



2017 Williams Class Members' Housing and Services - Consumer Satisfaction Survey

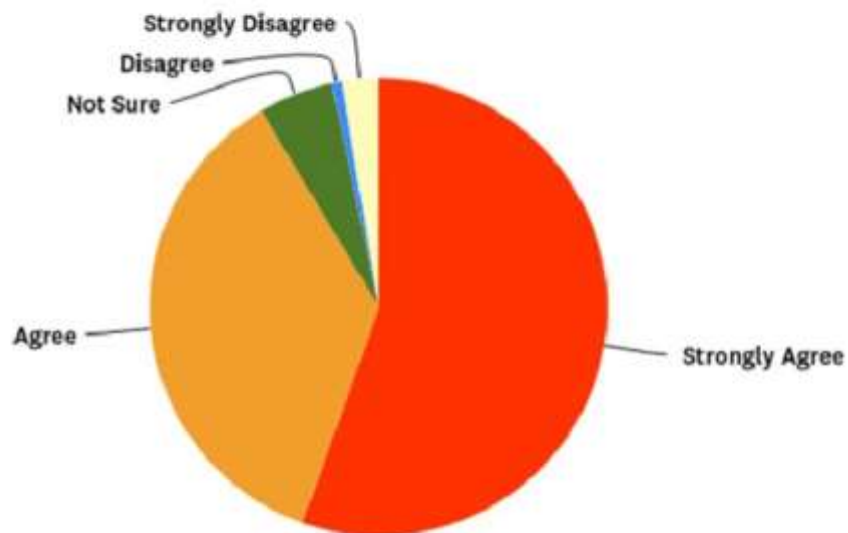
As Administered and Analyzed by CSH for the Illinois
Department of Human Services - Division of Mental Health

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12/4/2017

Q56: The Subsidy program really is important to me in getting and keeping my apartment.

Answered: 734 Skipped: 54



91.4% of Subsidy recipients to the annual survey agree that the Bridge Subsidy was important to Class Members in getting and keeping their apartment.

Highlights of the survey:

1. The survey appears to be representative of the population currently being served and engaged with their treatment teams during the months of the survey. This means that there are members not surveyed who are more independent and living on their own without support as well as individuals not doing well who have returned to the nursing home, left the program, passed away, or are refusing to engage with their treatment team. (See survey limitations page 14)
2. 91.4% of tenants said that the Subsidy is really important to Class Members in getting and keeping their apartment. Q56
3. There were 768 surveys returned. That is 68% of the individuals currently in the community working with their original treatment team. Q1 Pg18
4. The average length of community stay for the residents is 2.375 years in the community. There is a good cross-section of individuals receiving support who have lived in the community from 1 month till 6 years. There is a bell curve to the frequency. Q1 Pt 3 Pg19
5. Residents now live in 9 different counties and 49 cities. The residents in Chicago now live in 36 different zip codes. The Division of Mental Health has expanded the options of drop-in centers for support into more areas over the past several years.
6. The surveys include responses from all of the IMDs including more than 35 responses each from two of the locked facilities.
7. Whereas early surveys had a large number of handwritten answers that showed evidence of symptomatic and disorganized thought, this set of surveys shows a much smaller set of answers that reflect this level of difficulty expressing themselves. Instead, almost all of the surveys reflect concerns of ordinary individuals living in the community in a rental unit. There are concerns about other neighbors, neighborhood crime, and have additional money.
8. 89.44% of people live in their own apartment. 82.5% of individuals do not want a room-mate. This is a slight increase in the number of people who might consider a room-mate. Pg24
9. 83.7% of people feel safe in their neighborhood now (Q7 Pg24). 85.36% feel safe in their building (Q8) and 85.77% feel their building is clean and well kept (Q9). 67% have never had bedbugs as a problem.

10. 76.99% of people are living in the neighborhood they originally wanted (Q16) and 83.77% (Q17) are happy with where they are living now. 9% disagree that they are not happy with their neighborhood right now.

11. Despite the larger number of places where people are living, 38.11% still want to live on the north side of Chicago and 20.14% hope for the northern suburbs. There remains the greatest demand for people to live in the areas where they have the most experience. The Uptown area and Rogers Park have long been areas where people leaving the state psychiatric services have settled and where the most experienced providers of support have been located.

12. Individuals like their apartments, their furnishings, and are generally very appreciative of both the staff and the program.

13. 59% of people say that they are interacting with other people outside of the program (Q28) and 87.72% get along with people and interact with others in their building. 51.8% said they were interacting with others in 2015.

14. 65% of people use the drop-in centers and they are becoming more important as a connecting center for the mental health community as they have grown.

15. Service visits and phone calls are occurring at individual apartments. The visits and calls are occurring at a rate that matches what Class Members are asking for. Class Members are very satisfied and appreciative of the support of each of their programs. That is reflected throughout the survey.

16. As for employment and volunteer work, 80.87% of Class Members know who to ask for help in obtaining employment or volunteer work. 33.62% of Class Members say they would like to work or volunteer more hours and 23.38% are not sure. 73.83% are not employed right now. 68.32% are not involved in volunteering.

17. 49.86% said they did not know about the CRSS program (working as a peer aide).

18. Many residents in the public forums and the survey mention the Peer Ambassador Program as important in convincing residents to move and as a good first work experience.

Direct Quotes and Comments from Class Members (Q57):

1. *"I am grateful that I have this opportunity to live independently, go to school and work while having a place to come back to. Thank You!"*
2. *"Everything is going very, very good! No problems, questions, or concerns! Truly grateful for all services provided for me!"*
3. *I am happy that there was a Rauner vs. Quinn Consent Decree Program that helped me to get out of there."*
4. *"I am now in CHA with a Housing Choice Voucher and am happy with my apartment. Transition was easy. I am now trying to get new furniture & employment."*
5. *"I am self-sufficient. I have a checking acct now and past. I can manage me + SS and pay bills out of my acct - this is important."*
6. *"I appreciate the Bridge Subsidy and I am very grateful for the help. I am pleased for all the services I have been able to get and didn't have access to before."*
7. *"I feel the "Moving On" program has helped me to succeed in my long-term goals and am looking forward to moving out of the program to a more outpatient care program at my location soon."*
8. *"I feel this is a great program. I was not in need of all the help offered because I was capable of doing it myself. Grateful for the help I did and still am receiving."*
9. *"I have successfully transition to CHA and I'm very happy."*
10. *"I hope they will continue to help more people out into the community. They have been helpful with my transition and has given me hope that I can stay in the community."*
11. *"Thank you for everything! I strongly love my apartment. If it wasn't for you guys, I wouldn't have made it without your help."*
12. *"This subsidy has been a God send. 3 years ago I never imagined that I'd be living and on my own. SSI is helpful but this subsidy is the cherry on top of the sundae that is mental health assistance."*

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Section 1:

Introduction & Methods Section

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

Survey Design: CSH began the survey design process in February of 2017. CSH designed this survey based on model surveys of housing satisfaction already in use across the country and in Illinois. The survey added questions that were meant to solicit specific elements of clinical support and permanent housing offered to the Williams Class Members. This year's survey asked questions about volunteer and paid vocational opportunities to encourage DMH Initiatives about offering additional vocational support. In addition to the regular review process, this year's survey also received an additional round of editing by Support Team staff and Peers. Finally, the survey was reviewed with DMH staff one question at a time with an attempt to make sure the question elicited the information that was sought. In constructing the survey, the questions were designed to make sure that the following elements of the intervention was included for each class member and to verify that this element of the consent decree was important for the success of the class member.

The detailed explanation of the elements of the intervention includes:

1. **Affordable Housing** – Tenants have rental assistance to close the gap between the full rent and what 30-35% of their monthly income can afford in the community
2. **Standard Lease** – A legal lease that states the rights and responsibilities of tenancy, that is the same as tenants not accessing rental assistance and/or services
3. **Housing Choice** –Class Members can choose if they want to live alone or with a roommate and if so, who is the roommate. When available, Class Members are offered the type of housing – scattered in the community or in a building with other affordable housing renters who may or may not have disabilities.
4. **Neighborhood Choice** – Class Members are asked where they would like to live and shown more than one option, if needed, of apartments that are available.
5. **Community Integration** – Class Members are acquainted with their community amenities and assisted as needed with getting to know their new neighborhoods and establishing connections.
6. **Home Furnishings** - An appropriate level of start-up Transition Assistance Funds (\$2,800) are provided to secure the unit (security deposit and utility connections – non arrearages) and pay to furnish the apartment in an appropriate way that allows that tenant sufficient choice and control.
7. **Team Based Clinical Mental Health and Medical Services** – Each Class Member is assigned a multi-disciplinary team which takes the lead in providing the voluntary clinical behavioral health support, medical assistance, and the required levels of

housing case management that is needed to allow that individual to live in their own apartment. Intensive Case management services and medical support are delivered in the home and elsewhere as needed and requested by the tenant in a manner that allows that tenant access to services in a way that meets their needs. The voluntary services are directed by the consumer and focused on housing stability. Class Members have choice regarding the acceptance of medication and services.

8. **Community Drop-In Centers** - Drop-In Centers are offered for Class Members as a place for socialization and friendships as they integrate into the larger community. This is to help address issues of loneliness and isolation that have been identified as a need by consumers.

Prior to distribution, the survey was tested with four tenants at two agencies who felt the questions were understandable and appropriate. The survey was approved by IDHS DMH in July of 2017 and distributed till Mid-September of 2017.

Survey Administration: After discussion with Williams Class Member support teams, the decision was made to distribute the survey to identified Williams Quality Administrators (WQA) at each agency. The WQAs were each trained on how the survey was to be distributed. WQAs then trained and delivered the surveys within their individual agency through Assertive Community Treatment or Community Support Team Leaders. The WQA staff helped determine the numbers of Class Members who were transitioned to the Bridge Subsidy per ACT or CST Team as of March 1, 2017. 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 Class Members 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 and Limitations: The initial survey period was from June 15, 2017 to Sept 15, 2017. The result was the return of 788 surveys out of potential 1,164 surveys distributed to those persons who had transitioned into the community at that time, or a 68% response rate.

The 1,164 persons for whom the survey was attempted to be distributed did not include individuals who had made an initial transition to the community but had returned to the nursing home, passed away, or had otherwise left the Bridge Subsidy program. Some additional Class Members voluntarily “graduated” from their support teams and are living successfully in their own apartment on their own. The survey appears to be representative of the population currently being served and engaged with their treatment teams during the months of the survey. This means that there are members not surveyed who are more independent and living on their own without support as well as individuals not doing well who have returned to the nursing home or are refusing to engage with their treatment team. This can skew the results of the overall Moving On Initiative's results. There was an attempt to gather as many surveys as possible and the Division has several previous surveys that have produced very similar results.

As to this year, 1,164 was the number of Class Members identified by the treatment teams as currently being served on the ACT or CST teams and currently transitioned into the community. After identifying that number (1,164), the surveys were distributed to the teams and the team leaders with instructions to distribute the surveys to all of their members. There are shifts between teams and new residents entering onto teams. That may allow some teams to grow or shrink from the time the residents are initially tabulated and when the survey is distributed and administered. This helps explain how a team may have more than 100% of surveys returned.

Included in this report is a list of each of the Williams Transition Agencies involved in the survey administration, and the response rate per team. Out of teams with Williams' Class Members, one large team had an extremely low response rate (the initial C4 Team). Otherwise, the sample is likely still fairly representative of the entire class in housing served by these teams.

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

Generally, the survey reflects a very broad level of Class Members' satisfaction with their apartments and an acceptance of their new communities. As compared to last year, the comments reflect a more confident group with broad changes in how they use their support system. More Class Members have now met and interact with their neighbors. Class Members seem to better manage their symptoms if their written answers are an indication. Answers were clearer, more rational, and less angry at how they perceived their treatment in the nursing home.

While there were some negative comments, almost all the people who responded to the survey liked their apartment, felt it was relatively safe (some were afraid), and liked the neighborhood they were living in.

Section 2:

Charts, Multiple Choice Questions, and Demographics

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

Here are the number of surveys returned by each Agency and team in 2017. Each agency provided CSH with the number of individuals they were serving in March 2017 and then asked and offered each Class Members a chance to respond to a 57-question survey either in paper form or on the web. During the intervening time between March and September of 2017 when the survey period was open, Agencies may have transferred individuals between teams or added new Class Members. This may allow a team to turn in more than 100% of the numbers identified in March. (next 5 pages)

Surveys Tabulated -Class Member Support Agency	Team's Number	Team Names	Count of Surveys Returned	Number Transitioned & Supervised by a Team	% Returned	Surveys Not Returned
AID (Association for Individual Development)	1101	Williams Case Management	4	3	133%	
	1101 Total		4	3		
AID (Association for Individual Development)			4	3	133%	-1
Association House	1301	Williams ACT	14	15	93%	
	1301 Total		14	15	93%	
	1302	Williams CST	14	22	64%	
	1302 Total		14	22	64%	
	1303	Community Connections	2	2	100%	
	1303 Total		2	2	100%	
	1304	Dulcinea group home	2	2	100%	
	1304 Total		2	2	100%	
Association House Total			32	41	78%	9
C4 (Chicago Community Counseling Center)	1401	ACT	23	58	40%	
	1401 Total		23	58	40%	
	1402	CSTC1	22	30	73%	
	1402 Total		22	30	73%	
	1403	CSU	14	33	42%	
	1403 Total		14	33	42%	
C4 (Chicago Community Counseling Center) Total			59	92	64%	33
Cornerstone Services	1501	Kankakee Williams - Team 1 CST	5	9	56%	
	1501 Total		5	9	56%	
	1502	Kankakee Williams - Team 2 CST	8	6	133%	
	1502 Total		8	6	133%	
	1503	Kankakee Williams - Team 3 CST	7	7	100%	
	1503 Total		7	7	100%	
	1504	Supportive Housing	3	3	100%	
	1504 Total		3	3	100%	
Cornerstone Services			23	25	92%	2
Grand Prairie Services	1801	Williams ACT Team Members	14	38	37%	
	1801 Total		14	38	37%	
	1802	CST Team Members	5	1	500%	
	1802 Total		5	1	500%	
	1803	Williams Residential Members	4	13	31%	
	1803 Total		4	13	31%	
Grand Prairie Services			23	52	44%	29

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Surveys Tabulated -Class Member Support Agency	Team's Number	Team Names	Count of Surveys Returned	Number Transitioned & Supervised by a Team	% Returned	Surveys Not Returned
Heritage Behavioral Health Services	2001	ACT	26	26	100%	
	2001 Total		26	26	100%	
	2002	Group Home	3	3	100%	
	2002 Total		3	3	100%	
Heritage Behavioral Health Services Total			29	29	100%	0
HHO (Heartland Health Outreach)	1901	ACT Team	7	8	88%	
	1901 Total		7	8	88%	
HHO (Heartland Health Outreach) Total			7	8	88%	1
HRDI (Human Resource Development Institute)	2101	William's Team	59	57	104%	
	2101 Total		59	57	104%	
HRDI (Human Resource Development Institute)			59	57	104%	-2
Human Services Center	2201	Group Settings	1	1	100%	
	2201 Total		1	1	100%	
	2202	William's ACT Team	44	52	85%	
	2202 Total		44	52	85%	
Human Services Center			45	53	85%	8
Kenneth Young	2401	Myer's Place CST 1	1	1	100%	
	2401 Total		1	1	100%	
	2402	Myer's Place CST 3	2	3	67%	
	2402 Total		2	3	67%	
	2403	Phil Haven CST 2	2	2	100%	
	2403 Total		2	2	100%	
Kenneth Young Total			5	6	83%	1
Lake County Health Dept	2501	Williams ACT Team	54	57	95%	
	2501 Total		54	57	95%	
Lake County Health Dept			54	57	95%	3
Thresholds	2701	Bridge North Access A - CST 2	1	18	6%	
	2701 Total		1	18	6%	
	2702	Bridge North Access B - ACT	6	14	43%	
	2702 Total		6	14	43%	
	2703	Dincin ACT 1	10	10	100%	
	2703 Total		10	10	100%	
	2704	Bridge North Thrive CST 4	9	14	64%	
	2704 Total		9	14	64%	
	2705	Bridge North Fresh Start CST 3	7	18	39%	
	2705 Total		7	18	39%	
	2706	Bridge Central North PMPM1	1	1	100%	
	2706 Total		1	1	100%	
	2707	Dincin CST 2	3	12	25%	
	2707 Total		3	12	25%	
	2708	Dincin CST 1	5	7	71%	
	2708 Total		5	7	71%	

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Surveys Tabulated -Class Member Support Agency	Team's Number	Team Names	Count of Surveys Returned	Number Transitioned & Supervised by a Team	% Returned	Surveys Not Returned
	2709 Total		1	1	100%	
	2710	Bridge South ACT	4	7	57%	
	2710 Total		4	7	57%	
	2712	Bridge South CST 3	13	14	93%	
	2712 Total		13	14	93%	
	2713	Bridge South CST 4	9	12	75%	
	2713 Total		9	12	75%	
	2715	Bridge South CST 2	2	3	67%	
	2715 Total		2	3	67%	
	2717	Bridge Southwest ACT 1	13	13	100%	
	2717 Total		13	13	100%	
	2719	Bridge Southwest CST 1	5	5	100%	
	2719 Total		5	5	100%	
	2720	Bridge Southwest CST 2	5	3	167%	
	2720 Total		5	3	167%	
	2722	Bridge West ACT	10	12	83%	
	2722 Total		10	12	83%	
	2723	Bridge West CST 1	5	9	56%	
	2723 Total		5	9	56%	
	2724	Bridge West CST 2	1	19	5%	
	2724 Total		1	19	5%	
	2725	Bridge West CSI	7	9	78%	
	2725 Total		7	9	78%	
	2727	Emerge	6	6	100%	
	2727 Total		6	6	100%	
	2728	Justice ACT 1	5	6	83%	
	2728 Total		5	6	83%	
	2729	Justice ACT 2	6	9	67%	
	2729 Total		6	9	67%	
	2730	Justice ACT/Bryn Mawr Apts	20	22	91%	
	2730 Total		20	22	91%	
	2731	Justice CST 1	9	13	69%	
	2731 Total		9	13	69%	
	2732	Justice CST 3	13	13	100%	
	2732 Total		13	13	100%	
	2733	Kankakee ACT	22	24	92%	
	2733 Total		22	24	92%	
	2734	Kankakee CST	4	3	133%	
	2734 Total		4	3	133%	
	2736	Kankakee West House	1	5	20%	
	2736 Total		1	5	20%	
	2737	Dearborn Center	8	10	80%	
	2737 Total		8	10	80%	
	2738	Liberty House	10	8	125%	
	2738 Total		10	8	125%	
	2739	Riverhouse CILA	2	1	200%	
	2739 Total		2	1	200%	
	2742	Bridge Southeast CST 4	4	5	80%	
	2742 Total		4	5	80%	

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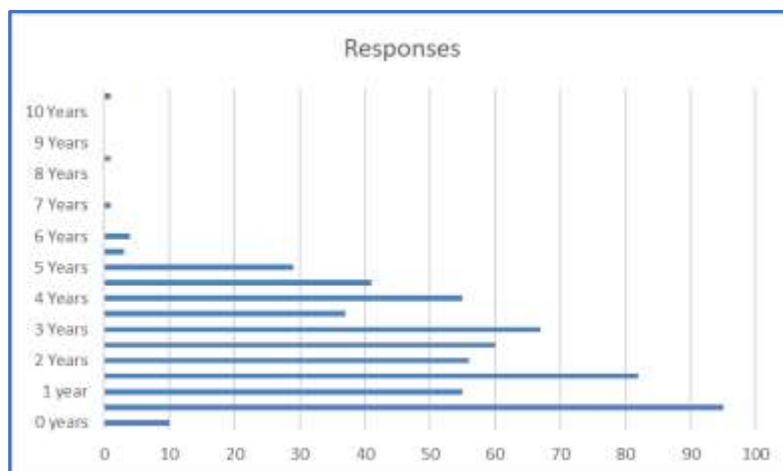
Surveys Tabulated -Class Member Support Agency	Team's Number	Team Names	Count of Surveys Returned	Number Transitioned & Supervised by a Team	% Returned	Surveys Not Returned
	2744 Total		2	2	100%	
	2746	Northside Housing CST	4	13	31%	
	2746 Total		4	13	31%	
	2747	Bridge North Unity ACT 2	8	14	57%	
	2747 Total		8	14	57%	
	2749	Bridge Southeast CST 2	5	6	83%	
	2749 Total		5	6	83%	
	2750	Bridge Southeast CST 3	4	4	100%	
	2750 Total		4	4	100%	
	2751	South Suburbs ACT	7	13	54%	
	2751 Total		7	13	54%	
	2752	South Suburbs CST 1	10	13	77%	
	2752 Total		10	13	77%	
	2753	South Suburbs CST 2	17	16	106%	
	2753 Total		17	16	106%	
	2754	North Suburbs CST 1	8	9	89%	
	2754 Total		8	9	89%	
	2755	North Suburbs CSI	3	3	100%	
	2755 Total		3	3	100%	
	2756	North Suburbs CST 2	8	16	50%	
	2756 Total		8	16	50%	
	2757	Lake County CST	13	39	33%	
	2757 Total		13	39	33%	
Thresholds Total			314.5	472.5	67%	158
Trilogy	2802	ACT 2	12	25	48%	
	2802 Total		12	25	48%	
	2803	ACT 3	7	20	35%	
	2803 Total		7	20	35%	
	2804	ACT 4	4	10	40%	
	2804 Total		4	10	40%	
	2805	ACT 5	2	2	100%	
	2805 Total		2	2	100%	
	2806	ACT 7	11	14	79%	
	2806 Total		11	14	79%	
	2807	CST 1	9	15	60%	
	2807 Total		9	15	60%	
	2808	CST 2	9	15	60%	
	2808 Total		9	15	60%	
	2809	CST 3	12	22	55%	
	2809 Total		12	22	55%	
	2810	CST 4	1	1	100%	
	2810 Total		1	1	100%	
	2811	CST 5	14	27	52%	
	2811 Total		14	27	52%	
	2812	CST 6	6	7	86%	
	2812 Total		6	7	86%	
	2813	CST 7	3	9	33%	

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Surveys Tabulated -Class Member Support Agency	Team's Number	Team Names	Count of Surveys Returned	Number Transitioned & Supervised by a Team	% Returned	Surveys Not Returned
	2815	Recovery Services 2	6	8	75%	
	2815 Total		6	8	75%	
	2816	Outpatient Services	1	3	33%	
	2816 Total		1	3	33%	
	2817	Residential	10	9	111%	
	2817 Total		10	9	111%	
Trilogy Total			114	201	57%	87
Trinity	3001	Team 1	4	4	100%	
	3001 Total		4	4	100%	
Trinity Total			4	4	100%	0
Teams with No Returned Surveys						
Dupage County Totals	1601	DCHD Case Management	0	3	0%	
	1601 Total		0	3	0%	
HHO	1902	CSR Team	0	2	0%	
	1902 Total		0	2	0%	
Thresholds	2711	Bridge South CSI	0	1	0%	
	2711 Total		0	1	0%	
Thresholds	2714	Bridge South CST 5	0	1	0%	
	2714 Total		0	1	0%	
Thresholds	2716	Southside Housing	0	3	0%	
	2716 Total		0	3	0%	
Thresholds	2718	Bridge Southwest ACT 2	0	7	0%	
	2718 Total		0	7	0%	
Thresholds	2721	Bridge Southwest CSI	0	1	0%	
	2721 Total		0	1	0%	
Thresholds	2735	Kankakee CSI 2	0	3	0%	
	2735 Total		0	3	0%	
Thresholds	2740	Dincin CST 3	0	10	0%	
	2740 Total		0	10	0%	
Thresholds	2741	Dincin CST 4	0	3	0%	
	2741 Total		0	3	0%	
Thresholds	2743	Bridge Southeast CST 5	0	1	0%	
	2743 Total		0	1	0%	
Thresholds	2748	Carroll House	0	1	0%	
	2748 Total		0	1	0%	
Trilogy	2801	ACT 1	0	10	0%	
	2801 Total		0	10	0%	
Presence Health	2901	Williams Transitional team	0	2	0%	
	2901 Total		0	2	0%	
Teams with No Returned Surveys			16 Teams w/ no surveys	48	0%	48
Grand Total			788	1164	68%	376

Question 1: Part 3 – How many years have you lived in the community?

Each Class Member surveyed was asked to list how long they have lived in the community. Quality Administrators were asked to assist the class member in determining the length of time they have been in the community. These are self-reports and some of these lengths might be inaccurate. This includes 597 responses and an average length reported of 2.375 years.



Years in Community per self report		
0 years	10	Responses
Under a year	95	Responses
1 year	55	Responses
Between 1 & 2 Years	82	Responses
2 Years	56	Responses
Between 2 & 3 Years	60	Responses
3 Years	67	Responses
Between 3 & 4 Years	37	Responses
4 Years	55	Responses
Between 4 & 5 Years	41	Responses
5 Years	29	Responses
Between 5 & 6 Years	3	Responses
6 Years	4	Responses
Between 6 & 7 Years		Responses
7 Years	1	Responses
Between 7 & 8 Years		Responses
8 Years		Responses
Between 8 & 9 Years	1	Responses
9 Years		Responses
Between 9 & 10 Years		Responses
10 Years		Responses
Between 10 & 11 Years	1	Responses
Total Count	597	
Average of Self Report	2.375	Years in the community

Question 3 – What was the name of your former nursing home prior to “Moving On”? - Each Class Member surveyed was asked to list where they lived just prior to moving to their community apartment.

IMD Location	# of Responses		IMD Location	# of Responses
Clayton Residential Home	47		Glenwood	2
Bryn Mawr Care	45		Kensington Place	2
Greenwood Care	44		Q2: Grouphome Q3: Decatur Manor	2
Albany Care	43		Alden Lakeland	1
Rainbow Beach	40		Atrium	1
Decatur Manor	39		Balmoral Nursing Home	1
Sharon Woods Healthcare	39		Bills Place - Keating House group home	1
Kankakee Terrace	38		Cedar Point	1
Wilson Care Center	38		Chicago Ridge	1
Lydia Healthcare	35		Continental Nursing Home	1
Bayside Terrace	29		Crestwood	1
Grasmere Place	29		Elmwood Care	1
Lake Park Center	29		Forest Edge	1
Margaret Manor Care	26		Jackson Park Nursing Home	1
Columbus Manor	25		Liberty House	1
Bourbonnais Terrace	22		Madden	1
Central Plaza	21		n/a	1
Sacred Heart	21		Oak Ridge	1
Thornton Heights Terrace	20		Peoria	1
Monroe Pavillion	18		Presidential Towers	1
Margaret Manor North	17		Quainten Residential	1
Abbott House	16		Robbins	1
Margaret Manor Central	13		Unable to recall	1
Belmont Crossing	7		Vernon Hills	1
Skokie Meadows	5		Vicennes	1
California Gardens	2		Wasn't in one	1
Glen Oaks	2		Total Responses	710

Question 2: Where do you live? - Zip Codes by County: Increasingly, the Class Members are spreading out in the areas as they settle, although most individuals choose to live near where they lived in the IMD. Chicago is still the most popular with the largest number of Class Members asking to live on the north side in Rogers Park and Uptown. These are also rapidly gentrifying parts of the City that are losing many of their most affordable properties to new development.

Cook County	513
DeKalb County	1
DuPage County	4
Kane County	3
Kankakee County	55
Lake County	69
Macon County	37
Peoria County	42
Will County	5
(blank)	6
Grand Total	735

Zip Codes by City

Surveys Sorted by Number Returned Per City						
#	City	Total		Column1	Column2	Column3
1	Chicago	396		26	Grayslake	2
2	Waukegan	43		27	Highland Park	2
3	Kankakee	42		28	Joliet	2
4	Peoria	42		29	Justice	2
5	Decatur	37		30	Lombard	2
6	Evanston	26		31	University Park	2
7	Oak Park	17		32	Villa Park	2
8	Zion	17		33	Wilmette	2
9	Berwyn	9		34	Arlington Heights	1
10	Skokie	9		35	Chicago Ridge	1
11	Bourbonnais	7		36	Country Club Hills	1
12	Bradley	6		37	Dekalb	1
13	Chicago Heights	6		38	Dolton	1
14	(blank)	6		39	Glenview	1
15	Blue Island	5		40	Gurnee	1
16	Cicero	5		41	Homewood	1
17	Alsip	4		42	Ingleside	1
18	Midlothian	4		43	Lake Forest	1
19	Oak Lawn	4		44	Lansing	1
20	Aurora	3		45	Matteson	1
21	Burbank	3		46	Mokena	1
22	Calumet City	3		47	Oak Forest	1
23	Mount Prospect	3		48	River Forest	1
24	Richton Park	3		49	Round Lake	1
25	Forest Park	2		50	Winthrop Harbor	1
					Grand Total	735

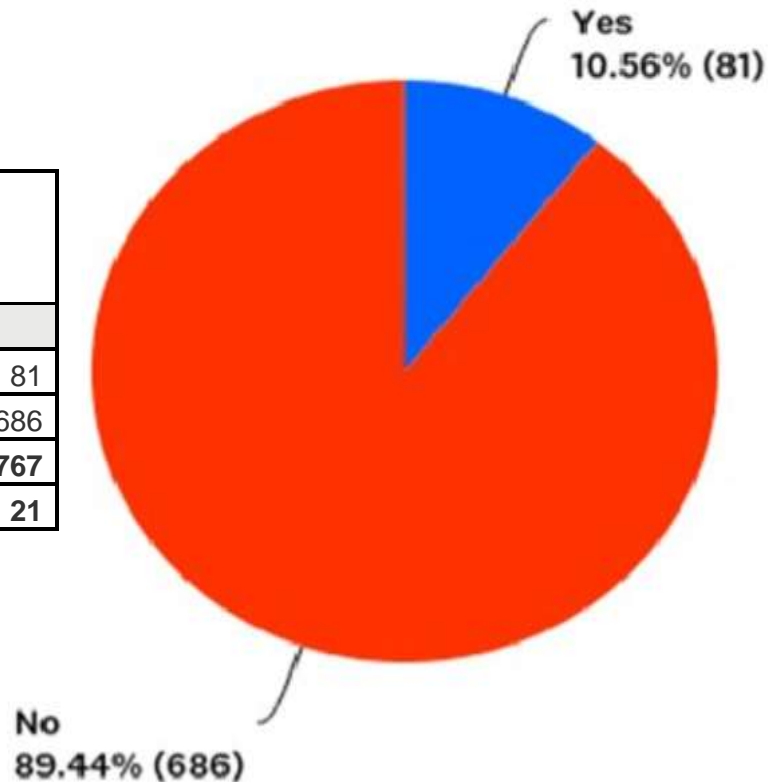
Zip Codes in the City of Chicago by Neighborhood: The chart below shows the surveys that were turned in by zip code and their approximate neighborhood. The list is sorted from most frequent to less frequent neighborhood.

NewColumn.Neighborhood	5 Digit Zip Code:	# per Zip
Rogers Park	60626	79
Edgewater, Lincoln Square, Uptown	60640	61
South Shore	60649	47
Edgewater	60660	27
West Ridge	60645	19
Calumet Heights, Chatham, Greater Grand, Roseland, S Shore	60619	16
Hermosa, Humboldt Park, Logan Square, West Town	60647	13
Washington Park, New City	60609	12
Douglas, Grand Boulevard, Kenwood, Oakland	60653	10
Grand Boulevard, Hyde Park, Washington Park	60615	10
Humboldt Park, Austin, Logan Square	60639	9
North Park, West Ridge	60659	9
Belmont Cragin, Hermosa, Humboldt Park, Logan Square	60641	8
Albany Park, Lincoln Square, North Park	60625	7
Auburn, Beverly, Chatham, Greater Grand	60620	7
Austin	60644	6
Greater Grand, Hyde Park, South Shore	60637	6
Lincoln Park, Logan Square	60614	6
South Chicago, Avalon Park, Calumet Heights	60617	5
Clearing, Garfield Ridge	60638	4
North & South Lawndale	60623	4
Archer Heights, Brighton Park, Garfield Ridge	60632	3
Austin, Humboldt Park	60651	3
Chicago Lawn, West Englewood	60636	3
Near North West Side	60610	3
Pullman & West Pullman, Roseland, Washington Park	60628	3
West Lawn, Chicago Lawn, Washington Heights	60629	3
Lakeview, North Center, Uptown	60657	2
	60613	2
Loop	60602	2
Loop and Near South, Bridgeport, Lower Westside	60616	2
Near West Side, West Town	60612	2
Avondale, Irving Park, North Center	60618	1
Beverly, Morgan Park, Washington Heights	60643	1
Englewood, Greater Grand, Washington Park	60621	1
Hegewisch, South Deering	60633	1
Grand Total		397

Q4: Do you currently share an apartment?

Answered: 767 Skipped: 21

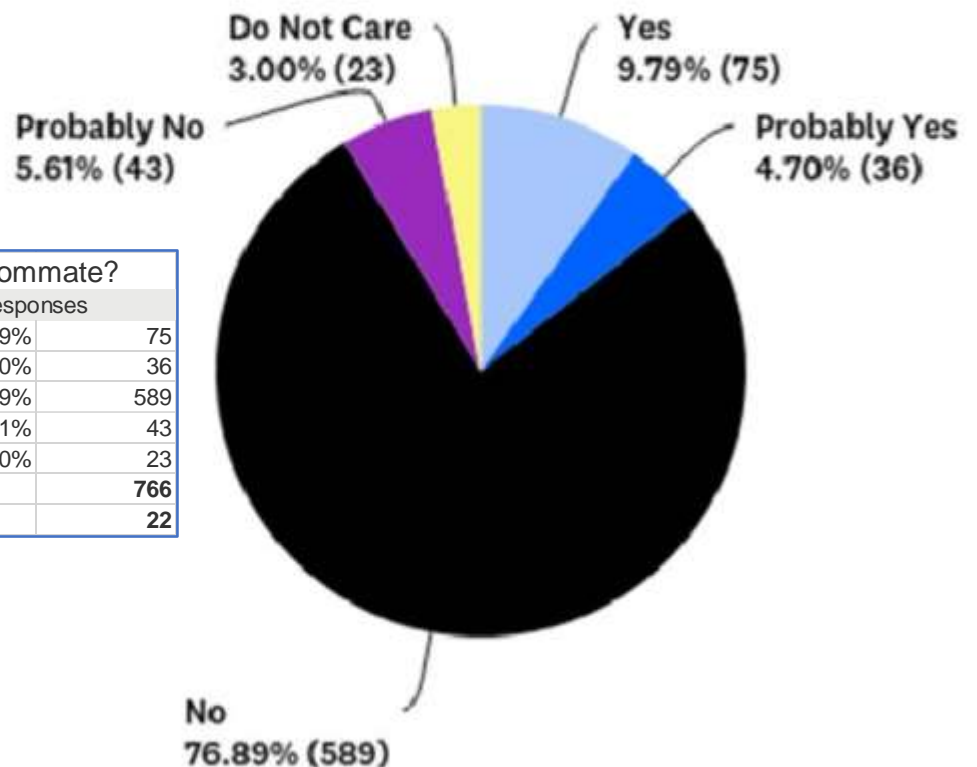
Q4. Do you currently share an apartment?		
Answer Choices	Responses	
Yes	10.56%	81
No	89.44%	686
	Answered	767
	Skipped	21



Q5: Do you prefer to have a roommate?

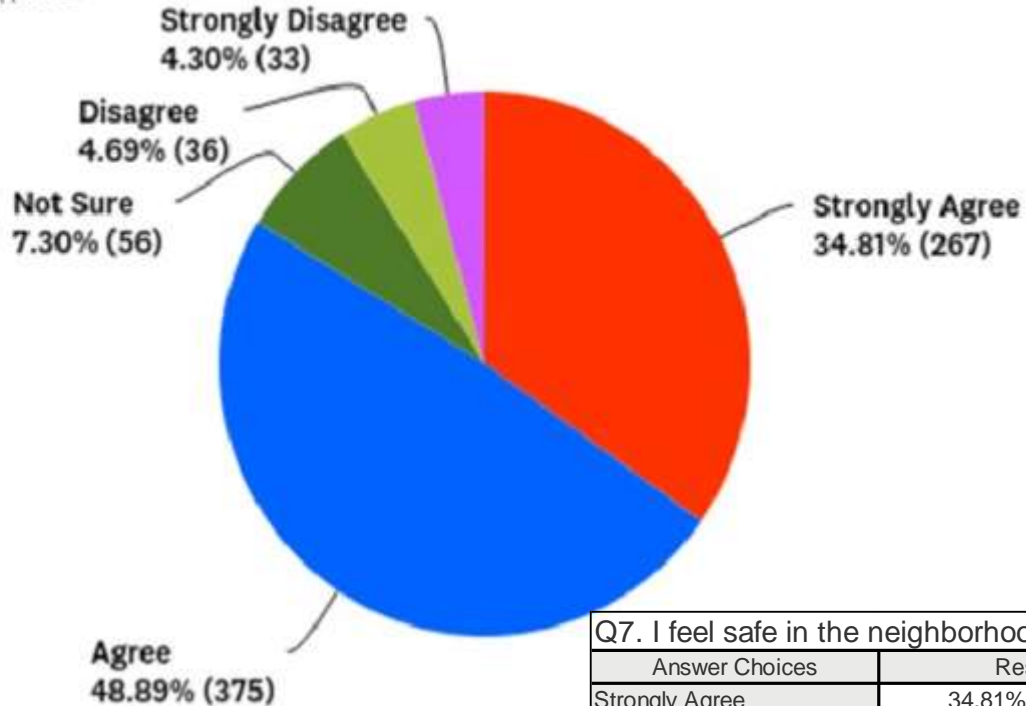
Answered: 766 Skipped: 22

Q5. Do you prefer to have a roommate?		
Answer Choices	Responses	
Yes	9.79%	75
Probably Yes	4.70%	36
No	76.89%	589
Probably No	5.61%	43
Do Not Care	3.00%	23
	Answered	766
	Skipped	22



Q7: I feel safe in the neighborhood where I live.

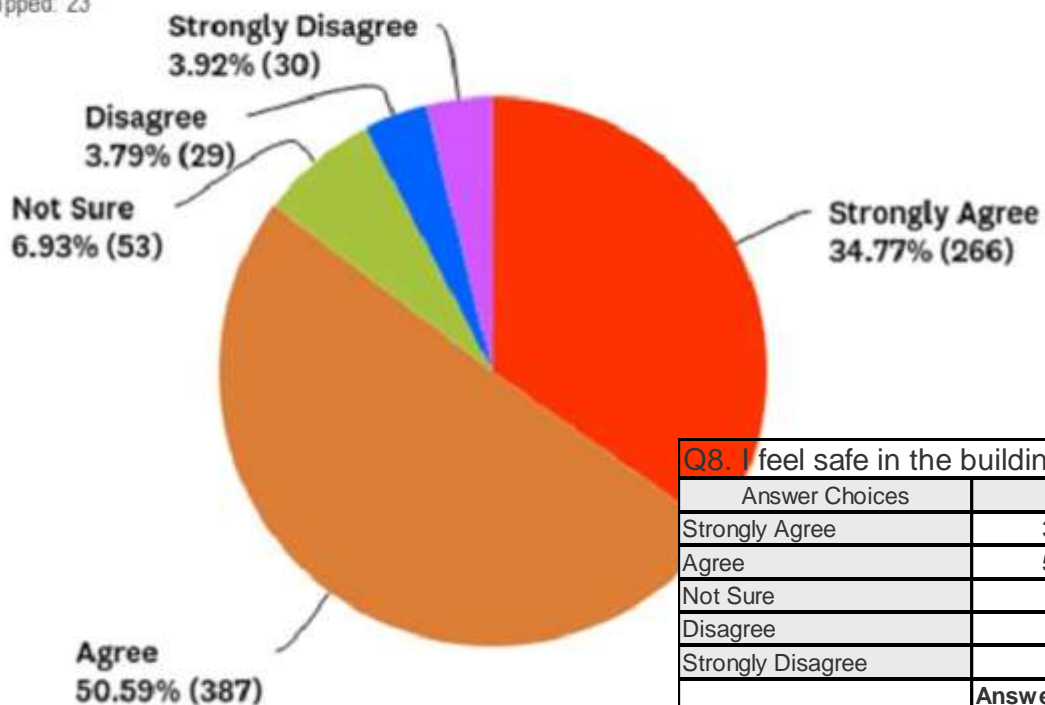
Answered: 767 Skipped: 21



Q7. I feel safe in the neighborhood where I live.		
Answer Choices	Responses	
Strongly Agree	34.81%	267
Agree	48.89%	375
Not Sure	7.30%	56
Disagree	4.69%	36
Strongly Disagree	4.30%	33
	Answered	767
	Skipped	21

Q8: I feel safe in the building where I live.

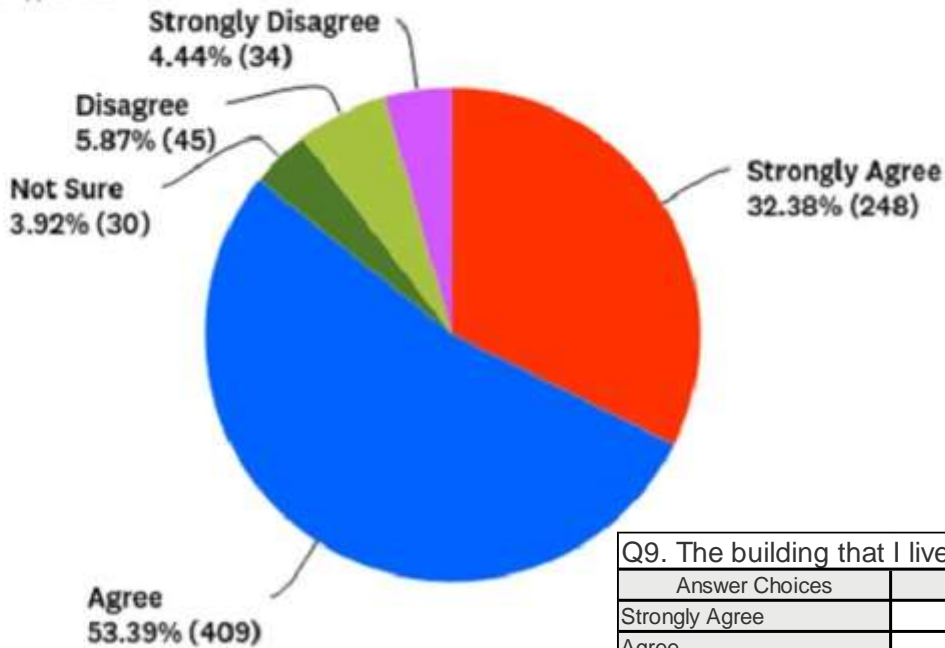
Answered: 765 Skipped: 23



Q8. I feel safe in the building where I live.		
Answer Choices	Responses	
Strongly Agree	34.77%	266
Agree	50.59%	387
Not Sure	6.93%	53
Disagree	3.79%	29
Strongly Disagree	3.92%	30
	Answered	765
	Skipped	23

Q9: The building that I live in is clean and well kept.

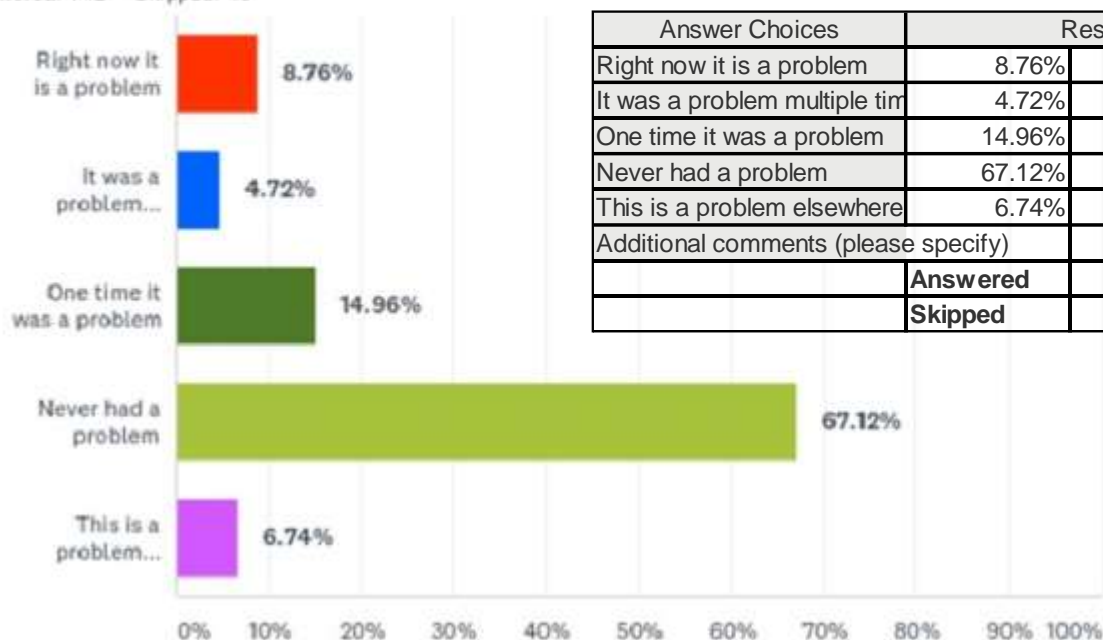
Answered: 766 Skipped: 22



Q9. The building that I live in is clean and well kept.		
Answer Choices	Responses	
Strongly Agree	32.38%	248
Agree	53.39%	409
Not Sure	3.92%	30
Disagree	5.87%	45
Strongly Disagree	4.44%	34
	Answered	766
	Skipped	22

Q10: Many communities in Illinois have been hard hit by bedbugs. How has this been a problem for you in your apartment? (Check all that apply)

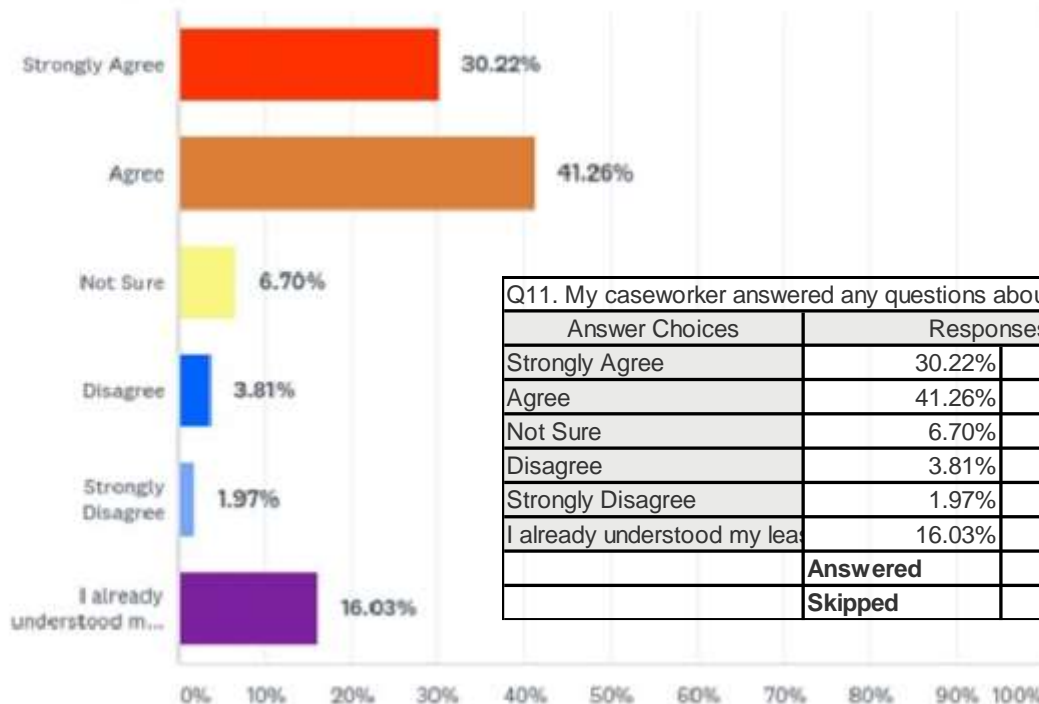
Answered: 742 Skipped: 46



Answer Choices	Responses	
Right now it is a problem	8.76%	65
It was a problem multiple times	4.72%	35
One time it was a problem	14.96%	111
Never had a problem	67.12%	498
This is a problem elsewhere	6.74%	50
Additional comments (please specify)		113
	Answered	742
	Skipped	46

Q11: My caseworker answered any questions about my lease.

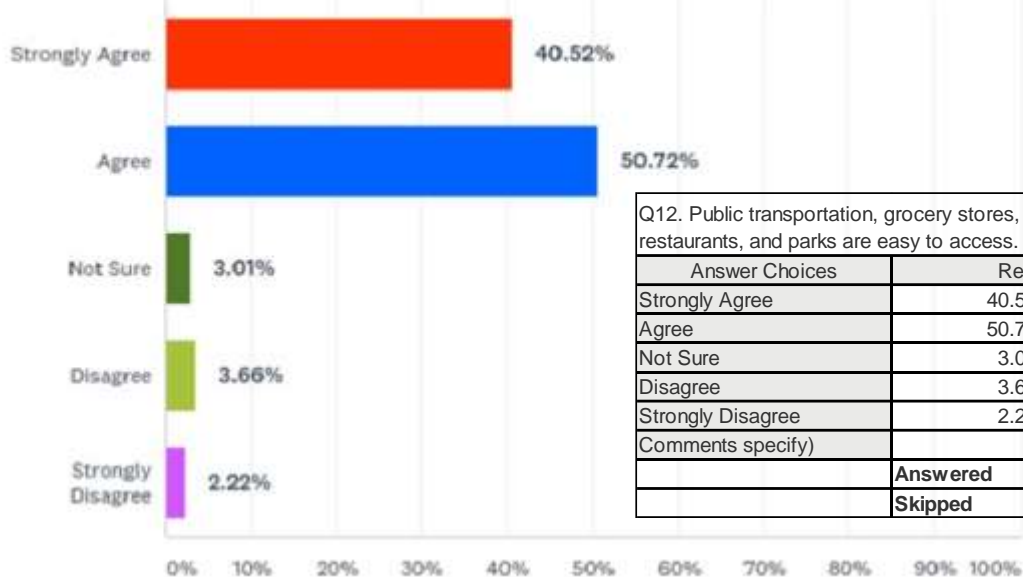
Answered: 761 Skipped: 27



Q11. My caseworker answered any questions about my lease.		
Answer Choices	Responses	
Strongly Agree	30.22%	230
Agree	41.26%	314
Not Sure	6.70%	51
Disagree	3.81%	29
Strongly Disagree	1.97%	15
I already understood my lea	16.03%	122
	Answered	761
	Skipped	27

Q12: Public transportation, grocery stores, pharmacies, restaurants, and parks are easy to access.

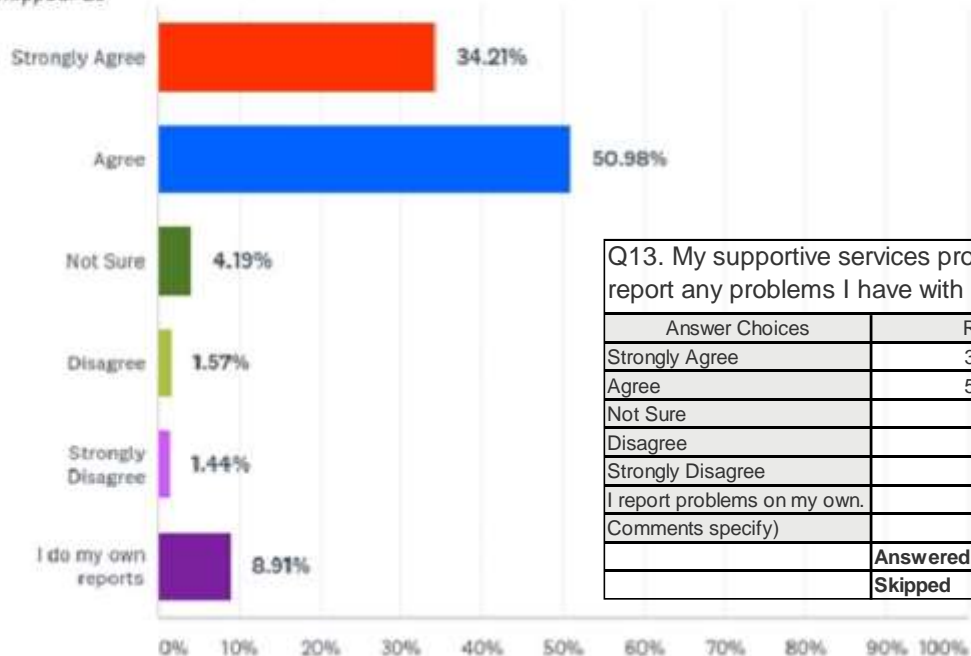
Answered: 765 Skipped: 23



Q12. Public transportation, grocery stores, pharmacies, restaurants, and parks are easy to access.		
Answer Choices	Responses	
Strongly Agree	40.52%	310
Agree	50.72%	388
Not Sure	3.01%	23
Disagree	3.66%	28
Strongly Disagree	2.22%	17
Comments specify)		18
	Answered	765
	Skipped	23

Q13: My supportive services provider helps me report any problems I have with my housing.

Answered: 763 Skipped: 25

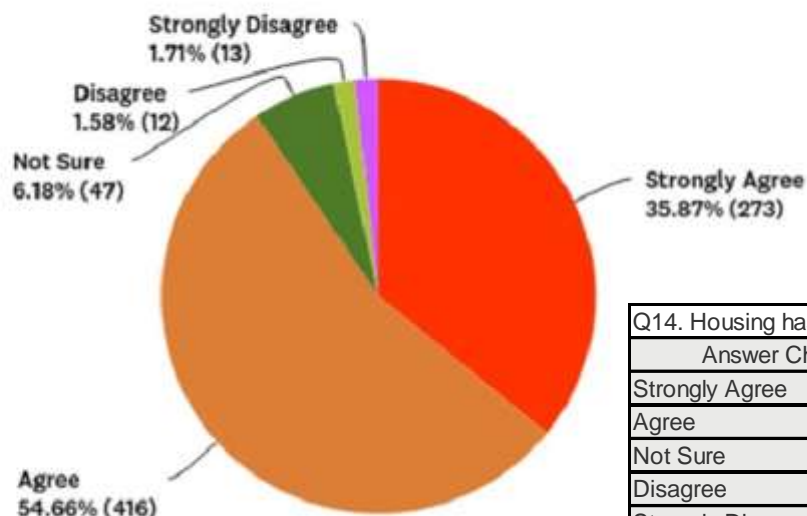


Q13. My supportive services provider helps me report any problems I have with my housing.

Answer Choices	Responses	
Strongly Agree	34.21%	261
Agree	50.98%	389
Not Sure	4.19%	32
Disagree	1.57%	12
Strongly Disagree	1.44%	11
I report problems on my own. (Comments specify)	8.91%	68
		11
Answered		763
Skipped		25

Q14: Housing has helped me to reach my personal goals.

Answered: 761 Skipped: 27

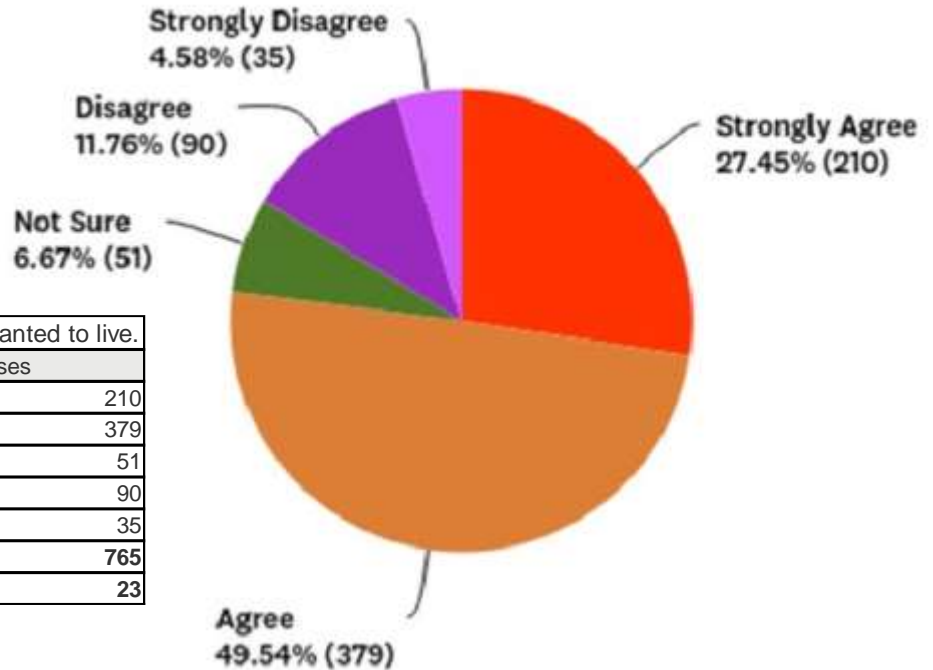


Q14. Housing has helped me to reach my personal goals.

Answer Choices	Responses	
Strongly Agree	35.87%	273
Agree	54.66%	416
Not Sure	6.18%	47
Disagree	1.58%	12
Strongly Disagree	1.71%	13
		11
Answered		761
Skipped		27

Q16: I am living in the area that I originally wanted to live.

Answered: 765 Skipped: 23

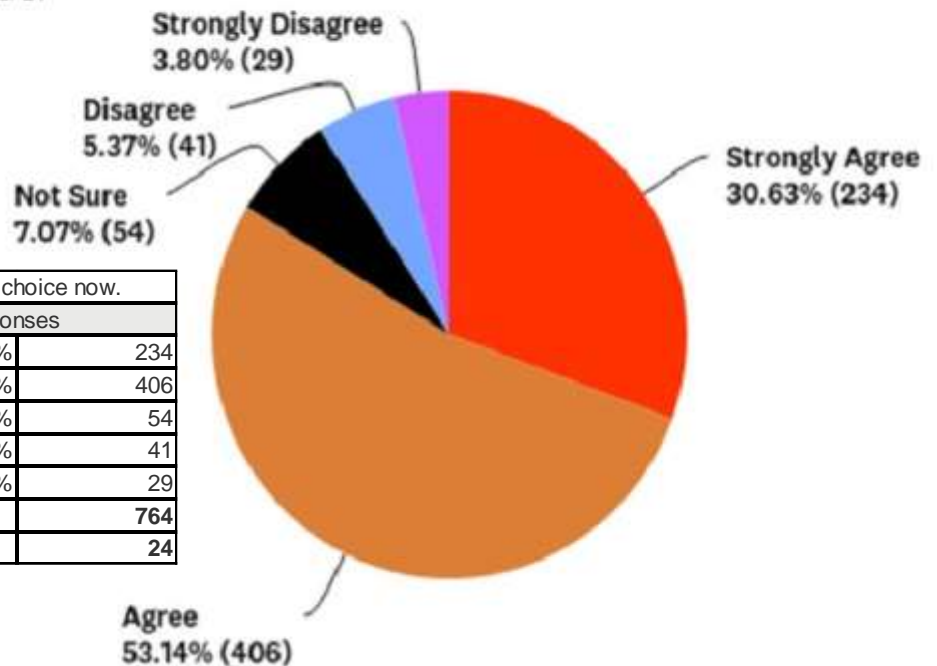


Q16. I am living in the area that I originally wanted to live.

Answer Choices	Responses	
Strongly Agree	27.45%	210
Agree	49.54%	379
Not Sure	6.67%	51
Disagree	11.76%	90
Strongly Disagree	4.58%	35
	Answered	765
	Skipped	23

Q17: I am happy with my current neighborhood choice now.

Answered: 764 Skipped: 24

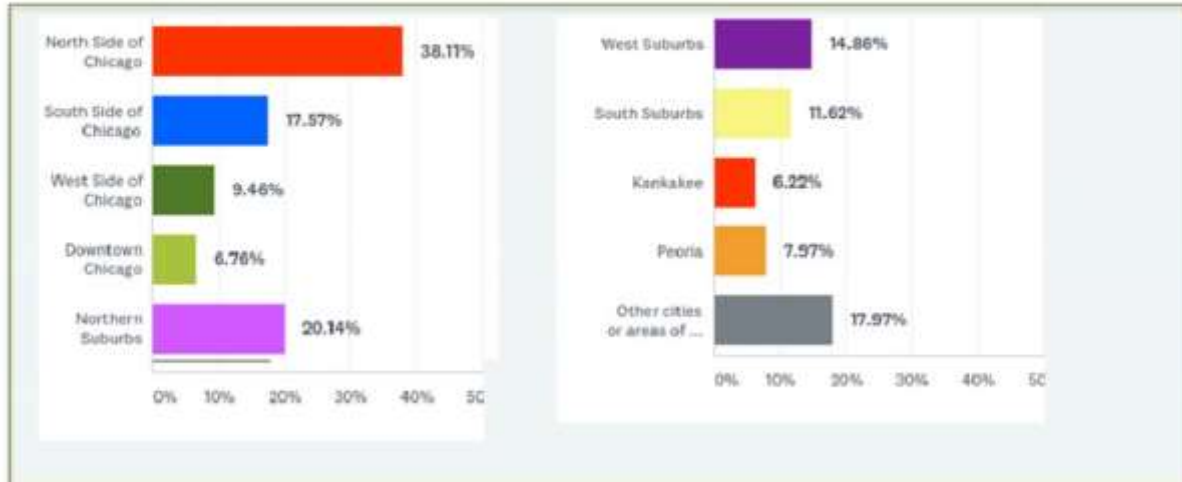


Q17. I am happy with my current neighborhood choice now.

Answer Choices	Responses	
Strongly Agree	30.63%	234
Agree	53.14%	406
Not Sure	7.07%	54
Disagree	5.37%	41
Strongly Disagree	3.80%	29
	Answered	764
	Skipped	24

Q20: What areas of Illinois would fit your needs if you could move anywhere? (Check all that Apply)

Answered: 740 Skipped: 48



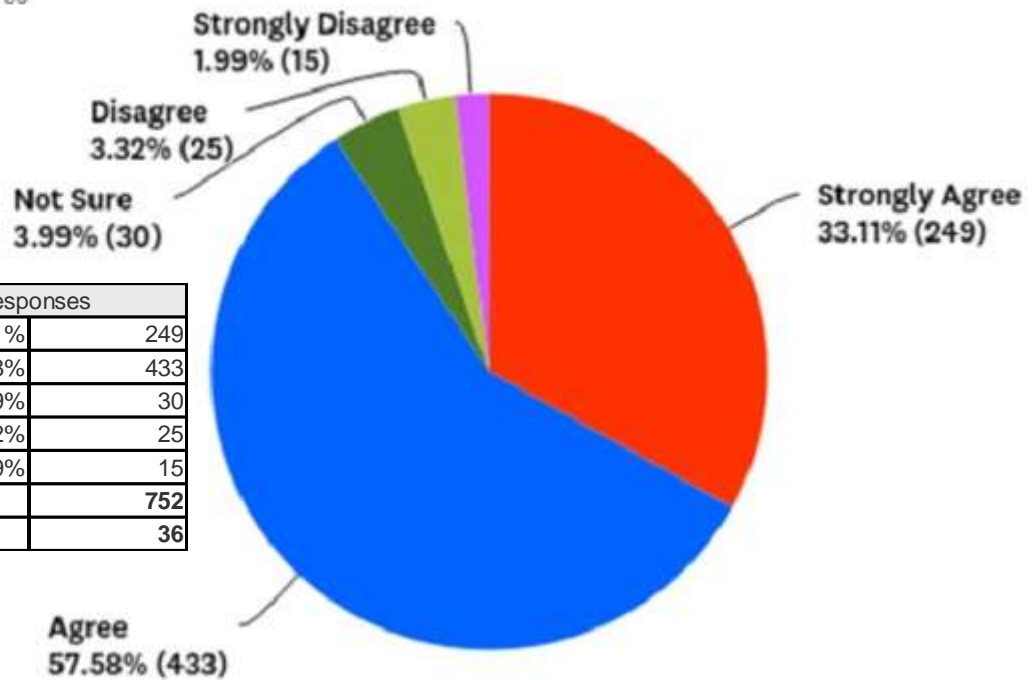
Answer Choices	Responses	
North Side of Chicago	38.11%	282
South Side of Chicago	17.57%	130
West Side of Chicago	9.46%	70
Downtown Chicago	6.76%	50
Northern Suburbs	20.14%	149
West Suburbs	14.86%	110
South Suburbs	11.62%	86
Kankakee	6.22%	46
Peoria	7.97%	59
Other cities or areas of the State (list those areas)	17.97%	133
	Answered	740
	Skipped	48

Other cities or areas of the State (list those areas)	#
All would do	
Belleville	
Bloomington	3
Bloomington-Normal	
Bourbonnais	2
Bradley or Bourbonnais	
Bradley, IL	2
Champaign	4
Chicago- Uptown	
Chillicothe	
Closer to Bloomington	
Davenport, Rock Island, Moline	
Decatur	6
Decatur springfield area central Illinois	
Don't know	2
Dupage county has always been my favorite.	
East Peoria	
East side of Chicago	2
Elgin Illinois	
Elgin, St Charles	
Evanston	
Evanston, Rogers Park	
Florida, Wisconsin, Arizona	
Glen Oak Towers	
Gurnee	2
Hyde Park	2

Other cities or areas of the State (list those areas)	#
I am planning to move to Arizona with family	
I don't want to move	
I like North side	
I would like to move to Wisconsin. My job at Menards is willing to transfer me to Wisconsin.	
If I needed to move closer to my family. Right now I'm fine where I'm at	
I'm happy here	
Joliet	3
Kenosha WI	
Like where I am	2
Little Village and Pilsen	
Loves Park, Ill Arizona Wisconsin	
Macomb, Illinois	
Maywood; I can't think of any others right now.	
My brother invited me to move to Ottawa, IL	
New York City	2
No new apartment	
none of the above, but other, not sure where?	
None that I see I plan to move out of the state maybe in 2019.	
North Chicago	
Northern suburbs by WI line	
Northside of Chicago or go to my apartment near my sister's house in McHenry county	
Northwest suburbs	
Oak Park	
Other, Normal	
Pekin	
Peoria lockport	
Pine grove street in Chicago	
Right now near my mother so I can help take care of her	
Rockford	
Rogers Park	
Round by family	
Round Lake	
Schaumburg	
Skokie	
Somewhere where its a good area	
South west side Midway	
Southern Illinois where family is	
Southern States	
Specifically South west	
Springfield	2
Springfield Champaign	
St. Louis Missouri	
Stay here in Joliet/Crest Hill	
Sullivan, IL	
The whole world	
Unsure	
Washington D.C.	
Waukegan	
West Frankfurt Illinois	
Wisconsin	
Woodstock	
Wrigleyville, near North Side of Chicago, Gurnee	

Q22: I like how I was able to furnish my apartment.

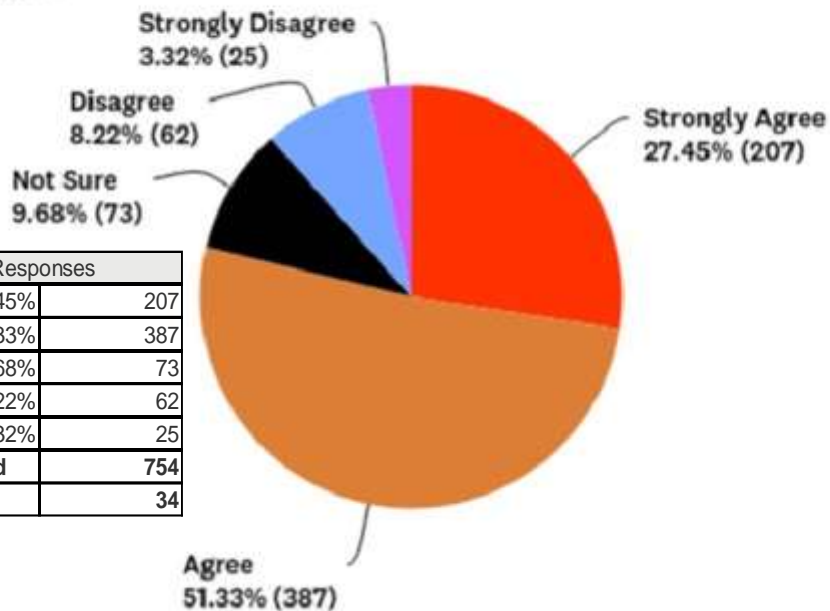
Answered: 752 Skipped: 36



Answer Choices	Responses	
Strongly Agree	33.11%	249
Agree	57.58%	433
Not Sure	3.99%	30
Disagree	3.32%	25
Strongly Disagree	1.99%	15
	Answered	752
	Skipped	36

Q23: I had enough money to furnish my apartment to meet my needs.

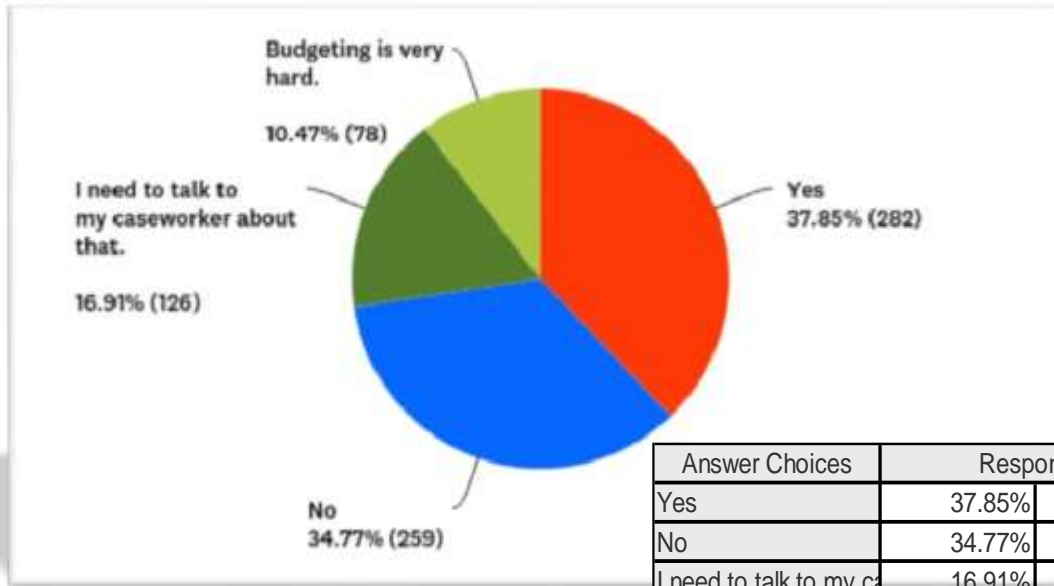
Answered: 754 Skipped: 34



Answer Choices	Responses	
Strongly Agree	27.45%	207
Agree	51.33%	387
Not Sure	9.68%	73
Disagree	8.22%	62
Strongly Disagree	3.32%	25
	Answered	754
	Skipped	34

Q24: Have you been planning to save up for replacements when this furniture gets old or you need to move? (Check all that apply)

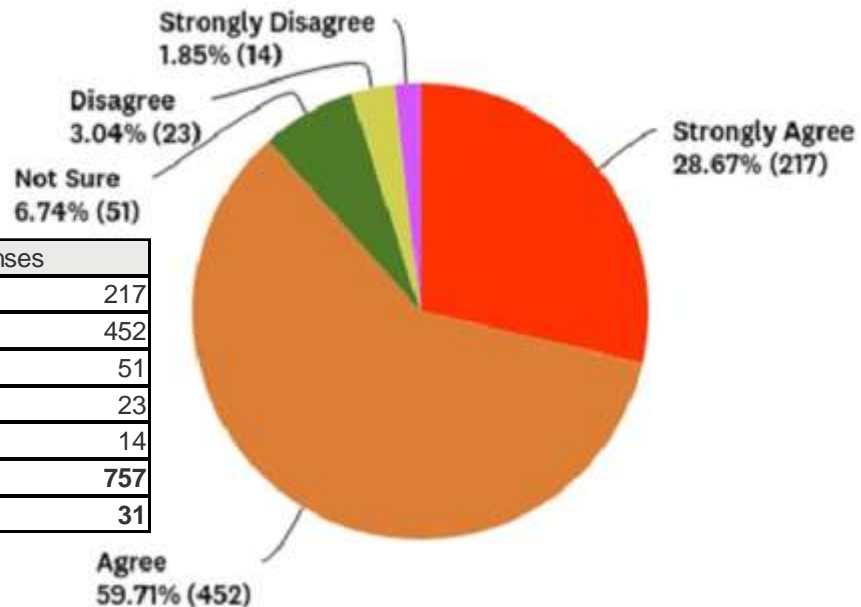
Answered: 745 Skipped: 43



Answer Choices	Responses	
Yes	37.85%	282
No	34.77%	259
I need to talk to my caseworker about that.	16.91%	126
Budgeting is very hard.	10.47%	78
Answered	745	
Skipped	43	

Q26: I feel comfortable with any building rules pertaining to having visitors in my home.

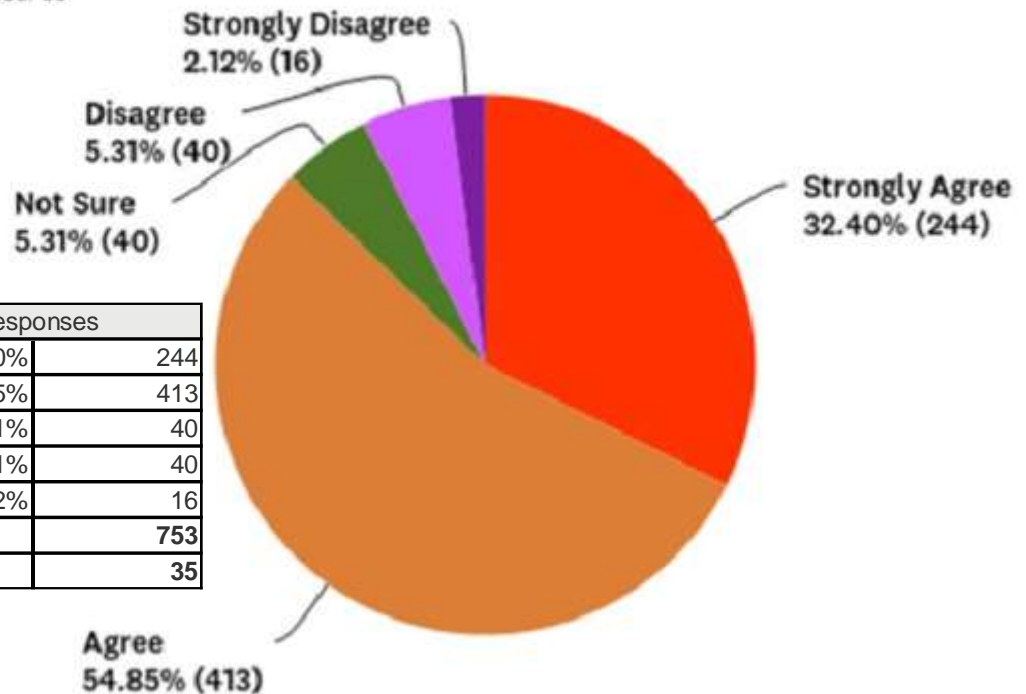
Answered: 757 Skipped: 31



Answer Choices	Responses	
Strongly Agree	28.67%	217
Agree	59.71%	452
Not Sure	6.74%	51
Disagree	3.04%	23
Strongly Disagree	1.85%	14
Answered	757	
Skipped	31	

Q27: I feel comfortable inviting friends and family to my home.

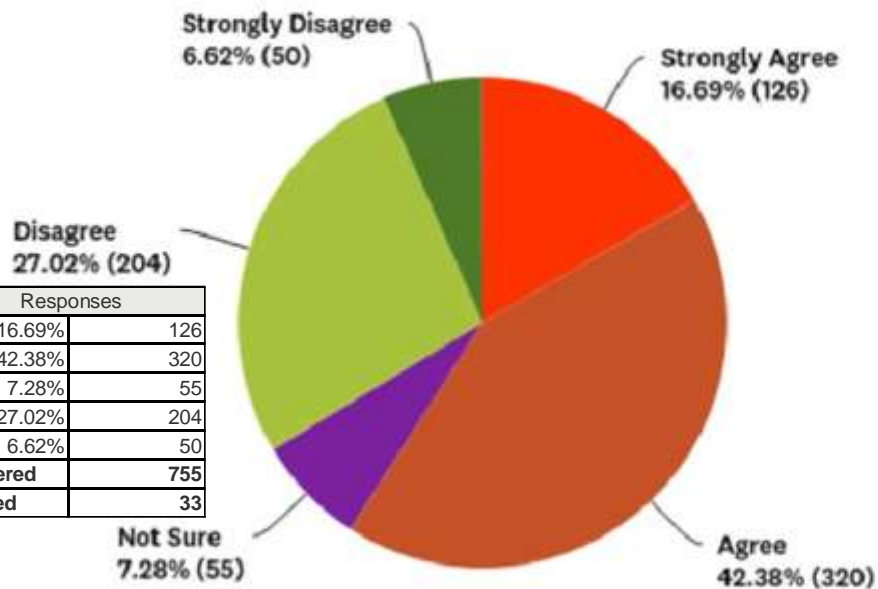
Answered: 753 Skipped: 35



Answer Choices	Responses	
Strongly Agree	32.40%	244
Agree	54.85%	413
Not Sure	5.31%	40
Disagree	5.31%	40
Strongly Disagree	2.12%	16
	Answered	753
	Skipped	35

Q28: I visit with people in my building or the neighborhood that are not part of my mental health programs.

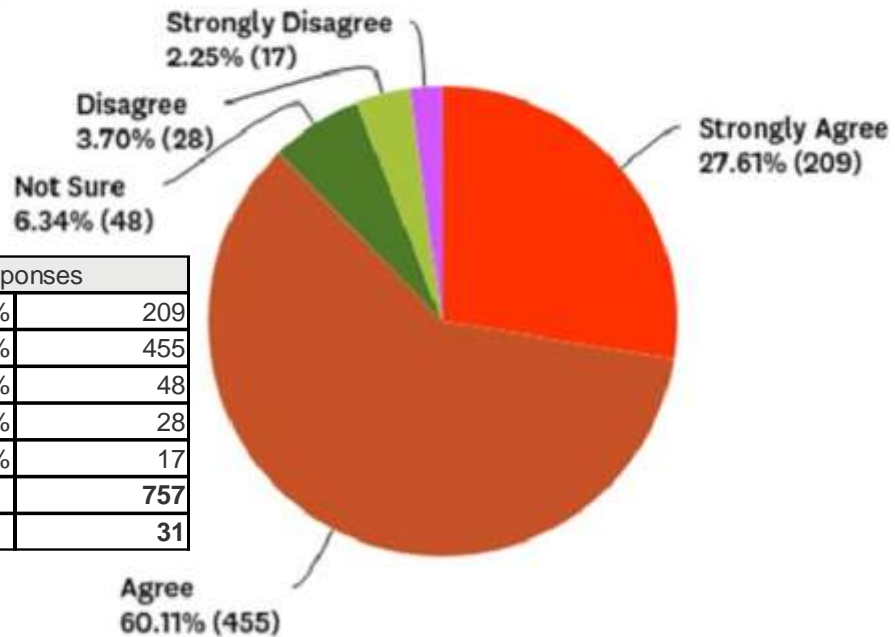
Answered: 755 Skipped: 33



Answer Choices	Responses	
Strongly Agree	16.69%	126
Agree	42.38%	320
Not Sure	7.28%	55
Disagree	27.02%	204
Strongly Disagree	6.62%	50
	Answered	755
	Skipped	33

Q29: I generally get along with the other people in my building.

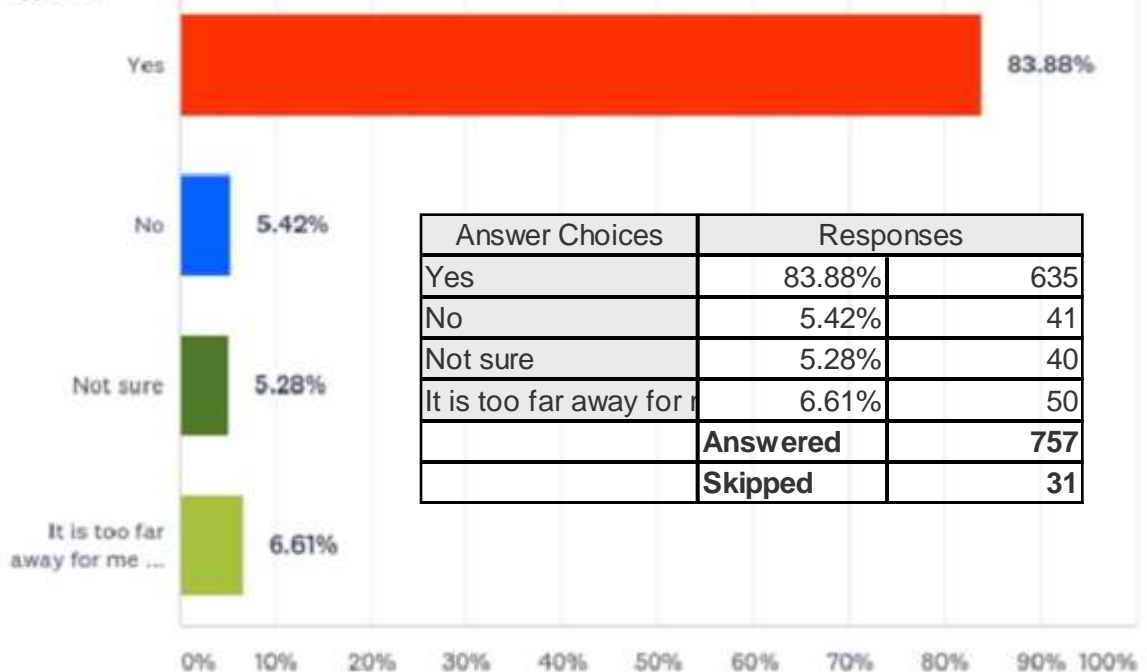
Answered: 757 Skipped: 31



Answer Choices	Responses	
Strongly Agree	27.61%	209
Agree	60.11%	455
Not Sure	6.34%	48
Disagree	3.70%	28
Strongly Disagree	2.25%	17
	Answered	757
	Skipped	31

Q31: I know where there is a drop in center for my support?

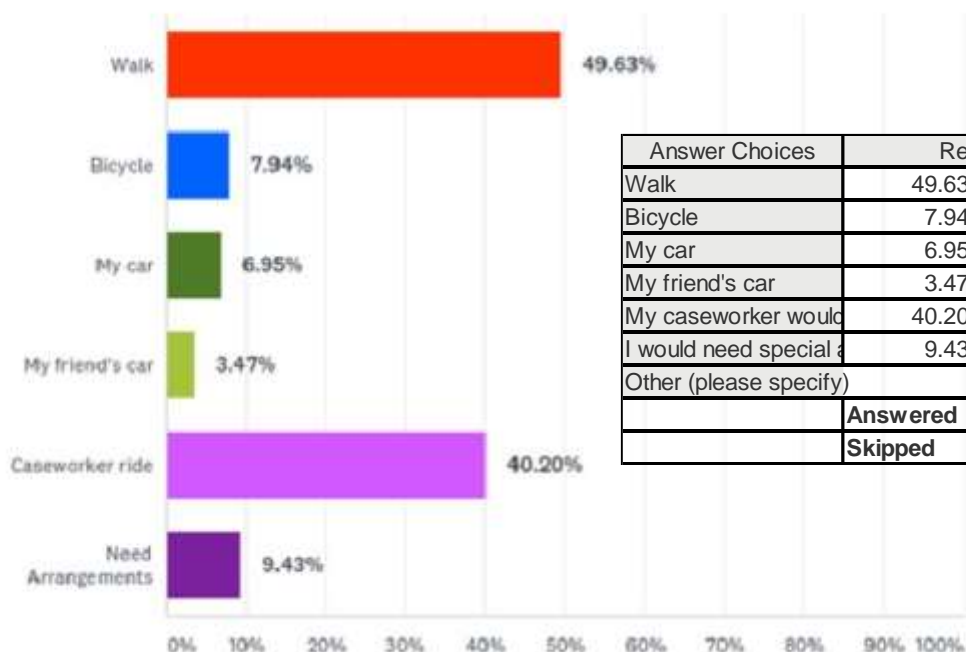
Answered: 757 Skipped: 31



Answer Choices	Responses	
Yes	83.88%	635
No	5.42%	41
Not sure	5.28%	40
It is too far away for me ...	6.61%	50
	Answered	757
	Skipped	31

Q32: If you had to go to a drop in center, how would you get there?

Answered: 403 Skipped: 385

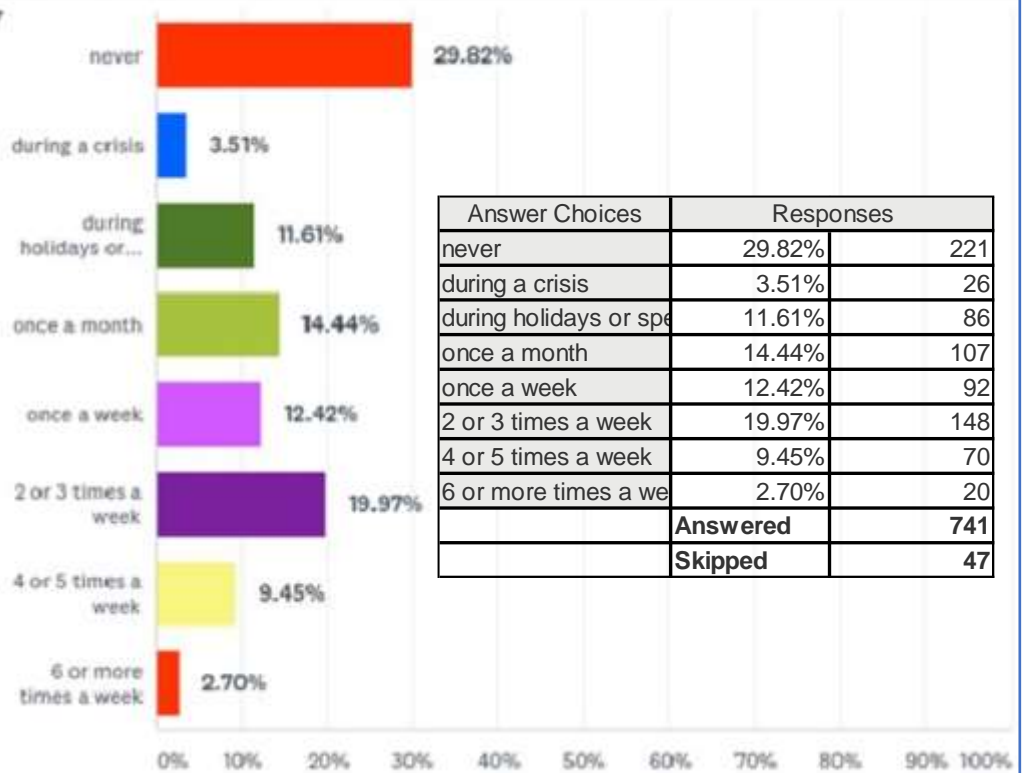


Answer Choices	Responses	
Walk	49.63%	200
Bicycle	7.94%	32
My car	6.95%	28
My friend's car	3.47%	14
My caseworker would	40.20%	162
I would need special a	9.43%	38
Other (please specify)		473
	Answered	403
	Skipped	385

Row Labels	% Of Answers	Count of Other (please specify)	Row Labels	% Of Answers	Count of Other (please specify)
Public Transportation	67%	314	My Car	0%	1
Do not use drop in	23%	108	My family drive me	0%	1
Van Pick Up	1%	7	My sister & children	0%	1
walk	1%	3	No special arrangements needed	0%	1
Drop In Center van	0%	2	No. Take a Taxi Cab!	0%	1
I don't know	0%	2	No/Bus	0%	1
Aetna	0%	1	once a year	0%	1
Bus or Uber	0%	1	Parents would drive me	0%	1
Bus/Train & Taxi	0%	1	Q31: At DuPage County and in Naperville	0%	1
Cab	0%	1	Q31: Not apply...there is no drop in center near to the building	0%	1
case worker will drive me	0%	1	Q31: Would need pickup/ Q32: Would need to be picked up	0%	1
Driver	0%	1	Regarding Q24: "No", "I need to talk to my caseworker about that", and "Budgeting is very hard" were all checked	0%	1
Drop In Center employee	0%	1	Regarding Q33: 5 days a week	0%	1
Drop in Van/ Public Bus	0%	1	Taxi	0%	1
Freedom Dinceto Bus Center	0%	1	They come pick me up	0%	1
I don't know because I don't know where one is.	0%	1	To far	0%	1
I hope just help	0%	1	Transportation(Johnson Traus Services)	0%	1
I need a bus card	0%	1	Van	0%	1
I participate at C-4 which is on 3rd floor	0%	1	When weather permits I walk	0%	1
I would be one of the hall sole we bus train paces all would my	0%	1	would need special arrangements	0%	1
in my building	0%	1	Grand Total	472	472
medical transportation or bus	0%	1			

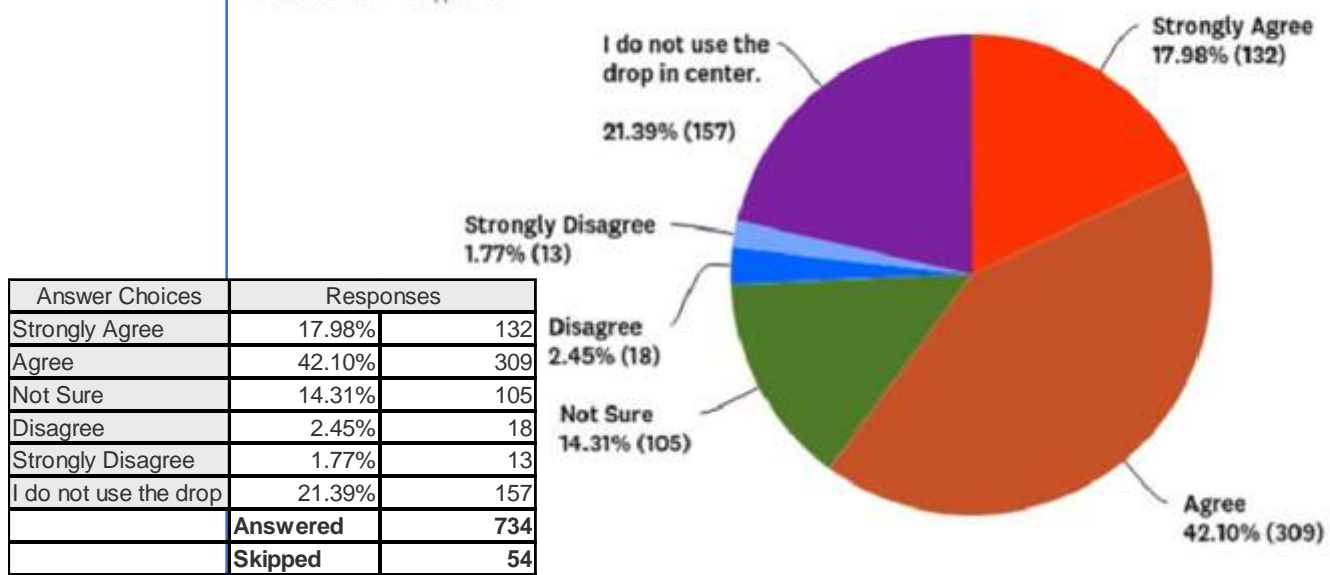
Q33: How often do you use the drop-in center?

Answered: 741 Skipped: 47



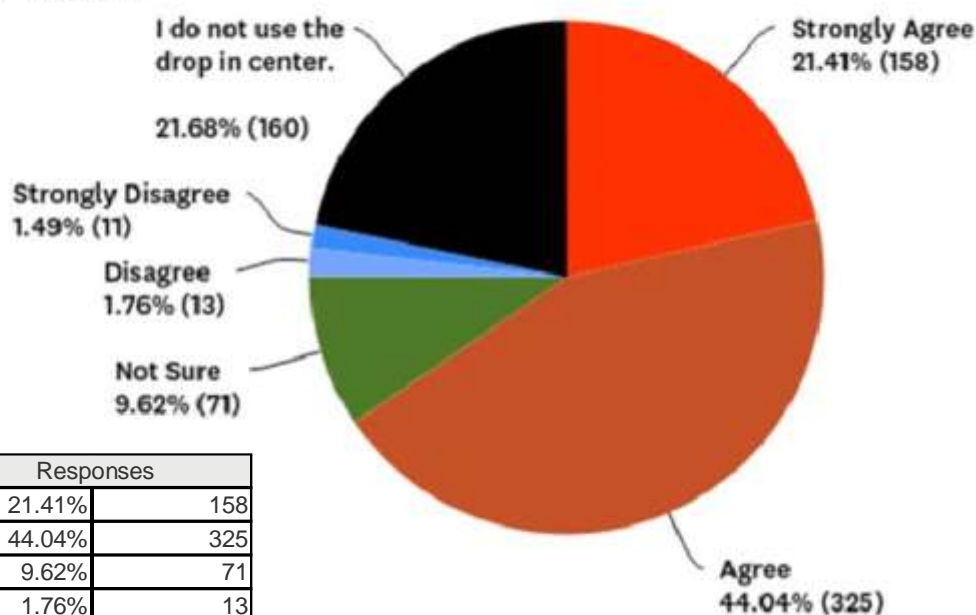
Q34: The staff at the drop in center allow me to be a part of the decision making.

Answered: 734 Skipped: 54



Q35: I find the drop in center to be a good resource for me.

Answered: 738 Skipped: 50



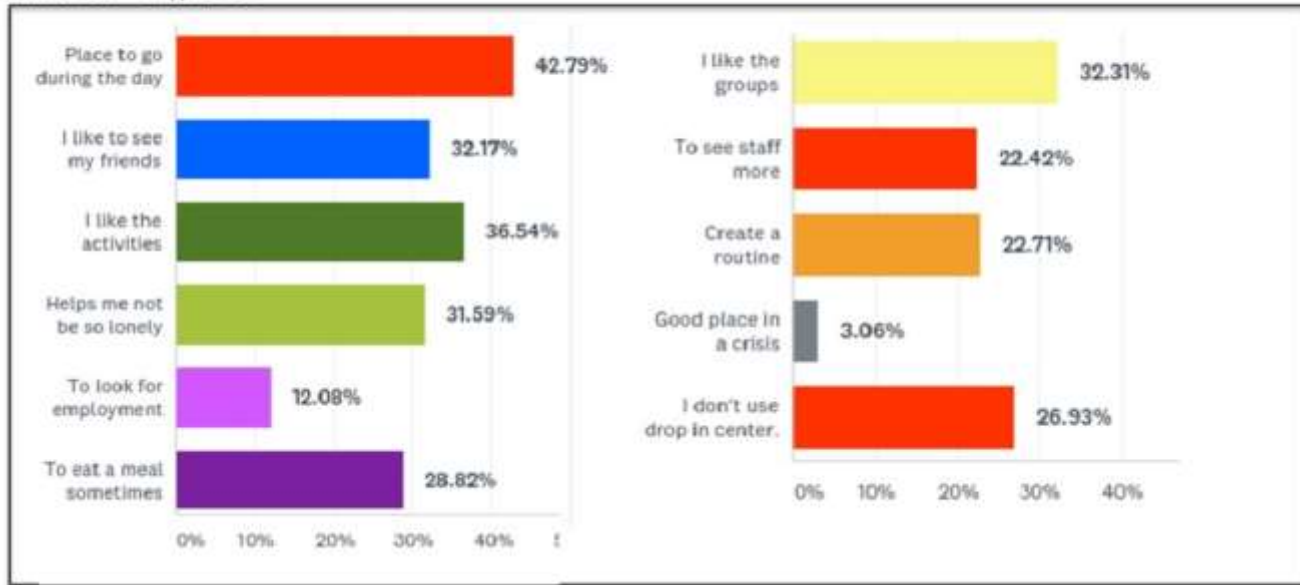
Answer Choices	Responses	
Strongly Agree	21.41%	158
Agree	44.04%	325
Not Sure	9.62%	71
Disagree	1.76%	13
Strongly Disagree	1.49%	11
I do not use the drop	21.68%	160
	Answered	738
	Skipped	50

Question 36: Why Go to the Drop-In Center?

Answer Choices	Responses	
It is a place to go during the day	42.79%	294
I like to see my friends there	32.17%	221
I like the activities	36.54%	251
It helps me not be so lonely	31.59%	217
To look for employment	12.08%	83
To eat a meal sometimes	28.82%	198
I like groups & helping others	32.31%	222
Chance to see staff more	22.42%	154
It helps create a routine	22.71%	156
It is a good place to go if I am in a crisis	3.06%	21
I do not use the drop in center.	26.93%	185
Other Reasons (please specify)		98
	Answered	687
	Skipped	101

Q36: Check the reasons you use the drop in center?

Answered: 687 Skipped: 101

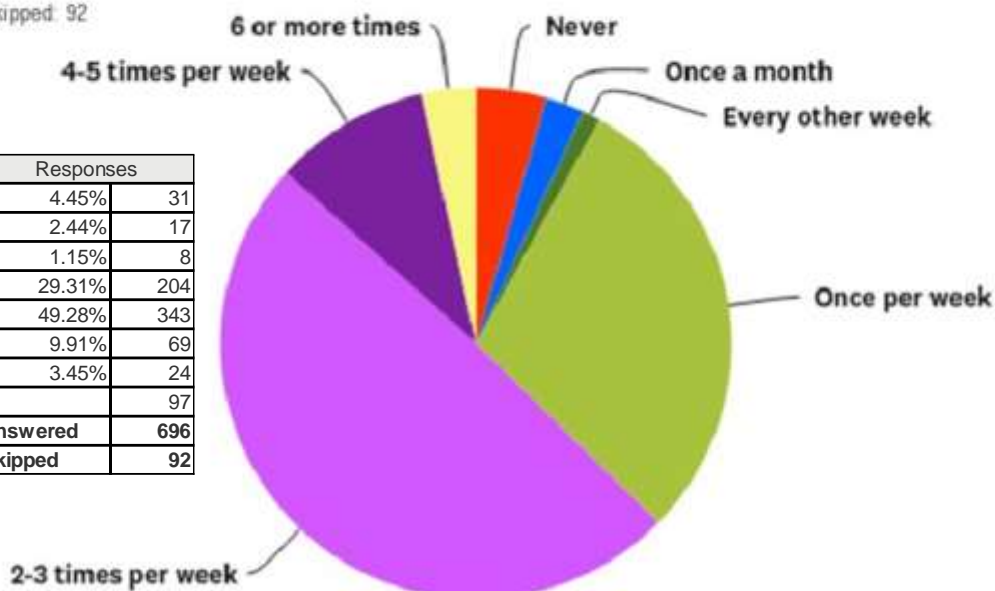


Other Reasons to Go to the Drop-In	Responses	Other Reasons to Go to the Drop-In	Responses
"supply myself with an mental healthcare"		it is a lot of fun	
All of the above	2	it keeps me together	
Art Center		It works	
Because drop in center, helps me		laundry	3
before + after appointment		movies	
Bored		nice place to go to	
Class group/computer class/field trips		no good trips and nothing to do	
group outing		No suggestions	
coffee: soda		not sure	
Compulsory		Not sure if allowed	
Computers	10	once in a while	
Doctor appointments	10	phone,computer	
don't use very often due to distance	3		
		not as much as I'd like to my mobility is not good	
During holidays or special events		once in awhile	
Facilitate a group	4		
feel good and safe and it increase my		It would be nice to go. Not sure where they are.	
mood swing		Recreation	
field trip			
gives me something to do when I have		for routine structure	
appointments scheduled there (before and			
after)		See doctors get referances	
going through something I am going		Socialize	2
through		Soda Pop	
Good source of exercise/cardiovascular	2	Special events or after seeing psychiatrist.	
Helps recover		stay off streets	
Helps with depression		studio time with karaoke machine	
Holiday Parties	3	stuff help with	
Holidays		support, help	
I don't use the drop in center	9	To get a few hours more of relaxing	
I go there to make coffee in the morning		to get lab work done	
I go when I'm lonely		Word Cleary	
I work part-time			
Increases symptoms of PTSD			
It is a good place to go if I am in a crisis			

Q39: How often do you currently have visits with your case manager or team at your apartment?

Answered: 696 Skipped: 92

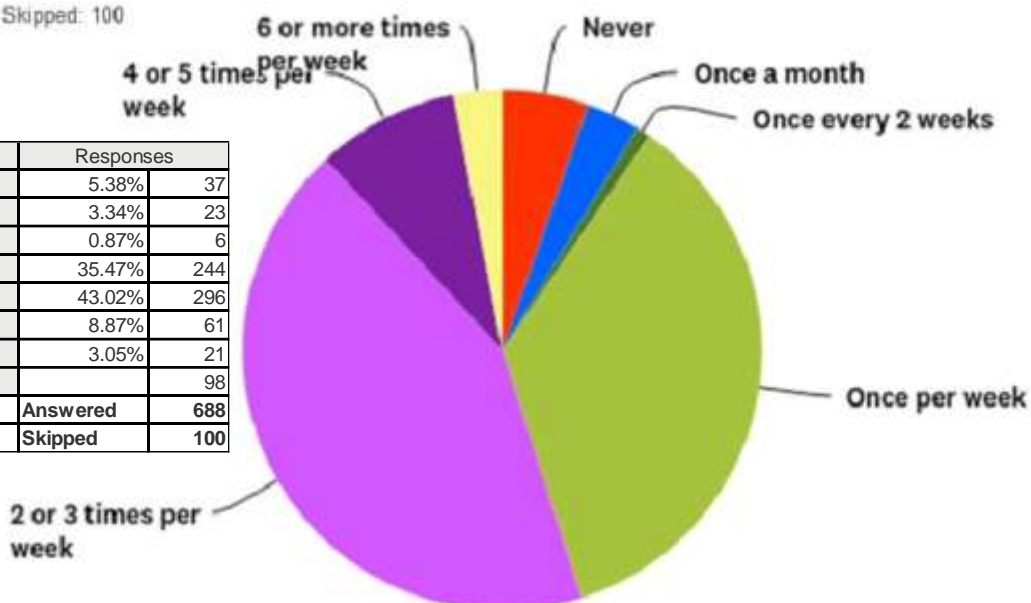
Answer Choices	Responses	
Never	4.45%	31
Once a month	2.44%	17
Every other week	1.15%	8
Once per week	29.31%	204
2 or 3 times per week	49.28%	343
4 or 5 times per week	9.91%	69
6 or more times per week	3.45%	24
A different amount (Explain)		97
	Answered	696
	Skipped	92



Q41: How often would you like to have visits with your case manager or team at your apartment?

Answered: 688 Skipped: 100

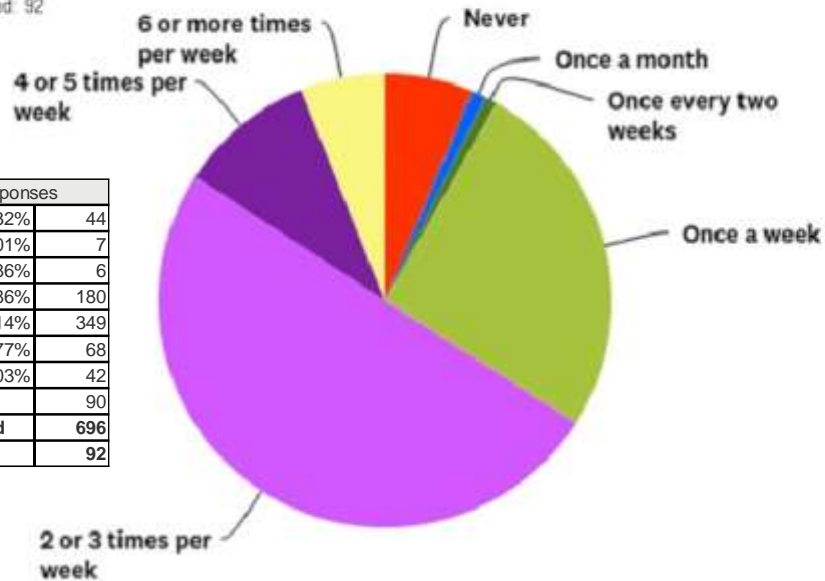
Answer Choices	Responses	
Never	5.38%	37
Once a month	3.34%	23
Once every 2 weeks	0.87%	6
Once per week	35.47%	244
2 or 3 times per week	43.02%	296
4 or 5 times per week	8.87%	61
6 or more times per week	3.05%	21
A different amount (Explain)		98
	Answered	688
	Skipped	100



Q40: How often do you currently have contact with your case manager or team by phone?

Answered: 696 Skipped: 92

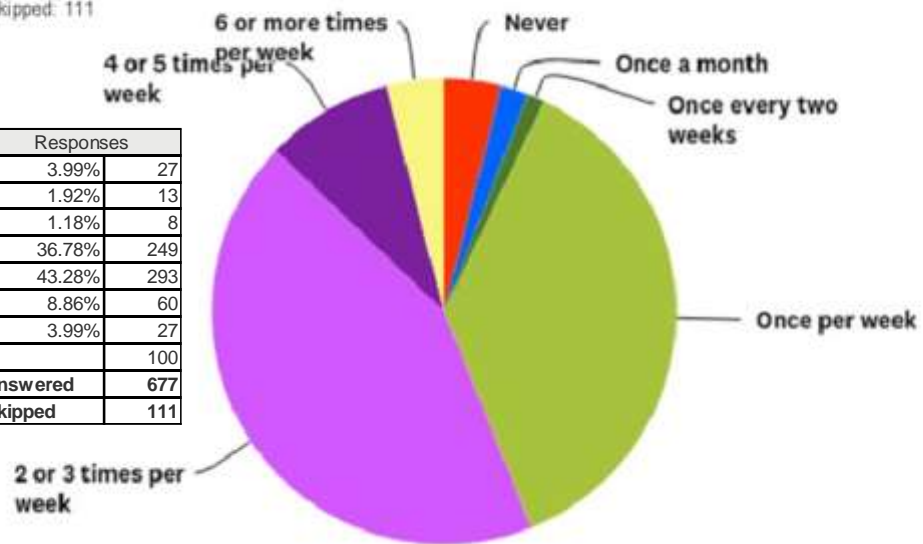
Answer Choices	Responses	
Never	6.32%	44
Once a month	1.01%	7
Once every two weeks	0.86%	6
Once a week	25.86%	180
2 or 3 times per week	50.14%	349
4 or 5 times per week	9.77%	68
6 or more times per week	6.03%	42
A different amount (Explain)		90
	Answered	696
	Skipped	92



Q42: How often would you like to have contact with your case manager or team by phone?

Answered: 677 Skipped: 111

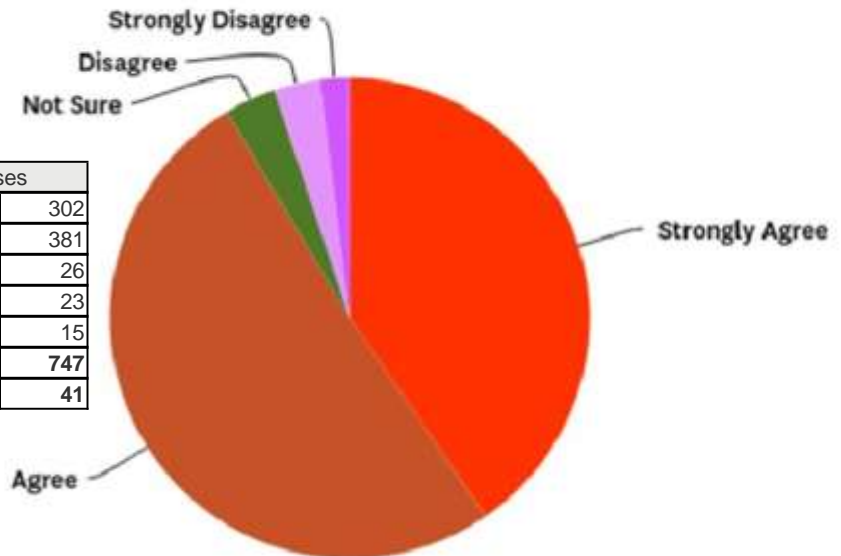
Answer Choices	Responses	
Never	3.99%	27
Once a month	1.92%	13
Once every two weeks	1.18%	8
Once per week	36.78%	249
2 or 3 times per week	43.28%	293
4 or 5 times per week	8.86%	60
6 or more times per week	3.99%	27
A different amount (Explain)		100
	Answered	677
	Skipped	111



Q43: I can contact a case manager or someone else who works at the agency whenever I need help.

Answered: 747 Skipped: 41

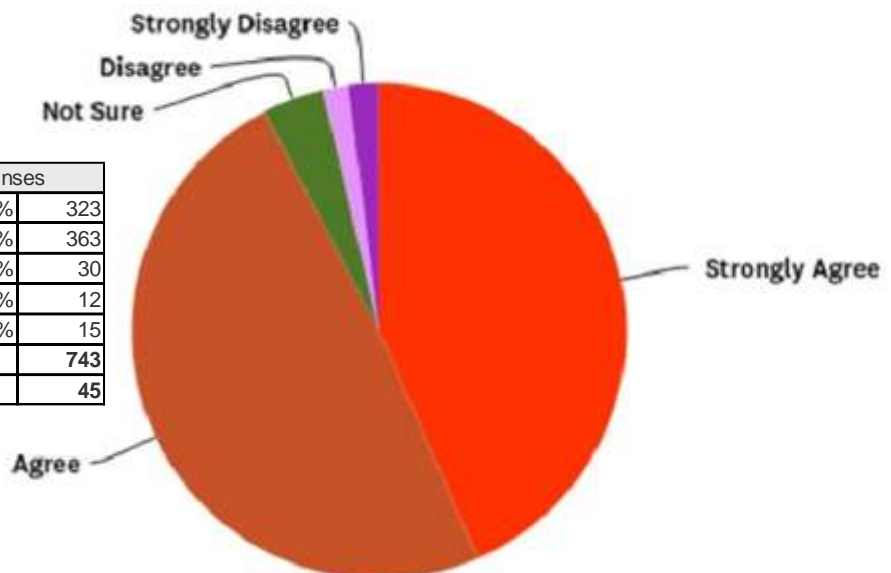
Answer Choices	Responses	
Strongly Agree	40.43%	302
Agree	51.00%	381
Not Sure	3.48%	26
Disagree	3.08%	23
Strongly Disagree	2.01%	15
	Answered	747
	Skipped	41



Q44: My case manager or team will check in with me if he/she does not see me for a while.

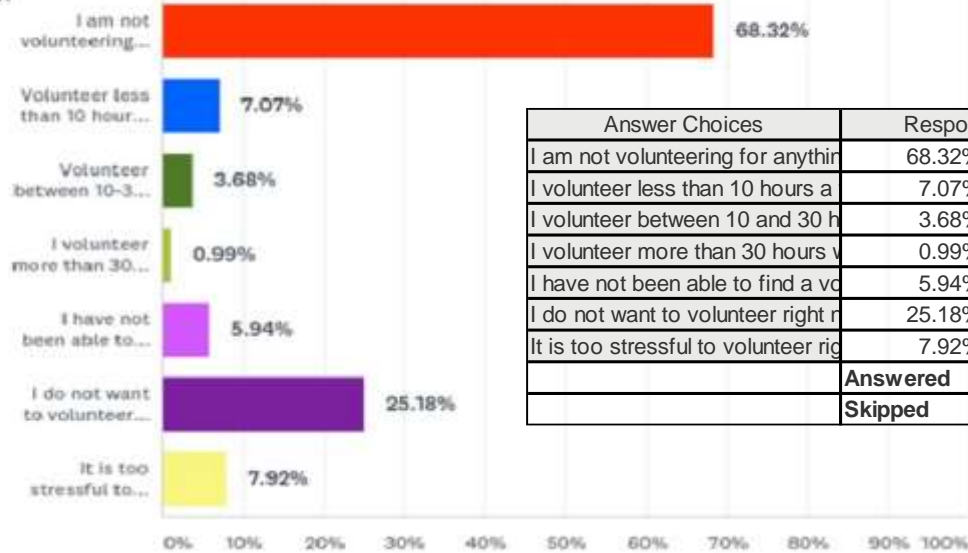
Answered: 743 Skipped: 45

Answer Choices	Responses	
Strongly Agree	43.47%	323
Agree	48.86%	363
Not Sure	4.04%	30
Disagree	1.62%	12
Strongly Disagree	2.02%	15
	Answered	743
	Skipped	45



Q45: Check the box(es) for your current volunteer each week. (Check all that apply)

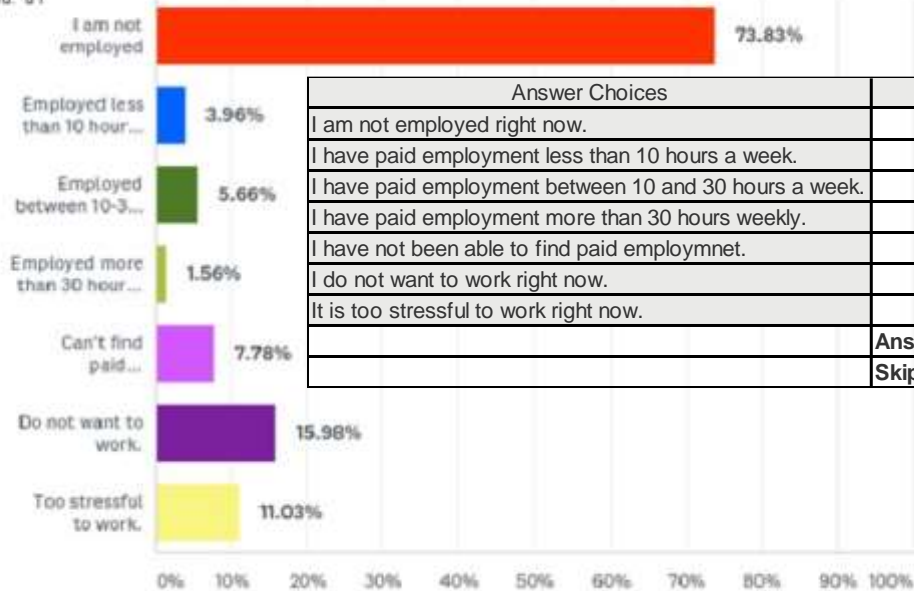
Answered: 707 Skipped: 81



Answer Choices	Responses
I am not volunteering for anything	68.32% 483
I volunteer less than 10 hours a	7.07% 50
I volunteer between 10 and 30 h	3.68% 26
I volunteer more than 30 hours v	0.99% 7
I have not been able to find a vo	5.94% 42
I do not want to volunteer right n	25.18% 178
It is too stressful to volunteer rig	7.92% 56
	Answered 707
	Skipped 81

Q46: Check the box(es) for your current paid employment each week. (Check all that apply)

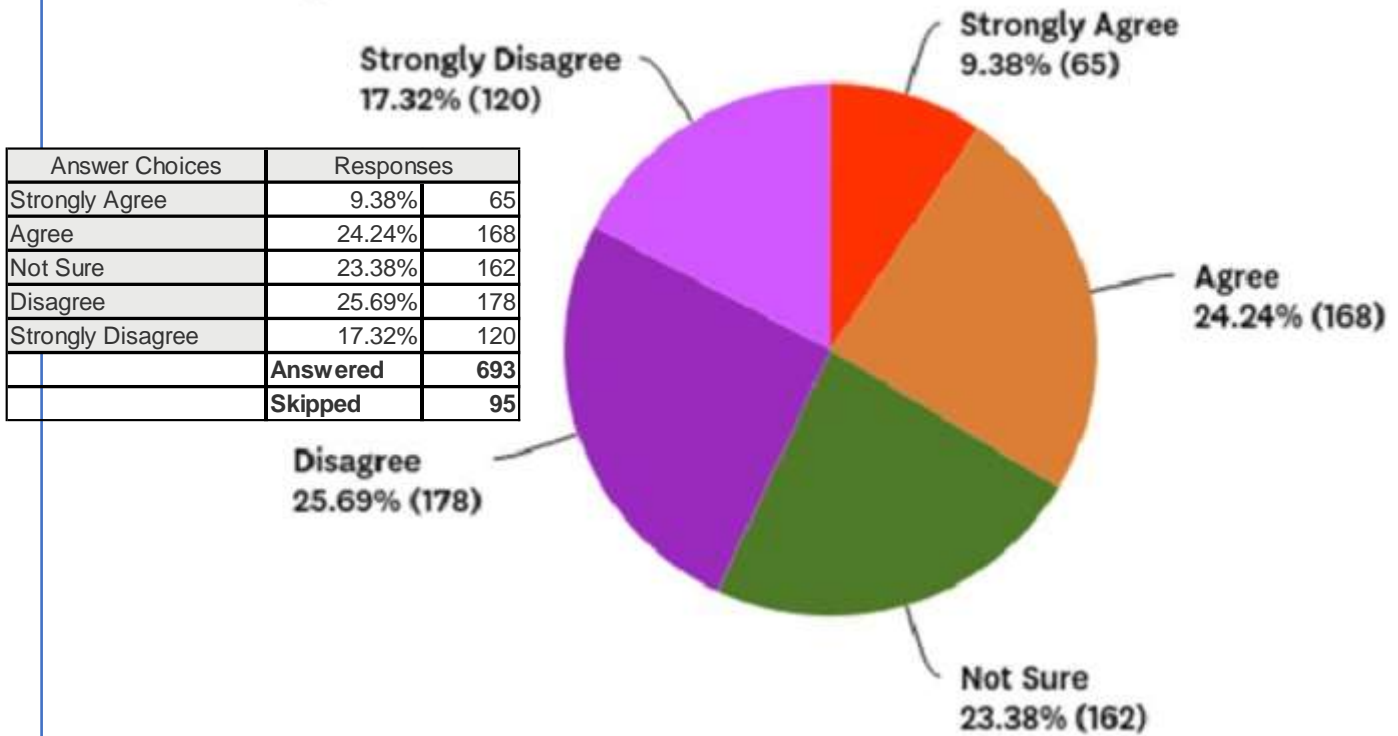
Answered: 707 Skipped: 81



Answer Choices	Responses
I am not employed right now.	73.83% 522
I have paid employment less than 10 hours a week.	3.96% 28
I have paid employment between 10 and 30 hours a week.	5.66% 40
I have paid employment more than 30 hours weekly.	1.56% 11
I have not been able to find paid employmet.	7.78% 55
I do not want to work right now.	15.98% 113
It is too stressful to work right now.	11.03% 78
	Answered 707
	Skipped 81

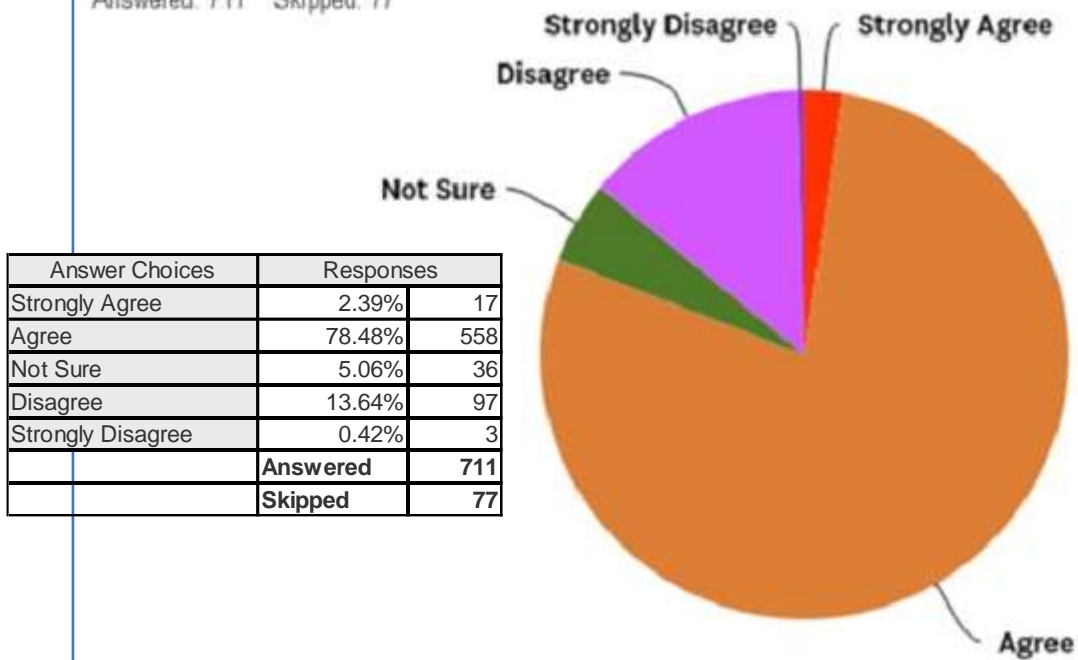
Q47: I would like to volunteer or work more hours per week.

Answered: 693 Skipped: 95



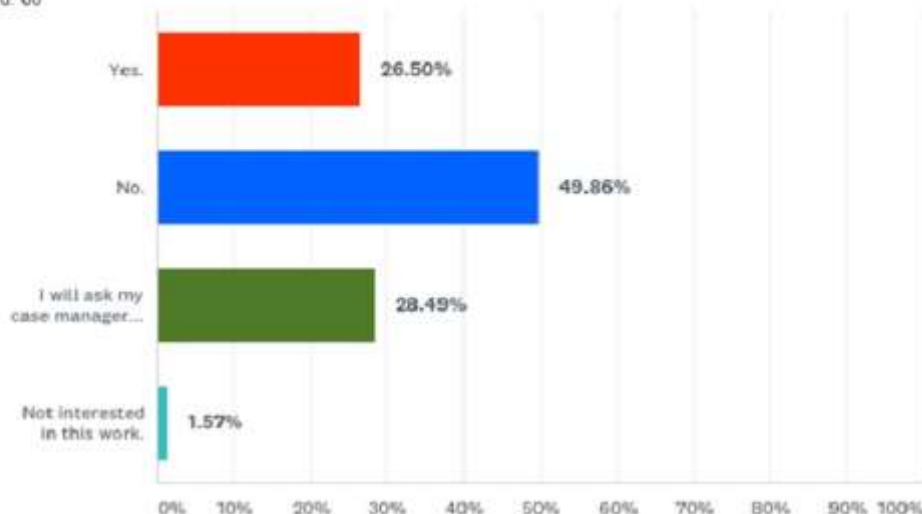
Q48: I know who to talk to if I want to work or volunteer more hours.

Answered: 711 Skipped: 77



Q49: Some people get paid for their lived experiences with mental illness and the mental health system. Did you know about your eligibility to train to be a peer counselor and trainer (CRSS Staff)?

Answered: 702 Skipped: 86



Answer Choices	Responses	
Yes.	26.50%	186
No.	49.86%	350
I will ask my case manager for information after the survey if I want to find out more.	28.49%	200
I am not interested in doing this kind of work.	1.57%	11
	Answered	702
	Skipped	86

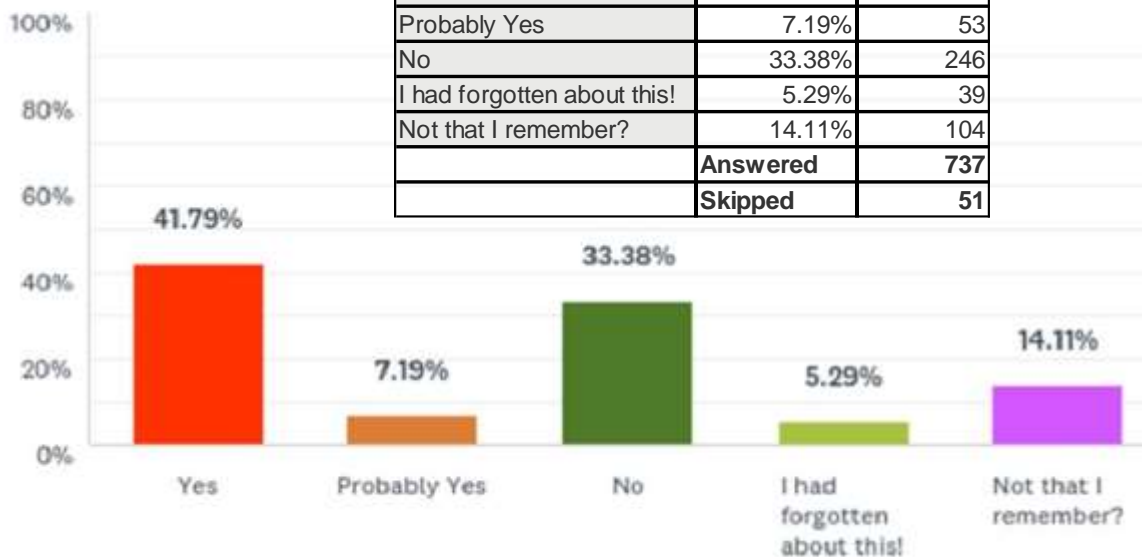
Q50. If you wanted to increase your job or volunteer opportunities, what services would help you most?.

Answered	393			
Skipped	395			

See Essay Section – Part 4.

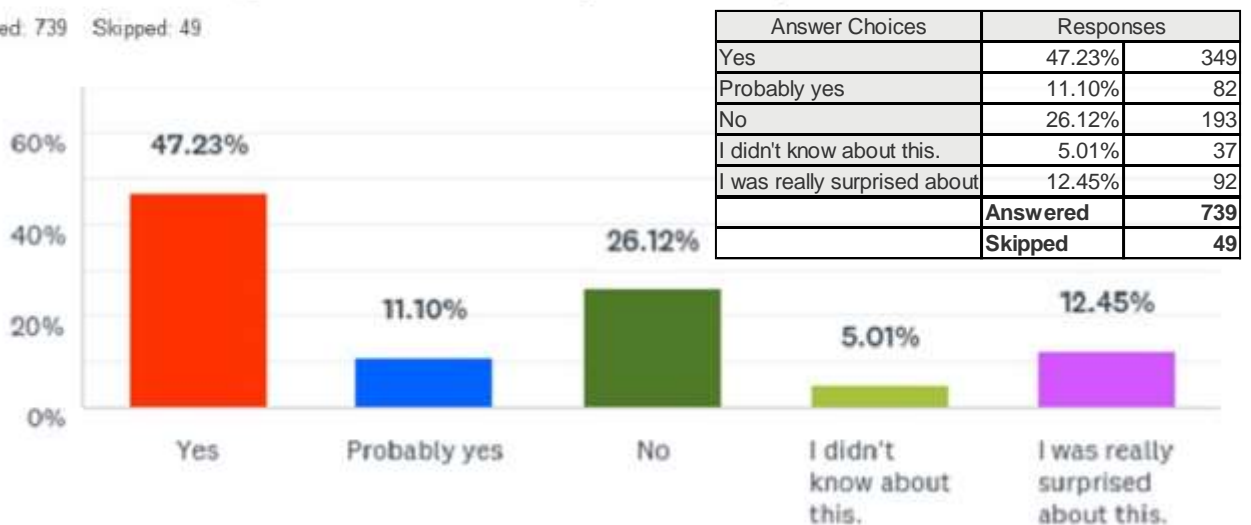
Q51: Did you know that you were required to apply for other housing subsidies when possible in order to use a State Bridge Subsidy?

Answered: 737 Skipped: 51



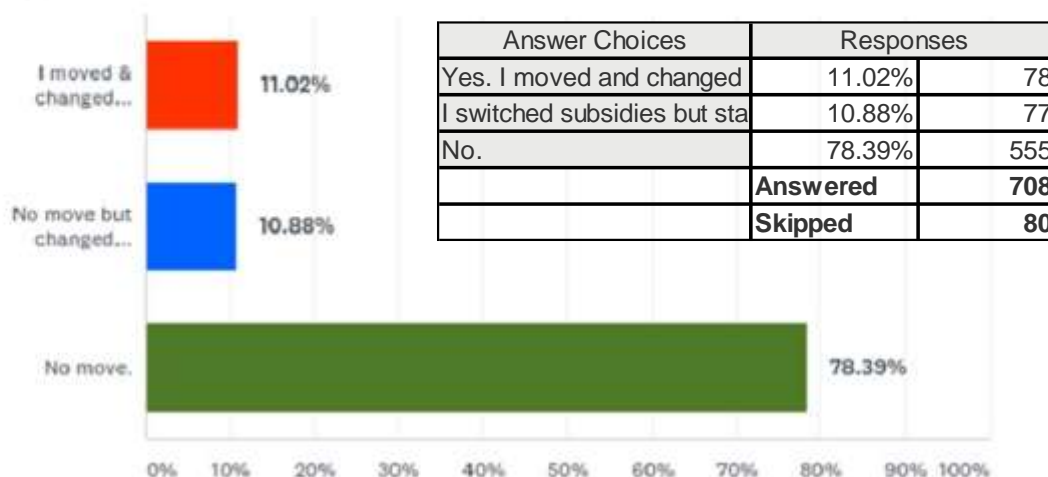
Q52: Did you know that you may have to move to a new apartment if your Landlord will not accept a different kind of subsidy? The Bridge Program requires you to accept new funding from another source if it becomes available. Talk to your caseworker if you have questions about this.

Answered: 739 Skipped: 49



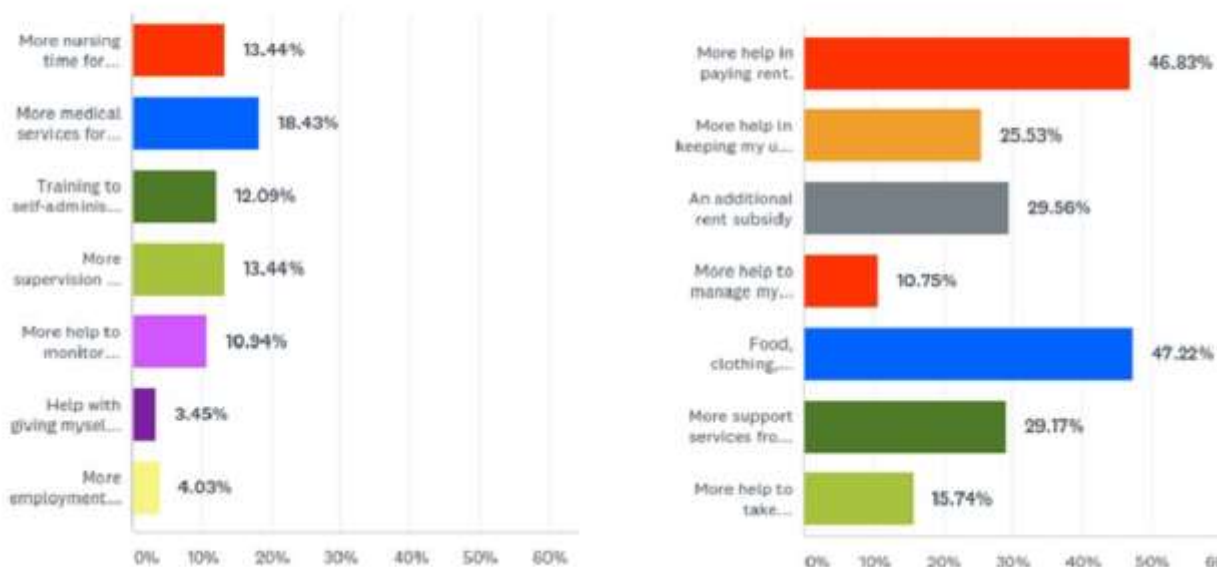
Q53: This year, some people qualified for long term housing authority vouchers and had to switch and move. Did you switch subsidies or have to move this year?

Answered: 708 Skipped: 80



Q55: What additional services or supports do you think might be useful for you to stay housed? (check all that apply as needed services just in case you need it)

Answered: 521 Skipped: 267

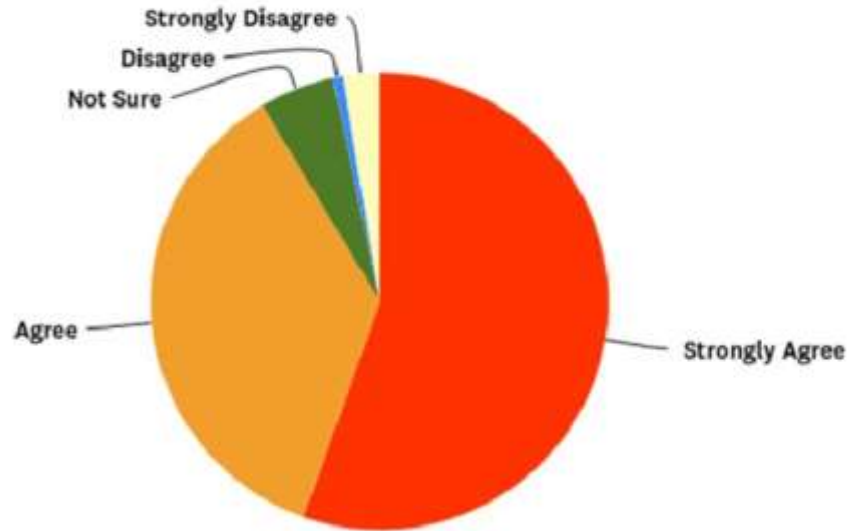


Answer Choices	Responses		Answer Choices	Responses
More nursing time for physical problems	13.44%	70	An additional rent subsidy	29.56% 154
More medical services for physical problems	18.43%	96	More help to manage my substance use pro	10.75% 56
Training to self-administer meds	12.09%	63	Food, clothing, and/or transportation assist	47.22% 246
More supervision to keep me safe	13.44%	70	More support services from my team	29.17% 152
More help to monitor diabetes	10.94%	57	More help to take medications.	15.74% 82
Help with giving myself shots	3.45%	18	Other (please explain)	169
More employment services	4.03%	21		Answered 521
More help in paying rent.	46.83%	244		Skipped 267
More help in keeping my unit clean.	25.53%	133		

Q56: The Bridge Subsidy program really is important to me in getting and keeping my apartment.

Answered: 734 Skipped: 54

Answer Choices	Responses	
Strongly Agree	55.45%	407
Agree	35.97%	264
Not Sure	5.31%	39
Disagree	0.68%	5
Strongly Disagree	2.59%	19
	Answered	734
	Skipped	54



Section 3:

Essay Answers and Quotes from Class Members

Question	
6. Do you prefer to have a roommate? Why?	
Most Frequent Responses	
Response	Frequency
like being by myself	18
likes privacy	18
I like my privacy	14
Because I don't want one.	10
like my privacy	10
I like it by myself	9
I like to live alone	9
I like living alone!	8
I want to be alone	8
Prefer living alone	8
I prefer my own place	7
like to be alone	7
Prefer to live alone	6
I enjoy having my own place	4
I like being by myself	4
I like my own space	4
Want to live alone	4
companionship	3
enjoy living alone	3
I am married that is who shares my apt.	3
I don't trust anybody in my apartment	3
I like having my own space	3
Independence	3
Somebody to talk to. someone to be there if medical emergency	3
Be by myself	2
Because I can manage by myself.	2
Because I get lonely	2
friendship	2
I do better on my own	2
I don't know	2
I get lonely	2
I like being independent	2
I like living on my own	2
I like my own privacy	2

I like to be alone	2
I like to have my own place	2
I need my own place	2
married	2
Peace of mind	2
Prefer to be on my own	2
Problems with roommates	2
Additional Responses (alphabetical)	
able to do my own meals, watch shows I want to watch, go to bed when I want, and listen to what I want	
anxiety, prefers things my way	
Apt. too small for another person	
as long as it was someone I got along with but I don't mind living on my own	
b/c I like living by myself	
Bathroom privacy	
Be alone	
Because creates a problem	
Because I enjoy my apartment	
Because I like being by myself.	
Because I like having my own space	
Because I like having my privacy	
Because I like living alone	
Because I like living alone with my fish	
Because I like my privacy	
Because I like my Privacy & Freedom	
Because I like privacy and quiet	
Because I like staying alone	
Because I like to be at home by myself and have company when I desire company	
Because I like to be on my own	
Because I rather live alone	
Because I value my privacy and want to only be responsible for myself and not worry about my roommate not paying bills.	

Because I want to live with self	
Because I will have a sense of freedom.	
Because I would need help paying the rent.	
Because if I share my apartment then I have problems with people having loud music and the television on. A lot of problems. Can't do what you want.	
Because I'm just really learning to take care of myself	
because it doesn't affect the way I live	
Because it's not a 2 bedroom, prefers to have privacy	
Because of dirtiness	
Because of my illness	
Because of my inconsistent circadian rhythm patterns as well as because, unfortunately I smoke in my apt.	
Because of using or crimes of the status or by words of fighting	
Because rent sometimes will be cheaper	
Because they can help you	
Because we are not of the same mind	
Because we help each other	
Because you like staying alone	
Can live independently	
Can't have one	
Can't think of anyone to live with.	
Cause I am moving in with someone in a new apartment	
cause I like my privacy	
Cause it is a lot less confusion	
cause they got on each other's nerves, argue too much	
comfortable by myself	
Conflicting personalities	
Do better by myself	
does not want to clean up after roommate	

doesn't like noise	
Doesn't want to live with anybody else	
Don't care to share my space	
Don't feel comfortable living under the same roof with others	
Don't get along well with others	
don't know how that person will act	
Don't want my stuff stolen	
Easier and help	
Family	
Family or friends company	
Feel good alone	
Feel more comfortable alone	
Feel safer	
Feels more secure	
for comfort/contact	
For company and companionship	
For company and extra support	
for help paying rent	
for privacy	
For the moment I like living alone, for freedom	
friendship/lot in common	
Function well on my own	
Had a roommate/didn't work out last time	
Happy with myself right now	
Hard to find a good roommate	
hard to share, cleaning	
Having a roommate is a nightmare	
he doesn't let me play CD's	
He might steal something	
Help me cook and clean. I would like to live with brother or other relatives	
Help someone else.	
Help with bills	
Helps me to be able to socialize	
I act more independently when alone	
I am already enough responsibility	
I am better off on my own	

I am used to being by myself	
I am very social and it gets lonely sometimes	
I appreciate my space + tranquility	
I can make it with or without a roommate	
I choose not to.	
I clean up the bathroom	
I do not want to buy more food	
I don't get along with other people	
I don't have an apartment.	
I don't like conflict & I need my space & privacy.	
I don't like dealing with other people's problems in a living conditions	
I don't like people being in my apartment	
I don't like people stealing from me	
I don't like roommates.	
I don't like to be alone	
I don't mind apartment mates, but don't want a roommate.	
I don't mind female roommate	
I don't need to	
I don't want a roommate personalities might clash	
I don't want a roommate to get on me about what they want.	
I don't want any problems	
I don't want someone who is messy + don't clean up after himself.	
I don't want to live w/ anyone	
I eat vegan	
I enjoy being the boss of my apartment	
I feel better alone don't have to share a bathroom, can do what I want, when I want.	
I feel better living alone	
I feel most comfortable w/o a roommate based on past living arrangements.	
I function better by myself	
I get bored sometimes	

I have a standard of living and cleanliness that many do not prescribe too, I also do like others using my things	
I haven't thought of that	
I just do. I like it this way.	
I just like living alone having my space	
I just like my quite	
I keep it to myself	
I keep odd hours and I need solo down time with my cat	
I like being alone	
I like being alone, it's peaceful	
I like being by myself, don't have to worry about belongings being stolen, privacy	
I like being on my own	
I like being the master of my own domain	
I like company- not to be alone	
I like freedom	
I like having my privacy	
I like living alone plus I don't have to worry about other people when dealing with mental health. It's easier living alone.	
I like living by myself in my apartment. You don't know who you're going to get as a roommate.	
I like living by myself independently.	
I like living by myself.	
I like my freedom	
I like my Freedom and peace + quiet	
I like my independence	
I like my personal space	
I like my privacy & set up home	
I like my privacy & to live alone. I did not have much success w/ roommates.	
I like my privacy and I don't like company.	
I like my son around	

I like my space and I need quiet to concentrate on my studies	
I like my space	
I like my time alone after a busy day	
I like not having to share living spaces.	
I like staying alone	
I like the peaceful atmosphere	
I like the quiet. I lived with 16 people, I just want to be alone.	
I like to be by myself	
I like to be by myself when I'm at home	
I like to be independent	
I like to do things according to my standards	
I like to have company so I don't have to invite strangers in	
I like to keep things really clean.	
I like to live alone and do my own thing	
I live in a group home, I share a room	
I live in a group home. I like having my own room. I don't want to have a roommate any more.	
I live with my sister	
I live with my son	
I live with my wife.	
I need my entire space to myself	
I need my own privacy and space.	
I need my space so I can grow. Because of my sleep schedule my day starts at 4am.	
I need privacy, I like being by myself	
I only have money for myself	
I prefer and like living independently	

I prefer to live alone at the moment	
I prefer to live alone or with family.	
I prefer to take care of myself and live alone. Don't do well with roommates.	
I probably won't find a suitable roommate and I live in a 1 bedroom apartment	
I share this apartment with my girlfriend otherwise I'd live by myself	
I think I'll be better	
I want to be by myself	
I want to help others	
I want to learn to do it on my own	
I would be nice to share a home	
I would like to focus on myself and not roommate drama	
I would like to have a roommate	
I'd rather be by myself then have a roommate that steals	
I'd rather focus on myself and my issues.	
If I could choose	
If I had a roommate the person had to be someone who is trustworthy and that I know for a very long time.	
If It benefits me	
I'll look for one eventually	
I'm afraid a roommate will steal my possessions	
3 times I lost all my possessions at Greenwood Care.	
I'm capable and prefer to be on my own	
I'm independent	
I'm not comfortable living with someone I don't know	
I'm ok	
I'm picky about who is in my apt.	

I'm settled in here.	
I'm used to it and prefer it	
Independence, roommates are too much trouble	
Independent living and will to take care of self	
it be boring	
It feel more calm	
It is best for me to be independent, have privacy.	
It really depends on how the person is	
It's easier to live alone, no compromising.	
It's hard to find someone you get along with. I like my independence.	
It's hard to get along with roommates	
It's nice to have someone else around	
I've been living by myself for years	
I've been married and have enough grandchildren	
I've been raised to live on my own	
Just because	
Just Don't	
just don't carry too	
Just like to be on my own	
Learning independence	
Less conflict	
Less hassle, privacy	
Like being alone	
Like solitude	
Like to have my privacy- one of main reasons for moving out	
Likes living alone	
live independently	
Live with mom	
live with my husband	
Lonely	

lonely by yourself, have to have company	
Maintain Housing By Myself	
Me and roommates don't get along like that	
more affordable - split the cost of rent/food/utilities	
more company keep you from being lonely	
More freedom: independent	
More Peaceful	
Most roommates were disrespectful and dirty	
My children live w/ me sometimes	
need my privacy	
No one can be on my lease	
No room	
Nobody want to be alone, sometimes we want company	
none stated	
Not a people person everyday	
Not as positive like being on own	
Not at this time	
Not enough room	
Not enough space	
Not interested	
Not sure	
Only if I get money	
Only if it set up that way. If the situation allows it that way	
Own space	
personal preference	
Potential disagreements	
Prefer independence, worry about bad roommates	
Prefer living alone, had roommates while living in the nursing home.	
Prefer living alone, would cause me anxiety forced in close quarters with another individual.	
Prefer living on my own no trouble	

Prefer my privacy	
Prefer privacy and personal development	
Prefer private space and being on my own	
Prefer to be totally independent	
Prefer to stay living alone.	
Prefers to live solo	
Privacy and independence	
Privacy family	
privacy, and I can do things myself	
Roommate helps with home and personal care	
roommate might steal or something	
Roommate or Not is nice or good	
Roommates can be troublesome and nasty	
Roommates can cause aggravation	
roommates turn and leave their TV's on and off or leave them on	
Secure living alone	
Self-motivated	
Share expenses	
Share the bills.	
Silence	
So I wouldn't be alone	
Social dynamics of living with someone are difficult	
Solitude	
sometimes I get lonely but sometimes I want to be by myself	
Someone to talk to and relax around	
Sometimes but not really	
Support from wife	
The company might be nice	
Then I'm not alone all the time	
They can take things from you	

They cause too many problems	
They do not allow it	
To be around people	
To become more social	
To have someone to engage with in a conversation	
to have someone to talk to	
To keep mind occupied	
Tony reports I don't do roommates since my girlfriend died at Lydia	
Too confusing to live w/ someone	
Too dangerous	
too Independent	
Too many headaches	
Too much noise	
Too much trouble	
too set in my own ways living with people is complicated	
Used to being alone now. Someone living with me would get on my nerves	
Used to living by myself	
Want to be my way	
Want to get married	
wants to live by self	
wants to live independently	
Wasn't allowed to with subsidy.	
We share the load	
Wife	
will keep you company	
Would help on expenses	
Would like to have my own apartment to myself	
You never get along with a roommate! Having a roommate is a night mare.	

Question	
18. What neighborhood or city was your first choice to select an apartment in the state?	
Most Frequent Responses	
Response	Frequency
Where I live now	46
Chicago	44
Chicago- North Side	43
Chicago- Rogers Park	40
Evanston	37
Chicago- Southside	31
Chicago- Edgewater	23
Peoria	21
Waukegan	21
Oak Lawn	18
Chicago- Uptown	14
Chicago- Hyde Park	12
Chicago- Westside	10
No preference	10
Zion	10
Berwyn	7
Bourbonnais	7
Decatur	7
Chicago- South Shore	6
Bradley	5
Chicago- Lincoln Park	5
Chicago- Northwest side	5
Gurnee	5
Skokie	5
Chicago Heights	4
Chicago- Logan Square	4
Forest Park	4
Bloomington	3
Homewood	3
Justice	3
South	3
Suburbs	3
Alsip	2
Calumet City	2
Champaign	2
Chatham	2

Chicago- Albany Park	2
Chicago- Andersonville	2
Chicago- Austin	2
Chicago- Englewood	2
Chicago- Humboldt park	2
Chicago- Ravenswood	2
Chicago- West Rogers Park	2
Chicago-Portage Park	2
DeKalb	2
DuPage County	2
Evergreen Park	2
Flossmoor	2
Highland Park	2
Knoxville Ave	2
Matteson	2
Mount Prospect, IL	2
North	2
North of Peoria	2
Not sure	2
Westwood	2
Additional Responses (alphabetical)	
Albany Park or Skokie, IL	
Antioch	
Around family	
Aurora	
Austin/ Oak Park	
Austin/Oak Park	
Blue Island	
Blue Island - Crestwood - Midlothian - Beverly - Homewood	
Bridgeport	
Bridgeview, IL	
Burbank	
Carol Stream or Addison	
Chicago- Bryn Mawr	
Chicago- China town	
Chicago- Downtown	
Chicago- Eastside	
Chicago- Edgewater/Lakeview	

Chicago- Edgewater/Lincoln Park	
Chicago- Lakeview	
Chicago Lawn	
Chicago- Little Village	
Chicago- North Avenue	
Chicago- Rodgers Park/ Edgewater	
Chicago- Rogers Park; Edgewater; North side; Bridgeport	
Chicago- South Shore, Hyde Park	
Chicago- Uptown, Edgewater Beach Area, Rogers Park, Lincoln Park	
Chicago- West or South side	
Chicago- Wicker Park	
Chicago- Wrigleyville	
Chicago-Lakeview	
Clersing	
Country Club Hills	
Crestwood	
Crestwood/Alsip	
Des Plaines	
Dorchester	
East Bluff	
East Peoria	
Elmwood Park	
Evanston, IL	
Ford City	
Glen Ellyn/ Downers Grove/ Lombard	
Glen Oak Towers	
Grand Crossing	
Jefferson Park	
Lake County	
Lake Forest	
Lombard, IL	
Melrose Park, IL	
Midlothian	
Near Midway	
Normal, IL	

Northwest, Humboldt Park, Logan Square	
Not in Chicago	
Oaklawn	
Orland Square	
Park City	
Peotone	
Richton Park IL	
Ridge	
Riverdale	
rogers park or Evanston	
Round Lake	
Schaumburg	
South City	
South End	
South Evanston	
South shore/south side	
Unknown	
Up North	
Up North or around Western	
Up North Sheridan Street Chicago, IL	
Wauconda	
Wheeling	

Question	
19. Why do you like this area of the state?	
Most Frequent Responses	
Response	Frequency
close to family/ friends	17
Safer	11
I like the area	8
Quiet neighborhood	8
familiar in area	6
I feel comfortable here	6
1) nice neighborhood 2)familiar with neighborhood	5
Near office	4
nice community	4
Peaceful neighborhood	4
Like being near the university.	3
Nice neighborhood	3
Accessibility	2
because I like the neighborhood	2
Because I love Chicago	2
Because it is new to me.	2
Culture	2
I feel safe here	2
I like the cultural diversity in this neighborhood.	2
it's safer and friendly neighbors	2
Known a lot of people who have lived there + were good uptown has food kitchen	2
like the area	2
Lived in Uptown before	2
Nice little town	2
That's what I wanted	2
Transportation	2
Additional Responses (alphabetical)	
1st open apartments	
2 blocks to jewel train bus Marino's etc.	
A lot better over there in Bradley stores are closer	
a lot of friends moved there	
a nice neighborhood, familiar, clean, safe	
A peaceful neighborhood	
Ability to meet and advocate for myself	

access to public transportation, grocery stores, and family	
always prefer to live on north side	
Availability of public transport, pharmacy, grocery	
Because am familiar with Edgewater from childhood.	
Because everything is located there	
Because I can get to all the stores, pharmacies, restaurants, and parks that are easy to access.	
Because I have friends here and also a home church	
Because I heard that Hyde Park is a nice area.	
Because I know everywhere around there. I am not lost around there. A new area I would be lost in and I don't have the memory to learn too much a new area	
Because I know how to get around	
Because I know the area, bus route, my support group here.	
Because I like that neighborhood. It's nice and busy	
because I once stayed there	
Because I thought it was peaceful and good	
Because I wanted to live where I can get near a store.	
Because I wanted to	
because I wanted to do something different	
Because I wanted to live on the Northside of Chicago	
Because I was already here.	
Because I was comfortable & felt safe	
Because it had access to transportation	
because it has no violence	
Because it has stores and my Bank.	
Because it is a safe environment	
Because it is around the mall and you can get Section 8 there	
Because it is convenient	
Because it is close to my sweetheart	
Because it is quite, no shootings, no robbery, and it's peaceful.	
Because it is safer and I don't have to deal with unknown people knocking at my door.	
Because it seems like a safe neighborhood	

Because it was a nice neighborhood	
Because it was close to store	
Because it was close to Trilogy	
because it were I saw my first home	
Because it's a good neighborhood	
Because it's a safe neighborhood	
because its better, the neighborhood is good	
because it's close to grocery stores coffee shops and train	
Because it's close to where I can get help	
Because its near Trilogy	
because its peaceful and safe	
Because its residential, safe, affordable	
Because of my background	
Because of Phil haven + its supportive housing	
Because that is where I choice to live	
Because the nursing Home I was in is on the North Side	
Because those are real nice areas to live	
Because you have to respect your neighbor so that can respect you	
Been before	
Been living in this town for 20 years	
Better living	
Better location	
Better place, better neighborhood.	
Better schools	
Bigger	
Buses, Lake front	
But there no bus where I live and I have to walk 1/2 hour to bus stop.	
Came from Rainbow Beach nursing home	
Centrally located, close to family & access to activities.	
Change of scenery	
Clean area, easy access to different stores	
Clean liven	
Clean safe environment	
Cleanliness good atmosphere	
close to a college, businesses, by the lake	
Close to all the services	
close to beach	
Close to Day Program; Nice Area	

Close to grocery stores and restaurants.	
Close to Heritage	
Close to home	
Close to lake, restaurants, parks, public transit	
Close to mother + church + sons etc.	
Close to my family, friends & church	
Close to my job and my girlfriend	
Close to my natural supports	
close to past support, bigger city	
Close to people I know	
close to public transit system	
close to public transportation and shopping	
Close to services	
close to stores & transportation & lake	
close to stores restaurants and library	
Close to stores, convenient, and supportive for me to be close to my doctor/friends.	
Close to things I like to do	
Close to Trilogy	
Closer to HSC	
Closer to services in area	
Closer to things I like or go to	
comfort	
convenient	
DeKalb because that is where the client was born and grew up. The client also liked how there is less traffic.	
Diversity	
Easier access	
Easier places like to go theaters, stores shop maybe to	
Easy access to everything	
Easy access to grocery stores, pharmacies, restaurants and parks	
easy access to many community places	
Easy access to me for family + friends	
easy to walk to places	
Environment	
Everything is around me	
everything is walking distance	
Everything was close	
Familiarity, safe area for me	

feel safe, clean neighborhood, near restaurants	
Fill more comfortable around	
for school	
Friendly people, activities, as well as safety	
From Lombard and family lives here	
Girlfriend	
good city	
good community; no crime	
good coordination on living arrangements	
good neighborhood	
Greenwood Care was in Evanston and I felt comfortable living in Evanston	
Grew up in Chicago	
grew up in Hyde Park	
Grew up in Rogers Park	
grew up there	
Grew up going to that area	
Gym and elevator, safe.	
had a friend that lived there	
Had family in that area	
Hardly no crime	
have friends nearby	
Highland park is very accessible	
I already live there.	
I am scared to live in Northside	
I been in Waukegan, Ill all the time	
I can take the bus shopping and to eat	
I could be myself and be me and set my own mark	
I couldn't get an apartment elsewhere	
I didn't want to live in Chicago	
I feel comfortable	
I grew up in area	
new environment	
I grew up in Chicago	
I grew up there and am familiar with the area.	
we needed more affordable house to live in	
I had friends. their but, they either moved on paused away	
I had lived there for 20+ years	
I have a lot of friends over there	
I have found a lot of people too talk to	

I have lived on the Northside for 25 years	
I know people who live there	
I know the location of the buildings	
I know this area and it is by my church	
I like Because it's Pretty, Clean Quiet and Transportation And plenty of stores	
I like Chicago	
I like Evanston because transportation is easy, the lake is nearby, and we have a Jewel, libraries, lots of restaurants and clothing stores and books stores.	
I like good atmosphere	
I like it it's more open	
I like Ravenswood	
I like Richton Park	
I like the apartments	
I like the area and feel safe	
I like the area it's quiet and there are a lot of stores	
I like the city (Peoria)	
I like the house structure around here	
I like the neighborhood I live in	
I like the space	
I like the stores. I like the laundry. I like the transportation.	
I like West Aurora very much	
I liked the neighborhood	
I lived here before in Peoria	
I lived in this area before and enjoyed living there.	
I lived on N/W side all my life. I wanted to live by the lake.	
I lived there for ten years	
I lived there with a friend in the late 80's early 90's but had to move	
I love Chicago	
I love it and am familiar with it.	
I love Kankakee	
I never leave out of the city	
I prefer it there	
I spent my formative years in Evanston - strong ties (grades 2-12)	
I wanted the first apartments available	
I wanted to have access to my family and boyfriend	
I wanted to live off of Sheridan Rd.	

I wanted to live with my mom	
I wanted to move in Chicago	
I'm close to where I want	
I'm used to being near everything rely on buses to get around.	
In different area than now	
It is closer to grocery store	
It is quiet	
it is supportive for stable mental health	
It is where I grew up	
It seems nice and it was by the lake	
It was a choice suggested by nursing home.	
It was available and I love it.	
It was closer to my parents	
It was in the radius circle of the agency's	
It was my first choice.	
It was new and clean and great atmosphere	
It was nice and available	
It was the first apartment I went to	
it was time to move out and the place in Rogers Park was nice	
It's a better area	
it's a little more upscale and I have more friends in that area	
It's a nice place to live	
its clean	
It's close to my brother and church	
It's close to the L and I was familiar with the neighborhood.	
It's closer and has a washer and dryer	
It's familiar.	
It's hard for me to use transportation	
It's my hometown	
It's not around people, Places and things that are not good for me	
It's not Chicago I don't like Chicago	
It's out of Chicago	
it's safe	
It's safe and lots of access to stores. It's near school.	
I've there most of my life	
Know area very well/went to HS there	
Less violence	

like the area	
like the sights	
Live near the lake	
Lived in area prior to nursing home	
Lived there for a long time	
living in familiar surroundings	
location was good--close to public transportation and shopping	
Location, Transportation, Safety	
Looks peaceful and I like where I live	
More access to things + less crime	
more opportunities	
more privacy	
More quiet and unknown	
more stores	
More support	
Much more cleaner and quieter	
My only option	
My parents have lived in DuPage county since 1986 I grew up there, Glen Ellyn and Oakbrook were my childhood homes and my parents currently live in Westmont.	
Near my MD + place of worship	
New Start	
nice area	
Nice people that live around here	
Nice place	
Nicer apartments available	
Nobody bothers me and the housemates in the group home are nice. If you don't bother them they won't bother you.	
old apt/want group home	
Old neighborhood	
on bus schedule and elevator	
peaceful and quite	
people don't bother you there-its working people	
Price, location	
quiet and well kept	
Quiet area nice people	
quiet good public transportation	
Quiet, clean, and very pleasant.	
Reasonably rent	
River Downtown shop malls movie theater Library Business offices	
Rogers Park is peaceful	

Safer and closer to C4	
Safer and familiarity	
Safer, more to do	
safer, nicer buildings	
satisfied here	
seen this apartment and loved it	
Senior living	
So I could find placement within the agency's radius.	
So, I can explore	
Stay in same area as nursing home & accountability	
Strong sense of community in the big city, beautiful shops, stores, properties are great	
Suburbs	
The area has the stores I hang out in and I know where to go.	
the opportunities for mental health jobs	
the vibe in the community	
The water	
There isn't much to choose from	
They created the connection/linkage	
They just took me there	
This was my first choice	
Thought it was a nice neighborhood	
To avoid using people and using peers	
to be in a clean place	
to be near loved one	
to be out of a nursing home	
To close	
to get away from Springfield	
to get closer to the country	
To live closer to my grandmother	
To start over but still kind of be close 2 home	
To try to fix marriage (but that didn't happen)	
transportation/family	
Use to living downtown	
used to live there	
Used to the area	
used to the suburbs better	
Very never shopping and drop in center	
Very peaceful & friendly	
Want Hyde Park	

wanted a new beginning	
Wanted to be around mixed races	
wanted to be close to transportation & live on Sheridan	
Wanted to be on Sheridan for easy access	
Was familiar with the area	
Waukegan - friends and caseworker nearby, Skokie family nearby	
We really liked the place, its location	
Well-done, old-fashioned, stylish building.	
When I came out of the Rainbow Beach Home that was apartment I like	
Where I was born	

Question	
21. Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments in neighborhoods of their choice?	
Most Frequent Responses	
Response	Frequency
they did a good job	3
Look for apartment early	2
more resources	2
Additional Responses (alphabetical)	
A list of specific landlords who take bridge subsidy helps narrow it down. Have a list of landlords who accept bridge subsidies.	
A quicker transition	
a van for shopping, trips, etc.	
All is good/don't fix what's not broken	
Apartment people	
apartments.com/radpad	
Ask me where I want to move to.	
Ask them about their preference	
Be authentic	
Be more proactive	
be patient with client and listen more	
Better communication between client and case workers	
better info about people without records	
Broaden the area of potential availability of apartments.	
By helping them to look in other areas or places for different apts.	
By staying in contact	
call the landlords personally	
Diff/Less people coming	

Do a diligent search, and accommodate the member's needs.	
Do everything early	
Do everything in power to help people with the neighborhood they want.	
Doing good job.	
everything was ok	
Everything was very helpful	
explain more about visitations	
Find apartment near bus stop	
Focus more on where I'm moving and less on the moving itself. Also provide a rent letter before moving.	
Get a list of apartments in Neighborhood	
Get to know the members better.	
getting furniture	
give them better offers	
give them multiple options first even if there choosing early after that then let them decide	
given more choices	
Have available apartment listings not only on internet. For people who don't know how to lookup on computer.	
have them do the best job ok keeping in the area	
Help find area near support/family.	
Help me with more options	
help them look and offer assistance	
help us more when needed instead of run around	
Help you figure out how much rent will be before we move.	
Helping members assess credit scores and support in strategizing I think	
helping out application	
I did the searching myself	

I like to be able to have a person listen to me	
I noticed how caseworkers limited neighborhood choices	
I recommend they check at the bed bug situation first.	
I think stores, churches, recliners, theaters, library, ponds, swimming pools indoor and outdoor. I think we need a conservatory indoor and outdoor. I think we need space for events indoor and outdoor like a carnival. I think we need parks indoor and outdoor. I think we need more kinds of museums. I think checking out your neighborhood. I think meeting your neighbors. I think meeting your landlords. I think making more than more than one visit to inspect the apartment as soon as possible. I think we need arrangements for non smokers.	
I think that they should have more areas to live in that are nice and safe	
It was a good job already	
It's up to the member on how fast they want to move	
Just go with them and when you go with them have them direct you where they want to go	
Just listen	
keep looking till you find the right one	
Keep on doing what they are doing	
let me pick	
Listen to people better	
listen to the client and their needs	
look at as many diff places you like	

look at other apartments	
looking around	
make income allowed higher for more expensive neighborhoods	
make more aware of greater choices	
Make sure consumers can afford	
make sure it is a safe neighborhood	
Make sure the places are close to access everything they may need.	
make sure there are no bug issues	
Making sure that agency help with not letting credit scores determine if one can get an apartment w/ subsidy.	
Members should be able to view the apartment and neighborhood first.	
More choices of apartments to see	
More communication about current residents	
More funds for rent/incentive.	
Moving on did a good job.	
My transition went smooth and quick. I had a good time.	
No they are great	
no they done a good job	
No, everyone is doing a good job + I'm happy where I am living.	
No, everything went really well last time.	
Not really, I got lucky.	
not sure but from my experience everything went perfect	
Not sure. Moved out 3 yrs. ago. Thought it could have happened sooner	
Obtain more support in locating new location.	

one thing you can do ask more question about their living habits and see if can fit them somewhere likely affordable	
Operation uplift	
Partner w/ Thresholds	
Patience & clarity	
Photos	
Placing people where they really want to live	
Presenting surveys such as this	
provide list of realtors, subsidy available apartments, and which places check credit score	
provide more choices	
put roommates together	
Show 3-4 apartments	
showing us a lot of different and nice places	
Sometimes it would be best to drive around and look for the for rent signs.	
Speed up moving process	
start the housing process sooner & let members know that the process does work	
Stay around your neighborhood.	
take disabilities/people w/disabilities and low income into better consideration	
take more time to look for a place, giving longer looking times	
Take people to more apartments to choose better	
the ACT team is great but a lot of transition makes it hard need stability	
The move took as long as I thought it possible could	
The transition agencies can educate the client about housing subsidy.	

they are doing a good job	
They can help the homeless to get them an apartment of their own.	
they could work with landlords that specifically work with felonies and no credit	
they did well	
They do a good job from what I see	
They do get a job	
They have been very helpful	
They help pretty good	
They were good enough	
They were perfect in finding a place for me	
This one did a very good job with me	
Use more than one website; they did it on their own and didn't let me help search	
Work with them	
Worker has been good and balanced	
Would like nice quiet area	

Question	
25. Add any comments or suggestions that will help the state do a better job in setting up and furnishing people's apartments?	
Most Frequent Responses	
Responses	Frequency
more choices	9
It's good	3
add more choices	2
budgeting	2
Additional Responses (alphabetical)	
Add television or ac units for bedroom	
Allow tenants to have choices of furnishing their apartments	
Allow us to make our own decisions but help us when we need it.	
Allowing the client to choose their own furniture	
Any housing assistance to help me furnish or transition to a new apartment.	
Apartment is furnished	
Apts. should be mold free, well kept, insulated, and the A.C. & heating should work.	
Be thrifty	
better couches	
better furniture some falls apart to quick	
Bigger bed (wanted queen, given twin)	
Build a relationship w/ furniture store so that we could get more for our money	
buy brand new furnishings	
By going to different furniture stores and by them picking out what they like within their budget	

Clients should be allowed to shop in catalogs and other stores like Ikea. Lower costs, better stuff current system does not allow use of credit cards	
Could be better but it's okay	
Could have offered more money for furnishings	
Did not like furniture quality	
didn't hate enough for a table	
Dishwashers	
Don't force people to buy furniture they can't use	
Don't make enough to budget	
Don't use money for furniture on security deposit.	
everything is ok	
Everything was helpful	
Everything was more than adequate with the \$2000.00 initial disbursement and I am still very appreciative and thankful for it.	
furnishing apartments is all good	
furniture falling apart need more funding	
Give resident our choice of furnishing or state can keep up their good choices	
give us more money to move out of the nursing home	
Go to second hand shops for couches and tables	
Good	
Good work	
Having a voucher is good.	
Having people save \$25 with the account from their check	
help people to save for what they want in the apartment	
I didn't get 3 items or so that I would of like to have.	

I don't have on comments, except the agency that helped me was great!	
I have been saving in general	
I just got a sofa and a mattress	
I like how when you get out of a nursing home you get new stuff	
I like the furniture I got.	
I love my apartment	
I never received my full transition funds because the state had a government shutdown during the time of my transition	
I recommend Ikea for most furniture (cheap, nice...) but bedroom. Also recommend Threshold hires a handyman per site for furniture	
I think that they should help me in getting reasonable new furniture	
I think the state should provide money to people every 5 years to replace furniture.	
I think the system for moving on is amazing, but the two years after are stressful cause you don't know what's going to happen	
I think we need more money like for air conditioners.	
I was satisfied with what I did to my apartment	
I wish we had more transition funds	
I would have liked to pick my own furniture, and furniture to fit member's price range.	
I would like to buy new furniture but am budgeting month to month.	
I would like to get more things for my apartment	

I'd like more pictures on my wall	
If I had more time, and could pick out what I wanted	
I'm getting a new television because I only got a small one from the card	
I'm happy	
It Takes more than That	
It would be great if more money would be granted if they are children to consider. My child needs to live w/me it was a huge struggle to get everything we needed.	
It would have been nice to have more input when buying the furniture for my apartment	
It's hard to save money	
keeping prices as they are previously set	
letting a person know exact budget	
Make accommodations for apartments that come furnished, like the ability to replace some items.	
maybe include a bookshelf, and maybe a writing desk	
mention luxury items if possible	
money management	
money to help replace stuff when tenants get bed bugs	
Moving on did a good job	
My furnishings are all right for now it was helpful to have a chain bought for us and the \$2,000 initial set up	
Need more money	
need to talk to my case manager about that	
No, as long as clients have everything they need because it was adequate for my needs	

None. I think the funding amount was fair and adequate	
Offer vouchers	
Perhaps allow clients to shop online for bargain prices. Or have furniture sellers sell furniture at bargain prices for current clients.	
Pick out own furniture	
Provide more money for furniture. Give members more choices, be more considerate of personal items.	
Since the furniture was used when I got it. I would like to get some new stuff.	
The guy who took me shopping tried to purchase all the cheapest stuff possible the spending card had a bunch of money left on it. I wasn't allowed to purchase decorations.	
the plan works	
The state did a great job. They provided what I needed.	
The state should combine with the CAF funds	
There should be more options for the client to purchase good quality furniture. The client was pushed to purchase certain things without his needs. The client wished he had more time to purchase his items for his apartment.	
They (ACT Team) assisted w/ moving in it bought thrift store decorations	
try to find places that have better furniture at a better value	
Very great started furniture. I had nothing	
way done very well	

We should get new mattresses, the furniture was used funding for replacement furniture.	
When I first had the subsidy I was able to furnish my apartment. I had to sell it all when I went to the nursing home. I didn't get a subsidy when I moved to the group home.	
Yea, let them go to the stores they want to go to. I was told I needed to get my stuff online and that those were the only options I had. Let them go where they want to go for their bedding and stuff. Before I go back I want to get a new bed. I want to go to Beauty rest Store and get it there.	

Question	
30. How could your community support agency better assist you to meet and get to know more people in the community?	
Most Frequent Responses	
Response	Frequency
Block party/ events	18
go out and make some friends	6
Advertise and flyers	2
Promote individuality instead of group	2
Additional Responses (alphabetical)	
A closer drop in center	
A monthly visit would be nice	
Access to groups	
Activities that allow me to come to the agency	
add more options	
ask questions in the communities	
Ask questions? Lots of ?'s	
assistance in finding social functions and transportation	
be a current watch dog	
Better communication, I have to be more open	
Billiards	
Bring people together at the drop-in center	
By being there friend	
by getting along with people	
by getting me an apartment in Albany park	
By giving me activities that are going on in the community	
By going to the drop in	
by having more outings	
by having open houses that invite the community	

members not just the clients of the agency	
By introducing me to people. But I don't want people coming over at all hours like midnight. Like when I had those kids over and they would just come over anytime. I want to be friends but I don't want them to feel too comfortable and to come over any time.	
By making suggestions	
By meeting them	
By people coming to the apartment and meet with the people	
By stopping there drinking and smoking and them doing drugs.	
Call to make sure I attend groups. Planning more social events and parties	
come to drop in center	
come to my community and ask questions	
Community meetings so that we can become stronger in the community.	
Contact me to people transitioning out	
Continue to have community group	
Continue to have staff make suggestions about social group and activities out in the community.	
Conversation	
Current activities to meet friends - walking down the street.	
ENCOURAGE me to explore the community and learn the neighborhood I live in	

encourage outgoing energy	
I'm scared of people I don't want to get hurt	
Everything is good the way it is	
Facilitate recovery groups to meet others in the program/community	
Find apartment near bus stop in Zion Illinois where I don't have to walk far away to bus stop.	
Find closer Drop in centers. Make introductions more between agencies	
Get information about activities in neighborhood	
Get more involved	
Get news letters about the community	
Get together and talk	
Getting me involved in local community organizations	
Give more choices and help with RTA card to explore the community.	
Give us 1 or 2 thousand dollars to do things with like to ball games + circus	
Giving more support and support covering each other	
Go to a program	
Go to more groups	
go to the gap center	
Going to coffee shop	
Have a conversation with them	
Have a meeting	
Have given me options already	
have meetings	
have more activities	
Haven't yet researched those agency	
help find community events	

Help get to know more people in the community	
help me find a study group to study math and physics	
Help me walk through Edgewater and help me meet people at the center	
Helping me move to a new apartment	
Helping people going out more often & being part of community resources	
holding groups so I meet friends	
housing meetings	
I am good with getting out on my own to meet people	
I am involve with church in uptown community. I have a lot of friends	
I am not sure; maybe a vow program or other job opportunities	
I believe everything is just how it should be (and I'm happy)	
I can do that on my own	
I feel like they already do a lot of outings where I meet people	
I get around just fine. I have my set of friends	
I go out into the community and don't need support	
I meet people (some) that I seem to get along with we talk a lot on my days free	
I meet people and enjoy peoples company and have a wonderful time with them.	
I need to do that myself.	
I take classes downtown.	

I think by meeting people by the door with coordinator and landlord. I think going places around the neighbor together.	
I think they do well with getting people to socialize	
I try to do it by myself	
Mingling.	
I want to find a church to attend or gym to exercise.	
I want to find a community center with older people.	
I wish there was a place to play pool or computer rooms within the community.	
I would like to further my education and work part time.	
I'd like to get a paying job	
I'd need to see an advocate in size	
If my building need a general lobby	
I'm doing ok	
I'm good I don't like to be around a lot of people	
I'm good with the friends I have now	
I'm ok, I don't need assistance with that	
Introduce have more groups	
introduce me to my neighbors	
introduce me to people from agency-other members	
Introducing me to other programs	
Job training	
join more outside activities	
just talk to more people	
Keep in contact w/ the people around town on a regular basis.	
Letting clients know who is who	

Living in a better apartment building	
Local group meetings & local computer center.	
Maybe a cook out where we could all meet	
Maybe support programs - centralized to neighborhoods not necessarily but could be connected to trilogy	
Meet @ different social events	
meeting at local churches for neighbors can meet regularly	
Money for food cooking to teach me to cook. Money for shopping	
more community access	
More community outings. Going for walks.	
More food pantries	
more functions, blogs, party for the residents, picnics	
more visits	
My community support agency does just fine.	
my team from thresholds is helping me enough	
networking event, going on outings like plays, shows, concerts with more people from the center	
Reaching out to people	
residents meeting	
satisfied with the way it is	
Schedule an outing for members, provide transportation and staff for the outing.	
send newsletter on the community	
Setting up group trips to the store. I don't get outside much.	
Setup more coffee meetings	

Show me around + talk to them	
suggest community theatre opportunities	
Take us to more places involving us with the community.	
Talk to people in the community that can help me.	
They already provide those resources	
They are helping me.	
They are helping now!	
They are trying I just don't like new people or crowds	
They can't help any more than they have. I just need to be more active and sociable.	
They could just make sure I am safe if I meet new people.	
They have pretty much done everything they can for now	
they help me in every way possible	
They help support me by suggesting programs and places they have learned about.	
They let me know when there are things going on	
They provide the opportunity it's up to me to follow	
Through organized outings, activities	
To go out and walk around in the community with staff to meet people	
To talk to the people in the building	
Volunteering	
Walks, talk to people, agency events	
We could all get together and have a meet and greet	
Get out even if it is just to the corner store	

Question	
37. Any other suggestions on how to make the drop in center more helpful to you. (Please describe)	
Most Frequent Responses	
Response	Frequency
closer to apartment	12
more activities, game's or trips	5
help me get a job	2
Additional Responses (alphabetical)	
A drop-in center in Evanston	
all good	
Attend more groups	
Better classes - wanted to have education opp. in science + history	
Better access	
Better food	
Better food choices	
bigger	
By having people introduce themselves when they come in	
city buses	
come get you every day (bus or phone)	
Comfortable to ask for support	
Continue to promote and foster healthy people	
continue with coping and hygiene skills	
decaffeinated coffee too hot	
Do not turn us away	
Doing more Art	
Eliminate poisonous people	
Everyone should get raises	
Everything is helpful	
everything is well here but we can use more games	
find a closer one	

Find one more accessible to South Side clients	
for greeting others and supply my needs and make my happy	
getting friend to go there when they need friends/coworkers	
Give members more choices	
go on more fun outings	
go to eat more	
good enough how it's doing	
group	
have on the west side	
have pool or ping pong	
Have someone there to teach computer skills	
have the Drop in be open 7 days	
Have the right people for the right job	
Having more activities during the day and more outings.	
having more afternoon hours	
Having somebody there to talk to is helpful	
Hispanic theme	
How to better yourself get active - no complaining	
I am not sure, I do not regularly drop-in	
I can wash my clothes, and dry my clothes for free.	
I enjoy the center	
I had bed bugs and they temporarily banned me and were un understanding and they had to apologize to me and let me back in.	
I love the drop in center	

I might want to start attending groups at the drop in center. I would like more information about what groups are available.	
I think it's perfect the way it is	
I want need train for some when I move	
I wish my caseworker would drive me	
I wish the office was closer to his apartment so that he could walk.	
I would like a ride to freedom center	
I would like for it to make me feel more comfortable.	
I would like to receive more information about the groups offered	
I would like to see another music appreciation program made	
I'd like to increase programming - more programming for people w/ multiple needs, not just M.H. needs	
If I didn't have to stay so long	
If they have more games and people and better groups	
it go for me to learn	
It is boring - need more activities	
It is very coordinated there I like my freedom there.	
It should stay open and have more to do	
It would be nice if it were something in my community	
It would be nice if they had more coffee.	

it's very good place for all of the things you've applied and also you can come until your called	
Jobs	
keeping it clean	
Learn about the computer	
Less interruption when checking in	
Let me clean it and decorate it more	
Make it more welcoming and clean	
More arts/sciences + outings lead me more groups	
more computers	
more convenient to get there; it's very far	
More cookouts	
More daily newspapers available	
more field trips	
more field trips out of town	
More magazines	
more mental health groups	
More opportunities for education and employment	
More or different activities	
More participants increases progress funding	
More Parties	
More proper funding.	
movie activities, pool table, open longer (24 hours), provide 3 meals a day	
Movies during the day	
new movies	
nice to see movies	
No it has all the benefits I need. I just have to utilize them	
no more exercise	

No would like one that are closer to me	
no, I am planning to use the drop in center in the future	
No. They help me.	
none at the moment because there doing a great job	
Nope. Everything is good.	
Not be so boring.	
offer a group for decision making	
offer more activities to stimulate my imagination	
Offering free health and wellness activities.	
one on one and everyone being grateful	
outreach for reminders to go from drop-in staff, more community activities	
prepare a table for studying	
Providing groups, socialize	
quality and valuable job programs to exceed social security disability	
Respect it and keep it clean	
Services are great!	
some good trips	
Staff could be more accessible	
Start my own group their	
Take me to job fair	
Talk to people	
Teach me to read and talk good	
The reason I don't use the drop in center is because there were trouble makers going there so it has to feel safe for me and it doesn't	
They can assist in volunteer jobs.	

They can help you plan groups to make groups successful	
They could stay in contact w/family to update projects	
They need to let us know when things are happening through telephone or letter.	
They should feed everyone and not just members attending group	
To keep it ongoing.	
too many people	
Transportation	
Try making it less confusing	
TV commercial so others can see and participate	
Video games or more activities	
watch movies	
Weekends on Saturday	
Yes I'd like to apply some of the more scenarios of practical luncheon to my living plan	
You all are doing a great job!	
you're doing a great job	

Question			
38. Any suggestions on activities or events that you would like to see at the drop in centers that would help you and people transitioning into the community?			
Most Frequent Responses		Games would be nice but I understand why they don't have them.	
Responses	Frequency	Go for walks and dance, go to the zoo	
Employment, teaching about when to take medication	6	go on outings to park or food pantry, museum	
More movies and video games, snacks breakfast lunch dinner, desert	5	go on trips	
ask members about their interests and aid in finding resources about interests in the community	4	go to a boat show, watch movies	
Additional Responses (alphabetical)		Going out in the community with more variety - to the museum or something.	
A drop in center would be helpful in order to play games or use the computer.		good enough how coordinator does it	
Anything with games -play sports		Great American trip group, fishing trip, cancer walk breast for woman's & man	
Basketball		Groups and activities	
BBQ Parties once a week so people learn to socialize		Happy w/how it is. Just cannot access after moving to apt. wanted the piano to be tuned	
Be more inviting, more trips		have fun events with food and prizes	
Better transportation, more gym		have group on house cleaning	
Board games and field trips.		Have more groups with the community	
By getting involved with community events		Have more of a push into independence and take it sept by step	
Christian classes, Christian movies		Have more talk about living in the community (ways to budget)	
community picnics		Help find jobs	
concerts rock		holiday parties, giving away stuff	
cooking classes		I am not sure, maybe better way of communicating groups/events.	
Emotion regulation, dealing w/ voices & stress		I don't like activities	
Employment advanced computer skills training		I would like more self-help	
field trips in community or camps		I want to get to know more people	
Field trips to inspire outings more to strengthen more communication skills + support systems peers		I would like to play game like chess, go, dominos, rummy cube	
fishing		I would like to see more movies about the neighborhood I am moving in	
food		I would like to see tutors for those of us that want to get a higher education	
Fun things		I'd like to go to brunch, monopoly	
games		Improve education	
		Include the field house more, go to the city of Chicago and visit museums	

it's really cool can relax and watch a good movie		See my friends and visit with staff.	
Just talk		Speakers or movies during the day	
Just to continue doing what they're doing.		swimming pool, beach and zoo trips	
learning area		Taking a walk to a coffee shop	
Leather craft.		Taking trips into the community to be more familiar	
Maybe before transition, have people go and see how they work. Get them familiar with the surroundings.		Taking us out to find ways to use public transportation.	
maybe have classes on reading and understanding a bus/train schedule		Talk to other people	
maybe teach life skills		Talking group	
mental health groups/wrap		teach cooking skills, money management group	
monthly birthday parties		Theater	
More art groups/creating writing groups.		Therapy dog	
More art shows		They are doing an excellent job	
more computer literacy support		they are ok	
More creative activities more donations available like hygiene items		They need more resources	
more life skills training		To live a long and healthy more productive life	
More money for employees		Trivia	
more movies on the TV		Understanding people	
More people too visit		venting group	
more support		video game	
More support and events. Soccer, volleyball tournaments.		Visual entertainment like video games	
More trips		volunteer opportunities in the drop in center	
Movies about anti-drug and alcohol abuse.		volunteering activities, creative arts and clubs	
No. Perfect the way that it is. Programs very helpful + therapeutic.		Walk around or introduce the community to come to freedom center.	
No. They do pretty good. I like them.		Walks and learning about how to travel by myself downtown to cultural places	
Offer transportation		water member, Listen to more music	
Outings. Field Museum.		We could go on natural walks to the park and community thank.	
Provide jobs		work or budgeting money	
Public social funding always help		would like to see/experience more outings	
quality reassurance			
radio/music			
Regarding Q39-44: I do not have an apartment as of now.			

Question			
50. If you wanted to increase your job or volunteer opportunities, what services would help you most?			
Most Frequent Responses			
Responses	Frequency		
Case managers	15	case manager, job center	
Job coach	15	Caseworker could help me Also transition ctr. staff could help	
Employment Outreach	13	CHA - Have a schooling/career program, stuff like that	
Supportive Employment	12	Classes for skill building.	
Drop in center	7	College, trade school	
Training	7	Community Centers	
Job opportunity - employment agencies, etc.	5	Core	
computer classes	2	Cornerstone employment	
Additional Responses (alphabetical)		Cornerstone's IPS Program	
a class at school		Creating a resume	
a clear path to the CRSS through my agency with trainings and support		CRSS	
A job placement center		customer service	
ACT team		easy transportation services	
ACT team- employment specialist		Education	
All I have to do is apply I am retired		Employment counselor	
Am working with Supported Employment to find a permanent job		employment office	
an interest survey to find job/volunteering that would test your abilities, likes, and interests to assist in finding something that people enjoy		Finding a volunteer position through thresholds	
An opportunity to pursue college education		GED	
Attending the offered crss trainings		General advocacy training in the arts	
Battered women, homeless shelters, and work with children in any way.. foster or tutor children in any way that would/could be helpful		Getting help with resume	
BDA		Give more information	
career services		Go back to school	
		Going to Brighter Days Ahead	
		group talking	
		help find me an easy job	
		Help pass test for CRSS	
		help with more time to talk, make resume	
		I am a certified cosmetologist/barber. I would like to focus on my career in that and obtain my license	
		I am not sure, I wish there were more placements or opportunities then ones suggested to me when I first got apartment	
		I may need help investigating new jobs	

I need to get my driver's license. not having a license or means to get one pose so many barriers to my improvement		Peer counselor job	
I want to volunteer with senior citizens		Personnel/Volunteer twice a week for 6hr a wk.	
I will continue to work with Job Specialist for employment opportunities		Provide more information opportunities	
I would just talk to my boss because I could cook more hours or my church because I could volunteer more hours but now I go to school and am happy with the hours I have.		Resources around my passion of music	
I would like to become CRSS staff		Restaurant employment	
I'd like to learn more about peer counseling so I could relate to others + they could relate to me.		Resume Building	
Info on nearby jobs I can reach on my own		Resume building, interviewing skills, learning to take constructive criticism.	
Involve myself more toward that		Resumes/Referrals	
IPS Program- Group Home Staff		Right now I want to work on school and focus on education	
It would be good to have a list of job listings that are hiring.		schooling and on the job training	
Job fairs		social services	
job hunting leads on jobs		someone to help get me a job	
job readiness training, goal setting, job coach		Someone who will look for a job for me and get me an appt. They don't want to help me find a job in my field. They don't get me an appt. They don't want to take me there. Everything is on me.	
Kankakee supported employment services		States the agency has been helpful, but complications arose that hindered employment opportunities.	
Keeping in contact with my doctors. Staying active in the Beacon		Support from agency and resources.	
know where to find volunteer services		Support services (Supportive Employment Program)	
Learn about computers, get a newspaper try a temp agency		take to IPS	
Legal assistance with expungement		talk to staff about CRSS staff	
Library sciences mental health		Talking to someone	
more support with the team		The agency I have a job with now	
more volunteer opportunities		the drop in center	
Multiple Sclerosis		To know where to go for work	
Part time work that would not change my SSDI availability		To talk to the right person	
		What can I do that won't interfere w/income	
		When I get my physical issues under control, more medical help	
		working as a dishwasher at a restaurant	

Question	
54. If you moved or changed subsidies, please talk about how that went.	
Most Frequent Responses	
Responses	Frequency
It went fine.	10
A lot of paperwork it went well	2
Already have CHA subsidy	2
Additional Responses (alphabetical)	
Actually, it was difficult	
Attempted to change subsidies but had difficulties with CHA	
changed subsidies- landlord is o.k. with that	
Changed subsidies; haven't moved yet.	
Currently in the application process of finding an apartment that accepts CHA.	
don't remember the transition, easy	
Don't want to move to another apartment	
Yes, the voucher information is new to me.	
Easy	
Everything went well, no problems.	
felt it went smoothly, easy to go to CHA	
Filled out paperwork for CHA; waiting to hear back.	
Great caseworker helped me	
Have CLA Voucher and on getting my landlord to fill it out	
Horribly. Sent to a neighborhood I didn't want. Became suicidal and ended up in hospital. now in group home and hate it	

I am in the process of moving	
I applied for another subsidy when I moved in or after moving in. I have not experienced changes this year in my housing or services not listed elsewhere.	
I applied for section 8 then my team convinced my landlord to take it.	
I didn't qualify for the bridge subsidy program and have been left to pay for it myself	
I have a CHA voucher Section 8 it is going well	
I left my apartment to go to a nursing home. I was supposed to move to a different apartment but missed the appointment. now I'm in a group home	
I move and switched last year	
I moved but didn't switch subsidies and moving was ok.	
I moved but the subsidy continued to only pay first month rent and security deposit.	
I moved on my own, didn't have to move	
I moved, and I started to receive S.S.D.I in May 2017	
I received a CHA voucher this year I have Section 8	
I survived	
I switched the Bridge Subsidy to Section 8 Voucher!	
I'm in the process...	
In the process of looking for new apartment. It has been really tough to go along with the CHA timeline.	
It was complicated and took 9 months for me to move.	
It was difficult because I could not live in my new apartment for 7 months	

It was stressful but got done	
It went fairly ok, just was hard to move in that fast	
It went well currently looking for new apartment	
It went well- no problems	
It's still in the process	
Make it easier for us to stay in our neighborhoods if we can, sometimes moving is very difficult.	
I am very lucky to have found the perfect apartment	
Moved but did not switch	
Moved out in to the community	
Moved to CHA subsidy	
my landlord has a hard time finishing the paperwork	
My team leader spoke with someone, I had the funds, I believe it is going great	
pending new place nice location and or center group owned units	
Smooth transition from changing subsidies because I didn't have to move.	
Smoothly	
smoothly	
The Case Manager with CHA was very helpful and explained my choices	
The housing authority had many vouchers for us in the program	
the move went well	
the subsidies were \$14 dollars lower	
The transition to a different subsidy went well	

Question
57. If you have any additional comments or information that you would like to share please add your thoughts in the box below:
Response
A program to help ppl learn to drive and get their license would be wonder full
Can individuals attend Resident Member council meetings via Skype?
Everything is going very, very good! No problems, questions, or concerns! Truly grateful for all services provided for me!
Everything is good
I am grateful for this program. Without it, I don't know where I'd be.
I am grateful that I have this opportunity to live independent. Go to school and work while having a place to come back to. Thank You.
I am grateful to have all meals here.
I am happy that there was a Williams Quinn Program that helped me to get out of there
I am now in CHA w/ a housing Cha voucher & happy with it. Transition was easy. I am now trying to get new furniture & employment.
I am self-sufficient. I have a checking acct now and past. I can manage me + SS and pay bills out of my acct - this is important.
I am so thankful for thresholds and their help with moving me out. I get a second chance and I feel really good about the support I have.
I am thankful for the chance to move into the community. My team has been very supportive with my move.
I am very happy with my case manager
I am very interested in finding a nice apartment.
I am very satisfied
I appreciate the Bridge Subsidy and I am very grateful for the help. I am pleased for all the services I have been able to get and didn't have access to before.
I could not afford decent housing without this subsidy. Thank you very much!!

I don't qualify for the Bridge subsidy program and have been left to pay it by myself.
I don't think I would be where I am without the Bridge Subsidy Program Thanks
I enjoy everything
I feel the moving on program has helped me to succeed in my long term goals and am looking forward to moving out of the program to a more outpatient care program at my location soon.
I feel this is a great program. I was not in need of all the help offered because I was capable of doing it myself. Grateful for the help I did and still am receiving.
I have my apartment
I have Section 8 now.
I have successfully transition to CHA and I'm very happy
I hope they will continue to help more people out into the community. They have been helpful with my transition and has given me hope that I can stay in the community.
I need my bridge subsidy back and help with finding a new apartment
I really enjoy the men and women at the agency, they treat me fairly and with respect. I hope to continue working with them.
I sincerely appreciate the program that has allowed me to exist back into he community. A Blessing from God!
I think everyone is doing a great job and really helping me.
I want my subsidy again to get an apartment.
I was important for me to move out now that I have it It's not that important.
I wish the bridge subsidy continued to assist me with my housing like they did before. I will have to work more hours in order to cover all of the expenses. I worry about my financial situation especially moving into a new area.
I would like a 2nd chance for getting a subsidy to move from the group home.
I would like assistance obtaining another apartment & maintain it.

I would like to get more information about subsidized housing vouchers in the future. The previous transition coordinators do not have the needed information but they have to ask someone else to get an answer which took a long time. The staff members should have all the needed information to report to the clients.	Thank you for everything! I strongly love my apartment. If it wasn't for you guys, I wouldn't have made it without your help.
I would like to have more information on the subsidy and moving into other apartments.	Thank you I'm very appreciative for getting help with the rent for my apartment. Best thing that has happened to me since coming back to Chicago from being gone from here for over 30 years.
I would like to keep my subsidy and keep see my doctor and case manager + team	Thank you this is good enough
If possible do not have landlords charge a onetime fee for A/C use during the summer months.	Thank you.
I'm happy living independently	Thankful for the bridge subsidy for keeping myself and my wife housed throughout this time until we can see another subsidy b/c we were denied for Section 8.
I'm thankful for this program. They gave me a chance.	Thanks for all the help and support to getting back to the place I grew up in.
It has been helpful for me.	The Bridge Subsidy pgm has been very important and helpful to me in getting + maintaining my apartment.
Keep everything going how I want it to go.	The staff is excellent would not change anything.
My team helps me a lot, thank you.	The William Consent Decree is the Best thing that ever happened to me!
No comment other than, I'm happy for being in my apartment	This is a very good housing complex and apartment
Sometimes I get fearful that the assistance will go away.	This subsidy has been a God send. 3 years ago I never imagined that I'd be living and on my own. SSI is helpful but this subsidy is the cherry on top of the sundae that is mental health assistance.
thank you for all the help you have given me	well I'm very thankful for your help and again don't how much to thank you thank you
Thank you for everything! I am glad to have this p.m.!	

Section 4:

Copy of Original Survey

Illinois Division of Mental Health Housing Survey and Focus Forums

Dear Moving-On Class Member,

Attached to this cover letter is the Annual Housing Survey. If you have completed this before we hope that you will agree to complete it again. If this is your first time, we welcome your feedback. The information gathered from this survey is very important to the State, as we want to best meet your needs and needs of others who transition from nursing home settings.

We greatly appreciate your effort in filling out the survey and returning it by the designated date.

Also, you are cordially invited to attend one of the Moving-On Focus Forums. The dates, times and locations are listed below. The State of Illinois appreciates your feedback on how this program has worked for you and how has it benefited or changed your quality of life.

These Focus Forums will be videotaped, with both group and individual sessions, and the results will be edited and provided to the Illinois DHS/Division of Mental Health.

**Lake County Health Dept. –
Waukegan & Zion**

New Hope Recovery Center
Address: 1022 27th St.
Zion, IL 60099
Date: Wednesday, **July 26**, 2017
Time: 9am until Noon
Phone: 847-377-8995

**Trilogy - The Beacon
City of Chicago - North-Side**

Address: 1400 W. Greenleaf
Chicago, IL 60626
Dates: Thursday, **July 20**, 2017
Time: 9am until Noon
Phone: (773) 508-6100

**Association House
City of Chicago – West Side**

Address: 1116 N. Kedzie
Chicago, IL 60651
Dates: **July 21**, 2016
Time: 9am until Noon
Phone: 773-772-8009

**Thresholds New Freedom
Center- Central City Chicago**

2045 W. Grand Avenue
Chicago, IL 60612
Dates: Monday, **July 24**, 2017
Time: 9am until Noon
Phone: 773-572-5187

**Thresholds New Freedom
Center – Chicago - South-Side**

Address: 718 W. 47th Street
Chicago IL 60609
Dates: Monday, **July 17**, 2017
Time: 9am until Noon
Phone: 773-572-5187

**Grand Prairie Center –
Chicago Heights, Blue Island**

Address: 450 W. 14th Street
Chicago, Heights, IL 60411
Dates: Friday, **July 14**, 2017
Time: 1:00pm – 4:00pm
Phone: 708-503-9670

**Thresholds New Freedom
Center in Kankakee –**

202 N. Schuler Avenue,
Kankakee, IL 60901
Dates: **July 28**, 2017
Time: 9am until Noon
Phone: (815) 935-8886

**Heritage Behavioral Health in
Decatur**

Address: 151 N Main St, 5th FL.
Decatur, IL 62523
Dates: **July 27**, 2017
Time: 1:00pm – 4:00pm
Phone: (217) 420-4774

**Human Service Center in
Peoria**

Address: 228 N.E. Jefferson St.,
Peoria, IL 61603
Dates: Thursday, **July 13**, 2017
Time: 1:00pm – 4:00pm
Phone: 309-671-8000

Just attend the meeting of your choice.

You may call the phone number above to RSVP if you like.

Illinois Division of Mental Health

2017 Williams Bridge Subsidy Survey

May 2017

Please do not write your name on the survey.

You are being asked to participate in this 53-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 three numbers by your service provider.

Question 1. Please list 1. your housing team number 2. a survey number if there is one and the 3 length of time in your own apartment (s).

Housing Team Number: _____

Survey Number: _____

Years since First Transition: _____

These survey numbers help your team know who

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

<https://www.surveymonkey.com/r/2017DMHBRIDGE>

Demographics: (This info is not shared)

2. What is the zip code of your current apartment? _____

3. What was the name of your former nursing home prior to "Moving On"? _____

Questions about your Housing:

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. Why? _____

Respond to your selection:

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

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

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

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

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

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

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

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

☐ Additional Comments _____

11. My caseworker answered any questions about my lease?

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

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

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

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

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree ☐ I report it myself

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

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

15. Add any comments you want regarding your housing: _____

Neighborhood Choice:

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

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

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

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

18. What neighborhood or city was your first choice to select an apartment?

19. Why? _____

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

☐ North Side of Chicago ☐ South Side of Chicago ☐ West Side of Chicago ☐
☐ Downtown Chicago ☐ Northern Suburbs ☐ West Suburbs ☐ South Suburbs
☐ Kankakee ☐ Peoria ☐ Other Cities or areas of the State not listed (list those areas)

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

My Apartment's Furnishings

22. I like how I could furnish my apartment.

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

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

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

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

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

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

Friends in the Community

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

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

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

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

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

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

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

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

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

The Drop-In Center

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

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

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

☐ Walk ☐ Bicycle ☐ My car ☐ My friend's car ☐ Caseworker would drive me ☐ Do not use Drop In

☐ Would need special arrangements ☐ Other: _____

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

☐ Never ☐ during a crisis ☐ nice during holidays or special events ☐ once a month

☐ once a week ☐ 2 or 3 times a week ☐ 4 or 5 times a week ☐ 6 or more times a week

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

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree ☐ Do not use Drop In

35. I find the drop in centers to be a good resource for me.

☐ Strongly Disagree ☐ Disagree ☐ Not Sure ☐ Agree ☐ Strongly Agree ☐ Do not use Drop In

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

☐ It is a place to go during the day ☐ I like to see my friends there ☐ I like the activities

☐ It helps me not be so lonely ☐ To look for employment ☐ To eat a meal sometimes

☐ I like the groups & helping others ☐ Chance to see staff more ☐ It helps create a routine

☐ Do not use Drop In ☐ Other reason (s) _____

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

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

My Housing and Case Management Support Team

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

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

☐ A different amount (Explain) _____

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

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

☐ A different amount (Explain) _____

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

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

☐ A different amount (Explain) _____

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

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

☐ A different amount (Explain) _____

43. 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

44. 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

Increasing My Volunteer or Employment Opportunities

45. Check the box(es) for your current volunteer status each week. (Check all that apply)

☐ I am not volunteering for anything right now. ☐ I volunteer less than 10 hours a week.

☐ I volunteer between 10 and 30 hours a week. ☐ I volunteer more than 30 hours weekly.

☐ I have not been able to find a volunteer job. ☐ I do not want to volunteer right now. ☐ It is too stressful to volunteer right now.

46. Check the box(es) for your paid employment status per week. (Check all that apply)

☐ I am not employed right now. ☐ I have paid employment for less than 10 hours a week.

☐ I am employed between 10 and 30 hours a week. ☐ I am employed for more than 30 hours weekly.

☐ I have not been able to find paid employment. ☐ I do not want to paid employment right now.

☐ It is too stressful to maintain paid employment right now.

47. I would like to volunteer or work more hours per week.

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

48. I know **who to talk to** if I want to work or volunteer more hours?

☐ Yes ☐ No ☐ I will ask my case manager for information after the survey if I want to find out more.

49. Some people get paid for their lived experiences with mental illness and the mental health system. Did you know about your eligibility to train to be a peer counselor and trainer (CRSS Staff)?

☐ Yes ☐ No ☐ I will ask my case manager for information after the survey if I want to find out more.

50. If you wanted to increase your job or volunteer opportunities, what services would help you most?.

Requirements to Apply for a Subsidy and to Use It

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

☐ Yes ☐ Probably yes ☐ No ☐ Not that I remember ☐ I had forgotten about that!

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

☐ Yes ☐ Probably yes ☐ No ☐ Probably not ☐ I am surprised about this.

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

☐ Yes. I moved & switched apartments. ☐ I switched subsidies but stayed in my same apartment. ☐ No

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

Additional Support and Ideas:

55. What additional services or supports over time might be needed to remain housed? (check all that might apply as needed services just in case you need it)

- | | |
|--|---|
| <input type="checkbox"/> More help in paying my rent | <input type="checkbox"/> More help with keeping my unit clean |
| <input type="checkbox"/> More help with not disturbing others | <input type="checkbox"/> A subsidy or a higher-level subsidy |
| <input type="checkbox"/> More help to take medications | <input type="checkbox"/> More 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"/> More nursing time for physical problems | <input type="checkbox"/> More medical services for physical problems |
| <input type="checkbox"/> Training to self-administer meds | <input type="checkbox"/> More supervision to keep me safe |
| <input type="checkbox"/> More help to monitor diabetes | <input type="checkbox"/> Help with giving myself shots |
| <input type="checkbox"/> Other (please explain): _____ | |

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

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

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

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

