

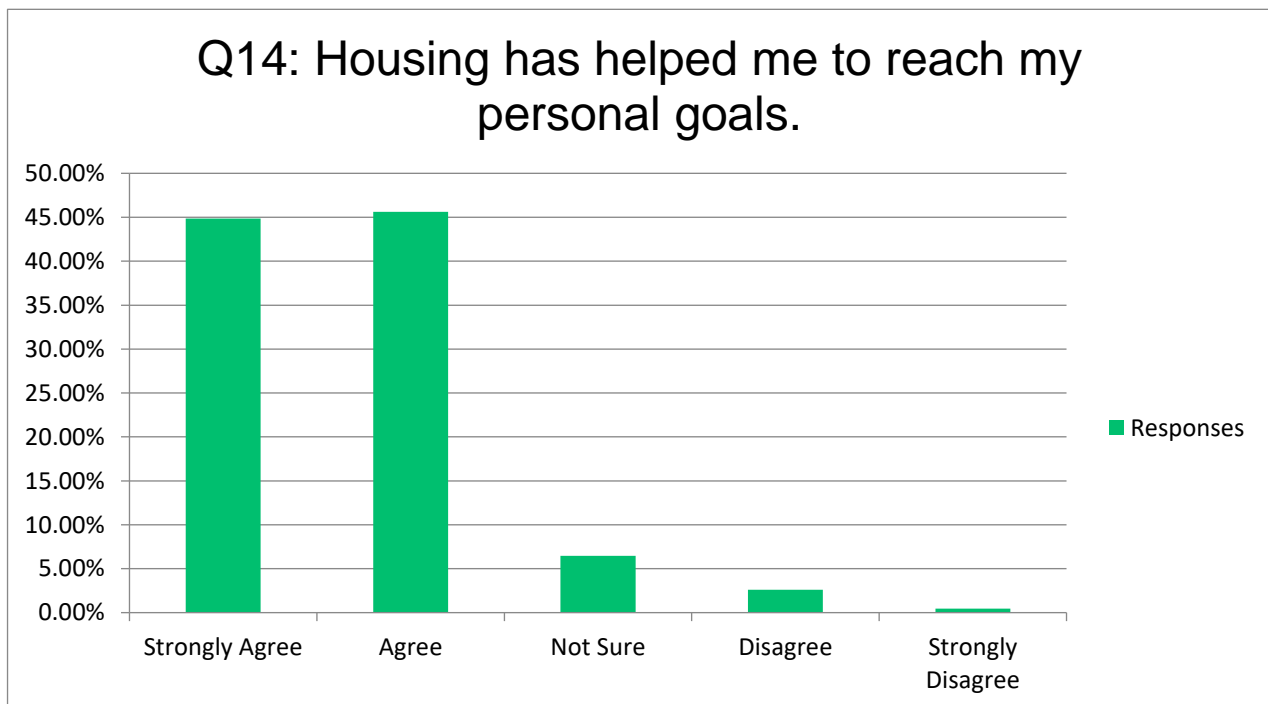


2018 Williams Class Members' Housing and Services - Consumer Satisfaction Survey

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

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90.4% of Subsidy recipients to the annual survey agree that the Bridge Subsidy was important to Class Members in reaching goals.

Survey Summary:

This is the sixth year that this survey has been published. It remains one of the largest multi-agency satisfaction survey in the country with over 894 completed responses who are able to discuss their experiences in supportive housing as an alternative to living in the nursing facilities.

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 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 10)

There were 894 surveys returned, representing 63.5% of the individuals in the community working with their original treatment team. (Q1) This is a smaller return rate than in previous years. Of the survey respondents:

- Residents returning the surveys now live in 8 different counties in 55 cities in 110 different zip codes. The residents in Chicago now live in 40 different zip codes.
- Responses are from individuals who transitioned from all of the SMHRFs. (Q3)

Key Findings and Trends:

The survey responses remain consistent with findings in previous years. The 2018 survey indicates that in general Class Members are living successfully in the community, want to remain living in the community, like their homes, are engaged in their programs and like the staff they are working with. Trends and key findings are summarized below.

Class Members want to live in the community and many are living in the community with long term success.

- 90.4% of respondents agreed the Bridge Subsidy was important to Class Members in reaching goals.
- On average respondents had already lived in the community for 2.8 years. The median response for living in community-based supportive housing is under 2.5 years. There is a range of individuals receiving support who have lived in the community from 1 month till 10 years. Q1 Pt 3 Pg19
- 91.2% of people live in their own apartment. 80.8% of individuals do not want a room-mate. Q4, Q5

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

- Individuals reflected their neighborhood of choice is most often related to being familiar with the area, being close to family, or safety. (Q18) There are opportunities for increased connections to people outside the program, and supporting individuals in intentionally building interdependent connections in their communities and neighborhoods.
- 84.6% of people feel safe in their neighborhood now (Q7). 85.7% feel safe in their building (Q8) and 86.5% feel their building is clean and well kept (Q9).
- 73.4% of people are living in the neighborhood they originally wanted (Q16) and 82.8% (Q17) are happy with where they are living now.
- 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. (Q39- Q42) 91.8% of people know they can get a hold of staff in an emergency. (Q43). 93.56% of Class Members know that their case manager will check on them if they do not see them for a while. (Q44) 72.7% report they have staff visits to their home between 1 and 3 times per week. (Q39)
- 66.9% 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. 62.14% of people agree that the Drop-In Center is a good resource for them. (Q35) 58.5% of people say that they are interacting with other people outside of the program (Q28) and 87.7% get along with people and interact with others in their building. 51.8% said they were interacting with others in 2015. While this shows an increase, supporting Class Members in building connections with others outside the program could be an area for continued growth and focus in the future.

Class Members know where to get help with employment, however want to work more.

- Over 25% of respondents wanted to work more. Nearly 75% report unemployment. This represents an opportunity to better connect individuals desiring work to supportive employment, jobs, and/or increased hours working per week.
- 86.3% of Class Members know who to ask for help in obtaining employment or volunteer work. (Q51) 26.9% of Class Members say they would like to work more hours (Q50) and 21% of people want to volunteer more hours (21%) (Q49). 73.6% of class members are not employed right now (Q48). 65.3% are not involved in volunteering right now. (Q47). 25.6% are not interested in volunteering and 17.5% of people are not wanting to work right now. 11.6% think that working might be too stressful.

- 45.8% of Class Members did not know about the CRSS credential working as a peer aide. In 2017 49.9% reported not knowing about it. There is an opportunity to increase the awareness of this credential, and for those interested, support those Class Members in getting the credential. (Q52)

Table of Contents	
Section 1	Introduction & Methods Section
Section 2:	Charts, Multiple Choice Questions, and Demographics
Section 3:	Essay Answers and Quotes from Class Members
Section 4:	Copy of Original Survey

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 June of 2018. 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, for the second year, includes questions about volunteer and paid vocational opportunities to encourage DMH Initiatives about offering additional vocational support. In addition to the regular review process, last year's survey also received an additional round of editing by Clinical 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 market-rate and what tenants can afford in the community. The rent is limited to 30-35% of their monthly income. This allows this State funded subsidy to act as a “bridge subsidy” until a resident can qualify for a long-term federal subsidy from other sources like HUD.
2. **Standard Lease** – A lease that states the rights and responsibilities of tenancy. That lease is the same as regular market rate 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 within the regular neighborhood services and amenities.
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 2018 and distributed by Williams ACT and CST teams through fall of 2018.

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 June 15, 2018. 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

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 August 1, 2018 to Sept 15, 2018. The result was the return of 894 surveys out of potential 1,408 surveys distributed to those persons who had transitioned into the community at that time, or a 63.5% response rate.

The 1,408 Class Members 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 Program'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.

For 2018, 1,408 Class Members were identified by the treatment teams as currently being served on the ACT or CST teams that have transitioned into the community and are living in their own apartment. 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 new 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 explains how a team may have more than 100% of surveys returned. In the end, there were 894 surveys returned and completed.

This report includes a list of each Williams Transition Agencies involved in the survey administration, and the response rate per team (Q1). Out of the teams with Williams' Class Members, three agencies had a much lower response than in previous years. Those teams are Thresholds, Trilogy, and Grand Prairie Services. As Thresholds and Trilogy are the two largest support agencies, this lowered the overall response from the goal of 80% to 63.5%. An additional time was given to these 3 agencies with lower response times to turn in additional surveys and their Quality Assurance Staff (QA) worked with their teams to turn in additional surveys. Trilogy used this time to turn in additional surveys and Grand Prairie will change how their surveys are distributed in the future. Thresholds had the lowest return rate they have had historically. They had only 8 of 56 teams meet the 80% goal and there was little pattern to the low return rate. The initial team from C4 remains very low in their return rate but C4's other teams have returned at rates like other agencies.

The return rate and overall sample is probably a reasonably accurate representation of all the geographical areas of the state's William's class members. Because of the individual teams that had a lower return rates, the sample has a lower representation of teams in the Uptown and Rogers Park area than in surveys in past years. As there are 894 surveys (a large number of surveys), individual questions and their results are not impacted by outlying answers.

During data entry and analysis, several areas were identified for future survey edits that would strengthen data accuracy and interpretation. First, ensuring that the content and functioning of the online survey is programmed to mimic the paper survey will decrease data entry time and reduce potential data entry error. This should include the order of the possible choices, and the number of allowable choices. Second, when formatting, ensure modifications are made to reduce possible confusion in the answer choices.

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 an individual 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 previous years, the comments reflect a continued growth in confidence. 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.

Selected Comments from Class Members:

The comments below are selections from Question 60, asking class members if they have any additional comments they would like to add. All responses to Q60 can be found in Section 3. The sampling of comments reflect the overall trend of generally positive comments about the program and their apartments.

- *"Thank you for the Williams Program and helping me get an apartment and furnishing it. Without the Williams Program I wouldn't be able to do it. I am crying right now because I have been blessed."*
- *"Thanks to the program, I'm in a very healthy housing situation...There is almost nothing I need, to improve my living situation...My social workers (Thresholds) have been diligent, as far as maintaining my medication management, managing my funds, and other issues such as "moral support" in assistance for my anxiety issues...My living situation is serene and happy, and most importantly manageable, thanks to much help from transitional resources..."*
- *"I am now independent for over 3 years. I am grateful for program, CHA, SSI, SSDI, and the chance to volunteer at one northside."*
- *"I think you do a wonderful job. All the avenues are taken care of & I have to do my own part."*
- *"I love my apartment and being able to be on my own schedule."*
- *"I am much, more, happy and healthy since I moved on with Trilogy"*
- *"I am pleased with the Williams Decree/Moving On Program that made living in the community possible. I am grateful to be living in Hyde Park and I believe the support I get from Thresholds is essential for my continued independent living."*
- *"I'm good the way I am. I'm maintaining quite well. C4 is the best mental health facility I ever attended. Great place."*

- *"i will like to thanks Association House getting my apartment"*
- *"Like I said before when I was at Kankakee Terrace I signed up for the Moving on Program and decided to move out with my boyfriend. We got our own apartment and furnished it ourselves. Thresholds has helped me several times with finding an apartment. My family also supports me, where I was born and raised in Kankakee."*
- *"Thank you very much for the help from Presence Behavioral Health and the team."*
- *"The Williamson consent Catholic Charities has been very good for me and to me. It has helped me to achieve many goals that I may not have accomplished otherwise. It has also given me inspiration to achieve greater goals in a systematic manner. Thank you."*
- *"The CST team do a great job with helping me out, checking in with me to see what I need."*
- *"Everybody is doing a great job in helping me. They support me."*
- *"I think this is a great program getting more people involved in the community setting. It is a great start as to being in the daily medication as treatment involvement. Staying in these units. Medication assisting. Budgeting assisting. Funding assisting. Getting extra funds extending hours."*
- *"I am currently truly happy with everything Cornerstone has done for me and continues to do for me. I am truly grateful!"*
- *"Please help to get on CHA housing. I really think that Team 3 do a excellent job. The team leader is great. I never have a problem too big for them."*
- *"I feel my team as a whole cares about me and does the best to assist me."*
- *"I think you do a wonderful job. All the avenues are taken care of & I have to do my own part."*
- *"I'm so thankful for my apartment & freedom."*
- *"I have a cat as my roommate"*
- *"Working on finding fruitful employment with the acquired training."*
- *"Team does a good job helping me keep my apartment and keep food in the house"*
- *"I am almost 66 yrs. old and have no car for work. I still need this apt. and is a good location."*
- *"this subsidy saved my life. So I need as much information about maintaining my subsidy as possible."*
- *"The team keeps changing. It's hard for me to talk about things over & over again. Why do we have so many changes?"*
- *"Without Bridge Subsidy, my wife and I couldn't make it."*
- *"WONDERFUL, WONDERFUL EFFECTIVE PROGRAM. I AM SO VERY GRATEFUL. tHANK YOU"*

Section 2:

Charts, Multiple Choice Questions, and Demographics

Question 1: Who is Your Support Agency and Team?

Here are the number of surveys returned by each Agency and team in 2018. Each agency provided CSH with the number of individuals they were serving in March 2018 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 2018 when the survey period opened, 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)

Agency Summaries:

Agency	# of Surveys returned by agency	% of Surveys returned by agency
Trinity	4	133%
Heritage Behavioral Health	43	100%
HHO	2	100%
Presence Health	3	100%
Lake County Health Department	48	98%
Association House	38	90%
Cornerstone - Joliet	7	88%
HRDI	39	87%
Human Service Center	50	77%
AID	6	75%
C4	98	71%
Cornerstone Kankakee	15	68%
Trilogy	162	67%
Thresholds	347	51%
Grand Prairie	32	49%
Ecker	0	0%
Kenneth Young Center	0	0%
Totals	894	63.5%

Detailed Reports by Team:

Agency	Team Number	Team Names	2018 Transitioned numbers	Total returned by team	% returned by team	% returned by agency	Agency
AID	1101	Williams Case Management	8	6	75.0%	75%	AID
Association House	1301	Williams ACT	16	11	68.8%	90%	Association House
	1302	Williams CST	14	16	114.3%		
	1303	Cobert CST	3	3	100.0%		
	1304	Community Connections	7	5	71.4%		
	1305	Dulcinea group home	2	3	150.0%		
C4	1401	ACT-1	56	28	50.0%	71%	C4
	1402	ACT-2	13	14	107.7%		
	1403	CSI	19	16	84.2%		
	1404	CST1	32	27	84.4%		
	1405	CST2	19	13	68.4%		
Cornerstone - Kankakee	1501	Kankakee Williams - CM 1	9	6	66.7%	68%	Cornerstone Kankakee
	1502	Kankakee Williams - CM 2	6	3	50.0%		
	1503	Kankakee Williams - CM 3	7	6	85.7%		
Cornerstone - Joliet	1504	Joliet Team: 18 months or longer	2	4	200.0%	88%	Cornerstone - Joliet
	1505	Joliet Williams Team: CST / Housing	4	1	25.0%		
	1506	Joliet Williams Team 1 - Group Home	2	2	100.0%		
Ecker Center	1701	Williams	2		0.0%	0%	Ecker
Grand Prairie Services	1801	Williams ACT Team Members	36	8	22.2%	49%	Grand Prairie
	1802	CST Team Members	8	1	12.5%		
	1803	CST Expansion Team	14	16	114.3%		
Grand Prairie Services	1804	Williams Residential Members	7	7	100.0%		
HHO	1901	ACT Team	2	2	100.0%	100%	HHO
Heritage Behavioral Services	2001	ACT	28	27	96.4%	100%	Heritage Behavioral Health
	2002	Community Support Individual	2	3	150.0%		
	2003	Group Settings	13	13	100.0%		
HRDI	2101	William's Team	45	39	86.7%	87%	HRDI
Human Services Center	2201	Group Settings	1	1	100.0%	77%	Human Service Center
	2202	William's ACT Team	64	49	76.6%		

2018 Williams Class Member's Housing and Services Consumer Satisfaction Survey

Agency	Team Number	Team Names	2018 Transitioned numbers	Total returned by team	% returned by team	% returned by agency	Agency
Kenneth Young Center	2401	Myer's Place CST 1	2		0.0%	0%	Kenneth Young Center
	2403	Phil Haven CST 2	3		0.0%		
Lake County Health Dept	2501	Williams ACT Team	49	48	98.0%	98%	Lake County Health Department
Thresholds	2701	Bridge North Access A - CST	22	11	50.0%	51%	Thresholds
	2702	Bridge North Access B - ACT	22	7	31.8%		
	2703	Dincin ACT 1	18	10	55.6%		
	2704	Bridge North Thrive CST 4	17	12	70.6%		
	2705	Bridge North Fresh Start CS	20	8	40.0%		
	2706	Bridge Central North PMPM	1		0.0%		
	2707	Bridge Northeast CST 1	8	7	87.5%		
	2708	Bridge Northeast CST 2	8	3	37.5%		
	2709	Bridge Northeast CSI 1	2	1	50.0%		
Thresholds	2710	Dincin CST 2	15	6	40.0%		
	2712	Buffest CSI	1		0.0%		
	2713	Bridge South ACT	10		0.0%		
	2714	Bridge South CSI	1		0.0%		
	2715	Bridge South CST 3	19	14	73.7%		
	2716	Bridge South CST 4	18	10	55.6%		
	2717	Bridge South CST 5	1		0.0%		
	2718	Bridge South CST 2	6		0.0%		
	2719	Southside Housing	3		0.0%		
	2720	Bridge Southwest ACT 1	17	15	88.2%		
	2721	Bridge Southwest ACT 2	10		0.0%		
	2722	Bridge Southwest CST 1	5	4	80.0%		
	2723	Bridge Southwest CST 2	4		0.0%		
	2724	Bridge Southwest CSI	2	2	100.0%		
	2725	Bridge West ACT	19		0.0%		
	2726	Bridge West CST 1	11		0.0%		
	2727	Bridge West CST 2	29	17	58.6%		
	2728	Bridge West CSI	8	6	75.0%		
	2729	Oak Park CST	5	1	20.0%		
	2730	Emerge	5	3	60.0%		
	2731	Justice ACT 1	9	4	44.4%		
	2732	Justice ACT 2	9	7	77.8%		
	2733	Justice ACT/Bryn Mawr Apt	27	17	63.0%		
	2734	Justice CST 1	14	10	71.4%		
	2735	Justice CST 3	11	8	72.7%		
	2736	Kankakee ACT	37	14	37.8%		
	2737	Kankakee CST	9	6	66.7%		

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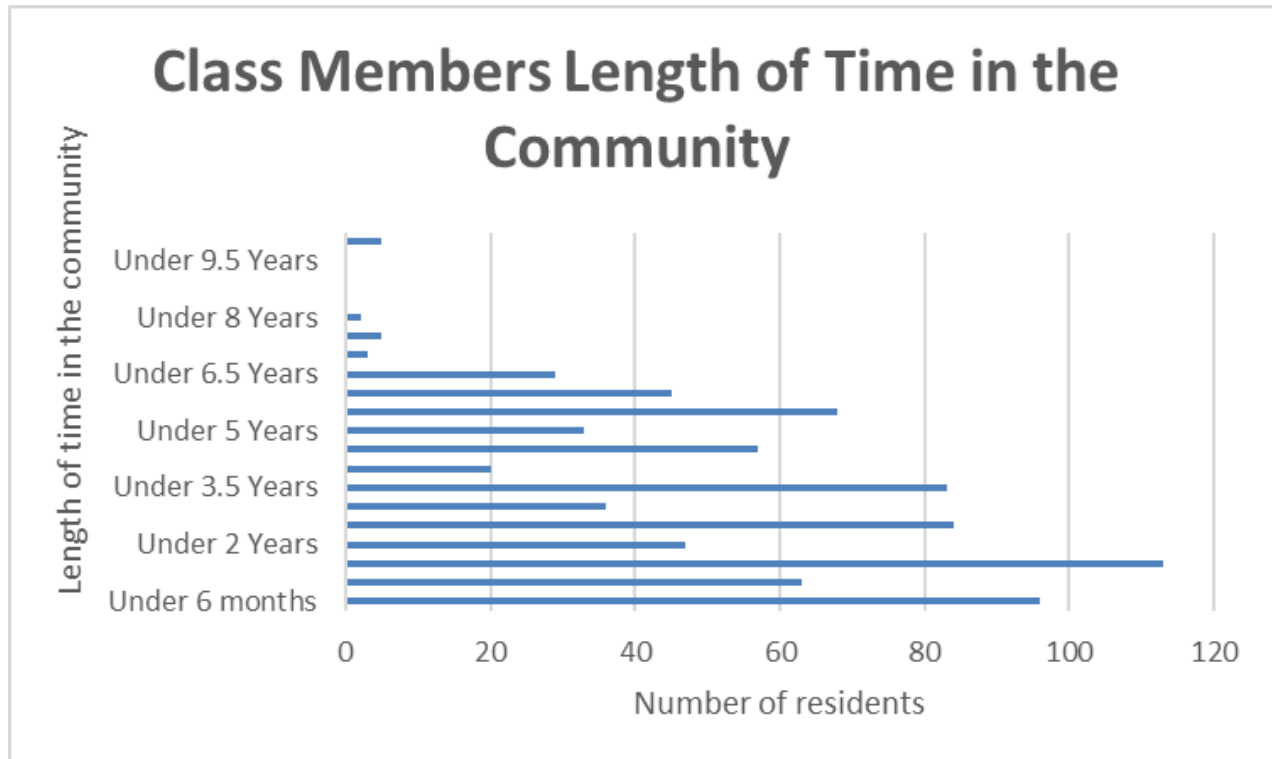
Agency	Team Number	Team Names	2018 Transitioned numbers	Total returned by team	% returned by team	% returned by agency	Agency
Thresholds	2738	Kankakee CSI 1	1	3	300.0%		
	2739	Kankakee CSI 2	3		0.0%		
	2740	Kankakee West House	1	2	200.0%		
	2741	Dearborn Center	14	10	71.4%		
	2742	Liberty House	7	5	71.4%		
	2743	Riverhouse CILA	3	3	100.0%		
	2744	Dincin CST 3	17	12	70.6%		
	2745	Dincin CST 4					
	2746	Dincin CST 5	3	2	66.7%		
	2747	Bridge Southeast CST 4	7		0.0%		
	2748	Bridge Southeast CST 5	1		0.0%		
	2749	Bridge Southeast ACT 1	3	3	100.0%		
	2750	Bridge Southeast CST 1	1		0.0%		
	2751	NCI Moving On Linkage	1		0.0%		
	2752	Northside Housing CST	16	9	56.3%		
	2753	Bridge North Unity ACT 2	14	14	100.0%		
	2754	Carroll House	1		0.0%		
	2755	Bridge Southeast CST 2	7		0.0%		
	2756	Bridge Southeast CST 3	4	3	75.0%		
	2757	South Suburbs ACT	14	8	57.1%		
	2758	South Suburbs CST 1	13	7	53.8%		
	2759	South Suburbs CST 2	24	15	62.5%		
	2760	South Suburbs CSI	3	1	33.3%		
	2761	North Suburbs CST 1	15	10	66.7%		
	2762	North Suburbs CSI	3	1	33.3%		
	2763	North Suburbs CST 2	16	9	56.3%		
	2764	Lake County ACT	18	17	94.4%		
Thresholds	2765	Lake County CST	40	10	25.0%		
	2766	Deaf Program (CSI)	1		0.0%		

Agency	Team Number	Team Names	2018 Transitioned numbers	Total returned by team	% returned by team	% returned by agency	Agency
Trilogy	2801	ACT 1	10	6	60.0%	67%	Trilogy
	2802	ACT 2	24	16	66.7%		
	2803	ACT 3	23	12	52.2%		
	2804	ACT 4	9	7	77.8%		
	2805	ACT 5	4		0.0%		
	2806	ACT 6	2	1	50.0%		
	2807	ACT 7	21	28	133.3%		
	2808	CST 1	20	15	75.0%		
	2809	CST 2	11	11	100.0%		
	2810	CST 3	21	9	42.9%		
	2811	CST 4	6		0.0%		
	2812	CST 5	29	13	44.8%		
	2813	CST 6	10	8	80.0%		
	2814	CST 7	7	6	85.7%		
	2815	CST 8	5	5	100.0%		
	2816	CST 9	6		0.0%		
	2817	Recovery Services 1	6	4	66.7%		
	2818	Recovery Services 2	16	13	81.3%		
	2819	Outpatient Services	3	1	33.3%		
	2820	Residential	5	4	80.0%		
	2821	CILA	3	3	100.0%		
Presence Health	2901	Williams Transitional team	3	3	100.0%	100%	Presence Health
Trinity	3001	Team 1	3	4	133.3%	133%	Trinity
Totals			1408	894		63.5%	

In examining the return rate, the goal is to see that the overall sample size is representative of the Class members. This is the lowest percentage of returns of each of the years for which this data has been collected. There were low return rates by several large agencies. Thresholds at 51%, because of its size brought the return rate down from the traditional return rate of 75% to 80% in the past for the overall return rate. Thresholds also is the primary agency on the southwest side of the City where there very low return rates. Trilogy has a slightly lower rate of return as does Grand Prairie and one early team at C4. Other teams do have representation in those geographical areas. Overall, while a smaller overall return rate, the surveys present a broad cross section of residents with a wide variety of self-reported lengths of stays in the community.

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 789 responses and an average length reported of 2.799 years. Agency staff helped most individuals with calculations of their length of stay. This compares with 597 responses last year and an average length reported of time in the community 2.375 years in last year's survey.



Length of Time in the Community	# of Residents	Length of Time in the Community	# of Residents
Under 6 months	96	Under 6 Years	45
Under 1 Year	63	Under 6.5 Years	29
Under 1.5 Years	113	Under 7 Years	3
Under 2 Years	47	Under 7.5 Years	5
Under 2.5 Years	84	Under 8 Years	2
Under 3 Years	36	Under 8.5 Years	
Under 3.5 Years	83	Under 9 Years	
Under 4 Years	20	Under 9.5 Years	
Under 4.5 Years	57	Under 10 Years	5
Under 5 Years	33	Total	700
Under 5.5 Years	68		

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 first community apartment. The chart below shows the institutions where people exited from.

Responses	# of Responses	Responses	# of Responses	Responses	# of Responses
Albany Care	61	Margaret Manor North	25	Heritage Woods	2
Clayton Residential Home	60	Bourbonnais Terrace	24	Alden	1
Bryn Mawr Care	48	Monroe Pavillion	22	All America	1
Wilson Care	46	Thornton Heights Terrace	21	Arbour Nursing Home	1
Grasmere Place	45	Abbott House	13	Bill's Place	1
Decatur Manor	44	Mado Healthcare (Old Town)	9	Grand Prairie	1
Sharon Woods	44	"I don't remember."	8	Helfrich Group Home	1
Greenwood Care	41	Belmont Crossing	7	I'm currently in nursing home	1
Bayside Waukegan, IL	37	Skokie Meadows	5	Kensington Nursing Home	1
Lydia Healthcare Center	37	Belmont Crossing	4	Niles Nursing Home	1
Sacred Heart Home	37	Dearborn Center	4	St Martha	1
Kankakee Terrace	34	Balmoral Nursing Home	3	The Grove of Skokie	1
Rainbow Beach	34	Liberty House Group Home	3	The Grove, Skokie	1
Columbus Manor	30	None	3	Waterford Care Center	1
Central Plaza Chicago	28	The Clayton	3	Wincrest	1
Lake Park Nursing Home	28	Chicago Heights Terrace	2		
Margaret Manor Central	27	Clark House	2	Total	855

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.

County	Cities	2017 Count	2018 Count	Total
Cook County	31	499	625	76
Dupage County	3	0	5	3
Kane County	2	2	6	2
Kankakee County	3	51	51	3
Lake County	8	56	69	9
Macon County	1	19	43	5
Peoria County	1	48	49	7
Will County	6	2	8	5
8 Counties	55	677	856	110 Zip Codes

Here are the top 25 Zip Codes in 2018 of the surveyed tenants:

2017 Count	2018 Count	Zip Code	City	County
126	115	60626	Rogers Park, Chicago	Cook
53	68	60640	Uptown, Chicago	Cook
21	52	60660	Edgewater, Chicago	Cook
30	50	60649	South Shore, Chicago	Cook
32	42	60085	Waukegan	Lake
38	41	60901	Kankakee	Kankakee
18	25	60202	Evanston	Cook
6	19	61603	Peoria	Peoria
18	18	60645	West Ridge, Chicago	Cook
19	17	60619	Chatham, Chicago	Cook
4	17	62522	Decatur	Macon
18	17	60099	Zion	Lake
8	15	60644	Austin, Chicago	Cook
7	15	62526	Decatur	Macon
2	13	60647	Logan Square, Chicago	Cook
16	13	60641	Portage Park, Chicago	Cook
4	12	60302	Oak Park	Cook
6	11	60804	Cicero	Cook
1	11	60659	North Park, Chicago	Cook
9	9	60402	Berwyn	Cook
4	9	60406	Blue Island	Cook
10	9	60201	Evanston	Cook
15	9	61614	Peoria	Peoria
5	9	60637	Woodlawn, Chicago	Cook
6	8	60625	Albany Park, Chicago	Cook

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 City of Chicago neighborhood.

2017 Count	2018 Count	Zip Code	City	County		2017 Count	2018 Count	Zip Code	City	County
6	7	60609	Edison Park	Cook			1	60635	Belmont Central	Cook
	5	60610	Gold Coast	Cook		4	3	60636	West Englewood	Cook
	1	60612	Tri-Taylor	Cook		5	9	60637	Woodlawn	Cook
5	5	60613	Uptown	Cook		1	1	60638	Garfield Ridge	Cook
1	3	60614	Lincoln Park	Cook		14	7	60639	Belmont Cragin	Cook
7	7	60615	Hyde Park	Cook		53	68	60640	Uptown	Cook
	2	60616	South Loop	Cook		16	13	60641	Portage Park	Cook
12	3	60617	South Deering	Cook		8	15	60644	Austin	Cook
	3	60618	North Center	Cook		18	18	60645	West Ridge	Cook
19	17	60619	Chatham	Cook		1	1	60646	Forest Glen	Cook
1	8	60620	Auburn Gresham	Cook		2	13	60647	Logan Square	Cook
1	1	60621	Englewood	Cook		30	50	60649	South Shore	Cook
1	1	60622	West Town	Cook			1	60650	Cicero	Cook
1	2	60623	Lawndale	Cook		3	3	60651	Humboldt Park	Cook
3	2	60624	Garfield Park	Cook			1	60652	Ashburn	Cook
6	8	60625	Albany Park	Cook		8	7	60653	Grand Boulevard	Cook
126	115	60626	Rogers Park	Cook		1	3	60657	Lakeview	Cook
6	5	60628	Roseland	Cook		1	11	60659	North Park	Cook
	3	60629	Midway	Cook		21	52	60660	Edgewater	Cook
2	3	60632	Brighton Park	Cook		197	202		40 Zip Codes	Total
	1	60633	South Deering	Cook						

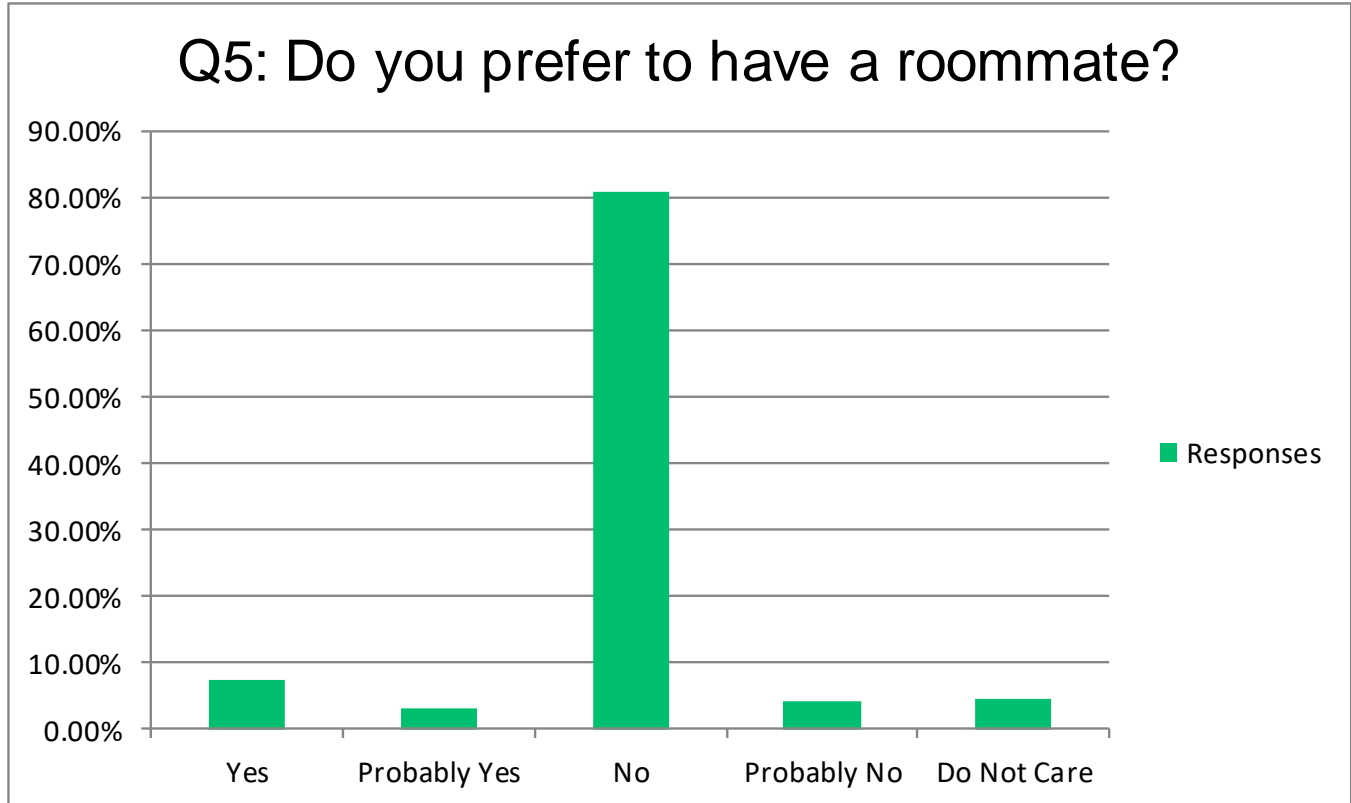
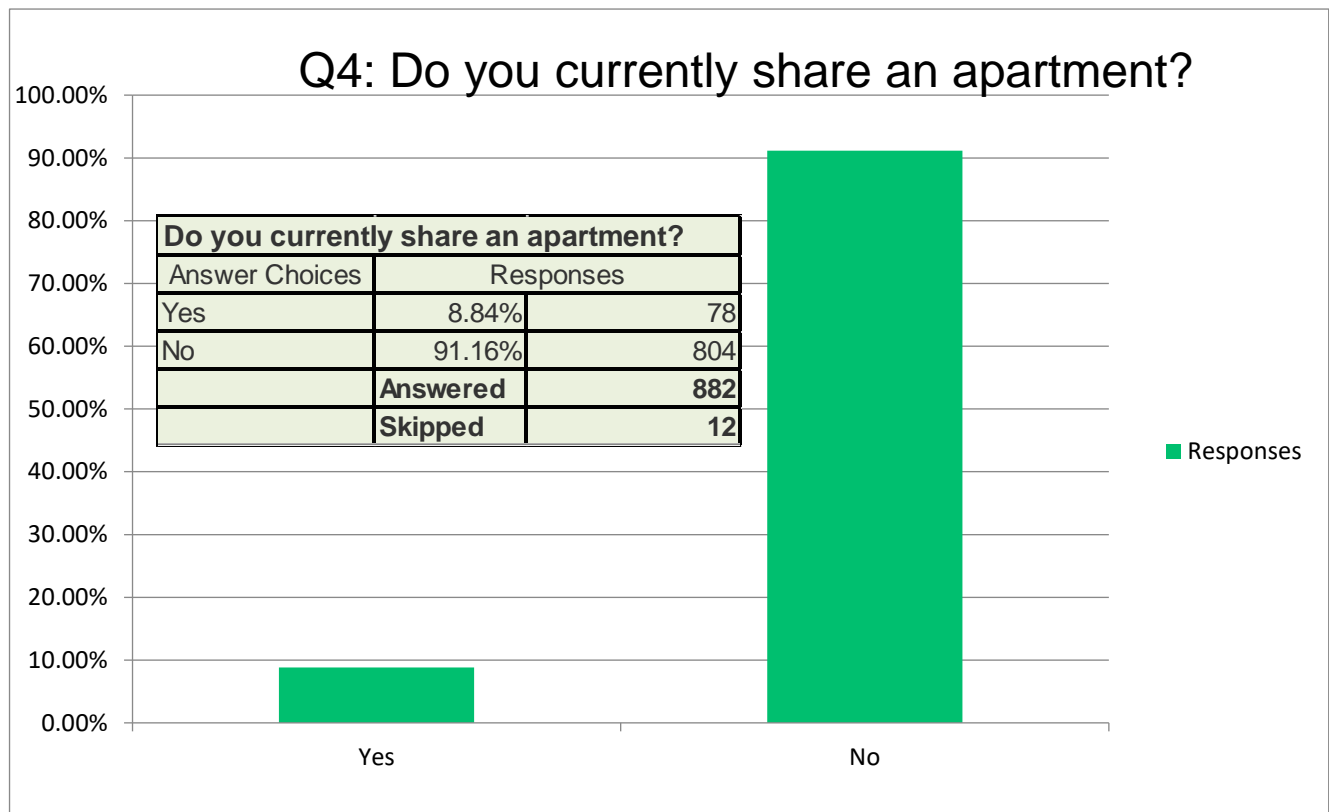
2018 Williams Class Member's Housing and Services Consumer Satisfaction Survey

Zip Codes

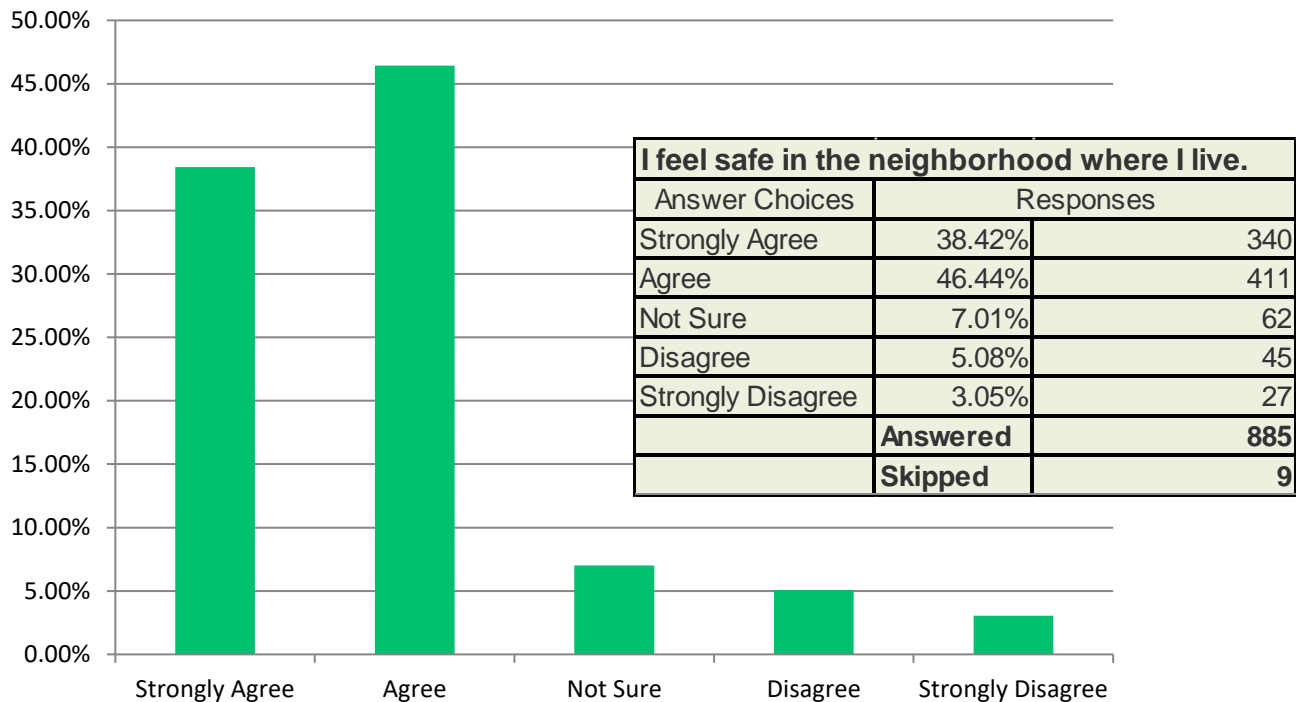
Statewide

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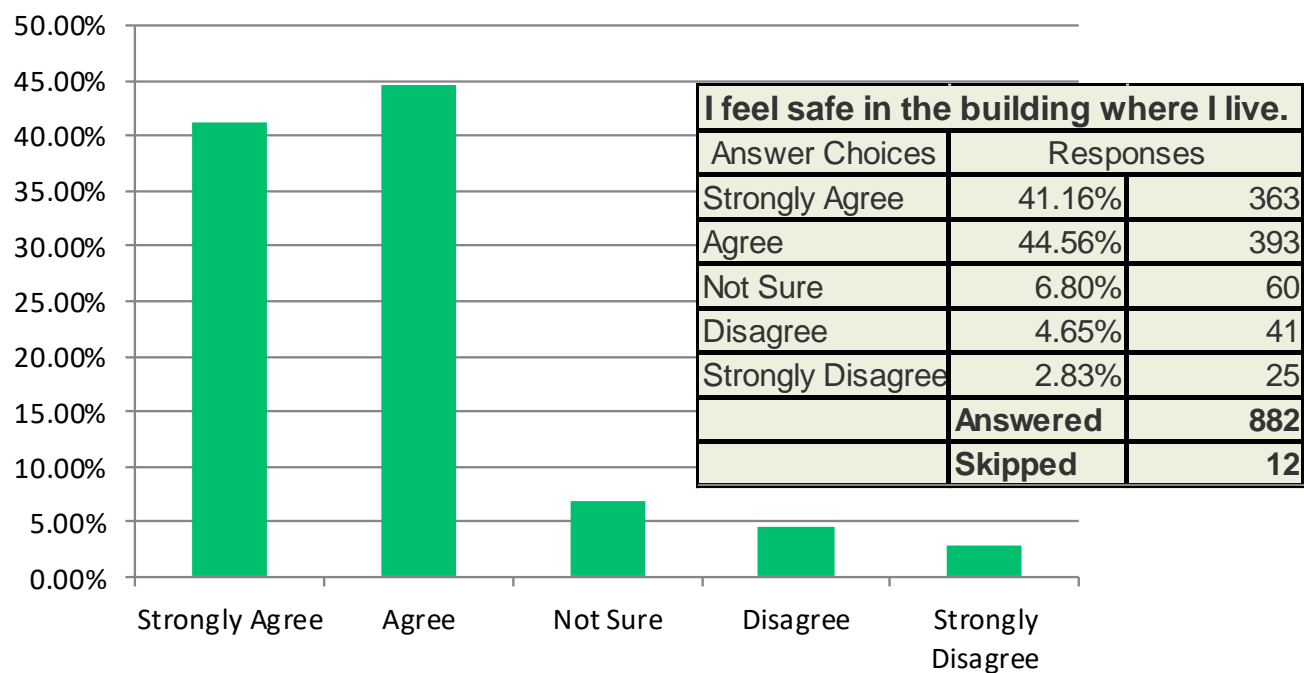
2017 Count	2018 Count	Zip Code	City	# Zips in County	2017 Count	2018 Count	Zip Code	City	# Zips in County	2017 Count	2018 Count	Zip Code	City	# Zips in County
126	115	60626	Chicago	Cook	4	3	60636	Chicago	Cook	2	1	60505	Aurora	Kane
53	68	60640	Chicago	Cook	2	3	60458	Justice	Cook		5	60120	Elgin	Kane
21	52	60660	Chicago	Cook	4	3	60471	Richton Park	Cook	2	6		Kane County	2
30	50	60649	Chicago	Cook	3	2	60459	Burbank	Cook	9	8	60914	Bourbonnais	Kankakee
18	25	60202	Evanston	Cook	3	2	60624	Chicago	Cook	4	2	60915	Bradley	Kankakee
18	18	60645	Chicago	Cook	1	2	60623	Chicago	Cook	38	41	60901	Kankakee	Kankakee
19	17	60619	Chicago	Cook		2	60616	Chicago	Cook	51	51		Kankakee County	3
8	15	60644	Chicago	Cook	2	2	60478	Country Club Hills	Cook	2	1	60089	Buffalo Grove	Lake
2	13	60647	Chicago	Cook	4	2	60438	Lansing	Cook		4	60030	Grayslake	Lake
16	13	60641	Chicago	Cook		2	60301	Oak Park	Cook	1	1	60031	Gurnee	Lake
4	12	60302	Oak Park	Cook	4	2	60304	Oak Park	Cook		1	60041	Ingleside	Lake
1	11	60659	Chicago	Cook		1	60652	Ashburn	Cook	1	1	60045	Lake Forest	Lake
6	11	60804	Cicero	Cook		1	60163	Berkeley	Cook	1	1	60084	Wauconda	Lake
9	9	60402	Berwyn	Cook		1	60405	Blue Island	Cook	32	42	60085	Waukegan	Lake
4	9	60406	Blue Island	Cook		1	60455	Bridgeview	Cook	1	1	60087	Waukegan	Lake
5	9	60637	Chicago	Cook		1	60635	Chicago	Cook	18	17	60099	Zion	Lake
10	9	60201	Evanston	Cook	1	1	60621	Chicago	Cook	56	69		Lake County	9
6	8	60625	Chicago	Cook	1	1	60646	Chicago	Cook	4	2	62521	Decatur	Macon
1	8	60620	Chicago	Cook	1	1	60638	Chicago	Cook	4	17	62522	Decatur	Macon
14	7	60639	Chicago	Cook		1	60633	Chicago	Cook	4	8	62523	Decatur	Macon
6	7	60609	Chicago	Cook		1	60612	Chicago	Cook		1	62525	Decatur	Macon
8	7	60653	Chicago	Cook	1	1	60622	Chicago	Cook	7	15	62526	Decatur	Macon
7	7	60615	Chicago	Cook		1	60414	Chicago Ridge	Cook	19	43		Macon County	5
13	7	60411	Chicago Heights	Cook		1	60415	Chicago Ridge	Cook	3	4	61602	Peoria	Peoria
7	6	60445	Midlothian	Cook		1	60650	Cicero	Cook	6	19	61603	Peoria	Peoria
6	6	60077	Skokie	Cook		1	60418	Dolton	Cook	10	6	61604	Peoria	Peoria
11	5	60803	Alsip	Cook		1	60130	Forest Park	Cook	9	6	61605	Peoria	Peoria
	5	60610	Chicago	Cook		1	60026	Glenview	Cook		1	61609	Peoria	Peoria
6	5	60628	Chicago	Cook		1	60426	Harvey	Cook	15	9	61614	Peoria	Peoria
5	5	60613	Chicago	Cook		1	60430	Homewood	Cook	5	4	61615	Peoria	Peoria
4	5	60453	Oak Lawn	Cook		1	60443	Matteson	Cook	48	49		Peoria County	7
	5	60484	Tinley Park	Cook		1	60164	Melrose Park	Cook		2	60403	Crest Hill	Will
	3	60005	Arlington Heights	Cook	1	1	60827	Riverdale	Cook	1	3	60435	Joliet	Will
4	3	60409	Calumet City	Cook		1	60475	Steger	Cook		1	60436	Joliet	Will
2	3	60632	Chicago	Cook		1	60165	Stone Park	Cook		1	60441	Lockport	Will
3	3	60651	Chicago	Cook	499	625		Cook County	76	1	1	60451	New Lenox	Will
1	3	60657	Chicago	Cook		1	60126	Elmhurst	Dupage	2	8		Will County	5
1	3	60614	Chicago	Cook		1	60148	Lombard	Dupage				Grand Total of Zip Codes	110
	3	60629	Chicago	Cook		3	60181	Villa Park	Dupage	677	856			
	3	60618	Chicago	Cook	0	5		Dupage County	3					
12	3	60617	Chicago	Cook										



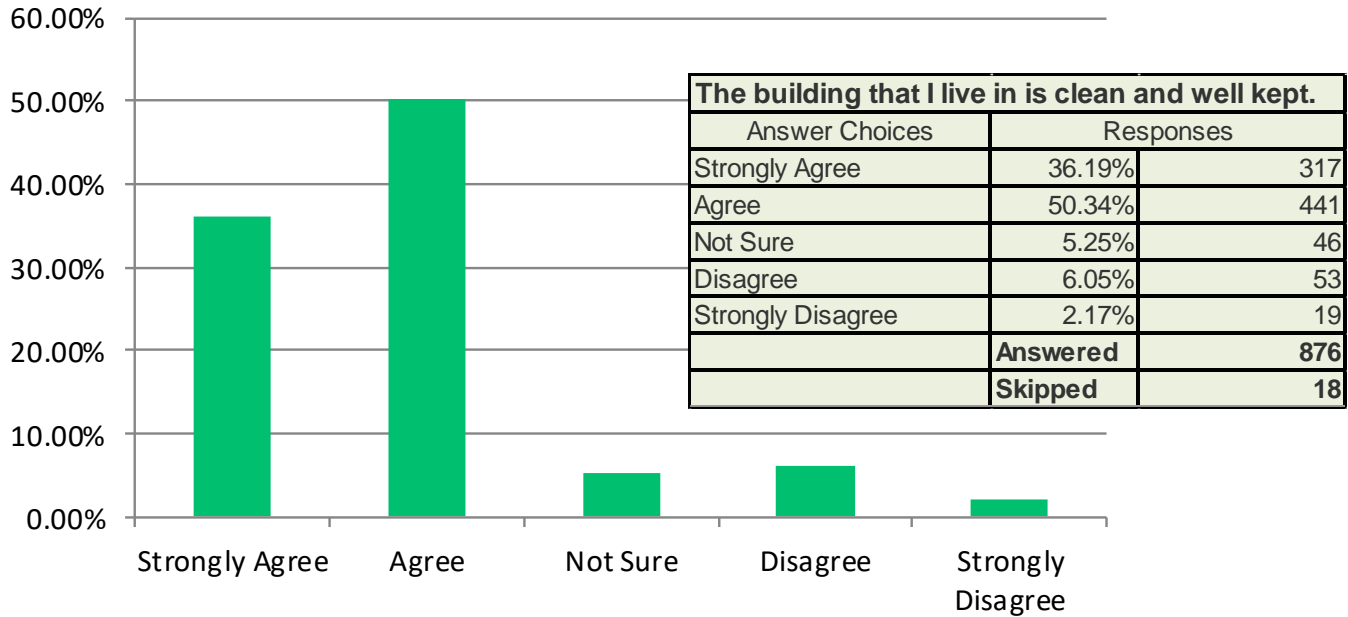
Q7: I feel safe in the neighborhood where I live.



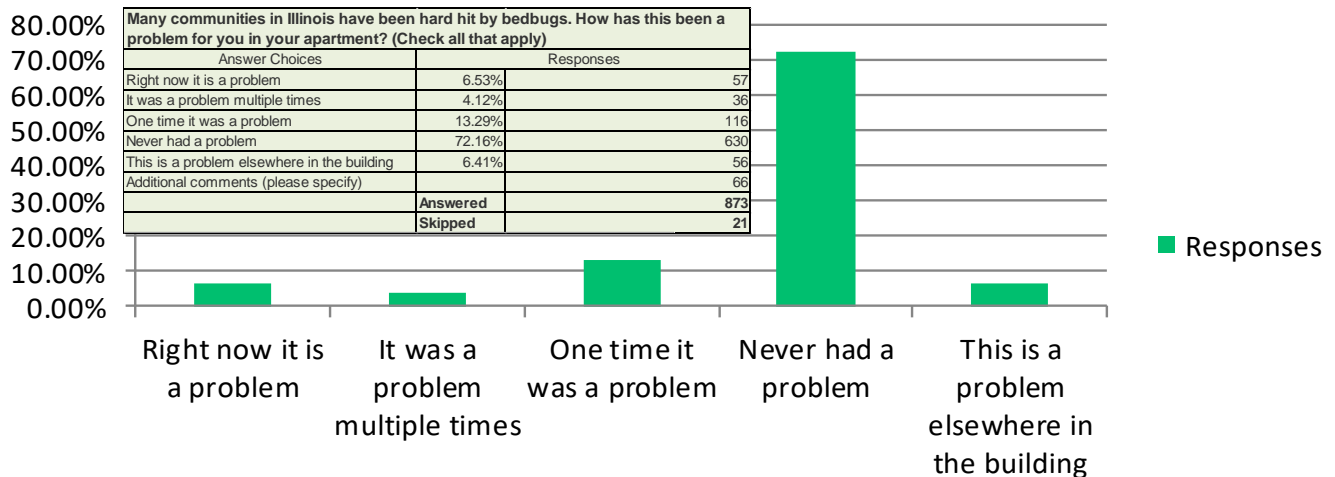
Q8: I feel safe in the building where I live.



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

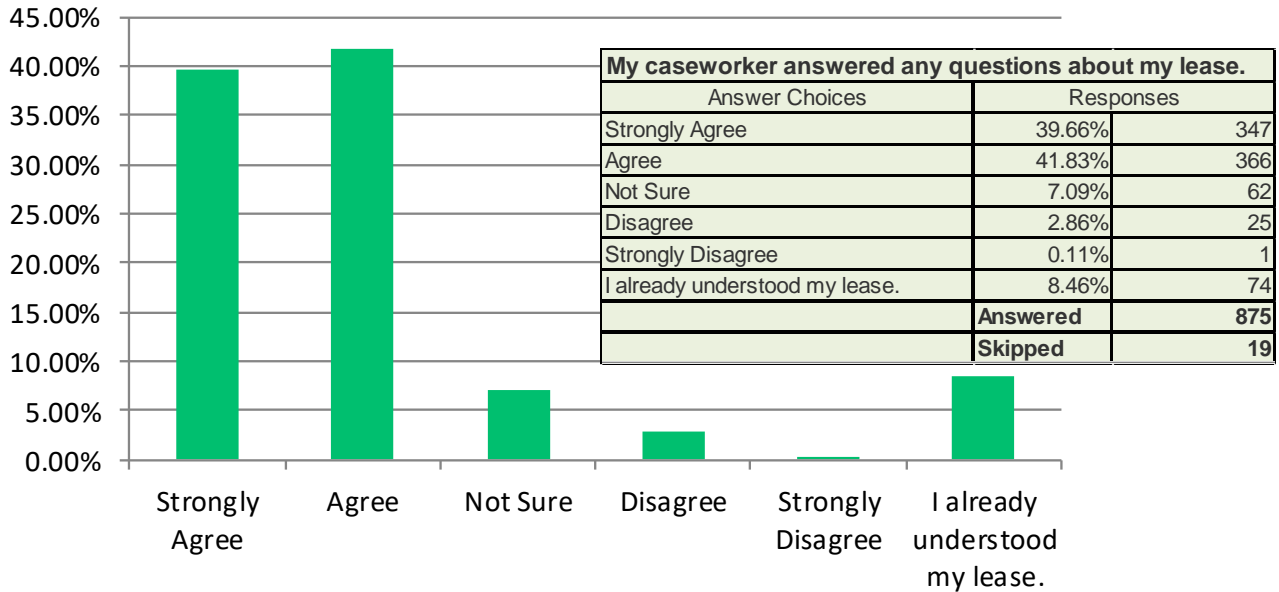


Q10: Many communities in Illinois have been hard hit by bedbugs. How has this been a problem for you in your apartment? (Check all that apply)

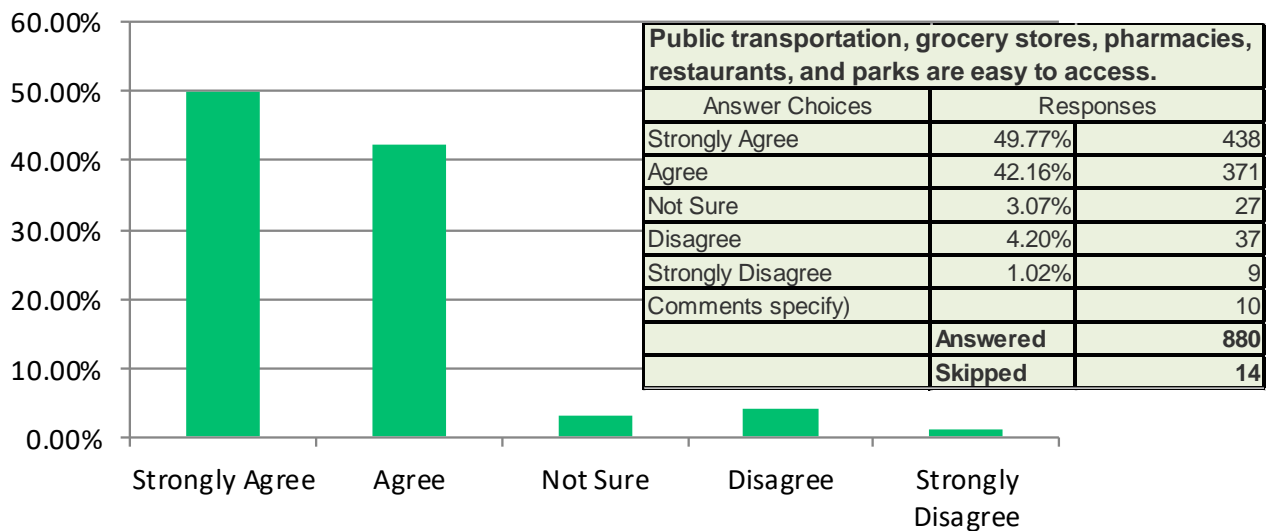


Many communities in Illinois have been hard hit by bedbugs. How has this been a problem for you in your apartment? (Check all that apply)		
Additional comments (please specify)		Additional comments (please specify)
" I think I heard other people had them "		Landlord scheduled to check all units (status unknown)
" They spray "		left the window open all summer no bed bugs, i dont know how the other bugs get in maybe through the door cracks.
a few years ago, quickly dealt with		might have bedbugs but unsure
Apartment manager helping to take care of it		Not a problem with bed bug. A huge problem with moths.
At former address on Argyle		Not in my apartment
Because neighbor		not treated yet
Before I there was bugs in apt		not yet
Bug killer came and sprays buy poison.		only been here a month
Building manger took care of the problem		Owner dealt with the problems
But the building is roach infested & mice too		Previous tenants left bed bugs even after fumigation
Called 3/11 8/10 to report issue after landlord refusal to help		problem addressed had to dispose of some belongings.
Exterminator		problem in a previous apartment
Got rid of roaches almost 100 percent		Recently moved in, no problem.
Had bedbugs in previous apartment, then moved		Roaches are present
I am not sure		spiders
I am upset because I have bed bugs		survive a way on businesses where.
I do not know about other apartments		Thank you for the help.
I don't know anyone in my building with bedbugs and have never had them myself.		The first and only time I hade them was Nov. & Dec. of 2014.
I don't want to get bedbugs from others		The person on the 3rd floor because of high volume of family get togethers.
I had them twice		There are mice! Mice, clutter, saw roaches.
I haven't heard of anything or seen anything.		They have preventive bug spraying, so no bugs.
I was scared about getting them from a peer.		They treat once a month
In my 1st apartment, I now live in my second apartment		We got rid of the bed bugs in my apartment
It was a problem in my last apartment		We had them one time, where we had to throw everything away and replace it.
It was terrible i think it came from the couch.		We have bed bug in the building.
just moved, but bed bugs in previous apt		What is the process if it happens
Land lord sprayed & nothing since		The whole building is infested.

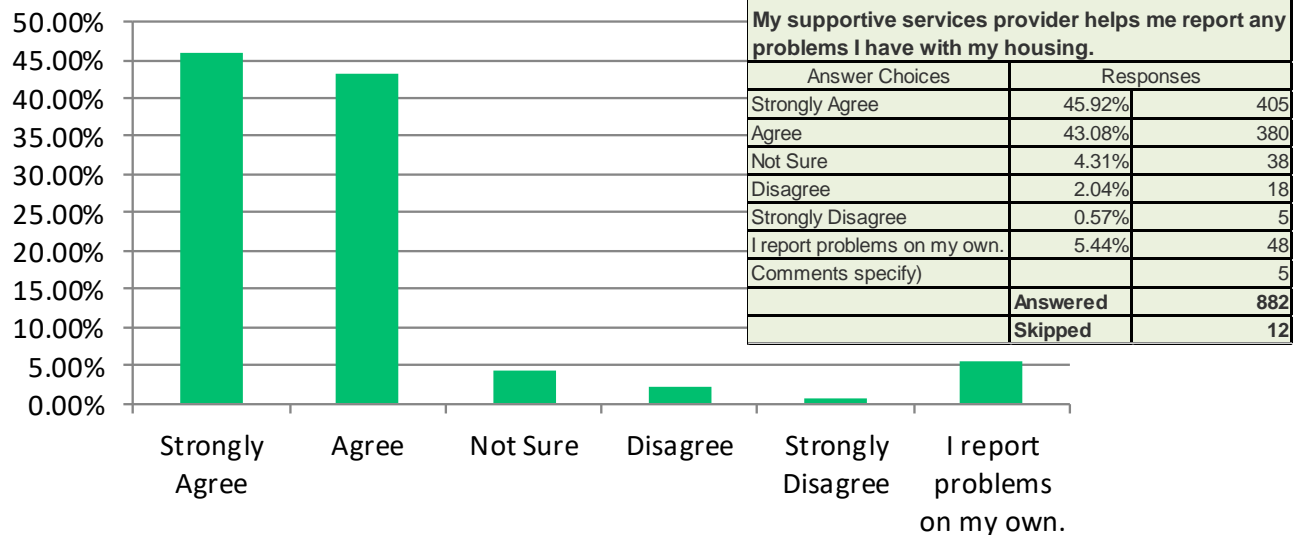
Q11: My caseworker answered any questions about my lease.



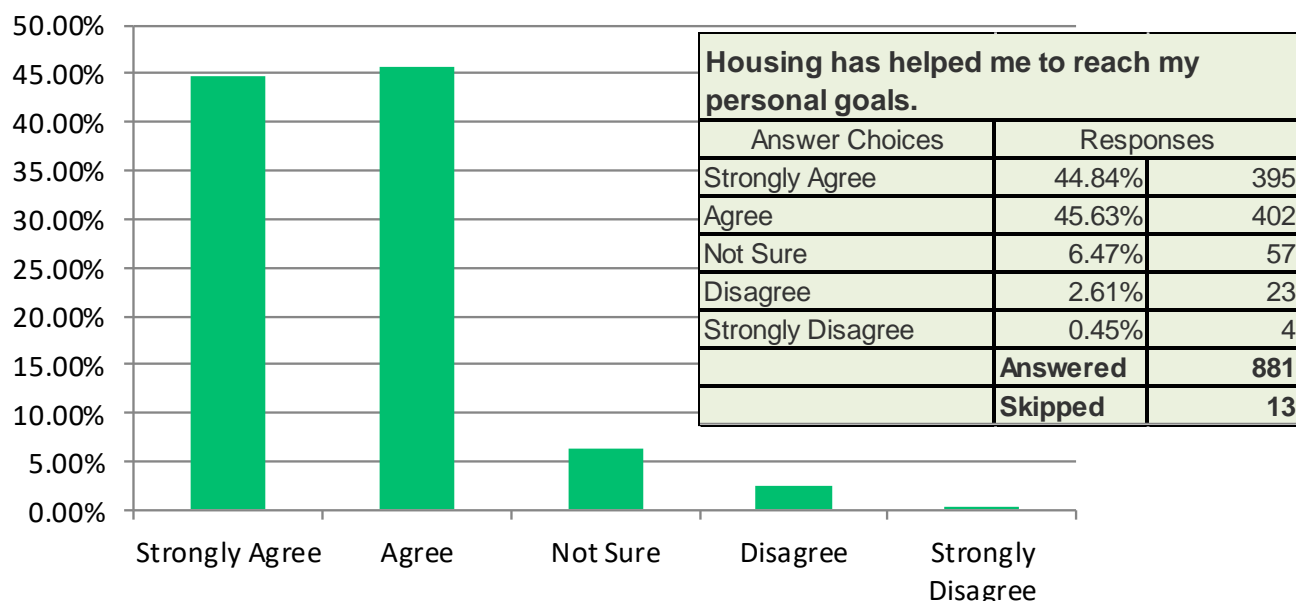
Q12: Public transportation, grocery stores, pharmacies, restaurants, and parks are easy to access.



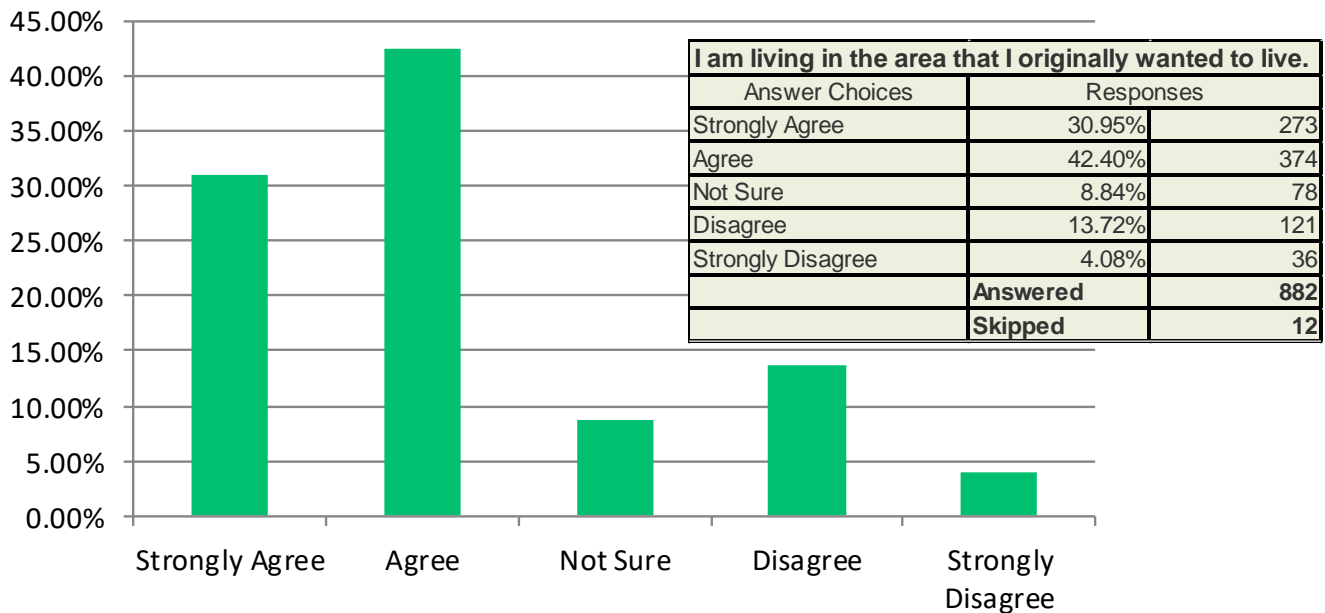
Q13: My supportive services provider helps me report any problems I have with my housing.



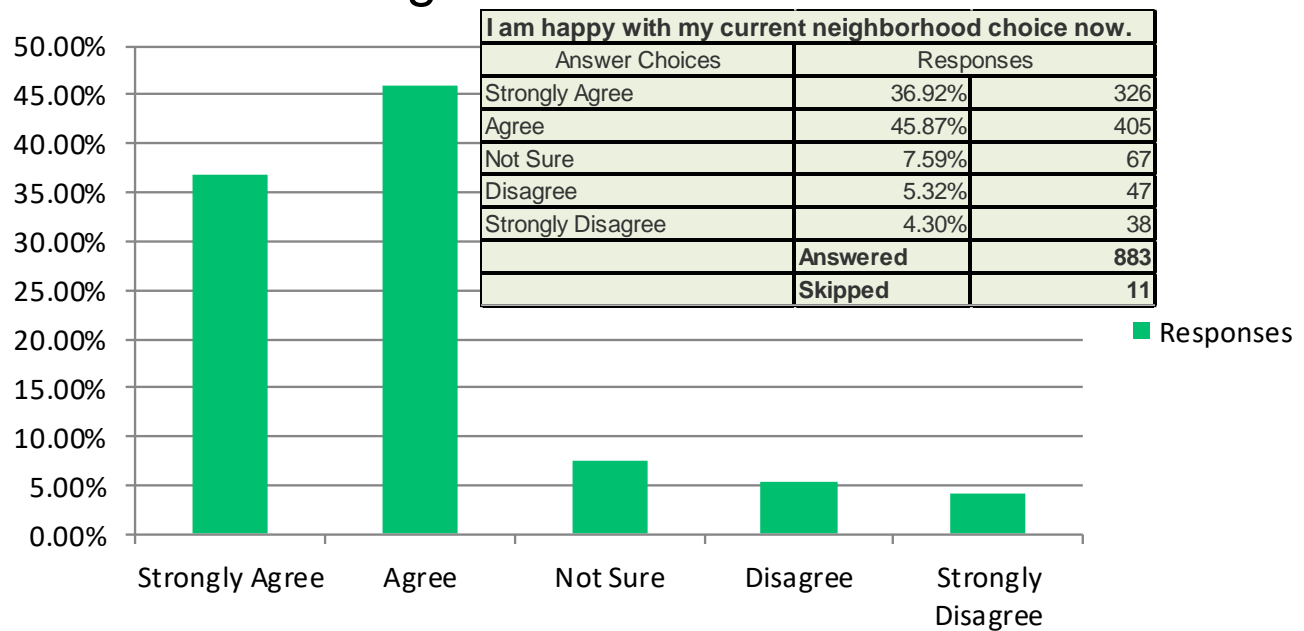
Q14: Housing has helped me to reach my personal goals.



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



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



Q18: What neighborhood or city was your first choice to select an apartment in the state?

Response	# of Responses	Response	# of Responses	Response	# of Responses	Response	# of Responses
Chicago, Illinois	59	Chicago - Albany Park	3	79th pass Western and 95th pass Western		Chicago - northside (uptown)	
Chicago - Rogers's Park	52	Chicago - Northwest side	3	941 N. River Drive.		Chicago - was my city choice.	
Evanston, IL	36	Chicago - Old Town	3	a safer neighborhood		Chicago - West Edgewater	
Chicago - Edgewater	30	Decatur downtown	3	Albany Park, Rogers Park and Edgewater.		Chicago - Wicker Park	
Chicago - Northside	30	Grayslake, IL	3	Antioch		Chicago around 87 street	
Waukegan, IL	23	I don't know	3	Any part of the city's Southside		Chicago, but DADS choice was Kankakee	
Chicago - South Shore	16	Oak Lawn, IL	3	anywhere but downtown Chicago		Client would like to live on Sheridan Rd.	
Chicago - South Side	15	Tinley Park	3	Anywhere on the north side		Close to Antioch	
Chicago - Uptown	15	Villa Park, Illinois	3	Arizona		closer to my parents near downtown area	
Oak Park, IL	15	Where I am at	3	Aurora or Chicago		Cook County	
Peoria Illinois	15	"Here."	2	back into Chicago		Decatur, IL close to the bus stop	
Zion, IL	15	Alsip Illinois	2	Barrington or McHenry County		Decatur-Peoria	
Chicago - Hyde Park	14	Chicago - Andersonville	2	Belleville		Des Plaines	
Kankakee, Illinois	14	Chicago - Austin	2	Bellwood		Did not have one	
Decatur, IL	13	Chicago - East Rogers Park	2	belmont		Didn't have a choice.	
Chicago - Lakeview	10	Chicago - Eastside	2	best apartment ever lived at		didn't matter	
Chicago - West Side	9	Chicago - Gold Coast	2	Beverly/Morgan Park		Dixon	
Skokie, IL	9	Chicago - Lake Shore	2	Bloomington		Dolton	
Current City	8	Chicago Heights	2	Bolingbrook		Downers Grove--DuPage	
This one	8	Country Club Hills	2	Bourbonnais in Kankakee County		East of Stoney Island/Hyde Park	
Calumet City	7	Glen Oak Towers	2	Bridgeview was my first choice		Eastgate-Kankakee	
Chicago - Lincoln Park	7	Homewood, IL	2	Brighton Park		Edgewater and Evanston	
Blue Island, IL	6	Hyde Park, Woodlawn area	2	Brownsville		Edgewater or Andersonville	
Bourbonnais Illinois	6	Matteson, Illinois	2	Burbank		Edgewater, Oak Lawn	
Bradley IL 60915	6	Melrose Park	2	By Midway		Elmwood Park	
The one I have now, I picked it out.	6	Midlothian	2	by Sheridan Rd		Evanston or north side of Chicago	
Berwyn IL	5	North Peoria	2	can't remember.		Evanston or Skokie	
Chicago - Downtown	5	Old Irving Park	2	Carriage Hill Apartments		Evanston was my preference	
Joliet, IL	5	Prairie Street Group Home	2	Chicago		Evanston, maybe more quieter	
not sure	5	Richton Park	2	Chicago - Bucktown		Evergreen Park neighborhood was my first choice.	
Chicago - Logan Square	4	Roselle, IL	2	Chicago - Chinatown		Feel stuck in Decatur	
Elgin, IL	4	Springfield, IL	2	Chicago - Englewood		Flossmoor, Homewood	
Gurnee, IL	4	Decatur or Chicago	1	Chicago - Lakeview/edgewater/rogers park		Flossmoore, IL	
Hammond, IN	4	Upton and Rodgers Park	1	Chicago - Lincoln square		Glenwood, Illinois	
Arlington Heights	3	"I really wanted to get out of the nursing home "		Chicago - Little Village		Gold Coast/Old Town	

2018 Williams Class Member's Housing and Services Consumer Satisfaction Survey

Q18: What neighborhood or city was your first choice to select an apartment in the state? - Pg 2

Response	# of Responses	Response	# of Responses	Response	# of Responses	Response	# of Responses
Gurnee IL to Waukegan, Park City, then back to Waukegan		Kind of this area anyway.		north east side		University Park	
Gurnee or City of Chicago		King's Court		Northside of Chicago or Skokie		University Park Glad I didn't go there.	
Heritage Fields		Knoxville manor		Northside/Rogers Park		University Park, IL	
homan and madison		LA California		Northwest Suburbs		Waukegan or Rockford Ill	
Howard / Western		lagrange or Lagrange Park		Oak Forest		Waukegan, Ill, Park Beach City, Ill	
Howard but now Uptown		Lake Forest Il. But I am currently in a nursing home Lake Park Center looking to move out.		ok with current location		Waukegan, Zion, Beach Park	
hospital on a fax paper sending right. Strong present abilities of my body butt on something can grow. Not yours all ways to send and wrong mind.		more northern suburbs of chicago.however, there were not many resourses there for people transitioning. my apartment was the 4th apartment i looked at and i loved it so i decided to move to berwyn without knowing anything about that town.		Originally wanted to move to DuPage County		West coast or Wisconsin. Have lived years in So. California. Santa Barbara, LA, Laguna, San Diego. Wisconsin (Middleton, St. Crois, Madison). I hate Barrington, Crystal Lake	
Humboldt Park		Lansing		Orland Square		West Main (Decatur)	
Hyde Park, Rogers Park		Lincoln Square, Uptown, Edgewater		out of downtown area		West Ridge	
I didn't have a preference because I was just eager to get out the nursing home		Living in Uptown		out of state		West Rogers Park	
I didn't really think about it.		Lombard		Palatine		West side of Kankakee	
I don't know now because i am still looking and it takes a long time.I		Loyola area		Pekin, IL		Where I currently living first choice.	
I don't remember		Maybe a different state "		Phoenix, AZ		Where i'm living now is my first chioce	
I like the Northside of Chicago though I'm fine where I'm at.		Maywood		Pilsen or River Grove		Woodlawn, Hyde Park	
I like to live in Homewood at first		McHenry County		Plainfield Ill.		Wrigleyville	
I liked it upon sight		member currently in nursing home		present			
I originally looked at housing in the Matteson and Flossmoor cities.		Merrionette Park (House)		River Forest			
I selected a group home--thought was going to Prairie St.		Monticello		Round Lake Beach			
I think Round Lake Beach		Lake Villa		Sheridan			
I turn them down		more residential		Sheridan rd in zion			
I want to be on the Gold Coast.		Mount Prospect		similar less violence			
I wanted to live west and south		Mt. Zion		Skokie or Evanston			
I wanted to stay in Burbank		My choice was near the Northwestern Medical center in Chicago.		Skokie or MOrton Grove			
I wanted to stay in the Edgewater neighborhood		My first case worker did this for me so I am grateful for where I am		south chicago close to pulaski street			
I wanted Zion		Naperville, IL		South Chicago Heights			
I'm not sure		near Bryn Mawr/Edgewater		south neighborhood			
In #1 choice		near my family		South of Chicago			
In Chicago, Northside, by downtown		Near Sharon Woods		south suburbs			
In Evergreen Park, IL		near the lake		south suburbs or Hyde Park			
Irving Park		No		Southern Illinois			
it didnt matter		no first choice		Southside of Chicago			
It was relatively in the suburban areas		none		Spring Creek Apartment			
it's all right here. It's fine. I'd rather stay out of chicago		Norridge, IL		Steger			
just somewhere on the south side of Chicago		North apartment		The Heights			
Justice		North avenue		The north side of Chicago			

Q19: Why do you like this area of the state?

Response	# of Responses	Response	Response
Family lives nearby	22	A good neighborhood	Because it is a diverse and relatively safe neighborhood.
its nice.	20	access	Because it is a good area close to C4
Familiar with area	14	access to community/diversity	Because it is a safe neighborhood
close to family	13	Access to stores for food and clothing	because it is a upscale community
I like the area	13	Access to transportation, good neighborhood & shopping	
Safe	10	accessability	Because it is clearer
Quiet	9	Accessibility to everything & fun!	because it is local
			Because it is peaceful
diversity	6	accessible to things and mom house	Because it is well kept for the most part and the area is pretty much safe. There are a lot of businesses in the area that are not far and easy to get to.
I grew up here	6	Activities	Because it's clean and The people are very freindly good Shopping area and good Transportation.
I'm familiar with the neighborhood	6	affordable, easy to find housing, program was in community	
Transportation	4	Albany Care is located there	Because it's a mixed neighborhood
Because I am familiar with the neighborhood	3	all my family is here in peroria	Because it's a nice area and close to trilogy
Hometown	3	Already here	because it's away from black people (regrettably)
no comment	3	Already here	Because it's beautiful
That's where I'm from	3	Always wanted to live in the City of Chicago	Because its close to my hometown
Availability	2	area-neighborhood	Because it's closer to C4.
because I like it	2	b/c you used to live in Oak Park	Because it's my favorite area and I'm familiar with it
Because its my home town	2	Bad neighborhood too many fights	Because it's near my family
Because its peaceful	2	Be around my friends	Because its next to stores nad the lake
Because it's safe	2	Be near current girlfriend	Because it's not Chicago and there not killing everybody over there
born here	2	beach	Because it's on the N. side
cheaper rent	2	Beautiful neighborhood	Because it's quiet and I have no problems with anyone.
Comfortable	2	Because city is a quiet place to live	Because knew someone there
Great neighborhood	2	Because family live here	Because my auntie live there
Grew up in the area	2	Because I didn't want to live there	BECAUSE MY CHILDREN AND FAMILY LIVE THERE
more quiet	2	Because I grew up here	Because my family has moved into the suburban areas
not sure	2	Because I have family there	Because my sister lives in Merrionette Park
peaceful	2	Because I have lived there since 2002, however the worth side has been great for me, for the last for years.	Because my son lives close to Antioch
public transportation	2	Because I have my family there.	
School	2	Because I know my way around Chicago.	Because nice area
" I know where things are "		Because I like Bourbonnais	Because of church and friends
" by train and stores "		because I like it--been to south & west side and prefer north	Because of less people scaring away neighbors
"I don't know "		Because I like the north side	Because of the non violence.
"I got easy access to everything, like restaurants, stores, even the doctor's office."		Because I like this side and is familiar with, have been here 25 yrs.	Because that were I was my first apartment
"I like here. I don't want to move."		Because I lived there in the past	Because that's where I wanted to live
"So convenient."		Because I used to live there and I have family there	
2nd choice because of location		Because I wanted to live in Kankakee	because the apartment was upgraded
48 years of manufacturer drafting, skills project. 44 years of sailing sport/leisure, defending champion.			Because the MH services--the recovery of young people is good.
A big opportunity to take advantage of for me to progress.		because I wanted to try something different	better living
because im grew up in this area		Because I was born and raised in Chicago	better locaion
		Because I was raised there	
			better neighborhood
			better town
			big houses

Q19: Why do you like this area of the state?**Part 2**

Response	Response	Response
Born and raised in Kankakee	Close to Trilogy.	Family's close
Born and raised on the south side	Closer	Feel safe
Born in Chicago, family in Decatur	closer to church, family & friends	feel safer there
Bridgeview was closer to my family.	Closer to Evanston, where I am from	Few stores w/in immediate distance. ones that close early are far from the train
By the lake	Closer to family, better area	for transportation to and from the N.S.F. center
Cause I like it, the neighborhood, it's convenient.	closer to friends	former area wife lives in
Cause I would be near my real family	closer to groceries and stores	Friend lived near there
Cause it was the first one to come along.	Closer to Heritage Behavioral Health	Friends
cause of shopping centers and clubs	closer to my family & easy transportation	friends & family
Centrally located easy access to bus	Closer to my relatives	Friends and I have more knowledge of the area.
Chicago too expensive	closer to siblings	friends are there
city less crime	Closest to family	Friends there
clean and quiet	Closest to loved ones	from Hyde Park; variety of people, people I know there
Client prefers to live in a neighborhood that is affordable.	Closest to my daughter	get to library, bus station, Heritage few minutes
Close and nice	common area	Good
close by.	Community and location	Good access to transportation, grocery, library. Close to case manager
Close to C4	Convenience and nice area	Good bus route safe neighborhood
close to doctor and transportation	Convenience to health care providers (C4)	Good environment and community center
Close to everything. How fortunate can I be to be a block away from Target.	Convenience, neighborhood, NH location	good location
Close to everything. I can get on train to see my family	Convenient	good neighborhood
Close to family and I'm familiar with the area.	cost	good transportation to work; safe
close to family and shopping on roads that are safe travels	Cuz I like it	Got use to the neighborhood because I lived in Bryn Mawr Care.
Close to family at the time	daughter lives near by	grew up here
close to family, brother's NH in South Shore	descent area	grocery stores, public transportation, close to lake, familiar
Close to family, convenient	Didn't have a choice.	happenin' and rich
Close to help from Lake Co counselors or home	don't like living on a main street	have family near by
Close to hospital where I am treated	downtown is bad	Have friends out there
Close to kids and family	due to family being closer	Have previously lived there numerous years.
Close to L	Easier transportation	Helpful
Close to lave/vibrant area	Easy	history-grew up in area
Close to my mother	easy access	Home city
Close to old nursing home, stores & public transportation	Easy access for me to get to places and family members	Home down (don't like city)
Close to parents home	Easy access to everything. Five different bus routes just down the street from apartment. One of bus routes outside my bldg.	I already live here
Close to program and mother	easy to get around	I can walk to every store I need
Close to relatives	Easy transportation	I don't remember
Close to stores	Everything you can imagine, there's a store there. Lots to do. Good area for singles.	I don't want to get in any more trouble
close to stores, transit, friends	Excitement, Entertainment and fun	I feel like I'm a part of my culture
close to supermarket, CTA & shopping	family reuniting	I feel safe on the northside
Close to the beach	family support	I feel safe there
close to the stores, bus stop and is quiet and safe.	Family was from there	I fell in love with the apartment

Q19: Why do you like this area of the state?**Part 3**

Response	Response	Response
I got help in finding my apartment.	I lived there from 1995-2010. Worked at theater but now LA Fitness.	It has everything I need
I had good place.	I LOVE going down town.	it is a nice family community
I had lived there before	I love it down there. Good for my breathing.	It is close to my family
I hate this state!!! However, I do not have much of a choice at this point, now do I??		
I have always felt comfortable around here.	I love the zoo and cleanliness	It is close to Trilogy.
I have been here	I love this neighborhood	It is cooler by the lake
I have family and friends in these cities and felt comfortable starting a family there	I moved to Chicago from New Jersey	it is functional, has full mass transit
I have family that lives in the area.		
I have lived in this area for almost 20 years before I went into a nursing home that was in a different county	I needed to be close to transit, shopping.	It is ok.
	I noticed its more peaceful	it is safe and offers a diverse community
I have plans to restore my license to practice dermatology and reconnect with colleagues. I also plan to volunteer with the HPREP program.		
I have support in this area	I spend a lot of time in Wicker Park and would be closer to coffee shops and restaurants I go to	It is suppose to be safe
I heard from other nursing home residents they were getting apartments in this neighborhood.		
I just like it	I stayed there for years with my mom	it just is
I just think it's a good location.		It provided access to different stores activities etc.
I just wanted that area because I grew up there.	I think it's safer	
I knew the areas and found them safe	I think the area is nice	It seems like a nice neighborhood
I know my way around in Chicago	I think this area is thriving	It was close to drop in and shopping center
I know people here	I too far away	It was closer to my family
I know the area	I used to live here w/my brother.	It was nearby bus route and stores
	I used to live in Zion growing up.	it was where I was raised.
I know the area well	I used to live there	It's real nice.
I know the city	I want to transfer to Peoria	It's a better neighborhood. Cleaner & quieter.
	I wanted to continue to go to church	It's a nice environment, not too much crime.
I know this area.	I wanted to live in Hyde park because it was quiet.	
	I wanted to live there.	it's a safe area.
I like the downtown area for its shopping	I wanted to live w/my boyfriend and be close to everything.	Its a way from Chicago where it is not so safe
I like the Evanston community	I wanted to stay close by Bryn Mawr because of my boyfriend	Its close to trilogy, a bus ride away from Northwestern
I like the neighborhoods.	I was able to get housing where I wanted	It's easy to get bus transportation, shopping centers
I like the north side	I was familiar with the area	its home
I like the north side because I can see different races and get along with them	I was raise in this area.	It's more comfortable
I like the people there	I was raised in Highland Park, IL and am most familiar w/north side	Its more quiet and safe
I like the shopping . I like the apartment size.	I was raised there	
i like the stores library and churches	I was used to it. Safer in it.	It's my home and Bourbonnais isn't
I like the town	I'm close to a big park	It's not boring
I like Uptown better. More places to go to.	IDK	Its quiet and by the City
I liked an apartment up there because it had a dishwasher but was denised	il like the city	It's quiet and peaceful there.
I liked it up in Evanston. It was quaint and friendly town.		It's quiet, friendly, no gangs
I liked the apartments there	im close to family	It's safe & near C4
I liked the northside as it was closer to my friends		
	I'm from the south side	It's safe here
I live on south side	I'm from Waukegan	
I lived here before		It's safer
I lived in Chicago for a long time and wanted a change. Plus I want to live near my son.	I'm home	
I lived in Kankakee all my life	In Gurnee I first live in a group home. And then to Gurnee	Its the country. Its vacant.
	It appeared nice and affordable	Its where Thresholds is
	it clean	I've always lived in Chicago
	It feels like a safe neighborhood	I've always lived in Chicago
		I've been there for years

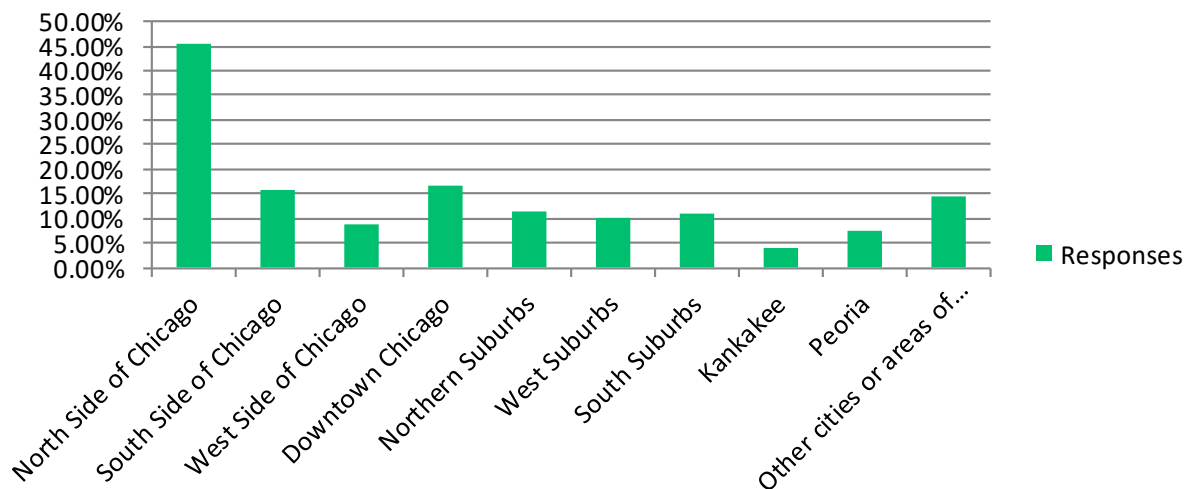
Q19: Why do you like this area of the state?**Part 4**

Response	Response	Response
I've lived in Chicago all my life	More safe and close to C4	nice apartment
just like it better (convenient)	mores stores, stuff to do, more resources	Nice apartment with lots of room
Just like it better (convenient)	most of the time it is quiet	Nice apartments there
Just wanted to get away from the city	mother and father were there	Nice People, Shops
Just you know	Moving out and moving on from nursing home	Nice place
Knew the area well	Much safer	nice place to live closer to family.
know friends/family	My auntie stays here and my cousin	nicer area
know my way around the area	My dad stays out that way	Nicer area
know the area	my family here	Nicer than K3
know the area-can get out to my church	My family is living up there	none
Know too many people in south peoria	My favorite neighborhood, my first neighborhood in Chicago I lived	originally where I'm from
Lake, Transaportation	My girlfriend is in Decatur and I have friends here	Parents and family live close by
less congested	My home city	Peaceful with no to little pollutants.
less crime	my home town	People are all right, it's safe
Less crime than Chicago.	My hometown	personal preferences
Less crime, there's lots to do, it's clean	My job was close by and transportation convenient	properties have free gas or perks
Less expensive	My mom used to live there	Public transportation is easy and it is a nice neighborhood and I like the small town and it is peaceful and quiet.
less of my enemy	My parents live there	Public transportation, conveniences
less violent	My sister lives in Elgin.	Relatives
like the apt	My sister lives in Oak Lawn	Resources
like the area	Near grocery stores, restaurants	safe community, close to school
Like the area and beaches	near my dad and family	safe neighborhood
like the community, way too expensive	near my family	Safe, and comfortable.
like the location	near my family. I know the area	Safe, clean, good neighbors
live close to HSC	near my son and sister	safe, clean, neat
live there before	Near resources and my place of worship	Safe, quiet
local	Near Restaurants, stores, pharmacies, etc	safe, trendy
Location	near river	Safer, affordable
Lots of stores	near the lake	safety was the first thought
Love the Transportation	Near Tilogy	safety, ,finances
makes me think about Motown, attractive-new	Near transportation	security, be clean, no stairs
miss studio apartment on Moss Street	Near Trilogy, public transit, knew neighborhood	Seemed like a good place to live
mix race	near Truman College	seemed like a nice neighborhood
More available restaurants and movies	neater	Seemed nice
more convenient	Neighborhood	seems like a nice area
More convenient to the buses and the L	Neighborhood, the university, the homes, tress	Senior housing that is newer and cleaner
More convenient-closer to bus system	new environment	sick and tired of Peoria after 3 years
More familiar and family lives in DuPage County	new start and closer to family	Similar to where I grew up.
More friends there	Next to the ocean	sister lives there
more peaceful	Nice & clean and friendly people.	Socio-economic status

Q19: Why do you like this area of the state?**Part 5**

Response	Response	Response
Socioeconomic...!	There are a lot of stores around there and people.	Walking to area shopping office nearby in wintertime
Spanish community	There is a lot of crime in my area	Wanted to be close to friends & family
Spent formative years here, Grades 2-12	There seems to be a lot of nice people in Bourbonnais	Wanted to be on southside
stores and friends	There's more people to talk to	wanted to explore
Suburbs, clean environment	This suburb is close to court or markham courthouse also close to my sister.	wanted to move out of Decatur Manor
That's the area I grew up in. I know the area like the back of my hand.	to be away from negativ enviroment	wanted to move out of nursing home
That's where I'm from and where my family lives	To be closer to my father who has passed	wanted to stay around friends/family.
The apartments are all on the floor. No one above us. They look like condos.	To be closer to my mother.	was a nice area
The area is functional, it has mass transit.	To get out of the Decatur Manor	When I got out or the nursing home, that's the city I wanted to choose.
The area is peaceful	To learn independent skills	where I grew up
The choice they made was a good choice for me.	TO LIVE	Where I used to live, and have friends there.
The community was quiet, but very welcoming. It is a very nice neighborhood with access to grocery stores, restaurants, work out centers, etc.	To reach the Hispanic Community	Where my dad first moved to in Illinois
The items are low prices	Transportation and food markets	where son is
the lake is close by	Unknown	Where the nursing home I came from
the neighborhood is huge and it has a park at the end of the block	Upscaled Neighborhood	Wise choice
The neighborhood is safer.	very diverse	would have
The stores are close to me	Very familiar neighborhood and close to family	Yes.
The women are easy	violence	YMCA
their up in age		

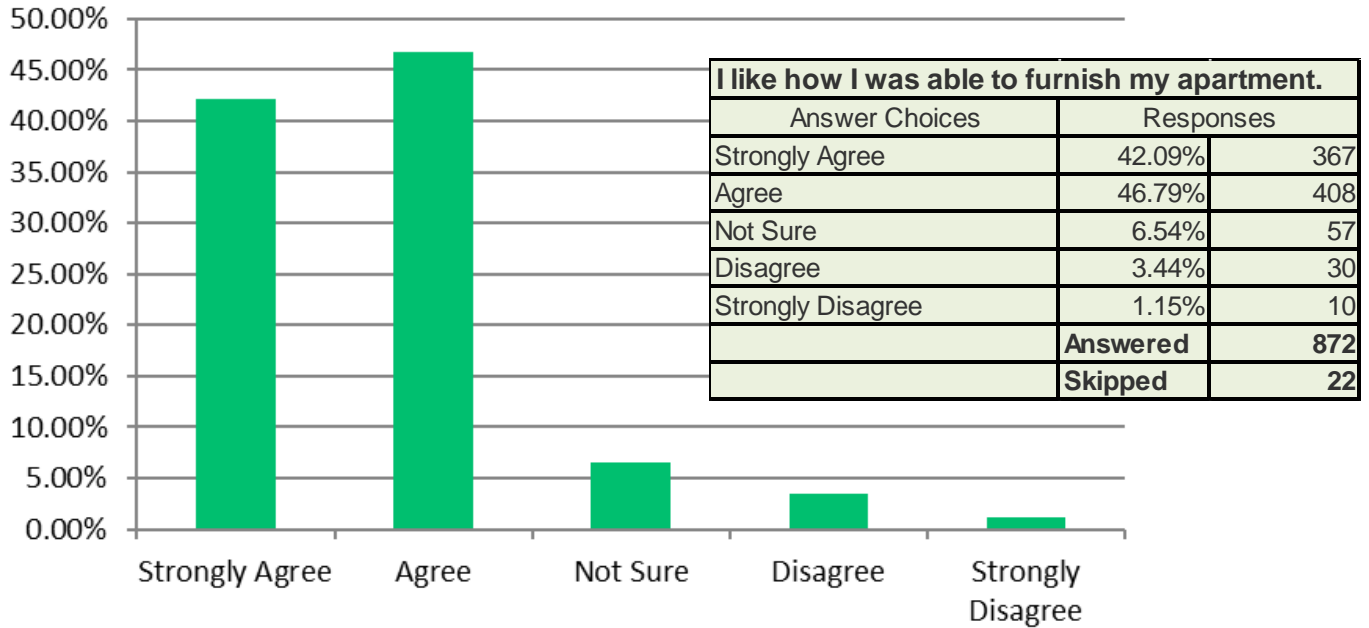
Q20: What areas of Illinois would fit your needs if you could move anywhere? (Check all that Apply)



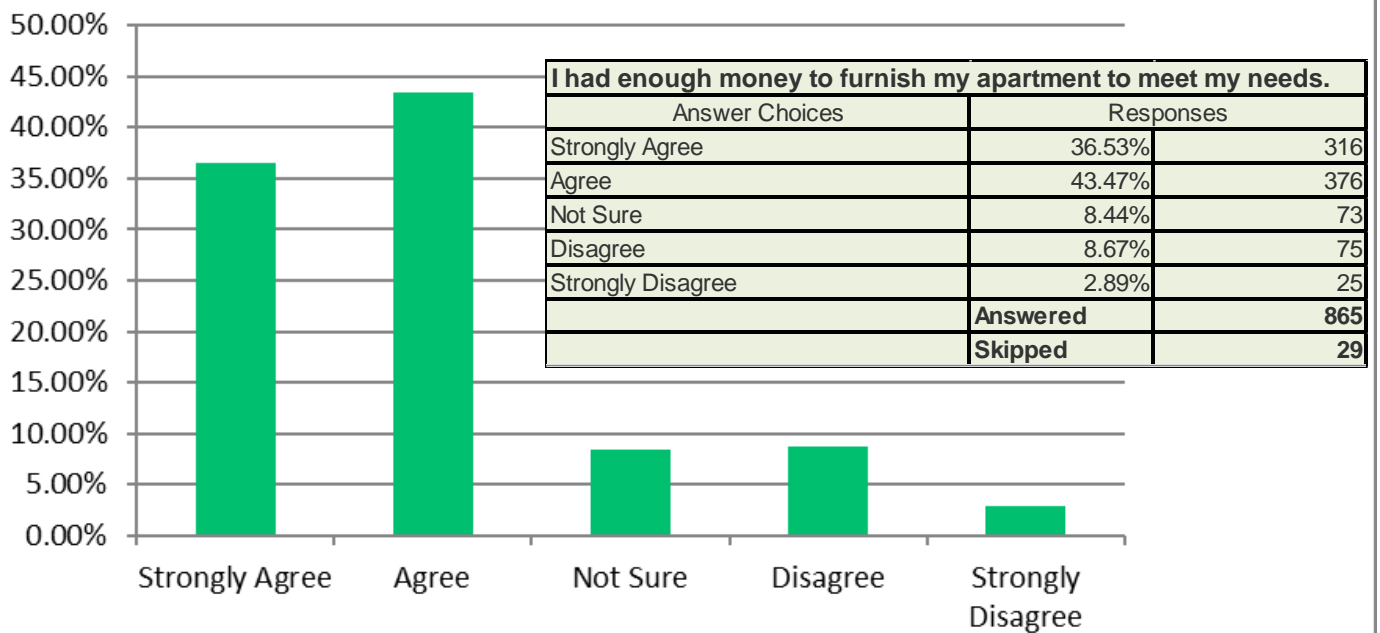
What areas of Illinois would fit your needs if you could move anywhere? (Check all that Apply)		
Answer Choices	Responses	
North Side of Chicago	45.28%	384
South Side of Chicago	15.68%	133
West Side of Chicago	8.96%	76
Downtown Chicago	16.63%	141
Northern Suburbs	11.44%	97
West Suburbs	10.14%	86
South Suburbs	10.97%	93
Kankakee	3.77%	32
Peoria	7.31%	62
Other cities or areas of the State (list those areas)	14.50%	123
	Answered	848
	Skipped	46

Other Parts of the State	# of Responses	Other Parts of the State	# of Responses	Other Parts of the State	# of Responses
"My uncle lives in Peoria."		Georgia, Texas, Honolulu		not sure	
anywhere safe		Gold Coast		nowhere else	2
anywhere with access (accessible access) to a college and university		Granite City		nowhere--Decatur is just fine	
Aurora, North Aurora		Hyde Park	2	Oaklawn	
away from big cities to places where everything looks and acts "normal"		I am leaving to my country of origin soon and not returning again.		Only Zion	
Belleville		I don't know/No Chicago.		Ottawa, IL	
Benton, IL		I don't want to move		Park City, Waukegan, Beach Park, Wasworth	
Bloomington	4	I think I can do the best I can do. I don't want to live anywhere else.		Pekin, IL	
Bourbonnais-Bradley	3	Interested in moving to Wisconsin		Peoria Group Home	
Bradley, IL or Limestone, IL		It doesn't matter to me		Plainfield IL	
But I prefer Evanston if I had to move		Joliet		Quad Cities	
Carbondale		Kane County, DuPage		Rantoul, Illinois	
Champaign-Urbana	2	Kankakee		really dont know	
Close to IL/WI border like Antioch		Lake County or Waukegan		Rockford	3
Crete, IL Will County		Lake County or Will County		Rogers Park but really I'd like to stay in Evanston	
Currently in a nursing home Lake Park Center looking to move out. San Francisco CA		Las Vegas Nursing home or apartment		Southern Illinois	2
Danville, IL		McHenry County		South-Southwest suburbs	
Decatur	10	Melrose Park		southwest side	
Des Plaines		Monee, Peotone, Bourbonnais		southwest suburbs	
Does not apply to me; don't want to leave Decatur		Monticello		specifically Gold Coast	
Dalton and Calumet City		Mt. Prospect		Springfield, IL	4
don't want to move		n/a		uncertain	
Downtown Waukegan		N/A, no response. I am from NW Indiana		want to go north by family	
DuPage County		Near WI		want to live in a house	
East Peoria	2	Niles, Des Plaines		Waukegan	
east side of Chicago		no place		where I am at (the north side)	
Elgin		None of the above	5	where i live now	
Evanston Ill	6	none--wants to stay in Joliet		Winnetka	
Evanston, Wilmette, Skokie		Northwest suburbs of Chicago	2	Zion and Waukegan	
Forest Park illinois		Northwestern farms			

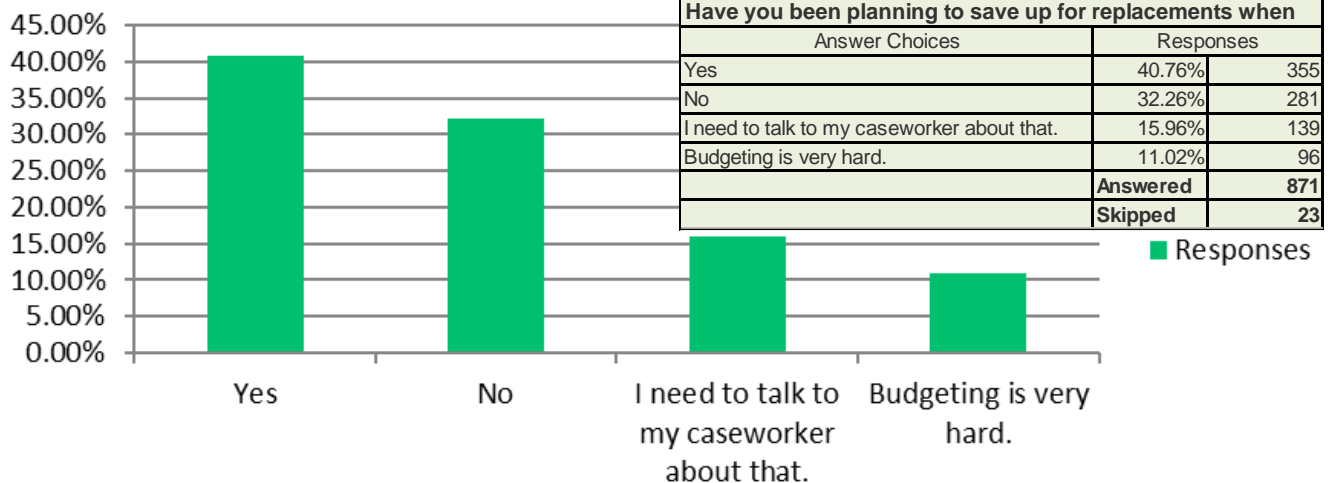
Q22: I like how I was able to furnish my apartment.



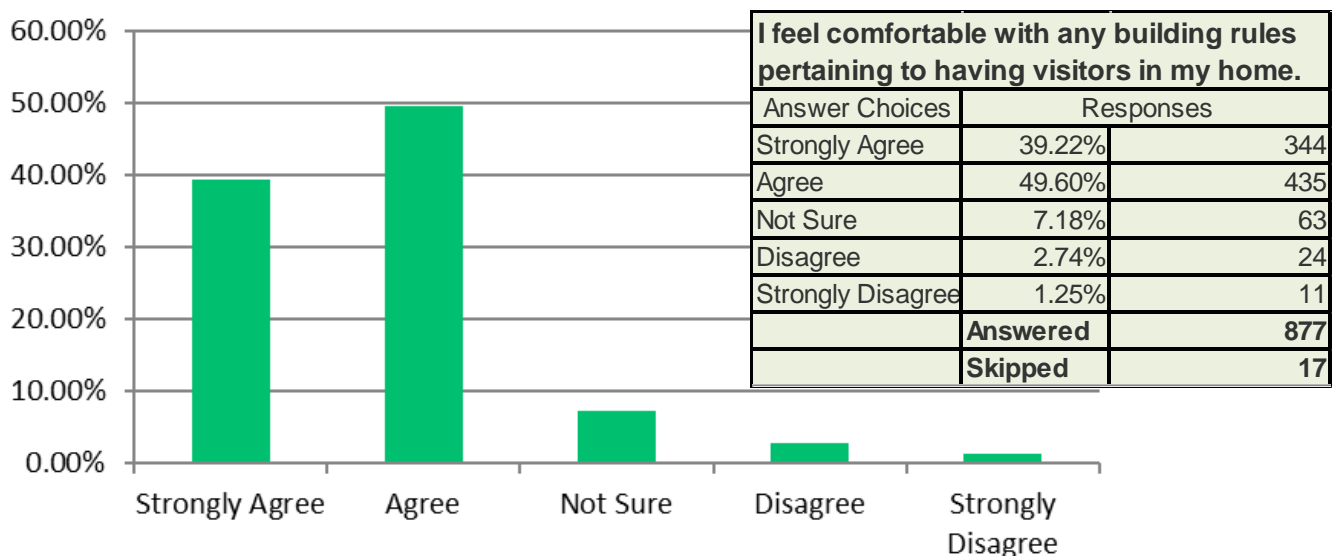
Q23: I had enough money to furnish my apartment to meet my needs.



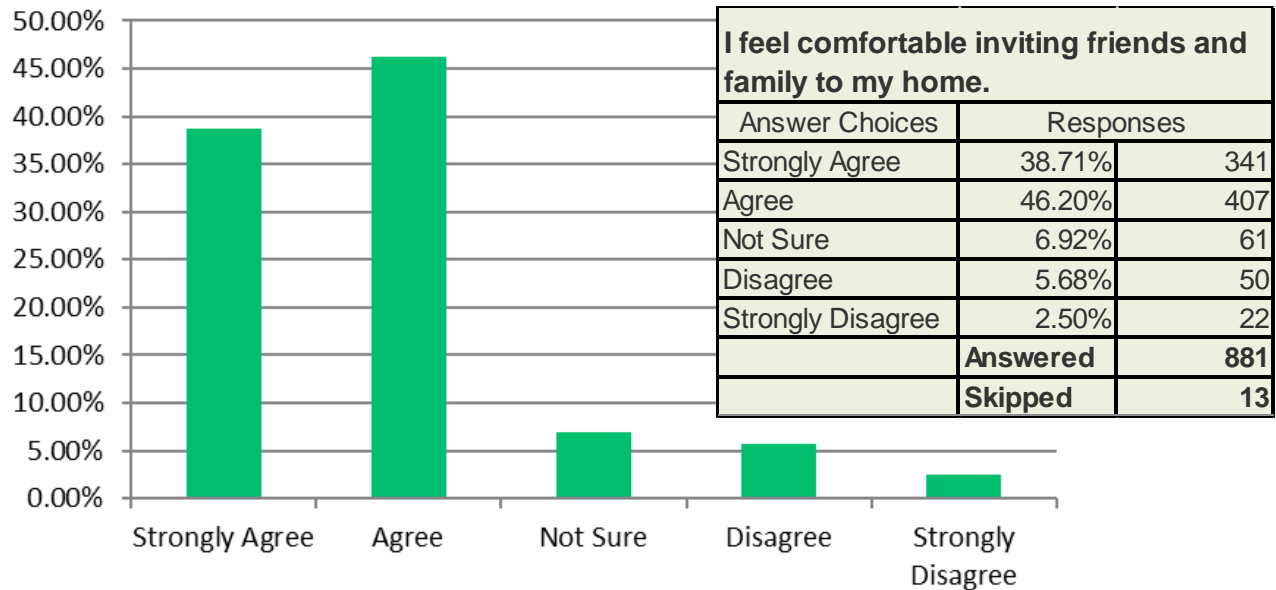
Q24: Have you been planning to save up for replacements when this furniture gets old or you need to move? (Check all that apply)



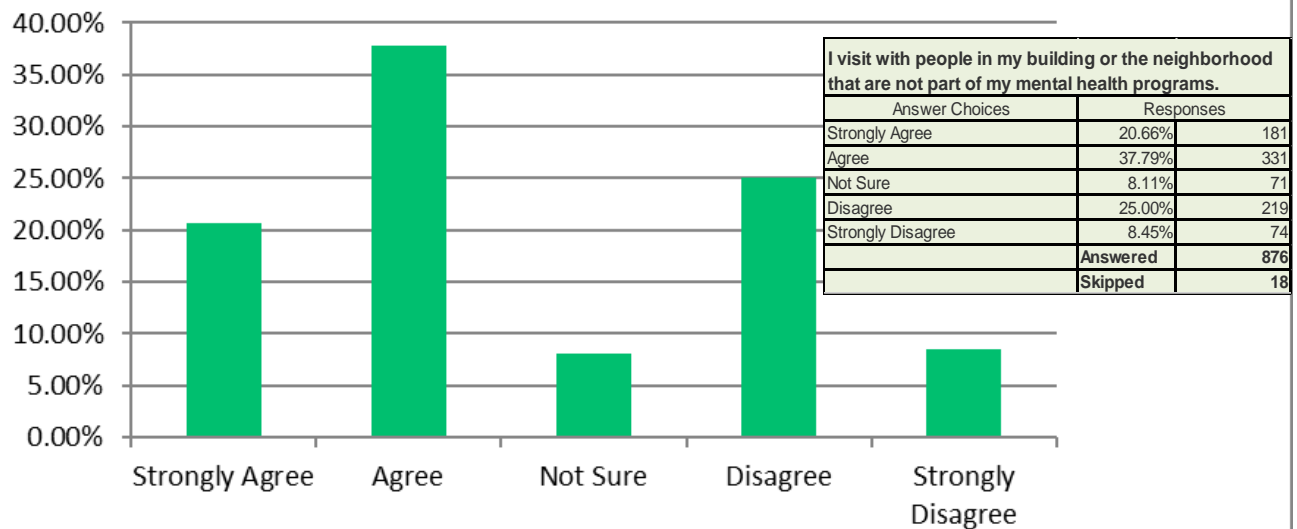
Q26: I feel comfortable with any building rules pertaining to having visitors in my home.



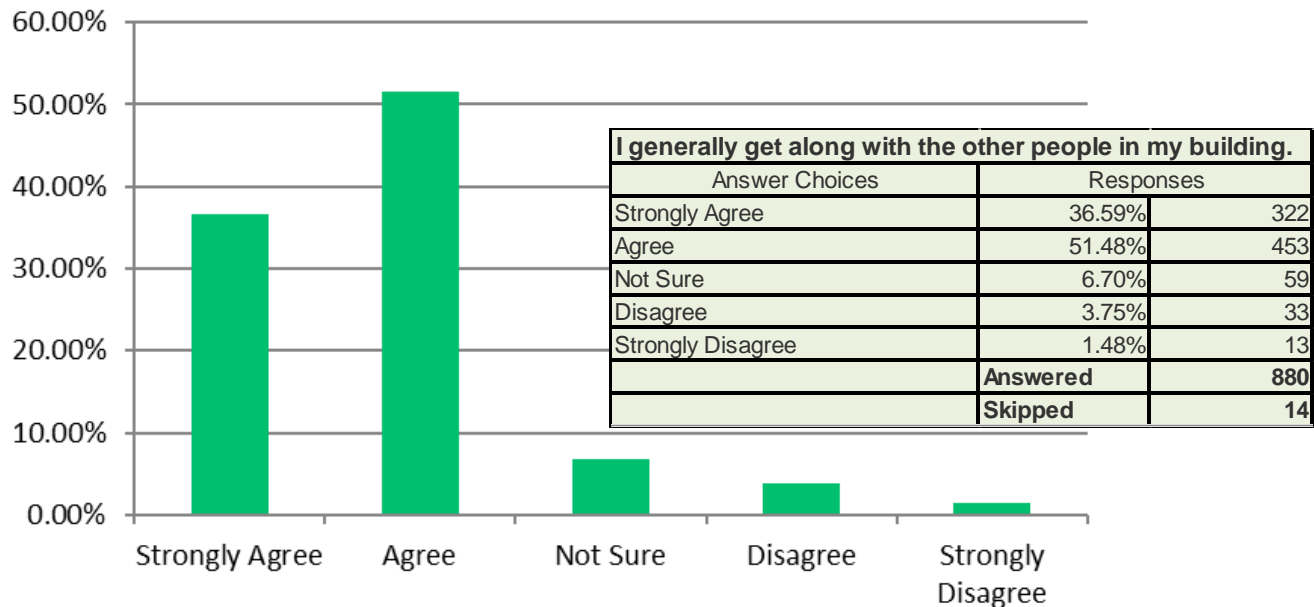
Q27: I feel comfortable inviting friends and family to my home.



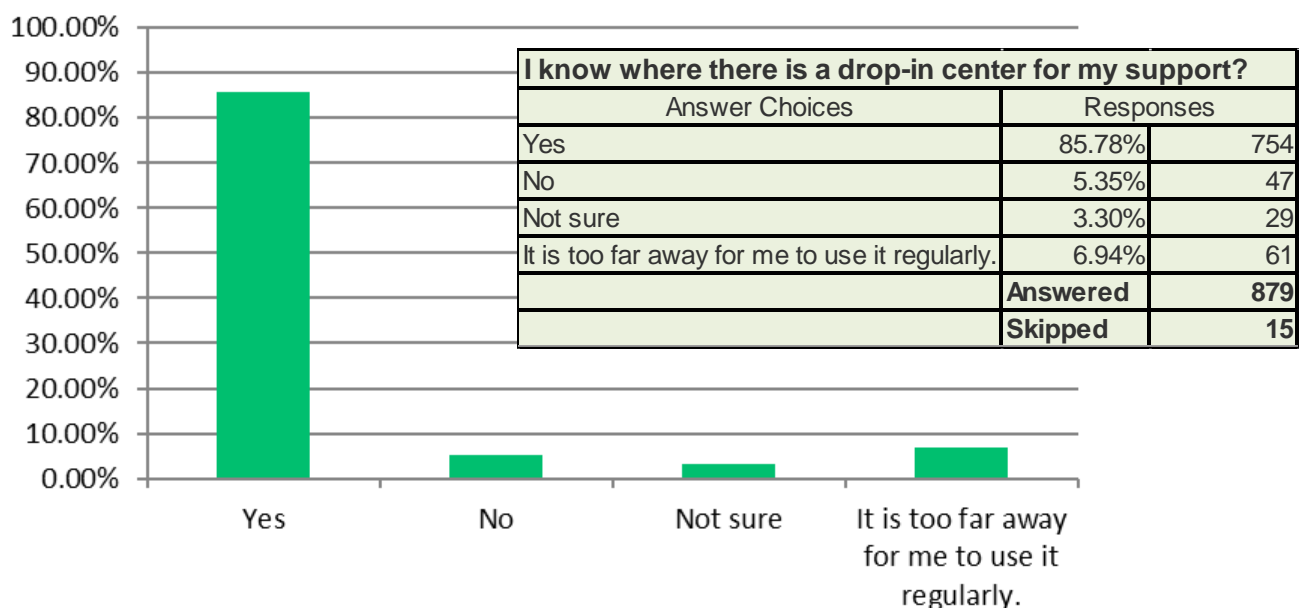
Q28: I visit with people in my building or the neighborhood that are not part of my mental health programs.



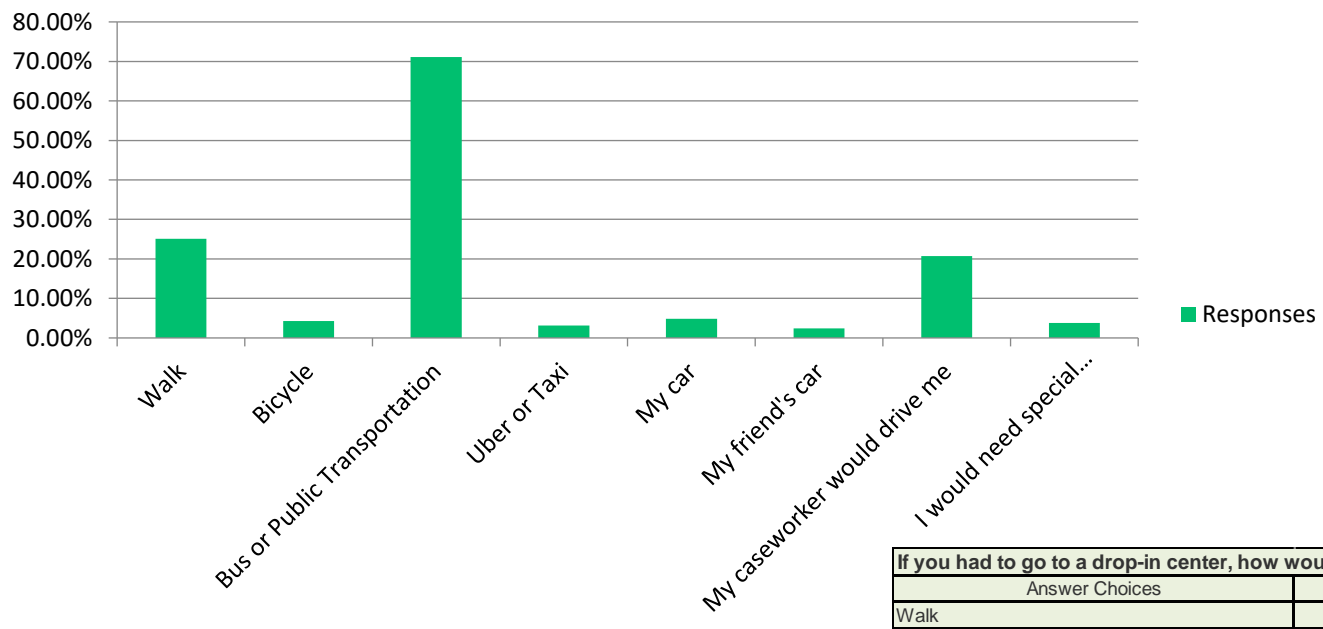
Q29: I generally get along with the other people in my building.



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



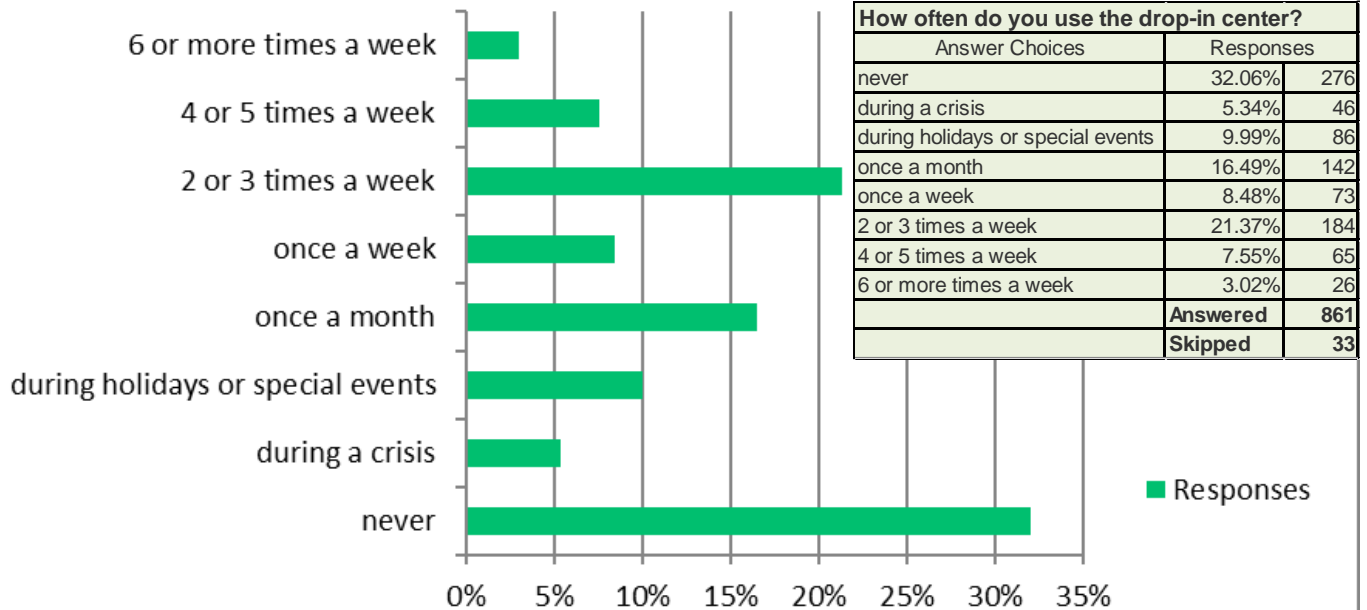
Q32: If you had to go to a drop-in center, how would you get there?



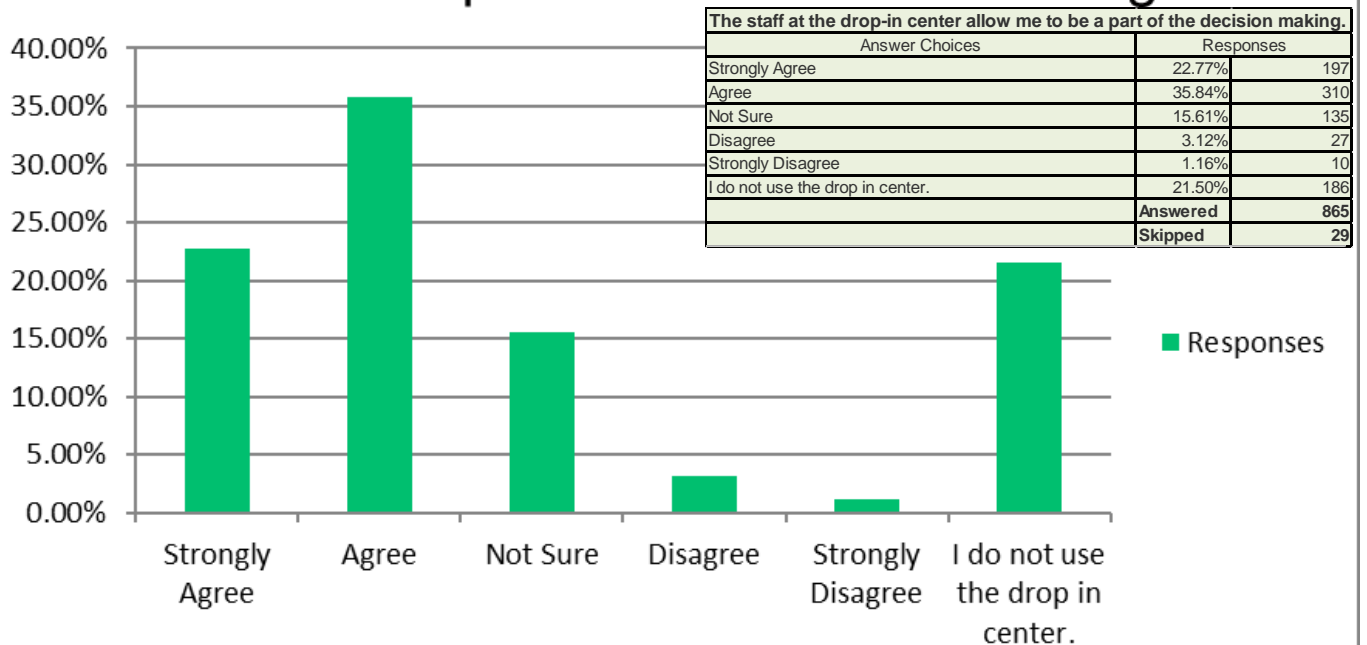
Other (please specify)	# Responses
BDA van driver	
Beacon	
Bus or Drop In Center transportation.	
Call and ask for a ride they have transportation	
can take the bus to community supports	
do not use drop in	43
Drop in center van	13
elevator-- my drop in center is on the first floor of my building	
family sometimes	
get ride	
I like to visit the drop-in center with a clear self-identify	
I need my license	
I want to buy a vehicle and have my driver's license back again.	
I have a 5 year citation for no tickets and no accident in Illinois.	
I've been in the past	
my insurance company	
My sister takes me there	
My wife would bring me if needed.	
run	
the office personnel are able to arrange pickup	
too far	
various ways	

If you had to go to a drop-in center, how would you get there?		
Answer Choices	Responses	
Walk	25.09%	20
Bicycle	4.24%	3
Bus or Public Transportation	71.15%	58
Uber or Taxi	3.15%	2
My car	4.85%	4
My friend's car	2.42%	2
My caseworker would drive me	20.73%	17
I would need special arrangements to get there	3.76%	3
Other (please specify)		8
	Answered	82
	Skipped	6

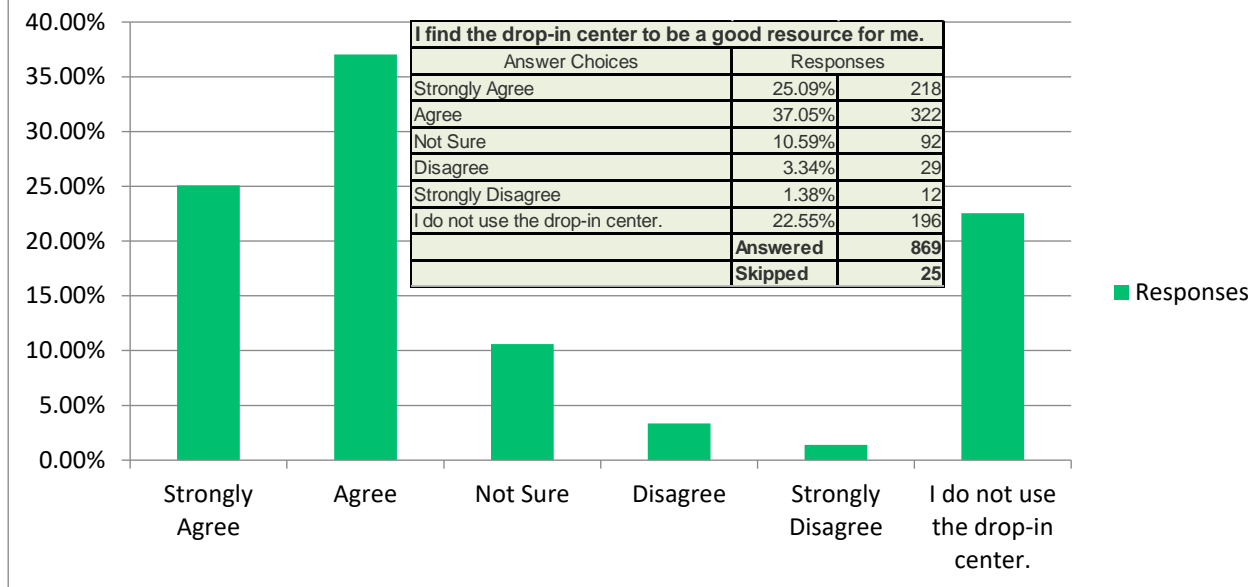
Q33: How often do you use the drop-in center?



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

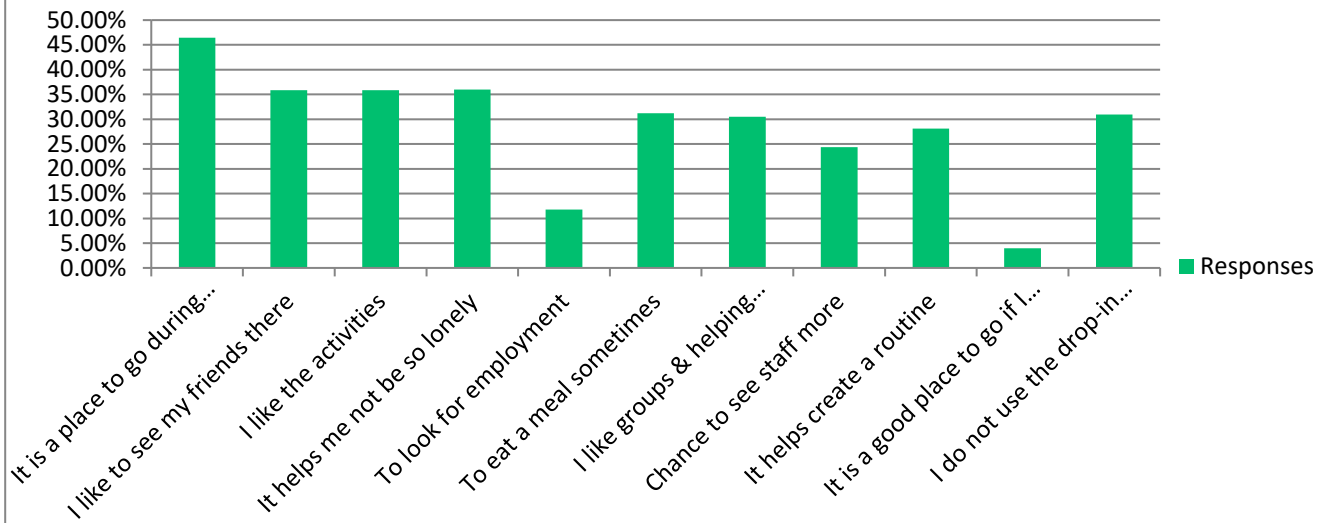


Q35: I find the drop-in center to be a good resource for me.



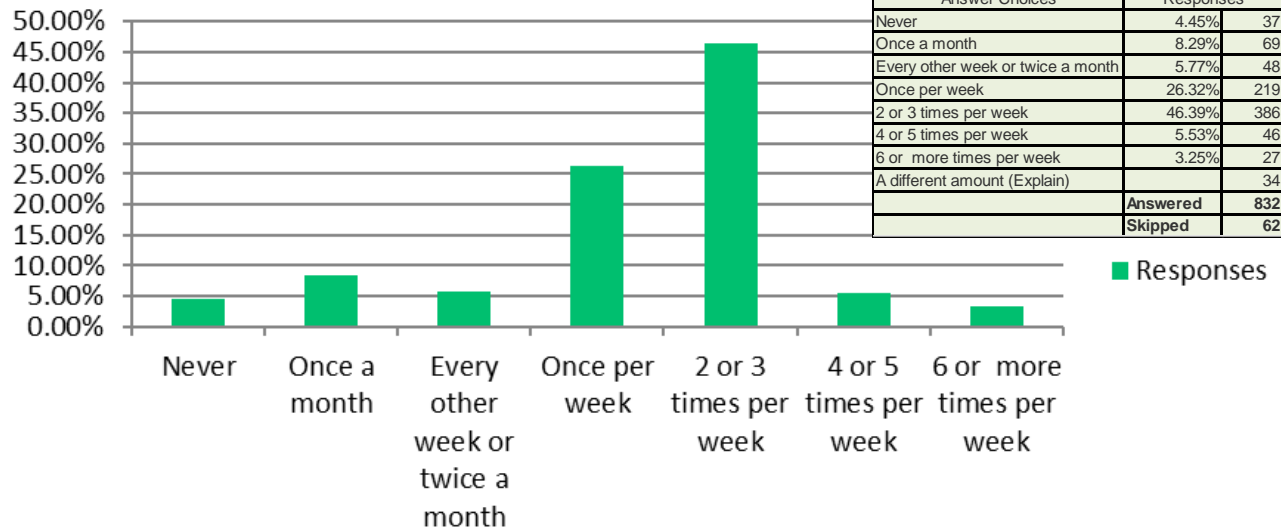
Q36: Check the reasons you use the drop-in center? (Check all that apply)		
Answer Choices	Responses	
It is a place to go during the day	46.46%	387
I like to see my friends there	35.89%	299
I like the activities	35.89%	299
It helps me not be so lonely	36.01%	300
To look for employment	11.76%	98
To eat a meal sometimes	31.21%	260
I like groups & helping others	30.49%	254
Chance to see staff more	24.37%	203
It helps create a routine	28.09%	234
It is a good place to go if I am in a crisis	3.96%	33
I do not use the drop-in center.	30.97%	258
Other Reasons (please specify)		91
	Answered	833
	Skipped	61

Q36: Check the reasons you use the drop-in center? (Check all that apply)



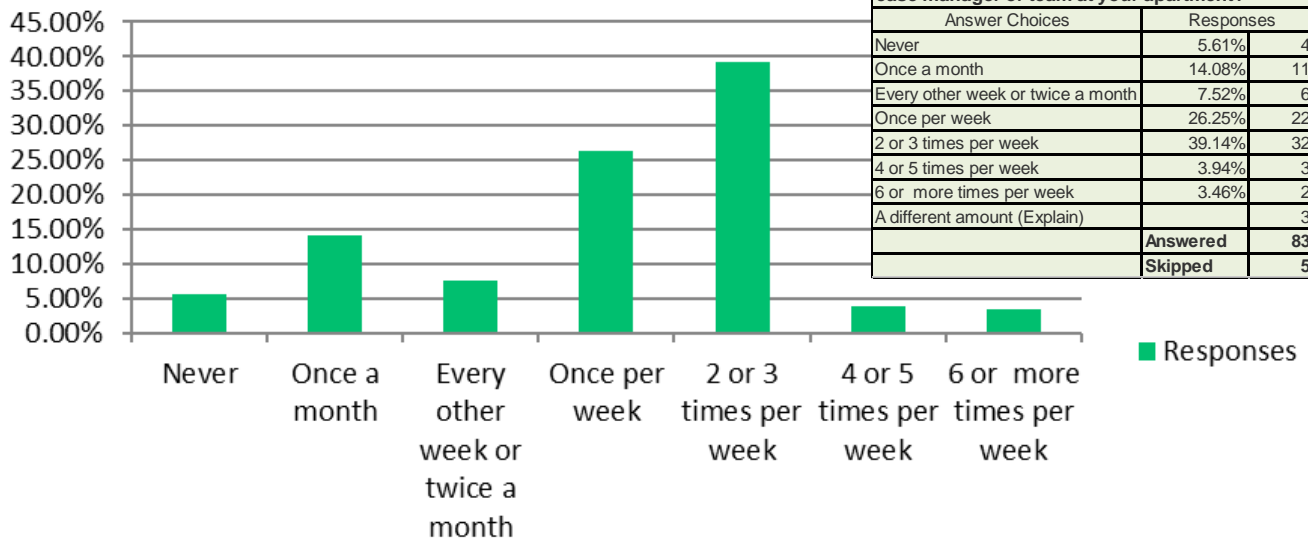
Other Reasons	Other Reasons	Other Reasons
" People are there I did drugs with when I used to do that thing "	Going to groups that are billable	outings
A/C	helping me stabilize MH	program activities
AA Meetings	holiday parties	resources are top notch
after appointments	I do AA their	see doctor
all of the above!	I don't use it much	see new people
appointments close to there	I go once in awhile	socialize
appointments close to there	I have a medical conditional and don't feel comfortable using drop in center.	talent shows, special events
appointments.	I have found job to keep me biszee	talk to nurse, doctor, casee workers
art therapy	I like creativity, conversation, good constructive criticism	that where my doctors at
boredom	I like the art studio	the computers
chill	I like the trips	the doctors
	I need help. Activities!!! Thursday, Tuesday, Wednesday and Fridays at 4423 N. Ravenswood	To extend good-will and encouragement to others
clothing/emotional support	I was advice not to go	to feel a part of community
coffee food rest	If I'm bored.	To go to the clinic to see my doc.
coffee	in crisis only	to have more fun
coffee before meeting team members	integrity dignity	to meet with a nurse and psychiatrist
comes due to living in a 24 hr supervised group home	internet	To occupy my mind
computer lab	it helps	to pick up my medications
computers, warm/cool place to be	It helps me not to drink	to see doctor
computerse.scale		
crisis	it is a lplace to have fun and learn.	to see the doctor.
Doctor appointments	laundry	to stay out of trouble
doctors	learn things	TO USE THE INTERNET, MAKE FRIENDS AND ENCOURAGE PEOPLE.
doctors visits	medical appointments	to wait to see staff
don't use it. too far to go	meet different people	to wait until appointment time comes
for my recovery	mental health device.	use computer
for psych appointment.	mental health service	visit while waiting for dr. appointment
For rent, and pick up papers	mental health service/once a month psych eval.	
free coffee	mentl health services.	wash clothes
free coffee	N/A	when early for Dr. Appt's or waiting for transportation
get out of house see what's happening	None	when waiting to be dropped off!
go to ind. center	not sure; haven't used it because it's pretty far away	

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



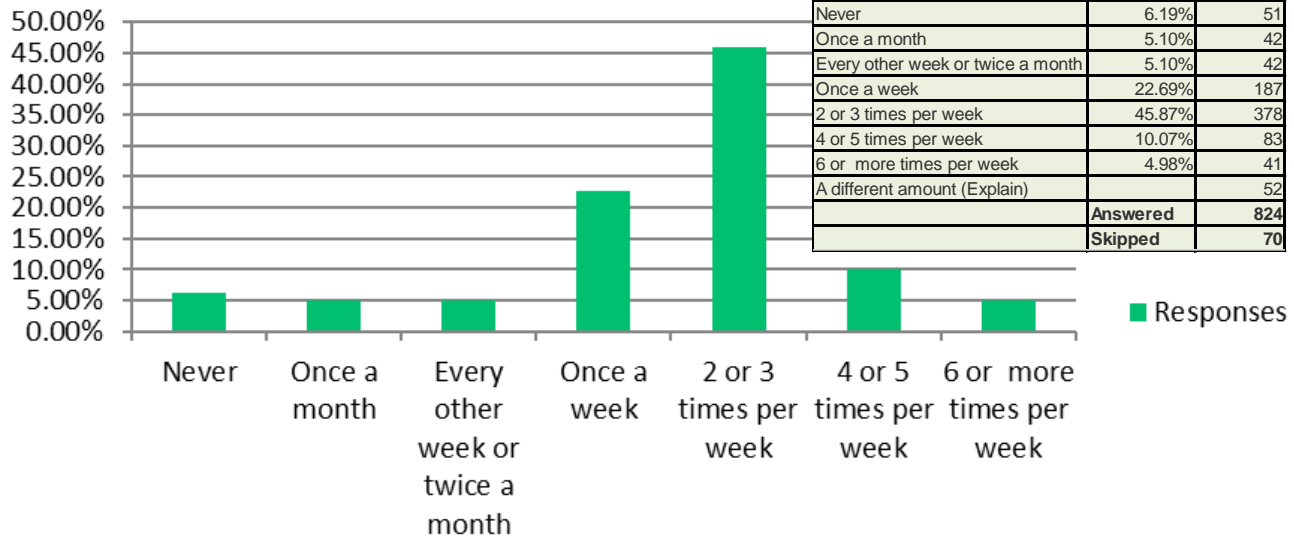
A different amount (Explain)	A different amount (Explain)
2-3 x's monthly	once every 3 months
	once every six months when I need assistance meets with case manager every two weeks.at office
4x month	once in a while
As needed	Once or twice every two weeks or three
at drop in center during business hours, see staff at apartment when I don't go.	only as needed
decently	rarely
every day	sometimes but I mostly go there
every day	sporadic
group home	staffing issues
I live in a group home	weeks case mgrs. are at apartment and
Just sometimes	Trilogy
multiple times a day	Twice a month
never because of bed bugs	very infrequently
not enough	we have visits at New Freedom Center
on an as needed basis	when needed
once a year	yes
once every 2 mos.	
once every 2-3 months	

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



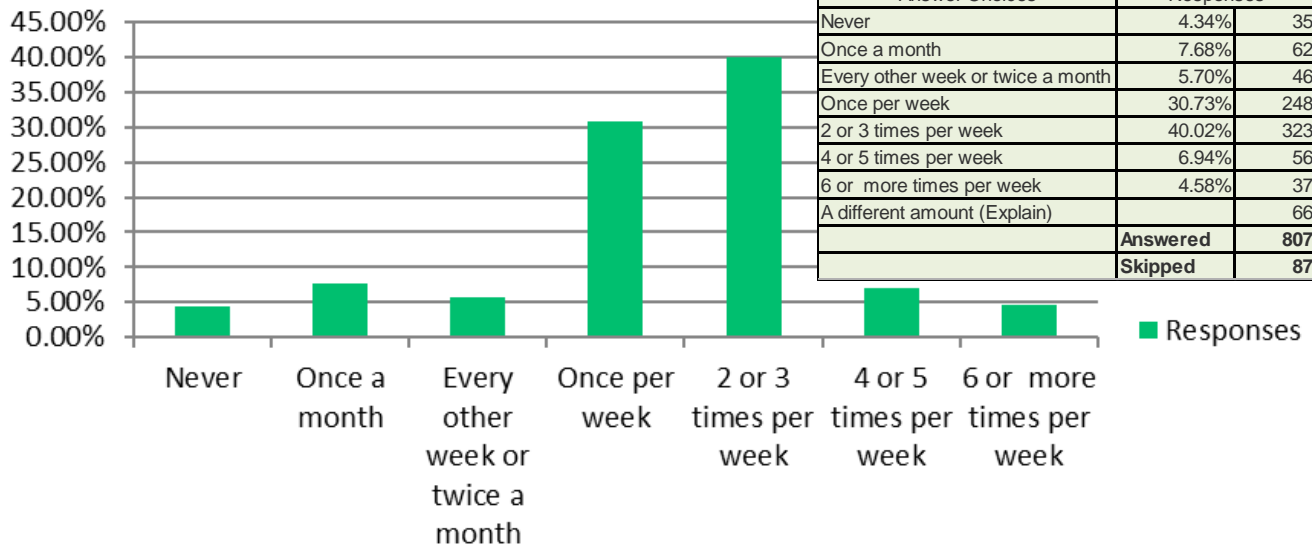
A different amount (Explain)	A different amount (Explain)
1x every 3 months	least amount as possible
3-4 times	med pack 1st, write needs, 2nd
All the time	on an as needed basis
as many times as needed	once a year
As much as I need at the time.	once every 2 months
as needed	only if needed
as needed	only when necessary
As needed	only when necessary
as needed or if I need something.	open
but not while those rats are in my house	situational
decently	to review finances
every 3 months	twice a month
every day	unless emergency
have no apt.	we see him at apartment
I am satisfied with the amount I meet with them.	when no bed bugs
I don't know	whenever
I live in a group home. Staff is there all the time	would be nice if things get accomplished. people sent over here talk more than what gets done.
it doesn't matter	yes
it don't matter	yes

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



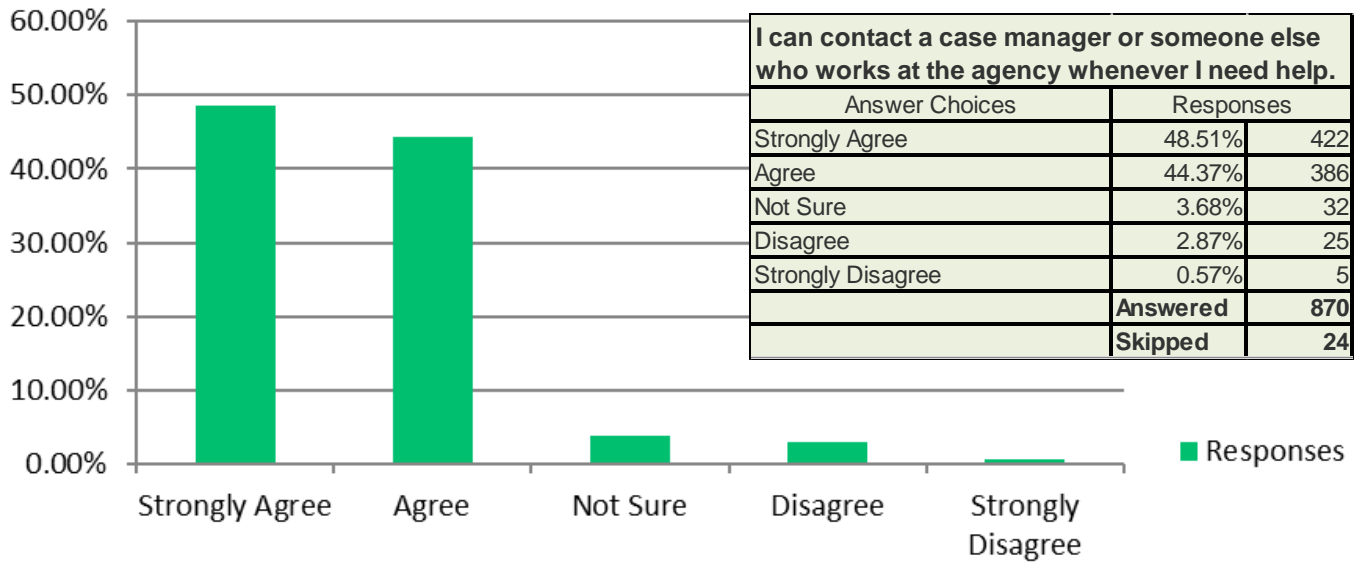
A different amount (Explain)	A different amount (Explain)
?	on an as needed basis
3 or 4 times a day	once of my care managers is my go to person for the other is my oldest brother!!!
anytime	only as needed
as needed	Only to set up appointments.
as needed	Only when needed
as needed or IF i need something.	on-site
at any time I can call, the Bryn-Mawr staff in my apartment complex.	on-site
Currently daily as medication on time	phone activation issues
daily	sometimes
every day	sporadic
every day	Survey marked as both "never" and "4 or 5 times a week"
every day for neighbor	to set up meeting times
Every once in a while when I need to get a hold of someone.	Twice a month
group home	varies
Hearing impairment	varies sometimes once a week.
I don't need none	when I need help w/something
I don't need to make calls, they are on site.	when in need
I don't talk to her on the phone unless it's an emergency.	when need to change or make appointments
I feel comfortable reaching out if I need extra support.	when needed
I like Omega. She helps me a lot.	when we need to talk
I reach out when needed	whenever I have to call I can leave a message
in emergency	whenever needed
Just sometimes	WHENEVER NEEDED
meet in person	whenever they call
no specific time	yes
occasionally	yes

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

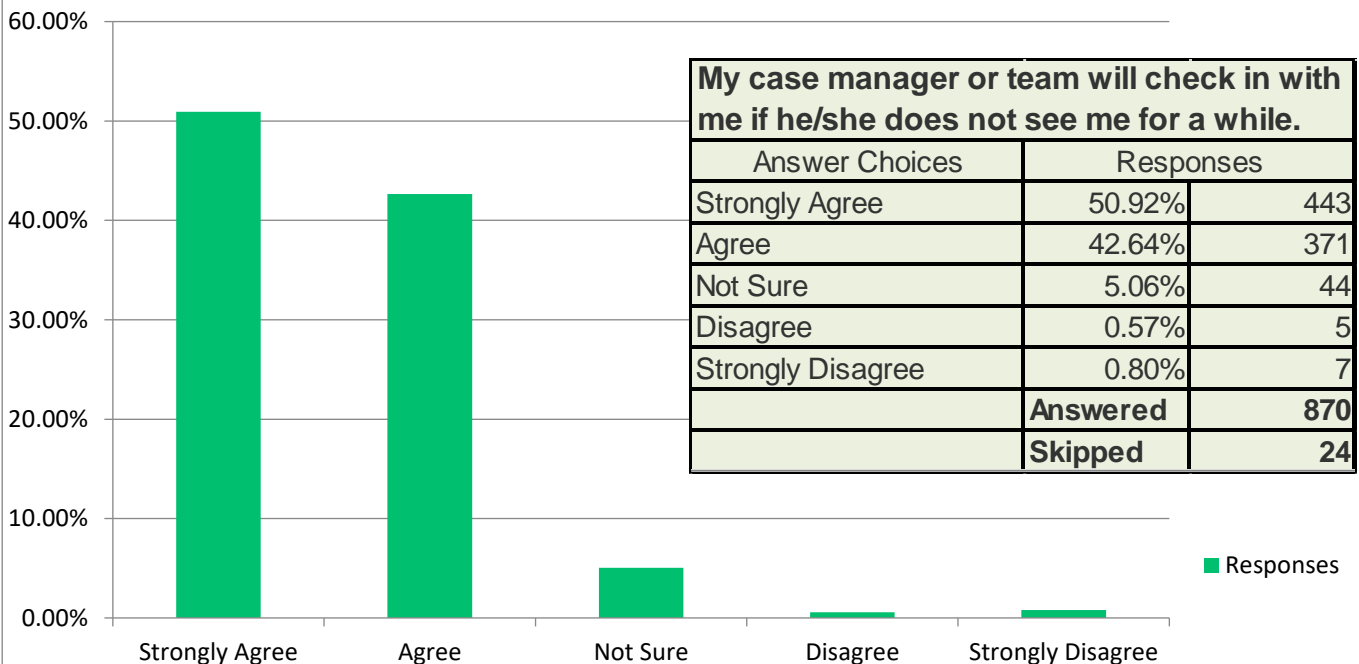


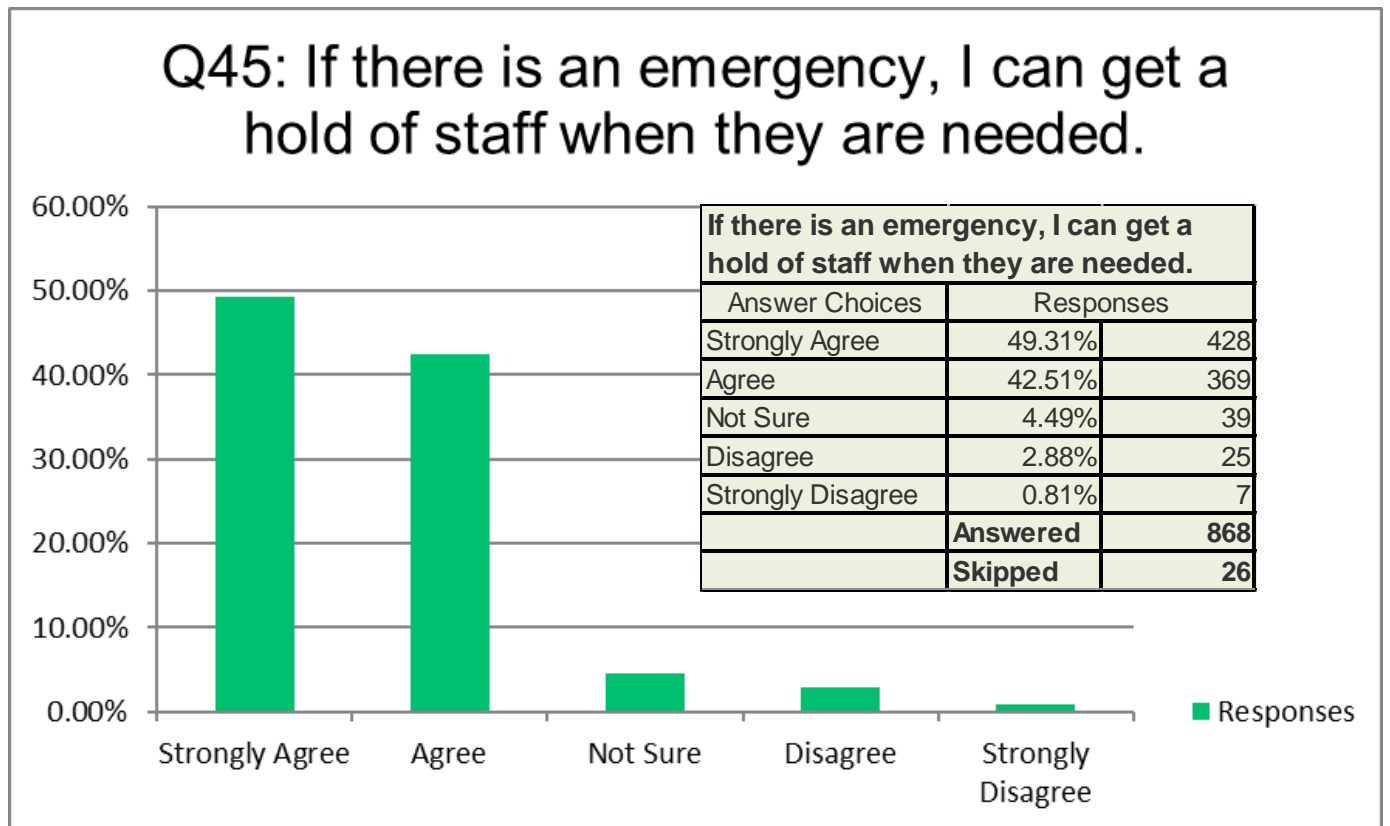
A different amount	A different amount	A different amount
1 time a day	decently	only when necessary
3-4 times	depends on my personal needs	on-site
any time needed	doesn't matter	on-site
anytime	don't know	phone activation issues
anytime	every day	see above
anytime	every hour	situational
Anytime	hearing impairment prevents	to set up meeting times
anytime	I call her as needed and I meet with her at the office once a month.	varies
anytime they call	I call them when I need to	when I need assistance
as needed	I don't care!	when I need to
as needed	I don't know	when I'm needed
as needed	I don't know	when it is necessary.
as needed	I really don't like calling unless I really need something.	when need to change or make appointments
as needed	i see the drop in center 3 times a week.	when needed
As needed	it doesn't matter	WHEN NEEDED
as needed	'just to let me know when you're all coming over'	
As needed		whenever
as needed. I meet with my worker in her office every 1-2 weeks.	need help	whenever I need them. I hope just one can be available
as often as possible	now and then	whenever needed
At least once a week. Sometimes could have a lot going on and need someone here. No one calls me back with who's coming over.	on an as needed basis	whenever they call
Currently daily as to get medications on time	Only if I needed them	yes
currently no phone and is not interested in it.	only if needed. I meet with her (case manager) once a month at her office.	
daily, to check in	Only in emergencies	
	only when necessary	

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

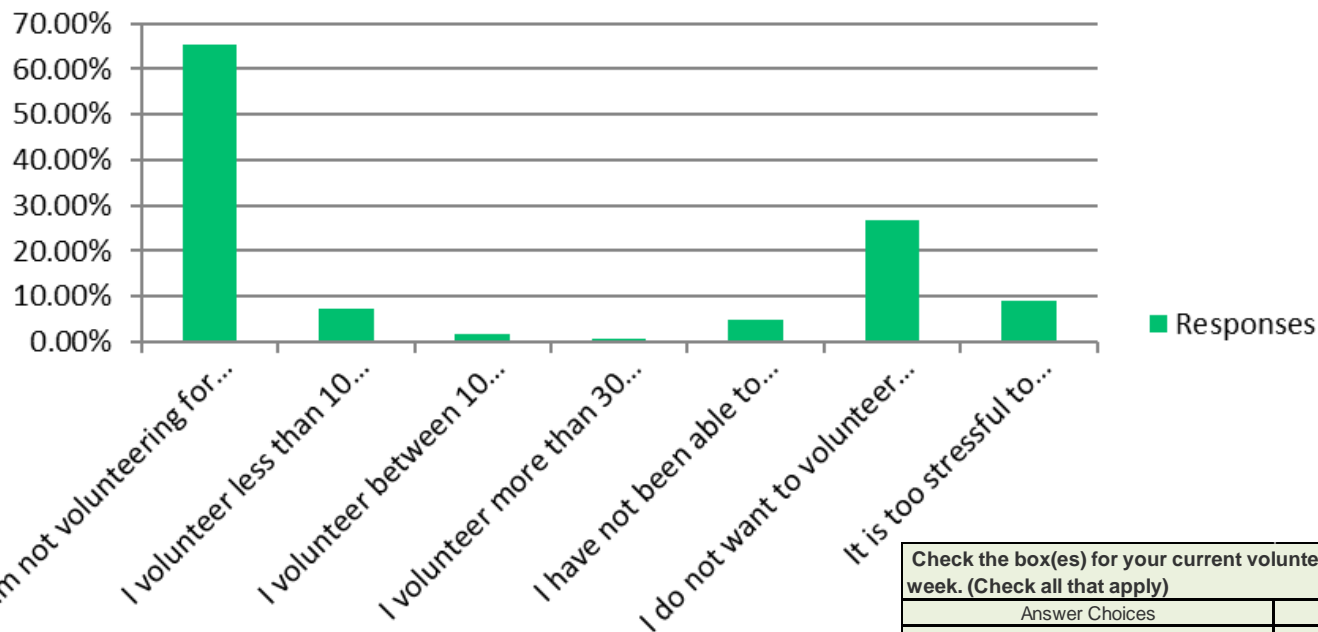


Q44: My case manager or team will check in with me if he/she does not see me for a while.



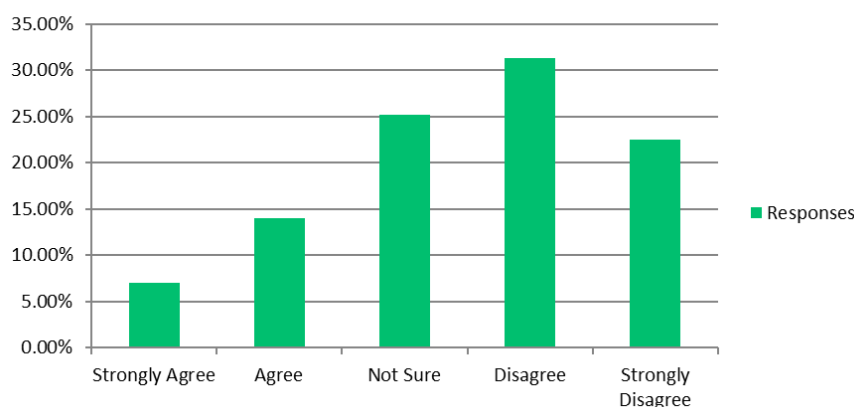


Q47: Check the box(es) for your current volunteer time each week. (Check all)



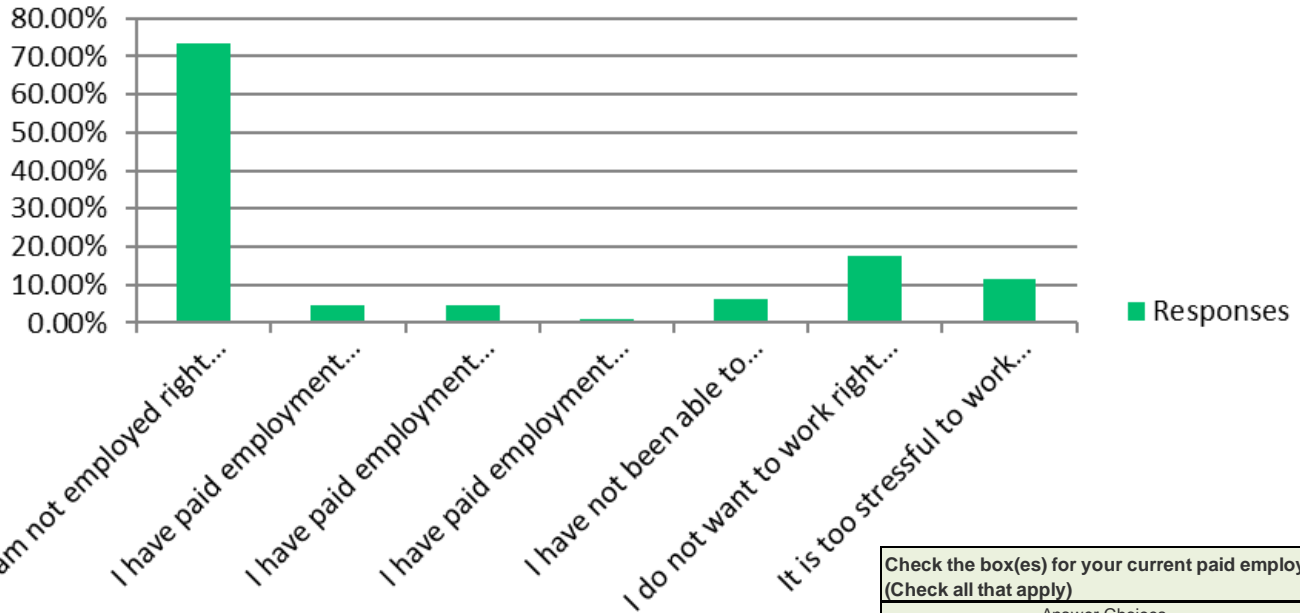
Check the box(es) for your current volunteer time each week. (Check all that apply)		
Answer Choices	Responses	
I am not volunteering for anything right now.	65.29%	55
I volunteer less than 10 hours a week.	7.29%	6
I volunteer between 10 and 30 hours a week.	1.88%	1
I volunteer more than 30 hours weekly.	0.71%	
I have not been able to find a volunteer job.	4.94%	4
I do not want to volunteer right now.	26.59%	22
It is too stressful to volunteer right now.	9.18%	7
	Answered	85
	Skipped	4

Q49: I would like to volunteer more hours per week.



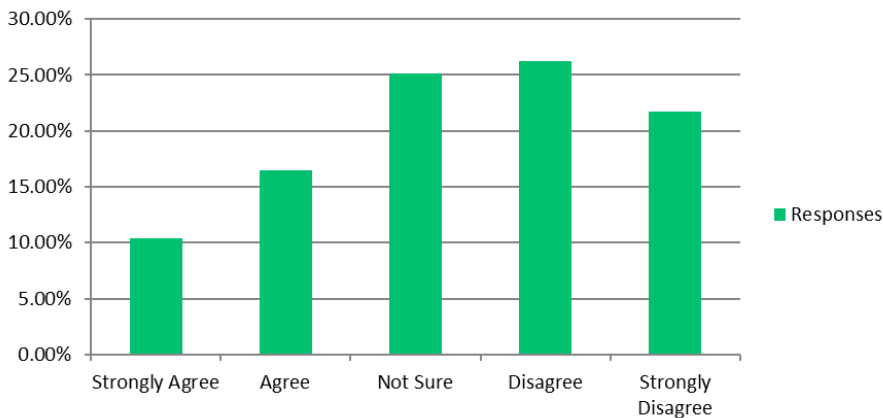
I would like to volunteer more hours per week.		
Answer Choices	Responses	
Strongly Agree	7.00%	57
Agree	14.00%	114
Not Sure	25.18%	205
Disagree	31.33%	255
Strongly Disagree	22.48%	183
	Answered	814
	Skipped	80

Q48: Check the box(es) for your current paid employment each week. (Check all)



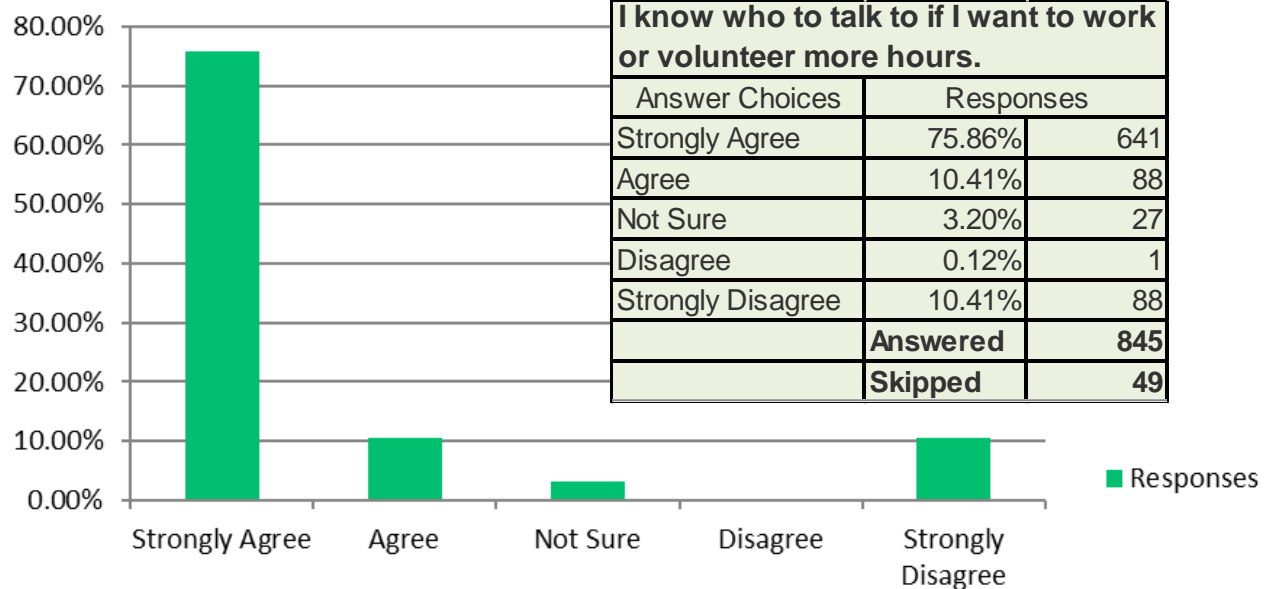
Check the box(es) for your current paid employment each week. (Check all that apply)		
Answer Choices	Responses	
I am not employed right now.	73.57%	62
I have paid employment less than 10 hours a week.	4.44%	3
I have paid employment between 10 and 30 hours a week.	4.68%	4
I have paid employment more than 30 hours weekly.	1.05%	5
I have not been able to find paid employment.	6.43%	5
I do not want to work right now.	17.54%	15
It is too stressful to work right now.	11.58%	9
	Answered	85
	Skipped	3

Q50: I would like to work more hours per week.

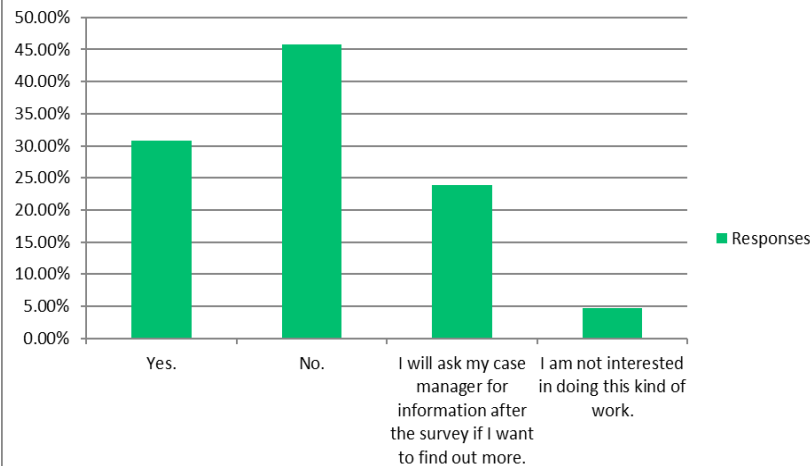


I would like to work more hours per week.		
Answer Choices	Responses	
Strongly Agree	10.38%	83
Agree	16.50%	132
Not Sure	25.12%	201
Disagree	26.25%	210
Strongly Disagree	21.75%	174
	Answered	800
	Skipped	94

Q51: I know who to talk to if I want to work or volunteer more hours.

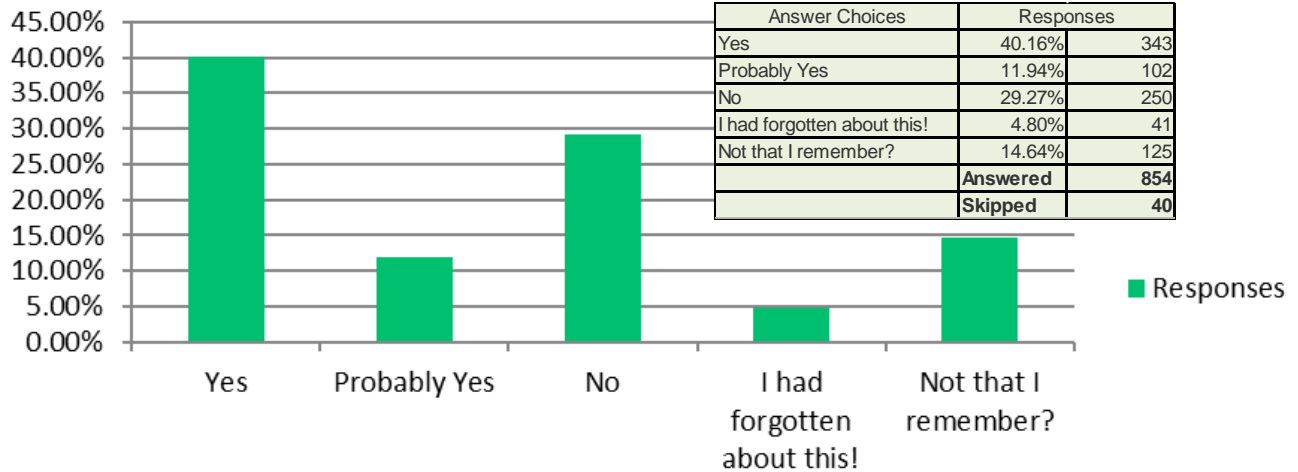


Q52: Some people get paid for their lived experiences with mental illness and the mental health system. Did you know about your eligibility to train to be a peer counselor and trainer (CRSS Staff)?

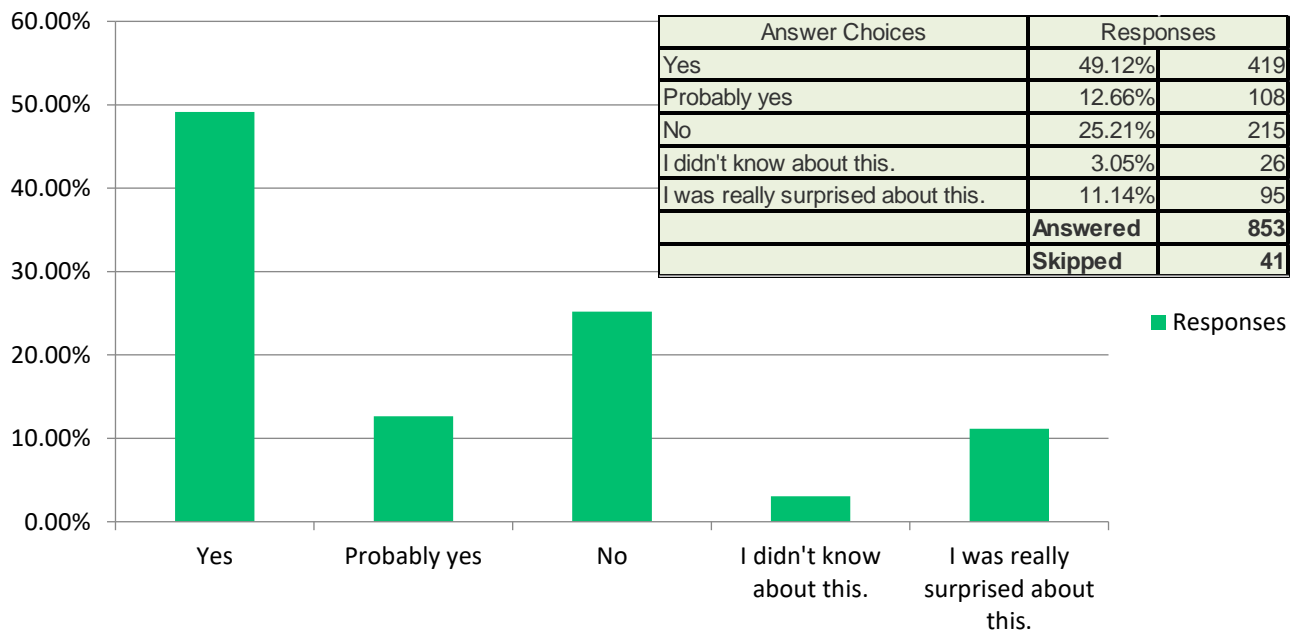


Answer Choices	Responses	
Yes.	30.80%	263
No.	45.78%	391
I will ask my case manager for information after the survey if I wa	23.89%	204
I am not interested in doing this kind of work.	4.68%	40
	Answered	854
	Skipped	40

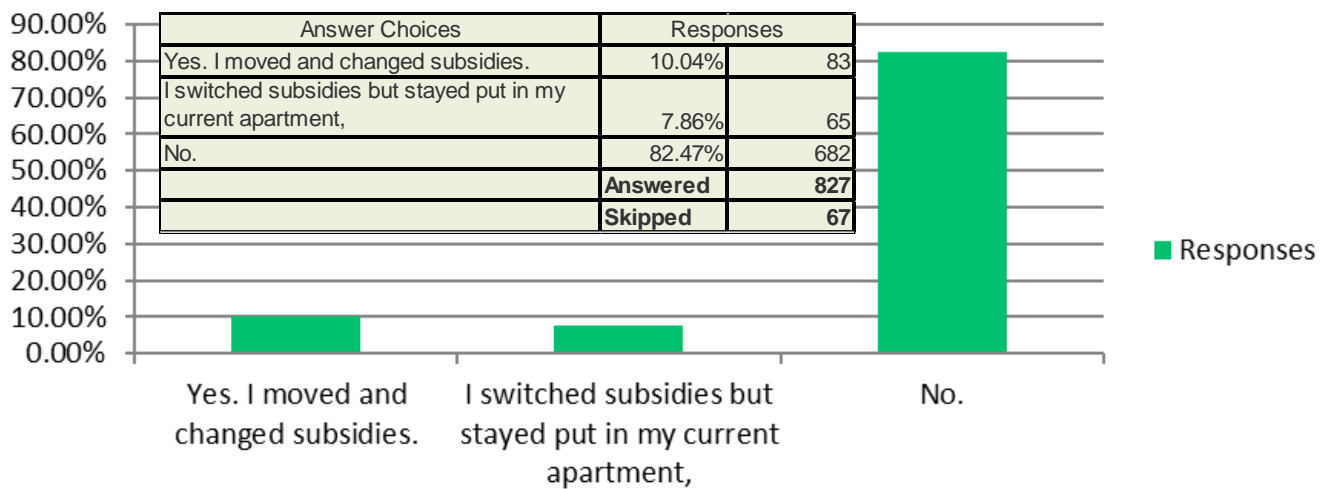
Q54: Did you know that you were required to apply for other housing subsidies when possible in order to use a State Bridge Subsidy?



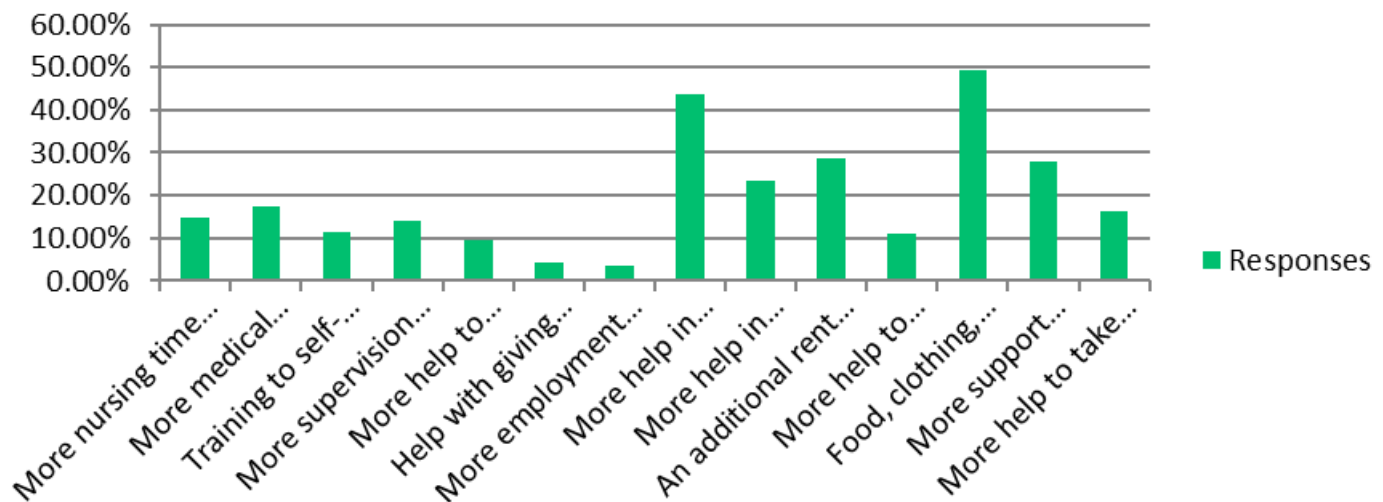
Q 55: Did you know that you may have to move to a new apartment if your Landlord will not accept a different kind of subsidy?



Q56: 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?

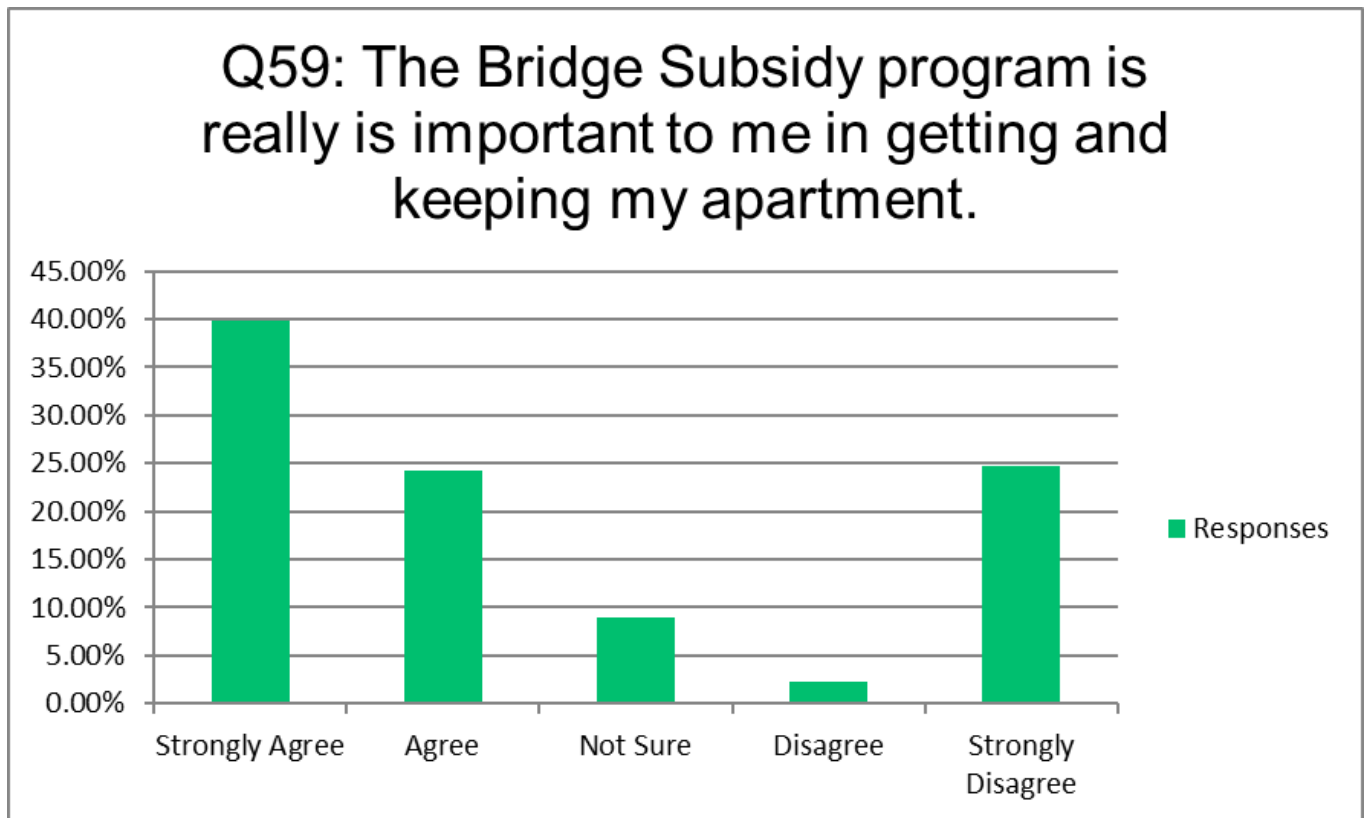


Q58: What additional services or supports do you think might be useful for you to stay housed? (check all that apply as needed services just in case you need it)



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

Answer Choices	Responses	
Food, clothing, and/or transportation assistance.	49.47%	282
More help in paying rent.	43.51%	248
An additional rent subsidy	28.77%	164
More support services from my team	27.89%	159
More help in keeping my unit clean.	23.51%	134
More medical services for physical problems	17.37%	99
More help to take medications.	16.32%	93
More nursing time for physical problems	14.91%	85
More supervision to keep me safe	14.21%	81
Training to self-administer meds	11.40%	65
More help to manage my substance use problems	11.05%	63
More help to monitor diabetes	9.47%	54
Help with giving myself shots	4.21%	24
More employment services	3.68%	21
Other (please explain)		125
Answered		570
Skipped		324



Answer Choices	Responses	
Strongly Agree	39.90%	328
Agree	24.21%	199
Not Sure	8.88%	73
Disagree	2.31%	19
Strongly Disagree	24.70%	203
	Answered	822
	Skipped	72

Section 3:

Essay Answers and Quotes from Class Members

Q6: Why do you prefer not to have a room-mate or to Live Alone?

Responses	# Responses	Responses	# Responses	Responses	# Responses
I like my privacy	18	Like being alone	2	Because I prefer to have the place to myself	1
Privacy	17	Like having my own space	2	better	1
like living alone	10	Like my space	2	Because I want to have someone I can talk to	1
I like living alone	9	more problems	2	Because I want to live by myself	1
I prefer to live alone.	9	no	2	because I would only want it to be my daughter	1
I like living by myself	8	" I want my space "	1	Because I'm a loner. I don't need someone around me to have a good time	1
prefer to live alone	8	" I'm not messy "	1	Because I'm a private person	1
Like my privacy	7	" Privacy "	1	BECAUSE I'M AFRAID OF PETS AND I DON'T LIKE PETS. I ONLY WANT TO LIVE WITH MY RELATIVES	1
I like my independence	6	"I can relax."	1	Because it makes living more difficult e.i. making decisions about noise, temperature, food, and space.	1
I like my own space	6	"I want to have a space of my own."	1	Because it would be too much trouble.	1
I like to be by myself	6	"It's the best situation for us."	1	Because it would help regulate the day	1
Like to be alone	6	a girlfriend	1	person upsets my way of life. I have rules and habits that many find strict	1
I like to live alone	5	A roommate adds complexity to the situation.	1	because me and my boyfriend are getting married	1
I like my space	4	Already tried it didn't work out	1	Because my food gets stolen	1
independence	4	appreciate privacy and personal space	1	all grown people need their own roof!!!	1
like living by myself	4	because	1	BECAUSE MY ROOMMATE IS MY WIFE	1
N/a	4	Because as my mothers says "I'm a bitch to live with"	1	Because they are problems	1
personal space	4	Because I am a cigarette smoker, and I do not have a consistent sleep cycle in terms of when I sleep and when I am awake-it always varies.	1	Because we might not get along, like my own space	1
I like being alone	3	Because I do good living by myself	1	Because you have companionship	1
I like having my own space	3	Because I do not want to share (my space)	1	Being able to socialize	1
I like to be alone	3	Because I don't feel comfortable unless it's my son or boyfriend	1	Being alone	1
I need my own space.	3	Because I have grandchildren	1	can be hard to get along with people	1
Someone to talk to	3	Because I just wouldn't feel comfortable	1	Can only live with certain people	1
want to be by myself	3	because I like company	1	can't find roommates	1
Because I like living by myself	2	Because I like my own	1	Cause I don't want one	1
Because I talk to voices and stay up late it would be a nuisance	2	Because I like my own space.	1	Cause I want my own	1
Because I want to be independent	2	Because I like my personal space and I have had bad room-mate experiences.	1	cause you live w/husband w/cooking, cleaning, and taking a shower.	1
I can handle things on my own	2	Because I like quiet time	1	cheaper	1
I cut hair	2	Because I like staying by myself	1	comfort	1
I like my personal space	2	Because I like to be independent.	1	company	1
I live in a studio apartments	2	Because I like to be lonely	1	company	1
I live with my boyfriend	2	Because I like to live alone	1	company (son)	1
I'm married	2	Because I live with my wife	1	company/companionship	1
Introvert when around people I don't know	2	Because I pay for everything myself.	1		

Q6: Why do you prefer not to have a room-mate or to live alone?

Responses	# Responses	Responses	# Responses	Responses	# Responses
Currently married.	1	Good time with friends	1	I don't like dealing with others	1
desire single occupancy	1	group home. feel uncomfortable with a room mate, prefer to live on own or with family.	1	I don't like nobody to invade my space	1
Disagreements	1	had bad roommates in the past	1	I don't like other people smells and being crowded	1
Do not care for one	1	Had trouble with previous roommate	1	I don't like roommates.	1
do not need one	1	happy being by myself	1	i dont like sharing	1
Do not want to live with anyone	1	hate sharing	1	I don't like to being alone.	1
Doesn't like lots of people around	1	Have a want by a certain hour. See explain there.	1	I don't like to live alone	1
don't really need a roommate	1	have my sons live with me already	1	I don't need one	1
Don't get along	1	have peace	1	I don't think that will work well for me.	1
don't have to deal with anyone else	1	Have someone to talk to	1	I don't trust having a roommate.	1
Don't like begin alone	1	having a good roommate can help	1	I don't want a roommate who's bugging me or botherin me.	1
Don't like cleaning after him	1	Having my own place is good enough	1	I don't want another man living with me	1
Don't like living alone	1	He like living alone.	1	I don't want nobody telling me what to do	1
don't like living with other people-like having my own space	1	help out with hosue chores.	1	I don't want one.	1
don't like sharing space	1	Help with cooking and cleaning company	1	I don't want to be alone because I have abandonment issue	1
don't need it	1	help with rent?	1	I don't want to share an apartment with strangers.	1
don't need to share my apartment with strangers	1	help with the loneliness, be more social	1	I enjoy living alone	1
don't want drama of dealing with another person	1	He's too noisy.	1	I enjoy my privacy	1
don't want one	1	Husband always left me alone, used to it	1	I enjoy my privacy and space	1
don't want someone telling me what to do	1	I am a loner, but I love people and animals.	1	I enjoy my privacy.	1
easier to keep my place clean.	1	I am a loner. Do not want a roommate.	1	I enjoy other people's company, and I like to maintain independence from within my home.	1
Either I have it to myself, or I have someone to help clean	1	I am a single bachelor by choice	1	I feel comfortable living by myself	1
either or	1	I am happy without a roommate now but I am not opposed	1	I feel like I need my space	1
enjoy company	1	I can do whatever I want. I have privacy.	1	I feel more responsible alone and more privacy	1
Enjoy living alone	1	I can go either way	1	I feel that I am able to live wth almost anyone but I have also learned that I chairish the time that I have alone and can let my mind wonder.	1
enjoy privacy	1	I can have company come over	1	I function better in my own space	1
enjoy spending time alone	1	I can't handle someone else's mental health disorders at this time.	1	I get lonely	1
enjoys his own	1	I do better when living alone.	1	I get lonely and it would be nice to have someone there.	1
Feel like don't want to be answerable like being on my own	1	I do not want to share anything	1	I hate people.	1
feel more comfortable	1	I do real well on my own	1	I have a busy schedule with a job & school & I prefer to socialize outside the apartment	1
feel secure to have my own stuff safe	1	I do well alone.	1	I have a lot of friends	1
fine by myself, but get along with others	1	I don't feel like aruing	1	I have always lived alone accept when I was a nursing home resident and I hated it.	1
Gives me less trouble.	1	I don't know	1	I have always lived alone.	1

Q6: Why do you prefer not to have a room-mate or to live alone?

Responses	# Responses	Responses	# Responses	Responses	# Responses
I have less freedoms and have to have more considerations	1	I like my owns pace	1	I think i need to look and know my roommate. I need the roommate to pay half of the bills. I need someone to help with the choresand have them cooking.	1
I have more control and privacy	1	I like my privacy and room	1	I think it could be nice to have a roommate but I can see it being hard too.	1
I have my own room.	1	I like my privacy. Roomates are not to be trusted.	1	I value my freedom	1
I have some limitations with daily activities	1	I like my private and be alone	1	I want a wife	1
I have to do all the chores	1	I like my things the way they are	1	I want my girlfriend to live with me	1
I have trouble cleaning after myself and I can't clean up after someone else.	1	I like not having to worry about another person	1	I want my own space	1
I have trouble getting along with people	1	I like the company	1	I want privacy	1
i just dont like one	1	I like the feel of being alone in my own space	1	I want to be by myself	1
I just like living alone, and it keeps down confusion	1	I like the way I like things	1	I want to be on my own!	1
I just like my own space	1	I like to be myself I like it quiet	1	I want to have a friend.	1
I just prefer to live by myself.	1	I like to be on my own. and live independently.	1	I want to live alone	1
I like being alone. Having a roommate is to much work	1	I like to have company	1	I want to live alone	1
I like being on my own	1	I like to have my own independence and privacy.	1	I want to live by myself	1
I like being on my own and living alone.	1	I like to have my own room	1	I want to live by myself and not be bothered.	1
I like being to myself	1	I like to have my own room	1	I want to live on my own.	1
I like current living situation	1	I like to live by myself	1	I want to moving with my girl friend	1
I like freedom	1	I like to live by myself and a pet.	1	I want to stay by myself	1
I like friends and company.	1	I like to stay by myself	1	I would like to have someone living in the apartment with me	1
I like having other people around. Hard being alone.	1	I live with my girlfriend	1	i would like to live on my own	1
I like independent living	1	I live with my husband	1	I would like to love with someone else.	1
I like it	1	I love living alone	1	I would rather have my own apartment.	1
I like it alone.	1	I love my privacy	1	I would rather live alone	1
I like it better living by myself	1	I love my privacy	1	I'd have someone to talk to, share food with	1
I like living alone until I get married	1	I love to take pride in the upkeep of my home.	1	I'd rather be alone	1
I like living alone, independently	1	I need the independence and freedom	1	I'd rather have my own apartment and privacy	1
I LIKE LIVING ALONE.	1	I need the solitude	1	If I had company or spouse it wouldn't be right.	1
I like living by myself and my bird.	1	I need to be away from people	1	If it happens it happens	1
I like living on my own and doing things my way	1	I prefer being independent	1	If it was a family member it would be ok	1
I like my apartment	1	I prefer having my own privacy and space.	1	If we don't get along I'm stuck	1
I like my freedom	1	I prefer it to be a spouse	1	If you get one, you get one	1
I like my independent. You have to wait for the bathroom.	1	I prefer my own space.	1	I'm 64 years old and I don't feel like developing relationships with a stranger.	1
I like my own place	1	i prefer to live with my son only	1	I'm an independent person	1
I like my own space and money can be hard w/other people	1	I really just enjoy my privacy.	1	I'm happier alone. I would happy with me and my kitty.	1

Q6: Why do you prefer not to have a room-mate or to live alone?

PT 3					
Responses	# Responses	Responses	# Responses	Responses	# Responses
I'm in a group home. Even if we don't talk there's someone around.	1	LIKE INDEPENDENCE	1	need own place been rape to many times	1
I'm lonely	1	like living alone & w/my cat	1	need privacy	1
I'm not sure if ill be comfortable living with someone that I barely know.	1	Like living alone in my one bedroom	1		1
I'm not that chummy	1	Like living alone, like privacy	1	need space	1
I'm ok living alone.	1	Like living alone, roommate might be to much trouble	1	no comment	1
I'm sensitive to sound and people make noise sometimes	1	like living along	1	no interest in roommate	1
I'm slender and sleep light	1	like my independence	1	No need	1
I'm very comfortable living by myself	1	Like my own space.	1	no roommate	1
in a group home my own room	1	Like to be by myself	1	No spouse yet but I will get married.	1
Independent living	1	Like to be private	1	No trouble.	1
invasion of privacy	1	Like to do what I want when I want.	1	none	1
It doesn't really matter to me.	1	likes to be in peace	1	not comfortable around others	1
It don't matter	1	likes to have privacy.	1	not enough privacy	1
It gets lonely in apt. but don't want one now.	1	Lives with girlfriend	1	not enough space	1
It might be nicer to have a roommate because of more space and less along time.	1	living alone isn't bad	1	not the time	1
It would be nice to have someone here sometimes	1	Living at home with sister	1	not unless it's a woman or lady friend	1
It would create more problems and I like my privacy. "it would only create more problems for me."	1	Living with someone else is too much trouble	1	not up to it.	1
It would save money, but it would be a process.	1	loneliness	1	not very social with others	1
Its better to live alone	1	loneliness would subside	1	only a family member when needed . I am loner and I like my privacy .	1
It's easier being alone, unless you're lucky and find the perfect roommate.	1	loner	1	Own privacy	1
its quieter	1	Loss of privacy	1	peaceful	1
just getting over a relationship	1	love with my girlfriend	1	peaceful	1
just having someone to talk to.	1	Make independent decisions while become interdependent within the community	1	People stress me out and I need my own space	1
Just like having my own space	1	married	1	pickey	1
Just wouldn't	1	might cause problems if I had an outburst	1	Place is for 1 person only	1
Keep me company	1	might get lonely	1	Planning to have spouse	1
Keeps me motivated (live w/husband)	1	More comfortable on my own	1	prefer independence!	1
Laundry	1	More options on Food, TV, bathing, etc.	1	prefer living by myself	1
less hassle that way	1	more rest, etc.	1	Prefer privacy but also would prefer spouse arrangement	1
less people is better.	1	my daughter come by	1	Prefer private well-order/quiet	1
Like being alone. No drama needed.	1	my daughter/and less 'drama'	1	Prefers to live by himself.	1
like having my home the way I like it	1	my mom	1	privacy and theft issues	1
like having things neat and clean	1	my preference	1	Privacy, cleanliness	1
				Privacy, personal space and sleep.	1

Q6: Why do you prefer not to have a room-mate or to live alone?

				PT 4	
Responses	# Responses	Responses	# Responses	Responses	# Responses
rather be alone	1	To keep me company	1		
rather have a room by myself	1	To many arguments and not enough sharing the T.V.	1		
really need my own big space	1	to much problems	1		
rent	1	Too crowded	1		
room is to complicated	1	too dangerou	1		
Roommate is my boyfriend	1	Too small an apartment	1		
Roommates are sometimes not clean	1	trouble	1		
self sustaining	1	trust	1		
Set in my ways--changing would not be easy and I probably would not be happy	1	Trust issues	1		
Share an apartment w/daughter. I'm married.	1	trust issues and emotional issues	1		
share an apartment with child. only want to live with child.	1	try to follow up with my treatment	1		
share rent	1	trying to become independent	1		
share the bills	1	trying to get have a marital status	1		
significant other	1	trying to have a marital status	1		
So if they don't participate in bills and chores	1	uncomfortable	1		
social contact	1	uncomfortable	1		
Sometimes I think about it but I like my own space.	1	Unless it's my wife, then no. I prefer to be alone because I can't set something down and trust it'll be there later.	1		
Stay to myself	1	unless ot's my man	1		
Subsidy states only 1 person	1	Use to being on my own.	1		
support, companionship, and someone to talk to	1	Used to doing things alone	1		
take care of son	1	used to living alone	1		
That will be to many people in the house	1	value privacy	1		
that would be too much stuff in my bedroom	1	Very private person	1		
the apartment is to small	1	want to live by myself	1		
The quiet and having my own space.	1	want to live w/brother. concerned about abusive ex-boyfriend.	1		
The situation is too volatile with a roommate.	1	wanting company/privacy	1		
There are some people I trust. It's always nice to have company	1	Wants to have people over without checking in.	1		
They be tripping	1	Watching your room is necessary. People steal.	1		
They cause problems	1	Went through enough of that in a nursing home. Needs privacy.	1		
They would get in my way.	1	Will not be able to get along after a while of living together.	1		
to help out, companionship	1	Would like my son to live with me	1		
To help someone else along with there process to re establish their connection with the outside world	1	Would prefer no roommates to have all of my apartment to myself.	1		

Q15: Add any comments you want to regarding your housing:

Responses	# Responses	Responses	# Responses	Responses	# Responses
" I have a lot more to do "		Have complained about the light in the kitchen.		I like where I live due to not having to live in a nursing home.	
" theres more I want to do "		Have over 150 photos to prove my claims. Too many people living in apartments not on lease. 2901 A2 running illegal day care. Zion police said they could have all the children they wanted stomping on floors, banging on wall, crying, screaming. I am a senior citizen.		I like where I live due tot he location.	
"I'm happy where I am"		Have problems with neighbors. But moving.		I like where I live. I'm close to family.	
a place to live		Help me to be independent and have a stable place to live.		I live in a group home	
Actually I travel via 27" trek bicycle/lt. backpack or walk if nearby. NO problems with housing so far. Clean, quiet/extreme privacy.		help with standard ability	2	I live in a safe secured building that I love	
always fixed		I always keep my house clean		I live in a very unsafe neighborhood	
As long as I take care of myself and my place I feel I am doing well.		I am happy with it.		I love it it peace and quiet	
being more independent		I am happy with Moving on and out of Greenwood.		I love it!	4
building is well-cared for; LL fixes everything right away		I am hoping for long term housing		I LOVE MY APARTMENT AND MY NEIGHBORHOOD	
clean, nice and secure, and in my home town	2	I am thankful to have the moving-on program		I love my apartment and the location. The only concern I have is the deadbolt lock. It often becomes loose. I would like to install a new one.	
clean/peaceful		I am very fortunate my building has a fitness center.		I love my apt.	
comfortable living was attainable	2	I am very happy and pleased.		I love my place	
doing a fine job		I am very happy with my housing.		I love the tranquility the building offers	
doing excellent job		I am very satisfied with choice of housing and do not want to move.		I may have to move due to crime	
enjoy living in this community.		I am wanting to be closer to 12.		I need a 1 bedroom.	
Enjoy living where I am.		I didn't like the neighborhood it was unsafe		I prefer to have options to survey more properties in future	
Everything is good so far.		I enjoy housing.		I really like my apartment	3
Everything is kept up and running like it should.		I enjoy moving here		I really need to move. This building structure is Insafe.	
everything is okay		I feel the neighborhood is getting worse		I think it is a small apartment.	
excessive rent increase		I got molested by a man outside my building last year (first time ever).		I think this was a good program to come out with.	
fine		I have a beautiful apartment.		I want to continue to stay	
First floor unit		I have a case worker		I want to have my housing around Humbolth Park Illinois or in Northside of Chicago.	
Fix the roofings		I have a decent quiet bldg.		I want to live by my mom	
For the purpose of my long term goal it is perfect		I have had a rat problem since I have been living here.		I wish I didn't have to move	
good.		I have to move due to LL being suspended with CHA		I would like to have a change	
GRATEFUL!!		I just wish there was more opportunities for lengthy social interactions in the community,		I would like to know more about subsidized housing	
great house		I like a drug freesmokefree apartment if possible.		I would like to move with the completion of my lease, due to violence.	
great one		I like being close to my brother		I'll probably have to buy a plunger	
happy where I live		I like it		I'm fine with it	
hard to get around		I like my apt and location		im glad i have an aparment. im still working to accomplish more of my goals.	
I like where I live and don't want to live nowhere else		I like very much being able to have my apartment and all my belongings to myself.		im hoping for remodeling cus i like the area and apartment	

Q15: Add any comments you want to regarding your housing:

Responses		#	Responses		#	Part 2	
Responses		#	Responses		#	Responses	
im keep getting my home invaded			make rent rates higher			refrigerator sweats	
I'm paying too much in rent			making progress except for anger and meds			Should comply w/CHA	
I'm pretty much happy w/my adjustment & arrangement			mandatory			So far everything good	
I'm trying to move to Skokie			mold on hallway rug			Some of my goals	
I'm very grateful feel at peace with myself.			more over nights			Sometimes I don't feel safe in my building. Don't trust some neighbors.	
Intercom system doesn't work. No doorbell.			more space			SOMEWHAT	
It good accomodations			my house is spacious but it needs thicker walls because sometimes im up playing music at 2 and 3 o clock in the morning			Stairs are uneven in building causing me to trip and fall. I had to go to ER. I sprained my foot.	
It got me out of the nursing home. The area isn't safe. There are gang bangers and murderers around here. I have a room by the window. I wouldn't be the victim of a driveby but would probably be collateral damage.			My house is very helpful.			still in nursing home	
It helps me to live independently.			My housing is close to Trilogy and public transportation.			still know a few neighbors	
It is a roomy apartment			My land lord is very nice			THANK GOD FOR MY APARTMENT	
it is a very nice apartment			My landlady has been good to me.			Thank you	
It is alright for now.			My preference w/assistance is to move to Chicago area.			thank you for the help. I have good housing. Add an extra gym with the same perks as a regular gym.	
It is kept clean outside as well as inside. Bugs and rodents are never an issue.			my social workers			Thank you!	
It is nice!			N/A		24	Thankful for my apartment	
It needs a little fixing in the bathroom			ants and roaches are a problem			the "possible" and what's a few year's	
It's a nice apartment.			need new refrigerator			The building is in need of up-keeping	
IT'S A SAFE PLACE AND I CAN HAVE MY KIDS WITH ME			neighbors irate me sometimes			The neighborhood is very safe and quiet.	
it's awesome			new house			The old refridgerator had roaches in it when I moved in	
it's doing alright. Hope I will be able to afford it in the long run			nice area/nice neighborhood			the reason i put unsure for the question about safety is because, psychologically i have safety doubts about the apartment complex but so far nothing physically happened.	
It's great that I finally have my own place.			nice place to live, glad I'm in a program that can accommodate such a nice place			the stairs are getting too hard.	
It's great to be independent.			no additional comments.			the team I m with is great	
It's my first step into independent living and reapproach to moving back into the community			No cable jack in bedroom			The transition team was nice to me and I had an easy time transitioning into housing.	
It's nice			No comments			They don't keep up with problems.	
It's ok		2	No concerns at this time.			to live indepenet	
Its perfect			No thank you, nothing.			Toilet seat still half-broke	
its wonderful			No, still getting used to being on my own.			unsafe due to drug use and multiple break ins	
Just not sure about it right now			none		30	Using public trans is getting too hard	
just want to be on my own eventually			only in America			very frustrating finding a new apartment	
landlord is really good. air conditioner is nice.			Other members in building "pace" outside and knock on doors asking for things late at night			Very good	
like a finely-tuned machine. they take everything seriously.			payee			Very old house had roaches loud neighbors been gunshots in the past	
like the neighborhood			Perfectly happy with apartment.			Want to move next year	
Live clean			phone call, or email			was able to get a job with one bus	
Living on my own has helped me return to school and get a part time job and get married			Recent shootings in my apt. complex			well kept	
living outside of nursing home is more cost effective than nursing home			record expungement, GED			We're good here! But grocery stores not close.	
Love living there!			Reel good			Yes I like my home	

Q21: Any comments or suggestions on how transition agencies can do a better job in assisting people find apartments in neighborhoods of their choice?

Response	Response	Response
" The apartment lists were never good, only south side "	Doing a good job	Help people find places they like to live
"Reduce staff turnover"	doing a good job now	help with credit history and criminal backgrounds
3 days before something is done	doing fine	Honest
a 'view' of the internet capably	Don't pressure us to accept something different	hurry up the process
Allow current choices be decided by certain current clients. Let current clients choose who should receive help. And who needs help. Let your current clientS decide who needs help A.S.A.P.	I want the people to be considerate on providing member's options on the new places with out feeling rushed on making a choice to move to a new apartment. Would like assistance on being coached on what are the right questions to ask when viewing a new apartment.	I am highly appreciate the opportunity to further better myself finally came I have been waiting 20 years for this and it came through and I think you all for your help.
Agencies like Trilogy can help by giving more options depending level of need for supervision.	everything good	I believe that clients who are upwardly mobile should be catered to.
Access	everything is okay	I don't have an idea
Allow family members to live with me	everything was suitable	I don't know
Everyone did everything they could have done. arguing & fighting	excellent	I don't know
Ask C4	excellent	I don't think anyone can do any better.
Ask them where they want to live	find housing not based on credit.	I had to find mine on my own
Asking if they family and supportive friends where they would like to move.	find more choices in desired area.	I like the way it is
assess individuals and their preferences	Find more leads on apartments and if landlords have anything open	I needed more time to find an apartment. I was forced to take this apt.
Assistance in mailing rent, bills.	First find access to the area they want to choose. Review listings and do not pick the first listings.	I prefer 1 bedrooms. I can't take SROs anymore.
Assisting early (3-4) months prior to move	geographical area may be too far	I think they are doing a good job
background/availability	Get familiar. I just picked the first apartment available.	I think they are doing a good job.
Before moving somebody they should check transportation and shopping centers	give a list	I think they should keep Assisting the people and being kind and giving the people what they Need.
better connection to realty	Give interviews with them and comprehensive profile of what needs are	Better Options
I would say there should be a longer period for people to adjust to being on their own and being able to manage areas of life. Have assistance in the area that is needed.	Give more choices	I want to be honest in that I left the nursing home, before the Moving On program could help me. My Counselors at Thresholds helped me with finding an apartment along with my boyfriend.
Cases should be handled on an individualized basis--the more individualized approach an agency can take regarding a client's specific needs, the better.	Give them more housing assistance choices, even if the waiting list is too long or it's not automatically listed as a choice from the KCHA.	Having more time to search for housing so there are better options to choose from, before moving out of IMC. Involving client in searching for apartments more.
By asking their clients.	Go to a village township & attend an monthly meetings or weekly meetings for help, insight, direction, navigation. Carry a camera and paper & pencil for signs up for rent while traveling. Pull over for taking a picture & writing down phone numbers. Call 5 apartment people landlords for a goal of visiting. Note 5 star apartments and better decide what apartments looked like from a star rating of 1-5.	I'd first have to do my own research
By making informed decisions about amenities and rent control	go to more nursing homes	I'm good here.
By taking me to get my bus card.	Go to were they live at now. And asked them. Then show them around.	include my family in the process
C4 transitioning was professional	good job	increase rent amount
can't think of any	have larger list of accepting apartments of subsidy	Increase the time frame set to get things done prior/during
Case mgr walk around & check out neighborhood with member & look for to rent signs & write down phone # to call to see apartment.	Have more groups homes	increased visits
by asking	have more in depth questionnaire about fitting the clients needs	investigate properties before showing apts and talk to people living there
check in more often	Have more options to choose from--properties	Investigate the credit situation more thoroughly.
Communicate	Have more viewing vists	It seems as though every place the mentally ill moves is drug infested.
Communication between case manager and resident was helpful	have staff do drive-arounds to get to know neighborhood.	It wouldn't hurt if the state raised the amount of rent they were willing to pay like every year.
discuss more	Have the individual find their own place.	job training
Do a little research about the area.	help find grocery store/laundry	Just ask mentally stable people
do a walk	help me find apartment that is safe to life	Just be patient and it will fall through!
doing a fine job	help others that can't make it here	just be up front with them.

Q25: Add any comments or suggestions that will help the state do a better job in setting up and furnishing people's apartments?

Response	# Responses	Response	Response
Budgeting is very hard.	15	can't afford to do this	help me refurnish my apartment again
I need to talk to my caseworker about that.	6	Capital Cherity furnished my apartment.	help moving to new apartment
More money!	5	carpet cleaned	help people getting furniture at low prices
everything is fine	3	Check ins	hoping more assistance are provided.
could have used more money for furniture.	2	Client reports that he had everything he needed with "moving out" funds from the state	I already had some of my own stuff, so wasn't a problem setting up
I need to talk to my caseworker about that. Budgeting is very hard. Use companies that enforce furniture with credit options and monthly payments to build credit.	2	Continue to utilize check list. Make accommodations for those with special needs	I am ok with my furniture
I think they did a good job	2	didn't have enough to pay for security deposit and get enough furniture. need more money when people have to move.	I can not afford to save extra for furnishing.
" I didnt know what I could afford "		Do like Lake County and set up saving accounts	I clean and my furnishing is still good
1 room--group home.		Do not place clients in busy areas and bug apts. Safety is important.	I do
a little more money, maybe suggested stores or warehouses		does a terrific job and gives enough money for start up	I do it myself.
a lot more monies		doesn't apply right now. budgeting is very hard.	I do need new furniture for my living room and new bathroom.
After paying my rent & deposit is wasn't enough in I had to take out a loan however I am very graceful.		Don't furnish the apartments with used furniture.	I don't know
allow to buy used furniture from respectable places.		don't rush things	I don't know what to say
Allowing clients to go to ANY preferred store, rather than limited by staff suggestions and more of a larger stipend		Each time someone gets a new place, because I left everything behind...they should receive another \$2,660 voucher for furniture!!!	I don't plan on moving unless it's to DuPage County
Already bought new furniture		everything look nice in my apartment.	I feel that clients who are students should be afforded top furnishing seeing as though they are upwardly mobile in society.
assess an individual and needs		Furniture was there when I got there, but it got old. I think that after a few years we would be able to move.	I had a good time finding furniture. It is good for the worker to listen to the client. This is important.
Assist in budgeting		Furniture needs to be more durable so budgeting is not difficult. Minimum a bed is \$1,500. Sofa \$500-\$700? Chairs and table \$500	I had to use a lot of my own money to get things I needed. It is not enough money to get started!
automatic couch/letout bed, steel furniture, still affordable		Furniture purchase after the apt is finalized-gives room to upgrade & modify	I have all I need
Because I have such limited finance I have been operating at a deficit since moving here in November. Prior to this I never fully furnish my apartment when I first joined the program now I have even less furniture		Furniture vouchers from aid office for new furniture.	I have money SAVED
Being that I am on a fixed income it is kind of hard. I would like to have quality furniture at a reasonable price that would reflect my income.		get more \$ after a few years	I have no suggestions that will help the state do a better job in setting up and furnishing people's apartment's.
Better furniture, its pretty cheap (mine is anyways)		Give people a larger budget to furnish apartment. The transitional coordinator should be more mindful of competitive prices and discount deals.	I haven't wanted anything new.
better mattresses		give them furniture that fit they apartment for example I had a one bed room but only enough furniture for a studio.	I like how I furnish this apartment, not so much on Argyle.
better quality furniture.		Give them more money to pick out the furniture that they want.	I like the furniture provided. And I like being able to work, save, and improve my home's appearance.
Budgeting is very hard. Go to hotel sale out furniture below wholesale prices.		Give them vouchers for furniture stores.	I live in a group home
Budgeting is very hard. Provide sheets/bedding.		Go online or in a catalog to get nicer furniture to agree with client.	I need a living room
Budgeting is very hard. The caseworkers shopped for me & didn't get everything I needed.		good enough	I need to talk to my casework about that. Budgeting is very hard.
Budgeting is very hard. They can help with furnishing apartments.		has bed bugs	I need to talk to my caseworker about replacing furniture
Build more stores		have a dish rack.	I need to talk to my caseworker about that. Budgeting is very hard. Increase the time frame to get things done. Provide brochure/catalogue/idea prior.
by helping me save		have a list of essentials	I need to talk to my caseworker about that. Budgeting is very hard. More research into better stores..
By letting that person choose their own		have more furnishing options	I need to talk to my caseworker about that. I'm o.k.

Q25: Add any comments or suggestions that will help the state do a better job in setting up and furnishing people's apartments?

Response	Response	Response
I think that the state is doing a great job setting up and furnishing their apartments.	More money because I need a new living room furniture	Should be able to select furniture from a catalog or stores like Ikea
I was only able to buy a couch, loveseat and dinette set (6 chairs). I was unable to buy a bedroom set.	more options for futnre	standard of living is standard of workmanship
I wish I had more room for stuff in my apartment	more than 1 option for big furniture	Stop by the apt. and visit the people at there apts. And asked them if they need anything new to buy, so, they can save up money to buy new things.
I wish we had more room	more transition funds	suggestions
I would like assistance in saving money to purchase and furnish my new apartment.	Most furniture in my apartment from goodwill stores. few furniture bought from Catholic Charities. I think looking for apartments for the members & in helping them with furnishings should be done by separate department such as help from department in Charlie of housing. And the case mgrs. don't have to also have that on their caseload.	Supply better furniture ask the state for more funds
If I furnish apartment went bad I would have to replace stuff.	move	take member where they want to shop.
If we can budget our own money correctly let us select our own furniture and supplies when we move out if we can show a detailed list before hand showing it meets the states budget.	my apartment was furnished so im thankful for that	Thank you
I'm not planning on moving.	My caseworker is working on that with me.	The caseworker should help clients furnish their apartments
In being forced to leave, get no quiet time. Can't study, read or play my 6 string acoustic guitar to praise my Lord Jesus Christ.	my mom furnish the apartment	The CST, Team 2 Supervisor, Becky Sachded went out of her way to get me to lose \$550,00 transition fund money I had left, so I had to pay for necessities in cash.
In my apartment, in the hallway on the 2nd floor the floor has a hole crack in it. It need to be fix.	my security deposit was so high that i had little left over for furniture	The kind of furniture doesn't meet expectations. More options.
It take time but you can make it	My sister gave me furniture.	The mice have got a nest in couch I need to get rid of I :(
It was just fine.	my treatment by the state has been fari	The only concern I have is that I was given an used mattress.
It was well economically that all I needed was living room furniture and a dresser that was furnished by the apartment building.	need a bookcase	The state did find me after I moved out, and did not hear them again. I already had my apartment and furniture.
IT WOULD BE NICE IF EVERY 2-3 YEARS WE COULD GET ANOTHER ALLOTMENT	need more furniture voucher for furniture	the team did great in this area
Just additional payment assistance.	need more furniture voucher for furniture	The Trilogy staff helps me buy the best furniture.
just budget your money	None—Everything went smooth.	They need to do a better job in considering where to place the clients.
Kan't get any better. Well doing job.	not in a apartment-in a ggroun home	They should take the clients shopping so they can pick out what they want.
Let the tenant have more say in the furniture chosen.	not saving but try for chest of drawers	They sort of only deliver the furniture selected. The cards should not expire. In a year things can be bought on sale.
List more variety	not sure	This does not apply to my current situation
ltd. efficient furn. gifted option selection.	nothing to report	trying to pay off debt
MAKE SURE THAT IT'S THE FURNITURE YOU WANT AND THE FURNITURE IS NOT USED.	Once bills get paid down	unsure
Make sure you ask about a one time move in fee.	provide more financial assistance through agencies	Used otherwise like new!
many suggestions to the client	refrigerator drips waters, sweats excessively	we need more voucher money to assist us
Maybe give us a little more \$ for our voucher when we move in. Thank you	Rent keeps raising. Upon transition, I had to get everything from 1 place regardless of quality.	Were given a card with a good amount of money, but are not able to use the entire balance, the guy was weird and stingy.
money left to help people who switch to CHA if they need to move, get new furniture	replace furniture for free	When I moved, the chairs I purchased chairs from Cort. They had been used and had holds. Better if never or in better condition.
More #	Rolling a bed out the garbage soon do that easy time my thought. Don't use not a process binding. Send these.	Will the state help me get new furniture of my furniture is old and I have to move.
more choices	save up money	With being married it lowered come income or amount I receive each month, so budgeting is very hard.
More funding assistance, another debt card, like the original one	saving something, it's hard though	Yes been savings for a new full side bed
more funding for household items/furniture would be nice.	seek pt work	You made my dreams come true.
More fundraising events.	set up a fund	

Q30: How could your community support agency better assist you to meet and get to know more people in the community?

Response	# Responses	Response	Response
social activities	7	By Going for Walks	Going to the drop in center. Going on outings.
groups	4	by going out	Good communication between case manager and resident is very helpful
I know enough people	4	By having a block club	Have a block party given by Joe Moore.
			Have a good in shape program that helps clients develop healthy habits while in community. Would like to see a Heartland Center at Devon that hosts nutrition and cooking group
Go to drop in center	3	By having park partys.	
Be more active and social and have more social events.	2	By helping find volunteer opportunities and a church home.	have a picnic.
block parties	2	by moving me closer to and in Albany Park	have cookouts
communication	2	By notifying me of current event's that are happening in my community.	have money!
Hold meet - n - greet in more areas than one setting	2	by socializing	have more activities like holiday dinners
I don't want to	2	Church & volunteering	have more gatherings
by talking and walking and riding around the differnt places.		Client is able to do a lot of tasks in the community on his own.	Have more outings
"ACT team helps me."		community agency and friendship house is very helpful	have parties
"I am fine."		community center	have social events
"I could do that on my own."		Community meetings.	have some kind of evnt in the neighbor
a block party or barbeque in the park		connect with events and freedom center	having activities in the area
A list of social groups would help.		connecting to other agencies or activities	Having meetings and groups.
Activities, like 4H and government programs, that are run to help meet people.		doing some volunteer work	Having more community functions and block partys. More social gatherings and coffee gatherings.
Activities, like when I was in 4H, that can meet other people		drop in center	help access NF Center
Agency has done what they can. I have to be willing to meet new people.		Encourage and teach member how to engage with others I'm not familiar or comfortable with	Help find events in the community
		Encourage clients to be more friendly and open-minded to get to know more people in the community.	
already have family, friends in the community		ENCOURAGE TO JOIN A ZUMBA CLASS AT THE CENTER OR IN THE NEIGHBORHOOD. CHECK THEIR SPIRIT SO PEOPLE CAN HOLD A CONVERSATION AND BE FRIENDLY.	help me become peer support
Apartment where I live 2901 Willow Ln has to many drinker, drugs, sales, and drug use. I don't like any of that bad behavior.		Expansions is qualifications. clients and workers.	Help me get a job where I meet a lot of people.
Ask for help		Finding me places to go. I attend my church events & don't want to use Levy Center.	help me spend more time with Thresholds groups
assets		gatherings	help me with getting back in school and getting a job.
Associate with people in the community.		get a drop in center	help me work on my anxiety & depression
at my own pace			help w/communication skills
attend activities		get me a job	Helped me go to community ctr. to check out activities, go to library see what they have. But, no neighbors say a word to each other. I keep to myself.
Attend board building meetings and gatherings with me.		get me another house key	Hold more "police watch." community police is extremely important.
attend groups		get me out of here	I already do
be courteous.		get out more	I already get the support that I need
block parties and church organizations		Getting out	I already know plenty of people
block party sept 1, hot dog stand by me staff invited		Give me a credit care. American express. Don't leave home without it.	I am able to establish and maintain associations in my professional, personal and spiritual life.
		Give the client time to adjust to the neighborhood. Explain multiple ways of meeting in the neighborhood. Explore the neighborhood.	
Building unsafe. drugs		go to member events	i am comfortable with being myself
By checking to see if the people that are living there are safe and to be there friends		go to the freedom center	I am fine, I like my neighbors and help them with groceries when I can.
by coming to the center.			I am married and have friends that I can talk to.
By doing more proactive as to community events updates and changes in moving within the apt. building		going to coffee shops	I am meeting people.
by getting to know your neighbors.		going to the beacon (trilogy drop-in center)	I am not sure

Q30: How could your community support agency better assist you to meet and get to know more people in the community? - Part 2

Response	Response	Response
<i>I am okay with the people I know</i>	<i>I don't want to know!</i>	<i>I wouldn't want to. People cause me more problems. Their influence caused me to get into trouble.</i>
<i>I am outgoing and I meet people on my own</i>	<i>I don't want to. I like to stay to myself.</i>	<i>Identify specific groups or activities that meet on a regular basis in the community.</i>
<i>I am uncomfortable with it because I am a loner and I have trust issues. I don't trust many people. I will speak to people but that is it. But I will watch the whole time.</i>	<i>I feel very social and capable of doing so independently.</i>	<i>If they knew people they could introduce me</i>
<i>I am well adjusted to my community</i>	<i>I get to know people on my own</i>	<i>if we mingle more</i>
<i>I believe my community agency do enough to bring people together.</i>	<i>I get too nervous maybe if they were with me.</i>	<i>I'll talk w/them</i>
<i>I can go to more groups</i>	<i>I go out on my own</i>	<i>I'm already doing Dincin and talking to those around me. I'm meeting people, but slowly.</i>
<i>I can just don't</i>	<i>I have family in the building. I don't plan on staying long.</i>	<i>I'm already receiving the proper help!</i>
<i>I come to thresholds nearly everyday, and I also volunteer for food pantry's and helping kids.</i>	<i>I have made several friends in the building where I live.</i>	<i>I'm fine</i>
<i>I could go more places</i>	<i>I have my own and make friends on my own.</i>	<i>I'm fine for now</i>
<i>I do alright</i>	<i>I have no problems now</i>	<i>I'm getting a job so that I could lead to more of being out in the community.</i>
<i>I do fine by myself.</i>	<i>I have no suggestions. I meet people on occasion on my own.</i>	<i>I'M GOOD ALREADY</i>
<i>I do it myself and use drop in center. It helps. I'm an extrovert.</i>	<i>I have social anxiety. It may not happen.</i>	<i>I'm good at that on my own</i>
<i>I do it on my own; my personality allows for it</i>	<i>I have to do it myself.</i>	<i>I'm happy for my neighbors.</i>
<i>I do just fine by myself. I usually feel comfortable inviting friends and family to my home but not w/current infestation.</i>	<i>I have to get out more</i>	<i>I'm happy w/the way things are</i>
<i>I do that myself</i>	<i>I just don't meet other people</i>	<i>Info senior citizen center</i>
<i>I don't know but most of my neighbors are mad about something all of the time</i>	<i>I just say hi and by and to stay to my own apartment to keep turble away from</i>	<i>It all depends on the individual. I'm a loner.</i>
<i>I don't know maybe just introducing myself or speaking</i>	<i>I know many people in the community from the nursing home, groups and church.</i>	<i>It is up to me, not the agency.</i>
<i>I don't know the answer to that one</i>	<i>I know people in the community from the nursing I was discharged from, and groups I attend.</i>	<i>its fine how it is now</i>
<i>I don't know. Family can't bring their pets over to visit.</i>	<i>I know who I want to know.</i>	<i>It's not them it's me procrastinating</i>
<i>I don't know. I feel that I'm okay.</i>	<i>I like my support network.</i>	<i>It's ok, I know my neighbors and interact with them, I am happy.</i>
<i>I don't know. I keep to myself mostly.</i>	<i>I like to stay to myself</i>	<i>It's up to me</i>
<i>I don't know. I'm a hermit. The only time I leave is to visit the store, meet my friend, and come here.</i>	<i>I meet people on my own.</i>	<i>Just be friendly when approach or meet up with that tenant</i>
<i>I don't know. I don't want to meet other people in the community. I just want to keep to myself.</i>	<i>I meet people on my own. They have events I go to like holiday parties which help.</i>	<i>Just being friendly</i>
<i>I don't need help</i>	<i>I met so many people. I'm a people's person.</i>	<i>Just wave and speak, say good morning.</i>
<i>I don't need this help, I know so many people from my jobs and surveys and data processing, I did in Chicagoland suburbs and city many, many friendships.</i>	<i>I need information.</i>	<i>lack of Spanish-speaking community in building/neighborhood</i>
<i>I don't really like associating with other people and risking getting in trouble</i>	<i>I need to express the things I need. By word of mouth or writing and hope for the best.</i>	<i>Let the client be suggestive. Be careful and treat the issue as it is highly sensitive.</i>
<i>I don't rightly want to get to know anyone in this building.</i>	<i>I sometimes but not all the time get along with others in my building. Help me to join social skills training group</i>	<i>like spending time with family so don't need to meet people.</i>
<i>I don't think there's anything. You guys go above & beyond.</i>	<i>I talk to different people already.</i>	<i>Maybe more knowledgeable about activities in the neighborhood</i>
<i>I don't think they could do a better job than they are now</i>	<i>I think they are doing a good job. My community support agency provided me with a care team that motivates me to meet my goals.</i>	<i>maybe rides to churches</i>
<i>I don't want any friends</i>	<i>I use my church.</i>	<i>Maybe to continue doing visits and group money</i>
<i>I don't want help</i>	<i>I visit outside of apts or at AA</i>	<i>more activities</i>
<i>I don't want to cause I have a trust issue</i>	<i>I want my brother to live with me</i>	<i>more community meeting help at apartment club house</i>
<i>I don't want to get to know them</i>	<i>I wish we had more space to have people over</i>	<i>MOre community meetings</i>
<i>I don't want to know anyone in the community.</i>	<i>I would really like an opportunity to associate with educated people like myself.</i>	<i>more events like Christmas party or summer picnic</i>
<i>I don't want to know more people in the community</i>	<i>I wouldn't know</i>	

Q30: How could your community support agency better assist you to meet and get to know more people in the community?

- Part 3

Response	Response	Response
More events, more activities	Problems with neighbor. Find me a home with less neighbors, whom are on disability, or have mental health issues.	They could take them to the senior center
More events, not sure.	quite drinking	They do okay
More galas.	rec center availability	They don't have to help.
more gatherings	resource groups	They invite me to group
More group outings	satisfied	They invite me to things
		They need to get involved more with the community activities.
more meetings in the area	satisfied with the ones I know	
more money	Save the hair in your body need problem about seeing it wash like I want some one to see me.	they work hard
more money in my bank account so i can get more allowance and save more	So far I'm receiving the support I need.	Thresholds has already been supportive, more handouts
More parties	Sometimes I'm loud at night. D in center helps.	Time management--it is hard to have time due to work and appointments.
more parties/outings	Sponsoring a social at a church or the public library	time/self confandent talks
More Thresholds events, finding activities in neighborhood	Support agency not sure of but my caseworker help me very well.	To know possibly through the main village township meetings are being held weekly or monthly to meet and socialize with neighbors in the community.
my introducing me	Take a person out to see the neighborhood before they move them in the apartment.	To participate in outdoor program.
my support team does a great job in helping me get to places I have to go	Take me places locally library, senior center	too much drama
my team talks to me about this but I'm not ready to go out.	take me shopping.	trips
No, everything is ok now	take me to groups	updates on events.
No, I'm okay. I just wanna work.	take me to places.	Visiting local stores. Shop on outings.
	take me to the drop-in center (Dincin) at Thresholds	volunteering opportunities
no, they do a good job	tell them to stop being racist	We talk about it. I need to go to groups more. I like going to see my friends.
Not a concern	Tell us if someone has the same hobby's	well--I'm retired I'm done with all that
NOT INTERESTED	Thank you	With the drop in center.
Not interested, family only!	That is up to me, drop in centers are great	with the visits, with New Freedom Center.
Not necessary		
	The community support agency can do better by providing me with locations of local churches that I can attend to get to know other's in my community.	WORK
not really interested in meeting new people	the drop in center	You have to meet your own friends.
Offer employment programs in the area	Theirs always community meetings and the department on aging.	
offer outreach opportunities	There doing just fine	
organize more events		
Other members in building do not follow rules on having visitors. Not many non-members left in my building, all from program. My agency doesn't help me meet people. I go find groups, I go to school, I volunteer. All found by me.	There is no problem with that.	
our ready have	They absolutely do their best.	
Outdoor events at the park/beach	they already have done that	
	They already provide a lot of things that get people together.	
overcome public anxiety	They can do research and link those people with others just like them and inform them about these people in the community.	
park district programs, meetups.com, dabble.com, social clubs	They can not help	
Pay for schooling	they can't I have to do it	
peers near living	They can't.	
perhaps by attending all, instead of one or two.	They could help me find clubs to join at CLC or somewhere else.	
Possibly by joining a church or taking a class for fun such as marital arts.	they could introduce people who like them.	
Proactive communication/interpersonal skills		

**Q37: Any other suggestions on how to make the drop-in center more helpful to you.
(Please describe)**

Response	Response	Response
"Keep up the good work"	going to trips at various places	I'm not a drop in center man
3D printing. Social studies. GED practices. Social Studies. Board games. Residents bicycle card games, sewing class, roller skating, roller blading		
a bus	greetings	improve quality of coffee
activities that will meet in the needs of the visually impaired	greetings. writing down notes.	individuals who talk to clients with respect.
add more workers	Hand out money	It is a GREAT resource for me
add wi-fi	have more food	It is good right now
	Have a spade tournament	"It really doe snot matter to me"
allow ACT members at Dincin	have another one on the south side near the lake	It's a good drop-in center. Everything is fine the way it is.
ALREADY DOING A GREAT JOB	have coffee every day	Its good to interact with other residents with similar issues
better food	have more activities--think outside the box	It's not for me, it is scary
better staff and more groups @ Association House	have more food options	It's ok like it is
better transportation/way of getting there	have one closer to my apartment	It's too far and public transportation doesn't run all the time.
board games	have one in Evanston	job search stuff
Bring back lunch time for drop in members	have something closer to Evanston	keep it clean
bring one out west into Lake County	having an instructor available to teach basic computer skills	keep it open till 5 pm
By me having more talk time with one to the person and case manager		Keep up good work!
came out an painting group. That's no easier way.	helps me enough	keep your head up
Cleaning duties need to be address at drop in center C4	Hire more males for staff	
closer drop in centerse	I am pleased with how it is ran.	Less begging. Too many begging people.
closer to my apartment	I can't think of anything right now.	let members prepare meals for lunch
could the caseworkers drive us more often if we need the help	I do not have a drop-in center	Let the clients make the decisions
Don't let people say "poor pity me," I found this to be triggering	i don't have any suggestion on how to make drop in center more helpful to me.	make it closer and give me a ride there
don't use the drop in center	I don't want to go.	making the sessions longer
	I feel safe at C4 drop in center.	maybe have security there
Earlier hours and dinner provided.	I know where the drop in center is however it is not meeting my needs. Get licensed instructors for both group and individual therapy	Maybe watch movies there and have pizza.
Emphasis on education, betterment, wholesome music and art therapy	I like C4 drop in center	meet people
Everything's fine I like the set up and like the way the rules are.	I like the activities	members council w/decision making power
Explore goals of the member. Explain aspects of the drop in center	I need more information about it.	more activities and outings
extend the hours. open till 5 pm	I think I just need to go. It seems like a wonderful place.	More activities with friends.
get a recording studio	I think the drop in center should provide television shows that individuals can watch versus movies all the time.	More barbecue cook outs. More raffles.
Get DVD player to watch movies	I think they doing the best they can no complaints	more computer instruction
get on the list for pick up & drop off	I understand the state has chosen to not provide additional funding for drop in centers forcing them to maintain hours and not provide opportunities for integration and time management.	More computers
give me a heads up	I want the drop in center to have chess and checkers	more computerse
give me a ride there	I would like to get out	more field trips
giving	I would need a ride to get there	more field trips/outings
go out on more outings	If they have 24 hr service!	more group activities.
go to the zoo	If we had Microsoft word and a printer	more groups

**Q37: Any other suggestions on how to make the drop-in center more helpful to you.
(Please describe)**

- Part 2

Response	Response	Response
More groups on budgeting money	not sure if drop-in is same as Beacon--he uses Beacon when he has Heartland appts. only	there's nothing I want with it
more groups with exercising	open back on Saturdays	There's people being rude to me there.
more guest speakers	Other people scare me with my social anxiety	They are helpful
more higher functioning people	people want to be treated like adults (not children)	they have a suggestion box
more jobs	pick me up	they need to have one closer
more money	pop machine	They seem to have it nailed down.
more movies	provide a list of available services	They're doing a good job
More outings	providing educational experiences would be helpful.	'They're too far away from me and I don't like it no more'
more outings in community	put a pool table in	To be honest I don't need the drop in center. I am a loner. I have health issues and don't want to be around people while in pain.
More outings including job search activities	put one in Evanston	to far away
More people my age joining	Putting the news channel on the T.V.	to get out of the house
more pretty girls over there.	Regular visits/ updates	TO HAVE COLLEGE TYPE SUBJECTS. IT MADE ME FEEL MORE CONTROLLABLE.
More programming on the weekends	see council make me happy	To have more things to do on a regular basis not just pool or movies
More room	separate areas for drug addicts and people having mental health problems	to listen to music draw and have fun.
more stimulating groups	Serve a meal instead of a bag of chips and belittling by staff. Staff treat me like a kid cause of my mental illness sometimes.	too far
More suburb locations. most members don't have car to get to Chicago	Sewing class or knitting class	Use more as a routine- when nothing else is planned
more trips	should serve meals whether or not you participate in group	water plants
more/easier to access from Skokie	smoking area	We don't have one
musician artist name/name of song playing	socialize	why I should use it.
no been really helpful for me	staff advertise more	will start. will talk to unitya.
no changes	Staff doing a good job!!	Wish it was a little closer to my home but I enjoy it nonetheless
no clue	structure	Would be nice if they could give rides to or from part time job
No comments it's already excellent	Support	would not change how the drop in center is.
No I don't need it.	Teach me to use computer	yes, talk to staff more
no idea	temperature "more hotter" windows open	You could have other opportunities for your clients
No ideas at the moment	Thank you	
none, great the way it is	The Decatur drop in center is doing a great job.	
none. I don't use the drop-in center.	The drop in center is a place to relax	
Nope, they've got it all pretty much covered.	the drop in center is cool	
not at this moment. it is doing alright. they help you and are very supportive	There should be no clock or schedule but open door	

Q38: 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?

Response	# Responses	Response	Response
go for outings with friends	12	Casino Night	holiday events and get togethers are good when you don't have family around
arts & crafts; time for casual conversation	6	college visitors	Horseback riding, fishing, swimming
employment-jobs	6	community activities	how to meet people in the community, small talk, disclosing to people in community
More cooking classes and make it so, you can do it too.	4	community outings	I feel that the drop-in center has many activities.
More movies (not just TV)	4	Concerts	I think we should go out to eat once a month.
maybe computers at the drop-in that make it easier to use for seniors. at least 2.	3	CPR, homemaking	I want video games to be at the drop in center.
a group about Moving On. And what is to be expected.	3	Dance group	Just a lot of fun things, not always the agenda they have
exercise groups. body building.	3	Dance party, fun stuff, spades tournament	Learn life skills
More outdoor stuff	3	dating help.	Make train layouts in a building where people can run her own model trains
AA meetings	2	dinners or maybe game nights	makeup & stuff
more games to be social with others	2	Do a reading group and taking walks with others.	millennium park trip
social events to meet people that live near me.	2	finances	more activities
		fund raising activities	More bingo and food.
"Its cool to me" It's a place where I feel safe at.		games	more bus riding groups
Air show		get more therapy. not enough staff.	More educational movies. Job training classes.
ALREADY DOING A GREAT JOB		give people cards and flyers and advertisments for your own business	more jobs
BE ORGANIZED AS MUCH AS YOU CAN		go to macon speedway on a saturday	more of everything daily
Bicycle maintenance repair skills, digital photo cameras skills, musical skills, guitar, drums,, bass, synthesizer, launchpad, good microphone, computer and speakers with Internet ready, computer projector, laser and laser 3D synchronized to music, poetry in motion.		go to the sears tower	more outings, zoo, museum, etc.
Bowling		Great America	More restaurants
outdoor movie trips		Group (support) for moving on change in requirements like how more resourceful one could be	more sports and games
swimming		Have more peer council meetings	Music lessons to calm nerves

Q38: 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? **- Part 2**

Response				Response					
Music, reading groups.				Success stories about people who are living in the community. Guest speaker day.					
parks and fishing				support from the press to support and promote art sales					
Perhaps a IDDT meeting, maybe a DBT group				taking people around to see Christmas lights and flea markets					
Possibly having more speakers that would benefit members.				Taking them to the zoo or the mall.					
Providing a transitioning into the community group.				talent shows					
Reading classes and literature in computer tech				Talk to the member to explore the goals that they are currently interested in pursuing during their treatment.					
reading groups				Teaching us how to shop and eat better healthier treats					
sailing/art				They could help us with decoration making/ arts and crafts for our homes outside of the drop in center. It would inspire and encourage people to take care of their homes and have more respect for their belongings.					
sewing				They do a lot of things, I just take too long to signup; advertise outings more					
Shedd Aquarium				visit other drop in centers					
snack bar on weekends									
sports									

Q46: Any additional comments about the caseworker or team response time?

Response	# Responses	Response	Response
I think my team does a great job	9	I don't have an activated phone but believe I can trust staff here at the group home.	I've never had an issue
CM's rarely answer calls or return them	5	I don't need help! They don't return my calls and they criticize me. They punish me and they demean me too, perotically.	Keep it going with the way you have it regulated
Everything is good.	5	I enjoy working with CST caseworkers.	more crisis line if needed
I have a wonderful caseworker	4	I have a good team	more experienced caseworkers would be easier & no frequent replacements
excellent	3	I have a nice caring case manager.	Most of my appointments with a case worker are at Trilogy. Phone calls are not important.
the team answers their phone & do their responsibilities.	3	I have a very supportive team they are great.	My case worker care about me.
I like the support team.	2	I have emergency plan with every team member.	my case worker is always helpful
Very helpful	2	I haven't had any emergencies	My case workers are very good workerse
		I know I can always call to talk to my team.	My caseworker help go to the hospital and also grocery shopping.
Adequate.		I know I can call my team any time I need them.	My team is always there for me.
Can't contact someone on the weekend. Except on the weekend, when I have nothing to do		i love my caseworker who helps me when i need help	My team is great. I know I can count on them.
case manager is the best		I meet with my worker once a month at her office.	need a better hotline
CST is a very good team friendly full of personality		I really think that team 3 is very good caring and care about my concerns	Nice response time
does good job		I talk to my staff all the time	No--They get back to me right away
During when the weather was extremely hot, my caseworker bough me a fan and Thresholds provided me with an air conditioner.		I understand that staffing is difficult but it still kinda sucks feeling forgotten	One member of my team can be counted on to have obligations that may Interfere with scheduled contacts.
feel comfortable by ACT and my needs met		I work with case worker	response time is good
fix the crisis line please.		I would like to contact them to talk one on one just in case for my mental state of mind.	she only uses team phone, but has crisis line.
Have a 24 hour staff available for an emergency		I would like to have crisis phone # just in case.	Short staffed
he takes a while sometimes but he tries.		If I call and get no answer I get a call right back	Sometimes my case manager didn't see me within 24 hours.
helpful people		If you call leave a message. no one calls my phone calls back, not even supervisor. Call crisis number. In the past case mgrs. did not report back to me even after I called all of them.	Staff have blocked #'s, only team office phone
I always notify staff for any purposes		I'm tired of all of the changes.	Their schedule sometimes prevents me from getting work done.
I always see my team of caseworker every week		I'm very content with my team.	There are certain hours that I can contact you all.
I am seen at the drop-in center by case worker 3 times a week.		It is next day and subjected to availability in schedule	There is a caseworker at home where I live everyday.
I call the crisis line if I need too		It needs to be an emergency. get the machine but they usually call back soon	there very alert and help if ask
I can call the emergency # if I ca not reach someone at the office		It's okay	They are all readily available to suit my needs.

Q46: Any additional comments about the caseworker or team response time?

- Part 2

Response							
They are doing the best that they can.							
They are only goal for coming to see me and giving my money and meds. They don't advocate for me to take to my landlord to help me improve my house of things that need to be replaced and taken care of.							
They are very nice caring people							
They come when I need them.							
They make a good partner							
they make sure i get my money which is very very good							
They see you from time to time around							
Turnaround time is good.							
Very nice.							
with my team there is structure & reliability							
works behind scenes, often does not tell me job is done. but the job get done.							
Would like team lead to check in more frequently.							

Q53: If you wanted to increase your job or volunteer opportunities, what services would help you most?

Response	# Responses	Response	Response
case worker	23	ANY	Getting my GED would help. I can get books for the GED at the library.
supported employment	12	Anything I could get training for. Knowledge to help others	getting online to look for jobs
employment specialist	8	arts & media	going to job group and following up on appointments
ACT team	7	Asian Human Services	Going to school
job agencies	7	assistance with volunteer job	Grand Prairie Services
Job training, writing resume, look for jobs.	7	association house	Habitat for Humanity
church	6	being stable	help find something where I don't need to read or write
Drop In Center	6	big brother program	help from Thresholds
computer/ computer assistance	5	both	help w/transport
crss	4	By doing open mic more.	help with addressing physical challenges that would be a barrier to traveling a job.
IPS	4	chillin	Help with finding volunteer opportunities
vocational specialist	4	Chris would help me	help with finishing school so I can get a job in art or design
SEP	3	CNA type work	help with resume and interviews.
transportation	3	college degree	Heritage
C4	2	Community homeless shelters	home helper
		conferences	I always help out whenever its needed. Yes. CRSS staff would be great...please offer it to me: and let me get it. Find out how to help me receive it.
"Employment Support Services."		cooccurring disorders/MISA	I am an ambassador for the moving on program. Support staff.
Access to information.		Cornerstone--IPS	I am currently a full time college nursing student and have little time for anything except study and sleep.
Agency staff and a computer at either the agency or library		DHRS. Doris Illinois worker assisting program. Assisted health human services Illinois Department public assistance.	I can't right now and I want to work on activities that allow me to get out the house.
aid assistance		GED	I go to veteran affairs

Q53: If you wanted to increase your job or volunteer opportunities, what services would help you most? - Part 2

Response	Response	Response
I have been waiting to work for 2 years. I want to take a work test to see what I'm best suited for.	The current system is far too prohibitive for someone who would like employment but has a housing subsidy.	Inspiration Cafe
I have resources outside Thresholds for volunteer & employment opportunities. The scholarship that is available would be most helpful.	the employment specialist has been most helpful	internet
I need a career interest survey test to determine what career I would enjoy the most.	Transportation	Interview skills; I have a very poor negative attitude present myself poorly
I want to attend peer academy	I work as an extra on a television show when needed. I would contact them for more work.	
I want to get more settled first before I start working	I would ask my employer for more hours. Talk to my Caseworker.	
job listings for the blind/physically disabled	I would google.	
learning how to make a resume	I would like to be a peer counselor or trainer! Interacting with people to gain the knowledge to become a good counselor, to perform my job meticulously.	
Receiving assistance on finding volunteer opportunities.	I would like to be a peer support.	
resume building workshop, interview help	I would like to work or volunteer. Do counseling, visit dog shelters--I want a puppy	
self search, employment specialist, case workers, word of mouth	I would seek the vocational specialist	

Q57: If you moved or changed subsidies, please talk about how that went.

Response	# Responses	Response	Response
good	8	Have to move. Building unsafe. CHA in near future.	I moved and lost bridge
it went well	5	Horribly. I have been trying to activate my section 8 voucher for 3 years.	I moved and received one subsidy.
It went smooth. I have secured CHA subsidy	3	housing choices	I moved because of CHA.
ok	3	I am currently waiting for an apartment	I moved but it was not of changed subsidies.
well	3	I am moving at the end of my lease	I moved in Jun to a apartment and its better for me
I moved	2	I applied to Section 8. Section 8 didn't accept extension request. We are refileing.	I moved into the group home and away from the nursing home within 3 weeks. I would like to eventually get my own apt.
looking for a subsidy	2	I changed subsidies in 2016 from Catholic Charities to CHA	I moved, but didn't switch subsidies.
Smoothly	2	I did not take care of my apartment.	I now have a Housing Choice Voucher the transition went well.
		i didnt change subsidy but i moved and the experiance was new. the first time moving into a new building and moving all my stuff	I pay my whole rent and don't have a subsidy
1 year. ok.		I didn't.	I received an inspect and pass to stay in my apartment.
2 years of on voucher and had no problems switching		I feel pretty good about it	I signed up for the program, but never connected once I move out on my own. I had one person that contacted me after moving, but I am settled into my own apartment.
Awarded on Catholic Charities Trust. Since 2015 yr at current.		I got a CHA voucher	I switched and will move soon. I was approved for a CHA voucher.
Catholic Charities is no longer my bridge subsidy.		I got evicted to say because of substance abuse	I switched subsidies a few years ago but didn't have to move.
Catholic Charities switch to section		I got married and we found out own apartment.	I switched subsidies, but still need to find apartment.
clean		I got Section Eight and I am moving!	I was in an apartment but had to move back to the group home. I was evicted.
Electric bill was too high. Too many guests.		I had to move b/c my old land lord was not renewing my lease & I wanted to go to Evanston.	I was supposed to move to Azzarelli but something happened. I didn't make it over there. I went to the hospital then back to the terrace.
fine		I had to move because I got kicked out of my old apartment but I don't know why.	I went from Catholic Charities to CHA. Went smoothly. No monetary changes in rent or otherwise.
Fine process but it was harder finding an apartment		I have been on Section 8 for over 2 years. I had to move apartments.	I would like more info about having to move if I change subsidies. I was told its no longer available.
fine, smoothly-my portion of rent went down		I have been on the Section 8 voucher for 2 years now, I did not have to move.	I would like myself or someone to call Cook County Housing Authority to put in a change of address.
Got CHA. in process of moving. going good so far.		I have been on the Section 8 voucher for 2 years.	It was a smooth and hassle free transition
Grandville to King Court Apt Not able to keep two room.		I just moved from the nursing home	It was easy.
great		I liked Catholic Charities	IT WAS HARD AT FIRST, BUT IT WORKED OUT
Great. voucher free any state		I lived in Bryn Mawr Care for 4 months in 2016-17	It was okay. I moved with ease.
Has not happened		i love my apartment i have not moved	It was rocky I had a breakdown and now am looking again for housing. I moved and switched apartments.

Q57: If you moved or changed subsidies, please talk about how that went.**- Part 2**

Response		Response							
It was rough because needed some furniture and supplies and there was no money.		Too early to think about moving to a new apartment if landlord will not accept a different kind of subsidy.							
it went a little alright		tryed chicago housing authority got turned down							
It went fair.		trying to change to CHA subsidy but it's not working out.							
It went good went from Catholic Charities to Lake Housing Authority		Trying to move because current place is horrible							
I've changed subsidies. I've been on Section 8 for 2 years and I didn't have to move.		Very helpful							
landlord wouldn't renew my subsidy. moving went fine.		Went ok. Former subsidy compensated me for bug infestation.							
look for new apartment not change subsidy		Went well, new apartment is better.							
Moved 2 years ago when switched to CHA. needed more help with paring for the move.		wont move comfortable where im at							
moved to assisted living									
Moved, went good took a long time to get here									
moving was easy, I found an apartment fast and likeable.									
Still awaiting new apartment									
successful									
Switched to CHA, it is still a work in progress									
Thank you									
The move process went okay, I was assisted in finding apartment's, but found the apartment I am in on my own.									
The process of moving took a couple months to review and approve of the new apartment									

Q58: What additional services or supports do you think might be useful for you to stay housed? Other- Please Explain

Response	# Responses	Response	Response
Learning how to be a good neighbor	52	explain timeline of subsidies, not explained to me when I first got my subsidy, and I partially understand.	stop getting so emotional and spiritual about my environment
budgeting	5	finding services in area	Training for peer support specialist
A subsidy or higher level subsidy	3	getting me in an apartment that don't have rats.	Want to stay with Lake Co Housing Authority.
more financial help	3	getting out more when holidays come	was taken off of subsidy did not qualify would like to reapply
shopping/ grocery shopping	3	group	
continued help in managing finances	2	help in remembering and getting to appointments	
job	2	Help with eating disorder	
		I know how to live on my own	
another laundry near by a stop signs on Harlem and 18th street .		I'm currently satisfied with the services that I receive from my agency.	
art program		meeting other people	
be independent as possible		more doctors help	
bigger apartment		More help with my utilities	
boundaries		more social gatherings	
By move I mean continued		move	
case workers visiting and supporting		need help to deal with issues with my landlord.	
drop in center a safe place to get away		nervous of stairs in apartment	
eating proper meals.		Staying with my ACT team	

Q60: If you have any additional comments or information that you would like to share, please add your thoughts in the box below:

Response	Response	Response
I like to have an apartment	Grateful for opportunity.	I am so so grateful for my apartment and the start to my normal life.
Im very thankful for everyone	great.	I am so thankful for my team finding me an apartment.
all is well	has bed bugs	I appreciate the help.
All you are doing a good job	Have these agencies communicate more with the clients they have or the ones who have moved out into the communities.	I don't have what I call a "W2 from the job." But I sometimes juggle and "pass the hat" in Chicago. for 5-7 dollars a day also through "Project onword studio" I make and sell small pieces of art for 20-30 dollars a piece, but I haven't visited there for a few weeks.
Better ability to contact team by phone, more organization with team about important matters, ask me questions about import matters. volunteer information about additional resources & information	Hire more male staff	I feel gifted and blessed for all you helping me.
borrowing money and my complete failure to manage my addictions and substance use, my addiction issues are incessant. my financial independence. tobacco use and uncontrolled addictions by my own failiure, weaknesses, illnesses, and laziness too. Diet Pepsi-about 5-6 liters equivalent ever 16-20 hours on average. I have become progressively worse and more addicted over the last 16 years.	I am almost 66 yrs. old and have no car for work. I still need this apt. and is a good location.	I feel my team as a whole cares about me and does the best to assist me.
Housekeeping is not keeping our building clean. Washroom are disgusting. Janitors need to do a better job. Poor cleaning!	I am currently truly happy with everything Cornerstone has done for me and continues to do for me. I am truly grateful!	I feel very blessed
C4 does a great job helping me	I am grateful for the help that I have received from the Bridge subsidy. From the bottom of my heart a big Thank you!	I have a cat as my roommate
drop in center is a safe place to get away from government scrutiny which i read in the patient rights.....nice	I am happy with the subsidy, I just want to move to a different area. Preferably Skokie suburbs where I was from. Thank you.	I just want to say to the staff and my Behlalf and the bridge Subsidy keep up the good work Have a Blessed Day ".
Every body is doing a great job in helping me. They support me.	I am much more happy and healthy since I moved on with Trilogy	I like my accommodation.
good idea. Study me, ask me, question me, understand me, listen to me,, ask me who I am, and know I wouldn't lie, look for proof!	I am now independent for over 3 years. I am grateful for program, CHA, SSI, SSDI, and the chance to volunteer at one northside.	I like my new apartment and being on my own.
Goodwill would help me the most and Lake County counselors. Lake Co Housing and Lake County Counselors have been very helpful and much needed in helping with problems and answering questions	I am pleased with the Williams Decree/Moving On Program that made living in the community possible. I am grateful to be living in Hyde Park and I believe the support I get from Thresholds is essential for my continued independent living.	i like taking surveys there helping to memory

Q60: If you have any additional comments or information that you would like to share, please add your thoughts in the box below: **- Part 2**

Response	Response	Response
I love my apartment and being able to be on my own schedule.	I would say everything is going pretty good as far as where I am. The neighborhood is nice, pretty much quiet. My neighbors are nice as far as speaking and I really like my landlord. They help me and work with me.	More training with the meds to know what they do. And what they do for you. And do more cooking classes. And learn to let them do it for the people in the cooking class.
i love my apartment and my case manager and support team	I'm find just have to stay on in there tell you get what you want or find ind	More trips to restaurants
I take medicine own by self-care	I'm good the way I am. Im maintaining quite well. C4 is the best mental health phicility I ever attended to. Great place.	My feelings towards mental health day program I'm now in, I have to say has for me been not a good transition at all.
I think it's nice Thresholds has staff in the building	I'm happy with my apartment and the help that I have been given through Trilogy and Thresholds. They have helped a lot.	My lifestyle not helping me--relapsed.
I think this is a great program getting more people involved in the community setting. Is a great start as to being in the daily medication as treatment involvement. Staying in these units. Medication assisting. Budgeting assisting. Funding assisting. Getting extra funds extending hours.	I'm so thankful for my apartment & freedom.	My rent is paid from SSDI check and I am not getting any subsidy help.
I think you do a wonderful job. All the avenues are taken care of & I have to do my own part.	I'M TAKING EMPLOYMENT CLASSES, BUT I NEED MORE TRAINING ON VOCATIONAL COURSES.	My team help me a lot and my group. and meditation and communicate
I want as much legal help for someone with no money I could possibly get so that I can get either an individual apartment or small house either in the city or just outside the city so that I can easily use mass transportation to get into the city.	It was good. The whole program was good.	overall feel happy with the services provided.
i will like to thanks association house getting my apartment	Its been a good program for me, I was blessed to get it.	Please help to get on CHA housing. I really think that Team 3 do a excellent job. The team leader is great. I never have a problem to big for them.
I would like to stay with Threshold for a long time in Kankakee, Illinois area.	It's just great to have my own place!	Team does a good job helping me keep my apartment and keep food in the house
I would like to work with Trilogy for helping with a vehicle getting my liscense and name changed because I need help with my birth certificate. \$450.00 insurance and to visiting the mental health and the patience.	Like I said before when I was at Kankakee Terrace I signed up for the Moving on Program, and decided to move out with my boyfriend. We got our own apartment, and furnished it ourselves. Thresholds has helped me several times with finding an apartment. My family also supports me, where I was born and raise din Kankakee.	Thank you for the Williams Program and helping me get an apartment and furnishing it. Without the Williams Program I wouldn't; be able to do it. I am crying right now because I have been blessed.

[illegible]

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.

If you would like to see the results of past surveys or interviews (including pictures of other class members from the Focus Forums), you can see those results on the internet at this location:

<http://www.csh.org/2017/10/do-illinois-residents-like-supportive-housing-yes/>

Illinois Division of Mental Health

2017 Williams Bridge Subsidy Survey

May 2018

Please do not write your name on the survey.

You are being asked to participate in this 60-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 for question #1.

Question 1 Directions for the box below: Please list **1.** your housing team number **2.** a survey number if there is one and **3.** length of time you have lived in the community since first leaving the nursing home as part of the Moving-On Program using a Bridge Subsidy. Years since first transition as of July 2017 (example 2.33 years is the answer for 2 years 4 months)

Housing Team Number: _____ Survey Number: _____ Years since your 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/2018DMHBRIDGE>

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 having a roommate? (Who is not a spouse)

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

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

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

Question 37 Responses

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

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

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 a problem ☐ This is a problem elsewhere in building

☐ Additional Comments _____

11. My caseworker answered any questions about my lease?

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

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

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

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

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

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

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

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 Agree ☐ Agree ☐ Not Sure ☐ Disagree ☐ Strongly Disagree

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

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

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

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

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

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 Agree ☐ Agree ☐ Not Sure ☐ Disagree ☐ Strongly Disagree

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

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

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

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

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

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

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 ☐ Bus or Public Transportation ☐ Taxi or Uber ☐ 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 ☐ twice 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 Agree ☐ Agree ☐ Not Sure ☐ Disagree ☐ Strongly Disagree ☐ Do not use Drop-In

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

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

36. Check the reasons you use the drop-in center? (Check all that apply)

- ☐ 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 ☐ Good Place to go if I am in a crisis
☐ 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 month ☐ twice a month ☐ 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 month ☐ twice a month ☐ 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 month ☐ twice a month ☐ 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 month ☐ twice a month ☐ 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 Agree ☐ Agree ☐ Not Sure ☐ Disagree ☐ Strongly Disagree

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

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

45. If there is an emergency, I can get a hold of staff when they are needed.

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

46. Any additional comments about the caseworker or team response time? _____

Increasing My Volunteer or Employment Opportunities

47. 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.

48. 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.

49. I would like to volunteer more hours per week.

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

50. I would like to work more hours per week.

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

51. 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.

52. 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
☐ I am not interested in doing that kind of work

53. 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

54. 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!

55. 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.

56. 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

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

Additional Support and Ideas:

58. 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): _____ | |

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

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

60. 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.