

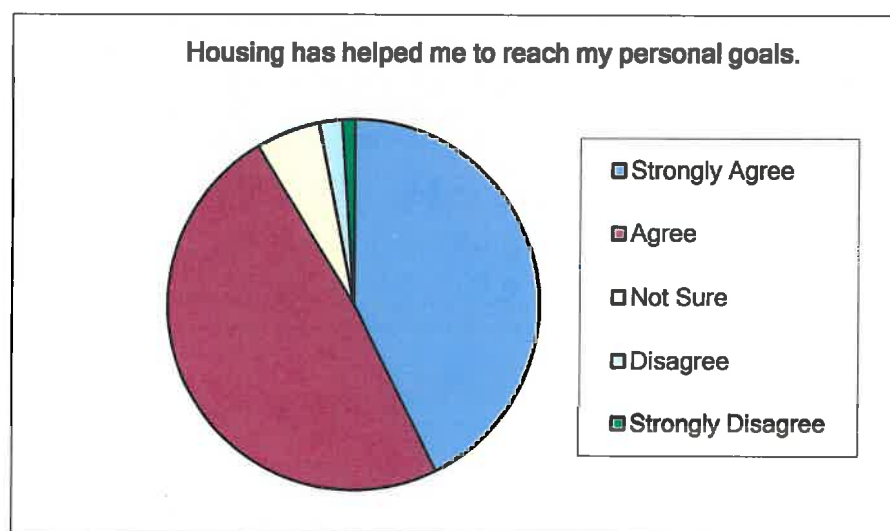


2013 William's Class Member's Housing and Services Consumer Satisfaction Survey

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

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More than 91% of tenants said that the Bridge Subsidy Program and supports helped them to reach their goals.

Table of Contents

Section 1

Introduction & Methods Section

Section 2:

State Level Data and Comments Broken out by Treatment Teams

Section 3:

Individual Questions with Detailed Results Listed by Treatment Teams for Evaluation

Section 4:

Copy of Original Survey

Section 1:

Introduction & Methods Section

Highlights of the survey:

- 98% of tenants say life is better for them now that they have their own apartments.
- 92% of tenants said the Bridge subsidy was important in helping them to maintain their apartment.
- 86% of people live in their own individual apartment. 76% of persons do not want to share an apartment with a roommate.
- More than 91% of tenants said that the Bridge Subsidy Program and support services helped them to reach their goals.
- 83.6% of tenants are satisfied with their current apartment.
- Despite a requirement for agencies to show tenants at least three apartments, 40% of tenants said they had only seen 1 apartment (or less) before they chose their current apartment. Despite this 90% of people felt this was enough visits and 83% agreed they were happy with their current apartment.
- 35% of people, if given the option, want to live on the north side of Chicago, nearly twice as many people asking for any other part of the state or the Chicago Metro Area.
- Only 66% of the respondents knew people in their neighborhood that are not part of the Bridge Subsidy program.
- 87.6% of respondents are happy with their neighborhood, but only 74.7% are living in the area they originally wanted to live. People generally moved near their service provider and many wished they lived closer to a drop in center to make friends.
- Tenants tended not to use the drop in center if they lived too far away. For instance, Evanston was considered too far away from Rogers Park for people to go according to comments.
- 88% of people like how they were able furnish their apartment.
- Agencies are visiting tenants in their apartment and checking in by phone at about the rate residents are hoping they would suggesting there is a good match between choice and what levels of support agencies are able to offer.

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 William's Class Members receiving a Bridge Rental Subsidy and living in community-based housing as a result of the Williams Consent Decree.

Survey Design: CSH began the survey design process in October of 2013. 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 William's Class Members. These elements include:

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

Prior to distribution, the survey was tested with four tenants at two agencies who felt the questions were understandable and appropriate. The survey was approved by IDHS DMH on December 15, 2013 and distributed on December 17, 2013.

Survey Administration: After discussion with William's 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 December 15, 2013. This established the number of expected surveys to be administered. A goal had been set to achieve an 80% or higher return rate for each team.

Confidentiality Measures

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

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

Survey Response: The initial survey period was from December 17, 2013 to January 8, 2014. The final collection date was extended to March 6, 2014 with a series of additional reminders and outreach. The result was the return of 461 surveys out of 618 surveys distributed to those persons who had transitioned into the community at that time, or a 74.6% response rate. The 618 persons surveyed did not include individuals who made an initial transition to the community but had returned to the nursing home, passed away, or had otherwise left the Bridge Subsidy program.

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 45 teams, only two failed to return any surveys, and another two teams had response rates of 33% and 25%. It appears that there were four of the teams in which the survey did not get distributed, was not distributed by all staff, or got quite different return rates in returns in the surveys. One QA staff reported "We didn't receive a huge response, as many of our participants declined to participate; aren't available to participate (i.e. jail, poor engagement, etc.); or are not in a good place mentally to be approached with a survey (due to MH SA, paranoia, anxiety, etc.)." The overall survey return rate was quite high but there was a slightly lower return rate in the southern suburbs and Kankakee where several of the low response teams existed. Overall the responses were generally consistent throughout the entire sample.

Survey Results: The survey results are divided into two sections. The first section includes aggregate results of all teams for each question and includes charts. The second section breaks out the individual team results, and can be compared to the aggregated results that can be used as a baseline. Open ended comments are all broken out by team and listed in their entirety in Section 2.

A broad finding in community meetings has been that tenants are often lonely in the community. There is a need to help residents in learning about their community. Only 66% of the respondents knew people in their neighborhood that are not part of the Bridge Subsidy program.

Another broad finding is that people feel they can keep their housing but need both subsidy and support. Only 58% of tenants believe they can keep housing if they don't meet with their case manager. This question and the question on medication were both intended to focus on consumer choice. Patterns of the answers suggest that tenants were afraid to say that "medication or visits were a choice" as they felt so strongly that medication and visits were integral to their personal housing stability and recovery. This was independent of any required programmatic rules.

Another interesting finding was that several tenants commented that they did not get to choose their own furniture despite DMH giving the agencies those resources. This information seems to run counter to requirements of the consent decree and seems to be more prevalent for certain agencies.

One of the most interesting results to examine is the number of people who share apartments in one ACT team. Their members appear to have a larger number of people who agree that they want a roommate but all other agencies members show a strong preference to having their own individual apartment. Currently 69% of one team's tenants report that they share an apartment compared to 13.6% overall in the remaining teams. About 63% of people report they prefer a roommate or do not care on that one team compared to the 18.4% in the entire rest of the sample.

Overall, the data shows broad satisfaction by tenants with their unit, their apartments, and their support staff. According to the residents of the William's Class, the State of Illinois can be proud of the work of hundreds of individual's in implementing and creating the Bridge Subsidy Program and the related community supports.

In the words of one tenant from the Lake County Program, *"I am very happy with the progress I have made medically and psychologically. My progress in treatment and medical relieves me of the pressure I feel. Thank you, State of Illinois, and please continue you are making to make me a better lifestyle. You have made improvements to my life."* Another tenant from Thresholds says it even more succinctly, *"I love my place. I'm doing good. Please don't change or fix something that's not broke."*

Team Number	Agency	Team Names	How Many Surveys Returned	How many William's Clients are Served by the team.	% Returned
1301	Association House	Williams ACT	10	11	90.9%
1302	Association House	Williams CST	13	18	72.2%
1401	C4	ACT	49	64	76.6%
1402	C4	CSTC1	11	16	68.8%
1403	C4	CSTC2	9	17	52.9%
1404	C4	CSU		2	0.0%
1501	Cornerstone	Williams		1	0.0%
1801	Grand Prairie Services	Williams ACT Team	11	33	33.3%
1901	HHO	Atlantic Team (CST)	2	8	25.0%
1902	HHO	Pacific Team (CST)		6	0.0%
2001	Heritage Behavioral Services	ACT	7	6	116.7%
2101	HRDI	William's Team	31	51	60.8%
2201	Human Services Center	William's ACT Team	29	34	85.3%
2401	Kenneth Young	Myer's Place	3	2	150.0%
2501	Lake County Health Dept	Williams ACT Team	52	56	92.9%
2602	New Foundation	Williams Support	2	2	100.0%
2701	Thresholds	Bridge North Access A	16	20	80.0%
2702	Thresholds	Bridge North ACT	6	11	54.5%
2703	Thresholds	Bridge North CST	6	8	75.0%
2704	Thresholds	Bridge North New Horizons	3	5	60.0%
2705	Thresholds	Bridge South ACT	3	3	100.0%
2706	Thresholds	Bridge South CST 3	13	13	100.0%
2707	Thresholds	Bridge South CST 4	10	10	100.0%
2708	Thresholds	Bridge Southwest ACT 1	11	11	100.0%
2709	Thresholds	Bridge Southwest ACT 2	10	11	90.9%
2710	Thresholds	Bridge Southwest CST	2	2	100.0%
2711	Thresholds	Bridge West ACT	5	7	71.4%
2712	Thresholds	Bridge West CST 1	0	1	0.0%

Team Number	Agency	Team Names	How Many Surveys Returned	How many William's Clients are Served by the team.	% Returned
2713	Thresholds	Bridge West CST 2	18	19	94.7%
2714	Thresholds	Humboldt House	1	1	100.0%
2715	Thresholds	Justice ACT	4	7	57.1%
2716	Thresholds	Justice CST 1	6	11	54.5%
2717	Thresholds	Justice CST 3	6	9	66.7%
2718	Thresholds	Kankakee ACT		23	0.0%
2719	Thresholds	Northside Housing CST	10	11	90.9%
2720	Thresholds	Rowan Trees CST 2	2	2	100.0%
2721	Thresholds	South Subs ACT	3	5	60.0%
2722	Thresholds	South Subs CST 1	12	15	80.0%
2723	Thresholds	Transitions CST	9	10	90.0%
2801	Trilogy	CST1	11	11	100.0%
2802	Trilogy	CST2	5	5	100.0%
2803	Trilogy	CST3	24	24	100.0%
2804	Trilogy	ACT2	20	20	100.0%
2805	Trilogy	ACT3	9	9	100.0%
2806	Trilogy	CST	7	7	100.0%
			461	618	74.6%

Section 2:

State Level Data and Comments Broken out by Treatment Teams

Question 1:

How many apartments did you get to look at before you chose your current unit?

Answer Options

Response
Count

450

answered question

450

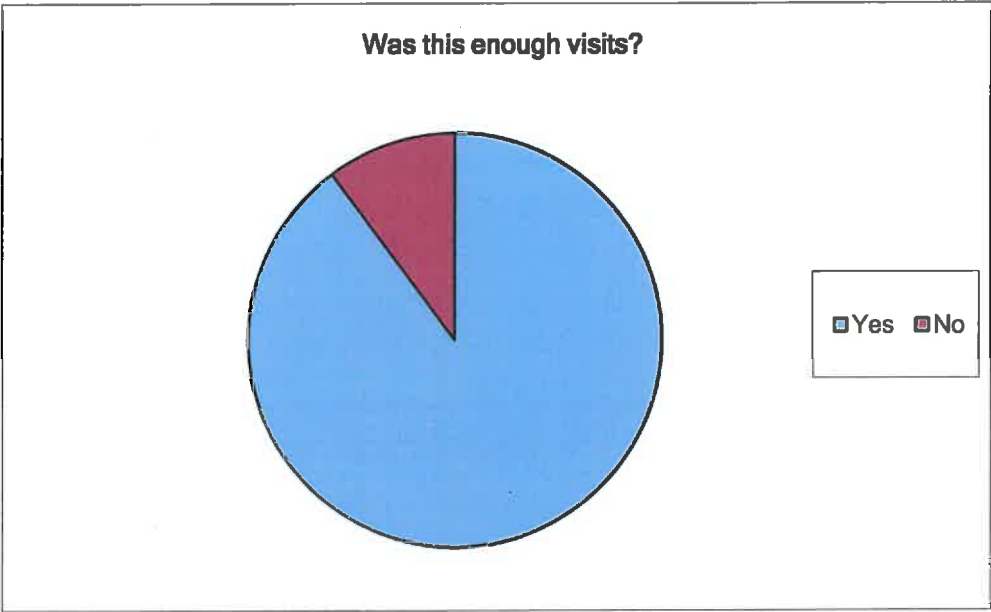
skipped question

11

**Average Visits across
agencies = 2.3**

# of Visits	Responses
0	39
1	139
2	114
3	80
4	36
5	18
6	4
7	3
8	1
9	1
10	5
15	1
19	1
27	1
3 or 4	2
4 or 5	1
a few	1
as many as I needed	1
I forgot	1
Some	1
Total	450

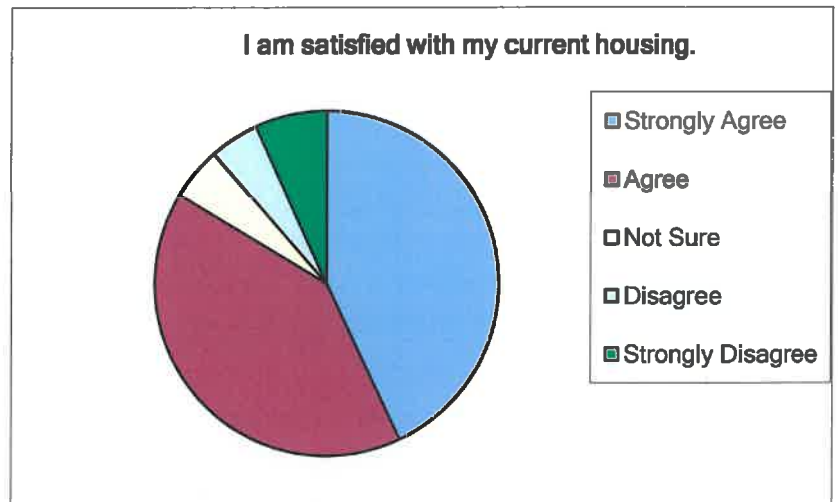
Question 2:



Was this enough visits?		
Answer Options	Response Percent	Response Count
Yes	89.8%	407
No	10.2%	46
answered question		453
skipped question		8

Satisfaction Questions

Question 3:

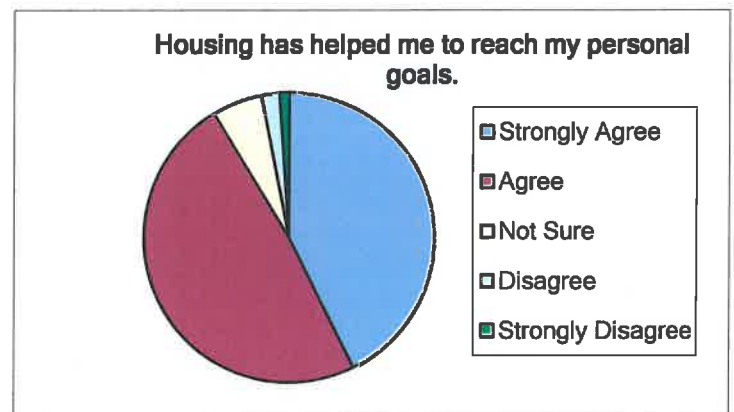


I am satisfied with my current housing.

Answer Options

Answer Options	Response Percent	Response Count
Strongly Agree	43.0%	197
Agree	40.6%	186
Not Sure	5.0%	23
Disagree	4.6%	21
Strongly Disagree	6.8%	31
<i>answered question</i>		458
<i>skipped question</i>		3

Question 13:

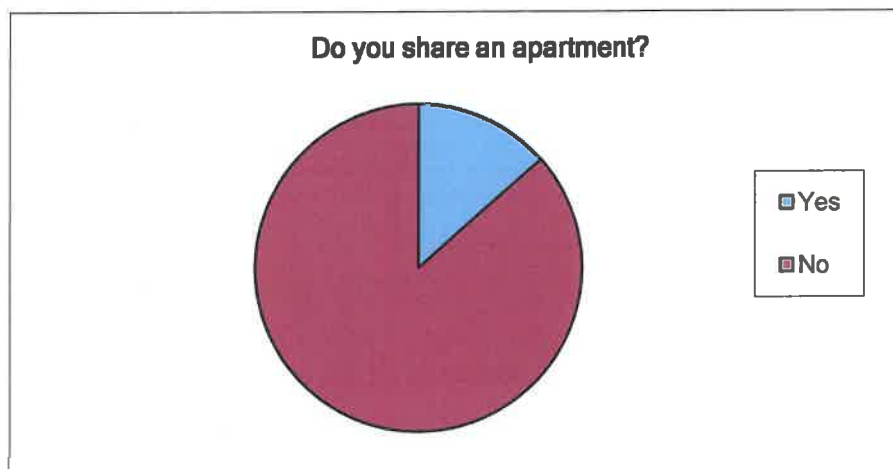


Housing has helped me to reach my personal goals.

Answer Options

Answer Options	Response Percent	Response Count
Strongly Agree	42.7%	192
Agree	48.7%	219
Not Sure	5.6%	25
Disagree	2.0%	9
Strongly Disagree	1.1%	5
<i>answered question</i>		450
<i>skipped question</i>		11

Question 4:

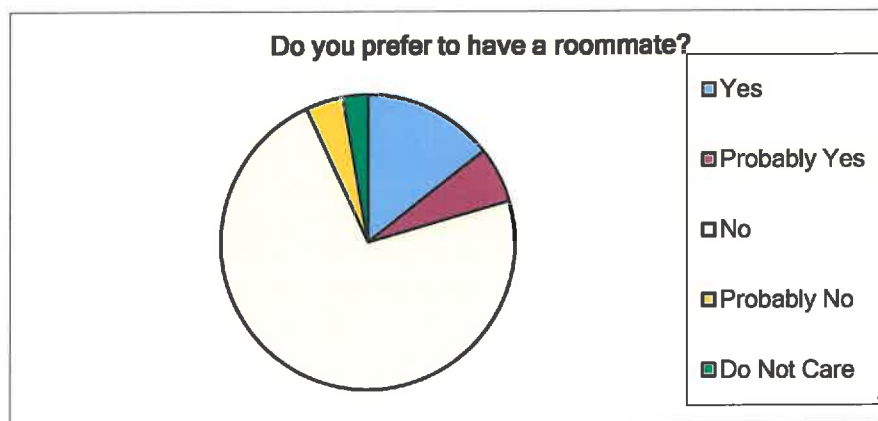


Illinois DMH 2013 Consumer Satisfaction Survey for Bridge Subsidy Participants

Do you share an apartment?

Answer Options	Response Percent	Response Count
Yes	13.5%	62
No	86.5%	396
<i>answered question</i>		458
<i>skipped question</i>		3

Question 5:

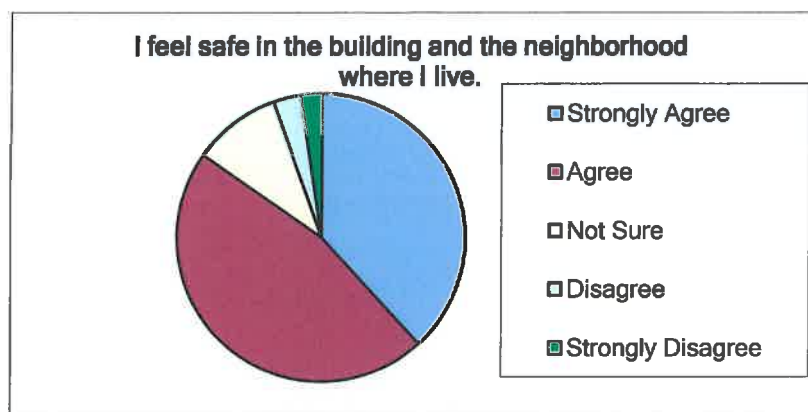


Illinois DMH 2013 Consumer Satisfaction Survey for Bridge Subsidy Participants

Do you prefer to have a roommate?

Answer Options	Response Percent	Response Count
Yes	14.4%	66
Probably Yes	6.1%	28
No	72.5%	332
Probably No	4.1%	19
Do Not Care	2.8%	13
<i>answered question</i>		458
<i>skipped question</i>		3

Question 6:

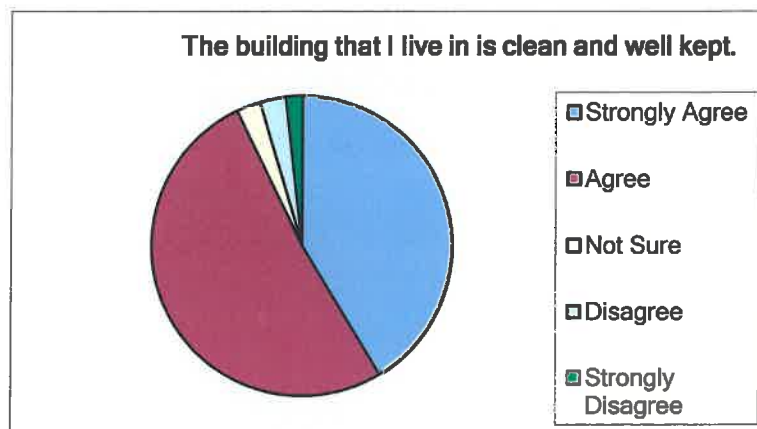


I feel safe in the building and the neighborhood where I live.

Answer Options

Answer Options	Response Percent	Response Count
Strongly Agree	38.2%	175
Agree	46.5%	213
Not Sure	9.8%	45
Disagree	3.1%	14
Strongly Disagree	2.4%	11
<i>answered question</i>		458
<i>skipped question</i>		3

Question 7:

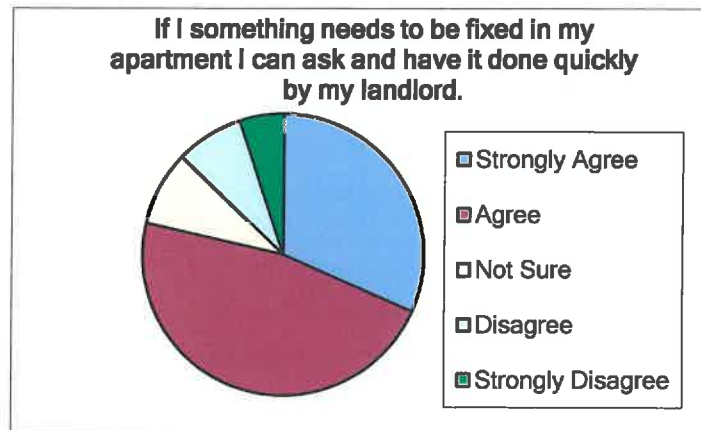


The building that I live in is clean and well kept.

Answer Options

Answer Options	Response Percent	Response Count
Strongly Agree	41.4%	189
Agree	51.4%	235
Not Sure	2.6%	12
Disagree	2.8%	13
Strongly Disagree	1.8%	8
<i>answered question</i>		457
<i>skipped question</i>		4

Question 8:



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

Answer Options

Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

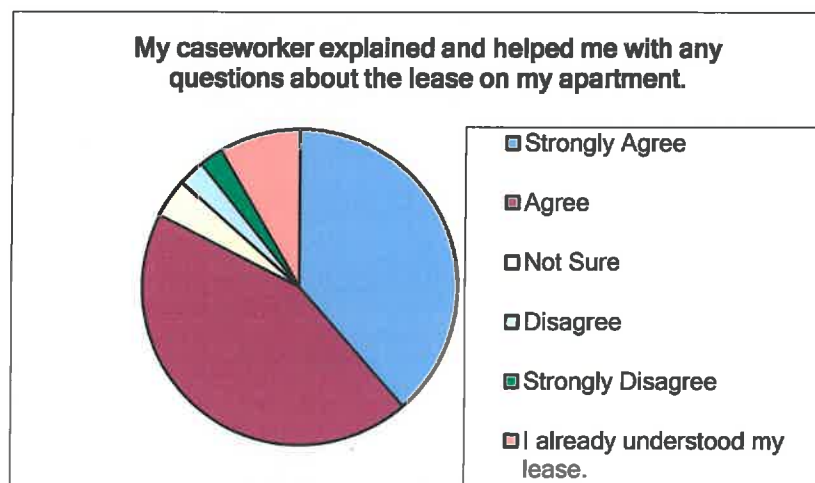
Response
Percent

Response
Count

answered question
skipped question

455
6

Question 9:



My caseworker explained and helped me with any questions about the lease on my apartment.

Answer Options

Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree
I already understood my lease.

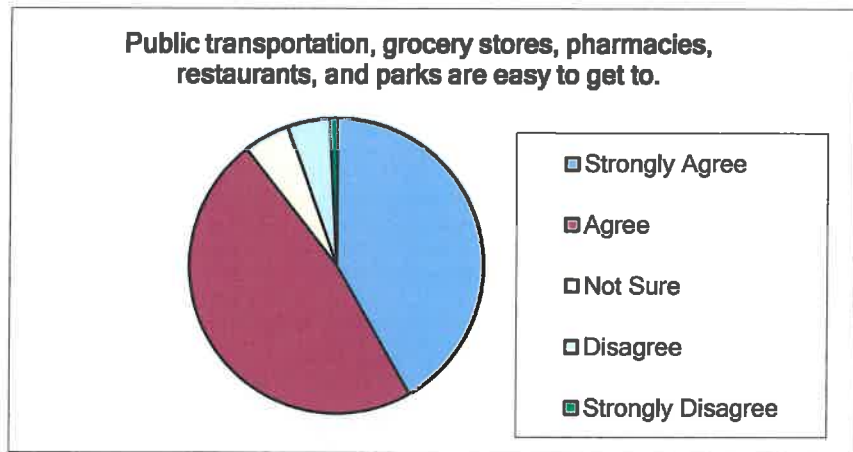
Response
Percent

Response
Count

answered question
skipped question

451
10

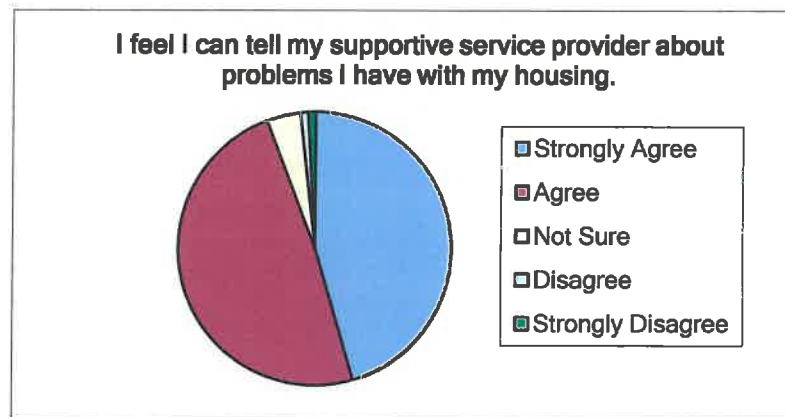
Question 10:



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

Answer Options	Response Percent	Response Count
Strongly Agree	41.7%	189
Agree	47.7%	216
Not Sure	5.1%	23
Disagree	4.6%	21
Strongly Disagree	0.9%	4
Comments specify)		0
answered question		453
skipped question		8

Question 11:



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

Answer Options	Response Percent	Response Count
Strongly Agree	45.5%	205
Agree	48.8%	220
Not Sure	4.0%	18
Disagree	0.9%	4
Strongly Disagree	0.9%	4
answered question		451
skipped question		10

13. Add any comments you want to regarding your housing

Team Number:	Agency	Team Name	13 Housing Comments
1302	Association House	Williams CST	Need new blinds, screens for windows, air conditioning
1302	Association House	Williams CST	My landlord doesn't come to repair stuff on time. The front door to the apartment cannot be locked/unlocked from the outside.
1401	C4	ACT	I am enjoying having my privacy. I like being independent its a dream come true.
1401	C4	ACT	I like my current housing
1401	C4	ACT	I plan on moving to Australia in April of 2014
1401	C4	ACT	I want a bigger apartment.
1401	C4	ACT	I want to move, its too high up and no elevator.
1401	C4	ACT	Need to transfer multiple times via bus to access basic needs and to agency (C4).
1401	C4	ACT	I am enjoying having my privacy. I like being independent. It is a dream come true.
1401	C4	ACT	I like my housing.
1401	C4	ACT	I want to move it's too high up and no elevator.
1402	C4	CSTC1	Does not apply.
1402	C4	CSTC1	I love my little apartment.
1402	C4	CSTC1	My landlord does not respond well at all to the major problems I currently have, bed bugs, still water for a week in the shower after I put drano in and past issue with leaking air conditioner.
1402	C4	CSTC1	respect from C4 team
1402	C4	CSTC1	Respectable from C4 team.
1402	C4	CSTC1	My landlord does not respond well at all to the major problems I currently have, bed bugs, still water for a week in the shower after I put drano in, and past issue with leaking air conditioner.
1403	C4	CSTC2	I'm very satisfied with my current housing situation and I hope to have enough time to be able to maintain my living situation on my own.
1403	C4	CSTC2	I'm very satisfied with my current housing situation and I hope to have enough time to be able to maintain my living situation on my own.
1801	Grand Prairie Services	Williams ACT Team	I plan not to move from Riverdale.
1801	Grand Prairie Services	Williams ACT Team	My caseworker has been there throughout everything
2101	HRDI	William's Team	I am very pleased.
2101	HRDI	William's Team	I have my apartment.
2101	HRDI	William's Team	I like my apartment
2101	HRDI	William's Team	I love my apartment
2101	HRDI	William's Team	I love my neighbors. on my own.

Team Number:	Agency	Team Name	13 Housing Comments
1302	Association House	Williams CST	Need new blinds, screens for windows, air conditioning
2101	HRDI	William's Team	I need to have a laundry facility.
2101	HRDI	William's Team	It is the perfect situation and location for my personal circumstances and objectives.
2101	HRDI	William's Team	I've asked for a new sponge mop several times.
2101	HRDI	William's Team	My goal was to start over and I am progressing.
2101	HRDI	William's Team	n/a
2101	HRDI	William's Team	Need bar on door. Furnace is too loud sound like a windmill blowing all the time.
2101	HRDI	William's Team	Needs repair in my apartment and hopes to expand.
2101	HRDI	William's Team	Quiet, lonely, independent.
2101	HRDI	William's Team	very well
2201	Human Services Center	William's ACT Team	I can call the landlord myself
2201	Human Services Center	William's ACT Team	I love my new apartment. Thanks HSC!
2201	Human Services Center	William's ACT Team	it has been good so far
2201	Human Services Center	William's ACT Team	I have my apartment.
2201	Human Services Center	William's ACT Team	I like my apartment.
2201	Human Services Center	William's ACT Team	I need to have a laundry facility
2201	Human Services Center	William's ACT Team	Need a bar on the door. Furnace is too loud sound like a windmill blowing all the time.
2201	Human Services Center	William's ACT Team	My goal was to start over and I am progressing
2201	Human Services Center	William's ACT Team	I've asked for a new sponge mop several times.
2201	Human Services Center	William's ACT Team	Very well.
2201	Human Services Center	William's ACT Team	It is the perfect situation and location for my personal circumstances and objectives.
2201	Human Services Center	William's ACT Team	I love my apartment
2201	Human Services Center	William's ACT Team	Quiet, lonely, independent.
2201	Human Services Center	William's ACT Team	I love my neighbors. On my own.
2201	Human Services Center	William's ACT Team	I am very pleased.
2201	Human Services Center	William's ACT Team	Needs repair in my apartment and hopes to expand
2401	Kenneth Young	Myer's Place	My housing is very compatible with my needs and allows me to be closer to my family which was an important necessity.
2401	Kenneth Young	Myer's Place	My housing is very compatible with my needs and allows me to be closer to my family, which was an important necessity.
2501	Lake County Health Dept	Williams ACT Team	I need to know the phone number to the management aid.
2501	Lake County Health Dept	Williams ACT Team	The bus is far away

Team Number:	Agency	Team Name	13 Housing Comments
1302	Association House	Williams CST	Need new blinds, screens for windows, air conditioning
2501	Lake County Health Dept	Williams ACT Team	Nothing is within walking distance to get to school was an inconvenience since it was almost 4 miles away.
2501	Lake County Health Dept	Williams ACT Team	I am not sure whether or not I should have a room-mate – I am a quiet person by nature, but I am very lonely.
2501	Lake County Health Dept	Williams ACT Team	I am waiting to get a job
2501	Lake County Health Dept	Williams ACT Team	Housing has helped me to: go to drop-in center but not a job yet.
2501	Lake County Health Dept	Williams ACT Team	I enjoy living at my apartment
2501	Lake County Health Dept	Williams ACT Team	Yes. I love where I live and enjoy being on my own and making my own decisions.
2501	Lake County Health Dept	Williams ACT Team	The apartment is fine and easy to take care of
2501	Lake County Health Dept	Williams ACT Team	I can cook what I want to eat. What I continue to want is more freedom and independence. Thank you for the opportunity.
2501	Lake County Health Dept	Williams ACT Team	Look at apartments before moving in.
2501	Lake County Health Dept	Williams ACT Team	It is a fine opportunity for me instead of paying \$200 a day at a rest home reduced to \$710 a month for a very fine apt. A very fine move not only for me but for the State of Illinois which saves money now.
2501	Lake County Health Dept	Williams ACT Team	I really like where I am living. I have a great view. Its by the Walmart. And everything is accessible.
2602	New Foundation	Williams Support	It has helped me be more independent and I sleep a lot better now than I did in the nursing home.
2602	New Foundation	Williams Support	
2701	Thresholds	Bridge North Access A	don't what what a service provider is
2701	Thresholds	Bridge North Access A	I like the housing. Thank you!
2701	Thresholds	Bridge North Access A	Its nice, clean, safe.
2701	Thresholds	Bridge North Access A	it's too liberal
2701	Thresholds	Bridge North Access A	Just wanting to move to a new neighborhood.
2701	Thresholds	Bridge North Access A	location is perfect
2701	Thresholds	Bridge North Access A	Not sure about the neighborhood people and landlord
2701	Thresholds	Bridge North Access A	Location is perfect.
2701	Thresholds	Bridge North Access A	Not sure about neighborhood people and landlord.
2701	Thresholds	Bridge North Access A	Don't know what a service provider is.
2701	Thresholds	Bridge North Access A	It's too liberal.
2702	Thresholds	Bridge North ACT	Everything is okay.
2702	Thresholds	Bridge North ACT	It is cold in here.

Team Number:	Agency	Team Name	13 Housing Comments
1302	Association House	Williams CST	Need new blinds, screens for windows, air conditioning
2702	Thresholds	Bridge North ACT	I've been able to achieve sobriety and learn healthy happy. It has helped my depression.
2702	Thresholds	Bridge North ACT	I've been able to achieve sobriety and learn healthy happy. It has helped my depression.
2703	Thresholds	Bridge North CST	I wish I could live on the first floor.
2703	Thresholds	Bridge North CST	I'm not as agitated as I was when living in the nursing home.
2703	Thresholds	Bridge North CST	I'm not as agitated as I was when living in the nursing home.
2705	Thresholds	Bridge South ACT	Problems with tub from the faucet
2706	Thresholds	Bridge South CST 3	Everything seems to be going well.
2706	Thresholds	Bridge South CST 3	Everything seems to be going well
2708	Thresholds	Bridge Southwest ACT 1	dining room set, larger bed
2708	Thresholds	Bridge Southwest ACT 1	It's cold in my apartment.
2708	Thresholds	Bridge Southwest ACT 1	I wish I could depend on my landlord, and Threshold's team 100% of the time to help get business done.
2708	Thresholds	Bridge Southwest ACT 1	It's cold in my apartment.
2709	Thresholds	Bridge Southwest ACT 2	I want to live with my daughters
2709	Thresholds	Bridge Southwest ACT 2	I want to live with my daughters.
2713	Thresholds	Bridge West CST 2	Need more heat during winter months
2715	Thresholds	Justice ACT	I like my apartment.
2716	Thresholds	Justice CST 1	It's been a good experience.
2716	Thresholds	Justice CST 1	It's been a good experience.
2717	Thresholds	Justice CST 3	I would like to get a new apartment.
2719	Thresholds	Northside Housing CST	It is a very pleasant place to live its nice quiet in the morning.
2719	Thresholds	Northside Housing CST	It is a very pleasant place to live its nice, quiet in the morning
2722	Thresholds		it's cool my landlord was a member of thresholds to see him at home outpatient services to be independent and successful my land lord is helpful knowledgeable and kind and protective if I need to call and respond any bad behavior not to be scared to call him or the police. my landlord keeps up the house apartments.
2722	Thresholds	South Subs CST 1	Need more cleaning help with I need on light.
2722	Thresholds	South Subs CST 1	It's cool my landlord was a member of thresholds to see him at home outpatient services to be independent and successful my landlord is helpful, knowledgeable, kind, and protective if I need to call and respond any bad behavior not to be scared to call him or police. My landlord keeps up the house apartments.
2722	Thresholds	South Subs CST 1	

Team Number:	Agency	Team Name	13 Housing Comments
1302	Association House	Williams CST	Need new blinds, screens for windows, air conditioning
2722	Thresholds	South Subs CST 1	Need more cleaning. Help when I need light.
2723	Thresholds	Transitions CST	I would like to move. I feel unsafe because of break ins in the neighborhood.
2723	Thresholds	Transitions CST	Like the apartment but not the neighborhood.
2801	Trilogy	CST1	I am very happy with my place.
2801	Trilogy	CST1	The Landlord needs to give a date and times when maintenance is coming and make me wait all day and night for a week.
2801	Trilogy	CST1	Trilogy has helped me to achieve my goals living in my own apartment. Always there when I need them.
2803	Trilogy	CST3	Housing is my only complaint. The program is everything we needed and more!
2803	Trilogy	CST3	Its OK
2803	Trilogy	CST3	I am very pleased with my apartment
2803	Trilogy	CST3	I like the housing. Thank you!
2804	Trilogy	ACT2	I am sharing my apt with my boyfriend.
2804	Trilogy	ACT2	I am strongly satisfied with the arrangements
2804	Trilogy	ACT2	I need someone with me 24 hours a day – 7 days a week. ACT is very supportive but not enough. Marriage is a good idea. I have a Twin bed that the transition coordinator did buy.
2804	Trilogy	ACT2	I am very happy
2805	Trilogy	ACT 3	I need more space
2805	Trilogy	ACT3	Have seen rat holes around complex
2806	Trilogy	CST	I like the size of my apartment, the neighborhood, and its accessibility to everything
2806	Trilogy	CST	My apartment is cold in the winter and I have been followed twice

Neighborhood Choice:

Question 14:

What is the zip code of your current apartment?

Answer Options

Response
Count

429

answered question

429

skipped question

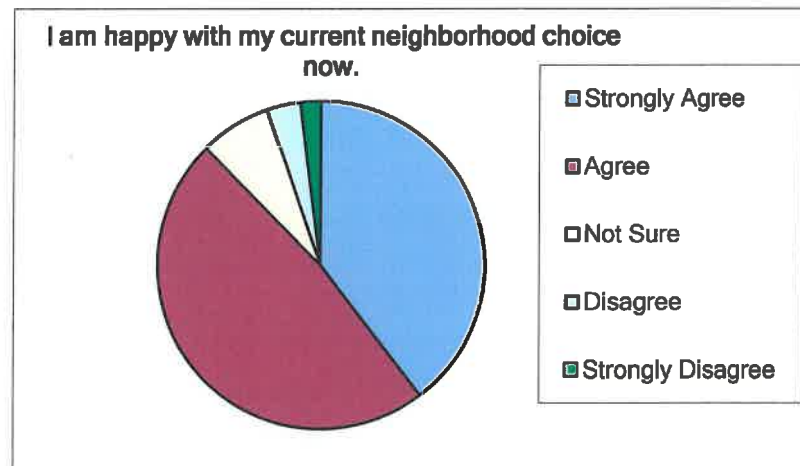
32

Zip Code	# in each zip	City or Neighborhood
60626	94	Rogers Park
60085	29	Waukegan
60640	25	Uptown / Ravenswood
60099	20	Zion
60202	17	South Evanston
60649	17	Woodlawn
60660	17	Edgewater
60645	16	West Rogers Park
61614	15	Lincoln Park
60619	14	Burnside
60617	10	Jeffrey Manor
60644	10	South Austin
60302	8	Oak Park
60402	7	Berwyn
60077	6	Skokie
60411	6	Chicago Heights
60647	6	Lathrop
60201	5	North Evanston
60615	5	Cottage Grove & 51st
60639	5	Belmont Cragin / Hanson Park
60641	5	Portage Park
61603	5	Peoria

Zip Code	# in each zip	City or Neighborhood
60637	4	Washington Park
61615	4	Peoria
62522	4	Decatur
60056	3	Mount Prospect
60076	3	Skokie
60438	3	Lansing
60620	3	Auburn Gresham
60623	3	North Lawndale
60628	3	Roseland
60646	3	Forest Glen
60651	3	Humboldt Park
60803	3	Alsip
60804	3	Cicero
61604	3	Peoria
60406	2	Blue Island
60409	2	Calumet City
60453	2	Oak Lawn
60459	2	Burbank
60471	2	Richton Park
60610	2	Near North Side
60625	2	North Park
60636	2	West Englewood

Zip Code	# in each zip
60827	2
62526	2
not sure	2
60025	1
60045	1
60304	1
60415	1
60484	1
60602	1
60606	1
60607	1
60613	1
60616	1
60618	1
60621	1
60624	1
60629	1
60634	1
60653	1
60659	1
60670	1
61602	1
62052	1

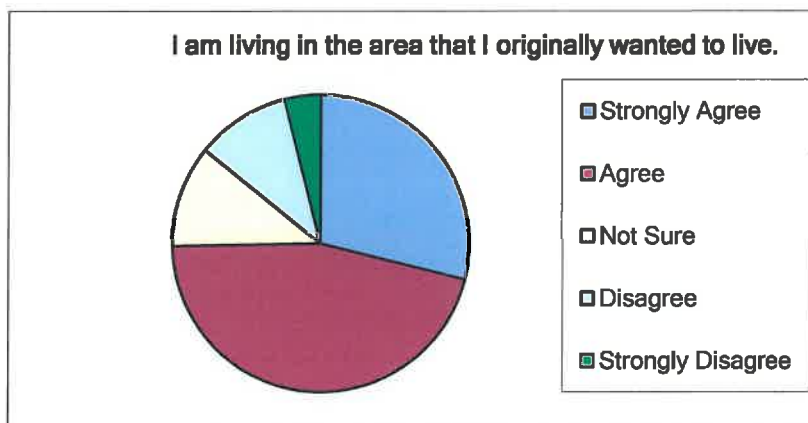
Question 15:



I am happy with my current neighborhood choice now.

Answer Options	Response Percent	Response Count
Strongly Agree	39.6%	179
Agree	48.0%	217
Not Sure	7.1%	32
Disagree	3.3%	15
Strongly Disagree	2.0%	9
answered question		452
skipped question		9

Question 16:



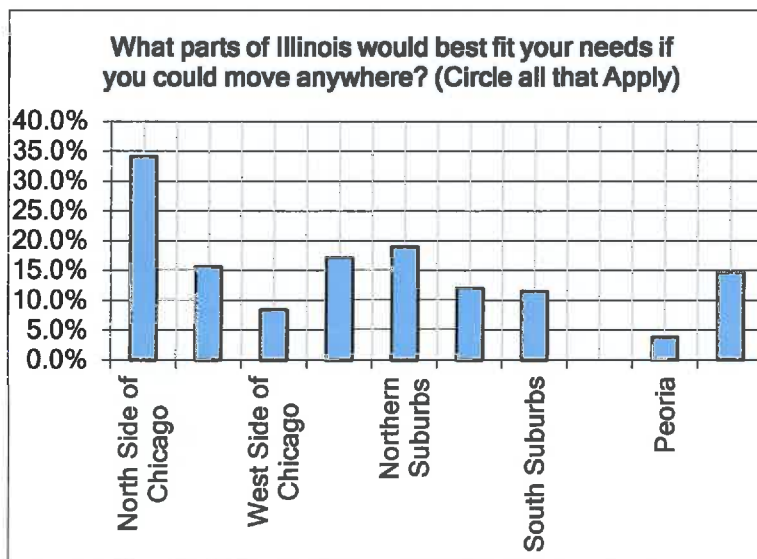
I am living in the area that I originally wanted to live.

Answer Options	Response Percent	Response Count
Strongly Agree	28.9%	130
Agree	45.8%	206
Not Sure	11.1%	50
Disagree	10.2%	46
Strongly Disagree	4.0%	18
answered question		450
skipped question		11

Question 17:

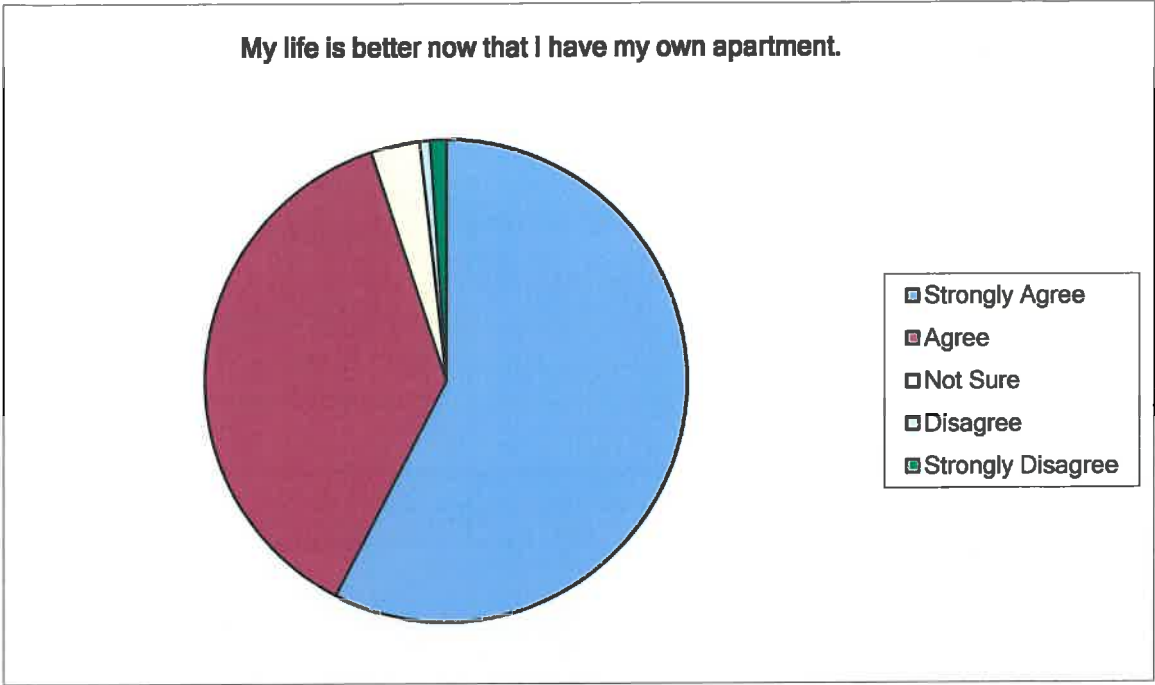
What parts of Illinois would best fit your needs if you could move anywhere?
(Circle all that Apply)

Answer Options	Response Percent	Response Count
North Side of Chicago	34.1%	142
South Side of Chicago	15.6%	65
West Side of Chicago	8.4%	35
Downtown Chicago	17.1%	71
Northern Suburbs	19.0%	79
West Suburbs	12.0%	50
South Suburbs	11.5%	48
Kankakee	0.0%	0
Peoria	3.8%	16
Another City or Part of State (please specify)	14.7%	61
<i>answered question</i>		416
<i>skipped question</i>		45



Another City or Part of State (please specify)	Another City or Part of State (please specify)
Springfield	Hanover Park
Quincy	Winnetka
Austin Area	Evanston
Lansing	San Francisco, CA
Hyde Park	Evanston
Rock Island	Southwest suburbs
New York City	LaGrange, Lyons
West Peoria	Beverly or Robbins
Bloomington/Normal	Detroit Michigan
Champaign area	Rogers Park
Springfield, IL	California
Bloomington/Normal	Streator
Normal, IL	Zion
Joliet	Hyde Park
Waukegan	Evanston
Yes	Quad Cities
Skokie or Highland Park	Northwest Suburbs
Zion	Mary's Place
Cook County	Northwest suburbs
Hoffman Estates	Southwest side
Western Suburbs	Park Ridge
California	Tuscola
Elgin	Decatur, IL
Tucson, AZ	Decatur, IL
Evanston, IL	Decatur, IL
Lakeview	Peoria, IL
Romeoville	Decatur, IL
Northwestern suburbs	Southern California or Texas
Dekalb	I like where I'm living now.
Evanston	Detroit, MI
Tuscon AZ	New York City
Elgin	Decatur

Question 18:



My life is better now that I have my own apartment.		
Answer Options	Response Percent	Response Count
Strongly Agree	57.6%	260
Agree	37.3%	168
Not Sure	3.3%	15
Disagree	0.7%	3
Strongly Disagree	1.1%	5
answered question		451
skipped question		10

Question 19:

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

Answer Options	Response Count
	72
answered question	72
skipped question	389

See Following Pages for Comments.

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

Team Number:	Agency	Team Name	19 comments on how state can help
1302	Association House	Williams CST	Let the resident be in charge of their own funds.
1401	C4	ACT	An elevator to walk enough already.
1401	C4	ACT	Don't be afraid to come to apartment provider or C4.
1401	C4	ACT	For more people to move into apartments instead of nursing housing.
1401	C4	ACT	Routine check up on independents including medications and or cleanliness or shopping for food.
1401	C4	ACT	Same as they helped me.
1401	C4	ACT	Routine check up on independents, including meds and or cleanliness or shopping for food.
1401	C4	ACT	Don't be afraid to come to apartment provider or C4.
1402	C4	CSTC1	Great the way things are
1402	C4	CSTC1	I am capable of living on my own. I have been having difficulties with C4 and especially with the landlord making my life extremely stressful.
1402	C4	CSTC1	procedure
1402	C4	CSTC1	Transportation is important to me.
1402	C4	CSTC1	Great the way things are.
1402	C4	CSTC1	Procedure.
1403	C4	CSTC2	Be willing to be open with management.
1403	C4	CSTC2	I would suggest maybe extending the program and have help for people that would need permanent assistance.
1403	C4	CSTC2	I would suggest maybe extending the program and having help for people that would need permanent assistance.
1403	C4	CSTC2	Be willing to open with management.
1801	Grand Prairie Services	Williams ACT Team	I am very satisfied with where I am living. It is close to my daughter.
1801	Grand Prairie Services	Williams ACT Team	Have help if needed.
2101	HRDI	William's Team	Accept your very own bills, grocery lists, and launder clothing.
2101	HRDI	William's Team	Clean and wash clothes. Don't let it pile up.
2101	HRDI	William's Team	Have laundry facility available. Grocery store in reach.
2101	HRDI	William's Team	help
2101	HRDI	William's Team	help to geave go parks.

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

Team Number:	Agency	Team Name	19 comments on how state can help
2101	HRDI	William's Team	hurry up
2101	HRDI	William's Team	I like how they keep it up.
2101	HRDI	William's Team	I think that you can help me move and arrange myself to move out of town.
2101	HRDI	William's Team	Listen, learn, cooperate.
2101	HRDI	William's Team	Maybe make sure they have a laundry facility.
2101	HRDI	William's Team	n/a
2101	HRDI	William's Team	no
2101	HRDI	William's Team	no comment
2101	HRDI	William's Team	none
2101	HRDI	William's Team	Renew their schooling and all us to use it.
2101	HRDI	William's Team	Should have gone back to original health plan, food link plan, and see any doctor I wanted to.
2101	HRDI	William's Team	I like to move because I can't not smoke in my apartment.
2101	HRDI	William's Team	Help to leave go parks.
2101	HRDI	William's Team	Hurry up.
2101	HRDI	William's Team	Maybe make sure that they have a laundry facility.
2101	HRDI	William's Team	Help.
2101	HRDI	William's Team	Clean and wash clothes. Don't let it pile up.
2101	HRDI	William's Team	Renew their schooling and allow us to use it.
2201	Human Services Center	William's ACT Team	clients need a positive attitude
2201	Human Services Center	William's ACT Team	Get LINK card, extra cash to clients more quickly
2201	Human Services Center	William's ACT Team	I want to go to Springfield Housing, to live in a highrise
2201	Human Services Center	William's ACT Team	more people employed
2201	Human Services Center	William's ACT Team	n/a
2201	Human Services Center	William's ACT Team	state is doing a good job
2401	Kenneth Young	Myer's Place	I came from Decatur Manor Healthcare, and Decatur was neglected for a very long time. No one associated with Williams helped me find this place. I did it all on my own.

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

Team Number:	Agency	Team Name	19 comments on how state can help
2401	Kenneth Young	Myer's Place	I came from Decatur Manor Healthcare and Decatur was neglected for a very long time. No one associated with Williams helped me find this place. I did it all on my own.
2501	Lake County Health Dept	Williams ACT Team	Keep up the good work!
2501	Lake County Health Dept	Williams ACT Team	Good Program
2501	Lake County Health Dept	Williams ACT Team	Have and make sure that what needs to be fixed
2501	Lake County Health Dept	Williams ACT Team	The apartment was easy to move in and with the cleaning of the apartment.
2501	Lake County Health Dept	Williams ACT Team	Create a workshop about the program
2501	Lake County Health Dept	Williams ACT Team	I have problems cooking and cleaning. My case managers know this. They could be more helpful and hands-on with helping people with how to do these things. Also help with managing money.
2501	Lake County Health Dept	Williams ACT Team	I really like and respect the program and the fine individual development plan I receive. Thank you very much.
2602	New Foundation	Williams Support	It's very nice
2701	Thresholds	Bridge North Access A	give all the homeless people social security until they get on their feet and go back to school or find a job
2701	Thresholds	Bridge North Access A	Give choices in various neighborhoods.
2701	Thresholds	Bridge North Access A	give people more of a choice
2701	Thresholds	Bridge North Access A	good communication
2701	Thresholds	Bridge North Access A	Keep up the good work: help more people: continue helping me!
2701	Thresholds	Bridge North Access A	plan ahead think
2701	Thresholds	Bridge North Access A	to know before you decide any decisions
2701	Thresholds	Bridge North Access A	Good communication.

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

Team Number:	Agency	Team Name	19 comments on how state can help
2701	Thresholds	Bridge North Access A	To know before you decide any decisions.
2701	Thresholds	Bridge North Access A	Plan ahead and think.
2701	Thresholds	Bridge North Access A	Give all homeless people social security until they get on their feet and go back to school or find a job.
2702	Thresholds	Bridge North ACT	I feel there is really nothing that I #1 would change at this time. I am completely satisfied.
2702	Thresholds	Bridge North ACT	keep their heads up and move forward.
2702	Thresholds	Bridge North ACT	Make it easier to understand.
2702	Thresholds	Bridge North ACT	More help getting out of the nursing home and into apartment quicker. took 7 months for me to move in from nursing home.
2702	Thresholds	Bridge North ACT	I feel there is really nothing that I #1 would change at this time. I am completely satisfied.
2702	Thresholds	Bridge North ACT	More help getting out of the nursing home and in to apartment quicker. Took 7 months for me to move in from nursing home.
2703	Thresholds	Bridge North CST	Believes that people who are really capable of being on their own with their disabilities should have more opportunities to live on their own and out of the nursing home.
2703	Thresholds	Bridge North CST	People/doctors should have both sides of a story and not be quick to put people in the hospital.
2703	Thresholds	Bridge North CST	Remind people to be open to cleaning and be cautious of size of apartment.
2703	Thresholds	Bridge North CST	People/doctors should hear both sides of a story and not be quick to put people in the hospital.
2705	Thresholds	Bridge South ACT	Keep my surrounding areas and for better sites.
2705	Thresholds	Bridge South ACT	maintain a good communication
2705	Thresholds	Bridge South ACT	Maintain a good communication.
2706	Thresholds	Bridge South CST 3	keep the apartment clean
2706	Thresholds	Bridge South CST 3	keep up the good work.
2706	Thresholds	Bridge South CST 3	Needs new painting inside of apartment

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

Team Number:	Agency	Team Name	19 comments on how state can help
2706	Thresholds	Bridge South CST 3	Needs new painting inside apartment.
2706	Thresholds	Bridge South CST 3	Keep the apartment clean.
2708	Thresholds	Bridge Southwest ACT 1	Begin case management moving out.
2708	Thresholds	Bridge Southwest ACT 1	member reports - no comment
2708	Thresholds	Bridge Southwest ACT 1	quicker process
2708	Thresholds	Bridge Southwest ACT 1	What if I could have a better living arrangement?
2708	Thresholds	Bridge Southwest ACT 1	Begin case management moving out
2713	Thresholds	Bridge West CST 2	Probable need a higher subsidy and to manage it before moving in.
2714	Thresholds	Humboldt House	It has to have a nice farmers market
2716	Thresholds	Justice CST 1	I'm pretty happy with how it all went.
2716	Thresholds	Justice CST 1	I'm pretty happy with how it all went
2717	Thresholds	Justice CST 3	just be responsible.
2717	Thresholds	Justice CST 3	They all would need to have the knowledge of all the services that are available to them prior to moving out of nursing homes.
2719	Thresholds	Northside Housing CST	Asking how they are doing mentally, spiritually, and how you are living on your own.
2719	Thresholds	Northside Housing CST	Thresholds has been very helpful in finding me an apartment, helping me with medications, and providing support.
2719	Thresholds	Northside Housing CST	Thresholds has been very helpful in finding me an apartment, helping with medications, and providing support.
2721	Thresholds	South Subs ACT	Reach for your goals. You can achieve anything if you put your mind.
2721	Thresholds	South Subs ACT	Reach for your goals. You can achieve anything if you put your mind
2722	Thresholds	South Subs CST 1	Case worker help me with the public transportation.

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

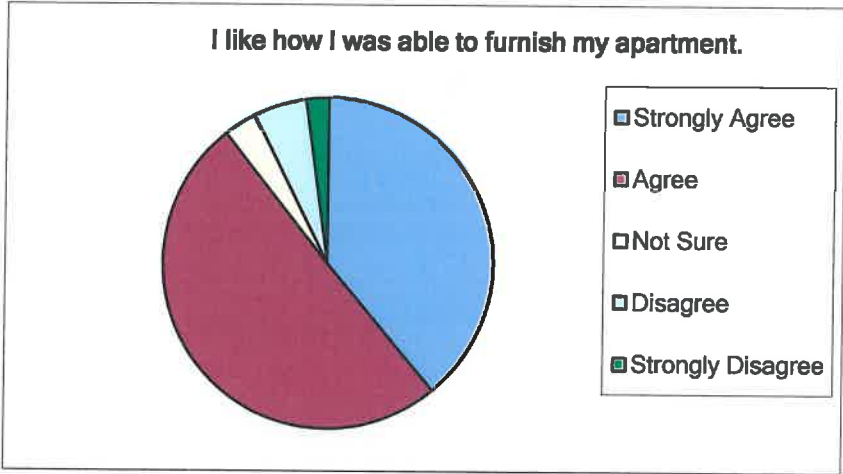
Team Number:	Agency	Team Name	19 comments on how state can help
2722	Thresholds	South Subs CST 1	Help in job support to find a job close in the neighborhood. show people how to safely and skillfully how to clean all parts of the house example vacuum first than dust. How to clean floor and other parts of the house that is affordable and good on allergies. how to use a humidifier best to use less maintenance like empty unit after use to keep and maintenance. No calcium or scum build up. how to shop and look for a alternative stores and prices use coupons or how to access coupons in a store or computer.
2722	Thresholds	South Subs CST 1	Case worker. Help me with the public transportation.
2723	Thresholds	Transitions CST	Coming out of nursing homes people should not live by themselves they should have a roommate.
2723	Thresholds	Transitions CST	Having more staff available to work in crisis situations.
2723	Thresholds	Transitions CST	Talk to the landlord to see can I get out of my lease and find another apartment.
2723	Thresholds	Transitions CST	Talk to the landlord and see can I get out of my lease and find another apartment.
2802	Trilogy	CST2	Do what Trilogy did for me and show people what is available
2803	Trilogy	CST3	The case manager that originally takes you out looking (for apartments) needs to be looking for your betterment. Also a little honesty helps.
2803	Trilogy	CST3	Give support to clients because when the client has this support. It helps instill confidence in the client.
2803	Trilogy	CST3	Have a case manager visit at least once per week and better if 2 times per week.
2803	Trilogy	CST3	DHS with spend down! I should have to go to Skokie office!
2803	Trilogy	CST3	Stay on top of Landlords. Make sure they do their job.
2803	Trilogy	CST3	Clean up your apt. Keep neat and have a good relationship with your landlord.
2804	Trilogy	ACT2	Do what they did for me - Do it for others!
2804	Trilogy	ACT2	Not at this time. I am happy.
2804	Trilogy	ACT2	Caseworkers were very helpful in keeping me out of the hospital- great!
2804	Trilogy	ACT2	Work with Trilogy
2804	Trilogy	ACT2	I think it is very important that the client keeps a good observation on their mental illness while in their apartment.

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

Team Number:	Agency	Team Name	19 comments on how state can help
2804	Trilogy	ACT2	If I am having a bad day, I can talk to counselor's one on one on the third floor.
2805	Trilogy	ACT 3	Help people take everything with them when they leave the nursing home. they should reimburse you for stuff that can't be replaced.
2805	Trilogy	ACT3	Everyone has been awesome that has been involved in apartment process.
2805	Trilogy	ACT3	Help people take everything with them when they leave the nursing home. They should reimburse you for stuff that can't be replaced.
2806	Trilogy	CST	By matching people to their ideal neighborhood or size of the apartment
2806	Trilogy	CST	Provide opportunities beyond the William's decree
2806	Trilogy	CST	Keep visiting people at least twice a week

Furnishings

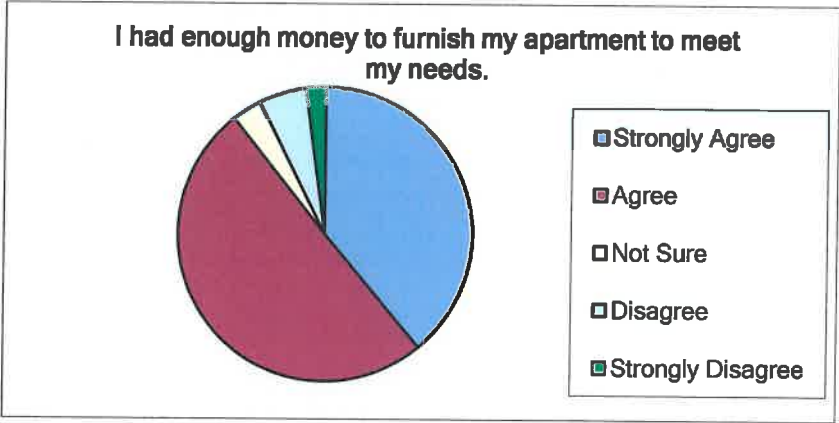
Question 20:



I like how I was able to furnish my apartment.

Answer Options	Response Percent	Response Count
Strongly Agree	38.9%	178
Agree	50.4%	231
Not Sure	3.3%	15
Disagree	5.2%	24
Strongly Disagree	2.2%	10
answered question		458
skipped question		3

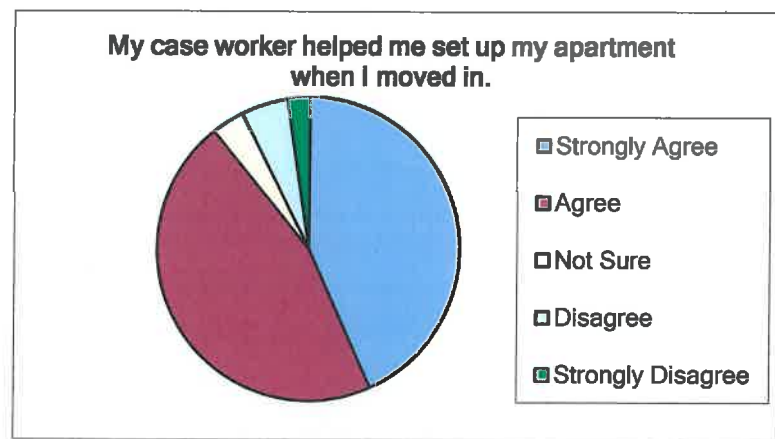
Question 21:



I like how I was able to furnish my apartment.

Answer Options	Response Percent	Response Count
Strongly Agree	38.9%	178
Agree	50.4%	231
Not Sure	3.3%	15
Disagree	5.2%	24
Strongly Disagree	2.2%	10
answered question		458
skipped question		3

Question 22:



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

Answer Options	Response Percent	Response Count
Strongly Agree	43.2%	197
Agree	45.8%	209
Not Sure	3.5%	16
Disagree	5.0%	23
Strongly Disagree	2.4%	11
<i>answered question</i>		456
<i>skipped question</i>		5

Question 23:

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

Answer Options	Response Count
	59
<i>answered question</i>	59
<i>skipped question</i>	402

The answers to Question 23 (Specific Comments or Suggestions to Help the State) appear on the following pages.

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

Team Number:	Agency	Team Name	23 Furnishings Comments
1302	Association House	Williams CST	People need more aid to get out of the nursing home.
1401	C4	ACT	House warming party.
1401	C4	ACT	Make sure tenant is getting support they need on a weekly basis.
1401	C4	ACT	Not enough money to furnish apartment.
1401	C4	ACT	Trust and honesty
1401	C4	ACT	Trust and honesty.
1402	C4	CSTC1	Appreciation.
1402	C4	CSTC1	I am very happy with my apartment
1402	C4	CSTC1	I am very happy with my apartment.
1402			My landlord threw out my box spring bed bugs with my permission then told me. He said that there were too many bed bugs. I had C4 team check before and yes there were some but not enough to throw it out.
1402	C4	CSTC1	My landlord threw out my box spring so the bed without my permission then told me. He said that there were to many bed bugs. I had C4 team check before and yes there were some but not enough to throw it out.
1402			Everything is just fine with the help of my C4 team.
1403	C4	CSTC2	I still need a couple of things but I am getting there.
1801	Grand Prairie Services	Williams ACT Team	Be more patient and correspondence.
2101	HRDI	William's Team	Do not charge me for bill that was on before I came.
2101	HRDI	William's Team	gave live apartment
2101	HRDI	William's Team	Gave live apartment.
2101	HRDI	William's Team	Having more money would help.
2101	HRDI	William's Team	I am pleased
2101	HRDI	William's Team	I am pleased.
2101	HRDI	William's Team	listen, learn cooperate.
2101	HRDI	William's Team	Listen, learn, cooperate.
2101	HRDI	William's Team	More money.
2101	HRDI	William's Team	no
2101	HRDI	William's Team	no comment
2101	HRDI	William's Team	no comments

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

Team Number:	Agency	Team Name	23 Furnishings Comments
2101	HRDI	William's Team	none
2101	HRDI	William's Team	Personal movers
2101	HRDI	William's Team	Personal movers.
2101	HRDI	William's Team	stick to yourself around your apartment.
2201	Human Services Center	William's ACT Team	I appreciate the help
2201	Human Services Center	William's ACT Team	I don't like the furniture, I didn't pick it out, my RS picked it out
2201	Human Services Center	William's ACT Team	More meetings with case workers
2201	Human Services Center	William's ACT Team	my apartment was furnished when I moved
2401	Kenneth Young	Myer's Place	Pay attention to Decatur area and work on getting people who are downstate get up to the Chicago area.
2401	Kenneth Young	Myer's Place	Pay attention to Decatur area, and work on getting people who are downstate get up to the Chicago area.
2501			Give people a list of furniture they can get if they need extra furniture. Tell them to get it from family or try to save some money to get it themselves.
2501	Lake County Health Dept	Williams ACT Team	Let people pick out their own furniture and things
2501	Lake County Health Dept	Williams ACT Team	Make sure the apartments are clean to move into and that everything is in working order. Like the cabinets, bathrooms, the whole 9 yards before they move in.
2501	Lake County Health Dept	Williams ACT Team	My apartment is a good spacious atmosphere and good area to excel both medically and psychosocially.
2501	Lake County Health Dept	Williams ACT Team	The living arrangement is ideal for me financially. The progress I have made is fantastic.
2501	Lake County Health Dept	Williams ACT Team	The transition coordinator helped me move.
2602	New Foundation	Williams Support	It would be helpful if there was a separate account for furniture, to help furnish my apartment the way I would have liked.
2701	Thresholds	Bridge North Access A	have integrity
2701	Thresholds	Bridge North Access A	Have integrity.
2701	Thresholds	Bridge North Access A	have to hire mover
2701	Thresholds	Bridge North Access A	Have to hire mover.
2701	Thresholds	Bridge North Access A	Keep them informed of what their needs will be. remind them.

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

Team Number:	Agency	Team Name	23 Furnishings Comments
2701	Thresholds	Bridge North Access A	Keep up the good work and continue helping me.
2701	Thresholds	Bridge North Access A	Keep up the good work, and continue helping me.
2701	Thresholds	Bridge North Access A	none, allow them to be free and tell them all about his son Jesus.
2701	Thresholds	Bridge North Access A	To be sure the tenant stays for years in their apartment.
2701	Thresholds	Bridge North Access A	to be sure the tenant stays for years in their apartments
2702	Thresholds	Bridge North ACT	Maybe more than one person to assist when you move in so it wouldn't be so shameful on one person.
2702	Thresholds	Bridge North ACT	Maybe more than one person to assist when you move in won't be so shameful on one person.
2702	Thresholds	Bridge North ACT	see what they need first and then go from there.
2702	Thresholds	Bridge North ACT	I ake time to talk and explain the process of moving.
2703	Thresholds	Bridge North CST	Have more than one day to move in.
2704	Thresholds	Horizons	Additional funds would be helpful.
2705	Thresholds	Bridge South ACT	Snow remove i've not fast enough not working on the apartment.
2705	Thresholds	Bridge South ACT	snow remove i've not fast enough not working on the apartment.
2705	Thresholds	Bridge South ACT	Still want to complete on furnishing. To be able to been able to moving with my keep with with my apartment.
2705	Thresholds	Bridge South ACT	Still want to complete on furnishings. To be able to been able to moving with my keep up with my apartment.
2706	Thresholds	Bridge South CST 3	Don't move in the winter time. Try to move before the winter time.
2706	Thresholds	Bridge South CST 3	Don't move in the winter time. Try to move before the winter time.
2706	Thresholds	Bridge South CST 3	make sure to talk to your caseworker
2706	Thresholds	Bridge South CST 3	Make sure to talk to your caseworker.
2706	Thresholds	Bridge South CST 3	Needs more hangers and household matters.
2706	Thresholds	Bridge South CST 3	Needs more hangers and household matters.
2706	Thresholds	Bridge South CST 3	They provided the monies and voucher.
2708	Thresholds	Bridge Southwest ACT 1	I need more furniture
2708	Thresholds	Bridge Southwest ACT 1	I need more furniture.
2708	Thresholds	Bridge Southwest ACT 1	Limited choice of furniture. Five more for furniture was expecting new, not used furniture.

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

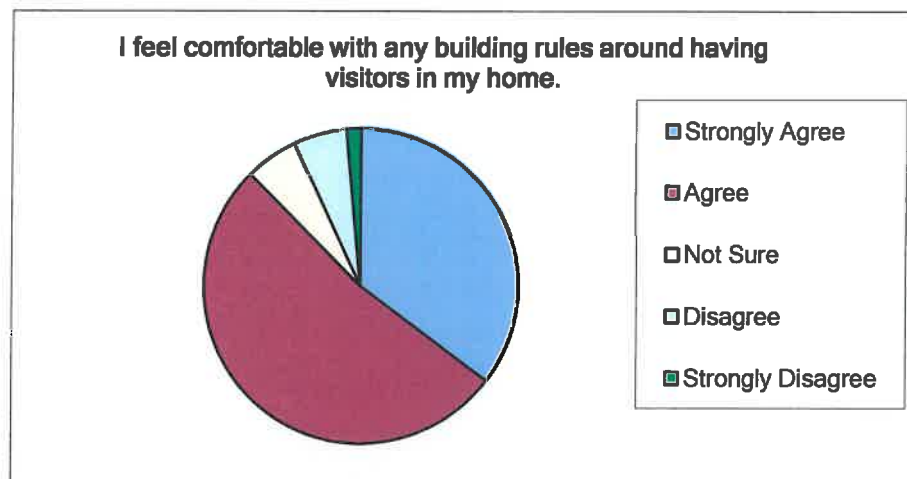
Team Number:	Agency	Team Name	23 Furnishings Comments
2708	Thresholds	Bridge Southwest ACT 1	Limited choice of furniture. Five more furniture was expecting new, not used, furniture.
2708	Thresholds	Bridge Southwest ACT 1	member reports no comment
2711	Thresholds	Bridge West ACT	I would have liked to clean the apartment before moving in because I have OCD.
2711	Thresholds	Bridge West ACT	Keep it clean
2713	Thresholds	Bridge West CST 2	More time to design apartment
2714	Thresholds	Humboldt House	More storage bins,
2715	Thresholds	Justice ACT	Give and relate to people more
2715	Thresholds	Justice ACT	Give and relate to people more.
2717	Thresholds	Justice CST 3	Being responsible gives you a good appearance.
2719	Thresholds	Northside Housing CST	The staff should make sure that everything is nice and organized.
2719	Thresholds	Northside Housing CST	They're doing a good job
2720	Thresholds	Rowan Trees CST 2	with trilogy
2721	Thresholds	South Subs ACT	More money for furniture and basic needs
2721	Thresholds	South Subs ACT	More money for furniture and basic needs.
2721	Thresholds	South Subs ACT	stay focused
2721	Thresholds	South Subs ACT	Stay focused.
2722	Thresholds		Measure the rooms to know how the furniture will fit and take pictures of items to move in. rent a uhaul if needed cheap for the day and try to find someone who is strong and limber to help with grip gloves or rubber. Drink one smoothie so you don't have to go to the bathroom for many hours. No water.
2722	Thresholds	South Subs CST 1	need help thresholds give you that help and catholic charities to.
2723	Thresholds	South Subs CST 1	More support, team of workers to help with move ins.
2723	Thresholds	Transitions CST	Close supervision could help with all appointments. Consistent follow-up for as long as is needed.
2801	Trilogy	CST1	More funds for improvements.
2801	Trilogy	CST1	Small but simple.
2803	Trilogy	CST3	"I feel happy that the spending amount of \$2000 was raised to \$2800. I only had \$1030 since \$970 was used to secure the apt.
2803	Trilogy	CST3	

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

Team Number:	Agency	Team Name	23 Furnishings Comments
2803	Trilogy	CST3	A Great case manager can help maintain a good apartment as you can see.
2803	Trilogy	CST3	Have time to get belongings over – maybe a few days before
2803	Trilogy	CST3	The ongoing support is much needed and appreciated.
2804	Trilogy	ACT2	Do what they did for me! Do it for others!
2804	Trilogy	ACT2	I'm on Moving on Program for only a year.
2804	Trilogy	ACT2	Make sure everything is clean. They move everything for you.
2805	Trilogy	ACT 3	I wish they could explain what you can take and not take.
2805	Trilogy	ACT3	wish they could explain what you can take and not take
2806	Trilogy	CST	Keep the Bridge Subsidy open all the time.
2806	Trilogy	CST	They did an excellent job on buying my furniture and other items I needed upon first move in.

Visitors and Rules

Question 24:



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

Answer Options

Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

Response
Percent

Response
Count

35.2%

159

52.2%

236

5.5%

25

5.5%

25

1.5%

7

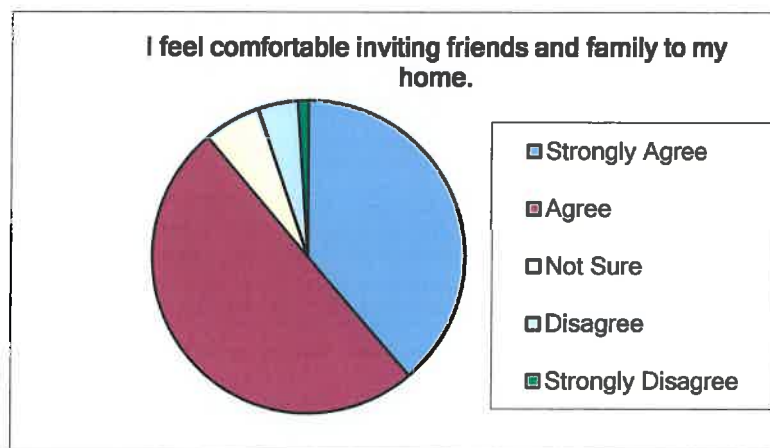
answered question

452

skipped question

9

Question 25:



I feel comfortable inviting friends and family to my home.

Answer Options

Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

Response
Percent

Response
Count

38.7%

177

50.1%

229

5.9%

27

4.2%

19

1.1%

5

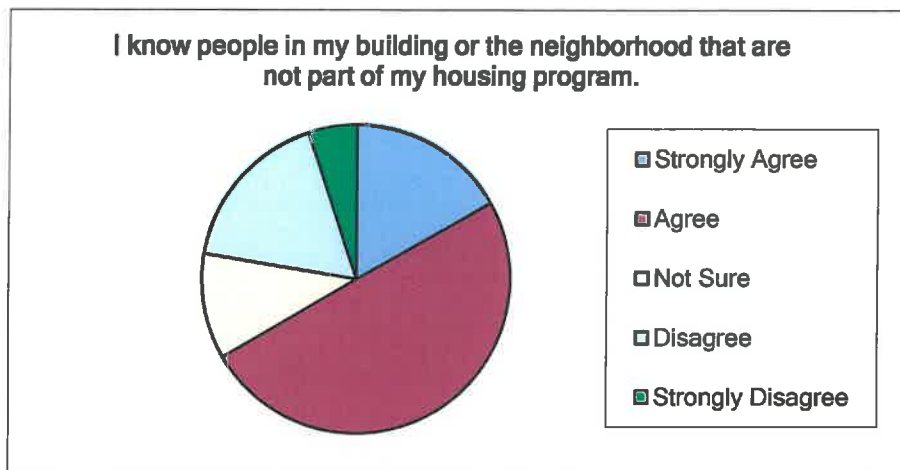
answered question

457

skipped question

4

Question 26:

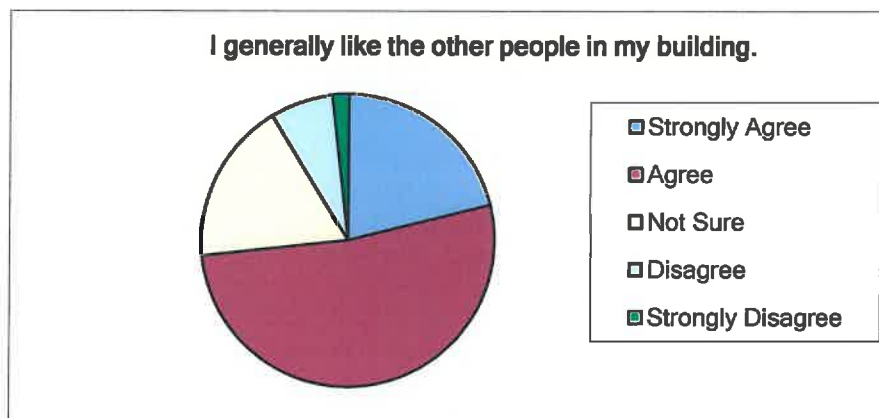


I know people in my building or the neighborhood that are not part of my housing program.

Answer Options

	Response Percent	Response Count
Strongly Agree	16.8%	76
Agree	49.8%	225
Not Sure	11.1%	50
Disagree	17.3%	78
Strongly Disagree	5.1%	23
answered question		452
skipped question		9

Question 27:



I generally like the other people in my building.

Answer Options

	Response Percent	Response Count
Strongly Agree	21.1%	95
Agree	52.2%	235
Not Sure	18.0%	81
Disagree	6.9%	31
Strongly Disagree	1.8%	8
answered question		450
skipped question		11

Question 28:

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

Answer Options

Response
Count

64

answered question

64

skipped question

397

See Comments on Following Pages:

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

Team Number:	Agency	Team Name	28 Ideas to make friends
1401	C4	ACT	Be friendly and learn to like dogs.
1401	C4	ACT	Be social.
1401	C4	ACT	block club meetings
1401	C4	ACT	Get out and see Rogers Park.
1401	C4	ACT	Get out more.
1401	C4	ACT	coffee.
1401	C4	ACT	I feel like I am too far from the program centers.
1401	C4	ACT	I would like to see more organized trips/activities besides (community based) and not a part of my agency.
1402	C4	CSTC1	I am not ready to make friends in the building yet. I am working on myself.
1402	C4	CSTC1	My landlord said you can't have someone living with you. Even though I don't and I just happen to have a friend over one of the times he came over.
1801	Grand Prairie Services	Williams ACT Team	Be polite and respectful
1801	Grand Prairie Services	Williams ACT Team	I have met my next door neighbor – a woman with her son and granddaughter
2101	HRDI	William's Team	Church
2101	HRDI	William's Team	Do not put to much responsibility on your neighbors.
2101	HRDI	William's Team	Don't be afraid to speak or listen to the people in the community.
2101	HRDI	William's Team	Go over to neighbors and talk.
2101	HRDI	William's Team	Go slow there is no need to hurry/keep your old friends.
2101	HRDI	William's Team	Listen, learn, cooperate.
2101	HRDI	William's Team	Speak, say hi.
2101	HRDI	William's Team	Suggestions to help go to friends.
2101	HRDI	William's Team	talk, listen, learn cooperate!
2101	HRDI	William's Team	You see someone in your neighborhood, say "hello" "good morning."
2201	Human Services Center	William's ACT Team	Be carefull with who you associate with
2201	Human Services Center	William's ACT Team	be polite on the elevator
2201	Human Services Center	William's ACT Team	Just say hi, and have a great time talking
2201	Human Services Center	William's ACT Team	I o build a room for people to study, watch TV, to learn different stuff
2201	Human Services Center	William's ACT Team	to introduce self to the neighbors
2201	Human Services Center	William's ACT Team	to meet the neighbors
2201	Human Services Center	William's ACT Team	to tell them to bemoore friendly
2501	Lake County Health Dept	Williams ACT Team	Be cordial and courteous
2501	Lake County Health Dept	Williams ACT Team	Doing what they can

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

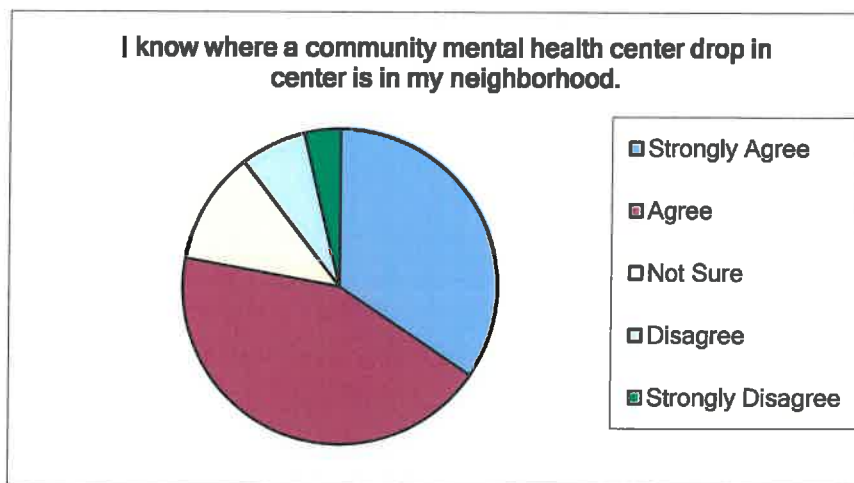
Team Number:	Agency	Team Name	28 Ideas to make friends
2501	Lake County Health Dept	Williams ACT Team	Go to the drop in center
2501	Lake County Health Dept	Williams ACT Team	Have a group discussion with snacks and refreshments.
2501	Lake County Health Dept	Williams ACT Team	I do not like the people in my building that are not a part of the program and I wish they would leave me alone.
2501	Lake County Health Dept	Williams ACT Team	Just try to get to know them better if you would like to have them in your life.
2501	Lake County Health Dept	Williams ACT Team	Meet people at drop in center, library, school, work, Fieldhouse, Gurnee mills, etc. or in the building, neighbors, or church.
2501	Lake County Health Dept	Williams ACT Team	Say Hi! And smile!
2501	Lake County Health Dept	Williams ACT Team	Yes. Try to talk to people and try to make as many friends as possible.
2602	New Foundation	Williams Support	When you see people in your building, wave and make conversations with them.
2701	Thresholds	Bridge North Access A	Act like you're at home even outside of your home.
2701	Thresholds	Bridge North Access A	Already know neighborhood.
2701	Thresholds	Bridge North Access A	Helping people do different things.
2701	Thresholds	Bridge North Access A	I think everything will work out. Continue receiving help given: do your best to reach your goals: enjoy your independence.
2701	Thresholds	Bridge North Access A	Take, make time for public functions, self help meetings, church. Functions offered.
2701	Thresholds	Bridge North Access A	to be good to people you meet
2701	Thresholds	Bridge North Access A	watch what you do and your behavior
2702	Thresholds	Bridge North ACT	I Choose to keep my socializing at a minimum mostly with the team and family members. I don't feel it important to know everyone just be respectful.
2702	Thresholds	Bridge North ACT	stay away from others.
2703	Thresholds	Bridge North CST	Don't pick the wrong people to hang around.
2703	Thresholds	Bridge North CST	Go to parties at churches, meet people at fast food restaurants.
2703	Thresholds	Bridge North CST	Just be yourself.
2705	Thresholds	Bridge South ACT	don't be a noisy neighbor
2705	Thresholds	Bridge South ACT	To able to make a nice friend
2706	Thresholds	Bridge South CST 3	keep up the good work
2706	Thresholds	Bridge South CST 3	play it safe
2708	Thresholds	Bridge Southwest ACT 1	Go to church
2708	Thresholds	Bridge Southwest ACT 1	keep it safe, call police

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

Team Number:	Agency	Team Name	28 Ideas to make friends
2708	Thresholds	Bridge Southwest ACT 1	member reports "I don't know anyone in my building".
2709	Thresholds	Bridge Southwest ACT 2	Just introduce yourself.
2710	Thresholds	Bridge Southwest CST	Just by being friendly, help out when I can.
2711	Thresholds	Bridge West ACT	Talk to one another
2713	Thresholds	Bridge West CST 2	Keep taking meds and try to get someone to go out with
2713	Thresholds	Bridge West CST 2	Would like to move to another area.
2714	Thresholds	Humboldt House	It's the same with relationships, you have to get to know them first. Just talking to see what they're like.
2715	Thresholds	Justice ACT	keep out of trouble
2716	Thresholds	Justice CST 1	neighbors-does not feel close with neighbors-drug use and noise.
2717	Thresholds	Justice CST 3	Being responsible gives you a good appearance.
2717	Thresholds	Justice CST 3	You see someone in your neighborhood say "hello", "good morning."
2719			They're doing a good job.
2719	Thresholds	Northside Housing CST	I try to be social, however never trust strangers and what they offer you
2720	Thresholds	Rowan Trees CST 2	na
2721	Thresholds	South Subs ACT	stay positive, always smile.
2722	Thresholds	South Subs CST 1	Go to library and get schedules of events and activities send or pick up a pamphlet others expire keep up with them go to chamber of commerce and police department on neighborhood watch and find out actives of recycling programs things to donate for fundraising find a seirra club green peace local meeting. Find a close local church try yellow pages to find one comfortable or find someone you can suggest one.
2723	Thresholds	Transitions CST	Stop the break ins and violence
2803	Trilogy	CST3	Be nice and sincere to your case manager. They are here for you.
2803	Trilogy	CST3	I am doubting whether I could make a friend.
2803	Trilogy	CST3	Maybe residents could be matched and you would have a solid community.
2804	Trilogy	ACT2	Get out and go around the town
2804	Trilogy	ACT2	It's hard to be in neighborhoods and make friends
2804	Trilogy	ACT2	Roll with the punches
2804	Trilogy	ACT2	There needs to be restaurants and coffee shops for people to socialize.
2806	Trilogy	CST	By either being outgoing or wanting to be friends.
2806	Trilogy	CST	Participate in Community Clubs. I belong to a card club and a fitness center

Drop-In Center

Question 29:



I know where a community mental health center drop in center is in my neighborhood.

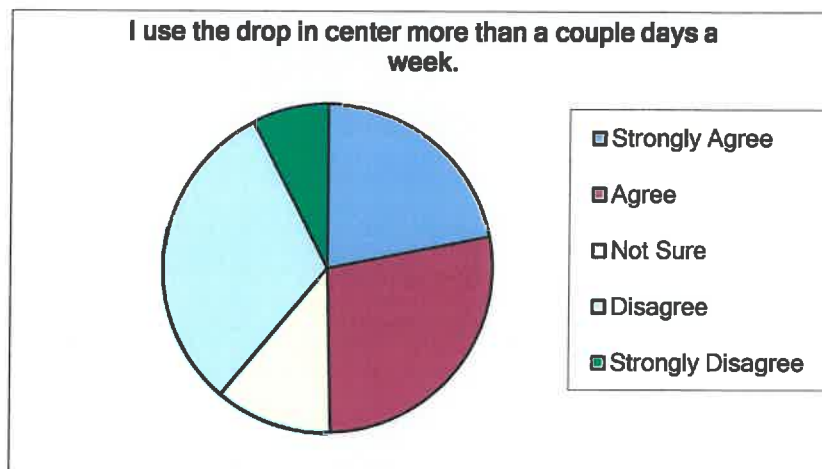
Answer Options

Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

Response Percent	Response Count
34.4%	157
43.4%	198
11.6%	53
6.8%	31
3.7%	17

answered question 456
skipped question 5

Question 30:



I use the drop in center more than a couple days a week.

Answer Options

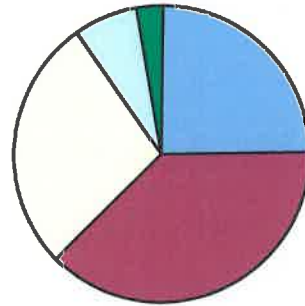
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

Response Percent	Response Count
21.9%	99
27.7%	125
11.5%	52
31.4%	142
7.5%	34

answered question 452
skipped question 9

Question 31:

The staff at the drop in center let the participants make most of the decisions.



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

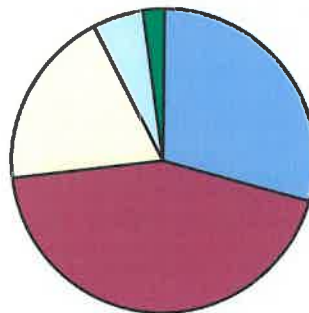
The staff at the drop in center let the participants make most of the decisions.

Answer Options

Answer Options	Response Percent	Response Count
Strongly Agree	24.7%	109
Agree	37.8%	167
Not Sure	27.6%	122
Disagree	7.0%	31
Strongly Disagree	2.9%	13
<i>answered question</i>		442
<i>skipped question</i>		19

Question 32:

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



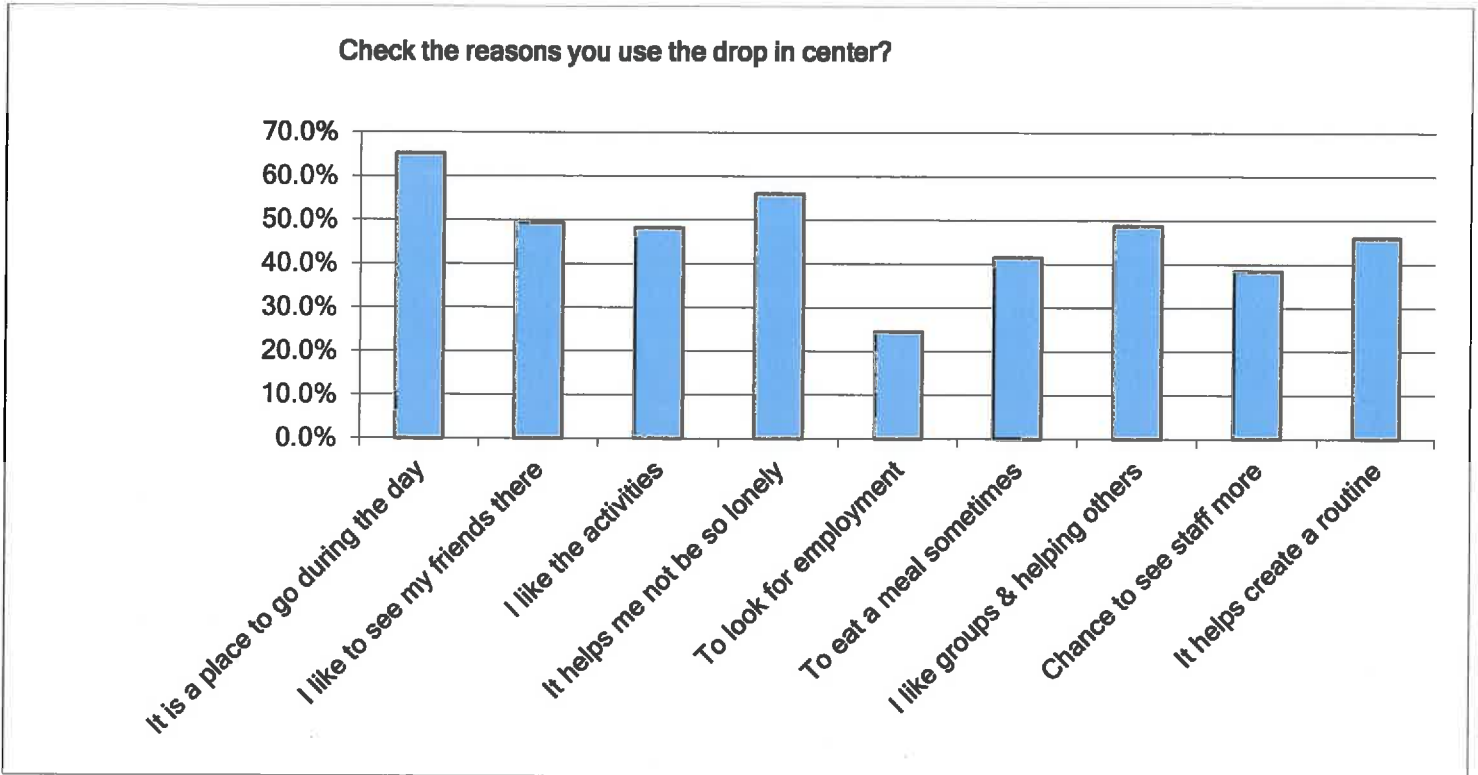
- ☒ Strongly Agree
- ☒ Agree
- ☐ Not Sure
- ☐ Disagree
- ☒ Strongly Disagree

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

Answer Options

Answer Options	Response Percent	Response Count
Strongly Agree	29.2%	129
Agree	43.9%	194
Not Sure	19.2%	85
Disagree	5.4%	24
Strongly Disagree	2.3%	10
<i>answered question</i>		442
<i>skipped question</i>		19

Question 33:



Check the reasons you use the drop in center?

Answer Options

	Response Percent	Response Count
It is a place to go during the day	65.2%	234
I like to see my friends there	49.3%	177
I like the activities	48.2%	173
It helps me not be so lonely	56.0%	201
To look for employment	24.5%	88
To eat a meal sometimes	41.5%	149
I like groups & helping others	48.7%	175
Chance to see staff more	38.4%	138
It helps create a routine	46.0%	165
Other Reasons (please specify)		54
<i>answered question</i>		359
<i>skipped question</i>		102

The answers to Question 33 (Specific Reasons) & Question 34 were combined and appear on the following pages as Question 34.

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

Team Number:	Agency	Team Name	34 - Why drop in?
1301	Association House	Williams ACT	Don't go
1301	Association House	Williams ACT	More space for people to sit
1302	Association House	Williams CST	Give the members more rights
1401	C4	ACT	A chance to meet other people
1401	C4	ACT	card games and check email
1401	C4	ACT	Computer and TV
1401	C4	ACT	Computer, TV & movies, associate with peers.
1401	C4	ACT	drink coffee and socialize
1401	C4	ACT	Due to current mobility issues I don't use the drop in centers. I don't need to.
1401	C4	ACT	Have more hybrid groups. Get the job catering in place for jobs.
1401	C4	ACT	I do not attend.
1401	C4	ACT	I don't go to the drop in center
1401	C4	ACT	I like the cafe and when it is open
1401	C4	ACT	I should go more often but I have trouble socializing.
1401	C4	ACT	More food
1401	C4	ACT	Time to expand the cafe hours
1401	C4	ACT	to use computer
1402	C4	CSTC1	I have not gone due to a brain surgery and now a shattered ankle.
1402	C4	CSTC1	resources, computer, movies
1402	C4	CSTC1	Use the computer for homework
1403	C4	CSTC2	Don't go anymore.
1403	C4	CSTC2	have not gone. n/a
1403	C4	CSTC2	It helps me to maintain my mental stability
1403	C4	CSTC2	More Trips
1403	C4	CSTC2	None at present
1801	Grand Prairie Services	Williams ACT Team	I do not like the drop in center. I want more activities
1801	Grand Prairie Services	Williams ACT Team	I like to shoot pool. I like to see people play games.
1901	HBO	CST	Never been
2001	Heritage Behavioral Services	ACT	don't go right now
2101	HRDI	William's Team	As mailed to see a movie including snacks, popcorn, and coke.

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

Team Number:	Agency	Team Name	34 - Why drop in?
2101	HRDI	William's Team	Disagree because I don't attend
2101	HRDI	William's Team	don't go
2101	HRDI	William's Team	don't go to the drop in center
2101	HRDI	William's Team	Don't go.
2101	HRDI	William's Team	go books.
2101	HRDI	William's Team	More money.
2101	HRDI	William's Team	My presence
2101	HRDI	William's Team	pool table.
2101	HRDI	William's Team	Tell us the bus routs, the train routs, and the walk routes.
2101	HRDI	William's Team	wash clothes
2201	Human Services Center	William's ACT Team	don't go
2201	Human Services Center	William's ACT Team	don't know what a drop- in center is
2201	Human Services Center	William's ACT Team	I don't go there
2201	Human Services Center	William's ACT Team	i don't like it there
2201	Human Services Center	William's ACT Team	I've never been there
2201	Human Services Center	William's ACT Team	N/A
2201	Human Services Center	William's ACT Team	new to the drop- in center
2201	Human Services Center	William's ACT Team	Not much to change there, to have time for group thereapy
2401	Kenneth Young	Myer's Place	I see my doctor there
2401	Kenneth Young	Myer's Place	to see my doctor
2501	Lake County Health Dept	Williams ACT Team	Add a Music hour
2501	Lake County Health Dept	Williams ACT Team	Allow us consumers more personal time to air out any fears or grievances w may be experiencing with transitioning out of the nursing home / recovery center.
2501	Lake County Health Dept	Williams ACT Team	computer
2501	Lake County Health Dept	Williams ACT Team	I am required to go
2501	Lake County Health Dept	Williams ACT Team	I attend the drop in center because I am required to go.
2501	Lake County Health Dept	Williams ACT Team	It is a very fine way of interacting socially and contributes to society and a good feeling.
2501	Lake County Health Dept	Williams ACT Team	It is a way not to be isolated
2501	Lake County Health Dept	Williams ACT Team	More computers to work with and more room for everybody else.

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

Team Number:	Agency	Team Name	34 - Why drop in?
2501	Lake County Health Dept	Williams ACT Team	More groups like creative expressions etc. Dorene says I can run it.
2501	Lake County Health Dept	Williams ACT Team	More speakers and better weather
2501	Lake County Health Dept	Williams ACT Team	Not being made to go so often
2501	Lake County Health Dept	Williams ACT Team	Picnics
2501	Lake County Health Dept	Williams ACT Team	Should be more of a rec center.
2501	Lake County Health Dept	Williams ACT Team	They should have a picnic.
2501	Lake County Health Dept	Williams ACT Team	We need more space and control in the drop in center
2602	New Foundation	Williams Support	I do not use the drop in center in my neighborhood. I use a drop in center a few miles away.
2701	Thresholds	Bridge North Access A	I like the help I'm receiving
2701	Thresholds	Bridge North Access A	Keep up the good work.
2701	Thresholds	Bridge North Access A	More computer lessons
2701	Thresholds	Bridge North Access A	Relaxation and coffee breaks.
2701	Thresholds	Bridge North Access A	to have things there to have more clients come to the center.
2701	Thresholds	Bridge North Access A	visit make friends
2702	Thresholds	Bridge North ACT	I have staff members I'm very found of at the center they are all pretty plesent to be around we play, eat, clean up, etc.
2702	Thresholds	Bridge North ACT	I like the people there
2702	Thresholds	Bridge North ACT	I only wish it were a little closer because of my health issues but the offer rides as we.
2702	Thresholds	Bridge North ACT	Like the people there.
2703	Thresholds	Bridge North CST	It would be nice to have a drop in center closer to me.
2704	Thresholds	Bridge North New Horizons	Alternate or additional locations closer to the northside
2704	Thresholds	Bridge North New Horizons	if it was closer to my apartment i might go more often and if it was in a diffrent neighborhood
2705	Thresholds	Bridge South ACT	Keep coming to more support and group meetings. To planning on moving and working with others. To make things more arranging through days.
2705	Thresholds	Bridge South ACT	To planing on moting and going and working with others. to make things more arranging through days.
2706	Thresholds	Bridge South CST 3	Good for socialization.

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

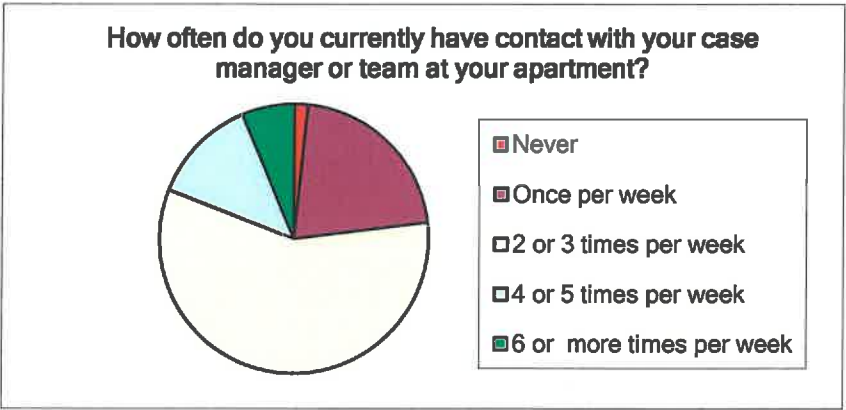
Team Number:	Agency	Team Name	34 - Why drop in?
2706	Thresholds	Bridge South CST 3	I like visiting
2706	Thresholds	Bridge South CST 3	If this survey is not in the team linking let me know please.
2707	Thresholds	Bridge South CST 4	bible classes.
2707	Thresholds	Bridge South CST 4	More social outings in community.
2708	Thresholds	Bridge Southwest ACT 1	(bottom of page) There is a drop in center in my area at least that I know of #32 - 47th off Halsted Yes, definitely - it really would be if we had a pool table
2708	Thresholds	Bridge Southwest ACT 1	member reports "I like the freedom center".
2708	Thresholds	Bridge Southwest ACT 1	So, go out into the community more would be better.
2708	Thresholds	Bridge Southwest ACT 1	Talk about serious issues that really need solutions to have a better life.
2710	Thresholds	Bridge Southwest CST	Not using anymore
2713	Thresholds	Bridge West CST 2	Caring
2713	Thresholds	Bridge West CST 2	Good place to be connected with. Transition would have been rough without it.
2713	Thresholds	Bridge West CST 2	Medication
2714	Thresholds	Humboldt House	I don't really go
2714	Thresholds	Humboldt House	Sometimes those places can be a hostile environment so I just don't go
2716	Thresholds	Justice CST 1	I wish more people would go
2717	Thresholds	Justice CST 3	I don't know where it is at my neighborhood.
2717	Thresholds	Justice CST 3	it is a fun place
2719	Thresholds	Northside Housing CST	In the future, I would like to find a job
2719	Thresholds	Northside Housing CST	mutual respect, respect one another and be kind to each other
2719	Thresholds	Northside Housing CST	to stay social and connect with the community
2721	Thresholds	South Subs ACT	I would like to go more days. Boring at home.
2722	Thresholds	South Subs CST 1	I have no time to use it.
2722	Thresholds	South Subs CST 1	I have not used it because it is not close to my apartment.
2722	Thresholds	South Subs CST 1	More education services. Healthy foods/beverages. Transportation cut.
2722	Thresholds	South Subs CST 1	Recycle their garbage as much as humanly possible. Go on a lot of nature trips and activities. Go to an earth day rally or do some earth day activities at the center.
2722	Thresholds	South Subs CST 1	talk to a psychiatrist

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

Team Number:	Agency	Team Name	34 - Why drop in?
2723	Thresholds	Transitions CST	Gives me a something to do
2723	Thresholds	Transitions CST	Make them more accessible and have more stuff to do.
2723	Thresholds	Transitions CST	More food.
2723	Thresholds	Transitions CST	More grants to continue it.
2801	Trilogy	CST1	Larger with more activities
2801	Trilogy	CST1	Social interaction makes it easier to manage my symptoms.
2802	Trilogy	CST2	Do not use the center
2803	Trilogy	CST3	I do not use the drop in center
2804	Trilogy	ACT 2	Do not use it
2804	Trilogy	ACT 2	get informations
2804	Trilogy	ACT 2	Good Place to hang out
2804	Trilogy	ACT 2	Have not been
2804	Trilogy	ACT 2	People can get their meals supplemented.
2805	Trilogy	ACT 3	If they gave us more time to play pool or cards instead of kicking you out when groups start. I wish they had more family.
2806	Trilogy	ACT 4	The drop-in center for me is good so that I have somewhere to go during the day from my apartment.
2806	Trilogy	ACT 4	to talk to staff or to see Doctors
2806	Trilogy	ACT 4	Watch TV, Use computer, play bingo. Provide enough money to keep the café open all day. Right now it is open from 10am to 2pm. Trilogy is open from 7am til 5pm.

My Housing Support Team

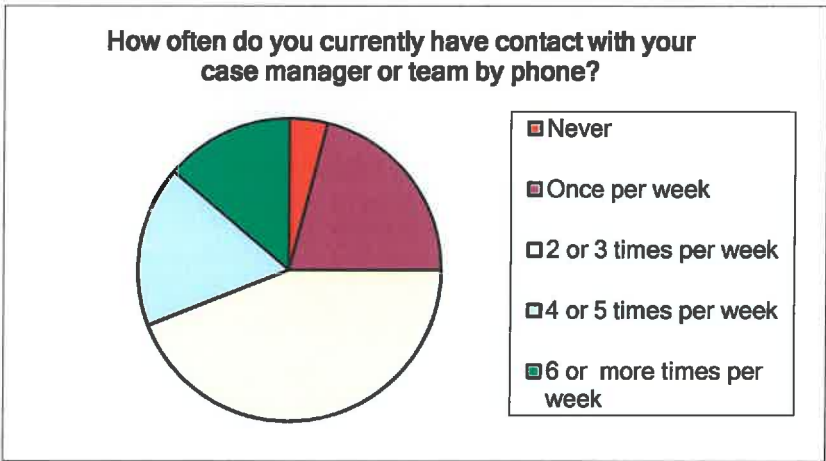
Question 35:



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

Answer Options	Response Percent	Response Count
Never	1.6%	7
Once per week	21.5%	96
2 or 3 times per week	57.9%	259
4 or 5 times per week	12.8%	57
6 or more times per week	6.3%	28
<i>answered question</i>		447
<i>skipped question</i>		14

Question 36:

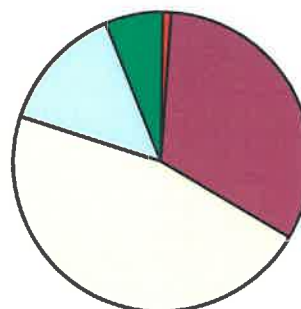


How often do you currently have contact with your case manager or team by phone?

Answer Options	Response Percent	Response Count
Never	4.0%	18
Once per week	21.0%	94
2 or 3 times per week	44.0%	197
4 or 5 times per week	17.2%	77
6 or more times per week	13.8%	62
<i>answered question</i>		448
<i>skipped question</i>		13

Question 37:

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



- ☒ Never
- ☒ Once per week
- ☐ 2 or 3 times per week
- ☐ 4 or 5 times per week
- ☒ 6 or more times per week

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

Answer Options

Never
Once per week
2 or 3 times per week
4 or 5 times per week
6 or more times per week

Response Percent	Response Count
0.9%	4
32.5%	145
46.4%	207
13.9%	62
6.3%	28

answered question 446

skipped question 15

Question 38:

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



- ☒ Never
- ☒ Once per week
- ☐ 2 or 3 times per week
- ☐ 4 or 5 times per week
- ☒ 6 or more times per week

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

Answer Options

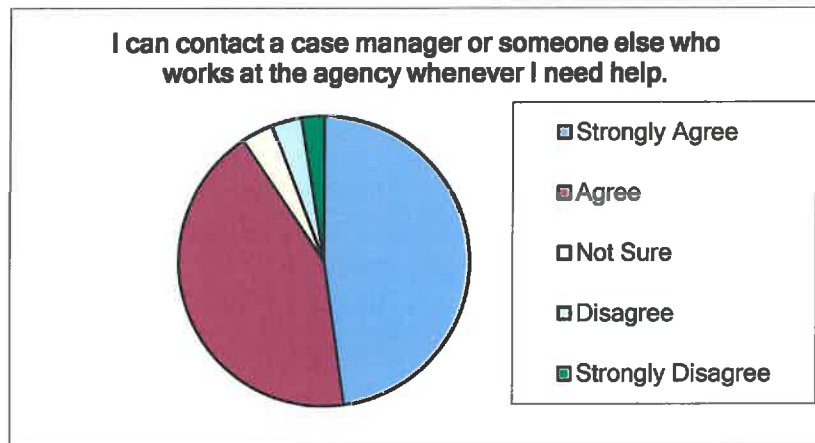
Never
Once per week
2 or 3 times per week
4 or 5 times per week
6 or more times per week

Response Percent	Response Count
2.4%	11
20.8%	94
49.0%	221
15.5%	70
12.2%	55

answered question 451

skipped question 10

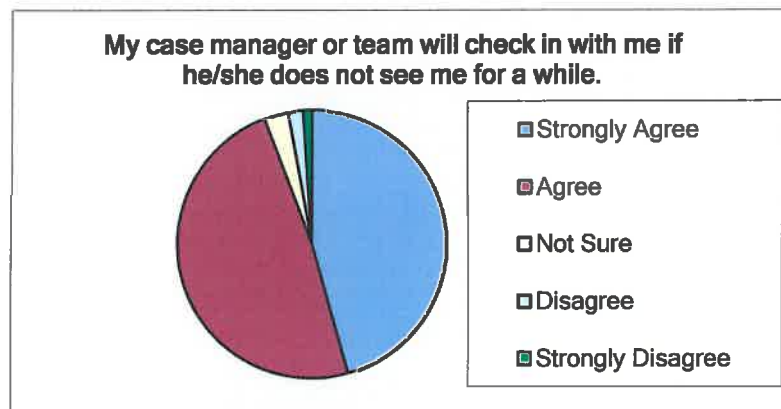
Question 39:



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

Answer Options	Response Percent	Response Count
Strongly Agree	47.8%	214
Agree	42.9%	192
Not Sure	3.6%	16
Disagree	3.3%	15
Strongly Disagree	2.5%	11
<i>answered question</i>		448
<i>skipped question</i>		13

Question 40:

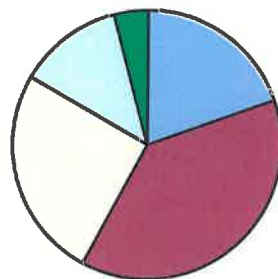


My case manager or team will check in with me if he/she does not see me for a while.

Answer Options	Response Percent	Response Count
Strongly Agree	45.6%	204
Agree	48.5%	217
Not Sure	2.9%	13
Disagree	1.8%	8
Strongly Disagree	1.1%	5
<i>answered question</i>		447
<i>skipped question</i>		14

Question 41:

I am allowed to remain housed whether or not I meet with my caseworker.



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

I am allowed to remain housed whether or not I meet with my caseworker.

Answer Options

Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

Response
Percent

Response
Count

19.6%

87

38.3%

170

25.5%

113

12.6%

56

4.1%

18

answered question

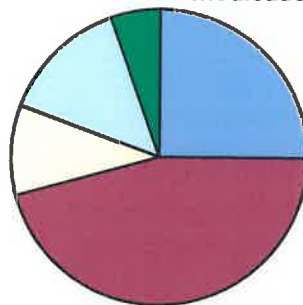
444

skipped question

17

Question 42:

It is my decision whether to see a doctor or take medication.



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

It is my decision whether to see a doctor or take medication.

Answer Options

Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

Response
Percent

Response
Count

25.1%

112

45.7%

204

9.9%

44

13.9%

62

5.4%

24

answered question

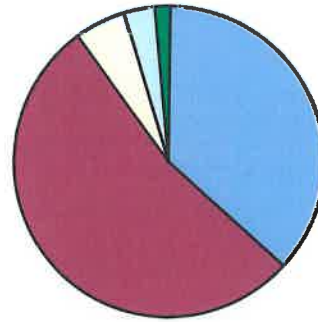
446

skipped question

15

Question 43

I am listened to if I have suggestions or complaints about my housing or services.



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

I am listened to if I have suggestions or complaints about my housing or services.

Answer Options

Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

Response
Percent

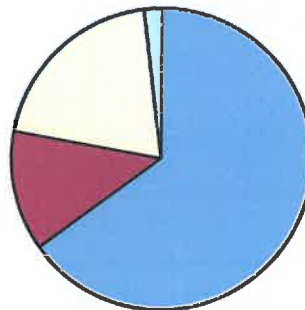
Response
Count

36.6% 162
53.3% 236
5.4% 24
3.2% 14
1.6% 7

answered question 443
skipped question 18

Question 44:

How confident do you feel of your ability to retain the housing that you have?



- ☒ I feel very confident that I can keep my housing
- ☒ I feel somewhat confident that I can keep my housing
- ☐ I feel somewhat confident that I can keep my housing with assistance
- ☐ I am not confident that I can keep my housing

How confident do you feel of your ability to retain the housing that you have?

Answer Options

I feel very confident that I can keep my housing
I feel somewhat confident that I can keep my housing
I feel somewhat confident that I can keep my housing with assistance
I am not confident that I can keep my housing

Response
Percent

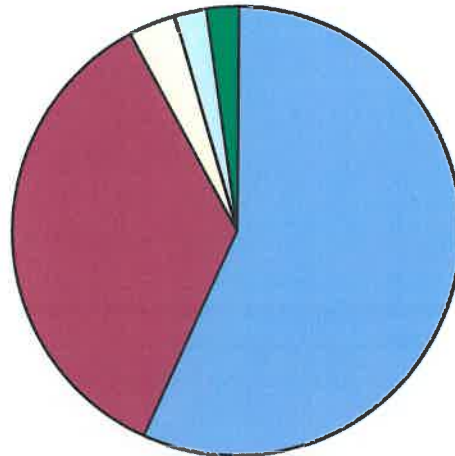
Response
Count

64.9% 286
12.9% 57
20.2% 89
2.0% 9

answered question 441
skipped question 20

Question 45:

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



Strongly Agree

Agree

Not Sure

Disagree

Strongly Disagree

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

Answer Options

Response
Percent

Response
Count

Strongly Agree

56.7%

249

Agree

35.3%

155

Not Sure

3.4%

15

Disagree

2.3%

10

Strongly Disagree

2.3%

10

answered question

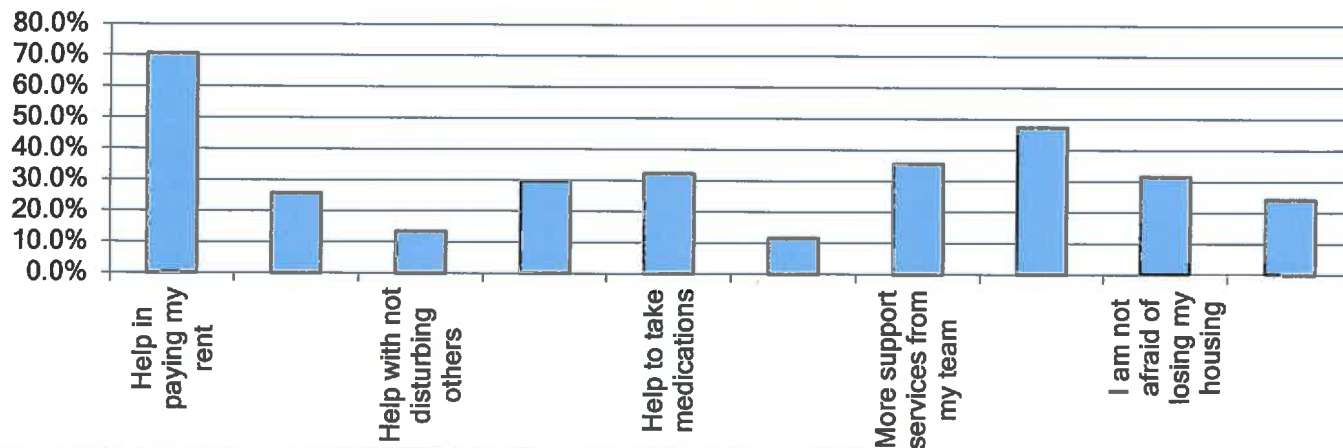
439

skipped question

22

Question 46

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



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

Answer Options

Answer Options	Response Percent	Response Count
Help in paying my rent	70.6%	300
Help with keeping my unit clean	25.6%	109
Help with not disturbing others	13.4%	57
A subsidy or a higher level subsidy	29.4%	125
Help to take medications	32.2%	137
Help to manage alcohol or substance abuse problem	11.5%	49
More support services from my team	35.5%	151
Food, clothing and/or transportation assistance	47.3%	201
I am not afraid of losing my housing	31.5%	134
Help to move to a place that is better suited for me	24.2%	103
Other (please specify)		19
answered question		425
skipped question		36

The answers to Question 46 (Specific Thoughts) & Question 47 were combined and appear on the following pages as Question 47.

47. 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.

Team Number:	Agency	Team Name	47. Additional Comments
1302	Association House	Williams CST	Help with the heating system.
1401	C4	ACT	C4 Services, Payee
1401	C4	ACT	I'm going to try and not be homeless again.
1401	C4	ACT	I feel lucky and had tears of joy to get a chance to get out of the nursing home.
1401	C4	ACT	I think it (services) are great but I get lonely sometimes.
1401	C4	ACT	ping pong practice
1402	C4	CSTC1	common assistance
1402	C4	CSTC1	Everything is okay!
1402	C4	CSTC1	I get in touch with my worker for help.
1801	Grand Prairie Services	Williams ACT Team	I would get depressed.
2101	HRDI	William's Team	assistance or help persons in general
2101	HRDI	William's Team	go survey.
2101	HRDI	William's Team	I like to move because I can't not smoke in my apartment.
2101	HRDI	William's Team	Whenever I need help to hear the explanations.
2201	Human Services Center	William's ACT Team	help with other people disturbing me
2501	Lake County Health Dept	Williams ACT Team	Help from Drop-In Continuing
2501	Lake County Health Dept	Williams ACT Team	I am very happy with the progress I have made medically and psychologically. My progress in treatment and medical relieves me of the pressure I feel. Thank you, State of Illinois, and please continue you are making to make me a better lifestyle. You have made improvements to my life.
2501	Lake County Health Dept	Williams ACT Team	I could use the continuing help from the drop in center for support if in trouble.
2501	Lake County Health Dept	Williams ACT Team	I have pharmacies that I can walk too. I do not have enough privacy by myself as if I were living on my own.
2501	Lake County Health Dept	Williams ACT Team	I'm new to the program so I am not sure of lots of the answers. A lot of times, I ask questions and get conflicting answers. I need more support than I am getting now. From my case manager by phone. I do reach out to her when I need help and she does help me. Other than that I am doing pretty well. I think staff should answer people's questions if they do not know about the "moving On Program." People won't want to move in f they do not know about the program.
2701	Thresholds	Bridge North Access A	I love my place. I'm doing good, please don't change, fix something that's not broke.
2701	Thresholds	Bridge North Access A	I need help sometimes. I would like thresholds to help me attend more groups.

47. 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.

Team Number:	Agency	Team Name	47. Additional Comments
2701	Thresholds	Bridge North Access A	I would like thresholds to help me with transportation to attend more groups. I would like to keep my apartments. I would like to keep my subsidy. I would like to keep working with thresholds. I need help attending groups. I would like to improve my groups. I would like to attend more groups. I would like to stay involved in my thresholds groups and programs. Please help me with transportation.
2702	Thresholds	Bridge North ACT	I stay to myself and attend daily activities mind my own business I'm respectful compassionate and quiet.
2702	Thresholds	Bridge North ACT	I'm sorry I made so many mistakes. I think it would be helpful is we had more activities like our ceremony like enhanced and actives cook outs, part games, more musical events, karaoke, plays, arts and crafts. We should visit sometime and more entertainment I feel I have a natural talent for music. Bingo at the church sometime.
2708	Thresholds	Bridge Southwest ACT 1	utilities and phone bill paid
2708	Thresholds	Bridge Southwest ACT 1	Yes, I'm absolutely sure that the staff has made an excellent choice my having Miss Tiffany Hopf aboard because she's an excellent working dependable, adorable, gorgeous, intelligent, has perseverance, and most of all a wonderful personality and beautiful smile. :) Happy New Year!
2714	Thresholds	Humboldt House	Advice for those moving out of nursing homes: "You have to be careful and steer clear of those who drink and use drugs. Find a place you feel comfortable in."
2714	Thresholds	Humboldt House	I rely on my coping skills
2719	Thresholds	Northside Housing CST	I am not on drugs or alcohol. they don't mix with my medications.
2722	Thresholds	South Subs CST 1	Have no complaints
2723	Thresholds	Transitions CST	Help with paying bills and food
2801	Trilogy	CST1	I have not had any problems that needed reporting and I have not had anything that my Landlord needed to fix.
2801	Trilogy	CST1	My transitional coordinator - Maggie McGinnis - was great helping me move in, shop for food, stock my fridge, and stayed until 7pm. Emily. Regina, Drew, Ari, Paula, Colin, June, Myers are all great!
2801	Trilogy	CST1	They are all fantastic!
2803	Trilogy	CST3	Everything
2803	Trilogy	CST3	Help me to move, when ready
2803	Trilogy	CST3	Helping to learn to cook.
2803	Trilogy	CST3	I am doing okay with my apartment
2803	Trilogy	CST3	I am grateful for the Bridge subsidy. It has enabled me to live independently. The assistance I have received from Trilogy has been first rate!!!

47. 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.

Team Number:	Agency	Team Name	47. Additional Comments
2803	Trilogy	CST3	I could keep my apartment but I still need the support to keep the apt.
2803	Trilogy	CST3	I need to meet with my caseworker at least once a month. It might be my decision to take medication but I could get real sick without seeing my doctor or taking medication.
2803	Trilogy	CST3	This is a wonderful program to have help from. Sometimes you don't pick what (apt) is right for you.
2804	Trilogy	ACT2	I was at CHAC before they destroy me. Then I moved on and rebuild my life again. This is my comment now. Note: I am inexperienced person. I don't know yet but satisfy with ACT and my home. Because I did not know what ACT is, What they do for me. They do not know me very well yet.
2804	Trilogy	ACT2	When I first moved out looking for apartments, landlords were very mean. When I moved out of the nursing home (Clayton), I was very happy and it was a dream come true! I'm glad that the "moving On Program" was there for me in a very difficult time of my life!
2806	Trilogy	ACT 4	I feel grateful for this opportunity to have moved into the community. Because of my disability, I get financial aid and have the opportunity to go to the school and get a degree. I feel blessed with a home, food, clothing, and the people at Trilogy.
2806	Trilogy	ACT 4	In September, I was transferred from the CST Team to Recovery Services CST Team 1. I was having monthly visits that will stop in January.
2806	Trilogy	ACT 4	More rules

Section 3:

Individual Questions with Detailed Results Listed by Treatment Teams for Evaluation

1. How many apartments did you get to look at before you chose your current unit

Agency	Team Name	How many apartments did you get to look at before you chose your current unit?	How Many People per team?
Association House	Williams ACT	1	5
Association House	Williams ACT	3	3
Association House	Williams ACT	4	1
Association House	Williams ACT	5	1
Association House	Williams CST	1	3
Association House	Williams CST	2	5
Association House	Williams CST	3	3
Association House	Williams CST	4	2
C4	ACT	0	3
C4	ACT	1	11
C4	ACT	2	14
C4	ACT	3	10
C4	ACT	4	5
C4	ACT	5	2
C4	ACT	10	2
C4	ACT	3 or 4	1
C4	ACT		1
C4	CSTC1	0	2
C4	CSTC1	1	3
C4	CSTC1	2	1
C4	CSTC1	3	1
C4	CSTC1	4	1
C4	CSTC1	7	1
C4	CSTC1	4 or 5	1
C4	CSTC1		1
C4	CSTC2	2	3
C4	CSTC2	3	1
C4	CSTC2	4	1
C4	CSTC2	5	3
C4	CSTC2	15	1
Grand Prairie Services	Williams ACT Team	1	4
Grand Prairie Services	Williams ACT Team	2	1
Grand Prairie Services	Williams ACT Team	3	4
Grand Prairie Services	Williams ACT Team	4	1
Grand Prairie Services	Williams ACT Team	19	1
HHO	CST	2	1
HHO	CST		1
Heritage Behavioral Services	ACT	1	4
Heritage Behavioral Services	ACT	2	2
Heritage Behavioral Services	ACT	4	1
HRDI	William's Team	0	1
HRDI	William's Team	1	13
HRDI	William's Team	2	6
HRDI	William's Team	3	8
HRDI	William's Team	4	1

1. How many apartments did you get to look at before you chose your current unit

Agency	Team Name	How many apartments did you get to look at before you chose your current unit?	How Many People per team?
HRDI	William's Team		1
Human Services Center	William's ACT Team	0	1
Human Services Center	William's ACT Team	1	10
Human Services Center	William's ACT Team	2	9
Human Services Center	William's ACT Team	3	8
Human Services Center	William's ACT Team	4	1
Kenneth Young	Myer's Place	0	2
Kenneth Young	Myer's Place	2	1
Lake County Health Dept	Williams ACT Team	0	13
Lake County Health Dept	Williams ACT Team	1	22
Lake County Health Dept	Williams ACT Team	2	12
Lake County Health Dept	Williams ACT Team	3	3
Lake County Health Dept	Williams ACT Team	4	1
Lake County Health Dept	Williams ACT Team	5	1
New Foundation	Williams Support	4	1
New Foundation	Williams Support	3 or 4	1
Thresholds	Bridge North Access A	0	1
Thresholds	Bridge North Access A	1	2
Thresholds	Bridge North Access A	2	5
Thresholds	Bridge North Access A	4	3
Thresholds	Bridge North Access A	5	2
Thresholds	Bridge North Access A	7	1
Thresholds	Bridge North Access A	a few	1
Thresholds	Bridge North Access A		1
Thresholds	Bridge North ACT	1	2
Thresholds	Bridge North ACT	2	2
Thresholds	Bridge North ACT	3	1
Thresholds	Bridge North ACT	6	1
Thresholds	Bridge North CST	1	1
Thresholds	Bridge North CST	2	2
Thresholds	Bridge North CST	3	2
Thresholds	Bridge North CST		1
Thresholds	Bridge North New Horizons	2	2
Thresholds	Bridge North New Horizons	4	1
Thresholds	Bridge South ACT	2	2
Thresholds	Bridge South ACT		1
Thresholds	Bridge South CST 3	0	1
Thresholds	Bridge South CST 3	1	2
Thresholds	Bridge South CST 3	2	4
Thresholds	Bridge South CST 3	3	3
Thresholds	Bridge South CST 3	3.5	1
Thresholds	Bridge South CST 3	4	1
Thresholds	Bridge South CST 3		1
Thresholds	Bridge South CST 4	0	1
Thresholds	Bridge South CST 4	1	4

1. How many apartments did you get to look at before you chose your current unit

Agency	Team Name	How many apartments did you get to look at before you chose your current unit?	How Many People per team?
Thresholds	Bridge South CST 4	2	2
Thresholds	Bridge South CST 4	3	1
Thresholds	Bridge South CST 4	4	1
Thresholds	Bridge South CST 4	5	1
Thresholds	Bridge Southwest ACT 1	1	2
Thresholds	Bridge Southwest ACT 1	2	3
Thresholds	Bridge Southwest ACT 1	3	3
Thresholds	Bridge Southwest ACT 1	4	1
Thresholds	Bridge Southwest ACT 1	5	1
Thresholds	Bridge Southwest ACT 1	I forgot	1
Thresholds	Bridge Southwest ACT 2	0	1
Thresholds	Bridge Southwest ACT 2	2	3
Thresholds	Bridge Southwest ACT 2	3	6
Thresholds	Bridge Southwest CST	1	2
Thresholds	Bridge West ACT	1	2
Thresholds	Bridge West ACT	3	2
Thresholds	Bridge West ACT	4	1
Thresholds	Bridge West CST 2	0	2
Thresholds	Bridge West CST 2	1	5
Thresholds	Bridge West CST 2	2	5
Thresholds	Bridge West CST 2	3	3
Thresholds	Bridge West CST 2	4	2
Thresholds	Bridge West CST 2	7	1
Thresholds	Humboldt House	2	1
Thresholds	Justice ACT	0	1
Thresholds	Justice ACT	1	1
Thresholds	Justice ACT	10	2
Thresholds	Justice CST 1	0	2
Thresholds	Justice CST 1	1	2
Thresholds	Justice CST 1	3	
Thresholds	Justice CST 1	5	1
Thresholds	Justice CST 3	1	1
Thresholds	Justice CST 3	3	1
Thresholds	Justice CST 3	5	2
Thresholds	Justice CST 3	27	1
Thresholds	Justice CST 3		1
Thresholds	Northside Housing CST	1	2
Thresholds	Northside Housing CST	2	2
Thresholds	Northside Housing CST	3	1
Thresholds	Northside Housing CST	4	4
Thresholds	Northside Housing CST	5	1
Thresholds	Rowan Trees CST 2	2	1
Thresholds	Rowan Trees CST 2	3	1
Thresholds	South Subs ACT	0	1
Thresholds	South Subs ACT	2	1

1. How many apartments did you get to look at before you chose your current unit

Agency	Team Name	How many apartments did you get to look at before you chose your current unit?	How Many People per team?
Thresholds	South Subs ACT	3	1
Thresholds	South Subs CST 1	0	1
Thresholds	South Subs CST 1	1	3
Thresholds	South Subs CST 1	2	7
Thresholds	South Subs CST 1	3	1
Thresholds	Transitions CST	1	2
Thresholds	Transitions CST	2	3
Thresholds	Transitions CST	3	1
Thresholds	Transitions CST	4	2
Thresholds	Transitions CST	10	1
Trilogy	CST1	1	2
Trilogy	CST1	2	2
Trilogy	CST1	3	3
Trilogy	CST1	5	1
Trilogy	CST1	6	1
Trilogy	CST1	as many as I needed	1
Trilogy	CST1		1
Trilogy	CST2	1	3
Trilogy	CST2	2	1
Trilogy	CST2	9	1
Trilogy	CST3	0	4
Trilogy	CST3	1	12
Trilogy	CST3	2	3
Trilogy	CST3	3	1
Trilogy	CST3	5	2
Trilogy	CST3	Some	1
Trilogy	CST3		1
Trilogy	ACT 2	1	6
Trilogy	ACT 2	2	5
Trilogy	ACT 2	3	6
Trilogy	ACT 2	4	2
Trilogy	ACT 2	8	1
Trilogy	ACT 3	0	1
Trilogy	ACT 3	1	4
Trilogy	ACT 3	2	4
Trilogy	ACT 4	0	1
Trilogy	ACT 4	1	4
Trilogy	ACT 4	2	1
Trilogy	ACT 4	3	1

Question 2: Was this enough visits?

Association House	Count of 2 Enough Visits - Yes	21	23	91%
	Count of 2 Enough Visits - No	2	23	9%
C4	Count of 2 Enough Visits - Yes	62	69	90%
	Count of 2 Enough Visits - No	7	69	10%
Grand Prairie Services	Count of 2 Enough Visits - Yes	10	11	91%
	Count of 2 Enough Visits - No	1	11	9%
Heritage Behavioral Services	Count of 2 Enough Visits - Yes	7	7	100%
	Count of 2 Enough Visits - No		7	0%
HHO	Count of 2 Enough Visits - Yes	2	2	100%
	Count of 2 Enough Visits - No		2	0%
HRDI	Count of 2 Enough Visits - Yes	23	29	79%
	Count of 2 Enough Visits - No	6	29	21%
Human Services Center	Count of 2 Enough Visits - Yes	24	29	83%
	Count of 2 Enough Visits - No	5	29	17%
Kenneth Young	Count of 2 Enough Visits - Yes	3	3	100%
	Count of 2 Enough Visits - No		3	0%
Lake County Health Dept	Count of 2 Enough Visits - Yes	44	52	85%
	Count of 2 Enough Visits - No	8	52	15%
New Foundation	Count of 2 Enough Visits - Yes	2	2	100%
	Count of 2 Enough Visits - No		2	0%
Thresholds	Count of 2 Enough Visits - Yes	142	152	93%
	Count of 2 Enough Visits - No	10	152	7%
Trilogy	Count of 2 Enough Visits - Yes	67	74	91%
	Count of 2 Enough Visits - No	7	74	9%
Total Count of 2 Enough Visits - Yes		407	453	90%
Total Count of 2 Enough Visits - No		46	453	10%

Question 3 - I am satisfied with my current housing.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	5	2		3	
	Williams CST	7	5			1
Association House Total		12	7	3		1
C4	ACT	21	23	2	2	
	CSTC1	7	2	1		1
	CSTC2	4	5			
C4 Total		32	30	3	2	1
Grand Prairie Services	Williams ACT Team	6	2			3
Grand Prairie Services Total		6	2			3
Heritage Behavioral Services	ACT	5	1	1		
Heritage Behavioral Services Total		5	1	1		
HHO	CST		1			1
HHO Total			1			1
HRDI	William's Team	9	12	4	3	2
HRDI Total		9	12	4	3	2
Human Services Center	William's ACT Team	9	15		2	3
Human Services Center Total		9	15		2	3
Kenneth Young	Myer's Place	3				
Kenneth Young Total		3				
Lake County Health Dept	Williams ACT Team	24	22	3	1	2
Lake County Health Dept Total		24	22	3	1	2
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	12	2		1	1
	Bridge North ACT	1	4			1
	Bridge North CST	3	3			
	Bridge North New Horizons	2	1			
	Bridge South ACT	1	2			
	Bridge South CST 3	4	6			2
	Bridge South CST 4	7	2		1	
	Bridge Southwest ACT 1	1	7		3	
	Bridge Southwest ACT 2	2	6	1		1
	Bridge Southwest CST		1			1
	Bridge West ACT		5			
	Bridge West CST 2	8	8	1		1
	Humboldt House	1				
	Justice ACT	2	1			1
	Justice CST 1	2	2	1		1
	Justice CST 3	4	1	1		
	Northside Housing CST	5	4		1	
	Rowan Trees CST 2	1		1		
	South Subs ACT	1	2			
	South Subs CST 1	5	3	1	1	2
	Transitions CST	2	3	1	1	2
Thresholds Total		64	63	7	8	13

Question 3 - I am satisfied with my current housing.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Trilogy	CST1	4	5		1	1
	CST2	2	3			
	CST3	8	9	1	3	3
	ACT 2	12	7	1		
	ACT 3	2	7			
	ACT 4	4	1		1	1
Trilogy Total		32	32	2	5	5
Grand Total	458	197	186	23	21	31
		43.0%	40.6%	5.0%	4.6%	6.8%

Question 4 - Do you share an apartment?

Agency	Team Name	Yes	No
Association House	Williams ACT		10
	Williams CST		13
Association House Total			23
C4	ACT	3	46
	CSTC1	3	8
	CSTC2	3	6
C4 Total		9	60
Grand Prairie Services	Williams ACT Team		10
Grand Prairie Services Total			10
Heritage Behavioral Services	ACT		7
Heritage Behavioral Services Total			7
HHO	CST		2
HHO Total			2
HRDI	William's Team	1	29
HRDI Total		1	29
Human Services Center	William's ACT Team	2	27
Human Services Center Total		2	27
Kenneth Young	Myer's Place		3
Kenneth Young Total			3
Lake County Health Dept	Williams ACT Team	36	16
Lake County Health Dept Total		36	16
New Foundation	Williams Support		2
New Foundation Total			2
Thresholds	Bridge North Access A	1	15
	Bridge North ACT		6
	Bridge North CST		6
	Bridge North New Horizons		3
	Bridge South ACT		3
	Bridge South CST 3	1	12
	Bridge South CST 4		10
	Bridge Southwest ACT 1		11
	Bridge Southwest ACT 2		10
	Bridge Southwest CST		2
	Bridge West ACT		5
	Bridge West CST 2	2	15
	Humboldt House		1
	Justice ACT		4
	Justice CST 1	1	5
	Justice CST 3		6
	Northside Housing CST		10
	Rowan Trees CST 2		2
	South Subs ACT		3
	South Subs CST 1	1	11
	Transitions CST		9
Thresholds Total		6	149

Question 4 - Do you share an apartment?

Agency	Team Name	Yes	No
Trilogy	CST1	2	9
	CST2		5
	CST3	6	18
	ACT 2		20
	ACT 3		9
	ACT 4		7
Trilogy Total		8	68
Grand Total	458	62	396
		13.54%	86.46%

Question 5 - Do you prefer to have a roommate?

Agency	Team Name	Yes	Probably Yes	No	Probably No	Do Not Care
Association House	Williams ACT			10		
	Williams CST	2	1	10		
Association House Total		2	1	20		
C4	ACT	4	2	39	2	2
	CSTC1	3		7		1
	CSTC2	1		8		
C4 Total		8	2	54	2	3
Grand Prairie Services	Williams ACT Team			10	1	
Grand Prairie Services Total				10	1	
Heritage Behavioral Services	ACT	1	1	5		
Heritage Behavioral Services Total		1	1	5		
HHO	CST	1		1		
HHO Total		1		1		
HRDI	William's Team	3	2	24	1	1
HRDI Total		3	2	24	1	1
Human Services Center	William's ACT Team	5	2	18	1	3
Human Services Center Total		5	2	18	1	3
Kenneth Young	Myer's Place		1	2		
Kenneth Young Total			1	2		
Lake County Health Dept	Williams ACT Team	24	6	17	2	2
Lake County Health Dept Total		24	6	17	2	2
New Foundation	Williams Support			2		
New Foundation Total				2		
Thresholds	Bridge North Access A	2	1	11	2	
	Bridge North ACT	1		5		
	Bridge North CST			5	1	
	Bridge North New Horizons			3		
	Bridge South ACT		1	2		
	Bridge South CST 3	1		9		2
	Bridge South CST 4			9		1
	Bridge Southwest ACT 1	1		10		
	Bridge Southwest ACT 2		1	8		1
	Bridge Southwest CST			2		
	Bridge West ACT	2		2	1	
	Bridge West CST 2		4	14		
	Humboldt House				1	
	Justice ACT		1	3		
	Justice CST 1	1		5		
	Justice CST 3			6		
	Northside Housing CST	1	1	7	1	
	Rowan Trees CST 2			2		
	South Subs ACT	1		2		
	South Subs CST 1	1		11		
	Transitions CST	1		8		
Thresholds Total		12	9	124	6	4

Question 5 - Do you prefer to have a roommate?

Agency	Team Name	Yes	Probably Yes	No	Probably No	Do Not Care
Trilogy	CST1	1	2	7		
	CST2			5		
	CST3	3	1	17	3	
	ACT 2	2	1	14	3	
	ACT 3	4		5		
	ACT 4			7		
Trilogy Total		10	4	55	6	
Grand Total		458	66	28	332	19
		14.4%	6.1%	72.5%	4.1%	2.8%

Question 6 - I feel safe in the building and the neighborhood where I live.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	4	2		
	Williams CST	6	6			1
Association House Total		10	10	2		1
C4	ACT	14	28	6		1
	CSTC1	6	3	2		
	CSTC2	4	4	1		
C4 Total		24	35	9		1
Grand Prairie Services	Williams ACT Team	4	4	2		1
Grand Prairie Services Total		4	4	2		1
Heritage Behavioral Services	ACT	5	1	1		
Heritage Behavioral Services Total		5	1	1		
HHO	CST		1		1	
HHO Total			1		1	
HRDI	William's Team	10	13	3	3	1
HRDI Total		10	13	3	3	1
Human Services Center	William's ACT Team	12	11	2	2	1
Human Services Center Total		12	11	2	2	1
Kenneth Young	Myer's Place	3				
Kenneth Young Total		3				
Lake County Health Dept	Williams ACT Team	26	21	4	1	
Lake County Health Dept Total		26	21	4	1	
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	5	7	2	1	1
	Bridge North ACT	3	2		1	
	Bridge North CST	3	3			
	Bridge North New Horizons	3				
	Bridge South ACT	1	1		1	
	Bridge South CST 3	5	8			
	Bridge South CST 4	7	3			
	Bridge Southwest ACT 1	2	7	1	1	
	Bridge Southwest ACT 2		8	2		
	Bridge Southwest CST		1			1
	Bridge West ACT	1	4			
	Bridge West CST 2	7	10	1		
	Humboldt House		1			
	Justice ACT	3	1			
	Justice CST 1	1	3	2		
	Justice CST 3	2	4			

Question 6 - I feel safe in the building and the neighborhood where I live.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	3	6	1		
	Rowan Trees CST 2		2			
	South Subs ACT	2	1			
	South Subs CST 1	5	6			1
	Transitions CST	3	3		1	2
Thresholds Total		56	81	9	5	5
Trilogy	CST1	5	5	1		
	CST2	3	2			
	CST3	4	12	5	1	1
	ACT 2	8	8	4		
	ACT 3	1	6	2		
	ACT 4	3	2	1	1	
Trilogy Total		24	35	13	2	1
Grand Total	458	175	213	45	14	11
		38.2%	46.5%	9.8%	3.1%	2.4%

Question 7 - The building that I live in is clean and well kept.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	5	1		
	Williams CST	7	5	1		
Association House Total		11	10	2		
C4	ACT	22	25	2		
	CSTC1	5	4	1		1
	CSTC2	4	4		1	
C4 Total		31	33	3	1	1
Grand Prairie Services	Williams ACT Team	7	4			
Grand Prairie Services Total		7	4			
Heritage Behavioral Services	ACT	5	2			
Heritage Behavioral Services Total		5	2			
HHO	CST		1		1	
HHO Total			1		1	
HRDI	William's Team	11	17		1	1
HRDI Total		11	17		1	1
Human Services Center	William's ACT Team	12	13		3	
Human Services Center Total		12	13		3	
Kenneth Young	Myer's Place	2	1			
Kenneth Young Total		2	1			
Lake County Health Dept	Williams ACT Team	27	21	2	2	
Lake County Health Dept Total		27	21	2	2	
New Foundation	Williams Support	2				
New Foundation Total		2				
Thresholds	Bridge North Access A	7	8			1
	Bridge North ACT	2	3			
	Bridge North CST	1	5			
	Bridge North New Horizons		3			
	Bridge South ACT	1	1			1
	Bridge South CST 3	8	5			
	Bridge South CST 4	5	5			
	Bridge Southwest ACT 1	1	9		1	
	Bridge Southwest ACT 2	2	7	1		
	Bridge Southwest CST	1	1			
	Bridge West ACT	1	4			
	Bridge West CST 2	6	12			
	Humboldt House		1			
	Justice ACT	2	2			
	Justice CST 1		5	1		
	Justice CST 3	2	3	1		

Question 7 - The building that I live in is clean and well kept.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	4	6			
	Rowan Trees CST 2		2			
	South Subs ACT	2	1			
	South Subs CST 1	7	4			1
	Transitions CST	2	6			1
Thresholds Total		54	93	3	1	4
Trilogy	CST1	6	4	1		
	CST2	1	4			
	CST3	6	13		2	2
	ACT 2	8	10		2	
	ACT 3	2	7			
	ACT 4	4	2	1		
Trilogy Total		27	40	2	4	2
Grand Total	457	189	235	12	13	8
		41.4%	51.4%	2.6%	2.8%	1.8%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	2	2	1	1
	Williams CST	5	7	1		
Association House Total		9	9	3	1	1
C4	ACT	13	26	5	3	1
	CSTC1	6	4			1
	CSTC2	3	3	2	1	
C4 Total		22	33	7	4	2
Grand Prairie Services	Williams ACT Team	3	7	1		
Grand Prairie Services Total		3	7	1		
Heritage Behavioral Services	ACT	5	2			
Heritage Behavioral Services Total		5	2			
HHO	CST		1		1	
HHO Total			1		1	
HRDI	William's Team	8	17		2	3
HRDI Total		8	17		2	3
Human Services Center	William's ACT Team	15	9	1	3	
Human Services Center Total		15	9	1	3	
Kenneth Young	Myer's Place	2		1		
Kenneth Young Total		2		1		
Lake County Health Dept	Williams ACT Team	14	25	7	3	3
Lake County Health Dept Total		14	25	7	3	3
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	3	12			1
	Bridge North ACT	1	4	1		
	Bridge North CST	1	3	1		1
	Bridge North New Horizons		3			
	Bridge South ACT	1	1			1
	Bridge South CST 3	5	6		1	1
	Bridge South CST 4	3	3	1	2	
	Bridge Southwest ACT 1	1	5	1	4	
	Bridge Southwest ACT 2	2	6		2	
	Bridge Southwest CST	1		1		
	Bridge West ACT		2	1	1	1
	Bridge West CST 2	2	12	3	1	
	Humboldt House		1			
	Justice ACT	2	1		1	
	Justice CST 1	1	2	2	1	
	Justice CST 3	4	2			

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	5	3	1	1	
	Rowan Trees CST 2			1		
	South Subs ACT		1	1		1
	South Subs CST 1	8	4			
	Transitions CST	2	5		2	
Thresholds Total		42	76	14	16	6
Trilogy	CST1	2	5	2		2
	CST2	2	2		1	
	CST3	5	9	2	2	5
	ACT 2	9	10	1		
	ACT 3	2	6		1	
	ACT 4	3	2		1	1
Trilogy Total		23	34	5	5	8
Grand Total	455	144	214	39	35	23
		31.6%	47.0%	8.6%	7.7%	5.1%

9. My caseworker explained and helped me with any questions about the lease on my apartment.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree	I already understood my lease.
Association House	Williams ACT	4	4				1
	Williams CST	5	2		3		2
Association House Total		9	6		3		3
C4	ACT	25	19	2	1		2
	CSTC1	4	4	1		1	1
	CSTC2	6	2				1
C4 Total		35	25	3	1	1	4
Grand Prairie Services	Williams ACT Team	8	3				
Grand Prairie Services Total		8	3				
Heritage Behavioral Services	ACT	3	3	1			
Heritage Behavioral Services Total		3	3	1			
HHO	CST		1		1		
HHO Total			1		1		
HRDI	William's Team	5	19	1		1	4
HRDI Total		5	19	1		1	4
Human Services Center	William's ACT Team	8	16	1			3
Human Services Center Total		8	16	1			3
Kenneth Young	Myer's Place	2				1	
Kenneth Young Total		2				1	
Lake County Health Dept	Williams ACT Team	23	20	1	1	2	5
Lake County Health Dept Total		23	20	1	1	2	5
New Foundation	Williams Support	2					
New Foundation Total		2					
Thresholds	Bridge North Access A	2	9			1	4
	Bridge North ACT	1	3				2
	Bridge North CST	4	2				
	Bridge North New Horizons	1	2				
	Bridge South ACT	2	1				
	Bridge South CST 3	7	6				
	Bridge South CST 4	6	3				1
	Bridge Southwest ACT 1	1	8		2		
	Bridge Southwest ACT 2	2	6	1	1		
	Bridge Southwest CST	1	1				
	Bridge West ACT	1	3				
	Bridge West CST 2	7	10	1			
	Humboldt House			1			
	Justice ACT	3				1	
	Justice CST 1		2	2			2
	Justice CST 3	4	2				

9. My caseworker explained and helped me with any questions about the lease on my apartment.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree	I already understood my lease.
	Northside Housing CST	3	5	1			
	Rowan Trees CST 2	1				1	
	South Subs ACT	1			2		
	South Subs CST 1	4	4			2	2
	Transitions CST	2	7				
Thresholds Total		53	74	6	5	5	11
Trilogy	CST1	3	2	1	1		2
	CST2	1	4				
	CST3	5	10	4		1	3
	ACT 2	12	6				2
	ACT 3	2	6				
	ACT 4	3	3				1
Trilogy Total		26	31	5	1	1	8
Grand Total	451	174	198	18	12	11	38
		38.6%	43.9%	4.0%	2.7%	2.4%	8.4%

10. Public transportation, grocery stores, pharmacies, restaurants, and parks are easy to get to.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	3	6	1		
	Williams CST	6	6			
Association House Total		9	12	1		
C4	ACT	25	23	1		
	CSTC1	7	4			
	CSTC2	6	2	1		
C4 Total		38	29	2		
Grand Prairie Services	Williams ACT Team	5	3	2	1	
Grand Prairie Services Total		5	3	2	1	
Heritage Behavioral Services	ACT	3	3		1	
Heritage Behavioral Services Total		3	3		1	
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	11	15	3	1	
HRDI Total		11	15	3	1	
Human Services Center	William's ACT Team	8	18	1	2	
Human Services Center Total		8	18	1	2	
Kenneth Young	Myer's Place	2	1			
Kenneth Young Total		2	1			
Lake County Health Dept	Williams ACT Team	22	24	3	3	
Lake County Health Dept Total		22	24	3	3	
New Foundation	Williams Support	2				
New Foundation Total		2				
Thresholds	Bridge North Access A	6	8		1	1
	Bridge North ACT	3	3			
	Bridge North CST	2	3		1	
	Bridge North New Horizons	2	1			
	Bridge South ACT	2	1			
	Bridge South CST 3	4	6	3		
	Bridge South CST 4	7	3			
	Bridge Southwest ACT 1		7	2	2	
	Bridge Southwest ACT 2	2	6		1	1
	Bridge Southwest CST	1	1			
	Bridge West ACT	1	3			
	Bridge West CST 2	6	12			
	Humboldt House	1				
	Justice ACT	3	1			
	Justice CST 1	3	2	1		
	Justice CST 3	3	3			

10. Public transportation, grocery stores, pharmacies, restaurants, and parks are easy to get to.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	3	6			
	Rowan Trees CST 2	2				
	South Subs ACT	1			2	
	South Subs CST 1	4	3	3	2	
	Transitions CST	2	7			
Thresholds Total		58	76	9	9	2
Trilogy	CST1	5	2		2	
	CST2	1	3	1		
	CST3	9	11		1	2
	ACT 2	11	9			
	ACT 3	1	6		1	
	ACT 4	4	2	1		
Trilogy Total		31	33	2	4	2
Grand Total	453	189	216	23	21	4
		41.7%	47.7%	5.1%	4.6%	0.9%

11. I feel I can tell my supportive service provider about problems I have with my housing.						
Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	5	3	2		
	Williams CST	7	4	1		
Association House Total		12	7	3		
C4	ACT	24	21	2	1	
	CSTC1	8	2	1		
	CSTC2	6	2	1		
C4 Total		38	25	4	1	
Grand Prairie Services	Williams ACT Team	7	3	1		
Grand Prairie Services Total		7	3	1		
Heritage Behavioral Services	ACT	5	2			
Heritage Behavioral Services Total		5	2			
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	11	18	1		
HRDI Total		11	18	1		
Human Services Center	William's ACT Team	10	18		1	
Human Services Center Total		10	18		1	
Kenneth Young	Myer's Place	2	1			
Kenneth Young Total		2	1			
Lake County Health Dept	Williams ACT Team	24	26	1	1	
Lake County Health Dept Total		24	26	1	1	
New Foundation	Williams Support	2				
New Foundation Total		2				
Thresholds	Bridge North Access A	6	7	1		1
	Bridge North ACT	1	5			
	Bridge North CST	3	3			
	Bridge North New Horizons	2	1			
	Bridge South ACT	1	2			
	Bridge South CST 3	6	7			
	Bridge South CST 4	8	2			
	Bridge Southwest ACT 1	1	8	1		1
	Bridge Southwest ACT 2	3	5	1		1
	Bridge Southwest CST	1			1	
	Bridge West ACT	1	3			
	Bridge West CST 2	8	10			
	Humboldt House		1			
	Justice ACT	3	1			
	Justice CST 1	1	5			
	Justice CST 3	3	3			

11. I feel I can tell my supportive service provider about problems I have with my housing.						
Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	4	5			
	Rowan Trees CST 2	1	1			
	South Subs ACT	1	2			
	South Subs CST 1	5	6	1		
	Transitions CST	2	7			
Thresholds Total		61	84	4	1	3
Trilogy	CST1	4	3	2		
	CST2	2	3			
	CST3	10	10	2		1
	ACT 2	12	8			
	ACT 3	2	6			
	ACT 4	3	4			
Trilogy Total		33	34	4		1
Grand Total	451	205	220	18	4	4
		45.5%	48.8%	4.0%	0.9%	0.9%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	3	6	1		
	Williams CST	7	5			
Association House Total		10	11	1		
C4	ACT	28	19	2		
	CSTC1	7	2		1	
	CSTC2	5	3	1		
C4 Total		40	24	3	1	
Grand Prairie Services	Williams ACT Team	6	4	1		
Grand Prairie Services Total		6	4	1		
Heritage Behavioral Services	ACT	6	1			
Heritage Behavioral Services Total		6	1			
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	9	18	2	1	
HRDI Total		9	18	2	1	
Human Services Center	William's ACT Team	11	16	2		
Human Services Center Total		11	16	2		
Kenneth Young	Myer's Place	1	1	1		
Kenneth Young Total		1	1	1		
Lake County Health Dept	Williams ACT Team	26	20	3	2	1
Lake County Health Dept Total		26	20	3	2	1
New Foundation	Williams Support	2				
New Foundation Total		2				
Thresholds	Bridge North Access A	7	8			1
	Bridge North ACT	1	5			
	Bridge North CST	2	4			
	Bridge North New Horizons	1	1	1		
	Bridge South ACT	2	1			
	Bridge South CST 3	4	9			
	Bridge South CST 4	7	2		1	
	Bridge Southwest ACT 1	1	7	2	1	
	Bridge Southwest ACT 2	1	7	2		
	Bridge Southwest CST	1			1	
	Bridge West ACT		4			
	Bridge West CST 2	6	11	1		
	Humboldt House		1			
	Justice ACT	3	1			
	Justice CST 1	1	4			
	Justice CST 3	2	4			

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	4	5			
	Rowan Trees CST 2	1	1			
	South Subs ACT	1	2			
	South Subs CST 1	5	6			1
	Transitions CST	2	5	1		1
Thresholds Total		52	88	7	3	3
Trilogy	CST1	2	5	1	1	
	CST2	3	2			
	CST3	9	10	2		1
	ACT 2	11	8	1		
	ACT 3	1	5	1	1	
	ACT 4	3	4			
Trilogy Total		29	34	5	2	1
Grand Total	450	192	219	25	9	5
		42.7%	48.7%	5.6%	2.0%	1.1%

15. I am happy with my current neighborhood choice now

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	5	4	1		
	Williams CST	6	5	1		
Association House Total		11	9	2		
C4	ACT	19	27	2	1	
	CSTC1	7	1	3		
	CSTC2	5	4			
C4 Total		31	32	5	1	
Grand Prairie Services	Williams ACT Team	4	4	2		
Grand Prairie Services Total		4	4	2		
Heritage Behavioral Services	ACT	2	4	1		
Heritage Behavioral Services Total		2	4	1		
HHO	CST		1		1	
HHO Total			1		1	
HRDI	William's Team	7	18	2	3	
HRDI Total		7	18	2	3	
Human Services Center	William's ACT Team	10	14	1	3	
Human Services Center Total		10	14	1	3	
Kenneth Young	Myer's Place	2	1			
Kenneth Young Total		2	1			
Lake County Health Dept	Williams ACT Team	21	24	5	1	1
Lake County Health Dept Total		21	24	5	1	1
New Foundation	Williams Support	2				
New Foundation Total		2				
Thresholds	Bridge North Access A	5	8	1	1	1
	Bridge North ACT	2	3		1	
	Bridge North CST	3	3			
	Bridge North New Horizons	2	1			
	Bridge South ACT	2	1			
	Bridge South CST 3	4	9			
	Bridge South CST 4	7	3			
	Bridge Southwest ACT 1	2	7		2	
	Bridge Southwest ACT 2		9	1		
	Bridge Southwest CST	1	1			
	Bridge West ACT	1	3			
	Bridge West CST 2	9	8	1		
	Humboldt House		1			
	Justice ACT	2	1	1		
	Justice CST 1	1	3	2		
	Justice CST 3	3	3			
	Northside Housing CST	5	2	2		

15. I am happy with my current neighborhood choice now

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Rowan Trees CST 2	1	1			
	South Subs ACT	1	2			
	South Subs CST 1	7	4			1
	Transitions CST	2	5		1	1
Thresholds Total		60	78	8	5	3
Trilogy	CST1	4	3	1	1	
	CST2	3	2			
	CST3	8	9	2		4
	ACT 2	10	8	2		
	ACT 3	1	7	1		
	ACT 4	3	3			1
Trilogy Total		29	32	6	1	5
Grand Total	452	179	217	32	15	9
		39.6%	48.0%	7.1%	3.3%	2.0%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	4	1	1	
	Williams CST	5	3	1	2	
Association House Total		9	7	2	3	
C4	ACT	15	24	6	4	
	CSTC1	5	3	1	1	1
	CSTC2	4	2	2	1	
C4 Total		24	29	9	6	1
Grand Prairie Services	Williams ACT Team	2	4	3	1	
Grand Prairie Services Total		2	4	3	1	
Heritage Behavioral Services	ACT	1	3	1	2	
Heritage Behavioral Services Total		1	3	1	2	
HHO	CST		1	1		
HHO Total			1	1		
HRDI	William's Team	10	12	1	5	2
HRDI Total		10	12	1	5	2
Human Services Center	William's ACT Team	8	13	3	4	
Human Services Center Total		8	13	3	4	
Kenneth Young	Myer's Place	2	1			
Kenneth Young Total		2	1			
Lake County Health Dept	Williams ACT Team	14	22	8	5	3
Lake County Health Dept Total		14	22	8	5	3
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	1	11		3	1
	Bridge North ACT		5			1
	Bridge North CST	3	3			
	Bridge North New Horizons	1	1		1	
	Bridge South ACT	1	1		1	
	Bridge South CST 3	4	7	1		1
	Bridge South CST 4	7	2	1		
	Bridge Southwest ACT 1	2	7		2	
	Bridge Southwest ACT 2		6	4		
	Bridge Southwest CST	1	1			
	Bridge West ACT	1	3			
	Bridge West CST 2	8	8	1	1	
	Humboldt House		1			
	Justice ACT	1	3			
	Justice CST 1	1	1	2	2	
	Justice CST 3	2	4			
	Northside Housing CST	3	3	3		

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Rowan Trees CST 2	1				1
	South Subs ACT	1	2			
	South Subs CST 1	4	4	2	1	
	Transitions CST	2	4	1	1	1
Thresholds Total		44	77	15	12	5
Trilogy	CST1	3	4		1	1
	CST2	1	3	1		
	CST3	3	10	4	2	4
	ACT 2	7	9	1	3	
	ACT 3		7	1	1	
	ACT 4	1	3		1	2
Trilogy Total		15	36	7	8	7
Grand Total	450	130	206	50	46	18
		28.9%	45.8%	11.1%	10.2%	4.0%

17. What parts of Illinois would best fit your needs if you could move anywhere?

Agency	Team Name	North Side of Chicago	South Side of Chicago	West Side of Chicago	Downtown Chicago	Northern Suburbs	West Suburbs	South Suburbs	Kankakee	Peoria	Another City or Part of State (please specify)
Association House	Williams ACT	1			5	1		2	1		
	Williams CST	1	1	1	5	2		4			1
Association House Total		2	1	1	10	3		6	1		1
C4	ACT	30	2	2	4	5	8	4	3		7
	CSTC1	7				3	1				1
	CSTC2	7	2			2					
C4 Total		44	4	4	4	10	9	4	4		8
Grand Prairie Services	Williams ACT Team	1	1	1	1	2	1	3	6		1
Grand Prairie Services Total		1	1	1	1	2	1	3	6		1
Heritage Behavioral Services	ACT										
Heritage Behavioral Services Total											7
HHO	CST	1				1			1		7
HHO Total		1				1			1		
HRDI	William's Team	6	15	1	1	4	1	2	7		
HRDI Total		6	15	1	1	4	1	2	7		
Human Services Center	William's ACT Team				1		1			16	10
Human Services Center Total					1		1			16	10
Kenneth Young	Myer's Place	1						1			1
Kenneth Young Total		1						1			1
Lake County Health Dept	Williams ACT Team	7	2			4	18	4	3		13
Lake County Health Dept Total		7	2			4	18	4	3		13
New Foundation	Williams Support						2	1			
New Foundation Total							2	1			
Thresholds	Bridge North Access A	10	1			6	3	2	1		
	Bridge North ACT	2	1			2	1		1		
	Bridge North CST	5				2	3				2
	Bridge North New Horizons	1				1	1				

17. What parts of Illinois would best fit your needs if you could move anywhere?

Agency	Team Name	North Side of Chicago	South Side of Chicago	West Side of Chicago	Downtown Chicago	Northern Suburbs	West Suburbs	South Suburbs	Kankakee	Peoria	Another City or Part of State (please specify)
	Bridge South ACT	1	2	1	1		1				
	Bridge South CST 3	1	10	1	2			1			2
	Bridge South CST 4	1	5		4	1		1			
	Bridge Southwest ACT 1	2	8	3	4	3	2	3			
	Bridge Southwest ACT 2	2	4		2			1			1
	Bridge Southwest CST										1
	Bridge West ACT			2	1		3				
	Bridge West CST 2	2	1	6	1	3	11	2			
	Humboldt House										1
	Justice ACT	1			1						1
	Justice CST 1	2			2	1		1			2
	Justice CST 3	3	1		3		1				
	Northside Housing CST	6			4			1			1
	Rowan Trees CST 2		2								
	South Subs ACT							2			1
	South Subs CST 1	1	1			1		9			
	Transitions CST	5	1		1	5	2				1
Thresholds Total		44	36	14	37	22	22	23			13
Trilogy	CST1	5	1	1	2	3	1				1
	CST2	2	1			2					1
	CST3	9	3	1	4	6	3	3			2
	ACT 2	12	2	1	2	5	2				2
	ACT 3	3				6	1				1
	ACT 4	5		1	2	3					
Trilogy Total		36	6	4	10	25	7	3			7
Grand Total	567	142	65	35	71	79	50	48		16	61
		25.0%	11.5%	6.2%	12.5%	13.9%	8.8%	8.5%	0.0%	2.8%	10.8%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	4	2		
	Williams CST	7	5			
Association House Total		11	9	2		
C4	ACT	35	14			
	CSTC1	8	2	1		
	CSTC2	6	3			
C4 Total		49	19	1		
Grand Prairie Services	Williams ACT Team	7	2	1		
Grand Prairie Services Total		7	2	1		
Heritage Behavioral Services	ACT	6	1			
Heritage Behavioral Services Total		6	1			
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	15	13		1	1
HRDI Total		15	13		1	1
Human Services Center	William's ACT Team	15	14			
Human Services Center Total		15	14			
Kenneth Young	Myer's Place	3				
Kenneth Young Total		3				
Lake County Health Dept	Williams ACT Team	32	17	1	1	1
Lake County Health Dept Total		32	17	1	1	1
New Foundation	Williams Support	2				
New Foundation Total		2				
Thresholds	Bridge North Access A	7	7			1
	Bridge North ACT	3	3			
	Bridge North CST	4	2			
	Bridge North New Horizons	3				
	Bridge South ACT	2	1			
	Bridge South CST 3	5	7			
	Bridge South CST 4	8	2			
	Bridge Southwest ACT 1	1	7	2	1	
	Bridge Southwest ACT 2	2	7	1		
	Bridge Southwest CST	1	1			
	Bridge West ACT	2	2			
	Bridge West CST 2	9	8	1		
	Humboldt House		1			
	Justice ACT	3	1			
	Justice CST 1	1	5			
	Justice CST 3	5	1			
	Northside Housing CST	6	3			

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Rowan Trees CST 2	1		1		
	South Subs ACT	2	1			
	South Subs CST 1	7	5			
	Transitions CST	2	4	3		
Thresholds Total		74	68	8	1	1
Trilogy	CST1	7	1	1		
	CST2	3	2			
	CST3	12	8	1		2
	ACT 2	17	3			
	ACT 3	4	5			
	ACT 4	3	4			
Trilogy Total		46	23	2		2
Grand Total	451	260	168	15	3	5
		57.6%	37.3%	3.3%	0.7%	1.1%

20. I like how I was able to furnish my apartment.						
Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	6			
	Williams CST	6	5	1		1
Association House Total		10	11	1		1
C4	ACT	26	20	1	2	
	CSTC1	7	2	1	1	
	CSTC2	5	3		1	
C4 Total		38	25	2	4	
Grand Prairie Services	Williams ACT Team	5	4		2	
Grand Prairie Services Total		5	4		2	
Heritage Behavioral Services	ACT	3	4			
Heritage Behavioral Services Total		3	4			
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	9	14	3	4	
HRDI Total		9	14	3	4	
Human Services Center	William's ACT Team	10	14		2	2
Human Services Center Total		10	14		2	2
Kenneth Young	Myer's Place	2	1			
Kenneth Young Total		2	1			
Lake County Health Dept	Williams ACT Team	23	26		3	
Lake County Health Dept Total		23	26		3	
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	3	12			1
	Bridge North ACT	2	3			1
	Bridge North CST	2	4			
	Bridge North New Horizons	2	1			
	Bridge South ACT	1	2			
	Bridge South CST 3	6	7			
	Bridge South CST 4	6	3		1	
	Bridge Southwest ACT 1	1	6	2	1	1
	Bridge Southwest ACT 2	1	8			1
	Bridge Southwest CST	1	1			
	Bridge West ACT	1	4			
	Bridge West CST 2	5	11	1	1	
	Humboldt House		1			
	Justice ACT	2	1	1		
	Justice CST 1	2	4			
	Justice CST 3	3	2	1		
	Northside Housing CST	5	5			

20. I like how I was able to furnish my apartment.						
Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Rowan Trees CST 2		2			
	South Subs ACT		1	1	1	
	South Subs CST 1	5	6			1
	Transitions CST	2	7			
Thresholds Total		50	91	6	4	5
Trilogy	CST1	4	5	1	1	
	CST2	1	3		1	
	CST3	7	14	1		1
	ACT 2	12	6		1	1
	ACT 3	1	6	1	1	
	ACT 4	2	4		1	
Trilogy Total		27	38	3	5	2
Grand Total	458	178	231	15	24	10
		38.9%	50.4%	3.3%	5.2%	2.2%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	5	1		
	Williams CST	6	4		2	1
Association House Total		10	9	1	2	1
C4	ACT	27	17	2	3	
	CSTC1	6	2	1	1	1
	CSTC2	3	5		1	
C4 Total		36	24	3	5	1
Grand Prairie Services	Williams ACT Team	4	3	3	1	
Grand Prairie Services Total		4	3	3	1	
Heritage Behavioral Services	ACT	2	4	1		
Heritage Behavioral Services Total		2	4	1		
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	7	16	3	2	
HRDI Total		7	16	3	2	
Human Services Center	William's ACT Team	8	14		5	1
Human Services Center Total		8	14		5	1
Kenneth Young	Myer's Place	3				
Kenneth Young Total		3				
Lake County Health Dept	Williams ACT Team	22	22	4	2	
Lake County Health Dept Total		22	22	4	2	
New Foundation	Williams Support	1		1		
New Foundation Total		1		1		
Thresholds	Bridge North Access A	1	9	3	2	1
	Bridge North ACT	1	3			1
	Bridge North CST	4	2			
	Bridge North New Horizons		1		1	1
	Bridge South ACT	1	2			
	Bridge South CST 3	5	8			
	Bridge South CST 4	6	3		1	
	Bridge Southwest ACT 1	1	7		3	
	Bridge Southwest ACT 2	2	7		1	
	Bridge Southwest CST	1			1	
	Bridge West ACT		2	1	2	
	Bridge West CST 2	4	9	2	2	1
	Humboldt House				1	
	Justice ACT	3			1	
	Justice CST 1		4		2	
	Justice CST 3	3	3			
	Northside Housing CST	5	4	1		

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

		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Agency	Team Name					
	Rowan Trees CST 2		1		1	
	South Subs ACT			1	1	1
	South Subs CST 1	4	4		4	
	Transitions CST	2	6		1	
Thresholds Total		43	75	8	24	5
Trilogy	CST1	4	5		1	1
	CST2		4		1	
	CST3	5	12		3	3
	ACT 2	12	5		1	2
	ACT 3		6	2	1	
	ACT 4	2	3		1	
Trilogy Total		23	35	2	8	6
Grand Total	452	159	204	26	49	14
		35.2%	45.1%	5.8%	10.8%	3.1%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	6	3	1		
	Williams CST	9	3			
Association House Total		15	6	1		
C4	ACT	26	16	1	4	1
	CSTC1	8	1	1		1
	CSTC2	3	5			1
C4 Total		37	22	2	4	3
Grand Prairie Services	Williams ACT Team	6	4	1		
Grand Prairie Services Total		6	4	1		
Heritage Behavioral Services	ACT	3	4			
Heritage Behavioral Services Total		3	4			
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	13	15		2	
HRDI Total		13	15		2	
Human Services Center	William's ACT Team	9	18	2		
Human Services Center Total		9	18	2		
Kenneth Young	Myer's Place	1		1	1	
Kenneth Young Total		1		1	1	
Lake County Health Dept	Williams ACT Team	21	26	3	2	
Lake County Health Dept Total		21	26	3	2	
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	6	6	2		2
	Bridge North ACT	1	4			1
	Bridge North CST	4	2			
	Bridge North New Horizons	2	1			
	Bridge South ACT	1	1			
	Bridge South CST 3	7	6			
	Bridge South CST 4	8	2			
	Bridge Southwest ACT 1	1	10			
	Bridge Southwest ACT 2	1	7		1	1
	Bridge Southwest CST	1	1			
	Bridge West ACT	1	3	1		
	Bridge West CST 2	8	7	1	1	1
	Humboldt House				1	
	Justice ACT	3		1		
	Justice CST 1	1	3		2	
	Justice CST 3	3	3			
	Northside Housing CST	4	6			

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Rowan Trees CST 2		1			1
	South Subs ACT	1	1		1	
	South Subs CST 1	4	5	1	2	
	Transitions CST	3	4		2	
Thresholds Total		60	73	6	10	6
Trilogy	CST1	5	4		2	
	CST2		4		1	
	CST3	8	12		1	2
	ACT 2	14	6			
	ACT 3	2	7			
	ACT 4	2	5			
Trilogy Total		31	38		4	2
Grand Total	456	197	209	16	23	11
		43.2%	45.8%	3.5%	5.0%	2.4%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	5	1		
	Williams CST	6	6			1
Association House Total		10	11	1	1	
C4	ACT	23	21	2	2	
	CSTC1	7	2			2
	CSTC2	5	1	2		1
C4 Total		35	24	4	2	3
Grand Prairie Services	Williams ACT Team	4	6		1	
Grand Prairie Services Total		4	6		1	
Heritage Behavioral Services	ACT	2	4		1	
Heritage Behavioral Services Total		2	4		1	
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	8	18		3	1
HRDI Total		8	18		3	1
Human Services Center	William's ACT Team	11	11	1	5	
Human Services Center Total		11	11	1	5	
Kenneth Young	Myer's Place	1	1	1		
Kenneth Young Total		1	1	1		
Lake County Health Dept	Williams ACT Team	18	27	4	1	1
Lake County Health Dept Total		18	27	4	1	1
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	2	10	2		1
	Bridge North ACT	1	3	1		
	Bridge North CST	1	4	1		
	Bridge North New Horizons	1	2			
	Bridge South ACT	1	2			
	Bridge South CST 3	4	8	1		
	Bridge South CST 4	8	2			
	Bridge Southwest ACT 1	1	8	1	1	
	Bridge Southwest ACT 2	1	6	2	1	
	Bridge Southwest CST	1			1	
	Bridge West ACT	2	3			
	Bridge West CST 2	6	10		2	
	Humboldt House	1				
	Justice ACT	2	1		1	
	Justice CST 1		4	2		
	Justice CST 3	4	2			
	Northside Housing CST	4	6			

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Rowan Trees CST 2		1		1	
	South Subs ACT	1	2			
	South Subs CST 1	3	6	2	1	
	Transitions CST	1	6		2	
Thresholds Total		45	86	12	10	1
Trilogy	CST1	5	6			
	CST2	1	4			
	CST3	6	12	1	1	1
	ACT 2	10	9	1		
	ACT 3		9			
	ACT 4	2	5			
Trilogy Total		24	45	2	1	1
Grand Total	452	159	236	25	25	7
		35.2%	52.2%	5.5%	5.5%	1.5%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	5	3	2		
	Williams CST	6	7			
Association House Total		11	10	2		
C4	ACT	24	20	2	2	1
	CSTC1	7	1		1	2
	CSTC2	6	1	2		
C4 Total		37	22	4	3	3
Grand Prairie Services	Williams ACT Team	4	5	2		
Grand Prairie Services Total		4	5	2		
Heritage Behavioral Services	ACT	3	4			
Heritage Behavioral Services Total		3	4			
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	6	18	4	2	
HRDI Total		6	18	4	2	
Human Services Center	William's ACT Team	11	18			
Human Services Center Total		11	18			
Kenneth Young	Myer's Place	3				
Kenneth Young Total		3				
Lake County Health Dept	Williams ACT Team	25	23	3	1	
Lake County Health Dept Total		25	23	3	1	
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	4	8	2	1	1
	Bridge North ACT	2	3			
	Bridge North CST	4	2			
	Bridge North New Horizons	1	2			
	Bridge South ACT	1	2			
	Bridge South CST 3	5	6	1	1	
	Bridge South CST 4	6	3		1	
	Bridge Southwest ACT 1	1	7	2	1	
	Bridge Southwest ACT 2	1	6	1	2	
	Bridge Southwest CST	1			1	
	Bridge West ACT		4		1	
	Bridge West CST 2	7	11			
	Humboldt House	1				
	Justice ACT	3	1			
	Justice CST 1		5		1	
	Justice CST 3	1	4	1		

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	3	6	1		
	Rowan Trees CST 2		1			
	South Subs ACT	2	1			
	South Subs CST 1	6	5		1	
	Transitions CST	2	5		2	
Thresholds Total		51	82	8	12	1
Trilogy	CST1	4	6	1		
	CST2	1	4			
	CST3	7	14	1		1
	ACT 2	11	7	1	1	
	ACT 3		9			
	ACT 4	2	4	1		
Trilogy Total		25	44	4	1	1
Grand Total	457	177	229	27	19	5
		38.7%	50.1%	5.9%	4.2%	1.1%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	3	2	3	1	1
	Williams CST	3	6		2	2
Association House Total		6	8	3	3	3
C4	ACT	10	22	7	7	3
	CSTC1	4	2	2	1	1
	CSTC2	3	4		1	1
C4 Total		17	28	9	9	5
Grand Prairie Services	Williams ACT Team	2	5	3	1	
Grand Prairie Services Total		2	5	3	1	
Heritage Behavioral Services	ACT	1	6			
Heritage Behavioral Services Total		1	6			
HHO	CST				2	
HHO Total					2	
HRDI	William's Team	3	18	2	4	1
HRDI Total		3	18	2	4	1
Human Services Center	William's ACT Team	7	12	1	9	
Human Services Center Total		7	12	1	9	
Kenneth Young	Myer's Place	1	2			
Kenneth Young Total		1	2			
Lake County Health Dept	Williams ACT Team	10	30	6	4	2
Lake County Health Dept Total		10	30	6	4	2
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	1	6	5	2	1
	Bridge North ACT		4		1	
	Bridge North CST	1	3		1	1
	Bridge North New Horizons	1	1	1		
	Bridge South ACT	1		1	1	
	Bridge South CST 3	1	9	1	2	
	Bridge South CST 4	3	3		3	1
	Bridge Southwest ACT 1	1	2	1	6	1
	Bridge Southwest ACT 2		4	2	3	1
	Bridge Southwest CST	1			1	
	Bridge West ACT		3	1	1	
	Bridge West CST 2	2	14		1	1
	Humboldt House		1			
	Justice ACT		3			1
	Justice CST 1		2	2	2	
	Justice CST 3	1	4	1		

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST		6	2	2	
	Rowan Trees CST 2		1	1		
	South Subs ACT	1	2			
	South Subs CST 1	2	5	1	3	1
	Transitions CST		7		2	
Thresholds Total		16	80	19	31	8
Trilogy	CST1	3	6	2		
	CST2		3	1	1	
	CST3	1	11	2	5	3
	ACT 2	8	6		5	
	ACT 3		5	2	2	
	ACT 4		4		2	1
Trilogy Total		12	35	7	15	4
Grand Total	452	76	225	50	78	23
		16.8%	49.8%	11.1%	17.3%	5.1%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	1	3	1	
	Williams CST	6	5	2		
Association House Total		10	6	5	1	
C4	ACT	9	25	12	2	
	CSTC1	3	3	4	1	
	CSTC2	2	5	1	1	
C4 Total		14	33	17	4	
Grand Prairie Services	Williams ACT Team	2	7	1		1
Grand Prairie Services Total		2	7	1		1
Heritage Behavioral Serv	ACT	1	4		2	
Heritage Behavioral Services Total		1	4		2	
HHO	CST		1	1		
HHO Total			1	1		
HRDI	William's Team	6	17	3	3	
HRDI Total		6	17	3	3	
Human Services Center	William's ACT Team	8	16	3	1	
Human Services Center Total		8	16	3	1	
Kenneth Young	Myer's Place	1	1	1		
Kenneth Young Total		1	1	1		
Lake County Health Dept	Williams ACT Team	17	25	7	1	2
Lake County Health Dept Total		17	25	7	1	2
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	4	7	2	3	
	Bridge North ACT		3		1	1
	Bridge North CST	1	4	1		
	Bridge North New Horizons	1	1	1		
	Bridge South ACT		2	1		
	Bridge South CST 3	1	7	3		
	Bridge South CST 4	3	5	1		1
	Bridge Southwest ACT 1	1	6	2	2	
	Bridge Southwest ACT 2		7	3		
	Bridge Southwest CST	1			1	
	Bridge West ACT		3	2		
	Bridge West CST 2	3	12		3	
	Humboldt House			1		
	Justice ACT		1	2		
	Justice CST 1		1	5		
	Justice CST 3	1	4	1		

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	1	8	1		
	Rowan Trees CST 2	1		1		
	South Subs ACT	1	1		1	
	South Subs CST 1	2	5	3		1
	Transitions CST	1	6		2	
Thresholds Total		22	83	30	13	3
Trilogy	CST1	2	7	1	1	
	CST2		3	2		
	CST3	2	10	4	5	2
	ACT 2	8	8	4		
	ACT 3		8	1		
	ACT 4	1	5	1		
Trilogy Total		13	41	13	6	2
Grand Total	450	95	235	81	31	8
		21.1%	52.2%	18.0%	6.9%	1.8%

29. I know where a **community** mental health center drop in center is in my neighborhood.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	3	2	3	1	1
	Williams CST	3	2	3	3	2
Association House Total		6	4	6	4	3
C4	ACT	24	20	5		
	CSTC1	9	2			
	CSTC2	8	1			
C4 Total		41	23	5		
Grand Prairie Services	Williams ACT Team	2	3	4		2
Grand Prairie Services Total		2	3	4		2
Heritage Behavioral Services	ACT	1	3		2	1
Heritage Behavioral Services Total		1	3		2	1
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	8	16	3	1	1
HRDI Total		8	16	3	1	1
Human Services Center	William's ACT Team	4	18	4	3	
Human Services Center Total		4	18	4	3	
Kenneth Young	Myer's Place		1	2		
Kenneth Young Total			1	2		
Lake County Health Dept	Williams ACT Team	26	22	1	2	1
Lake County Health Dept Total		26	22	1	2	1
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	4	6	3	1	1
	Bridge North ACT	1	1		1	2
	Bridge North CST	2	3		1	
	Bridge North New Horizons			1	1	1
	Bridge South ACT		2	1		
	Bridge South CST 3	3	7	3		
	Bridge South CST 4	6	2	1		1
	Bridge Southwest ACT 1	1	5	2	3	
	Bridge Southwest ACT 2	1	7	1	1	
	Bridge Southwest CST	1	1			
	Bridge West ACT		1	3	1	
	Bridge West CST 2	7	6	3	2	
	Humboldt House		1			
	Justice ACT	2	2			
	Justice CST 1	2	3	1		
	Justice CST 3	2	2		2	

29. I know where a **community** mental health center drop in center is in my neighborhood.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	4	6			
	Rowan Trees CST 2		1	1		
	South Subs ACT		3			
	South Subs CST 1	4	5	1	2	
	Transitions CST	2	6		1	
Thresholds Total		42	70	21	16	5
Trilogy	CST1	4	4	2	1	
	CST2	2	3			
	CST3	8	10	3	1	1
	ACT 2	10	7	1		2
	ACT 3	2	6	1		
	ACT 4		5		1	1
Trilogy Total		26	35	7	3	4
Grand Total	456	157	198	53	31	17
		34.4%	43.4%	11.6%	6.8%	3.7%

30. I use the **drop** in center more than a **couple days** a week.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	3	1	1	4	1
	Williams CST	1	1	4	5	2
Association House Total		4	2	5	9	3
C4	ACT	14	14	7	12	2
	CSTC1	4	2	1	3	1
	CSTC2	3	2		3	1
C4 Total		21	18	8	18	4
Grand Prairie Services	Williams ACT Team	2	2	1	4	2
Grand Prairie Services Total		2	2	1	4	2
Heritage Behavioral Services	ACT		2	3	1	1
Heritage Behavioral Services Total			2	3	1	1
HHO	CST		1		1	
HHO Total			1		1	
HRDI	William's Team	3	8	5	12	1
HRDI Total		3	8	5	12	1
Human Services Center	William's ACT Team	1	8	7	10	3
Human Services Center Total		1	8	7	10	3
Kenneth Young	Myer's Place			1	2	
Kenneth Young Total				1	2	
Lake County Health Dept	Williams ACT Team	29	20	1	1	
Lake County Health Dept Total		29	20	1	1	
New Foundation	Williams Support	1			1	
New Foundation Total		1			1	
Thresholds	Bridge North Access A	2	5	2	3	3
	Bridge North ACT	1			4	
	Bridge North CST		1	1	3	1
	Bridge North New Horizons	1	1		1	
	Bridge South ACT	1	1		1	
	Bridge South CST 3	2	5	1	4	1
	Bridge South CST 4	4	3		1	1
	Bridge Southwest ACT 1	1	5	1	4	
	Bridge Southwest ACT 2	1	2	1	6	
	Bridge Southwest CST		1		1	
	Bridge West ACT		1		4	
	Bridge West CST 2	5	3	2	6	1
	Humboldt House				1	
	Justice ACT	3		1		
	Justice CST 1	1	1		3	1
	Justice CST 3		2	1	2	1

30. I use the **drop** in center more than a **couple days** a week.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	1	5	2	2	
	Rowan Trees CST 2				1	1
	South Subs ACT	1	1		1	
	South Subs CST 1		2	2	6	2
	Transitions CST		4	1	3	
Thresholds Total		24	43	15	57	12
Trilogy	CST1	2	2	3	2	2
	CST2	1	2		1	1
	CST3	4	5	2	10	2
	ACT 2	5	5	1	8	1
	ACT 3	1	4		4	
	ACT 4	1	3		1	2
Trilogy Total		14	21	6	26	8
Grand Total	452	99	125	52	142	34
		21.9%	27.7%	11.5%	31.4%	7.5%

31. The staff at the drop in center let the participants make most of the decisions.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	2	1	2	3	2
	Williams CST	1	1	6		1
Association House Total		3	2	8	3	3
C4	ACT	15	19	12	1	
	CSTC1	6	1	2	1	
	CSTC2	4	3	2		
C4 Total		25	23	16	2	
Grand Prairie Services	Williams ACT Team	4	3	2	1	
Grand Prairie Services Total		4	3	2	1	
Heritage Behavioral Services	ACT		4	1	1	1
Heritage Behavioral Services Total			4	1	1	1
HHO	CST			1	1	
HHO Total				1	1	
HRDI	William's Team	5	16	4	3	1
HRDI Total		5	16	4	3	1
Human Services Center	William's ACT Team	3	10	14		
Human Services Center Total		3	10	14		
Kenneth Young	Myer's Place	1		2		
Kenneth Young Total		1		2		
Lake County Health Dept	Williams ACT Team	13	21	9	8	1
Lake County Health Dept Total		13	21	9	8	1
New Foundation	Williams Support	1		1		
New Foundation Total		1		1		
Thresholds	Bridge North Access A	3	5	6		1
	Bridge North ACT	1	3	1		
	Bridge North CST	2	3	1		
	Bridge North New Horizons	1	1	1		
	Bridge South ACT	1	2			
	Bridge South CST 3	4	4	5		
	Bridge South CST 4	7	2	1		
	Bridge Southwest ACT 1	1	5	3	1	
	Bridge Southwest ACT 2	1	5	3	1	
	Bridge Southwest CST		1	1		
	Bridge West ACT		1	4		
	Bridge West CST 2	5	8	3	1	
	Humboldt House			1		
	Justice ACT	3	1			
	Justice CST 1		1	5		
	Justice CST 3		4	2		

31. The staff at the drop in center let the participants make most of the decisions.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	2	5	3		
	Rowan Trees CST 2			1		1
	South Subs ACT	1	2			
	South Subs CST 1	4	2	3	2	1
	Transitions CST	2	4	1	2	
Thresholds Total		38	59	45	7	3
Trilogy	CST1	2	4	4		1
	CST2	1	3	1		
	CST3	4	9	5	1	3
	ACT 2	7	5	5	3	
	ACT 3	1	6	1		
	ACT 4	1	2	3	1	
Trilogy Total		16	29	19	5	4
Grand Total	442	109	167	122	31	13
		24.7%	37.8%	27.6%	7.0%	2.9%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	3	2	1	2	2
	Williams CST	2	1	5	1	
Association House Total		5	3	6	3	2
C4	ACT	18	16	11	1	1
	CSTC1	7	2	2		
	CSTC2	3	4	1	1	
C4 Total		28	22	14	2	1
Grand Prairie Services	Williams ACT Team	3	4	2	1	1
Grand Prairie Services Total		3	4	2	1	1
Heritage Behavioral Services	ACT	1	4	1		1
Heritage Behavioral Services Total		1	4	1		1
HHO	CST		1	1		
HHO Total			1	1		
HRDI	William's Team	5	18	3	4	
HRDI Total		5	18	3	4	
Human Services Center	William's ACT Team	5	14	10		
Human Services Center Total		5	14	10		
Kenneth Young	Myer's Place	1	1	1		
Kenneth Young Total		1	1	1		
Lake County Health Dept	Williams ACT Team	24	22	3	2	1
Lake County Health Dept Total		24	22	3	2	1
New Foundation	Williams Support	1		1		
New Foundation Total		1		1		
Thresholds	Bridge North Access A	4	7	1	1	2
	Bridge North ACT	1	2	1		
	Bridge North CST	2	3		1	
	Bridge North New Horizons	1	1	1		
	Bridge South ACT	1	2			
	Bridge South CST 3	4	6	2	1	
	Bridge South CST 4	7	1	1	1	
	Bridge Southwest ACT 1	2	6	2		
	Bridge Southwest ACT 2	1	6	1	2	
	Bridge Southwest CST		2			
	Bridge West ACT		1	3		
	Bridge West CST 2	6	7	4		
	Humboldt House			1		
	Justice ACT	3	1			
	Justice CST 1	1	3	1	1	
	Justice CST 3	1	3	2		

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Northside Housing CST	2	8			
	Rowan Trees CST 2			1		1
	South Subs ACT	1		1		
	South Subs CST 1	3	4	4	1	
	Transitions CST	2	6		1	
Thresholds Total		42	69	26	9	3
Trilogy	CST1	1	6	2		
	CST2	1	2	2		
	CST3	3	11	5	2	1
	ACT 2	8	8	4		
	ACT 3		7	2		
	ACT 4	1	2	2	1	
Trilogy Total		14	36	17	3	1
Grand Total	442	129	194	85	24	10
		29.2%	43.9%	19.2%	5.4%	2.3%

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

Agency	Team Name	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 groups & helping others	Chance to see staff more	It helps create a routine
Association House	Williams ACT		1	1	1	1			3	1
	Williams CST	2	3	2	3	2	2	2	3	3
Association House Total		2	4	3	4	3	2	2	6	4
C4	ACT	24	19	12	20	10	15	15	13	14
	CSTC1	6	2	1	5	1	4	2	3	3
	CSTC2	4	2	2	4	1	1	3	2	2
C4 Total		34	23	15	29	12	20	20	18	19
Grand Prairie Services	Williams ACT Team	6	4	4	5	1	6	4	4	2
Grand Prairie Services Total		6	4	4	5	1	6	4	4	2
Heritage Behavioral Services	ACT	4	4	3	4		4	3	2	2
Heritage Behavioral Services Total		4	4	3	4		4	3	2	2
HHO	CST	1								
HHO Total		1								
HRDI	William's Team	14	11	7	8	8	5	6	4	6
HRDI Total		14	11	7	8	8	5	6	4	6
Human Services Center	William's ACT Team	7	10	3	7	3	3	8	4	5
Human Services Center Total		7	10	3	7	3	3	8	4	5
Kenneth Young	Myer's Place				1			1		
Kenneth Young Total					1			1		
Lake County Health Dept	Williams ACT Team	43	27	25	30	21	16	31	22	38
Lake County Health Dept Total		43	27	25	30	21	16	31	22	38
New Foundation	Williams Support	1	1	1	1	1		1	1	1
New Foundation Total		1	1	1	1	1		1	1	1
Thresholds	Bridge North Access A	10	6	7	9	3	10	8	6	7
	Bridge North ACT	2	2	2	3		2	2	2	2
	Bridge North CST	4	4	3	3		2	2	1	3
	Bridge North New Horizons	2	1	1	1		1	2	1	1
	Bridge South ACT	2	2	2	1		1	1	1	
	Bridge South CST 3	6	8	7	9	3	8	7	6	6
	Bridge South CST 4	6	3	5	7	2	5	6	5	6
	Bridge Southwest ACT 1	10	1	7	6	1	6	5	4	3
	Bridge Southwest ACT 2	3	4	7	2	2	5	4	2	2
	Bridge Southwest CST	1		1	1		1	1		1
	Bridge West ACT	1		1	1			1	1	
	Bridge West CST 2	12	11	11	10	3	6	11	7	8
	Humboldt House									
	Justice ACT	2	2	2	1	1	1	3	2	3
	Justice CST 1	3	2	3	2		3	4	3	2
	Justice CST 3	3	2	3	1	1	3	1		1
	Northside Housing CST	9	7	6	7	3	6	6	4	6
	Rowan Trees CST 2									
	South Subs ACT	3	1	3	3	1	2	1	1	2
	South Subs CST 1	2	2	2	1	2	1	3	2	1
	Transitions CST	6	6	4	6	3	5	1	2	3

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

Agency	Team Name	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 groups & helping others	Chance to see staff more	It helps create a routine
Thresholds Total		87	64	77	74	25	68	69	50	57
Trilogy	CST1	4	1	6	6	1	4	3	3	3
	CST2	3	4	3	4		2	4	2	3
	CST3	9	6	7	7	2	3	6	5	7
	ACT 2	12	11	13	12	7	11	11	11	12
	ACT 3	4	6	4	7	3	4	5	5	5
	ACT 4	3	1	2	2	1	1	1	1	1
Trilogy Total		35	29	35	38	14	25	30	27	31
Grand Total		234	177	173	201	88	149	175	138	165

34. Check the reasons **you** use the **drop** in center?

Agency	Team Name	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 groups & helping others	Chance to see staff more	It helps create a routine
Association House	Williams ACT		1	1	1	1			3	1
	Williams CST	2	3	2	3	2	2	2	3	3
Association House Total		2	4	3	4	3	2	2	6	4
C4	ACT	24	19	12	20	10	15	15	13	14
	CSTC1	6	2	1	5	1	4	2	3	3
	CSTC2	4	2	2	4	1	1	3	2	2
C4 Total		34	23	15	29	12	20	20	18	19
Grand Prairie Services	Williams ACT Team	6	4	4	5	1	6	4	4	2
Grand Prairie Services Total		6	4	4	5	1	6	4	4	2
Heritage Behavioral Services	ACT	4	4	3	4		4	3	2	2
Heritage Behavioral Services Total		4	4	3	4		4	3	2	2
HHO	CST	1								
HHO Total		1								
HRDI	William's Team	14	11	7	8	8	5	6	4	6
HRDI Total		14	11	7	8	8	5	6	4	6
Human Services Center	William's ACT Team	7	10	3	7	3	3	8	4	5
Human Services Center Total		7	10	3	7	3	3	8	4	5
Kenneth Young	Myer's Place				1			1		
Kenneth Young Total					1			1		
Lake County Health Dept	Williams ACT Team	43	27	25	30	21	16	31	22	38
Lake County Health Dept Total		43	27	25	30	21	16	31	22	38
New Foundation	Williams Support	1	1	1	1	1		1	1	1
New Foundation Total		1	1	1	1	1		1	1	1
Thresholds	Bridge North Access A	10	6	7	9	3	10	8	6	7
	Bridge North ACT	2	2	2	3		2	2	2	2
	Bridge North CST	4	4	3	3		2	2	1	3
	Bridge North New Horizons	2	1	1	1		1	2	1	1
	Bridge South ACT	2	2	2	1		1	1	1	
	Bridge South CST 3	6	8	7	9	3	8	7	6	6
	Bridge South CST 4	6	3	5	7	2	5	6	5	6
	Bridge Southwest ACT 1	10	1	7	6	1	6	5	4	3
	Bridge Southwest ACT 2	3	4	7	2	2	5	4	2	2
	Bridge Southwest CST	1		1	1		1	1		1
	Bridge West ACT	1		1	1			1	1	
	Bridge West CST 2	12	11	11	10	3	6	11	7	8
	Humboldt House									
	Justice ACT	2	2	2	1	1	1	3	2	3
	Justice CST 1	3	2	3	2		3	4	3	2
	Justice CST 3	3	2	3	1	1	3	1		1
	Northside Housing CST	9	7	6	7	3	6	6	4	6
	Rowan Trees CST 2									
	South Subs ACT	3	1	3	3	1	2	1	1	2
	South Subs CST 1	2	2	2	1	2	1	3	2	1
	Transitions CST	6	6	4	6	3	5	1	2	3

34. Check the reasons **you** use the **drop** in center?

Agency	Team Name	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 groups & helping others	Chance to see staff more	It helps create a routine
Thresholds Total		87	64	77	74	25	68	69	50	57
Trilogy	CST1	4	1	6	6	1	4	3	3	3
	CST2	3	4	3	4		2	4	2	3
	CST3	9	6	7	7	2	3	6	5	7
	ACT 2	12	11	13	12	7	11	11	11	12
	ACT 3	4	6	4	7	3	4	5	5	5
	ACT 4	3	1	2	2	1	1	1	1	1
Trilogy Total		35	29	35	38	14	25	30	27	31
Grand Total		234	177	173	201	88	149	175	138	165

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

Agency	Team Name	Never	Once per week	2 or 3 times per week	4 or 5 times per week	6 or more times per week
Association House	Williams ACT		2	6		1
	Williams CST		2	8	2	
Association House Total			4	14	2	1
C4	ACT	1	10	23	14	
	CSTC1		5	6		
	CSTC2	1	4	4		
C4 Total		2	19	33	14	
Grand Prairie Services	Williams ACT Team		4	3	2	1
Grand Prairie Services Total			4	3	2	1
Heritage Behavioral Services	ACT		2	4	1	
Heritage Behavioral Services Total			2	4	1	
HHO	CST		1	1		
HHO Total			1	1		
HRDI	William's Team		11	16	3	
HRDI Total			11	16	3	
Human Services Center	William's ACT Team	1	5	16	4	2
Human Services Center Total		1	5	16	4	2
Kenneth Young	Myer's Place		2			1
Kenneth Young Total			2			1
Lake County Health Dept	Williams ACT Team	1	16	15	14	5
Lake County Health Dept Total		1	16	15	14	5
New Foundation	Williams Support		1	1		
New Foundation Total			1	1		
Thresholds	Bridge North Access A		2	14		
	Bridge North ACT			3	1	
	Bridge North CST			6		
	Bridge North New Horizons		1	2		
	Bridge South ACT			1	1	1
	Bridge South CST 3		3	9	1	
	Bridge South CST 4		2	6		2
	Bridge Southwest ACT 1			10	1	
	Bridge Southwest ACT 2	1		9		
	Bridge Southwest CST		1	1		
	Bridge West ACT			3	1	
	Bridge West CST 2			17		
	Humboldt House		1			
	Justice ACT			2	1	1
	Justice CST 1			5	1	
	Justice CST 3			6		
	Northside Housing CST		2	7	1	
	Rowan Trees CST 2		1	1		
	South Subs ACT			3		

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

Agency	Team Name	Never	Once per week	2 or 3 times per week	4 or 5 times per week	6 or more times per week
	South Subs CST 1			11		1
	Transitions CST			9		
Thresholds Total		1	13	125	8	5
Trilogy	CST1	1	4	3	1	
	CST2		2	2		1
	CST3		6	15	1	1
	ACT 2			7	6	7
	ACT 3			4	1	4
	ACT 4	1	6			
Trilogy Total		2	18	31	9	13
Grand Total	447	7	96	259	57	28
		1.6%	21.5%	57.9%	12.8%	6.3%

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

Agency	Team Name	Never	Once per week	2 or 3 times per week	4 or 5 times per week	6 or more times per week
Association House	Williams ACT		1	7		1
	Williams CST	1	1	5	5	
Association House Total		1	2	12	5	1
C4	ACT	1	7	16	17	8
	CSTC1	2	2	7		
	CSTC2		3	5		1
C4 Total		3	12	28	17	9
Grand Prairie Services	Williams ACT Team	1	2	2	4	1
Grand Prairie Services Total		1	2	2	4	1
Heritage Behavioral Services	ACT		2	3	2	
Heritage Behavioral Services Total			2	3	2	
HHO	CST	1			1	
HHO Total		1			1	
HRDI	William's Team	1	13	12	1	2
HRDI Total		1	13	12	1	2
Human Services Center	William's ACT Team	1	4	11	8	3
Human Services Center Total		1	4	11	8	3
Kenneth Young	Myer's Place	1			1	1
Kenneth Young Total		1			1	1
Lake County Health Dept	Williams ACT Team		8	15	12	17
Lake County Health Dept Total			8	15	12	17
New Foundation	Williams Support		1	1		
New Foundation Total			1	1		
Thresholds	Bridge North Access A		3	9	2	2
	Bridge North ACT	1			2	1
	Bridge North CST	1	1	4		
	Bridge North New Horizons		1	2		
	Bridge South ACT		1			2
	Bridge South CST 3	1	4	6	2	
	Bridge South CST 4		2	3	2	3
	Bridge Southwest ACT 1			9	1	1
	Bridge Southwest ACT 2	1	1	5	1	2
	Bridge Southwest CST		1		1	
	Bridge West ACT	1		3		
	Bridge West CST 2	1	6	11		
	Humboldt House	1				
	Justice ACT		1	2		1
	Justice CST 1		1	4	1	
	Justice CST 3		1	3	2	
	Northside Housing CST		5	5		
	Rowan Trees CST 2		1	1		
	South Subs ACT	1	1	1		

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

Agency	Team Name	Never	Once per week	2 or 3 times per week	4 or 5 times per week	6 or more times per week
	South Subs CST 1		4	7	1	
	Transitions CST		2	6	1	
Thresholds Total		8	36	81	16	12
Trilogy	CST1		3	3	2	1
	CST2			4		1
	CST3	1	3	14	4	1
	ACT 2		2	6	2	10
	ACT 3		2	3	1	3
	ACT 4		4	2	1	
Trilogy Total		1	14	32	10	16
Grand Total	448	18	94	197	77	62
		4.0%	21.0%	44.0%	17.2%	13.8%

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

Agency	Team Name	Never	Once per week	2 or 3 times per week	4 or 5 times per week	6 or more times per week
Association House	Williams ACT		2	6		1
	Williams CST		2	6	4	
Association House Total			4	12	4	1
C4	ACT		17	19	13	
	CSTC1		6	4		1
	CSTC2		6	3		
C4 Total			29	26	13	1
Grand Prairie Services	Williams ACT Team		3	5	1	1
Grand Prairie Services Total			3	5	1	1
Heritage Behavioral Services	ACT		1	4	2	
Heritage Behavioral Services Total			1	4	2	
HHO	CST		2			
HHO Total			2			
HRDI	William's Team		15	12	1	2
HRDI Total			15	12	1	2
Human Services Center	William's ACT Team		9	14	5	1
Human Services Center Total			9	14	5	1
Kenneth Young	Myer's Place		2			
Kenneth Young Total			2			
Lake County Health Dept	Williams ACT Team	2	13	18	14	5
Lake County Health Dept Total		2	13	18	14	5
New Foundation	Williams Support		2			
New Foundation Total			2			
Thresholds	Bridge North Access A		4	11	1	
	Bridge North ACT			3		1
	Bridge North CST			6		
	Bridge North New Horizons		1	2		
	Bridge South ACT			1		1
	Bridge South CST 3		8	2	3	
	Bridge South CST 4		4	3	1	2
	Bridge Southwest ACT 1			8	2	1
	Bridge Southwest ACT 2		1	8	1	
	Bridge Southwest CST		1			
	Bridge West ACT		2	2		
	Bridge West CST 2		9	7	1	1
	Humboldt House		1			
	Justice ACT			2	1	1
	Justice CST 1		1	4	1	
	Justice CST 3			6		
	Northside Housing CST		4	6		
	Rowan Trees CST 2	1	1			
	South Subs ACT		1	2		

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

Agency	Team Name	Never	Once per week	2 or 3 times per week	4 or 5 times per week	6 or more times per week
	South Subs CST 1		4	6	2	
	Transitions CST		3	5	1	
Thresholds Total		1	45	84	14	7
Trilogy	CST1	1	4	3		1
	CST2		2	1	1	1
	CST3		7	14	1	1
	ACT 2			9	4	5
	ACT 3		1	4	2	2
	ACT 4		6	1		
Trilogy Total		1	20	32	8	10
Grand Total	446	4	145	207	62	28
		0.9%	32.5%	46.4%	13.9%	6.3%

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

Agency	Team Name	Never	Once per week	2 or 3 times per week	4 or 5 times per week	6 or more times per week
Association House	Williams ACT		2	5	1	1
	Williams CST		4	3	5	
Association House Total			6	8	6	1
C4	ACT	2	3	25	16	3
	CSTC1	1	4	5		1
	CSTC2		3	5		1
C4 Total		3	10	35	16	5
Grand Prairie Services	Williams ACT Team		1	4	3	2
Grand Prairie Services Total			1	4	3	2
Heritage Behavioral Services	ACT		1	4	1	1
Heritage Behavioral Services Total			1	4	1	1
HHO	CST		1	1		
HHO Total			1	1		
HRDI	William's Team		10	15	5	1
HRDI Total			10	15	5	1
Human Services Center	William's ACT Team	1	3	14	6	5
Human Services Center Total		1	3	14	6	5
Kenneth Young	Myer's Place		1	1		1
Kenneth Young Total			1	1		1
Lake County Health Dept	Williams ACT Team		6	21	11	14
Lake County Health Dept Total			6	21	11	14
New Foundation	Williams Support		1	1		
New Foundation Total			1	1		
Thresholds	Bridge North Access A		2	10	2	1
	Bridge North ACT			1	1	2
	Bridge North CST	1	1	4		
	Bridge North New Horizons		1	2		
	Bridge South ACT			1		2
	Bridge South CST 3		5	5	3	
	Bridge South CST 4		1	3	3	3
	Bridge Southwest ACT 1			8	2	1
	Bridge Southwest ACT 2	1		6	1	2
	Bridge Southwest CST		2			
	Bridge West ACT	1	1	2		
	Bridge West CST 2		7	10		1
	Humboldt House	1				
	Justice ACT		1	2		1
	Justice CST 1		2	3	1	
	Justice CST 3		1	4	1	
	Northside Housing CST		5	5		
	Rowan Trees CST 2	1	1			
	South Subs ACT		1	1	1	

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

Agency	Team Name	Never	Once per week	2 or 3 times per week	4 or 5 times per week	6 or more times per week
	South Subs CST 1		5	7		
	Transitions CST		1	8		
Thresholds Total		5	37	82	15	13
Trilogy	CST1	1	4	1	2	1
	CST2			3	1	1
	CST3	1	6	14	1	1
	ACT 2			10	2	8
	ACT 3		2	6		1
	ACT 4		5	1	1	
Trilogy Total		2	17	35	7	12
Grand Total	451	11	94	221	70	55
		2.4%	20.8%	49.0%	15.5%	12.2%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	3	3	2	1	
	Williams CST	7	4		1	
Association House Total		10	7	2	2	
C4	ACT	30	14	3	2	
	CSTC1	8	3			
	CSTC2	7	2			
C4 Total		45	19	3	2	
Grand Prairie Services	Williams ACT Team	5	4		1	
Grand Prairie Services Total		5	4		1	
Heritage Behavioral Services	ACT	1	6			
Heritage Behavioral Services Total		1	6			
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	15	11		4	
HRDI Total		15	11		4	
Human Services Center	William's ACT Team	10	16		1	2
Human Services Center Total		10	16		1	2
Kenneth Young	Myer's Place	2	1			
Kenneth Young Total		2	1			
Lake County Health Dept	Williams ACT Team	26	23	1		1
Lake County Health Dept Total		26	23	1		1
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	5	8	1		1
	Bridge North ACT	3			1	
	Bridge North CST	4	1		1	
	Bridge North New Horizons	2	1			
	Bridge South ACT	1	2			
	Bridge South CST 3	5	6	1		1
	Bridge South CST 4	7	3			
	Bridge Southwest ACT 1	2	6	1	2	
	Bridge Southwest ACT 2	2	7	1		
	Bridge Southwest CST	1			1	
	Bridge West ACT	3	1			
	Bridge West CST 2	11	7			
	Humboldt House		1			
	Justice ACT	4				
	Justice CST 1		6			
	Justice CST 3	4	2			
	Northside Housing CST	5	5			
	Rowan Trees CST 2			1		1
	South Subs ACT	1		2		

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	South Subs CST 1	4	7	1		
	Transitions CST	3	5			1
Thresholds Total		67	68	8	5	4
Trilogy	CST1	5	3			
	CST2	1	4			
	CST3	9	11	1		2
	ACT 2	12	7			1
	ACT 3	2	6	1		
	ACT 4	3	3			1
Trilogy Total		32	34	2		4
Grand Total	448	214	192	16	15	11
		47.8%	42.9%	3.6%	3.3%	2.5%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	3	1	1	
	Williams CST	6	4			
Association House Total		10	7	1	1	
C4	ACT	24	22	1	1	
	CSTC1	8	3			
	CSTC2	9				
C4 Total		41	25	1	1	
Grand Prairie Services	Williams ACT Team	6	4			
Grand Prairie Services Total		6	4			
Heritage Behavioral Services	ACT	1	6			
Heritage Behavioral Services Total		1	6			
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	10	17	1	1	1
HRDI Total		10	17	1	1	1
Human Services Center	William's ACT Team	13	14	1		1
Human Services Center Total		13	14	1		1
Kenneth Young	Myer's Place	3				
Kenneth Young Total		3				
Lake County Health Dept	Williams ACT Team	26	22	4		
Lake County Health Dept Total		26	22	4		
New Foundation	Williams Support	2				
New Foundation Total		2				
Thresholds	Bridge North Access A	5	7	1		2
	Bridge North ACT	4				
	Bridge North CST	3	3			
	Bridge North New Horizons	1	2			
	Bridge South ACT	1	2			
	Bridge South CST 3	5	8			
	Bridge South CST 4	7	3			
	Bridge Southwest ACT 1	2	9			
	Bridge Southwest ACT 2	1	8	1		
	Bridge Southwest CST	1			1	
	Bridge West ACT	1	3			
	Bridge West CST 2	10	7		1	
	Humboldt House		1			
	Justice ACT	4				
	Justice CST 1		6			
	Justice CST 3	4	2			
	Northside Housing CST	3	7			
	Rowan Trees CST 2		2			
	South Subs ACT		1	1	1	

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	South Subs CST 1	5	7			
	Transitions CST	3	6			
Thresholds Total		60	84	3	3	2
Trilogy	CST1	4	3	1	1	
	CST2	1	4			
	CST3	9	13			1
	ACT 2	14	5	1		
	ACT 3	1	7		1	
	ACT 4	3	4			
Trilogy Total		32	36	2	2	1
Grand Total	447	204	217	13	8	5
		45.6%	48.5%	2.9%	1.8%	1.1%

41. I can stay housed whether or not I meet with my caseworker.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	3	3		
	Williams CST	2	4	3	2	1
Association House Total		6	7	6	2	1
C4	ACT	8	19	19	1	1
	CSTC1	4	1	4	1	1
	CSTC2	1	3	2	3	
C4 Total		13	23	25	5	2
Grand Prairie Services	Williams ACT Team	1	3	4	3	
Grand Prairie Services Total		1	3	4	3	
Heritage Behavioral Services	ACT	1	3	3		
Heritage Behavioral Services Total		1	3	3		
HHO	CST			2		
HHO Total				2		
HRDI	William's Team	5	13	3	6	3
HRDI Total		5	13	3	6	3
Human Services Center	William's ACT Team	5	14	4	5	1
Human Services Center Total		5	14	4	5	1
Kenneth Young	Myer's Place		2	1		
Kenneth Young Total			2	1		
Lake County Health Dept	Williams ACT Team	9	14	16	7	5
Lake County Health Dept Total		9	14	16	7	5
New Foundation	Williams Support	1		1		
New Foundation Total		1		1		
Thresholds	Bridge North Access A	3	7	3		2
	Bridge North ACT		4			
	Bridge North CST		3	3		
	Bridge North New Horizons	1	1	1		
	Bridge South ACT					
	Bridge South CST 3	2	7	2	1	
	Bridge South CST 4	8	2			
	Bridge Southwest ACT 1	1	5	4	1	
	Bridge Southwest ACT 2	2	2	5	1	
	Bridge Southwest CST	1			1	
	Bridge West ACT	1	1	3		
	Bridge West CST 2	1	7	2	7	
	Humboldt House		1			
	Justice ACT	2	1			
	Justice CST 1	1	1	3	1	
	Justice CST 3	1	3	1	1	
	Northside Housing CST	1	5	3	1	
	Rowan Trees CST 2	1			1	
	South Subs ACT	1		2		
	South Subs CST 1	3	7		1	1
	Transitions CST	2	4	1	1	1
Thresholds Total		32	61	33	17	4

41. I can stay housed whether or not I meet with my caseworker.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Trilogy	CST1	1	5	4		1
	CST2		1	2	2	
	CST3	5	9	2	4	
	ACT 2	7	5	5	3	
	ACT 3		7	1	1	
	ACT 4	1	3	1	1	1
Trilogy Total		14	30	15	11	2
Grand Total	444	87	170	113	56	18
		19.6%	38.3%	25.5%	12.6%	4.1%

42. It is my decision whether to see a doctor or take medication.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	4	5	1		
	Williams CST	3	8	1		1
Association House Total		7	13	2		1
C4	ACT	9	23	6	6	2
	CSTC1	8	2		1	
	CSTC2	3	4	1	1	
C4 Total		20	29	7	8	2
Grand Prairie Services	Williams ACT Team	1	5	3	2	
Grand Prairie Services Total		1	5	3	2	
Heritage Behavioral Services	ACT	2	5			
Heritage Behavioral Services Total		2	5			
HHO	CST			1	1	
HHO Total				1	1	
HRDI	William's Team	8	13	1	6	2
HRDI Total		8	13	1	6	2
Human Services Center	William's ACT Team	4	15		7	2
Human Services Center Total		4	15		7	2
Kenneth Young	Myer's Place		2	1		
Kenneth Young Total			2	1		
Lake County Health Dept	Williams ACT Team	11	17	8	10	5
Lake County Health Dept Total		11	17	8	10	5
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	1	7	2	3	2
	Bridge North ACT	1	2		1	
	Bridge North CST	1	4		1	
	Bridge North New Horizons		2	1		
	Bridge South ACT					
	Bridge South CST 3	2	5	2	2	2
	Bridge South CST 4	8	2			
	Bridge Southwest ACT 1		3	4	2	2
	Bridge Southwest ACT 2		5	2	1	2
	Bridge Southwest CST	1			1	
	Bridge West ACT	1	3		1	
	Bridge West CST 2	5	10		3	
	Humboldt House		1			
	Justice ACT	2				1
	Justice CST 1	2	3	1		

42. It is my decision whether to see a doctor or take medication.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
	Justice CST 3	2	2	2		
	Northside Housing CST	2	6		2	
	Rowan Trees CST 2	1	1			
	South Subs ACT	1	1		1	
	South Subs CST 1	4	7		1	
	Transitions CST	2	6		1	
Thresholds Total		36	70	14	20	9
Trilogy	CST1	4	3	2	1	1
	CST2	1	3	1		
	CST3	5	13	1	2	1
	ACT 2	10	5	2	3	
	ACT 3		7	1	1	
	ACT 4	2	3		1	1
Trilogy Total		22	34	7	8	3
Grand Total	446	112	204	44	62	24
		25.1%	45.7%	9.9%	13.9%	5.4%

43. I am listened to if I have suggestions or complaints about my housing or services.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	3	6	1		
	Williams CST	6	6	1		
Association House Total		9	12	2		
C4	ACT	20	21	5	2	
	CSTC1	8	2			
	CSTC2	4	4		1	
C4 Total		32	27	5	3	
Grand Prairie Services	Williams ACT Team	3	6		1	1
Grand Prairie Services Total		3	6		1	1
Heritage Behavioral Services	ACT	2	4	1		
Heritage Behavioral Services Total		2	4	1		
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	7	19	2		2
HRDI Total		7	19	2		2
Human Services Center	William's ACT Team	9	15	2	2	1
Human Services Center Total		9	15	2	2	1
Kenneth Young	Myer's Place	1	2			
Kenneth Young Total		1	2			
Lake County Health Dept	Williams ACT Team	19	26	4	1	1
Lake County Health Dept Total		19	26	4	1	1
New Foundation	Williams Support	1	1			
New Foundation Total		1	1			
Thresholds	Bridge North Access A	5	8	1		1
	Bridge North ACT	1	2			
	Bridge North CST	3	3			
	Bridge North New Horizons	1	2			
	Bridge South ACT					
	Bridge South CST 3	5	7			
	Bridge South CST 4	8	2			
	Bridge Southwest ACT 1	2	8		1	
	Bridge Southwest ACT 2	2	7	1		
	Bridge Southwest CST	1			1	
	Bridge West ACT		5			
	Bridge West CST 2	5	13			
	Humboldt House		1			
	Justice ACT	3				
	Justice CST 1		6			
	Justice CST 3	2	3			
	Northside Housing CST	4	6			
	Rowan Trees CST 2		2			
	South Subs ACT	1	1		1	
	South Subs CST 1	4	8			
	Transitions CST	2	6		1	
Thresholds Total		49	90	2	4	1

43. I am listened to if I have suggestions or complaints about my housing or services.

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Trilogy	CST1	3	4	3		
	CST2	1	3	1		
	CST3	9	10		2	1
	ACT 2	11	5	2	1	
	ACT 3	1	8			
	ACT 4	5	2			
Trilogy Total		30	32	6	3	1
Grand Total	443	162	236	24	14	7
		36.6%	53.3%	5.4%	3.2%	1.6%

44. How confident do you feel of your ability to retain the housing that you have?

Agency	Team Name	I feel very confident that I can keep my housing	I feel somewhat confident that I can keep my housing	I feel somewhat confident that I can keep my housing with assistance	I am not confident that I can keep my housing
Association House	Williams ACT	6	2	2	
	Williams CST	9	1	2	1
Association House Total		15	3	4	1
C4	ACT	26	6	14	1
	CSTC1	9		1	1
	CSTC2	7	1	1	
C4 Total		42	7	16	2
Grand Prairie Services	Williams ACT Team	6	3	1	1
Grand Prairie Services Total		6	3	1	1
Heritage Behavioral Services	ACT	3	1	3	
Heritage Behavioral Services Total		3	1	3	
HHO	CST	1			
HHO Total		1			
HRDI	William's Team	17	3	9	
HRDI Total		17	3	9	
Human Services Center	William's ACT Team	23	2	1	1
Human Services Center Total		23	2	1	1
Kenneth Young	Myer's Place	2	1		
Kenneth Young Total		2	1		
Lake County Health Dept	Williams ACT Team	32	5	13	
Lake County Health Dept Total		32	5	13	
New Foundation	Williams Support	2			
New Foundation Total		2			
Thresholds	Bridge North Access A	11	2	2	
	Bridge North ACT	1	1	2	
	Bridge North CST	5	1		
	Bridge North New Horizons	2		1	
	Bridge South ACT				
	Bridge South CST 3	7	2	3	
	Bridge South CST 4	9		1	
	Bridge Southwest ACT 1	8	2	1	
	Bridge Southwest ACT 2	7	2		1
	Bridge Southwest CST	1		1	
	Bridge West ACT	2		3	
	Bridge West CST 2	7	2	8	1
	Humboldt House	1			
	Justice ACT	1	1	1	
	Justice CST 1	4	1	1	

44. How confident do you feel of your ability to retain the housing that you have?

Agency	Team Name	I am not confident that I can keep my housing			
		I feel very confident that I can keep my housing	I feel somewhat confident that I can keep my housing	I feel somewhat confident that I can keep my housing with assistance	I feel very confident that I can keep my housing
	Justice CST 3	4	1	1	
	Northside Housing CST	6	1	2	1
	Rowan Trees CST 2	1		1	
	South Subs ACT	2		1	
	South Subs CST 1	8	1	3	
	Transitions CST	7		1	
Thresholds Total		94	17	33	3
Trilogy	CST1	7	1	3	
	CST2	4		1	
	CST3	16	4	1	1
	ACT 2	12	7	1	
	ACT 3	5	2	2	
	ACT 4	5	1	1	
Trilogy Total		49	15	9	1
Grand Total	441	286	57	89	9
		64.9%	12.9%	20.2%	2.0%

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Association House	Williams ACT	6	2			
	Williams CST	9	2		2	
Association House Total		15	4		2	
C4	ACT	35	10	2		1
	CSTC1	11				
	CSTC2	7	2			
C4 Total		53	12	2		1
Grand Prairie Services	Williams ACT Team	4	5	1		1
Grand Prairie Services Total		4	5	1		1
Heritage Behavioral Services	ACT	2	4	1		
Heritage Behavioral Services Total		2	4	1		
HHO	CST		2			
HHO Total			2			
HRDI	William's Team	16	9	2	2	
HRDI Total		16	9	2	2	
Human Services Center	William's ACT Team	12	12	1	3	
Human Services Center Total		12	12	1	3	
Kenneth Young	Myer's Place	2				1
Kenneth Young Total		2				1
Lake County Health Dept	Williams ACT Team	29	19	2		1
Lake County Health Dept Total		29	19	2		1
New Foundation	Williams Support	2				
New Foundation Total		2				
Thresholds	Bridge North Access A	8	6			
	Bridge North ACT	1	3			
	Bridge North CST	1	5			
	Bridge North New Horizons	1	2			
	Bridge South ACT					
	Bridge South CST 3	6	3	3		
	Bridge South CST 4	7	3			
	Bridge Southwest ACT 1	3	8			
	Bridge Southwest ACT 2	2	6	1		1
	Bridge Southwest CST	1			1	
	Bridge West ACT		5			
	Bridge West CST 2	12	5		1	
	Humboldt House	1				
	Justice ACT	3				
	Justice CST 1	2	3			
	Justice CST 3	4	2			
	Northside Housing CST	5	4			
	Rowan Trees CST 2	2				
	South Subs ACT	1	1			
	South Subs CST 1	6	4	1		1
	Transitions CST	5	3			1
Thresholds Total		71	63	5	2	3

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

Agency	Team Name	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Trilogy	CST1	6	4			1
	CST2	2	3			
	CST3	14	5	1	1	1
	ACT 2	14	4			1
	ACT 3	2	7			
	ACT 4	5	2			
Trilogy Total		43	25	1	1	3
Grand Total		439	249	155	10	10
		56.7%	35.3%	3.4%	2.3%	2.3%

46. If you were to begin to have trouble with your housing, what services or help do you think might be useful to help you stay housed?

Agency	Team Name	Help in paying my rent	Help with keeping my unit clean	Help with not disturbing others	A subsidy or a higher level subsidy	Help to take medications	Help to manage alcohol or substance abuse problem	More support services from my team	Food, clothing and/or transportation assistance	I am not afraid of losing my housing	Help to move to a place that is better suited for me	Other (please specify)
Association House	Williams ACT	7	1		1	2	1	2	3	1	1	
	Williams CST	11	4	4	3	3	2	7	8	4	5	
Association House Total		18	5	4	4	5	3	9	11	5	6	
C4	ACT	35	12	6	11	16	4	17	21	12	8	3
	CSTC1	5	1	3	1	5	3	4	1	2	3	3
	CSTC2	6	1		3	2	1	1	3	6	1	
C4 Total		46	14	9	15	23	8	22	25	20	12	6
Grand Prairie Services	Williams ACT Team	8	1	2	2	3	3	3	3	2	1	
Grand Prairie Services Total		8	1	2	2	3	3	3	3	2	1	
Heritage Behavioral Services	ACT	3	1			3		1	3	6		
Heritage Behavioral Services Total		3	1			3		1	3	6		
HHO	CST	1						1		1	2	
HHO Total		1						1		1	2	
HRDI	William's Team	19	10	4	9	10	3	8	17	13	6	2
HRDI Total		19	10	4	9	10	3	8	17	13	6	2
Human Services Center	William's ACT Team	17	7	1	3	6	2	6	14	4	4	1
Human Services Center Total		17	7	1	3	6	2	6	14	4	4	1

46. If you were to begin to have trouble with your housing, what services or help do you think might be useful to help you stay housed?

Agency	Team Name	Help in paying my rent	Help with keeping my unit clean	Help with not disturbing others	A subsidy or a higher level subsidy	Help to take medications	Help to manage alcohol or substance abuse problem	More support services from my team	Food, clothing and/or transportation assistance	I am not afraid of losing my housing	Help to move to a place that is better suited for me	Other (please specify)
Kenneth Young	Myer's Place	1	1		1							
Kenneth Young Total		1	1		1							
Lake County Health Dept	Williams ACT Team	34	9	6	13	13	3	17	27	15	8	1
Lake County Health Dept Total		34	9	6	13	13	3	17	27	15	8	1
New Foundation	Williams Support	2	1	1	1	2		1	1			
New Foundation Total		2	1	1	1	2		1	1			
Thresholds	Bridge North Access A	12	6	5	11	6	2	7	11	6	8	1
	Bridge North ACT	2	1		1	1	1	2	2	3	1	1
	Bridge North CST	5	2		3	1	1	4	4	4	3	
	Bridge North New Horizons	2	1		1	1		2	2			
	Bridge South ACT											
	Bridge South CST 3	7	4	1	2	2	2	1	6	3	3	
	Bridge South CST 4	6	1	1	2	3	3	4	3	3	5	
	Bridge Southwest ACT 1	9	4	1	3	4		4	4	4	3	1
	Bridge Southwest ACT 2	4	1	1	1	2		1	4	3		
	Bridge Southwest CST	1	1			1		2				
	Bridge West ACT	3	1	1	2	2		2	3	2	1	
	Bridge West CST 2	14	5	4	8	9	3	5	5	3	4	

46. If you were to begin to have trouble with your housing, what services or help do you think might be useful to help you stay housed?

Agency	Team Name	Help in paying my rent	Help with keeping my unit clean	Help with not disturbing others	A subsidy or a higher level subsidy	Help to take medications	Help to manage alcohol or substance abuse problem	More support services from my team	Food, clothing and/or transportation assistance	I am not afraid of losing my housing	Help to move to a place that is better suited for me	Other (please specify)
	Humboldt House									1		1
	Justice ACT	1	2					2	1		1	
	Justice CST 1	5			2	3	2	4	3	2	1	
	Justice CST 3	4		1	2			2	3	4	2	
	Northside Housing CST	9	3	1	5	5	1	5	6	4	5	1
	Rowan Trees CST 2	2				1						
	South Subs ACT	2	2	2	1	1	1	2	2	1	1	
	South Subs CST 1	8			6	2		2	6	3	3	1
	Transitions CST	8	1	1	3	3	4	3	2	2	4	1
Thresholds Total		104	35	19	53	47	20	54	67	48	45	7
Trilogy	CST1	8	6	2	4	4		5	6	3	3	
	CST2	5	3	1	4	4		3	5	1	3	
	CST3	13	5	3	4	9	3	6	5	6	4	1
	ACT 2	16	6	4	7	5	3	8	11	6	5	
	ACT 3	5	4	1	4	2	1	5	6	2	3	
	ACT 4		1		1	1		2		2	1	1
Trilogy Total		47	25	11	24	25	7	29	33	20	19	2
Grand Total		300	109	57	125	137	49	151	201	134	103	19

Section 4:

**Original Printed Survey Distributed to William's
Class Members**

Illinois Division of Mental Health

2013 Consumer Satisfaction Survey for Bridge Subsidy Participants December 2013

Please do not write your name on the survey.

You are being asked to participate in this 48 question survey because you receive rental assistance through the Illinois Division of Mental Health PSH Bridge Subsidy Initiative. Your answers will help us make improvements to this program and others like it. These questions ask about your happiness with your current housing.

You will be given two numbers by your service provider.

Housing Team Number: _____

Survey Number: _____

These survey numbers help your team to 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.

Questions about Housing:

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

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

Add any comments you want to regarding your housing:

Neighborhood Choice:

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

My Apartment's Furnishings

20. I like how I was able to furnish my apartment.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
21. I had enough money to furnish my apartment to meet my needs.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
22. My case worker helped me set up my apartment when I moved in.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
23. Add any comments or suggestions that will help the state do a better job in helping people move into and maintain their own apartment?
-
-

Friends in the Community

24. I feel comfortable with any building rules around having visitors in my home.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
25. I feel comfortable inviting friends and family to my home.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
26. I know people in my building or the neighborhood that are not part of my housing program.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
27. I generally like the other people in my building.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
28. Do you have any other suggestions to help people make friends in their new neighborhoods?
-
-

The Drop-In Center

29. I know where a community mental health center drop in center is in my neighborhood.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
30. I use the drop in center more than a couple days a week.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
31. The staff at the drop in center let the participants make most of the decisions.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

32. I find the drop in center and the other members a good resource for me.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree

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

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

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

My Housing Support Team

35. 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

36. 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

37. 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

38. 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

39. 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

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

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

Consumer Choice

41. I can stay housed whether or not I meet with my caseworker.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
42. It is my decision whether to see a doctor or take medication.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
43. I am listened to if I have suggestions or complaints about my housing or services.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
44. How confident do you feel of your ability to retain the housing that you have?
☐ I feel very confident that I can keep my housing
☐ I feel somewhat confident that I can keep my housing
☐ I feel somewhat confident that I can keep my housing with assistance
☐ I am not confident that I can keep my housing
45. The Bridge Subsidy program really is important to me in getting and keeping my apartment.
☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree
46. If you were to begin to have trouble with your housing, what services or help do you think might be useful to help you stay housed? (check all that apply as needed services just in case you need it)
- | | |
|---|---|
| <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): _____ | |

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.