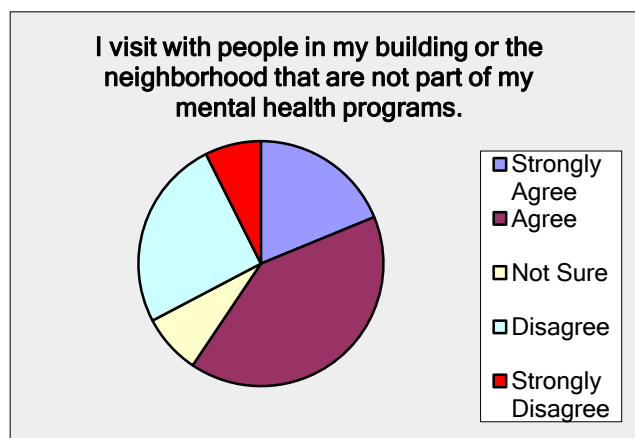
Question 36: I feel comfortable inviting friends and family to my home.

Answer Options	Response Percent	Response Count
Strongly Agree	34.5%	248
Agree	53.2%	382
Not Sure	5.4%	39
Disagree	4.7%	34
Strongly Disagree	2.1%	15
<i>answered question</i>		718
<i>skipped question</i>		27



Question 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	18.8%	134
Agree	40.6%	289
Not Sure	7.9%	56
Disagree	25.3%	180
Strongly Disagree	7.4%	53
<i>answered question</i>		712
<i>skipped question</i>		33



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

Answer Options	Response Percent	Response Count
Strongly Agree	29.0%	205
Agree	60.8%	430
Not Sure	6.8%	48
Disagree	2.3%	16
Strongly Disagree	1.1%	8
<i>answered question</i>		707
<i>skipped question</i>		38



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

Responses: 337

*Removed don't know, no, no comment, okay, nothing, none, ?, not sure

How could your community support agency better assist you in the transition to meet and get to know more people in the community?	Frequency
A closer agency	
A neighbor had a cookout	
a running vehicle of your own	
Advisor/ Prompt me/ influence me	
Afraid to make friends these days	
Agency meets my needs	
Already Done	
Ask	
Ask landlord or village hall about activities in the neighborhood libraries or Beverly arts center.	
Assistance with notification and accompaniments to community events and activities	
Attend the New freedom center where this allows me to meet other people. From the area where I had friends that lived in the community.	
BBQ Pit	
Be more kind to each other	
Be more warm.	
Beacon	
Been very supportive, nothing more	
Block Club Party/Block Club	2
By doing what you are doing	
By encouraging me to visit them and participating in groups and programs in the community.	
By going to program	
By letting me do that on my own	
By making sure they talk to you set a very serious understanding of people and their issues as well as yours.	
By meeting up somewhere	
By showing me around	
by taking me out more	
Can do this on my own, respectful to others	
Can't or help save a car to travel	
Church	
Classes at library, Gazebo	
client would like staff to find him a group to attend. He can meet friends there	
Coming and telling to come to the health department	
Coming to agency to meet new people	2

How could your community support agency better assist you in the transition to meet and get to know more people in the community?	Frequency
Coming to Trilogy programs	
Communicating with Management office as far as what things I may be needing	
community doing a great job	
community outings	2
Connect and volunteer work or other community	2
Connect you with Park district facilities or sports leagues as well as local Church activities.	
Connecting to groups/activities in the community	
connecting to school and work	
Continue the way it is	
Continue to have Beacon at Trilogy available	
Could be better communication	
Couldn't get better. 100% satisfied!	
Creation of a drop in center closer to his area	
Currently satisfied.	3
different activities and programs, opportunities to meet new people	
Does not chose to meet other people	
Don't be noseay	
Don't know, I'm friendly though	
Don't know. Drop in center Is a good idea	
Don't need that I'm a people person	
Don't want to meet more people!	
Drop in Center	
Drop in driving.	
Easy to get along with others	
Encouraging me to do things in the community	
Everything is taken care of	
Facebook internet	
Facilitate more social activities.	
Field Trips	
Find activities in my community's	
Find appropriate resources	
find thing in common	
Find ways so I do not have to be alone	
Finding activities that are currently happening	
Get flyers about local events	
Get me a bus pass	
give me more places to look at	
Go on agency sponsored outings	3
Go on the web or go to nursing homes	
Go out more	
Go talk to people	
Go to church and library good places to get out more	

How could your community support agency better assist you in the transition to meet and get to know more people in the community?	Frequency
Go to church with me	
go to museums or go to library	
Going to meetings, groups or program	
going to more stores in my community	
Going to trips and outings	
Good job so far	
group homes	
Group meetings	5
Groups, Outings	
Have a picnic	
Have activities in the community	
Have closer place	
Have meetings with people in the neighborhood/special events	
Have monthly meetings with other clients	
Have more groups in building	
Have more visits at my house	
Have much more money and staff to have any time for me. Right now, they do not, but pretend to, so they can check me off their lists.	
Have tenant meetings	
haven't had no problem with the community at this time	
Having a community newsletter on paper, once a month	
Having meetings to see what they can do better to assist you	
Having socials	
Help dating	
Help find churches - club groups in the neighborhood	
Help looking up park district/community groups	
Help me set up counseling and register to Bremer Town Hall	
I already have a stable social network	
I am able to walk to the program or use the bus.	2
I am afraid of the choses	
I am currently looking into a senior community and am hopeful there is availability along with support	
I am not that social really, I say hi to people elevator	
I communicate	
I didn't want help.	2
I do house-to-house ministry along with the Jehovah's Witnesses at my congregation	
I do that on my own	5
I don't know how	
I don't know. I really prefer my alone time.	
I don't know. I talk to people in the business I frequent	
I don't like to be out much. I have my family. I go to a group occasionally	2
I don't need help in that area	3
I don't need to know anymore	

How could your community support agency better assist you in the transition to meet and get to know more people in the community?	Frequency
I don't think they can, I've got that handled also Rogers park Chamber of Commerce, Chicago park district etc. However, the support agency opened these doors for me	
I don't think they have to do that. I think I can make friends on my own. They showed me where things are. Now I go on my own.	
I don't try to meet people in the community	
I don't want any assistance	
I don't want to	3
I don't want to make more friends.	
I don't want to meet and get to know people	3
I don't want to meet people in the community I have friends.	
I doubt they can Its mostly on me	
I feel it is not up to meeting new people, it's all about how you present yourself.	
I feel that everything is fine	
I feel that the neighbors are not as involved and could use a neighborhood watch	
I go to Beacon which is Trilogy sponsored drop in center	
I go to group	
I guess helping me out more	
I have a part-time job that has allowed me to meet people outside of program	
I have friends	
I have no problem meeting new people	2
I have to know what I have to do	
I Haven't had experience yet	
I keep to myself, don't like nosy people	
I know everyone in my building	
I know people	3
I like it when the people are not in my business	
I like to go to the mall more often I would like to go on more outings	
I like to stay to myself	
I only care about me	
I think it's fine the way it is	
I think not, they did the best they could do	
I think volunteer work and a job	
i use transit busing	
I value my privacy having Trilogy social workers visit is enough	
I want to get a block club	
I want to go to the Dincin Center	
I would like my team to introduce me to others who live in the building	
I would like to go for walks and use cellphone	
I would like to join a volleyball or basketball club in Chicago this summer, through a program like Chicago Sports and Social Club, so if I could get help joining a sports team	
I would probably need a little assistance	
I am just getting situated so I attend the community center.in Wheaton 115.	
I'm doing a good job	

How could your community support agency better assist you in the transition to meet and get to know more people in the community?	Frequency
I'm find just going to the Community Center right now.	
I'm fine	3
I'm fine with being to myself, have hard time walking.	
I'm good	
I'm interested in the service center	
I'm not interested in meeting others at this time	
I'm ok, I just need to get out and do things	
I'm okay	2
I'm pretty good I have my bus card	
Independent in finding friends	
Introduce me to new people entering the program	
Introduce to new people	
It's up to me to make friends	
I've met a lot of people in the community	
Just be there for when I need them	
Just generally be supportive of me and issues and my general ideas of the community.	
Just getting out more	
Just stay the same	
Just support my good attitude and polite manners	
Keep going to the Beacon	
keeping the Beacon available	
know enough people. I don't feel it's necessary to seek out people I know nothing about	
Leave me alone and let me pick who I choose to know which are positive people no negative people	
let me do what I need to do on my own	
let me know about community activities	
Letting me know about Bus Services	
Linking me to more people in the community	
List of events in the community	2
Looking for opportunities to volunteer or find support groups	
Maybe be apart of support group that deals with mental illness awareness	
Maybe make other people in the community aware of the situation we are coming from and have them visit the nursing home	
Maybe more outings to community events	
Maybe, I should just focus on what I got going on	
meeting	
money would help	
I only get \$17	
More community activities	
more confidence building	
More group outings	4
More groups	2

How could your community support agency better assist you in the transition to meet and get to know more people in the community?	Frequency
More groups, closer to drop in center	
More money	
More parties	
More programs	
More social events for members	
More structured, available school activities	
More support	
More things	
Most people in community I know	
Move me to Evanston	
My agency can help me with this by making sure that I can maintain my CTA free ride card. I use that to get around the city and to meet with people.	
My case manager got me a bus pass	
My only assets for this is so many cubic feet present a clubhouse floor & to see also share ideas.	
My team have taken me to public library and grocery store	
N/A, they are doing a good job at this, as I also attend groups	
Need a RTA or CTA pass	
Need bus pass	
need to find a job	
News flyer provide information on town fair	
No assistance is needed	
No way	
No, I don't want help meeting people	
No, I'm doing okay/fine	4
No, not really.	
None I don't have a problem with that. They tell me about resources and stuff.	
Not sure, one recommended online resource	
nothing I can think of, I talk to people in the building	
Nothing they can do, I am not very social.	
Nothing when I'm out in the community I meet people	
Only to add roommates to the lease	
Pace bus passes, side walk on Pulaski on Down to 159th street of Torrance Ave Calumet City I	
Passes to gyms and events.	
People from this drop in center	
Positive encouragement	
Programs	
Provide info about closest grocery stores, Churches, etc...	
provide more activities and functions for meet and greet	
Provide more community centers/ activities	
Provide more social events for clients/ members in the community	

How could your community support agency better assist you in the transition to meet and get to know more people in the community?	Frequency
Providing me with information about events and activities and resources in my neighborhood.	
Service providers can give me a list of AA, NA, and churches in the area	
Social clubs, community meetings, clubs	
Social events/gathering/group	3
Stop by a few agencies in the community	
Support groups, community activities	
Take me more places	
Take me out to in community more	
Take me out, picnics, events playing sports	
take me somewhere to meet them	
Take me to a drop in center in my area and who me where community centers are	
Take me to new places or direct me to other things that will entertain me and see others	
Take us on field trips, host more picnics and camping trips.	
Talk to support agency	
Talk to them about it.	
Talk to them and be nice	
Talking about it	
Tell me about stuff going on in the community	
Tell me the truth about people in the community.	
The agency could work with community groups. Agencies or church to set up workshop or fairs. Like Health fairs or open houses.	
The C-4 center is more than adequate	
the community is doing well with support of the williams act program	
The landlord might know	
The support is good	
The threshold's team is very encouraging there could be more programs available at the dropping center	
There could be a walk with the caseworker and say hi to people passing by so as to build confidence	
They already do a good job	4
They already have outings	
They can assist me meet more people in the community by taking walk	2
They couldn't.	
They do a good job getting to know people in the community	
They do enough	
They do good with planning socials	
they do the best they can now	
They don't need to, I can	
They provide people to meet and things their facility	
They told me I could go to the Freedom Center so they're doing everything they're supposed to do	

How could your community support agency better assist you in the transition to meet and get to know more people in the community?	Frequency
they try	
They were wonderful	
They're doing fine now	
They're doing ok as of now	
This is new to me. I usually made relationships through alcohol. I am not ready for the drop-in center yet.	
To go into the team events.	
Tony reports that he will consider getting a library card once he gets a bus card	
Transportation is not close	
Try to be my friend	
try to be patient and easygoing with us	
Try to have meetings	
view	
Visit them	
visiting	
walk	
walk run	
wants to do day program at Trilogy	
We can tell people on the street about our community	
We need a bulletin board	
You can't its impossible because human beings are human beings and they're all useless	
You'd have to go into the community, talk to people, get their opinion about the neighborhood, your building and landlord. Ask questions.	

40. What kinds of activities are you doing right now in the community to meet friends?

Responses: 628

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
AA groups	2
AA meetings and Bingo	2
AA meetings, attend the Drop In Center	
AA/Groups at thresholds/Family	
Academic, exercise, art, cultural.	
Answering these questions	
Art and craft	4
at patient, support meetings	
Attend groups once a week	
Attend senior center and new freedom center	
Attending AA Meetings and seeking other meetings go on a walks	
Attending classes at C4	
Attending sporting events, church and library at Loyola University	
Attending the wellness center recovery drop in center	
babysitting	
Barbeques	
Basketball	3
BDA (Drop- in center), library, the church	
BDA Groups	
Be with friends	
Beacon/work	
Being friendly, ya know and talk a little bit in the building. I let a few people in the building.	
Being helpful	
Bible study, Church, Church events	
Bible study, game night at building	
bicycling	
Bingo, Cards, Bowling and volunteering	
Bingo, Gambling	
block club	
Book clubs at home. Watches T.V with others	
bowling	
Bowling and visit family and friends	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
Bowling, going to the movies, and the freedom center	
Building events	
Bus	
Bus, stores	
By coming to the drop in center or park	
Charity work, board of education	
Chat with neighbor next door	
Church	11
Church retreats	
church, bible study, and library	2
Church, drop in center	4
church, literacy classes, going to McDonalds	
church, parks, groups and meetings	
Cleaning the areas at times when needed	
Client volunteers at a thrift shop/antique store in Edgewater	
coffee group, moving on group, active outing	
Coffee shop	2
Coffee shop, walk around	
coming outside to see people, Freedom Center, Church	
Communicate and make friends	
Community Center	2
Community resources, travel on the bus	
Congregate/recreate	
Cook offs	
Cooking together visiting, freedom center on ground	
Cookouts, Movies	
Currently attending school and have a lot of medical appointments - meet friends once a month	
Dating sites, walking around the area	
Dincin center	
Do a lot of walking and going to the store. Play basketball.	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
Doing volunteer work and going to sing karaoke.	
Dot in	
Drop in cab, library	
Drop in center	15
Drop in center at c4	2
Drop in Center daily, groups and church	
Drop in Center, Workout, walk, listen to music, visit with friends,	
Drop in community center in apartment complex	
Eating out and shopping	
election judge, work	
enjoy watching sports and television	
exercise group at Trilogy, nothing outside of Trilogy	
Exercising	
Exercising at the park	
exercising, church, library	
Facebook internet	
Field Trips. The Drop in Center	
Fishing and walking	
Fishing, biking, play cards, and play pool at the center	
fishing, take walks, play cards, shot pool.	
Fitness club, walking	
Footwork and trying to find jobs	
Freedom Center	2
Freedom Center-Computer classes	
Friend, I do not like	
Gallery H - Chicago meetups	
Gardening in the yard.	
Get coffee and chat to others I find	
Get up, Get out and meet new people	2
Getting my nails done and going shopping	
Getting out and knocking on doors	
Getting out to exercise more.	
Getting to know children	
Go out more, go to churches, bars and frequent other establishments	
Go shopping and going back to school	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
Go shopping at the mall and grocery store	
Go to church, downtown activities and visits to the library	
Go to community room in building	
Go to get coffee and play cards at Trilogy	
Go to grocery store and on street sometimes	
Go to group	2
go to library and working	
Go to library, out to eat, store, freedom center	
go to library, talk to people at bus stop	
Go to local restaurants, sponsored by local agency	
Go to open mics	
Go to park and progress	
go to restaurant	
go to social activities	
go to social gatherings, church, other family members and friends	
Go to store, Sit on porch	
Go to the bowling alley	
Go to the mall	
Go to the park	
Go to the park, go for walks	
Go to the park, play basketball/football, and ride my bike	
Go to Trilogy	3
Going for walks	2
going out on walks together, also going into the drop in center	
Going outside to talk to them	
going places	
going to music clubs	
Going to Trilogy and the library.	
Going to Church and Community Centers	
Going to college at MUCC for GED program and go to the freedom center in Blue Island and go to church on Sunday in Oak Lawn.	
Going to college, was working @ Paradise and Planet Fitness 3rd shift	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
Going to different housing to watch sports or play a good game	
Going to groups	2
Going to groups, Si hi and hello to neighborhood business owners	
Going to local stores, meeting neighbors, going to restaurants.	
Going to meetings at community care centers	
Going to movies, park, malls, riding bus, etc.	
Going to north pointe	
Going to school, talking to neighbors, Staying in touch with old friends	
Going to senior center in Waukegan	
Going to Starbucks, movies	
Going to store	
Going to the community center.	
Going to the DCHD Community Center.	
Going to the field house working out lifting weights and playing baseball	
going to the gym	
going to the lake, open mic	
Going to the local YMCA	
Going to the park, house parties, mingling	
Going to the store	
Going to the store and to the laundry mat	
going to thresholds, participate in activities at the building.	
Going to Trilogy	
Going to Trilogy and Just Harvest.	
Going to work	
Groceries, shopping, payments of clothes and local business	
Grocery stores and exploring neighborhood	
Group art school, field trips	
Group through Trilogy	
groups	7
groups- ACT, Drop in center	
groups, bowling, freedom center	
groups, church, drop-in center	
gym	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
Hanging with friends who have other friends	
Healthy living group, go to store, beach	
Help out at convenience store, teach art class	
house cleaning	
I am able to meet people just from living and going out in my community. I am a friendly guy and have been able to meet people just from being outside.	
I am taking shirt walks in the neighborhood	
I am taking short walks in the neighborhood	
I am working	
I attend groups, I also go visit my friends when I visit my daughter.	
I do a lot of cooking and grocery shopping. I enjoy walking by the beach and reading books.	
I do what Matthew 28:19-20 says in the Bible along with Jehovah's Witnesses at my congregation	
I don' t want to make more friends.	
I don't know	3
I don't know I already have friends	2
I don't know I just meet people doing whatever and where ever I'm going.	
I go for walks, I go down to the park	
I go for walks. I'm not trying to meet anyone new	
I go grocery shopping and hang out sometimes at their house or mines	
I go off-site to take walks.	
I go to brighter days	
I go to church and to the Beacon	
I go to church, walking around my neighborhood, going to Trilogy	
I go to different stores, Tell people hello.	
I go to groups	
I go to NAMI	
I go to school, libraries and drop in	
I go to the beach area	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
I go to the Central Plaza + visit with my friends there	
I go to the drop in the center of HRDI	
I go to the Lake Front	
I go to the Park and I am satisfied	
I go to the park and the library	
I go to Trilogy and the Beacon	
I go to various meetings that are scheduled throughout the week	
I go with family and friends. I don't have many friends nor do I want them. However, there are a lot of people who like me because of the places my husband and I go to and the people we have met.	
I have a lot of friends.	
I have friends at church and family	2
I have friends in the community	
I have friends of 35 years	
I have friends, they just don't live in my neighborhood.	
I have met so many people, and I enjoy the block party	
I introduce myself to new people in the community and at Thresholds events. I sometimes go to free events in the neighborhood, such as flea markets. I go to the Dincin Center, which is a community center run by Thresholds.	
I join a gym for fitness	
I just stay at home	
I keep attendance for instrument play even though I have not been in practice also art and theater is included.	
I know people in the community	
I like sport walking, out at dinner or barbershop, shopping	
I like to keep to myself	
I love to talk to people	
I make friends easily with people i meet inmy neighborhood.	
I meet friends on the Northside	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
I meet people when I go on walks.	
I pick up trash in the neighborhood	
I plan to volunteer at a cat shelter	
I prefer to keep to myself.	
I ride my bike	
I say hello	2
I say hi to people who walk by me and I pet their dogs to those who have dogs	
I see them as I come and go out the door	
I sometimes visit my neighbors	
I stay to myself	
I talk to people when I'm out. Occasionally attend drop in.	
I visit Filipino community centers	
I visit friends and family	
I voted	
I walk	2
I walk. I like being by myself	
I walk on the beach; I go to Chipotle	
I walk to the gas station and go to bed on weekends	
I want to meet ladies so I can have a girlfriend	
I watch a lot of sports on television - it's good for conversation. Ask others about their opinions.	
I went out on my own to Cricket and Game Stop, now I am one of the main customers at game stop	
I will like to join school which coming this fall and play sports to keep me active	
I work a part-time job	
I work with three volunteer organizations and I'm the member of a synagogue	
I work, I have AA and I have my girlfriend and family	
I would like to go to the movies, play games	
I'm going to CAP- community police meetings and attending different churches	
I'm going to meetings and groups	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
I'm going to the laundromat and going to the drop in center at Trilogy.	
I'm in the Knights of Columbus and do charity work	
I'm looking for a job	2
I'm not doing anything at this time, sometime I would go to the beacon drop in center and meet people.	
I'm not doing anything. I'm trying to get myself cleaned up and more normal looking. I'm not looking for friends.	
I'm not doing that yet.	
I'm planning to go to the gym in my neighborhood to meet people. Also go to the pool	
I'm working and sometimes I go to the stores in my neighborhood	
In library, Dunkin Donuts, walk around the community	
Jogging	
Joined a club, public library, to go lectures	
Joining a Church and go to a daytime support group (M-Th)	
Just enjoying myself	
just taking walks around the neighborhood, saying hi to people	
Just talking and going to the store, group	
Karaoke, support groups, other group activities.	
laundry, say hi to neighbors	
Library	5
library, looked into local YMCA	
Library, talking to neighbors	
Listen to music downstairs and look at television downstairs	
Looking for good friends	
Looking for job, going to the drop concert	
Lunch	
Making time for them, myself, team, pets, to keep up my apartment	
Me and a few other friends from this program plan to do bowling and other activities. They live in my complex apt.	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
Mostly church that I've been attending for over 40 years	
Movies	
Movies, Bowling, dinner and lunch shopping	
N/A	20
neighborhood festivals, coffee shops/events in the community/library	
new freedom center	5
New freedom center(Drop in centers). AA meetings	
No	7
no answer	3
None	72
None because if I tell them I am mentally sick and have HIV people really don't want to do something with you.	
None on may go to the drop center	
normal socializing	
North pointe	
Not a lot most people when I get out are nice to me	
not doing anything	
Not meeting people.	
not much	
Not much besides working	2
Not much to do when its bad outside. Summer go to ballgames and parks	
not sure	
Not very many, I have not done what I can yet to meet more people. I'm pretty good with strangers	
Nothing	21
Nothing I'm young and that attracts young people	
Nothing just visiting my friends.	
Meeting my friends through Trilogy	
Only coming to Trilogy; not doing anything	
Park, shopping, library, food	
Party, and church program	
People are not that friendly	
Planet fitness, Starbucks	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
play basketball, working on seeing my spirit, shopping, talking to people in neighborhood, and playing video games	
Play cards, go on trips, and go to meetings	
play chess, cards, and get involved in groups	
Play pool. I go to community events hosted by my apartment.	
playing cards in the community	
Push up	
Putting in time with the "mentioned above" and connecting with old friends	
relaxing	
Ride the bus with the same people, go shopping and to the movies	
Riding the bus, going to stores!	
Say hello to people	2
School	3
shopping	5
Shopping Bowling, Online Games with friends and family	
Shopping down the street, I am friends with the people that work there	
Shopping in different stores, eating in restaurants	
Shopping, go to the library	
Shuffle board	
sit down exercise, NAMI, group, town hall meetings	
Sitting at home, talking with caseworkers	
Small groups, flag football	
Social	
social activities usually involved wife	
Social events at the rental	
Socialize in the neighborhood - local bar	
Socializing at the park and other places	
socializing in Beacon/at Trilogy	
socializing in public	
Socializing in the drop center	
Speak with people, go to McDonald's, Dunkin donuts	

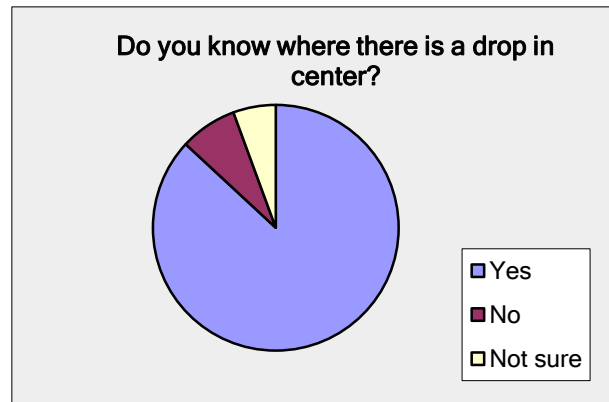
What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
speak, walk throughout the neighborhood	
speaking and asking what they like	
Speaking to Jehovah Witnesses	
Special sports # A.A.	
Spending money at bowling at restaurants and bowling alleys	
Sports - Movies	
starting conversation, sitting out on my porch	
Stay with a positive attitude	
Studying	
Take garbage out and get my mail	
Take long walks	
Take walks	13
Taking GED classes at Truman College	
Taking walks, drop in center, DBSA groups	2
Taking walks, getting a job	
taking walks, riding my bike	
Talk to my neighbor when I'm on the porch. I go to Thresholds to meet and talk to people. I plan on going more.	
Talk to people in the community	
Talk to them on the streets, i come to freedom Center	
Talking to people	4
Talking to people in the neighborhood when I'm out going to the store.	
Talking to people, volunteering at the food pantry	
Talking walks, Going to the store	
Talking, helping people in the community	
The C-4 center cooking group	
The gallery to paint or the Freedom Center	
traveling	
Traveling more	
Treatment and Drop in Center at C4	
Trilogy Community Integration	2
Trilogy groups--Men's group, recovery discussion group, individual IDDT therapy	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
Trying to go back to school	
Visit DHFS Levy center	
visit friends, go to church	
Visit friends, play baseball	
Visit the Beacon (drop-in center).	2
-visiting family and friends, landscaping and painting, cooking, exercising	
Visiting friends and go to different places.	
Volunteer weekly and I keep up with my friends from Abbott house and Albany care. I also attend synagogue.	
Volunteer Work	
Volunteering	
volunteering a couple of hours per week, only will make a year; member of a book club once a month, attend church for about 3 years during and after nursing home	
Volunteering and employment search	
volunteering, attending school, going to church	
Walk in the community and talk to people	3
Walk in the community.	
Walk to beach, Walk around neighborhood	
Walk to grocery store and park, local senior center, drop-in-center	
walk to mall, go to 27th st.	
Walk to the park	2
Walking around my neighborhood	4
Walking around the area	

What kinds of activities are you doing right now in the community to meet friends?	Response Frequency
Walking around the block	2
Walking at the park. Go to the Dincin Center.	
Walking the neighborhood, church and shopping.	
Walking to agency daily. Going to laundry mat	
Walking, Beacon groups	
walking, caps ground	
walking, going to Trilogy	
Walking, riding my bike, shopping when the weather is nice	
Walking, Start a conversation	
Walking, visiting the drop in center	2
Walks to the water.	
walks, going for coffee	
Walks, groups, church	
Walks, meetings	
walks, movies, coffee shops	
Walks, Parks	
Walks, Parks, social clubs	
Watch movies, eat meals, play games	
watch sport games on the computer	
watching movies in the building community room and drop in center	
Working	4
Working and going to school	
Working at jewel	2
working at my brother's store, going to the power house gym with friend	
Working with children at church	
Working, go to the YMCA and work out	
Workshop	
YMCA, Bowling	

41. Do you know where there is a drop in center?

Do you know where there is a drop in center?		
Answer Options	Response Percent	Response Count
Yes	86.9%	617
No	7.5%	53
Not sure	5.6%	40
<i>answered question</i>		710
<i>skipped question</i>		35

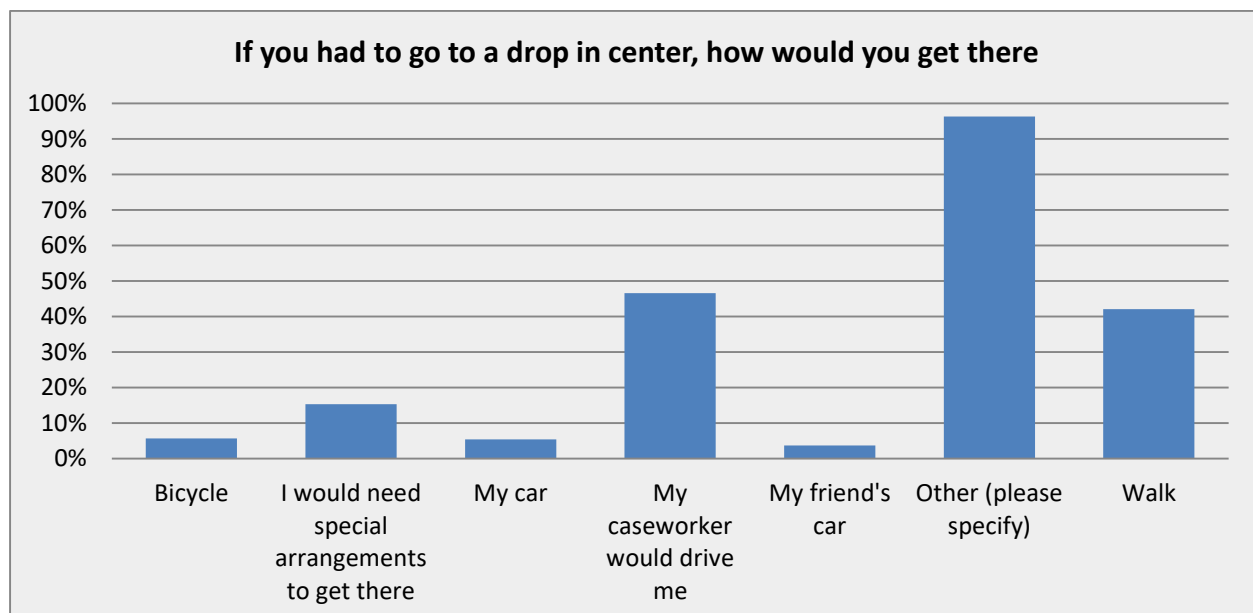


Question 42: If you had to go to a drop in center, how would you get there (may select more than one)?

Responses: 873

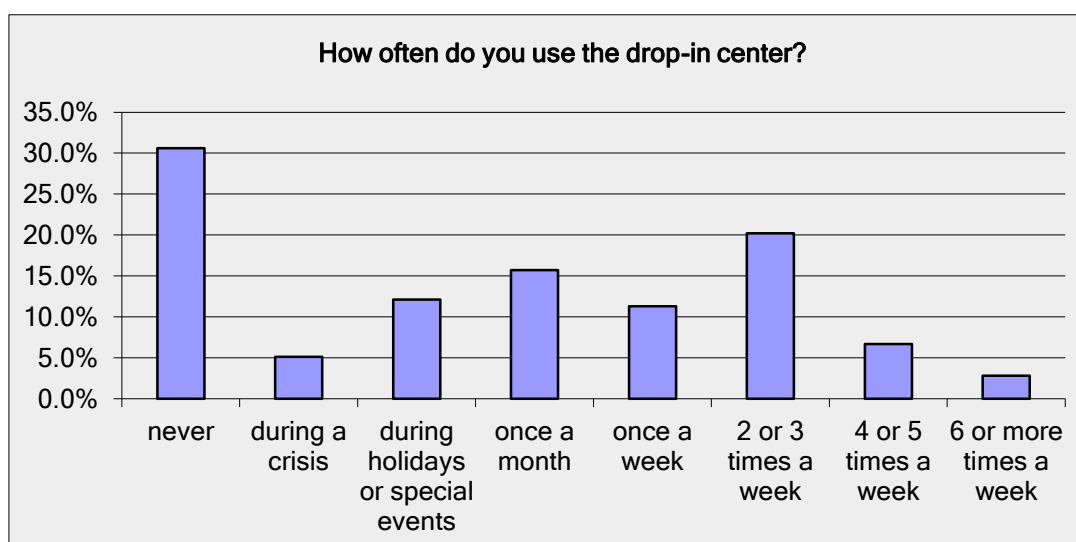
Answer Options	Response Percent	Response Count
Walk	42.1%	171
Bicycle	5.7%	23
My car	5.4%	22
My friend's car	3.7%	15
My caseworker would drive me	46.6%	189
I would need special arrangements to get there	15.3%	62
Other (please specify)	96.3%	391*
<i>answered question</i>		406
<i>skipped question</i>		339

***Of the 391 responses indicating other, 340 (87%) indicated some type of public transportation**



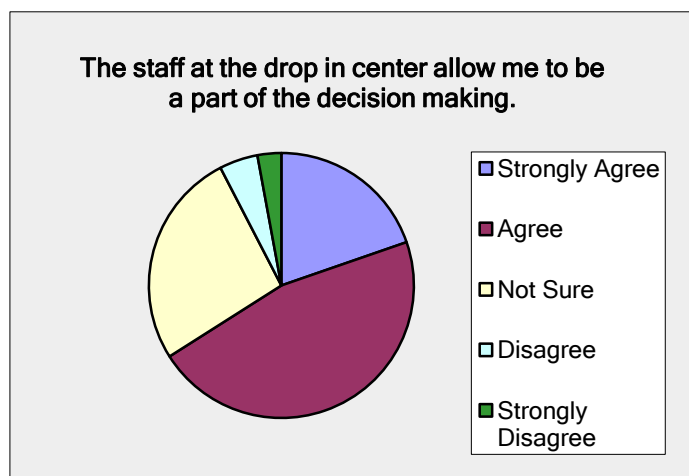
Question 43: How often do you use the drop in center?

Answer Options	Response Percent	Response Count
never	30.6%	215
during a crisis	5.1%	36
during holidays or special events	12.1%	85
once a month	15.7%	110
once a week	11.3%	79
2 or 3 times a week	20.2%	142
4 or 5 times a week	6.7%	47
6 or more times a week	2.8%	20
<i>answered question</i>		702
<i>skipped question</i>		43



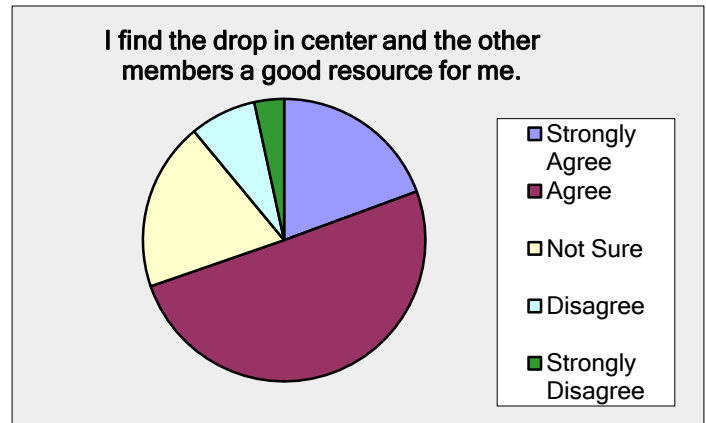
Question 44: The staff at the drop in center allows me to be part of the decision making.

Answer Options	Response Percent	Response Count
Strongly Agree	19.7%	134
Agree	46.3%	315
Not Sure	26.4%	180
Disagree	4.7%	32
Strongly Disagree	2.9%	20
<i>answered question</i>		681
<i>skipped question</i>		64



Question 45: I find the drop in center and the other members a good resource for me.

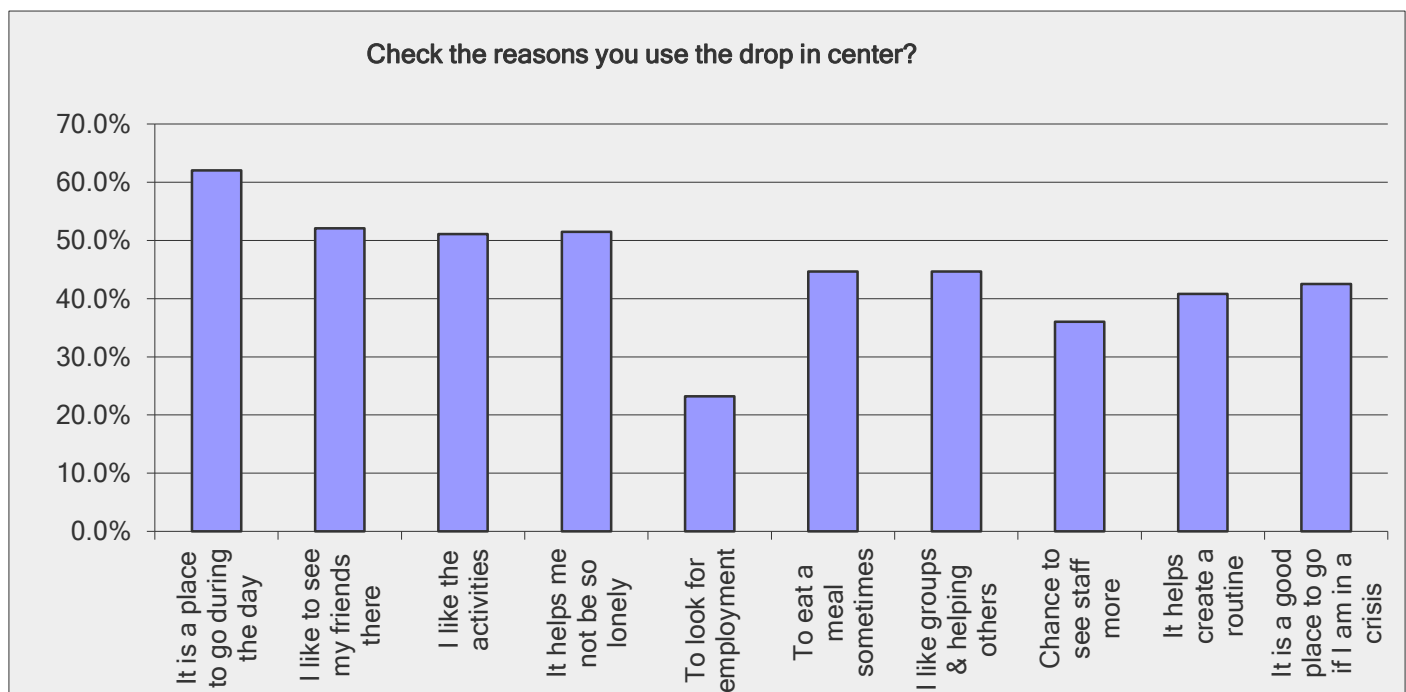
Answer Options	Response Percent	Response Count
Strongly Agree	19.4%	133
Agree	50.3%	344
Not Sure	19.3%	132
Disagree	7.6%	52
Strongly Disagree	3.4%	23
answered question		684
skipped question		61



Question 46: Check the reasons you use the drop in center. Respondents may check multiple options.

Answer Options	Response Percent	Response Count
It is a place to go during the day	62.1%	324
I like to see my friends there	52.1%	272
I like the activities	51.1%	267
It helps me not be so lonely	51.5%	269
To look for employment	23.2%	121
To eat a meal sometimes	44.6%	233
I like groups & helping others	44.6%	233
Chance to see staff more	36.0%	188
It helps create a routine	40.8%	213
It is a good place to go if I am in a crisis	42.5%	222
Other Reasons (please specify)	28.4%	148*
answered question		522
skipped question		223

*Of those selecting other, 50 (9.6%) indicated they do not use the center and 17 (3%) indicated they use it to see a medical provider.



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

Responses: 215*

*Removed don't know, no, no comment, NA, none, not at this time, ?

Any other suggestions on how to make the drop in center more helpful to you?
A bible study group
Allow me to go to a different agency
Allow to leave in the middle of sessions if I want to go
Allows me a place to eat. I can save money on food
Ask more questions on personal level
ask questions
Being closer
Being part of Sierra Club activities and meetings, someone with computer skills to teach and guide members on Windows 7, 8 and 10.
Better Budget
Better Resources
Better security- who comes in and what they have
Bring more people. Get more money. From Wilson care
Bulletin Board
Can change rules about hanging out with staff after hours.
Can't think of anything at this time.
Can't think of nothing
caring and compassionate
Clean up the thug climate around there.
Cleaner
Client would like to be more aware of what goes on. He would like to be notified by staff.
Client would like to see more access to computers.
Closer
Closer
closer to where I live/ too far away
Closer, not so difficult to get to
Crochet classes, play bingo
daily transportation
Did not answer whole page
Don't GO
Don't let others bother me.
don't like going there. Nothing to do except watch TV

Any other suggestions on how to make the drop in center more helpful to you?
Drop in center needs to give out more donations
Drop in should have lunch again for both Saturdays and Sundays again
Drop-in has been helpful in the past now I work and stop by in the morning before work, I found out about job opportunities before work I found out about jobs opportunities at drop in
Find more jobs
food
Funding enough to provide more frequent meals and meal choices
Get a better location
get more involved in groups
Get rid of the staff and replace
Give out snacks
Give them, as the rest of the mental health community providers at least twice the money their receiving now instead of paying nursing home billions. Right now, they cannot do anything substantial at all besides pretending to do crisis management.
Gives me something to do
Giving more meditation classes
go shopping, walking
good arrangement
Good place for you
Have a drop-in during the regular business hours
Have group go have a walk
Have more activities
Have more groups
Having more groups, programs, and activities available to me.
Having Pizza, They should give out more than 2 slices
Help with any problems they would be going through. yes?
helping with decisions
I can't really formulate how I'd change it

Any other suggestions on how to make the drop in center more helpful to you?
I can't think of any now. Maybe have older people, people my own age.
I currently do not use drop in services
I do not go to the drop in center
I don't go
I don't go
I don't go to the drop-in center anymore because the supervisor of the drop-in center was disrespectful and making fun of me.
I don't relate to many people there
I don't think it could get better. I just don't need it.
I felt lack of privacy
I get to speak out more with groups
I go there for my staff and to watch my husband play cards. Plus enjoy little different company with my husband
I have no suggestions on this matter.
I have not yet had an opportunity to hook with anyone yet.
I like it the way it is
I prefer not to use that service because I'm not a group person
I really do not like going to the drop in center because it's too many people and I don't like crowds. I also wish it was more "white girls"
I think they are doing okay
I walk there daily and enjoy the socialization
I would like to play more video games
I would rather not watch sports such as football or basketball. I love tennis.
I would volunteer at a drop in center but would not use one."
If I give some friends money and other holidays Xmas, New Years, Birthdays etc. We get into trouble and drop ins laugh them make money get back to me.
If other clients, there would take medication and listen to their therapist
If there was a workout, room/space or weights & machines
If they had more money. work for money. more space
If they hear of the trades through the arts
In the winter they could pick us up.
Increase outings and groups on independent living skills

Any other suggestions on how to make the drop in center more helpful to you?
issues with people who don't wash themselves, can cause issues
It could be closer, it is very crowded
It is too chaotic there needs to be structure
It's a good place for those who need it, have other things to do
It's already very helpful.
It's depressing because they are talking only about their problems. Not positive
Its doing great
It's fine
It's good right now
It's goof for those who use it, when I need to go place I go there
It's just too far from where I live
It's ok
it's perfect
it's something to do
Just Fine
Just have some fun, add more activities for young people
Keep going
Keep it open
Keep it the same
Keep me busy
keep up the good work
Learn things that are in your neighborhood that you can use
Let me know its purpose and let me know if it costs anything
Let us know where it is
Like Tinley Park better
Listening to suggestions and giving suggestions for bettering the program. client's life, staff's life, program enhancement.
Make groups shorter, smaller or more effective
Maricor takes my blood sugar there at HSC sometimes
Maybe a nearby church could pick up people on Sunday and take them to church
Maybe, there should be more place like the drop in center where I would be in walking distance
meet new people
MME - complete compliance
more activities

Any other suggestions on how to make the drop in center more helpful to you?
more activities
more activities
More activities everyone can participate
More art groups, less just sitting around
More community activities
more daily rides
more educational classes
More employment specialists
More field trips
More field trips
More food
More games, interaction
More groups
more groups
More groups, longer hours
More helpful with job hunting. Outing activities that are more unique and creative
more interaction with consumers (all)
more of them
More options
More outdoor activity
more outside activities
More programs
More snacks and quiet time
More things to do
More transportation
More trips to different areas
More trips to different areas and places
more until games
Move closer to where I live
Need more groups @ Chicago Heights drop in
needs more activities, games, hiring ppl from community
Needs to be a sign-in sheet for computers. People hog the computers when I want to use them
No because have been good to me and even check in on me when I'm gone for a while
No drop in center
No I think it's fine.
No its pretty good
No problems
No so often every once in awhile
no suggestions drop in center doing good choices
No, I like it

Any other suggestions on how to make the drop in center more helpful to you?
No, I'm satisfied
no, it's pretty good
No, not really They do I great job
No. Just be receptive to the needs of the clients. They generally are.
None at the moment there doing a great job
none it is very helpful
Not interested, I'm busy Mon-Thurs.
Nothing, I'm satisfied
Nothing, it's alright. Watch more movies
Offer incentive programs
Okay the way things are
One closer to my housing where I could walk
Open longer on weekends.
other reasons to go there
Parties
Plan my mornings where I am on time for Instruction group
Pool Table
Pool table or other games
provide more classes
Provide more resources to help with recovery
Provide therapy, groups, food
Provide transportation
put the pool table back
Reach out more to community members
Ride to theater casinos racetrack shopping centers on Broadway plays
See more friends, draw, more meals
Set up classes to better improve yourself or bring in books to read
Set up job search systems
She don't like the drop in center
Should be open later
should have a separate room for TV
Sports
Staff needs to participate more with clients
stay open later
T.V dinners for food sometimes
I don't eat well at home
Take members opinions
Talk more
Teach basic cooking and other life skills

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

There is no drop in center. If there was I probably wouldn't go there anyways.
 They are doing a good job and I am very happy
 They are very lazy, the workers
 they call and I see if I want to go but I don't
 they call and see if I want to go but I don't
 They do a good job
 To go attend as often as possible
 To learn ways to stay calm and help me stay calm
 To listen in and participate on groups
 To meet new people
 Transportation

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

Trips and activities
 try to keep it clean, have more outings and field trips
 Types of friends my age
 use it on days off work
 Walk with more employment agencies
 Well ran.
 When I may want to have a discussion my peer are around in drop in after program so their able to converse.
 when staff pick me up I have to stay there a long time. I'd like better transportation hours
 would only use it if I lived closer

Question 48: Any suggestions on activities or events that you would like to see at the drop in centers that would help you and people transitioning to the community?

Responses: 207*

*Removed no, don't know, NA, no comment, no suggestions, not sure, nothing

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?

A bus/transportation group to show how easy we can get around
 A daily commuter service to a predetermined location that is helpful
 A group for people moving into the community
 A pool table
 ad a pool table
 Add arts and crafts, games
 Advocacies for those who don't have family
 Arrangements to get to appointment
 Art
 Art studio
 Arts and crafts
 Arts and crafts and going on trips
 attend baseball games or sports events.
 Baseball
 Baseball games or basketball games.
 Basketball

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?

Basketball, weightlifting, biking
 BBQ
 Better funding
 Better movies
 Bingo a lot of people like to participate
 Block Parties, Picnic, Museums
 bowling
 Bowling, more outings
 Bring different kinds of games
 clue, trouble
 care and compassion
 Client is satisfied with the amount of activities that are provided
 Community bases events, employment related
 Computer Classes
 Cooking from the case manager
 Cookouts at parks and forest preserves
 crafts, AAS

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?

Create a shopping group
 Current Events
 Dance classes
 Dance, Exercise
 Discussing groups, food
 Do more activities just to talk more and help introduce myself to others
 Drive around in the van
 Drop ins need to change people around more (Staff)
 Empower n entry group for people who've been through a lot and dont think they will be able to do it
 Everything is alright
 Everything is fine
 exercise classes
 Field trips would be nice. Botanical gardens, Golden Corral restaurant would be nice places to go.
 Fishing
 Fitness center
 Football games, baseball games.
 Football tickets to the Chicago bears, inexpensive and reasonable prices
 Fourth of July BBQ, Go out roller-skating
 Games
 GED and other classes
 GED Class
 GED Classes
 Getting around more
 go out to eat
 Go out to eat
 go shopping, walking
 Go to a bulls game
 Go to movies. allowed to eat.
 Go to museums
 Go to parks, museums, picnics, get more money, meet more people
 Go to the Show Theater
 Going to baseball games or basketball games.
 Going to group
 group activities and restaurant

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?

Group decisions and helping people like us
 Groups, activities
 groups, phone groups and board games
 have a cookout
 Have more games like monopoly, scrabble, dominos
 have more outings and field trips
 Have more people in the community speak on the subject
 have not
 Have people who have moved out help people in transition
 Have someone from Beverly arts center come to the drop-in center and help offer resources and introduce themselves and services and twice a week go to the Blue Island Annex Tech library.
 Having more art activities or events; having more sporting events
 Help people reach center on weekend
 I don't know, maybe parties

 I guess more sporting events
 I was involved with prop in a picnic and someone played a challenging game of checkers my grandparent taught me to play
 I would like them to take us to more places
 I would like to do some standup comedy
 I would like to have computer classes
 I would like to see a musical band
 I would like to see art
 I would like to take a computer class at the library
 I wrote it down look into what I have put and ask DA!
 I'd like to go to the Field Museum.
 I'd like us to go to the movies
 If they could organize a basketball league.
 Info no school
 Information session about transition process to reduce fears
 Informative groups about everyday living
 It's ok
 it's okay

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?

Job fair
job fair, volunteer work
Job fairs
Job fairs
Job training
Just Fine
Just let everyone know importance of attending drop in and employment counselors
Just support services.
karaoke
living in the community
Maybe make trips to the YMCA
Meet and greets
More activities
More art groups
more arts and crafts
More arts and crafts, cooking, crochet, classes, life skills group
more bingo, word games
More cheats
more community activities
More community-based activities.
more events
More field trips. Have a block party.
More food drives
More free meals.
More fun events
more games
More group and employee interaction
More groups
More groups
more groups
more groups
More hiking and outings
More jamming on the guitar by eric
more karaoke
More Money
more outings, going to a football game
more outings

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?

More parties dancing and music and field trips
More people that aren't suspicious of a Christian that has cash
More talks
more trips
More trips to big cities for museum visits etc.
More trips, more parties
more youth
Movie nights, groups, games
movies
movies
Movies
Movies, music
Music and dancing, entertainment
Music groups
Music, I love music. Soothing music, no hard rap.
N/A Library
NAMI walk information
newspaper and people i know
Newspaper with jobs, local events, food pantries, local resources
Nice
No because I'm still learning what they have to offer
No they have a lot going on already
No, we do a lot of stuff
None- They're the place to be, especially when you don't have of feel, you have all of your bases covered
nope offer good activities at present time
Offer more group
older movies to watch
One closer to me, When I live
Open house for nursing home resident's transitions
open up the new challenges
Origami Classes
outings
outings and social events, plays, games, (checkers, cards, chess, dominos)
painting
parks, show, outside activities

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?

Parties

Ping pong game

Maybe put up a basketball net outside

play cards, eat food, basketball

play sports

Plays, more entertainment

pool table, games

Recreation

rides

Same as above

See there to watch movies

Skating

Social clubs

Some educational activities pertaining to transitioning i.e cooking classes.

some where close by

Staff plays games with clients

stick with the program

Taking suggestions into consideration

Talk about Jehovah God's kingdom as the only solution for human problems

Talk more about transitioning into community

Teach people to be a little more independent, do things for themselves.

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?

The new life recovery center is very helpful to people transitioning you see the nurse and case managers there

There is a big problem - mixing normal people with mentally-ill people

They cover everything

they do a pretty good job

They have everything you need

They have it all covered

Art, Music, Poetry, outings

They have socialization groups, attend them more regularly

They will ask all the time. I'm not a real social person due to the alcoholism. I tend to not socialize when I don't drink.

They're doing a good job

Trip activities

Trips

Visit each other place often. Go on trips together

Warm weather events

Went to park library to read movies; bowling

Whatever they got I'll do it

Would like to play a diverse case of music

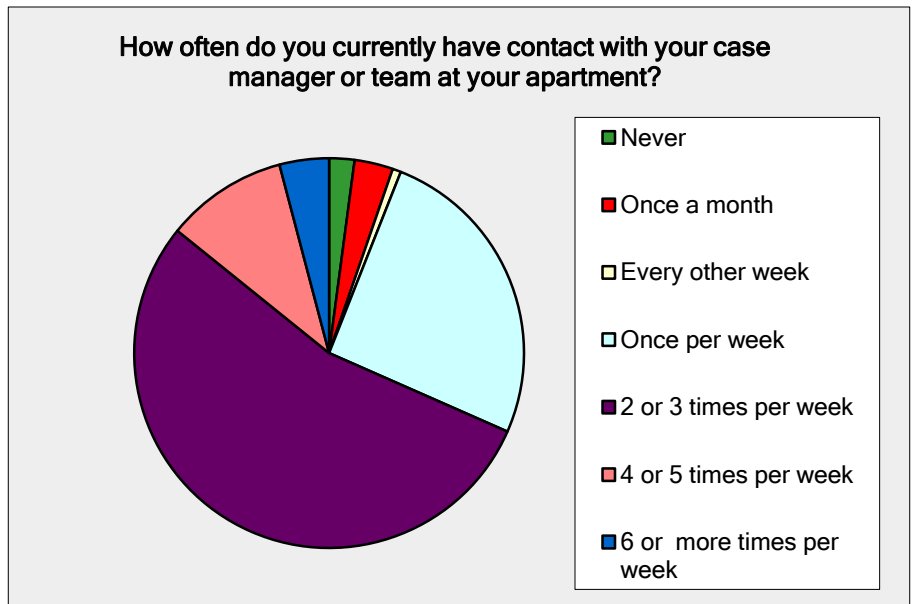
Yes

Yes, I like it there

yes, I would like to have a computer class

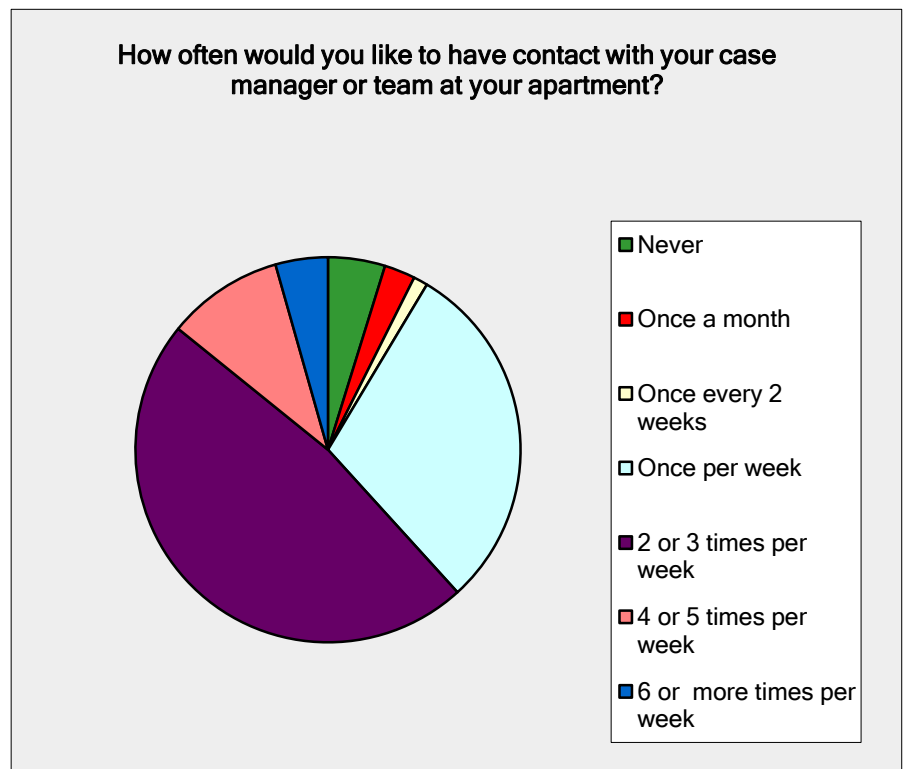
Question 49: How often do you currently have contact with your case manager or team at your apartment?

Answer Options	Response Percent	Response Count
Never	2.1%	14
Once a month	3.2%	22
Every other week	0.7%	5
Once per week	25.6%	174
2 or 3 times per week	54.2%	369
4 or 5 times per week	10.1%	69
6 or more times per week	4.1%	28
A different amount (Explain)		43
<i>answered question</i>		681
<i>skipped question</i>		64



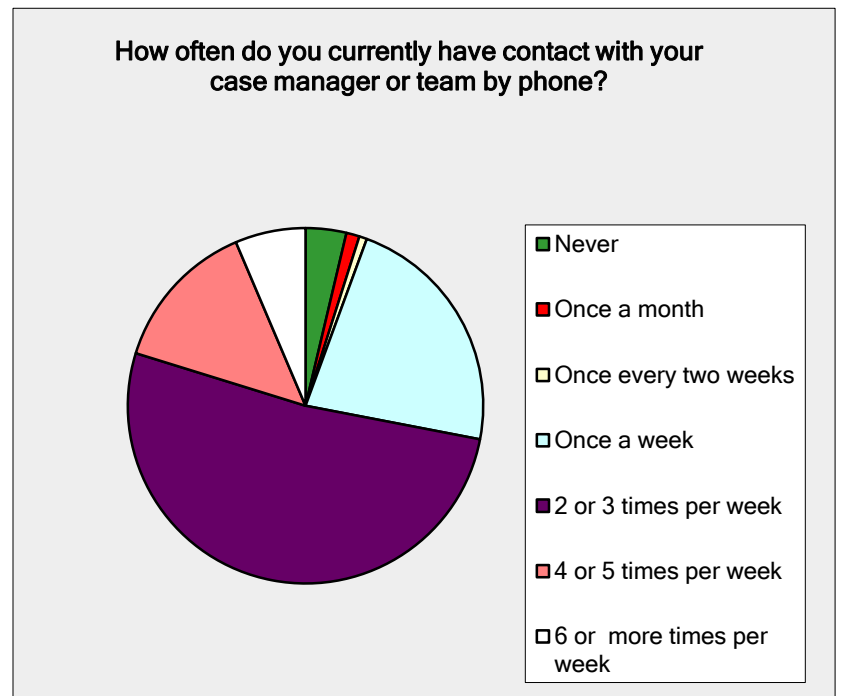
Question 51: How often would you like to have contact with your case manager or team at your apartment?

Answer Options	Response Percent	Response Count
Never	4.8%	32
Once a month	2.6%	17
Once every 2 weeks	1.2%	8
Once per week	29.7%	198
2 or 3 times per week	47.6%	317
4 or 5 times per week	9.8%	65
6 or more times per week	4.4%	29
A different amount (Explain)		55
<i>answered question</i>		666
<i>skipped question</i>		79



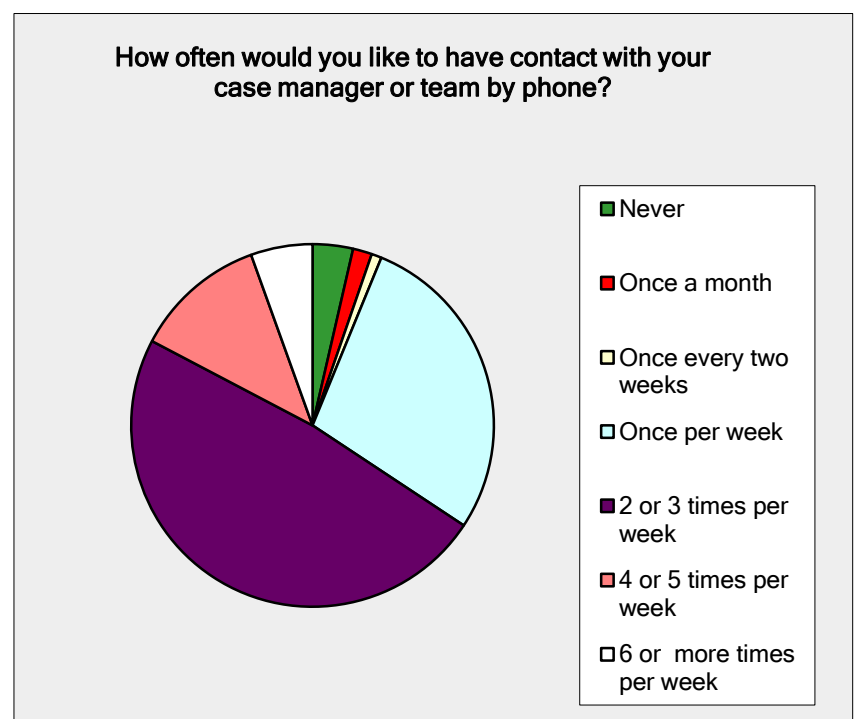
Question 50: How often do you currently have contact with your case manager or team by phone?

Answer Options	Response Percent	Response Count
Never	3.7%	25
Once a month	1.2%	8
Once every two weeks	0.7%	5
Once a week	22.4%	151
2 or 3 times per week	51.7%	348
4 or 5 times per week	13.8%	93
6 or more times per week	6.4%	43
A different amount (Explain)		47
<i>answered question</i>		673
<i>skipped question</i>		72



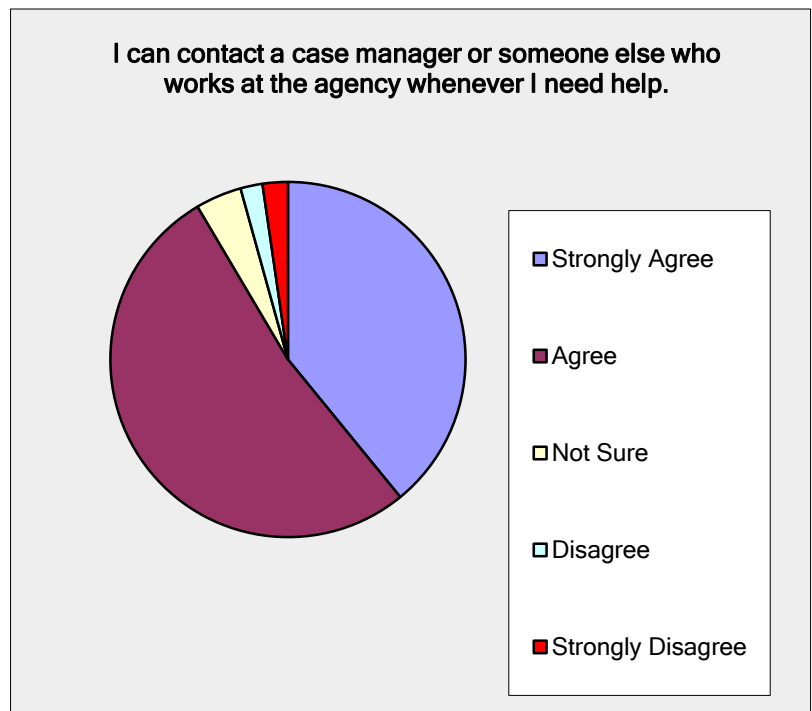
Question 52: How often would you like to have contact with your case manager or team by phone?

Answer Options	Response Percent	Response Count
Never	3.6%	24
Once a month	1.7%	11
Once every two weeks	0.9%	6
Once per week	28.1%	185
2 or 3 times per week	48.4%	319
4 or 5 times per week	11.8%	78
6 or more times per week	5.5%	36
A different amount (Explain)		67
<i>answered question</i>		659
<i>skipped question</i>		86



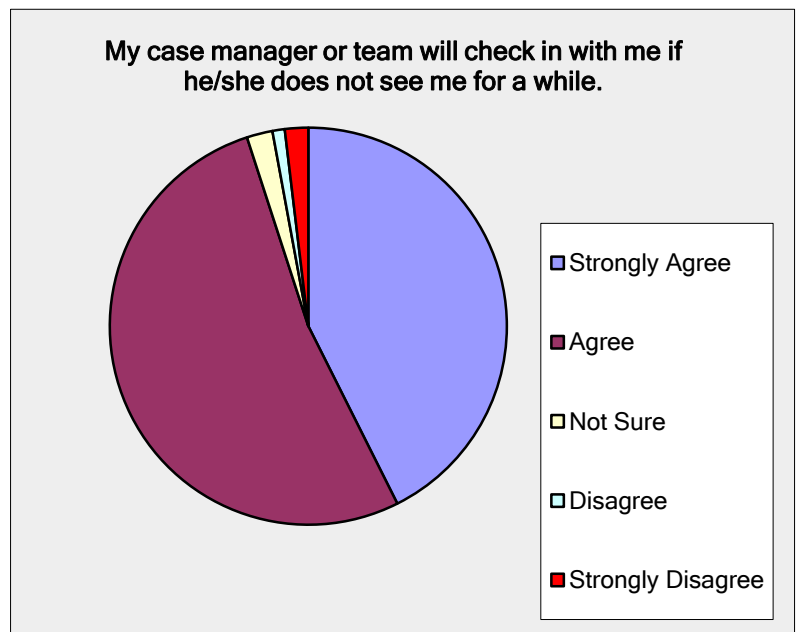
Question 53: I can contact a case manager or someone else who works at the agency whenever I need help.

Answer Options	Response Percent	Response Count
Strongly Agree	39.1%	270
Agree	52.4%	362
Not Sure	4.2%	29
Disagree	2.0%	14
Strongly Disagree	2.3%	16
<i>answered question</i>		691
<i>skipped question</i>		54



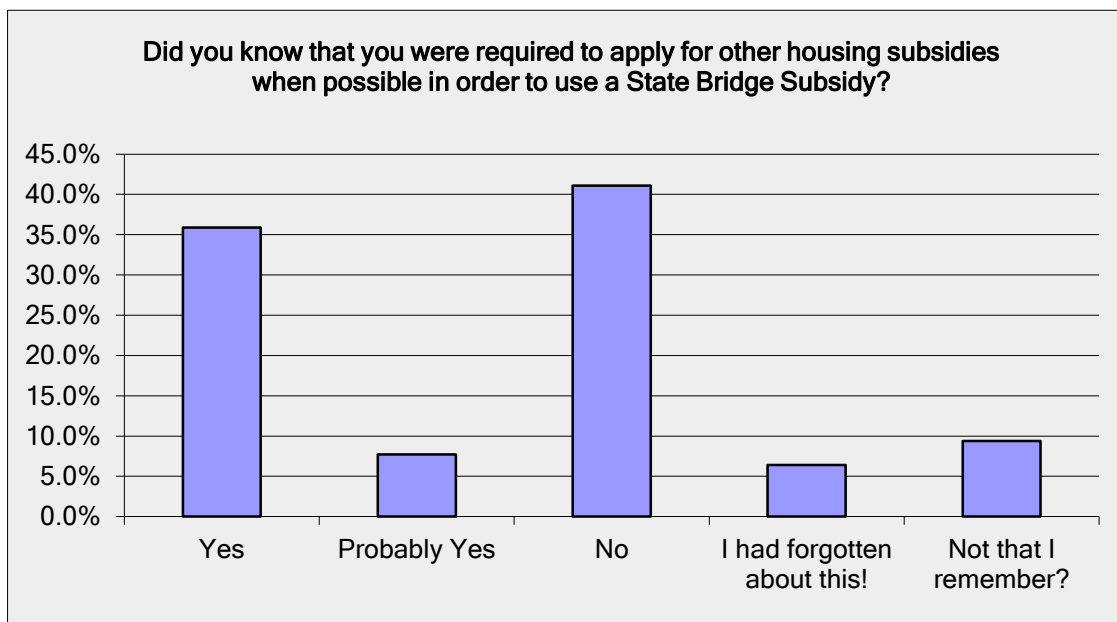
Question 54: My case manager or team will check in with me if he/she does not see me for a while.

Answer Options	Response Percent	Response Count
Strongly Agree	42.6%	297
Agree	52.4%	366
Not Sure	2.1%	15
Disagree	1.0%	7
Strongly Disagree	1.9%	13
<i>answered question</i>		698
<i>skipped question</i>		47



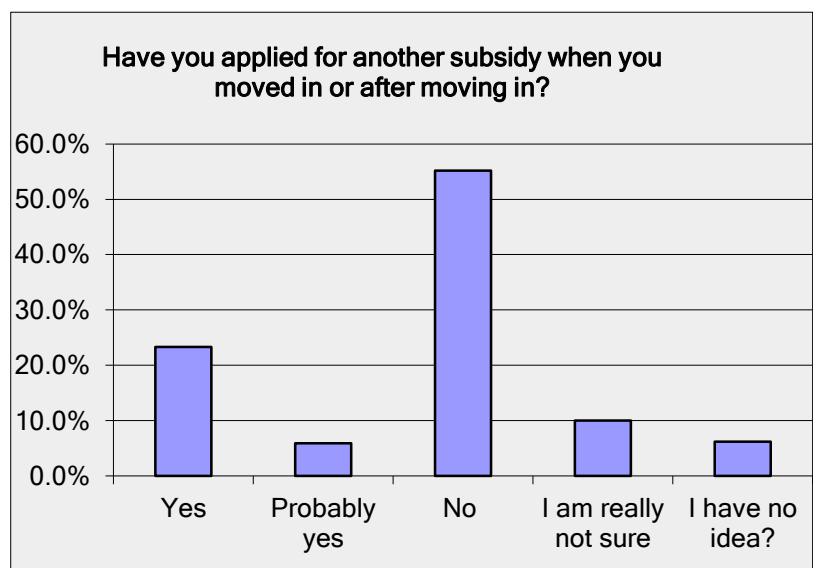
Question 55: Did you know that you were required to apply for other housing subsidies when possible in order to use a State Bridge Subsidy?

Answer Options	Response Percent	Response Count
Yes	35.9%	252
Probably Yes	7.7%	54
No	41.1%	288
I had forgotten about this!	6.4%	45
Not that I remember?	9.4%	66
<i>answered question</i>		701
<i>skipped question</i>		44



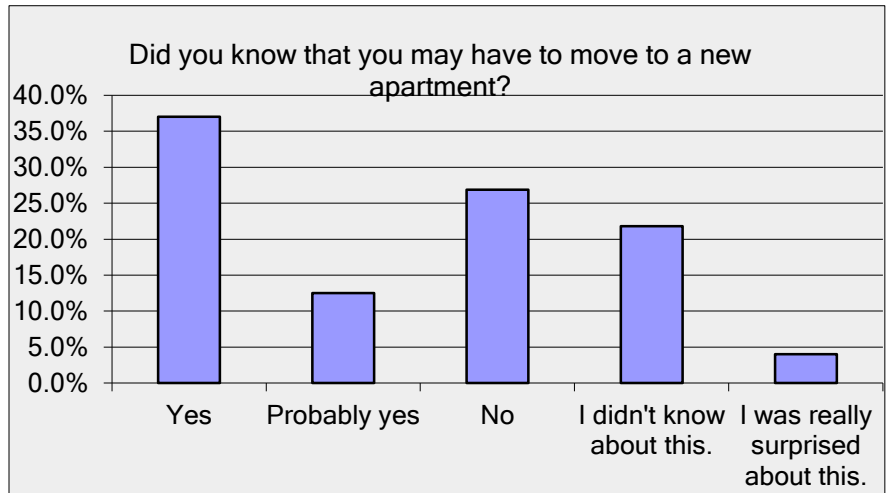
Question 56: Have you applied for another subsidy when you moved in or after moving in?

Answer Options	Response Percent	Response Count
Yes	23.3%	163
Probably yes	5.9%	41
No	55.2%	386
I am really not sure	10.0%	70
I have no idea?	6.2%	43
<i>answered question</i>		699
<i>skipped question</i>		46



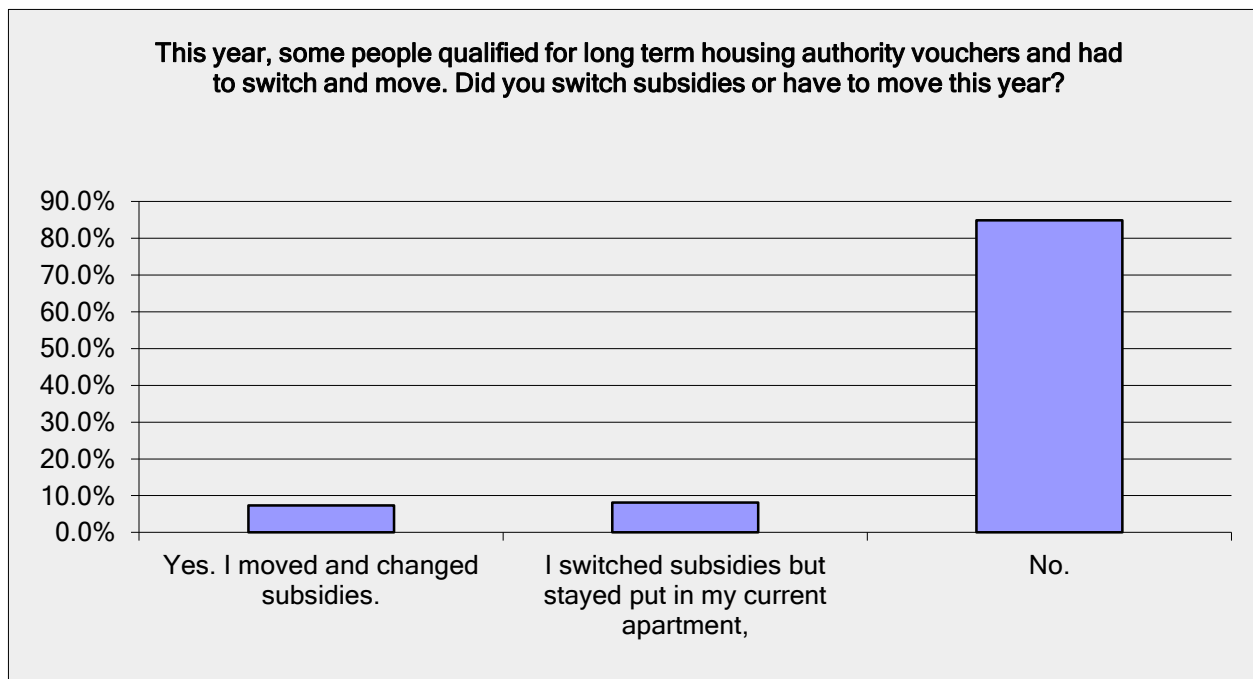
Question 57: Did you know you may have to move to a new apartment if your landlord will not accept a different kind of subsidy? The Bridge program requires you to accept new funding from another source if it becomes available.

Answer Options	Response Percent	Response Count
Yes	37.0%	257
Probably yes	12.5%	87
No	26.9%	187
I didn't know about this.	21.8%	151
I was really surprised about this.	4.0%	28
<i>answered question</i>		694
<i>skipped question</i>		51



Question 58: This year, some people qualified for long term housing authority voucher and had to switch and move. Did you switch subsidies or have to move this year?

Answer Options	Response Percent	Response Count
Yes. I moved and changed subsidies.	7.3%	49
I switched subsidies but stayed put in my current apartment,	8.1%	54
No.	84.9%	567
<i>answered question</i>		668
<i>skipped question</i>		77



Question 59: If you moved or changed subsidies, please talk about how that went.

Responses: 134*

*Removed didn't move, does not apply, no, no comment, yes

If you moved or changed subsidies, please talk about how that went.	Response Frequency
Apparently we did not file the paperwork correctly and am now restarting this procedure	
Average	
Cannot communicate	
Changed Subsidies	
Charged from Catholic Charities to Bridge	
Client moved because the landlord was a slum lord and the organization had to sever ties with the landlord.	
Client moved from Evanston to Rogers Park, transition was difficult	
Confusing - needed a lot of support from case managers	
Depending on the questions and the person	
Didn't have time to move	
Didn't move yet	
easy program	
Getting new apartment	
good	3
Good meeting	
Good process. Some furniture did not fit had to switch subsidy, was stressful, had to attend meeting, limited aware of what happened after, was I approved	
Have not moved	
He had a roach infestation	
I am satisfied with my subsidy	
I applied to section 8	
I CHA better	
I changed subsidies to live by myself	
I changed to CHA but landlord gave me a little bit of trouble	
I Didn't renew my last lease because of us being a tenant liability	
I don't know	2
I got a CHA voucher and stayed at your current apartment	
I got on Section 8. I kept my apartment	
I got section 8	
I guess ok	

If you moved or changed subsidies, please talk about how that went.	Response Frequency
I had to move	
I had to move apartments, but not change subsidies. The move was okay, not bad at all.	
I had to move because I didn't have section 8	
I have CHA now, and C4 case manager helped me out	
I have not moved yet	
I have section 8 and am happy with my rent and like new apartment	
I have the same subsidy but had to change apartments. My landlord would not renew my lease so I had to find another place to live.	
I haven't	
I like where I'm at	
I lost my housing, I really want it back. I'm working, going to school	
I moved 1 1/2 years ago. Support was there, everything worked out well.	
I moved but did not change subsidies	
I moved but didn't change subsidy	
I moved from Albany Care to an apartment it went well	
I moved from the nursing home to a group home first. Then I moved from the group home to my current apartment which is a housing authority apartment. So it is subsidized.	
I moved, I'm paying reg. rent	
I only changed subsidies. It was not very hard. It went well.	
I switched to CHA. It went smoothly	
I think it's not so good to be moving here and there	
I transferred to Sect.8 which was a very long process. At first thought I would have to move out but last minute section 8 compromised with my apartment on filling the potholes and I was therefore able to stay	

If you moved or changed subsidies, please talk about how that went.	Response Frequency
I want to move when my lease is up	
I was approved to section 8 voucher	
I was scared at first but glad I could stay	
I wasn't getting along with Lauren, Warren, and Laurie they really hurt me. I still haven't recovered.	
I went to Bayside Terrace for a while to get better	
I Won section 8 subsidy	
I'll talk to my case worker	
I'm in the process of applying to CHA now.	
It hasn't happened	
It is still in the process	
It was a little slow getting started	
It was a little stressful. I was afraid they were going to put my things on the street, but it worked out all right. The case worker was really helpful in contacting the realtor.	
It was easy	2
It was fantastic!!!	
It went badly. Then it got much better	
It went fairly well	
It went good	3
It went good. I made a smooth transition.	
It went ok	
It went slowly but they were thorough. I'm glad I moved.	
It went smoothly	3
It went very well	
It went well for me and my case manager filled out the paperwork, now I have section 8	
It went well, my subsidy went down and I moved to a two bedroom apartment which is great	
It went well.	
ok	5
Landlord did not accept voucher at the time and had to do some paperwork so they would take voucher. Building inspection did not pass because back door needed weather stripping. Still trying to keep voucher.	
landlord would not terminate lease or send over the section 8 paperwork to CHA	

If you moved or changed subsidies, please talk about how that went.	Response Frequency
Moved apartment February 2016 but did not change subsidy	
Moved due to being evicted, Current apartment has subsidy	
moved due to landlord being a slumlord and agency terminating services with his buildings	
Moved in with husband	
Moved involuntarily, kicked out	
my caseworker and I went to apply for section 8	
My subsidy was revoked due to income 12 months after my move which was unexpected	
My wife and I were evicted from two apartments in a row. I don't like the woman right now	
no difference	
No problem	3
Now I have CHA voucher (rental)	
On a one-year lease	
Orderly and without problems	
places	
pretty good. We went to the CHA building	
Qualified for long term housing authority voucher, but it didn't affect my living situation where I had to move	
Section 8 housing	
smooth transition	
smoothly	
somewhat the same inspection, talk with landlord, adjust rent if needed	
Sorry I haven't moved or was notified	
Spoke with CHA last year (2015) but they didn't know I had CHA in the past	
Still living in same apartment	
Switched from catholic charities to CHA	
The high rise, needed to leave. Clean and better	
The place I moved to already had Sect.8	
the transition went smoothly	
They discontinued my subsidy	
This went well, where I was able to move.	
Transitioned to CHA. Worked great	

If you moved or changed subsidies, please talk about how that went.	Response Frequency
Originally did not accept the appointment from William's subsidy and since that time under CHA	
Used team to help more	
Very well.	
was accepted to a voucher program, went to meetings, never heard anything back	
went fine	

If you moved or changed subsidies, please talk about how that went.	Response Frequency
Went ok	
Went really well, it was a smooth transition.	
Working on getting CHA voucher now.	
yes I moved and attempted to change subsidies but I was denied from CHA	
yes, it went well	
Yes, we moved, me and my husband, but we were not accepted under section 8. Section 8 did not accept my application	

Question 60: What suggestions do you have to make this transition to new subsidies better?

Responses: 108*

*Removed don't know, no, doesn't apply, N/A, no comment, none, ?, yes

What suggestions do you have to make this transition to new subsidies better?
A long the way from home
A new year lease
A thorough explanation of the steps needed to move, as well as the time it would take to do so
abiding by the new rules
Act on the paperwork after getting it approved.
Have dedicated team to transition people with the agency
Allow the same provisions, as well as C4 caseworkers
At least 3 times per week to meet with case worker and the community to find better housing and be more aware of community activities - libraries, village hall, schools, more variety of grocery stores, dept. stores,
Before sure or positive about housing vouchers
Being able to take care of the responsibility
Being able to work with Trilogy
better
Better communication between parties
Case managers should be more knowledgeable
Close contact with your case manager
communicate better
contact with case manager
Cooperated

Delivery
What suggestions do you have to make this transition to new subsidies better?
Didn't
Don't have enough information
each patient should be thoroughly informed
find clients better housing
find out more information about CHA process
For things to be better explained to me because I had absolutely no idea about a lot of the information. I did apply for the CHA voucher, but I did not know that it was a requirement of this subsidy until fully explained to me years later.
Get more information
Get to know your case manager better
Get to stay here longer
Give us enough time to gather all necessary information for the transition.
have less bundle with you
Have more units available in better and safer location
Have no suggestions with same subsidy
Help us out more
I am Catholic and I need continuing help from Catholic Charities
I don't know if I really have one or not
I don't want something better

I need more money
What suggestions do you have to make this transition to new subsidies better?
I never received a subsidy. I moved to a group home.
I never received money for move in expenses from the subsidy. That would have been nice.
I really don't know. I just got out
I really don't know. I just got out.
I really like my apartment I don't want to move
I think it's fine
I was afraid but I had help. A meeting before the process started
I would say make me aware that is the case
I you lose it, you should apply for it, doing better
If I was reimbursed for monies spent living in Motel 8 for over 1 month waiting for apartment remodeling.
Is to be aware of the rule and regulations of funding
It is done very well
It was started to me that I still belong to the agencies that it began with
It's a lot of paperwork, and you have to keep up with the appointments. Explain the process more.
It's not my place I own yes or no?
Keep in contact by calling me
Keep it the same
Keep Recommended people
keep same one
Keep talking med's
Keep up the good work
Know up front regarding utilities and maintenance issues.
larger time frame to choose a new apartment if current landlord does not accept a new subsidy
Less Paperwork
Longer warning period
Love it
make meetings no so early in the morning
Make my rent LESS THAN it was before
Make sure I found another apartment so I wouldn't have to move back to a shelter
Make sure we're good tenants so they renew our lease
Maybe have a form filling out session at the drop-in center.

What suggestions do you have to make this transition to new subsidies better?
more choices I am a good worker at work
more housing available
More info
More information
more information for people to apply
More information on where to apply
more letters about transition
More money, more people, more advisers
More Planning
move somewhere they accept section 8
Moving cost to be paid for
My case manager made all my transition better
my numbers are satisfactory to me
New environment
no one's explains to me about this.
No stealing
a friendly neighborhood
No suggestions, where it was a smooth transition.
None, just being accepted.
People from the programs need to follow up
Pick an apartment that accepts it
Provide a list of available apartments available with new subsidy.
Safer neighbor hoods
Same rent
See more apartments
Sometimes
Start looking for places that accept new subsidy
staying in touch with the landlord
Talk about it
Tell us about all the different subsidies there are
thank you
The agencies should be informed about section 8 vouchers and the process
There should be a facilitator whose job it is to deal specifically with subsidies.
They are already good.
things ok now
to be better prepared financially if a client has to move
To know in advance
unaware
Would like to look into something else
Yes, encourage clients to finish school

Question 61: Have you experienced changes this year in your housing or services not listed elsewhere?

Responses: 62*

*removed no, N/A, no comment, no answer, none, ?

Have you experienced changes this year in your housing or services not listed elsewhere?	Response Frequency
A few minor repairs	
Client is currently in a short-term IMD placement per mental health court order.	
Didn't	
expect for the change in the subsidy there have been no other changes	
food stamps	
I did not experience changes	
I discharged from nursing home to a group home for now	
I do not know but me and my husband are satisfied with things the way they are	
I don't no	
I had to move because my unit was sold to someone else.	
I have not noticed things seem more stable and routine	
I moved and lost subsidy	
I moved apartments due to difficulty with a condo board. They lied, but it worked out better anyway	
I moved from the group home to an apartment.	
I started my own new bank account	
I've changed medical doctor	
Landlord has not responded to maintenance requests this year	
link card reinstated	
Moved to a new apartment	3
my chairs broke	
My group therapy has made changes	
My landlord will not renew my lease	
My rent went up by \$25	
Need HUD subsidy reduced rent	
no - desires to move though	
No other than it being revoked	
No, not at all I was supposed too	

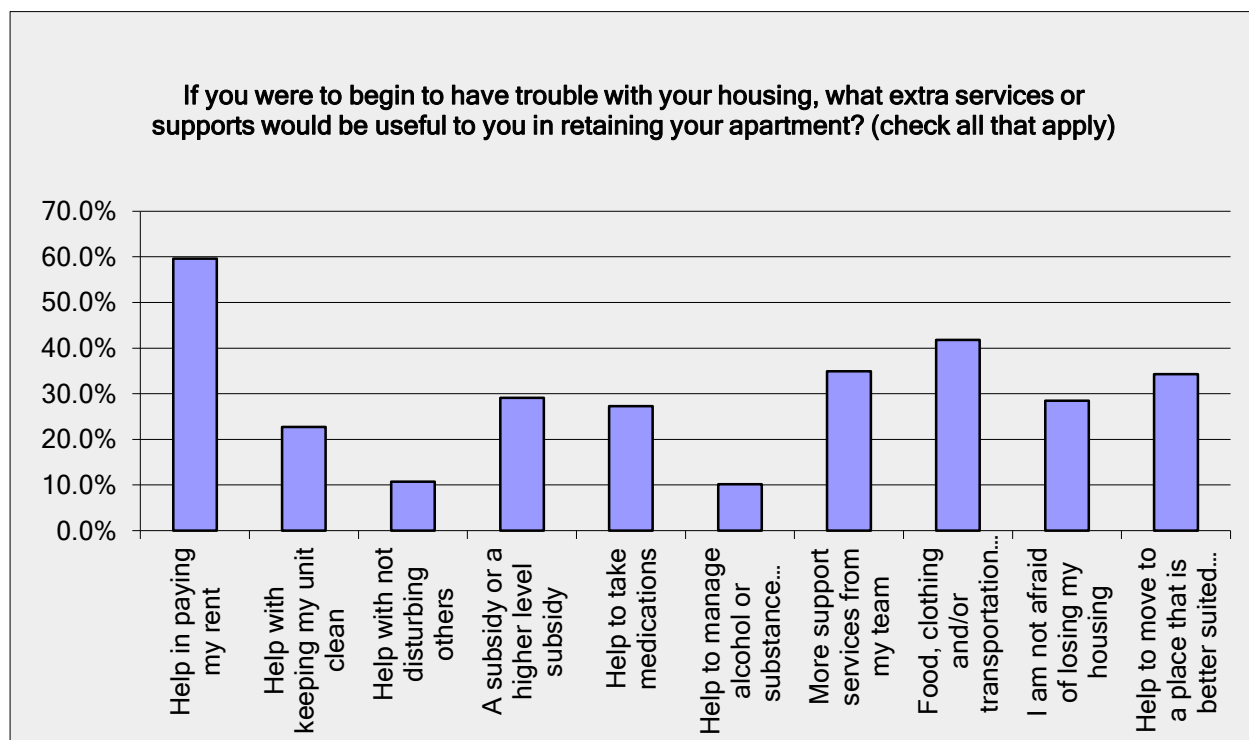
Have you experienced changes this year in your housing or services not listed elsewhere?	Response Frequency
no, not really. My team helps me a lot, but I want my housing	
not as clean	
Not really just need some work done on appt.	
Not yet	
Once a week program Calumet city to CHTS 9:30 AM to 10:30 AM Thursdays before 10:30 AM to 12:00 PM Tuesday 10:30 AM 12:00 PM Thursday	
People have been coming in and stealing things like my DVD player and stereo system. They should have changed the locks, but did not	
Process was okay. I go and I move.	
Rent increased	7
Short term stays at NF	
The new rent amount that is being discussed	
They have a coca cola pop machine	
They don't have a washer and dryer at my new apartment	
They have people that don't listen in the house by getting on the roof. How I don't know, but they get in the building off the streets and they get in my house out of dirty people and machines or sometime I don't know how they get in really but they get in the building some way but don't be there	
Transitioned to Community Support Team from Assertive Community Treatment team. Pending transition to Community Support Individual level of care.	
When I asked about moving out of the group home I was told that there weren't any subsidies right now. That the state wasn't paying them out.	
Yes	5

Have you experienced changes this year in your housing or services not listed elsewhere?	Response Frequency
Yes having to move out because the land lord saying we stop up the sinks	
yes, things gotten fixed	
Yes, the Apt. manager refers to thresholds when I have a problem	

Have you experienced changes this year in your housing or services not listed elsewhere?	Response Frequency
Yes. We had to resolve issues with my apartment not being heated adequately.	
Yes; Drains, Heat	
Yes; moved to a new apartment. Not because of subsidy changes though.	

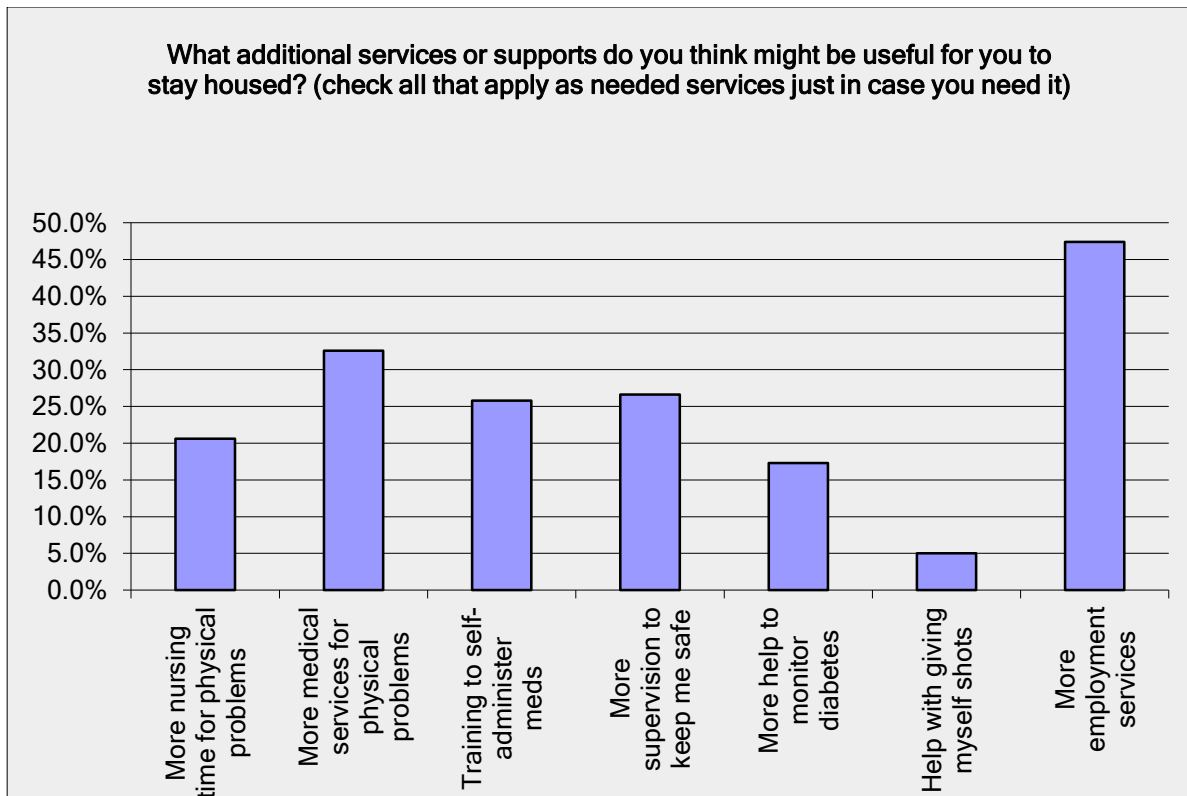
Question 62: If you were to begin to have trouble with your housing, what extra services or supports would be useful to you in retaining your apartment? (check all that apply)

Answer Options	Response Percent	Response Count
Help in paying my rent	59.6%	391
Help with keeping my unit clean	22.7%	149
Help with not disturbing others	10.7%	70
A subsidy or a higher level subsidy	29.1%	191
Help to take medications	27.3%	179
Help to manage alcohol or substance abuse problem	10.2%	67
More support services from my team	34.9%	229
Food, clothing and/or transportation assistance	41.8%	274
I am not afraid of losing my housing	28.5%	187
Help to move to a place that is better suited for me	34.3%	225
Other (please specify)		57
<i>answered question</i>		656
<i>skipped question</i>		89



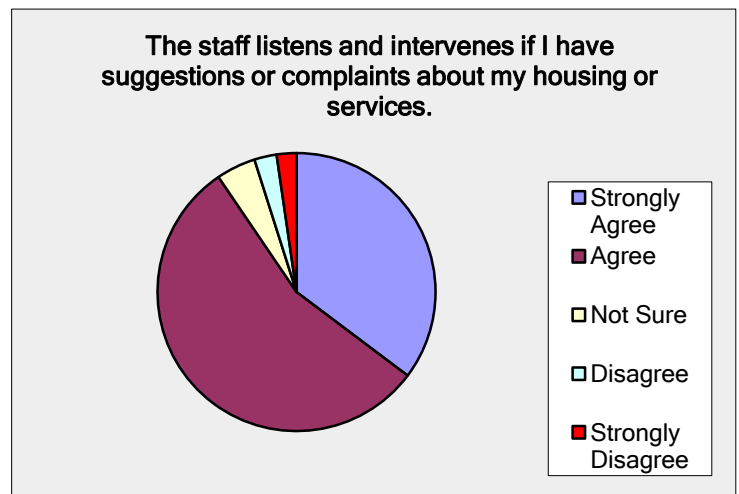
Question 63: What additional services or supports do you think might be helpful for you to stay housed? (Check all that apply as needed services just in case you need it)

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	20.6%	82
More medical services for physical problems	32.6%	130
Training to self-administer meds	25.8%	103
More supervision to keep me safe	26.6%	106
More help to monitor diabetes	17.3%	69
Help with giving myself shots	5.0%	20
More employment services	47.4%	189
Other (please explain)		130
<i>answered question</i>		399
<i>skipped question</i>		346



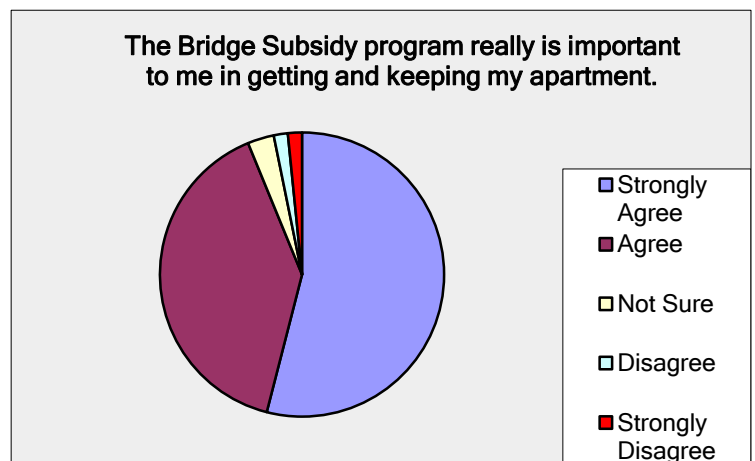
Question 64: The staff listens and intervenes if I have suggestions or complaints about my housing or services.

Answer Options	Response Percent	Response Count
Strongly Agree	35.3%	248
Agree	55.3%	388
Not Sure	4.6%	32
Disagree	2.6%	18
Strongly Disagree	2.3%	16
<i>answered question</i>		702
<i>skipped question</i>		43



Question 65: The Bridge Subsidy is really important to me in getting and keeping my apartment.

Answer Options	Response Percent	Response Count
Strongly Agree	54.0%	376
Agree	39.8%	277
Not Sure	3.0%	21
Disagree	1.6%	11
Strongly Disagree	1.6%	11
<i>answered question</i>		696
<i>skipped question</i>		49



Question 66: If you have any additional comments or information you would like to share, feel free to write on the back side of this survey.

Responses: 41

*Removed No, No Comment, None

Additional Comments
Bridge subsidy program didn't do anything for me. I never received money from them.
C4 has helped me a great deal by staying in compliance with my meds. My case manager helps me in other needs such as remaining in apartment. She is helpful in other aspects as well
Client states that without the Bridge Subsidy she would be homeless.
Furniture support for social conditions
Good job to the Trilogy team for all their help
Happy to have this support where I could not afford to pay the rent by myself.
I am looking for a job so that I can put together emergency money. I really like my neighborhood and I do a really good job at keeping up with chores, rent, bills, and I am the quietest neighbor in my building
I am the only guy on earth that's supposed to be God. Any other made to mock me to destroy me and other goddess's lives is an incorrect genetic mistake. That's why goddesses have to have 0 kids and god's 0 kids. Also, I can handle goddesses correctly and easily. Goddesses and gods have to be to communicate to each other and people correctly, also, god and goddesses have to have responsible as well as giving them respect. Everyone doesn't know that that's why goddesses make mistakes people don't want them making and then wonder why. My name Girand Olympus Davout. I'm God and people need to know and respect that. Dr. Regina, Zimmanick, Matthew are goddesses. One man and several women all appear much larger than regular people and abuse their power, God and goddesses must be taught to wield their power correctly and really respect people and not to do bad things and know and always talk, confide, and have intimate relationships with God (these goddesses) have to know about me in that way that goddesses live with. God comes before anyone with goddesses. How goddesses have to know that they are very tall women that really have to have a goal set to get to the @WNBA! It's a realistic goal and also it's not acceptable to be wrong or it's not life and death if your wrong and you're a goddess, it's a lesson learned so you don't make the same mistake or a mistake at all. And please make sure goddesses learn from their families and women how God is attractive to goddesses including his looks. Also what it means to be a celebrity. Always know it's cool to think a lot. So in conclusion I would love for everybody in @ Thresholds to heart the thinking and feeling and commandment. I created via @USARMY and @JoeBiden. Secondly growing at age 21 so you know everyone is over the age 21 on earth. And how will I be already guaranteed to have a spot to play 6'8" hoping on the @chicagobulls. In the best regards Girand Olympus Davout. Everyone scared of these goddesses and God? yup! So what am I teaching for people to be ok?
I am very grateful to live on my own. It feels good to have independence. The Moving On staff are saints and truly give good support. There's got to be a level of trust and honesty. To be honest is probably my greatest lesson living alone. Also, asking for help. Recognizing warning signs and talking them out before a hospital is also an achievement. Thanks Moving On crew. I'd love to keep pressing on. Keep up the great work.
I don't have any
I don't live in an apartment. I live in a group home.
I don't understand the bridge subsidy. (#65)
I find that the housing team is supportive
I have a good team of case managers, and I would like to work with my case managers and keep everything up to date.
I hope to keep living here for another year
I love this subsidy, it has help me get back on my feet and enter into the community as a human being. Thank you.

Additional Comments

I think overall they are doing a great job

I think that my case worker manages me very well and if anything comes up he handles it.

I would like to continue what I'm doing now. I'm glad I made the right choice.

I, Anthony L. Corner, currently live in an apartment in Maywood IL. I love my apartment, but I hate my neighborhood.

I'm doing my best. I do not want to live in crime. I prefer Oak Park, IL. I used to live in Oak Park

I'm grateful to be in the program and get a chance for greater independence.

J.J.

More open to suburbs

Nice Program

No longer a bridge subsidy as of Jan 2015

Perfect Thank you

Please do not force me onward, my improvements are unpredictable Thank you

Quality

Teach them life skills, make new friends

Thank you

Thank you

Thank you

Thank you

Thank you for the staff and Williams team for helping me with everything, getting me an apartment and out of Greenwood Care. I wish the best for the team and for myself

Thanks for your help

The A/C doesn't work properly if at all. The oven is worse. The heat in the apartment is only controlled by the land lord. It's so hot in the building most of the time that most of the year when you have windows open you are sweating heavily. All of the windows screens in my apartment either don't fit or are badly decapitated. My landlord went into my mailboxes without my permission. For the first month and a half of my living here I had no key 2 get in my mailbox so that I could pay my bills and open important letters. When she went in my mailbox she pulled out my letter and laid it at my front door where anyone could have come by and stole it making me a victim of identity theft. The door bells don't work so that if someone receives a package or guests he or she won't know.

Things such as switching subsidies should have been better explained to my staff members at Trilogy and I should have received something from my counselor and also through the mail explaining transition into CHA.

This is a very long survey. It would help if at the beginning you let people know how many questions there are to answer.

To number 65. It has impacted my life to such a degree, my faith in God has been renewed, I am always busy helping my father, who is becoming aged, and we are good friends, and everything has turned around to such a degree, I cant even explain, but thank you.

Want to move to Atlanta GA

You once get this anyway since I have to hand it over to the Cornerstone tomorrow

Please help continue to help us stay in housing without ever going back to aa nursing home again. And by helping us stay out forever by not ever all of us go back to one ever again.

Section 3:

**Original Printed Survey Distributed to
Williams Class Members**

Illinois Division of Mental Health

2016 Williams Bridge Subsidy Survey

February 2016

Please do not write your name on the survey.

You are being asked to participate in this 65 short question survey because you now or did 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/r/DMH2016>

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 this 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 do you like this area of the state? _____

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 better assist you in the transition to meet and get to know more people in the community?

40. What kinds of activities are you doing right now in the community to meet friends?

The Drop-In Center

41. Do you know where there is a drop in center?

- ☐Yes ☐No ☐Not Sure

42. 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 need to drive me

☐ I would need special arrangements to get there ☐Other: _____

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

- ☐ Never ☐ During a crisis ☐ 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

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

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

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

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

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

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

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

48. 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

49. 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) _____

50. 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) _____

51. 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) _____

52. 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) _____

53. 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

54. 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

Changes and Moves this Year

55. Did you know that you were required to apply for other housing subsidies when possible in order to use a State Bridge Subsidy?

☐Yes ☐Probably Yes ☐No ☐I had forgotten about this ☐Not that I remember

56. Have you applied for another subsidy when you moved in or after moving in?

☐Yes ☐Probably Yes ☐No ☐Really not sure ☐I have no idea?

57. Did you know that you may have to move to a new apartment if your Landlord will not accept a different kind of subsidy? The Bridge Program requires you to accept new funding from another source if it becomes available.

☐Yes ☐Probably Yes ☐No ☐I did not know? ☐I was really surprised by this.

58. This year, some people qualified for long term housing authority vouchers and had to switch and move. Did you switch subsidies or have to move this year?

☐Yes I moved and changed subsidies ☐I switched subsidies but stayed put ☐No

59. If you moved or changed subsidies, please talk about how that went. _____

60. What suggestions do you have to make this transition to new subsidies better? _____

61. Have you experienced changes this year in your housing or services not listed elsewhere? _____

Consumer Choice and Additional Support Ideas:

62. 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): _____ | |

63. 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"/> More employment services | <input type="checkbox"/> Other (please explain): _____ |

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

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

65. The Bridge Subsidy is really 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.