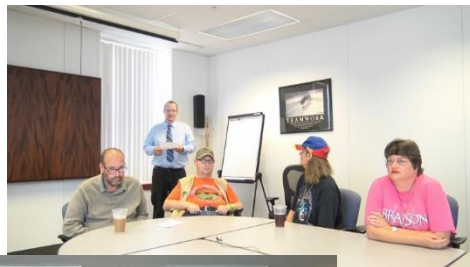




**2017 Illinois Department of
Human Services / Division of Mental Health
Williams' Consent Decree Class Member
Consumer Satisfaction Surveys
July 2017**



2017 Illinois Department of Human Services / Division of Mental Health

Williams' Consent Decree Participant Focus Forum Schedule

July 2017 Focus Forum Schedule

Day / Date	Monday	Tues	Wed	Thursday	Friday
9	10	11	12	13	14
PM- 1PM - 4pm				Human Service Center 228 NE Jefferson, Peoria	Grand Prairie 450 West 14th Street, Chicago Heights
	17	18	19	20	21
AM- 9AM - Noon	Thresholds South- NFC South 718 W. 47th Street, Chicago			Trilogy- 1400 W Greanleaf, Chicago	Association House -1116 N. Kedzie Avenue Chicago
	24	25	26	27	28
AM- 9AM - Noon	Thresholds - Downtown- NFC Central 2045 W. Grand Avenue, Chicago		Lake County Behavioral Health New Life Recovery Center 3002 Grand Avenue Waukegan		Thresholds Kankakee NFC- 202 N Schuler Ave., Kankakee
PM- 1PM - 4pm				Decatur- Heritage Behavioral Health 151 N Main St, 5th FLR, Decatur	

2017 Illinois Department of Human Services / Division of Mental Health (DMH)**Williams Consent Decree Class Member Focus Forums**

Introduction: The Illinois Department of Human Services Division of Mental Health, as a part of its implementation of the Williams Consent Decree, has elected to administer a Consumer Satisfaction Survey for the Permanent Supportive Housing. The goal is to evaluate how well the supportive housing options and the Moving On program are working for those Class Members receiving services. As a contracted entity with IDHS DMH, CSH was asked to design, deliver, disseminate, and summarize this survey of those Williams Class Members receiving a Bridge Rental Subsidy and living in community-based housing because of the Williams Consent Decree.

In addition to the written Annual Consumer Satisfaction Surveys, the Illinois Division of Mental Health asked CSH, as their technical assistance provider, to also conduct a set of statewide Focus Forums with individual Class Members to allow those Class Members to express themselves in person about their transition to community living.

Survey Design: All survey tools are designed to test the effectiveness of the following elements of the DMH Permanent Supportive Housing Program.

The more detailed explanation of the intervention includes:

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 can 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 (\$2,800) are provided to secure the unit (security deposit and utility connections – non arrearages) and pay to furnish the apartment in an appropriate way that allows that tenant sufficient choice and control.
7. **Team Based Clinical Mental Health and Medical Services** – Each Class Member is assigned a multi-disciplinary team which takes the lead in providing the voluntary clinical behavioral health support, medical assistance, and the required levels of housing case management that is needed to allow that individual to live in their own apartment. Intensive Case management services and medical support are 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 voluntary services are directed by the consumer and focused on housing stability. Class Members have choice regarding 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.

Focus Forum Location and Intent – The survey schedule, times, and locations appear immediately after this section. Class Members were invited in a letter to attend any one of the 9 Focus Forums. The letter was attached to the annual written survey so that each Class Member still served by a support team would be offered a chance to attend a Forum. In addition, each agency also publicized their individual events. Some programs offered food and refreshments as part of an activity open to their community. The agencies selected the time for the Forums based on when they felt would best be convenient for their Class Members. Each agency set aside 3 hours for the meetings.

The Focus Forums were in all the major communities where the primary Williams Support Teams are located. This included Lake County, Kankakee, Decatur, Peoria, the Southern Suburbs, and 4 locations in Chicago (the North, West, South, and downtown). CSH also had a Spanish Speaking staff person at Association House as the Williams Support Agency with the largest Spanish Speaking clientele. There was not a need for this service this year.

Format of the Meetings – As this was the first year of trying this format, CSH elected to use the Consumer-Run Drop Centers as the gathering spot for each local area. Individual QA staff spoke with their agency staff and notified their members of the event. QA staff then were free to plan the event with their agency.

As the events occurred, an email was distributed explaining the Forums and to elicit interest in the process for the Class Members and support staff. This also added additional ideas for planning for other forums. As the Forums were located across the Chicago metro area and central Illinois, the hope was that individual differences between agencies and regions could be seen highlighting the uniqueness of the area of the state.

The level of agency and peer involvement and planning varied greatly. Heritage Behavioral Health uniquely involved Class Members in the planning of their “event.” One Class Member at Heritage did a great deal of planning (sleeping little the night before in anticipation). In contrast, at some sites, people attending the drop-in center were not aware that there was an event. In every case, CSH worked with staff to gather Williams Class members in to a group to explain who were and why we were there. We briefly presented about the program and allowed people to speak in a group or to talk to us individually about their experiences in the program.

The Forums were held with as large as 20 participants as a group at two sites to groups of one or two Class Members at a time at several other sites.

Questions asked: There were 10 core questions in Appendix 1 asked in group questions and a selection of others if there was a need to elicit additional information and for longer interviews in Appendix 2.

Summary of Observations:

1. Those attending the Forums are not necessarily representative of all Class Members. The group tended towards newer residents, residents who use the drop-in center regularly, and those that are doing well.
2. There was not a single Class Member attending these forums that did not feel that their lives were not immensely improved by living in their own apartment. Every single person who attended talked about the importance of having greater independence. Class Members all wanted more people to have this opportunity.
3. They universally discussed their dislike of the nursing homes and the way they were treated by staff with disrespect. They talked about the freedoms they were now experiencing.
4. Class Members love their support teams and the staff at the drop-in center and their residential caseworkers and teams. The effusive praise for them did not change when staff were asked to leave the room. Many said there was no way they could have made it in the community without their support. They only expressed a wish for more teams like this to support other people who could leave nursing homes in the future.
5. While there were some individuals who were concerned about their neighborhood, they loved their apartment and their furniture. Some wished they had a slightly larger budget. All were now aware that they had to switch subsidies although some did not know this at first. They also were aware that they had to save for new furniture when this furniture gets old. Several hoped the state could help them with some replacements.
6. There was a worry about the budget issues for the state and questions about whether they might lose the support that allowed them to live in their apartment. Many people asked for assurances about the program.
7. As the Division of Mental Health has increased the focus on employment and volunteer work, it was not surprising that almost all individuals were able to identify a vocational staff and how to increase their work or volunteer work if they needed it.
8. A surprising number of individuals talked about attending classes (community college) and regular college with career aspirations. One Class Member talked about his success at passing the actuarial exam. Many talked about these ideas being discouraged in the nursing home as unrealistic.

9. In Peoria, residents talked at length about their future goals and plans. They talked about the importance of staff in assisting them. Almost all who attended this Forum were working or in school. They talked about the importance of the ongoing support in allowing them to achieve other goals. They talked about how current treatment plans were not actually that helpful in setting their goals. In the conversation, we talked about the need to write up goals separately with your caseworker.
10. Not surprisingly, as the Forums were being held at the drop-in centers, many individuals talked about these as positive places to attend and make friends. From past written surveys, attendance at the drop-in center is not representative of the entire Williams class. Less than half of Class Members use the drop-in centers regularly but a group of residents find them very helpful.
11. The Ambassador Program was mentioned very frequently as one of the most important influences on people afraid to leave the nursing homes. These are informal paid part-time positions that are filled by peers who have moved out into the community. Individuals cited seeing successes by their friends as particularly motivating to people. The Thresholds Downtown Center talked about the impact of one fairly quiet member as the most influential member of their community in convincing people to leave the nursing home. She had impacted several “generations” of residents and was a leader in creating and inspiring more ambassadors and more Class Members to move into the community across time. This group talked about the importance of selecting Ambassadors that know other people still in the nursing home as influencing people.
12. The Ambassador Program also serves as a source of pride and status for individuals and is often their first work experience. It leads to other opportunities and seems to have become important as a way of passing historical tips and history to new residents as they first move out. It has created an informal mentoring system that seems active in multiple sites.
13. In addition to the Mentor System, the Drop-In Centers and the Ambassador Program all seem to be helping in a healthy transition and selection process to create a culture of support. This includes creating a pipeline of support in filling the multiple needs of teams to create Peer staff with the CRSS credential. Staff at the drop-in centers were discussing and taking advantage of DMH’s recent expansion of training to be WRAP facilitators and the test for CRSS staff. This creates a palpable sense of excitement and energy towards recovery training for existing Class Members as well as creating a pipeline for future support and career opportunities. Almost every drop-in center, in conversations with staff, had at least one person studying and preparing to take some form of peer class credentialing.
14. In addition, a few of the drop in centers, were hosting groups and individuals who were still contemplating moving out into the community. The Thresholds Downtown Peer Center and Trilogy had 5-6 people each who were attending classes to learn about living on their own and thinking about this as a possibility.
15. Many current residents talked about their first few weeks on their own and how terrifying it was for them. It was hard to be alone. It was scary to leave the apartment.
16. Each drop-in center really serves different groups of people. Trilogy, Thresholds South, and Lake County were packed with individuals from the local community. Kankakee and Thresholds downtown have a large group of individuals who join and look forward to food when I was there. The Centers clearly have become an important part of the local mental health community as a resource that adapts to fit the needs and gaps in their local community. Some individuals spend very little time at the Center but clearly stop by and check in with staff as a part of their daily schedule.
17. One site, the Thresholds Downtown location had a period where the transition and communication was poor. It has been fixed with changes in some agency staff now. No other drop in center had any complaints. The communication and transition had been very helpful, fast and simple.
18. The Chicago Housing Authority had some issues mentioned in the transitions but overall those who transitioned to federal subsidies found it to work okay once it finally occurred. One individual lost a subsidy in transition as he was in the hospital. That case has been referred to Johnna to assist in relinking him with the Bridge subsidy and to transition his subsidy again.

The Focus Forums - In the pages that follows is a compilation of quick notes as to how the Class Members answered the questions. There are also audio recordings of each of the sessions. At each session, Class Members were offered a chance to be photographed for purposes of showing communities who us a part of the program. No names are used in this document and the pictures are intentional in that they do not reveal who in the pictures are staff and Class Members.

Not all persons are pictured. Some Class Members did not agree to be a part of the pictures so they are seated outside of the portion of the meeting that was photographed.

Trilogy, Kankakee, Human Service Center, and the Association House had lower attendance and had multiple individual interviews. Lake County, Thresholds South and Grand Prairie all had group interview with a larger group that informed their report.

Heritage Behavioral Health agreed to videotape their Forum and CSH is currently editing that Forum to be released at a later date.

1. There is a group that agreed to be interviewed on camera.
2. 3 Class Members were interviewed separately with the questions on video.
3. One resident prepared a statement for the Division about his feelings, showed off his apartment, and even wrote a song for his grandfather.

The video will be completed before the end of the year.

July 13, 2017 - Focus Forum at

Human Resource Center- Peoria, IL

Participants: 7



Today we hosted the first of nine focus forums to learn from Williams Class Members about their experiences transitioning from nursing homes to their own apartments. Seven members attended the forum; six which had their own apartments, and one who is in a group home transitioning to housing. The session focused on the successes and challenges of moving out of the nursing home, as well as perceptions around the Moving On program and the Bridge Subsidy.

Overall, the focus forum confirmed much of what we already know- people thrive when given the opportunity to live in an environment in which they choose. When asked what residents like most about living in their own apartment, a theme of independence emerged as a key part of what moving out of the nursing home has meant to them.

One resident, CeCe, commented, “doing things independently makes me stronger.” The support that she has received while living in her apartment has helped her develop skills such as coping with anger when someone does something that frustrates or upsets her.

Another participant, Willie, commented that the freedom to come and go as he chooses, without having to sign in or out, has helped him thrive. Many participants echoed this, and were quick to list the community activities, such as church mission trips and Bible study groups, that they are now able to be a part of. Moreover, the group, as a whole, was content with the frequency of visits from their caseworks, and that this support helps them maintain their independence and progress towards their goals.

Among the challenges, a couple of the participants expressed concerns over transitioning from the bridge subsidy to a federally funded housing choice voucher makes them nervous. The issue of paying security deposits and moving costs was troubling to some, as they had heard from friends that they were required security deposits when they moved. Collectively, the group was concerned about this when they transitioned from the subsidy, and they were unaware of any assistance available in paying deposits or moving costs.

In addition, the issue of goal setting in service plans was a concern shared by all participants. Many agreed that goal setting was not particularly a part of the electronic treatment plans they were signing. As these plans are primarily a tool for securing Medicaid services, the plans did not seem to address the goals they found to be important.

The service plans were not the result of the individual being actively engaged in creating goals for themselves in their own words. Overall, the service plans were an issue; both CeCe and Mariam commented that the frequency or structure of the services they received were not adequately aligned with what they felt was needed. Mariam wanted to explore how develop a healthy lifestyle, opportunities for employment, and wanted access to better means of transportation. It was striking to see how goal setting was very important to this group who each were very focused on future plans. It was clear that they were planning and we talked about how they could still write down there plans with their caseworker and work on those goals while making sure that the electronic service plans created the support services they needed to achieve those goals.

A number of the participants also mentioned not having the opportunity to pick out their own furniture, or that what they received was dirty.

Michael, the participant who currently lives in the group home, stated that he would like to live in his own apartment. When told that he needed the support of the group home, Michael reluctantly agreed to go, but conceded that in the end it has benefitted him in approving his ability to live on his own. He looks forward to a scheduled upcoming move soon.

July 14, 2017 Focus Forum at

Grand Prairie Services

Chicago Heights, IL

Number of Participants: 15



1. How has the Moving On program worked for you since your transition?

- Fine. It's been a great dream come true. I did not want the nursing home to be my home forever. I stayed there for 5 years, I managed to move on. I am very shocked and thankful for the opportunity.
- It was hard time at first. It took some time to get to know people and find my way in the world. I worked on building his skills. My house was really nice. It works out pretty well.
- When at Lydia, I was trying to go to school and the nursing home was telling me I didn't have the right to go to school. They were not encouraging in me pursuing my goals. I like that I am able to go to school and work now. At the nursing home, the respect level was so low and the staff let me know I was below them. I am thankful for the opportunity. I appreciate the support to function in life.
- I like being supported by staff and them in doing their job. I learned that I can be supported in working and living on my own. I am very grateful for the opportunity. I appreciate the time and effort in getting the help I need.
- Financially, being taught how to control money. It was rough the first couple of weeks. I wasn't budgeting and saving like I am now.
- The transition helped a lot. It helped me to stay off the streets and how to budget. How to get myself together in terms of taking meds and balance money.
- The freedom of living on my own. It is very nice living on his own.
- I live in University Park and have been living there in 3-4 years and doing pretty good on disability.



- I have more support in the community for people to be able to live on their own. I appreciate having personal relationships. I would love to see more supports in the world for people who need support. Appreciate having someone.

2. What have been the highlights of your transition to the community?

- My ability to keep taking medications.
- Keeping busy: going to school, job, etc.
- Being able to learn responsibility for your own medication.
- Free to make my own choices. Not being closed in. Being able to take a walk.
- Freedom

3. Have you experienced any serious barriers or challenges since your transition to the community? Please explain.

- Going to see the doctors, not a fan of the blood tests.
- Getting back into the community since being in a facility for so long, acclimation into the community and doing things for myself.
- Fear of change and the ability to cope with the change.

4. What is your understanding of the Bridge Subsidy and how it works?

- Yes.
- Ability to move forwards.
- I have CHA now. I was on Bridge.

5. How has your life changed since you moved out on of the Nursing home? Please discuss the areas of good and areas of concern

- I have more independence. (2)
- I am working and going to school. Being out in the community. I have more control on my own life. Nursing homes dictated every aspect of his life.
- Being on my own has helped me grow.
- I have a beautiful bedroom and bed. I do art work. I learned how to cook and take meds on time. I enjoy the drop-in centers. I am not being violated like I was at the previous place (nursing home).

**6. Apartment:**

- ❖ **Are you comfortable with your apartment?**
 - Yes, loves having own bed.
 - Sense of unity.
 - I love my apartment and being able to pick out furniture and the unit. I feel safe
- ❖ **Are you comfortable with the location of the apartment?**
 - I would like to live closer to my family.
- ❖ **Are you comfortable with the local amenities?**
 - Yes (3)
 - Yes, close to stores, libraries, etc. Close to the lake
- ❖ **If you could change apartments – why would you do so?**
 - No, because I don't like moving.
 - Comfortable with the area and feels successful in one spot.
 - Yes, would like to live closer to family.
 - Yes, Because of the violence in the area.

7. Do you like living on your own?

- Yes,

8. Integrated into the Community: Have you made friends nearby?

- Yes, I am in an area where I know family and friends are nearby.

9. Agency Support:

- ❖ **Do you regularly see a caseworker/therapist or team member?**
 - Yes (10 hands raised)
- ❖ **If not, when was your last contact?**
 - It was about a week
- ❖ **Are the services provided by the agency beneficial to you? If so, please explain.**
 - Yes, they give me a lot of advice.
- ❖ **If the services are not beneficial to you, please explain. (Are there any other supports you need to make living on your own easier or that would help you meet your goals?)**

10. Are there other comments or input that you would like to share about Moving On?

- I like the Peer Supports having more folks to talk to.
- It was scary at first, but I am not afraid anymore.
- House Manager was supportive in understanding needs (food pantry). The staff “saved our life.”
- People living on the streets due to fear.
- Need more Ambassadors to promote the programs
- Need people out of office who don’t care about majority of the people in the community. Programs need to advocate more in Springfield to elect better elected officials. No more Trump Trickle down.
- More workshops to teach about employment and get paid in those workshops.
- Concern for employment: Losing their benefits

7/17/2017 - Focus Forum at

Thresholds Southside New Freedom Center

Chicago, IL

Participants: 13



1. How has the Moving On program worked for you since your transition?

- Love my place. It was exciting. Able to move about without restriction.
- It was okay. First few weeks were fine. Only received a bed, but it would have been a bed frame. Other than that it was alright. Been there for two years now. The area is very uncomfortable. (**Not a Williams Class Member**)
- Appreciates much more independent living, happy and house is peaceful. Doctors come to check on me.
- Been with Thresholds for nine years. Put me back in the atmosphere of being back out in the community. The experience was excellent for me. Every day I expand on life.
- The transition process was smooth. I received a stipend for furniture.
- The process was good. All the workers worked with me fine. They stuck with me and I stuck with them (Transition Coordinators) I'm satisfied.



2. What have been the highlights of your transition to the community?

- I picked out the furniture and didn't have to wait. I am pleased in my apartment.
- Job-hunting and looking for work in other fields.
- Support from Thresholds and them backing me up. The motivation to recover
- Ability to see children and spend time with children.
- Recently been back to working out and hanging out at the VA. Going to school for CDLs. As a Veteran, the best information a Veteran can get is to another Veteran. I am able to pass on information to other Veterans. I can see something for myself down the line instead of living off the state government.
- Volunteering at the Midwest Workers Association.
- Ability to use the skills learned in a group home for myself.

3. Have you experienced any serious barriers or challenges since your transition to the community? Please explain.

- Simply living with my mental illness. The audible problems (hearing voices) and being compliant with medication and dealing with the side effects of the medication. Unlike being in the nursing home and being interactive with nurses all the time, basically I had to just 'man up' and do it or fold.
- Dealing with neighbors and paranoia.
- Reputation with being strange in an apartment building. Neighbors looking at you strange.

- Looking at you like a victim. When you don't socialize, you are seen as a victim. I've been robbed a few times.
- Being in recovery, and resisting your first instinct to drink. Finding things to keep me occupied.
- Having the organization understand that people have a life outside of the agency. I have like staff was checking on me un-necessarily.
- Sometimes, we don't have the structure or company to be with every day. It can be lonesome in the apartment sometimes. Isolation from the neighbors.
- It would have been helpful was to have someone to help me transition longer. Your service team has a lot of people to see so it was sometimes hard to reach and would have helpful to just have one main person.
- People in the community haven't accepted me.
- Dealing with families that aren't supportive.
- Losing your buddies in the nursing home. Getting "stinking thinking" and getting lonesome.
- Fear of being depressed.

4. What is your understanding of the Bridge Subsidy and how it works?

- a. No (6)
- b. Yes (1)

5. How has your life changed since you moved out on of the Nursing home? Please discuss the areas of good and areas of concern

- It's a little scary to be alone.
- Closer to my family since leaving the nursing home. My family understands me a lot better.
- Being able to visit the Freedom Center at Thresholds.
- I can surely say my outlook on life and my life's trajectory has changed. The stability has given me confidence in life.
- Being given a head start in saving some money.
- Its changed in many ways. My biggest fear was suicide and not being discovered. But actually my life changed for the better. I was able to overcome those fears. I got more confident. I feel more secure. I feel more manly. I can speak with my head up and don't need to ask any one for anything and I look forward to the next day.
- Truly grateful to us for listening to what most people don't care about. To have someone sit and ask you about how you feel? The staff at Thresholds are allowing me to talk about the things that are hard to talk about.

6. Apartment:

❖ **Are you comfortable with your apartment?**

- 7 yes
- No, 2
- **Are you comfortable with the location of the apartment?**
 - Yes, 5
 - No, 3

➤ **Are you comfortable with the local amenities?**

- Yes, 4
- No, 2

➤ **If you could change apartments, would you do so?**

- Yes, 4,
- No, 4

7. Do you like living on your own?

- Yes (Majority of the group)
- No, 1
- I like having my own place but I would like to have family to share my space with.

8. Integrated into the Community: Have you made friends nearby?

- Yes.
- I had it until I got robbed. It's difficult for someone with paranoia.

9. Agency Support:

❖ **Do you regularly see a caseworker/therapist or team member?**

- All Yeses except 2 people

❖ **If not, when was your last contact?**

- 2 weeks ago. My caseworker has lots of folks on his caseload.

❖ **Are the services provided by the agency beneficial to you? If so, please explain.**

- Yes.
- The supports don't necessarily help me at night.

❖ **If the services are not beneficial to you, please explain. (Are there any other supports you need to make living on your own easier or that would help you meet your goals?)**

- I think people who are just transitioning from the nursing should get more support. The people aren't going to initially say they are scared or share their fears. It took me a while to be acclimated in my unit. In person or phone call. Nobody is going to say they are scared. I really needed that human interaction that I could trust. A friend.
- Getting one on one support from my Doctor because I had a hard time interacting and dealing with groups.
- It would have been great if someone can be there to give us information on Social Security benefits and access to education. My drive is to be self-supporting in more than one way.
- Having a 24 hour drop in center.

10. Are there other comments or input that you would like to share about Moving On?

- There is room to comfortable and be an open-ended person in life. I am doing things. It's helped me be able to move and groove a little better.
- The importance of work. Having a good work ethic.



7/20/2017 - Focus Forum at

The Trilogy Beacon Center

Chicago, IL

Number of Participants: 5



1. How has the Moving On program worked for you since your transition?

- a. It's been without a hitch. Everything falling into place. I feel really lucky and very fortunate.
- b. Trilogy is a great organization to work with. Everything that has happened to be me has been great.
- c. The people have done a good job with me, but at the same time there have been situations where I couldn't get an answer directly from Trilogy. It was a little confusing sometimes and feels like things weren't explained properly. I was confused about the transition from Bridge from CHA.
- d. Good
- e. Very Good.
- f. I've been institutionalized since I was a kid. It gave me a place to come to understand what it I would be doing with all the skills I would utilize.

**2. What have been the highlights of your transition to the community?**

- The highlight was when I passed the first actuarial (Financial risk) exam. I feel very supported and encouraged. The ACT team asserted themselves in a positive way. I am used to assertiveness being aggressive.
- Being accepted and being able to share my experiences before going into the hospital. Being encouraged by staff.
- Being in my own apartment was my highlight. I didn't have to deal with a roommate yelling at me or dirty showers. Now I am in the client advisory council here at Trilogy. I've applied for the NAMI ambassador position. They helped me to think of myself a little better. If I never got into the Williams program, I would have
- To be part of society and a part of the community. I feel very comfortable living in the community.
- Able to go out when I want. To eat when I want. Instead of eating the nursing food.
- It was very exhilarating for me to pay my own phone bill for the first time. To turn the lock on my door for the first time. To have company and have my family proud of me.

3. Have you experienced any serious barriers or challenges since your transition to the community? Please explain.

- a. My own confidence level. It can be boosted by support.
- b. That first week out; going from three roommates to myself. I had that sense of loneliness. After that, coming to Trilogy and the team came to visit me in my apartment. Two years later, my rent went up. The CHA. Getting used to my ACT, that was my time. They were totally focused on me and supporting me transitioning. They gave me assistance in any way I needed and I wasn't used to that. "Foreign concept."
- c. I haven't had any. As soon as I got into my apartment, my stress level went from a 90% to about 10%. I felt more relaxed.
- d. Everything is difficult with Parkinson. Walking to Drop in Center
- e. At first a little scared, being in my studio.
- f. Not too much. I've always been very independent. I told my caseworker that I am just taking up a space in the nursing home.

4. What is your understanding of the Bridge Subsidy and how it works?

- a. My understanding that it is to help us move toward economic independence.
- b. It temporary thing that we get until we get the federal funding.
- c. It's a bridge between being in Catholic Charities. I asked this question a lot of times before getting a clear answer.
- d. I know it's from Catholic Charities and now I have CHA.
- e. My understanding is that you pay 30% of your rent and now HACC pays 100% right now.

5. How has your life changed since you moved out on of the Nursing home? Please discuss the areas of good and areas of concern

- a. It's been magic. My friend Katrina said 'we are going to give you your life back'. She wasn't lying. I feel like everyone is a guide or guardian. I like the Beacon Drop in Center. We have an art project to publish a literacy publication.
- b. Being a part of a group (exercise group). I came alive. I try to get involved in as much as a can. I am involved in the tenant council and was voted Co-chair. I am also involved in NAMI Ambassador.
- c. To be honest, while I was in the nursing home, my life was negative. As soon as I moved out and I starting working with a Team, my life went from negative and nervous to more positive things and my life got a lot better. I've been in the client advisory council. I am looking for a job. I wasn't interested in anything like that before.
- d. Life has changed for the better.
- e. Trilogy services are helping me look for a job right now.
- f. I am eating way better. My health has improved. I have lost weight.

6. Apartment:

- a. Are you comfortable with your apartment?
 - i. Yes
 - ii. Yes, I love my apartment. My first apartment was great but I had to move due to the CHA. I would have never moved if I didn't have to. The rent with up.
 - iii. When I first moved in was a little uncomfortable due to my door. It looked like my door was kicked in and wasn't fixed properly. It takes my landlord forever to fix things.
 - iv. Yes,
 - v. Yes, I do.
 - vi. Heck YEAH!!!! I don't have to worry about people come in my room in the middle of the night. I didn't feel comfortable at the nursing home.
- b. Are you comfortable with the location of the apartment?
 - i. Yes, close to my Alma Mater Northwestern.
 - ii. Yes, it couldn't be any better. Half block from the bus line and a couple blocks from another bus line. And close to Trilogy.
 - iii. Yes
 - iv. I am.
 - v. Yes, close to Trilogy.
 - vi. Yes
- c. Are you comfortable with the local amenities?
 - i. Very
 - ii. Yes, close to bus line. Close to Clark Street where there are so tons of stuff. Jump on the bus to the grocery store.
 - iii. I can go to a few food places, but I don't' really like those places. Not too much in the area that I go to. But there are places that are available.
 - iv. Yes, right in the middle of everything. Near major streets.
 - v. Yes, I got everything in my area. I can go to the grocery store close if need to.
- d. If you could change apartments – why would you do so?
 - i. No
 - ii. No
 - iii. Yes, because there is mold and a water leak. It took forever to fix. There are mice and roaches sometimes. Every now and then I do see mice. I've had bed bugs on and off.
 - iv. No, I like mine.
 - v. Yes, if it was bigger in the same area.
 - vi. No, I like it. I like the location and where I'm at.

7. Do you like living on your own?

- a. It great, indescribable.
- b. Yes
- c. Yes
- d. Yes; definitely. The nursing home felt like prison.

- e. I like my independence.
- f. Yes, I do. Love it. Its peaceful and I can come and go when I want to.

8. Integrated into the Community: Have you made friends nearby?

- a. Yes, many good friends.
- b. I really don't have any friends outside of the mental health community. I have friends at Beacon and in NAMI. I am not really one to integrate out in the community.
- c. I don't really hang out with the people in my neighborhood because there are on drugs so I would rather just keep to myself.
- d. Yes, I feel integrated
- e. Yes, I have a lot of friends in my building.
- f. Yes, my neighbors say hello to me and I say hello to them.

9. Agency Support:

- a. Do you regularly see a caseworker/therapist or team member?
 - i. I feel like it very hand and glove, a great fit. Yes 4 out 5 days.
 - ii. Yes, I meet with my caseworker and therapist every week. I've had 7 RC's already. Consistently changing my casework is not good for me.
 - iii. Yes, I see my casework and therapist once a week.
 - iv. Yes
 - v. Yes, 3 times a week.
 - vi. Yes, twice a week
- b. If not, when was your last contact?
- c. Are the services provided by the agency beneficial to you?
 - i. Yes, Priceless.
 - ii. Yes, most definitely. We are trying to start a peer mentoring program on the tenant council.
 - iii. I do feel they are pretty good; they are not as good as they were several years ago. When I first started coming they were more on point. The fact that state facility close, Trilogy now has to serve more people.
 - iv. Yes,
 - v. Yes, I do.
 - vi. Yes, I do. Because they keep me focused. I can make goals on the level of care plan.
- d. If so, please explain.
- e. If the services are not beneficial to you, please explain. (Are there any other supports you need to make living on your own easier or that would help you meet your goals?)

10. Are there other comments or input that you would like to share about Moving On?

- a. Keep up the good work. We don't know the good that we do.
- b. Cooperate, People have to be willing to accept help and take direction. People want to move out and they don't understand that proving yourself will help you become more independent. Having the council (peer mentors) will help assist clients in transition. We can be a resource for the staff. Maybe the staff will get more information on how to reach other clients. I wish I could go into CHA and clean house.
- c. If it wasn't for this program, I would still be in the nursing home where I don't' belong. I am trying to do more positive things and looking into peer mentoring. I socialize better with Trilogy and friends I've made here. I understand people a lot more. I would like to pursue counseling and appreciative of the Moving On program.
- d. I thought I was going to live in the nursing home for the rest of my life. The Williams Consent decree taught me that I had a life.
- e. I was one of the first to move out. I never thought I would leave the nursing home either.
- f. I know that being prepared for it can take some time but when get you will cherish it.

July 21, 2017 - Focus Forum at

Association House

Chicago, IL

Participants: 5



1. How has the Moving On program worked for you since your transition?

- a. It helped me stay motivated and active.
- b. It worked pretty good for me. It's a big difference from a nursing home. Just being able to be at your own place makes me feel better than living in a nursing home. Coming here and going to the classes as has helped me feel supported.
- c. Since I've been out of the nursing home, number one you get your check now. You depend on yourself now and it's better. I moved in the group home because I didn't want to be alone but I want to return back to my apartment one day.
- d. It's been a blessing in disguise. It's been something that I couldn't ask for more. Who knows where I would be without the program.
- e. Great, I was getting new medications and it's helped me a lot. I am more opened up and clear. I am not as stressed out. I enjoy coming to the Drop-in Center, I see my CM and Therapist. I am making a lot of friends.

2. What have been the highlights of your transition to the community?

- a. Freedom and your own food. You don't have to eat what they give.
- b. Privacy, in the nursing home it's like two or three of people in a room.
- c. Freedom from depression. It's like you are in a locked box. You get to make choices about your life.
- d. I can go difference places and shopping and looking on the internet for sales.
- e. Being back around my mom. Back with getting the care of my mom. Helping her and having her help me.
- f. My apartment. I have these really cool shadows on my wall that are really cool from the traffic on the busy street. I have a really nice apartment.

3. Have you experienced any serious barriers or challenges since your transition to the community?

Please explain.

- a. At first, figuring out how to get to the Drop In Center. It took me getting used to Google maps.
- b. Staying motivated to get up and do things.
- c. Getting used to being on my own. I was still locking my bedroom door out of habit and it took getting used to no one coming in your room at night.
- d. Learning to cook for myself.
- e. No barriers for me since leaving the nursing home.
- f. I did have a problem with my cold water in my apartment. I have a hard time because I don't go out much. I only have one friend in my building that is in the program too. Keeping up with my laundry. It piles up and is now accumulating. I stayed in my apartment for about 8 months and just watched TV. But I decided to start going to the park and hang out.

4. What is your understanding of the Bridge Subsidy and how it works?

- a. Yes, Catholic Charities check on your apartment for yearly inspection.
- b. Catholic Charities pays 70% of the rent.
- c. It's part of the program.
- d. Something about the program helping you get your apartment. Money and all that.

5. How has your life changed since you moved out on of the Nursing home? Please discuss the areas of good and areas of concern

- a. I feel better because I am not in an old routine. I get to go out when I want In the nursing home, you are so regulated.
- b. I didn't have choices in the nursing home. I have my own routine, not theirs.
- c. I am still the same person. I still can't get a haircut. I can be open with myself. I can sit in my room and feel comfortable and not worry about coming in and saying I stole their things. It's all peaceful and humble to myself.
- d. I get to go to church now. I didn't have transportation. I did started using drugs again. Sometimes I lied to CM about my usage. I was able to get some treatment and go to AA meetings. I am going to groups here. I am now doing real good. I am learning and participating. CM tells me to not be so hard on myself.

6. Apartment:**❖ Are you comfortable with your apartment?**

i. Yes (6)

❖ Are you comfortable with the location of the apartment?

ii. Yes

iii. Yes

iv. Yes, everything is there.

❖ Are you comfortable with the local amenities?

v. Yes, I am near the green line and blue line.

vi. Yes to grocery store, library, theater

vii. My neighborhood is kind of a desert. I have to travel about a mile away to get to a good grocery store. But I do bike and it's the best exercise for me at my age.

viii. Yes, close to train and bus.

ix. Yes

❖ If you could change apartments – why would you do so?

x. If I could move closer to the first floor, that would be great. Or if they have an elevator.

xi. I also live on the 3rd floor. My parents said they weren't coming up there.

xii. Being closer to the Drop in Center would be nice. No

xiii. It's on the 3rd floor.

7. Do you like living on your own?

a. Yes

b. Yes

c. My fiancé left me when I started drinking so I wanted to move to a group home and I didn't like living by myself. But I didn't like living in the nursing home. I have my own room at the group home.

d. Yes

e. Yes, I think it's cool. I never thought I would ever live on my own when my father died.

8. Integrated into the Community: Have you made friends nearby?

a. I've made friends at Trilogy and where I volunteer. I don't really go out anymore to the clubs or bars.

b. I am taking classes at the library near me.

c. Yes, I've made some friends at Association House. I don't really hang out in my neighborhood. I don't want to create problems.

d. Yes, I know some people in the building and in the streets. I have friends at the Dunkin Donuts and at the Dollar Tree and the mini-mall.

9. Agency Support:

- ❖ **Do you regularly see a caseworker/therapist or team member?**
 - i. Yes, once a week.
 - ii. Yes, once a week.
 - iii. I see my Caseworker at least once a week. I haven't seen my therapist for 3 months.
 - iv. Yes, once or twice a week
 - v. Yes, Every day, Monday- Friday. We talk.
- ❖ **If not, when was your last contact?**
- ❖ **Are the services provided by the agency beneficial to you? If so, please explain.**
 - vi. Yes, they offer the drop in center. So you can always come here and hang out. The money management is helpful. And the medication management also. They used to take me grocery shopping but now I do on my own. There was a Case Manager that taught me how to cook and she even went to the gym with me a few times.
 - vii. Yes, we play games. I also became my own payee. They help me with medication management. Sometimes we do activities.
 - viii. Yes,
 - ix. Yes, it's been good to look for a job at my speed. I am not under a lot of pressure. Those extra funds coming in and wanting to work.
 - x. Yes, my CM helps me out. I never had a female doctor or psychiatrist.
- ❖ **If the services are not beneficial to you, please explain. Are there any other supports you need to make living on your own easier or that would help you meet your goals?)**

10. Are there other comments or input that you would like to share about Moving On?

- a. The staff has helped me tremendously. Going to my apartment sometimes. I learned how to grocery shop on my own. I got a link card for grocery shopping.
- b. Association House is pretty cool. They help me stay busy.
- c. Having the internet on my own was great. I am able to keep in touch with my gaming friends. Having Mark who's been in the program and a success story that now has a job here has been great for me.
- d. Don't go there (nursing home). Sometimes I have problems with wonder and appreciate both the nursing home and Association House to make sure I can stay out the nursing home.
- e. Never give up!

7/24/2017 - Focus Forum at

Thresholds Downtown New Freedom Center

(2045 Grand Avenue, Chicago, IL)

7 Participants



How has the Moving On program worked for you since your transition?

- I like the support I get from Thresholds and the opportunities to have their advice when I need it. I like how they helped me purchase furniture for the apartment
- It's been great. They helped me with my furniture and with fixing up my apartment. I like having my privacy.
- Helped me to take better care of myself, eat the right foods. Because of this I've lost a lot of weight. My health is improving; I take medication every day. I don't feel lonely. There are a lot of stores around and I like to go shopping. My family is nearby.
- I'm pleased with the program. Before I went to the nursing home I was always on my own. Ready to go once I joined the program. My team helped me stay focused and helped me

feel like I was competent enough to do what I needed to do. They encouraged me. The program is very well organized. I couldn't ask for more.

- Trying to get out of the nursing home, Moving On keeps showing me apartments that haven't worked- studios are too small or the apartments that are too high up- too many stairs to climb. After I said I didn't want these apartments, I haven't heard from them in 7-8 months. I don't know what I can do to make things better.
- Used CORT furniture, made a list of what I wanted when I moved from the nursing home. Dean helped me decide what furniture I needed and helped me prioritize what I should get first.
- Went to Thresholds to see about getting out of the nursing home. Worked with someone at Thresholds. I wasn't able to find a place that I wanted. I said that I will stay in a nursing home until I find what I want. I still don't like where I am, but it's a lot better than many of the places that I saw. I have Streeterville taste on a Williams Program budget.

What have been the highlights of your transition to the community?

- My first initial exposure to Thresholds and ACT
- I'm able to cook my own food, have a choice over what I eat. I have more privacy. Can come and go as you please.
- I can be more organized. I'm glad to be close to my family.
- I have a really good team. I'm proud of being part of the push to increase the needs allowance. Being able to advocate
- I can't pinpoint one thing. For me just getting out of the nursing home was the big prize. I've been happy ever since. I like living on the north side and being around the diversity of people. I'm grateful to be where I am because I have a choice on what I'm going to do with my life.
- I like being around people. I like to go out and about and talk to people.

Have you experienced any serious barriers or challenges since your transition to the community? Please explain.

- After my first contact with Thresholds and first team (I've had 4 team leaders in the last three years). I got my HCV and my team didn't want to advocate for me to stay in my own apartment. In my new apartment, I relapsed into drugs. This led me to being hospitalized and now I live in a group home. I don't know if I have my HCV. The ACT team only stays for 10 minute at a time 3 times a week.

What is your understanding of the Bridge Subsidy and how it works?

- They explained it very well.
- Dean helped me understand that I would hear from CHA.

How has your life changed since you moved out on of the Nursing home? Please discuss the areas of good and areas of concern

- When I got out it was beautiful. I take care of myself. I celebrated with my caseworker after a year of being in my house. I plan on being there forever.



Apartment:

- Are you comfortable with your apartment?
 - It would be nice to have more money for furniture; or to have an allowance every couple of years to buy new furniture
 - Yes- transportation is good.
 - Yes- since the first day I moved in.
- Are you comfortable with the location of the apartment?
 - I like living on the west side.
- Are you comfortable with the local amenities?
 - Yes; transportation is close by and it is close to stores.
 - No; where I am at there aren't very many shops. I don't like to travel to Howard where the shops are because I've heard bad stories.
- If you could change apartments – why would you do so?
 - If I moved to another apartment it would be to be around a place where there are more people to socialize. I like where I am at though so I wouldn't want to.

Do you like living on your own?

- YES! YES! YES!

Integrated into the Community: Have you made friends nearby?

- The freedom center allows me to make friends; I love coming here.
- I wish there were more opportunities to socialize/ more people around to talk to
- Most people feel like they have friends in the community.
- People have helped me understand that other people go through the same thing I do, and they make it.
- I don't talk to my neighbors, but I do talk to the people in the program.

Agency Support:

- Do you regularly see a caseworker/therapist or team member?
- If not, when was your last contact?
- Are the services provided by the agency beneficial to you?
- If so, please explain.
- If the services are not beneficial to you, please explain. (Are there any other supports you need to make living on your own easier or that would help you meet your goals?)

Are there other comments or input that you would like to share about Moving On?

- Thresholds picks up people from nursing homes and brings them to the drop in center before they are released from the nursing home.
- The center has been my lifeline when I needed help, especially the other people in the program. I celebrated my 50th birthday party at the center. It was my first sober birthday party I've ever had. 32 people showed up.
- I wish we had more of a voice in the policies/procedures of the center.
- I wish the initial involvement with the ACT team provided you with other resources/options. The ACT team can't meet all of your needs and often drops the ball. It would be nice to have other opportunities that we can explore on our own. (billing block while on ACT?)

July 26, 2017 - Focus Forum at

New Life Recovery Center- Lake County – Zion, IL

Participants: 15



1. How has the moving on program worked for you since your transition?

- Good
- I have learned about my illness
- It has made me more independent; living in the lake Park center there was lots of rules. By transferring to the community I had to become a lot more independent
- My life has improved
- The Lake Park center didn't allow any freedom. Now I can go places- I like to walk.
- There was no freedom in the nursing home- You could get a pass to go out but it was up to them. If they decided that the weather wasn't good then you couldn't go.
- One commented that it's been 2 years since he's been to the hospital- others also say that they've stayed out of hospitals

2. What have been the highlights of your transition to the community?

- My independence & having a volunteer job
- Being able to volunteer with the park district and get out of my house. I go crazy sitting at home all day and I like being able to get out and be around people
- Getting a saxophone
- Going back to school
- Getting my own car

3. Hardest thing

- I got attached to the people so it was hard to leave them
- Getting used to transportation was hard but now I've got it down. Now I know my way around

4. How has your life changed since you moved out on your own?

- It made me very happy to be able to leave the nursing home

5. Do you like your;**a. Apartment**

- Yes

b. Furniture

- The furniture has been great- it's beautiful furniture
- The budget it too tight. I had trouble finding nice furniture that I could afford.
- It holds up well

c. Neighborhood

- Lots of Noise

6. Agency Support**Do you like the drop in center?**

- It's a great place
- The drop in center is an important place

a. Do you like the staff?

- They are pretty good

b. When was the last time staff visited your apartment?

Yesterday, yesterday, a couple of weeks ago, a couple of weeks ago, a couple of weeks ago, every other day, yesterday, three or four weeks ago, a couple of days ago, they come once a week, they came this week

- Those who have been out of the nursing home the longest reported having least frequent visits from staff. That happened across time as they and staff agreed they needed less visits.

**c. Is this the right amount?**

- Two responded that they wish the case worker came more often.
 - One said this was due to feeling isolated- simply wanted someone around to talk to
 - It would be nice to be able to have phone check-ins with staff.
- We can find staff if we need them- even if it is the weekend. (lots of agreement)
- The healthcare we are receiving is great
- People weren't very clear on the path to volunteering- who to ask if they want to start volunteering or get a job.

7. Other comments

- Several commented that they have taken strides towards improving their health- losing weight, exercising, and eating healthier.
- Discussion on section 8 vouchers and moving to a different county. Some member was confused on why they couldn't move into a house.
- A couple of members talked about wanting to move to a new apartment and asked if there were any resources to help with them with paying for deposits or moving expenses. John replied that they will need to save up their own money to move.

July 27, 2017 - Focus Forum at

Heritage Behavioral Health

Decatur, IL

Participants: 12



1. How has the Moving On Program worked for you?

- Great- It has helped me to learn how to handle certain situations. Decatur Manor was a melting pot of people, where the group home is more hands on. The group home was a good step but moving to an apartment would not have been too big of a step. There were some behaviors they thought I could work on- looking back now I kind of agree. Maybe if I jumped to an apartment there would have been some areas- such as budgeting money- that would have been difficult.
- It's been going great. I'm on a group home. I agreed right away that a group home was better.
- I made the decision when I was in Decatur Manor to get started in the Williams Quinn program. I am glad I did- they helped me transition to a group home. I stayed there several months and I learned coping, cleaning, cooking skills. That helped me transition to my new apartment where I take care of myself and work with the ACT team. It's all been a good thing- the ACT team- so that I'm not put in an area by myself; I have a group of people caring for me.
- I've been in the moving on program for 2-3 years. I really enjoy all of the benefits, I met some people at the group home and thought six months was enough for me and so I advanced to my apartment and now I make my own living. Some of it I spend well some of it I don't. I try to make as many friends as I can. On some of my service plans I says that I don't have many friends and that I need housing. I am part of the NAMI ambassadors program- I like it.
- I didn't like the long wait. I didn't like some of the things (couldn't recall). In a group home now. My life is better now that I am in the group home. There is more freedom.

- The program works much better than the nursing home. I like being able to go outside when I want and take walks.

2. What is the number one highlight since you moved out?

- Being able to focus on my own thoughts and not having so many people to listen to and people yelling and screaming, not having as many people around who are more severely mentally ill. In the group home we learn cooking skills, budgeting skills.
- Not being around all of those people
- When I was in the group home I felt like I was part of a family; I got more time with the staff. It was nicer to move to a smaller area, we went out together and did a lot of nice things. Even though I moved out sometimes I miss the group home. But I'd rather be on my own- I like being able to watch what I want on TV.
- I like being alone
- I got money for furniture and I got to meet the ACT team. I like not fighting with others at Decatur Manor and not having to wait in the lunch line (for something that might not taste very good).
- When I got to Decatur Manor there was no tv in the bedroom.

3. Are you comfortable in your apartment?

- Lots of yesses
- Yes- it's close to work.
- It's easy to catch the bus.

Your Apts. Location?

- Yes
- Yes- it's right next to the group home
- Yes- County Market is close

4. Do you have friends who aren't part of the program?

- No- all of my friends are part of the program
- I meet new people every time I go to mass. After the service, I talk to whomever I shook hands with during the tie when we say peace to one another.
 - Another participant mentioned that religion is an important outlet

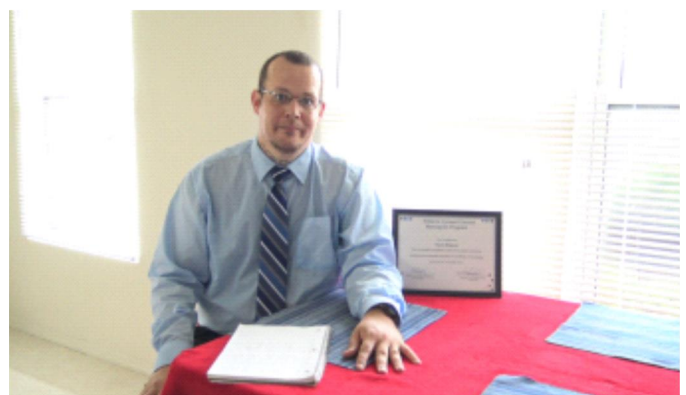
5. Drop In Center

- I like the drop in center- to me it's a place for people who like people and want to be around others.
- It's a place for community building. Anyone who wants to make themselves feel welcome can come. But if they don't follow the rules they can get kicked out.

- No money, politics, or religion is discussed at the drop in center. Member commented that this is a good rule.

6. **Agency support**

- The staff- especially Ashely- are wonderful. She is there when I need her. I usually see her at the drop in center or when I visit her office.
- The ACT team comes by regularly- I think they visit enough. They ask me a lot of questions to check up on me.
- I see the ACT team once or twice a week at least.
- The services are beneficial- Yes
- They do everything they need to do.
- The services that are available are great.
- Everyone is great but strict. You don't want to get on their bad side because they get mean.



7. **Other comments**

- The busses don't run on Sundays. It's hard to get to places on Sundays.

7/28/2017 - Focus Forum at

Thresholds Kankakee New Freedom Center *

5 participants



These 2 pictures are reprinted from the Kankakee Daily Journal and the article which can be found at the link below. This article describes and shows the center. Those pictured are not the same people pictured who were not available for pictures.

How Thresholds is bringing new life to those with mental illness . Jon Krenak .

jkrenak@daily-journal.com - http://www.daily-journal.com/news/local/how-thresholds-is-bringing-new-life-to-those-with-mental/article_94a46931-83f4-5273-910a-5d891c706a4f.html

How has the Moving On program worked for you since your transition?

- Good- we were one of the first. We've been very comfortable together. Dating- one moved out first and then a year later the other moved out. Lived apart at first and now live together.
- I got to Kankakee Terrace in 2013. I didn't want to do the moving on program at first because I didn't know what it was. It took two or three visits from the moving on rep. before I got an understanding of what it was. In July of 2014 I got my own apartment. The rep. was very helpful.
- I was in the nursing home for seven years. Off and on I heard about the moving on program. I filled out paperwork twice. I got approved and they let me go to Thresholds. Now I feel like I'm doing better.

What have been the highlights of your transition to the community?

- Freedom
- I like having my own money- both on social security
- From Tennessee- but not living here. I like living here better.
- In the nursing home from car accident, nervous breakdown. Brain trauma resulted.

- Going shopping on my own- any kind. I like to control my own money.
- I get to be my own boss. I like being my independent self.

Have you experienced any serious barriers or challenges since your transition to the community?

Please explain.

- No
- I was the youngest one in the nursing home.

What is your understanding of the Bridge Subsidy and how it works?

How has your life changed since you moved out on of the Nursing home? Please discuss the areas of good and areas of concern

- It's about the same. But now I can go wherever I want to go. The people are different. In the nursing home people are in a daze.
- Very good, very good. I was on drugs before I came to the nursing home. All that is gone now.
- I am more independent. I have freedom to do my own thing.

Apartment:

11. Are you comfortable with your apartment?

- I've got a beautiful apartment. I have a friend who fixed it up. I paid cash for it.

12. Are you comfortable with the location of the apartment?

- Yes- west Kankakee.

13. If you could change apartments – why would you do so?

- Yes- it's too warm.
- The landlord is nice.

Do you like living on your own?

- Yes- it's helped me a lot.

Integrated into the Community: Have you made friends nearby?

- Yes- we've made friends with our neighbors.
- I don't regularly talk with my neighbors.

Agency Support:

- Do you regularly see a caseworker/therapist or team member?
 - Yes- three times a week.
 - Once a month
 - At first staff came 2-3 times per week. Now they don't come at all.

- I have one person who visits me at my apartment 2-3 times a week. I also have monthly inspections. I also have a driver that comes every morning.
- Are the services provided by the agency beneficial to you?
 - Yes- they help us with budgeting
 - Yes)

Are there other comments or input that you would like to share about Moving On

- I would like to work and volunteer.
- I volunteer twice a week at Thresholds. It's the right amount of work for me.
- The state is doing a good job.



Thresholds- Kankakee

Individual Interview- 7/28/2017



How has the moving on program worked for you?

- It worked well. I was at Bourbonnais Terrace for 1.5 years- streets before (1 year). Someone came to talk to me about the Moving On Program.
- I agreed right away- I liked the idea of getting my own housing.
- After Terrace- I went to Dearborn Terrace, which was a good in-between step. I would have figured it out on my own, although, if I went straight to my own apartment. Staff thought that was too big of a step. I think that figuring out what neighborhood I wanted to go to would have been the hardest part of going right to an apartment.
- I learned how to deal with stuff at the Dearborn Center. I learned how to keep it up better, how to clean, how to do my own laundry.
- While I did not think I needed a first step at Dearborn, I now think it was the best idea for me.

How did you end up in the nursing home?

- I lost an apartment once because I lost my job. No drugs or alcohol, I kept my apartment clean.
- Used to hear voices, stopped taking medication. Now I take pills. (medication)

Current Staff Involvement

- Someone visits me once a week on Mondays to take me shopping. They bring medication. Money is on a debit card that comes once a week.

Apartment

- Furniture that I picked out from the computer- couch, table, end table, chairs.
- I like the furniture, it holds up well.
- I make a budget once a month.
- I like my neighborhood. I take the bus to get around.
- There are grocery stores nearby- take the bus 2 miles to store.

How is it going now for you?

- I think the program is going well- nothing should be different. The state is doing a good job. I like the staff at Thresholds.
- It was a good idea to go to the Dearborn center.
- My life is better now that I am out on my own.



Appendix 1: Core Survey Questions for Groups

- 1. How has the Moving On program worked for you since your transition?**
- 2. What have been the highlights of your transition to the community?**
- 3. Have you experienced any serious barriers or challenges since your transition to the community? Please explain.**
- 4. What is your understanding of the Bridge Subsidy and how it works?**
- 5. How has your life changed since you moved out on of the Nursing home? Please discuss the areas of good and areas of concern**
- 6. Apartment:**
 - Are you comfortable with your apartment?
 - Are you comfortable with the location of the apartment?
 - Are you comfortable with the local amenities?
 - If you could change apartments – why would you do so?
- 7. Do you like living on your own?**
- 8. Integrated into the Community:** Have you made friends nearby?
- 9. Agency Support:**
 - Do you regularly see a caseworker/therapist or team member?
 - If not, when was your last contact?
 - Are the services provided by the agency beneficial to you?
 - If so, please explain.
 - If the services are not beneficial to you, please explain. (Are there any other supports you need to make living on your own easier or that would help you meet your goals?)
- 10. Are there other comments or input that you would like to share about Moving On?**

Appendix 2 – All Approved Focus Forum Questions

1. How has the Moving On program worked for you since your transition?
2. What have been the highlights of your transition to the community?
3. Have you experienced any serious barriers or challenges since your transition to the community? Please explain.
4. What is your understanding of the Bridge Subsidy and how it works?
5. Have you experienced any problems in your housing accommodations? If so, explain
6. How has your life changed since you moved out on of the Nursing home? Please discuss the areas of good and areas of concern
7. **Apartment:**
 - Are you comfortable with your apartment?
 - Are you comfortable with the location of the apartment?
 - Are you comfortable with the local amenities?
 - If you could change apartments – why would you do so?
8. Do you like living on your own?
9. **Quality of the Furnishings:**
 - Is your apartment furnished to your liking?
 - Is your furniture still usable?
 - What changes would you like to make to your accommodations?
10. **The transition move in:**
 - Was you transition move from the nursing home to your apartment a smooth one?
 - If not, please explain what the challenges were?
 - Did you have assistance from the agency? Family or friends?
 - Were all of your basic needs in the apartment when you moved in?
11. **Neighborhood Choice:**
 - Is the location where you live in a neighborhood that your first, second or third preference?
 - If not, what occurred?
12. Since you are now in this neighborhood do you feel a sense of ‘belonging’ to the community, i.e., know your way around, comfortable with the neighborhood, can navigate to local settings of your liking, etc.
13. **Integrated into the Community:** Have you made friends nearby?
 - Within the Moving On program?
 - Outside of the Moving On program?
 - In your building or surrounding areas?
14. **Drop-In Center:**
 - How often do you attend the Drop-In Center?
 - Do you know where a Drop-In Center in close proximity?
 - If so, what benefit to you personally receive from going to the drop-in center?
15. **Agency Support:**
 - Are you still engaged with the community agency that assisted with your transition?
 - If not, are you engaged with another agency?
 - Do you regularly see a caseworker/therapist or team member?
 - If not, when was your last contact?
 - Are the services provided by the agency beneficial to you?
 - If so, please explain.

- If the services are not beneficial to you, please explain.

16. Are there other comments or input that you would like to share about Moving On

