



JB Pritzker, Governor

Dulce M. Quintero, Secretary Designate

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DATE: December 30, 2024

MEMORANDUM

TO: The Honorable John F. Curran, Senate Minority Leader
The Honorable Don Harmon, Senate President
The Honorable Tony McCombie, House Minority Leader
The Honorable Emanuel "Chris" Welch, Speaker of the House

FROM: Dulce Quintero *Dulce Quintero*
Secretary Designate *by Anushkar*
Illinois Department of Human Services

SUBJECT: Emergency and Transitional Housing FY 24 Annual Report
Homeless Prevention FY 24 Annual Report
Supportive Housing FY 24 Annual Report

The Illinois Department of Human Services respectfully submits the FY 24 Annual Reports for: Emergency and Transitional Housing, Homeless Prevention and Supportive Housing on behalf of the Division of Family and Community Services in order to fulfill the requirements set forth in 305 ILCS 5/12-4.5, 310 ILCS 70/13, and 20 ILCS 1305/1-80.

If you have any questions or comments, please contact Angela Campo, Program Manager, at 217/524-5975.

cc: The Honorable JB Pritzker, Governor
John W. Hollman, Clerk of the House
Tim Anderson, Secretary of the Illinois Senate
Legislative Research Unit
State Government Report Center



Illinois Department of Human Services

ILLINOIS HOMELESS PREVENTION PROGRAM

REPORT TO THE GENERAL ASSEMBLY

State Fiscal Year 2024



Homeless Prevention Program

PREFACE

The Illinois Department of Human Services (IDHS) Homeless Prevention Program Report is compiled for the Illinois General Assembly in accordance with Public Act 86-1454. It provides current information on the Homeless Prevention Program in Illinois. It also outlines Fiscal Year 2024 funding by providing details on program expenditures, types of services, and number of households served.

This report should not be construed to represent the total homeless population in Illinois. This report contains data compiled from quarterly reports from organizations funded by the Homeless Prevention Program.

Homeless Prevention Program

Introduction

The Homeless Prevention Program was created by the Homeless Prevention Act of 1999. The program provides rental/mortgage assistance, utility assistance and supportive services to households who are in imminent danger of eviction, foreclosure or homelessness or are currently homeless.

The Homeless Prevention Program provides cost-effective prevention of homelessness, preserves family self-respect, and helps to keep families intact. The program prevents the need for long-term assistance programs and sustains permanent housing options by avoiding evictions, foreclosures, and utility disconnections.

In Fiscal Year 2024, \$21,800,000 was allocated to the Homeless Prevention Program.

Program Goal

The goal of the Homeless Prevention Program is to stabilize individuals and families in their existing homes, shorten the amount of time that individuals and families stay in shelters, and assist individuals and families with securing affordable housing. The program provides rental/mortgage assistance, utility assistance, and supportive services directly related to the prevention of homelessness or repeated episodes of homelessness.

Program deliverables require that:

- All providers have a referral process that assists program participants with enrollment into public benefit programs such as TANF, Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps), All Kids, medical and disability assistance, as well as other resources that address the needs of the population targeted for service.
- All providers attend local Continuum of Care homeless network meetings and report on progress and distribution of funds from the Illinois Department of Human Services (IDHS).
- All providers have a community outreach plan which includes a detailed description for notifying the community of the program, hours of operation, and admittance/eligibility requirements into the program(s) they administer for IDHS. The plan must include outreach to other community service agencies, court and sheriff's personnel involved with eviction matters, and other outreach entities. IDHS must be advised of any publications and distributed flyers, printed materials, and brochures that are part of the IDHS funded program.
- All providers document participant need and eligibility, and maintain documentation in the participant files for a minimum of five years. All providers must use the Homeless Prevention Documentation Checklist tool to assure completeness of the participant file.

- All providers expend program funds under any of the allowable cost categories: rental or mortgage payments, security deposit assistance, utility payments, approved case management, and approved legal services. Funds are expended according to program rules and are consistent with the purposes of the Homeless Prevention Act.
- All providers adhere to the IDHS program requirements including non-discrimination and community-wide access to the Homeless Prevention Program services.
- All providers conduct follow-up on all households served through the program during the previous fiscal year.
- All providers have the ability to download applications for the IDHS Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps) and for the Low Income Home Energy Assistance Program (LIHEAP). Providers assist in determining need and eligibility, and provide participants with referrals as needed.
- All participants have a complete intake and assessment done upon entry into the program. Providers must submit all intake and assessment forms to IDHS annually for approval.
- All providers have a written agreement or Memorandum of Understanding for referrals to other social service providers. The agreement or Memorandum at a minimum must include:
 - type(s) of service(s) to be provided; and
 - how referrals are handled by each entity; and
 - follow-up actions.
- All providers report deliverables and outcomes using the Homeless Prevention Program web-based reporting system.
- The following projected data are also included in the provider's Funding Plan:
 - the projected total number of households served; and
 - the projected number of households receiving rental/mortgage assistance; and
 - the projected number of households receiving utility assistance; and
 - the projected number of households receiving security deposit assistance.

Overview

The Illinois Department of Human Services was designated as the lead agency to administer the Homeless Prevention Program in 2000. The Bureau of Basic Supports administers the Homeless Prevention Program on behalf of IDHS. Bureau staff perform fiscal, programmatic, contracting, and monitoring functions related to the administration of the Homeless Prevention Program funds.



Funding

In Illinois there are nineteen Continuum of Care organizations developed by the U.S. Department of Housing and Urban Development (HUD) to provide a network of homeless services to serve the entire state. Funding for the Homeless Prevention Program is allocated to each of these organizations utilizing HUD's homeless distribution formula. The Continuum of Care organizations in turn solicit proposals from local providers that serve homeless families and individuals. Each Continuum of Care organization then recommends agencies to receive Homeless Prevention Program funding from IDHS. Upon execution of a contract, the Homeless Prevention Program providers receive payments and implement the program. The nineteen Continuum of Care organizations that received Homeless Prevention Program funding allocations in Fiscal Year 2024 were:

Boone-Winnebago/DeKalb Continuum of Care	\$	965,145
Central Illinois Continuum of Care	\$	547,807
Champaign/Urbana Continuum of Care	\$	247,727
City of Chicago Continuum of Care	\$	7,725,000
Cook County Continuum of Care	\$	3,669,000
Decatur/Macon Continuum of Care	\$	194,000
DuPage County Continuum of Care	\$	1,225,727
Heart of Illinois (Peoria Area) Continuum of Care	\$	782,818
Heartland Continuum of Care	\$	219,000
Joliet/Will Continuum of Care	\$	393,193
Kane County Continuum of Care	\$	833,363
Lake County Continuum of Care	\$	880,999
Madison County Continuum of Care	\$	736,000
McHenry County Continuum of Care	\$	138,710
Northwestern Continuum of Care	\$	955,237
South Central Continuum of Care	\$	502,000
Southern Illinois Continuum of Care	\$	693,636
St. Clair County Continuum of Care	\$	792,638
West Central Continuum of Care	\$	298,000
Total Budget:	\$	21,800,000

Reporting

Fiscal: All Homeless Prevention Program expenditures are based upon an IDHS approved budget. The budget stipulates the approved expenditure categories (rental or mortgage assistance, security deposits, utility payments, legal assistance, and case management) and the amount that may be spent in each. All expenditures are reported quarterly on the IDHS web-based reporting system.

Program: Homeless Prevention Program providers report the number and characteristics of households/participants served, the supportive services provided, household composition, household income, preventative service utilization, and other program information quarterly on the IDHS web-based reporting system

Follow-up: All providers were required to conduct follow-up by contacting every participant or family that received assistance from the Homeless Prevention Program during the previous fiscal year to assess the housing retention rate for the entire program. The follow-up data is reported to IDHS as specified at the end of each fiscal year.

Program Services

The Homeless Prevention Program provides rental or mortgage assistance, security deposits, utility payments, approved legal services, and approved case management services. Assistance can be given to individuals and families who are currently homeless or are in imminent danger of eviction, foreclosure or homelessness. These services are provided in an effort to stabilize families in their existing homes, shorten the amount of time that individuals and families stay in shelters, and assist individuals and families to secure affordable housing. The households document to the provider a temporary economic crisis beyond the household's control by giving evidence of at least one of the following conditions:

- loss of employment
- medical disability or emergency
- loss or delay of some form of public benefit
- natural disaster
- substantial change in household composition
- victimization by criminal activity
- illegal action by a landlord
- displacement by a government or private action, or
- some other condition which constitutes a hardship comparable to the conditions enumerated above

Homeless Prevention Program services are limited to the following:

- payment of rent or mortgage on behalf of clients, and/or
- payment of rent or mortgage arrears on behalf of clients, and/or
- payment of security deposit on behalf of clients, and/or
- payment of utility bills or arrears on behalf of clients, and/or
- supportive services (including approved legal services)

The total of the above services for each household may not exceed the dollar value of six months' worth of the client's rent or mortgage amount.

Households must be able to demonstrate the ability to meet prospective rental/utility obligations or mortgage payments after assistance has been granted based on current or anticipated income. Payments for Homeless Prevention Program services must be made to a landlord, utility company or other entity who provides housing or other eligible services to an applicant for assistance. Payments cannot be made directly to a Homeless Prevention Program participant.



All eligible Homeless Prevention Program households may access assistance every two years. In the event a household requires additional Homeless Prevention Program assistance within a two-year period, exceptions are considered. All exceptions must be submitted to and approved by IDHS Homeless Prevention Program staff.

The supportive services provided by the Homeless Prevention Program are those deemed necessary to move people to self-sufficiency. Homeless Prevention Program offers supportive services that directly relate to the prevention of homelessness or repeated episodes of homelessness. There are two categories of supportive services: Required Supportive Services and Supplemental Supportive Services.

The Required Supportive Services are:

- Case Management Coordinating the acquisition, delivery and use of support services. Case Management must include individual assessments that are used to develop individual service plans.
- Financial Counseling Budgeting/financial planning to ensure that participating households have the ability to maintain rental, mortgage, or utility obligations after assistance has been granted to reduce the probability of a recurrence of the crisis situation.
- Supplemental Nutrition Assistance Program (SNAP) Coordination (formerly known as food stamps) Screening every household that receives Homeless Prevention Program assistance to determine the need and eligibility for assistance and based on that determination assist the participant with the application process or referral.
- Low Income Home Energy Assistance Program (LIHEAP) Screening every household that receives Homeless Prevention Program assistance to determine the need and eligibility for assistance and based on that determination assist the participant with the application process or referral.
- Follow-up Contacting each program participant or family assisted during the fiscal year to assess their housing status.

The Supplemental Supportive Services are:

- Advocacy Intervention on behalf of participating households to assist in the receipt and use of services.
- Alcohol Abuse Services Providing or referring participants to Alcoholics Anonymous or similar program to address the abusive use of alcohol.
- Child Care Providing or arranging child care services.
- Children's Services Child-specific services such as child abuse counseling or preschool programs.

Counseling	Providing or arranging for individual or group counseling to alleviate physical abuse, mental health issues, substance abuse, and/or familial obstacles that are preventing a return to self-sufficiency.
Education	Providing or arranging services for participants to complete a course of study leading to a diploma or specific skill certificate.
Employment Services	Providing or arranging services for participants to complete job preparation and/or to secure job interviews or employment. This may include acquiring special tools or clothing to perform the job in which the participant is placed or receiving training.
English as a Second Language	English language services available to persons who seek to improve their English language skills.
Health/Dental Services	Providing or arranging services for participants needing medical and/or dental services.
Housing Placement / Inspection	Locating and/or the initial inspection of rental property on behalf of participants to ensure the housing is generally decent and adequate for the household and meets the general health and safety standards prior to tenant occupancy.
Legal Services (if requested)	The provision of legal assistance/advocacy to program participants who are facing homelessness due to eviction, utility shut-off, lockout, or mortgage foreclosure.
Mental Health Services	Supportive Services that address serious mental health needs that cannot be solved through regular counseling sessions.
Outreach	Locating and contacting homeless individuals or families in the community and inform them of available services.
Substance Abuse Services	Providing or arranging services for participants to attend NA (Narcotics Anonymous) or other programs that address substance abuse issues.
Transportation	Transporting or purchasing services, such as bus tokens or taxi fares, for participants to obtain medical care, public assistance, education, training and other services not provided on site.



**TOTAL HOUSEHOLDS SERVED
Homeless Prevention Program
2024**

Boone-Winnebago/DeKalb Continuum of Care	460	Kane County Continuum of Care	203
Central Illinois Continuum of Care	310	Lake County Continuum of Care	513
Champaign/Urbana Continuum of Care	146	Madison County Continuum of Care	275
City of Chicago Continuum of Care	843	McHenry County Continuum of Care	27
Cook County Continuum of Care	857	Northwestern Continuum of Care	500
Decatur/Macon Continuum of Care	98	South Central Continuum of Care	237
DuPage County Continuum of Care	436	Southern Illinois Continuum of Care	273
Heart of Illinois (Peoria Area) Continuum of Care	390	St. Clair County Continuum of Care	236
Heartland Continuum of Care	69	West Central Continuum of Care	190
Joliet/Will Continuum of Care	116		
TOTAL:			6179

**TOTAL HOUSEHOLDS WITH CHILDREN SERVED
Homeless Prevention Program
2024**

Boone-Winnebago/DeKalb Continuum of Care	309	Kane County Continuum of Care	127
Central Illinois Continuum of Care	190	Lake County Continuum of Care	347
Champaign/Urbana Continuum of Care	99	Madison County Continuum of Care	222
City of Chicago Continuum of Care	441	McHenry County Continuum of Care	19
Cook County Continuum of Care	484	Northwestern Continuum of Care	248
Decatur/Macon Continuum of Care	51	South Central Continuum of Care	103
DuPage County Continuum of Care	240	Southern Illinois Continuum of Care	135
Heart of Illinois (Peoria Area) Continuum of Care	212	St. Clair County Continuum of Care	125
Heartland Continuum of Care	38	West Central Continuum of Care	76
Joliet/Will Continuum of Care	81		
TOTAL:			3547



**TOTAL HOUSEHOLDS WITHOUT CHILDREN SERVED
Homeless Prevention Program
2024**

Boone-Winnebago/DeKalb Continuum of Care	151	Kane County Continuum of Care	76
Central Illinois Continuum of Care	120	Lake County Continuum of Care	166
Champaign/Urbana Continuum of Care	47	Madison County Continuum of Care	53
City of Chicago Continuum of Care	402	McHenry County Continuum of Care	8
Cook County Continuum of Care	373	Northwestern Continuum of Care	252
Decatur/Macon Continuum of Care	47	South Central Continuum of Care	134
DuPage County Continuum of Care	196	Southern Illinois Continuum of Care	138
Heart of Illinois (Peoria Area) Continuum of Care	178	St. Clair County Continuum of Care	111
Heartland Continuum of Care	31	West Central Continuum of Care	114
Joliet/Will Continuum of Care	35		
TOTAL:			2632

**TOTAL INDIVIDUALS SERVED
Homeless Prevention Program
2024**

Boone-Winnebago/DeKalb Continuum of Care	1341	Kane County Continuum of Care	562
Central Illinois Continuum of Care	838	Lake County Continuum of Care	1348
Champaign/Urbana Continuum of Care	390	Madison County Continuum of Care	890
City of Chicago Continuum of Care	1764	McHenry County Continuum of Care	67
Cook County Continuum of Care	2087	Northwestern Continuum of Care	1213
Decatur/Macon Continuum of Care	227	South Central Continuum of Care	526
DuPage County Continuum of Care	1038	Southern Illinois Continuum of Care	619
Heart of Illinois (Peoria Area) Continuum of Care	980	St. Clair County Continuum of Care	439
Heartland Continuum of Care	152	West Central Continuum of Care	385
Joliet/Will Continuum of Care	336		
TOTAL:			15202



**TOTAL ADULTS SERVED
Homeless Prevention Program
2024**

Boone-Winnebago/DeKalb Continuum of Care	634	Kane County Continuum of Care	293
Central Illinois Continuum of Care	408	Lake County Continuum of Care	657
Champaign/Urbana Continuum of Care	181	Madison County Continuum of Care	330
City of Chicago Continuum of Care	1014	McHenry County Continuum of Care	34
Cook County Continuum of Care	1186	Northwestern Continuum of Care	658
Decatur/Macon Continuum of Care	113	South Central Continuum of Care	326
DuPage County Continuum of Care	572	Southern Illinois Continuum of Care	348
Heart of Illinois (Peoria Area) Continuum of Care	520	St. Clair County Continuum of Care	250
Heartland Continuum of Care	83	West Central Continuum of Care	246
Joliet/Will Continuum of Care	164		
		TOTAL:	8017

**TOTAL CHILDREN SERVED
Homeless Prevention Program
2024**

Boone-Winnebago/DeKalb Continuum of Care	707	Kane County Continuum of Care	269
Central Illinois Continuum of Care	430	Lake County Continuum of Care	691
Champaign/Urbana Continuum of Care	209	Madison County Continuum of Care	560
City of Chicago Continuum of Care	750	McHenry County Continuum of Care	33
Cook County Continuum of Care	901	Northwestern Continuum of Care	555
Decatur/Macon Continuum of Care	114	South Central Continuum of Care	200
DuPage County Continuum of Care	466	Southern Illinois Continuum of Care	271
Heart of Illinois (Peoria Area) Continuum of Care	460	St. Clair County Continuum of Care	189
Heartland Continuum of Care	69	West Central Continuum of Care	139
Joliet/Will Continuum of Care	172		
		TOTAL:	7185



**TOTAL HOUSEHOLDS RECEIVING RENTAL ASSISTANCE
Homeless Prevention Program
2024**

Boone-Winnebago/DeKalb Continuum of Care	419	Kane County Continuum of Care	190
Central Illinois Continuum of Care	196	Lake County Continuum of Care	225
Champaign/Urbana Continuum of Care	135	Madison County Continuum of Care	257
City of Chicago Continuum of Care	779	McHenry County Continuum of Care	34
Cook County Continuum of Care	763	Northwestern Continuum of Care	388
Decatur/Macon Continuum of Care	81	South Central Continuum of Care	203
DuPage County Continuum of Care	341	Southern Illinois Continuum of Care	254
Heart of Illinois (Peoria Area) Continuum of Care	277	St. Clair County Continuum of Care	122
Heartland Continuum of Care	64	West Central Continuum of Care	165
Joliet/Will Continuum of Care	81		
TOTAL:			4974

**TOTAL HOUSEHOLDS RECEIVING MORTGAGE ASSISTANCE
Homeless Prevention Program
2024**

Boone-Winnebago/DeKalb Continuum of Care	12	Kane County Continuum of Care	2
Central Illinois Continuum of Care	17	Lake County Continuum of Care	6
Champaign/Urbana Continuum of Care	0	Madison County Continuum of Care	0
City of Chicago Continuum of Care	11	McHenry County Continuum of Care	0
Cook County Continuum of Care	19	Northwestern Continuum of Care	11
Decatur/Macon Continuum of Care	1	South Central Continuum of Care	11
DuPage County Continuum of Care	3	Southern Illinois Continuum of Care	0
Heart of Illinois (Peoria Area) Continuum of Care	14	St. Clair County Continuum of Care	0
Heartland Continuum of Care	1	West Central Continuum of Care	2
Joliet/Will Continuum of Care	12		
TOTAL:			122



**TOTAL HOUSEHOLDS RECEIVING SECURITY DEPOSIT ASSISTANCE
Homeless Prevention Program
2024**

Boone-Winnebago/DeKalb Continuum of Care	6	Kane County Continuum of Care	86
Central Illinois Continuum of Care	144	Lake County Continuum of Care	0
Champaign/Urbana Continuum of Care	0	Madison County Continuum of Care	9
City of Chicago Continuum of Care	28	McHenry County Continuum of Care	0
Cook County Continuum of Care	87	Northwestern Continuum of Care	34
Decatur/Macon Continuum of Care	18	South Central Continuum of Care	15
DuPage County Continuum of Care	44	Southern Illinois Continuum of Care	21
Heart of Illinois (Peoria Area) Continuum of Care	63	St. Clair County Continuum of Care	95
Heartland Continuum of Care	11	West Central Continuum of Care	31
Joliet/Will Continuum of Care	1		
		TOTAL:	693

**TOTAL HOUSEHOLDS RECEIVING UTILITY ASSISTANCE
Homeless Prevention Program
2024**

Boone-Winnebago/DeKalb Continuum of Care	132	Kane County Continuum of Care	12
Central Illinois Continuum of Care	12	Lake County Continuum of Care	277
Champaign/Urbana Continuum of Care	17	Madison County Continuum of Care	21
City of Chicago Continuum of Care	136	McHenry County Continuum of Care	1
Cook County Continuum of Care	104	Northwestern Continuum of Care	131
Decatur/Macon Continuum of Care	1	South Central Continuum of Care	47
DuPage County Continuum of Care	121	Southern Illinois Continuum of Care	22
Heart of Illinois (Peoria Area) Continuum of Care	54	St. Clair County Continuum of Care	20
Heartland Continuum of Care	23	West Central Continuum of Care	28
Joliet/Will Continuum of Care	24		
		TOTAL:	1183



Homeless Prevention Services Utilization
Statewide By Household Type
SFY 2024

Supportive Services	Single Male	Single Female	Couple No Child	Couple W/Child	Male W/Child	Female W/Child	Total
Case Management	1,218	2,416	658	1,159	340	3,877	9,668
Counseling - Financial	884	1,516	354	849	220	2,914	6,737
Food Stamp Screening	868	1,458	332	691	210	2,659	6,218
LIHEAP Screening	868	1,458	332	694	210	2,659	6,221
Advocacy	356	523	166	271	93	842	2,251
Alcohol Abuse Services	3	3	0	0	0	7	13
Child Care	1	3	0	24	16	109	153
Childrens Services	0	5	0	20	13	115	153
Counseling - Life Skills	94	189	42	72	36	237	670
Counseling - All Other	97	178	32	91	45	415	858
Education	7	16	3	39	7	59	131
Employment Services	53	67	24	64	25	171	404
English as 2nd Language	1	4	1	9	1	19	35
Follow-up Services	264	432	76	138	42	586	1,538
Health / Dental Services	25	43	14	37	8	64	191
HIV / AIDS Related Services	0	3	0	0	0	0	3
Housing Location / Inspection	66	110	46	62	47	182	513
Legal Services / Referrals	60	131	39	72	25	305	632
Mental Health Services	39	50	8	16	12	86	211
Outreach	127	165	52	86	34	217	681
Substance Abuse Services	7	5	1	1	2	2	18
Transportation	37	63	16	31	9	82	238
Other	78	100	54	188	47	431	898
Total	5,153	8,938	2,250	4,614	1,442	16,038	38,435



**PROGRAM STATISTICS BY CONTINUUM OF CARE
RECEIVING ASSISTANCE
SFY2024**

Boone-Winnebago/DeKalb Continuum of Care

Total Adults Served	634
Total Children Served	707
Total Individuals Served	1341
Total Households without Children Served	151
Total Households with Children Served	309
Total Households Served	460
Total Households Receiving Rental Assistance	419
Total Households Receiving Mortgage Assistance	12
Total Households Receiving Security Deposit Assistance	6
Total Households Receiving Utility Assistance	132
Total Households Receiving Legal Assistance	22

Central Illinois Continuum of Care

Total Adults Served	408
Total Children Served	430
Total Individuals Served	838
Total Households without Children Served	120
Total Households with Children Served	190
Total Households Served	310
Total Households Receiving Rental Assistance	196
Total Households Receiving Mortgage Assistance	17
Total Households Receiving Security Deposit Assistance	144
Total Households Receiving Utility Assistance	12



**PROGRAM STATISTICS BY CONTINUUM OF CARE
RECEIVING ASSISTANCE
SFY2024**

Champaign/Urbana Continuum of Care

Total Adults Served	181
Total Children Served	209
Total Individuals Served	390
Total Households without Children Served	47
Total Households with Children Served	99
Total Households Served	146
Total Households Receiving Rental Assistance	135
Total Households Receiving Mortgage Assistance	0
Total Households Receiving Security Deposit Assistance	0
Total Households Receiving Utility Assistance	17

City of Chicago Continuum of Care

Total Adults Served	1014
Total Children Served	750
Total Individuals Served	1764
Total Households without Children Served	402
Total Households with Children Served	441
Total Households Served	843
Total Households Receiving Rental Assistance	779
Total Households Receiving Mortgage Assistance	11
Total Households Receiving Security Deposit Assistance	28
Total Households Receiving Utility Assistance	136



**PROGRAM STATISTICS BY CONTINUUM OF CARE
RECEIVING ASSISTANCE
SFY2024**

Cook County Continuum of Care

Total Adults Served	1186
Total Children Served	901
Total Individuals Served	2087
Total Households without Children Served	373
Total Households with Children Served	484
Total Households Served	857
Total Households Receiving Rental Assistance	763
Total Households Receiving Mortgage Assistance	19
Total Households Receiving Security Deposit Assistance	87
Total Households Receiving Utility Assistance	104

Decatur/Macon Continuum of Care

Total Adults Served	113
Total Children Served	114
Total Individuals Served	227
Total Households without Children Served	47
Total Households with Children Served	51
Total Households Served	98
Total Households Receiving Rental Assistance	81
Total Households Receiving Mortgage Assistance	1
Total Households Receiving Security Deposit Assistance	18
Total Households Receiving Utility Assistance	1



**PROGRAM STATISTICS BY CONTINUUM OF CARE
RECEIVING ASSISTANCE
SFY2024**

DuPage County Continuum of Care

Total Adults Served	572
Total Children Served	466
Total Individuals Served	1038
Total Households without Children Served	196
Total Households with Children Served	240
Total Households Served	436
Total Households Receiving Rental Assistance	341
Total Households Receiving Mortgage Assistance	3
Total Households Receiving Security Deposit Assistance	44
Total Households Receiving Utility Assistance	121

Heart of Illinois (Peoria Area) Continuum of Care

Total Adults Served	520
Total Children Served	460
Total Individuals Served	980
Total Households without Children Served	178
Total Households with Children Served	212
Total Households Served	390
Total Households Receiving Rental Assistance	277
Total Households Receiving Mortgage Assistance	14
Total Households Receiving Security Deposit Assistance	63
Total Households Receiving Utility Assistance	54
Total Households Receiving Legal Assistance	82



**PROGRAM STATISTICS BY CONTINUUM OF CARE
RECEIVING ASSISTANCE
SFY2024**

Heartland Continuum of Care

Total Adults Served	83
Total Children Served	69
Total Individuals Served	152
Total Households without Children Served	31
Total Households with Children Served	38
Total Households Served	69
Total Households Receiving Rental Assistance	64
Total Households Receiving Mortgage Assistance	1
Total Households Receiving Security Deposit Assistance	11
Total Households Receiving Utility Assistance	23

Joliet/Will Continuum of Care

Total Adults Served	164
Total Children Served	172
Total Individuals Served	336
Total Households without Children Served	35
Total Households with Children Served	81
Total Households Served	116
Total Households Receiving Rental Assistance	81
Total Households Receiving Mortgage Assistance	12
Total Households Receiving Security Deposit Assistance	1
Total Households Receiving Utility Assistance	24



**PROGRAM STATISTICS BY CONTINUUM OF CARE
RECEIVING ASSISTANCE
SFY2024**

Kane County Continuum of Care

Total Adults Served	293
Total Children Served	269
Total Individuals Served	562
Total Households without Children Served	76
Total Households with Children Served	127
Total Households Served	203
Total Households Receiving Rental Assistance	190
Total Households Receiving Mortgage Assistance	2
Total Households Receiving Security Deposit Assistance	86
Total Households Receiving Utility Assistance	12
Total Households Receiving Legal Assistance	22

Lake County Continuum of Care

Total Adults Served	657
Total Children Served	691
Total Individuals Served	1348
Total Households without Children Served	166
Total Households with Children Served	347
Total Households Served	513
Total Households Receiving Rental Assistance	225
Total Households Receiving Mortgage Assistance	6
Total Households Receiving Security Deposit Assistance	0
Total Households Receiving Utility Assistance	277
Total Households Receiving Legal Assistance	83



**PROGRAM STATISTICS BY CONTINUUM OF CARE
RECEIVING ASSISTANCE
SFY2024**

Madison County Continuum of Care

Total Adults Served	330
Total Children Served	560
Total Individuals Served	890
Total Households without Children Served	53
Total Households with Children Served	222
Total Households Served	275
Total Households Receiving Rental Assistance	257
Total Households Receiving Mortgage Assistance	0
Total Households Receiving Security Deposit Assistance	9
Total Households Receiving Utility Assistance	21

McHenry County Continuum of Care

Total Adults Served	34
Total Children Served	33
Total Individuals Served	67
Total Households without Children Served	8
Total Households with Children Served	19
Total Households Served	27
Total Households Receiving Rental Assistance	34
Total Households Receiving Mortgage Assistance	0
Total Households Receiving Security Deposit Assistance	0
Total Households Receiving Utility Assistance	1



**PROGRAM STATISTICS BY CONTINUUM OF CARE
RECEIVING ASSISTANCE
SFY2024**

Northwestern Continuum of Care

Total Adults Served	658
Total Children Served	555
Total Individuals Served	1213
Total Households without Children Served	252
Total Households with Children Served	248
Total Households Served	500
Total Households Receiving Rental Assistance	388
Total Households Receiving Mortgage Assistance	11
Total Households Receiving Security Deposit Assistance	34
Total Households Receiving Utility Assistance	131
Total Households Receiving Legal Assistance	45

South Central Continuum of Care

Total Adults Served	326
Total Children Served	200
Total Individuals Served	526
Total Households without Children Served	134
Total Households with Children Served	103
Total Households Served	237
Total Households Receiving Rental Assistance	203
Total Households Receiving Mortgage Assistance	11
Total Households Receiving Security Deposit Assistance	15
Total Households Receiving Utility Assistance	47



**PROGRAM STATISTICS BY CONTINUUM OF CARE
RECEIVING ASSISTANCE
SFY2024**

Southern Illinois Continuum of Care

Total Adults Served	348
Total Children Served	271
Total Individuals Served	619
Total Households without Children Served	138
Total Households with Children Served	135
Total Households Served	273
Total Households Receiving Rental Assistance	254
Total Households Receiving Mortgage Assistance	0
Total Households Receiving Security Deposit Assistance	21
Total Households Receiving Utility Assistance	22

St. Clair County Continuum of Care

Total Adults Served	250
Total Children Served	189
Total Individuals Served	439
Total Households without Children Served	111
Total Households with Children Served	125
Total Households Served	236
Total Households Receiving Rental Assistance	122
Total Households Receiving Mortgage Assistance	0
Total Households Receiving Security Deposit Assistance	95
Total Households Receiving Utility Assistance	20



**PROGRAM STATISTICS BY CONTINUUM OF CARE
RECEIVING ASSISTANCE
SFY2024**

West Central Continuum of Care

Total Adults Served	246
Total Children Served	139
Total Individuals Served	385
Total Households without Children Served	114
Total Households with Children Served	76
Total Households Served	190
Total Households Receiving Rental Assistance	165
Total Households Receiving Mortgage Assistance	2
Total Households Receiving Security Deposit Assistance	31
Total Households Receiving Utility Assistance	28



**NUMBER OF HOUSEHOLDS THAT WERE STILL HOUSED OR HOMELESS
 AT HOMELESS PREVENTION PROGRAM FOLLOW-UP**

State Fiscal Year 2024 Continuum of Care (CoC)

(BREAKDOWN OF NUMBER OF HOUSEHOLDS HOUSED OR HOMELESS 3 MONTHS AFTER RECEIVING HOMELESS PREVENTION PROGRAM ASSISTANCE)

CONTINUUM	STILL HOUSED	HOMELESS	UNABLE TO LOCATE	DECEASED
Boone-Winnebago/DeKalb Continuum of Care	424	14	20	2
Central Illinois Continuum of Care	271	2	37	0
Champaign/Urbana Continuum of Care	145	1	0	0
City of Chicago Continuum of Care	729	8	106	0
Cook County Continuum of Care	747	2	107	1
Decatur/Macon Continuum of Care	98	0	0	0
DuPage County Continuum of Care	427	0	9	0
Heart of Illinois (Peoria Area) Continuum of Care	366	6	18	0
Heartland Continuum of Care	69	0	0	0
Joliet/Will Continuum of Care	112	2	2	0
Kane County Continuum of Care	183	4	15	1
Lake County Continuum of Care	477	21	14	1
Madison County Continuum of Care	263	0	12	0
McHenry County Continuum of Care	26	0	1	0
Northwestern Continuum of Care	415	6	77	2
South Central Continuum of Care	218	0	19	0
Southern Illinois Continuum of Care	245	2	26	0
St. Clair County Continuum of Care	206	7	22	1
West Central Continuum of Care	154	7	28	1
TOTALS:	5,575	82	513	9

GRAND TOTAL STILL HOUSED FOR THE 19 PARTICIPATING CONTINUA OF CARE: 5,575

GRAND TOTAL THAT WERE HOMELESS FOR THE 19 PARTICIPATING CONTINUA OF CARE: 82

GRAND TOTAL OF HOUSEHOLDS THAT WERE UNABLE TO BE LOCATED: 513

GRAND TOTAL OF DECEASED HOUSEHOLDS: 9

90.2% OF THE TOTAL HOUSEHOLDS RETAINED THEIR HOUSING WITH ASSISTANCE FROM THE HOMELESS PREVENTION PROGRAM.

IN FISCAL YEAR 2024, THE AVERAGE COST PER HOUSEHOLD WAS \$3,528





Illinois Department of Human Services

ILLINOIS SUPPORTIVE HOUSING PROGRAM

REPORT TO THE GENERAL ASSEMBLY

State Fiscal Year 2024



Supportive Housing Program

PREFACE

On August 18, 1993, House Bill 267 was signed into law to provide state-funded supportive services for low-income families and individuals who were formerly homeless or at risk of becoming homeless. The supportive services included, but were not limited to alcohol and substance abuse counseling, mental health programs, transportation, advocacy, child care, case management and other support services necessary for residents of permanent or transitional supported community facilities, Single Room Occupancy (SRO) facilities and family developments to maintain their community based housing. The services are delivered by governmental units, community organizations, and not-for-profit agencies that operate supportive housing developments.

The Supportive Housing Program

Introduction

The Illinois Supportive Housing Program (SHP) was developed to provide supportive services coupled with housing to low-income homeless individuals and families. The SHP enables formerly homeless individuals and families or those at risk of becoming homeless the ability to sustain their housing by providing necessary support services. The supportive services prevent the program participants from returning to homelessness and enhances their ability to function more independently in the community.

In State Fiscal Year 2024, \$23,944,841 in funding was allocated to the IDHS Supportive Housing Program for persons who are homeless.

Program Goal

The goal of the Supportive Housing Program is to provide the necessary supportive services to low-income homeless individuals and families that will assist them to live in community based housing. The program requires the provision of community-based transitional or permanent housing (funded from other sources). The supportive services are delivered to the residents in the transitional or permanent housing that will enable them to continue to live as independently as possible.

Program deliverables require that:

- All participants are provided with case management services, counseling services, and advocacy services within five days of admittance to the program. All participants must also have documented access, when applicable, to other supportive services.
- All participants have a service plan developed for implementation within the first week of admittance to the program. The individual service plan must detail monthly outcomes as well as ongoing goals to be accomplished by the participant(s) with the assistance of the provider.
- All participants will have access to case management services outside of normal business hours of operation including, but not limited to, evening case management service hours.
- All participants have a completed intake and assessment done upon entry into the program. Providers must submit all intake and assessment forms to IDHS annually for approval.
- All progress and supportive services for participants will be tracked and progress reported within each participant's case file that includes, at a minimum, a record of the participant's supportive services, case management, progress and benefit assistance.
- All providers have a community outreach plan which includes a detailed description for notifying the community of the program, hours of operation, and admittance/eligibility requirements into the program(s) they administer for IDHS. This plan must include outreach to the other community service agencies, the local FCRC, and other outreach entities. IDHS must be advised of any publication and distribution of flyers, printed materials, and brochures that are part of the IDHS funded Supportive Housing Program.
- All providers have a written agreement or Memorandum of Understanding (MOU) for referrals to other social

service agencies. The MOU must include:

- a description of the types of service(s) to be provided;
 - a description detailing how referrals will be handled by each entity; and
 - a description of any follow-up actions.
- All providers have a referral process that assists program participants with enrollment into public benefit programs such as TANF, Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps), All Kids, medical and disability assistance, as well as other resources that address the needs of the program participants.
 - All providers have the ability to download the IDHS SNAP application and distribute it to eligible households.
 - All providers accurately report outcomes and submit reports to IDHS within the designated time frames utilizing the web-based reporting system.
 - The following projected data is included in the providers Funding Plan:
 - the projected unduplicated number of participants to be served during the fiscal year; and
 - the projected unduplicated number of households expected to be served during the fiscal year.

Administration

The IDHS Division of Family and Community Services, Bureau of Basic Supports administers the Supportive Housing Program for the Illinois Department of Human Services. Program staff perform all administrative and program management functions that include, but are not limited to the implementation of funding plans, contracting, program payments, and program monitoring. The SHP program deliverables are verified by staff from the Bureau of Basic Supports through on-site field monitoring.

Funding

The Supportive Housing Program is funded by the state Health and Human Services Medical Trust fund and General Revenue Fund (GRF). All SHP funds must be obligated by the end of the agreement period and expended by the end of the lapse period. Typically, funding plans are distributed in February or March of each year with contracts distributed in June. The SHP funding cycle is based on the fiscal year of July 1st to June 30th each year.

The public and not-for profit organizations that participate in the SHP must provide supportive services that are matched with at least 25% of the program costs from other sources.

Reporting

In Fiscal Year 2009 the Department made significant improvements to the SHP by developing a web-based quarterly reporting system. In an attempt to capture the maximum amount of available data, the Department designed a reporting system compatible with the federal homeless program reporting formats. The Department also added data elements to the reporting system to provide statistical information regarding homeless children.

Fiscal Reporting: The Fiscal Report is based on a three-part budget submitted by each agency as part of their



Funding Plan. The budget contains a Budget Summary, Personnel Detail, and Program Funding Sources. The Budget Summary consists of direct costs and administrative costs that are associated with the direct client services. The Personnel Detail provides specific cost information for staff responsible for direct care for program participants. The Program Funding Sources section requires SHP providers to disclose other funding resources that will meet the program match requirements.

Service Reporting: The SHP providers submit quarterly service web-based reports to the Bureau of Basic Supports. The quarterly service reports provide information that includes but is not limited to the number and characteristics of the participants served, participant demographic information, supportive services, causes of homelessness, and special needs.

Program Services

The SHP provides supportive services which are delivered in conjunction with permanent housing to low-income individuals and families who are formerly homeless or at risk of becoming homeless. Supportive services assist families and individuals to return to self-sufficiency. The supportive services provided by the SHP are those deemed necessary to move participants to the highest level of self-sufficiency. Some of the eligible supportive services include, but are not limited to:

Advocacy	Intervening on behalf of program participants to assist in the receipt and use of services.
Alcohol Abuse Services	Providing or arranging services for participants to AA (Alcoholics Anonymous) or other programs to address alcohol abuse.
Case Management	Coordinating the acquisition, delivery and use of supportive services. Case management must include individual assessments that are used to develop individual service plans.
Counseling	Providing or arranging for individual or group counseling to alleviate physical, mental, substance abuse, skill and/or domestic obstacles to self-sufficiency. Family, financial, and life skills counseling services are also eligible.
Child Care	Providing or arranging for child care services.
Children's Services	Providing or arranging for services for child-specific services, such as child abuse counseling or preschool programs.
Domestic Violence	Providing or arranging services for victims of domestic violence.
Education	Providing or arranging for services for participants to complete a course of study leading to a diploma or specific skill certificate.
Employment Services	Providing or arranging services for participants to



	complete job preparation and/or to secure job interviews/employment. This would include acquiring special tools or clothing to perform the job in which the participant is placed or working toward.
English as a Second Language	English language services available to persons who seek to improve their English language skills.
Follow-Up Services	Assessing the need and/or providing additional services upon completion of and discharge from the program.
Health/Dental Services	Providing or arranging services for participants and assuring use of needed medical and/or dental services.
HIV/AIDs Related Services	Supportive services related to the needs of participants diagnosed with HIV/AIDS.
Housing Location/Inspection	Locating and/or initial inspection of rental property on behalf of participants to assure that the housing is decent and adequate for the household and meets general health and safety standards prior to occupancy by the program participant.
Legal Service Referrals	Referrals to any legal services which may be needed by participants.
Mental Health Services	Providing or arranging services that address serious and persistent mental disabilities.
Outreach	Locating and/or contacting homeless persons in the community and informing them of available services.
Substance Abuse Services	Providing or arranging services for participants to NA (Narcotics Anonymous) or other programs to address substance abuse.
Transportation	Transporting or purchasing transportation services, such as bus tokens or taxi fares for participants to acquire medical care, public assistance, education, training or other services not provided on site.

Fiscal Year End Program Data

The following statistics were downloaded directly from the Department's SHP web-based reporting system. All of the following program data was compiled from the quarterly reports submitted by the SHP providers.

Number of Homeless Persons

Listed below is the total number of adults and children under the age of 18 that utilized SHP during the fiscal year.

Adults	Children Under 18	Total
9,800	3,739	13,539

Number of Homeless Households

Single Male	4,294
Single Female	2,669
Couple No Child	162
Couple W/Child	171
Male W/Child	92
Female W/Child	1,498
Total Unduplicated Households	8,886

Prior Living Situation

The SHP participants reported sleeping in the following places in the week prior to entering the program.

Prior Living Situation	Adults	Children Under Age 18
Non-housing (street, park, car, bus station, etc.)	2,862	508
Emergency Shelter	2,938	1,182
Transitional Housing for homeless persons	663	151
Permanent Housing	953	475
Psychiatric facility	30	11
Substance abuse treatment facility	77	1
Hospital	45	40
Jail / Prison	78	0
Domestic violence situation	244	330
Living with relatives / friends	1,004	540
Rental housing / Eviction	556	287
Disaster / Fire	3	0
Condemned housing	25	1
Other	322	213
Total	9,800	3,739

Other Shelters

This section provides the number of participants that used "other" shelters in the year prior to entering the Supportive Housing Program. If no shelters were utilized during the prior year, the number of these participants were reported in the "None" category.

Number of Shelters	Adults	Children Under Age 18
None	6,226	2,425
1	2,386	980
2	549	214
3	258	65
4	99	32
5 or more	282	23
Total	9,800	3,739

Age and Gender

This section describes the age and gender of all participants that entered the program during the fiscal year.

Age	Males	Females
62 and over	1,095	567
51 - 61	1,418	876
31 - 50	1,800	1,952
18 - 30	852	1,217
Emancipated Minor or Unaccompanied Youth*	7	9
Total Adults	9,793	

13 - 17	465	520
6 - 12	768	729
1 - 5	512	551
under 1	83	88
Total Children	3,716	

Age and Gender of Reunited Family Members or Newborns

The age and gender of newborns, other family members, emancipated minors, or unaccompanied youth reunited with a participant that entered the SHP program during the fiscal year is provided in this section.

Age	Male	Female
62 and over	0	0
51 - 61	1	1
31 - 50	1	1
18 - 30	0	3
Emancipated Minor or Unaccompanied Youth*	0	0
Total Reunited Adults	7	

13 - 17	0	0
6 - 12	4	1
1 - 5	2	0
under 1	10	6
Total Reunited Children	23	

* Emancipated or Unaccompanied Youth are defined as: emancipated minors, unaccompanied youth, married youth and/or a youth with a child.

Ethnicity

This section provides the ethnicity of the SHP participants entering the program within the fiscal year.

Ethnicity	Adults	Children Under Age 18
Hispanic or Latino	952	615
Non-Hispanic and Non-Latino	8,848	3,124
Total	9,800	3,739

Race

This section provides the race of participants entering the SHP Program during the fiscal year.

Race	Adults	Children Under Age 18
American Indian/Alaskan Native	48	11
Asian	80	29
Black/African American	6,200	2,451
Native Hawaiian/Other Pacific Islander	16	3
White	2,939	920
American Indian/Alaskan Native & White	16	4
Asian & White	22	4
Black/African American & White	144	168
American Indian/Alaskan Native & Black/African American	28	8
Other *	307	141
Total	9,800	3,739

* The "Other" category exists for participants that do not declare themselves in any of the given categories.

Special Needs

This section provides information regarding the types of special needs declared by the SHP program participants upon entering the program. (A participant may have multiple special needs.)

Special Need / Conditions	Adults	Children Under Age 18
Substance Abuse (SA)	1,572	1
Alcohol Abuse (AA)	931	0
Mental Illness (MI)	3,954	107
Developmental Disability (DD)	466	155
Physical Disability (PD)	1,777	32
HIV and / or AIDS (HIV)	624	0
Chronic Medical Health Problem	1,608	68
Domestic Violence	1,761	622
Unaccompanied Youth	45	5
Pregnant / Parenting Teen	85	4
Ex-Offenders	999	1
Other	87	7
Total	13,909	1,002

Disabling Condition

The number of program participants declaring a disabling condition upon entry into the program is reported in this section.

6,195

The definition of a disabling condition is:

1. A disability as defined in Section 223 of the Social Security Act;
2. a physical, mental, or emotional impairment which is expected to be of a long continued and indefinite duration; substantially impedes an individual's ability to live independently, and of such a nature that such ability could be more suitable housing conditions;
3. a developmental disability as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act;
4. the disease of acquired immunodeficiency syndrome or any conditions arising from the etiological agency for acquired immunodeficiency syndrome; or
5. a diagnosable substance abuse disorder.

Veterans

The number of participants that declared themselves as a veteran* that participated in the SHP Program is reported in this section.

501

* A veteran is anyone who has ever been on active military status.

Cash Income

This section provides monthly cash income levels for all SHP program participants entering the program and the income status of program participants when exiting the program.

Entering the Program

	Adults	Children Under 18
No Income	4,256	3,120
\$1 to 150	94	36
\$151 to 250	96	5
\$251 to 500	389	44
\$501 to 1000	2,569	184
\$1001 to 1500	1,148	192
\$1501 to 2000	636	105
\$2001 +	612	53
Total	9,800	3,739

Exiting the Program

	Adults	Children Under 18
No Income	1,014	775
\$1 to 150	22	6
\$151 to 250	43	16
\$251 to 500	78	13
\$501 to 1000	549	80
\$1001 to 1500	330	53
\$1501 to 2000	240	68
\$2001 +	269	23
Total	2,545	1,034

Sources of Cash Income

The sources of cash income for all participants entering the SHP program are provided in this section. Participants may have multiple sources of cash income.

Entering the Program

Income Source	Adults	Children Under 18
AABD	29	0
Alimony / Spousal Support	25	11
Child Support (or DCFS Grant)	153	170
Employment and Training	71	8
Employment Income	1,920	199
Pension / Retirement	114	0
Private Disability Insurance	5	0
Social Security	265	19
SSDI	1,182	75
SSI	1,958	72
Targeted Work Initiative	3	0
Temp. Asst. Needy Families (TANF)	374	177
Transitional / GA / Earnfare	94	4
Unemployment Benefits	103	10
Veterans Benefits	103	0
Work First / Work Pays	0	0
Worker's Compensation	4	2
Total	6,403	747

Sources of Cash Income (continued)

The sources of cash income for all participants exiting the SHP program are provided in this section.
Participants may have multiple sources of cash income.

Exiting the Program

Income Source	Adults	Children Under 18
AABD	11	2
Alimony / Spousal Support	8	0
Child Support (or DCFS Grant)	71	64
Employment and Training	60	56
Employment Income	634	112
Pension / Retirement	30	0
Private Disability Insurance	1	0
Social Security	108	0
SSDI	241	33
SSI	398	30
Targeted Work Initiative	6	0
Temp. Asst. Needy Families (TANF)	105	85
Transitional / GA / Earnfare	6	0
Unemployment Benefits	12	3
Veterans Benefits	18	0
Work First / Work Pays	0	0
Worker's Compensation	0	4
Total	1,709	389

Non-Cash Benefits

The non-cash benefits for all participants entering the program are provided in this section, as well as the non-cash benefits for all participants exiting the program during the fiscal year.

Entering the Program

Source of Benefits	Adults	Children Under 18
All Kids	12	352
Child Care Assistance	81	66
Emergency Food Assistance	1,694	229
LIHEAP	332	297
Teen Parent Program	24	6
WIC	200	126
Medical Card	5,962	2,456
Other	1,509	192
Total	9,814	3,724

Exiting the Program

Source of Benefits	Adults	Children Under 18
All Kids	9	124
Child Care Assistance	11	6
Emergency Food Assistance	603	37
LIHEAP	153	141
Teen Parent Program	20	3
WIC	142	151
Medical Card	1,397	549
Other	274	54
Total	2,609	1,065

Supplemental Nutrition Assistance Program / SNAP (formerly known as Food Stamps)

This section provides an unduplicated number of households entering the program during the fiscal year that were either currently enrolled, agency enrolled or ineligible for the program.

Enrolled Prior to Entering:	5,831
Enrolled After Entering:	1,414
Ineligible:	1,641
Total Households:	8,886

Shelter Nights

The total number of shelter nights served to all program participants during the fiscal year is provided in this section.

Shelter Nights

	Shelter Nights
Male Adults	1,254,102
Male Children	453,873
Female Adults	1,155,575
Female Children	444,622
Total	3,308,172

Shelter Meals

Meals Served / Purchased / or Vouchered for All Participants	508,572
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Supportive Services

The supportive services provided to all program participants during the fiscal year is represented in this section. (Advocacy, Case Management, and Counseling are required supportive services. All numbers in this section are non-duplicative)

Supportive Services	Adults	Children
Advocacy	74,504	4,402
Case Management	273,133	8,864
Counseling		
Financial	38,254	400
Life Skills	135,202	3,391
Other Counseling Services	41,156	708
Alcohol Abuse Services	8,575	3
Child Care	1,271	270
Children's Services	5,843	11,611
Domestic Violence	2,845	82
Education	13,798	711
Employment Services	28,496	75
English as Second Language	315	36
Follow-up Services	26,813	3,167
Health / Dental Service	34,734	658
HIV / AIDS Related Services	3,080	0
Housing Location / Inspection	28,003	172
Mental Health Services	55,715	711
Legal Service Referrals	4,512	50
Outreach	22,512	335
Substance Abuse Services	14,671	22
Transportation	123,044	1,421
Other	52,789	2,732
Total	989,265	39,821
Grand Total		1,029,086

Length of Stay

This section provides information regarding the length of time participants spent in the Supportive Housing Program before leaving.

Time Period	Adults	Children Under Age 18
Less than 1 month	278	107
1 to 2 months	269	66
3 - 6 months	405	139
7 - 12 months	505	213
13 - 24 months	386	238
25 months - 3 years	291	155
4 - 5 years	143	61
6 - 7 years	96	35
8 - 10 years	61	14
10 years and up	111	6
Total	2,545	1,034

Reason for Departure

Upon departing from the Supportive Housing Program, the following reasons were cited for all program participants during the fiscal year.

Reason for Departure	Adults	Children Under Age 18
Left for housing opportunity before completing program	159	96
Completed program	1,147	534
Non-payment of rent / occupancy charge	29	5
Non-compliance with project	163	55
Criminal activity / destruction of property / violence	66	2
Reached maximum time allowed in project	44	63
Needs could not be met by project	97	15
Disagreement with rules / persons	68	21
Death	115	0
Voucher funds exhausted	10	2
Voluntary Departure	306	105
Unknown / disappeared	272	119
Other	69	17
Total	2,545	1,034

* Transitional shelter programs are allowed to charge up to 30 % of participant income for rent.

Destination

This section provides the destination of the participants who exited the program during the fiscal year and were not expected to return.

Permanent Housing Destination	Adults	Children Under Age 18
Rental house or apartment (non-subsidized)	363	222
Public Housing	46	22
Section 8	89	69
Shelter Plus Care	16	4
HOME subsidized house or apartment	325	166
Other subsidized house or apartment	172	72
Homeownership	17	13
Moved in with family or friends	224	118
Transitional Housing Destination (24 Months or Less)		
Transitional Opportunity	37	6
Moved in with family or friends	179	114
Institutional Destination		
Psychiatric hospital	8	0
Inpatient alcohol or other drug treatment facility	18	0
Jail / prison	35	0
Other Emergency Shelter Destination		
Emergency Shelter	257	73
Other supportive housing	41	1
Places not meant for human habitation (e.g. street)	86	2
Other	171	19
Unknown Destination		
Unknown	461	133
Total	2,545	1,034

Reason for Turnaway

This section provides information regarding the reason participants were turned away from the Supportive Housing Program during the fiscal year.

Reason For Turnaway	Adults	Children Under Age 18
No Vacancy	7,687	2,001
No Voucher Funds	0	0
Inappropriate for shelter	1,637	56
Refused to accept rules	65	12
Found other housing	150	97
Total	9,539	2,166

Turnaway Referral

This section represents a duplicated count of the referrals made to program participants for other social services that were turned away from the Supportive Housing Program.

9,490

Primary Language

The Department is attempting to identify the total number of program participants that could not speak or read English. A duplicated count of the primary language for these program participants is provided in this section.

Category	Number of Adults	Number of Children
Albanian	0	0
Arabic	5	0
Bosnian	1	2
Bulgarian	0	0
Chinese	1	0
French	7	3
Gujarati	0	0
Hindi	0	0
Khmer	0	0
Korean	1	0
Lithuanian	0	0
Mandingo	0	0
Polish	4	2
Romanian	1	1
Russian	0	0
Spanish	118	81
Ukranian	1	0
Urdu	0	0
Uzbek	0	0
Vietnamese	5	1
Other - Asian	7	3
Other - African	4	2
Other - Central and South American	0	0
Other - European	0	0
Other - Indian	0	0
Other	5	0
Total	160	95



Illinois Department of Human Services

ILLINOIS EMERGENCY & TRANSITIONAL HOUSING PROGRAM

REPORT TO THE GENERAL ASSEMBLY

State Fiscal Year 2024



Emergency and Transitional Housing Program

PREFACE

The Illinois Department of Human Services (IDHS) Emergency and Transitional Housing Program (ETH) is compiled for the House and Senate Appropriation Committees of the Illinois General Assembly in accordance with 305 ILCS 5/12-4.5. This report provides historical and current fiscal year information about the Emergency and Transitional Housing Program, and outlines funding by detailing program expenditures, types of services, and number of people served.

This report should not be construed to represent the total homeless population in Illinois. This report contains data compiled from quarterly reports from organizations funded by the ETH Program.

Emergency and Transitional Housing Program

Introduction

The Illinois Emergency and Transitional Housing (ETH) Program was developed to provide immediate food and shelter to homeless persons and families or persons and families at imminent risk of becoming homeless. The ETH Program was designed to provide meals, beds and supportive services through not-for-profit organizations to homeless individuals and families to assist them to return to self-sufficiency.

Funding for the ETH Program has provided funding for emergency shelters, transitional shelters, voucher programs, food, and an array of supportive services to homeless individuals and families across the state of Illinois. In State Fiscal Year 2024, \$52,992,149 in funding was allocated to the Emergency and Transitional Housing Program providers.

Program Goal

The goal of the Emergency and Transitional Housing Program is to render immediate and comprehensive shelter services to homeless individuals and families or individuals and families at imminent risk of homelessness. The program provides food, shelter, and supportive services through local not-for-profit agencies. Program deliverables require that:

- All participants be provided with case management services, counseling services and advocacy services within 5 days of admittance to the program for transitional programs and within 15 days for overnight programs.
- All participants have access to case management services outside of normal business hours of operation including, but not limited to evening case management service hours.
- All participants have complete intake and assessment done upon entry into the program. Providers must submit all intake and assessment forms to IDHS annually for approval.
- All providers have a community outreach plan which includes a detailed description for notifying the community of the program, hours of operation, and admittance / eligibility requirements into the program they administer for IDHS. This plan includes outreach to other community service agencies and the local Family and Community Resource Center (FCRC). IDHS must be advised of any publication and distribution of flyers, printed materials and / or brochures that are part of the IDHS funded program.
- All providers have a referral process that assists program participants with enrollment into public benefit programs such as TANF, Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps), ALL Kids, medical assistance, disability assistance, as well as any other resources that address the needs of the program participants.
- All progress and supportive services for transitional shelter participants be tracked and reported within each participant's case file through the development of an Individual Service Plan that includes at a minimum a record of the participant's supportive services, case management, outcomes, goals, progress notes, and benefit assistance.
- All providers have the ability to download the IDHS Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps) application and distribute to all eligible households.

- All providers have a written agreement or memorandum of understanding for referrals with other social service providers. The agreement or memorandum of understanding includes at a minimum; the type of services to be provided, the referral process of each agency, and follow-up actions.
- All providers accurately report outcomes and submit quarterly reports to IDHS utilizing the Emergency and Transitional Housing (ETH) web-based reporting system.
- All providers report the following information in the annual Funding Plan:
 - an unduplicated number of projected participants to be served in the fiscal year;
 - an unduplicated number of projected households to be served in the fiscal year;
 - the projected nights of shelter to be provided during the fiscal year; and
 - the projected number of meals to be provided, served, purchased, or vouchered during the fiscal year.

Administration

The IDHS Division of Family and Community Services, Bureau of Basic Supports administers the state funded ETH Program. Program staff perform all administrative and program management functions that includes, but is not limited to, the implementation of funding plans, contracting, program payments, and program monitoring. The ETH Program deliverables are verified by IDHS staff through on-site field monitoring.

Funding

The General Revenue Fund (GRF) allocation for the ETH Program provides food, shelter and supportive services to homeless individuals and families throughout the state. The allocation is divided between Chicago (54%) and the balance of the state (46%).

The public and not-for-profit organizations that participate in the ETH Program must provide shelter and supportive services and match at least 25% of the program costs from other sources. Fifty percent of the match must be cash. The other fifty percent may be cash and/or in-kind services, including volunteer services, or the value of the property.

Included in the ETH appropriation are funds allocated for technical assistance. The Illinois Association of Community Action Agencies provides monthly information to homeless agencies across the state regarding legislative and programmatic changes, public and private funding opportunities, and changes in federally funded homeless programs.

Reporting

In Fiscal Year 2009 the Department made significant improvements to the ETH Program by developing a web-based quarterly reporting system. In an attempt to capture the maximum amount of available data, the Department designed a reporting system compatible with the U.S. Department of Housing and Urban Development homeless program reporting formats. The Department also added data elements to the reporting system to provide statistical information regarding homeless children.

Fiscal Reporting: Fiscal compliance, program activity, and program monitoring are employed by IDHS staff to ensure the effective administration of the ETH Program. Upon execution of the ETH contract, all agencies are required to report expenditures quarterly utilizing a web-based reporting system.

Service Reporting: Client activity is also reported quarterly on the IDHS web-based reporting system. The number of participants served, characteristics, services, causes of homelessness, special needs, and household types are just

some of the data elements collected.

Program Services

Shelter programs funded by the ETH Program include:

- Overnight / Emergency Shelters that provide emergency sleeping accommodations for 12 or fewer hours that serve at least one meal and provide supportive services;
- Voucher Programs that provide emergency shelter on a per diem basis at a nearby hotel or motel when other overnight shelter is not available and also provide supportive services and may provide food;
- Transitional Shelters that provide shelter, food and supportive services for up to 24 months.

While the majority of the ETH funding provides for food and shelter, all organizations must also provide supportive services to receive funding from the ETH Program.

The supportive services provided by the ETH Program assist homeless individuals and families return to self-sufficiency. The eligible supportive services include:

Advocacy	Intervening on behalf of program participants to assist in the receipt and use of support services.
Alcohol Abuse Services	Providing or arranging services for participants to attend AA (Alcoholics Anonymous) or other programs that address alcohol abuse issues.
Case Management	Coordinating the acquisition, delivery and use of supportive services. Case management must include individual assessments that are used to develop individual service plans.
Child Care	Providing or arranging child care services.
Children's Services	Providing or arranging services for child-specific services, such as child abuse counseling or preschool programs.
Counseling	Providing or arranging for individual or group counseling to alleviate physical abuse, mental health issues, substance abuse, and/or familial obstacles that are preventing a return to self-sufficiency.
Domestic Violence	Providing or arranging services for victims of domestic violence.
Education	Providing or arranging services for participants to complete a course of study leading to a diploma or specific skill certificate.
Employment Services	Providing or arranging services for participants to complete job preparation and/or to secure job interviews or employment. This may include acquiring special tools



	or clothing to perform the job in which the participant is placed or receiving training.
English as a Second Language	English language services available to persons who seek to improve Language their English language skills.
Follow Up	Assessing the need and providing additional services upon completion of, and discharge from the Emergency and Transitional Housing Program.
Health/Dental Services	Providing or arranging services for participants and assuring use of needed medical and dental services.
HIV/AIDS Related Services	Supportive services related to the needs of participants diagnosed with HIV/AIDS.
Housing Location / Inspection	Locating and/or the initial inspection of rental property on behalf of inspection participants to ensure that the housing is decent and adequate for the household and meets the general health and safety standards prior to tenant occupancy.
Legal Service Referral	Referrals to any legal services which may be needed by participants.
Mental Health Services	Providing or arranging services that address serious mental health issues that cannot be resolved through regular counseling services.
Outreach	Locating and contacting homeless individuals or families in the community and inform them of available services.
Substance Abuse Services	Providing or arranging services for participants to attend NA (Narcotics Anonymous) or other programs that address substance abuse issues.
Transportation	Transporting or purchasing services, such as bus tokens or taxi fares for participants to obtain medical care, public assistance, education, training and other services not provided on site.

Fiscal Year End Program Data

The following statistics were downloaded directly from the Department's ETH web-based reporting system. All of the following program data was compiled from the quarterly reports submitted by the ETH providers.

Number of Homeless Persons

Listed below is the total number of adults and children under the age of 18 that utilized ETH during the fiscal year.

Adults	Children Under 18	Total
24,896	8,263	33,159

Number of Homeless Households

Single Male	12,637
Single Female	6,676
Couple No Child	329
Couple W/Child	750
Male W/Child	214
Female W/Child	2,915
Total Unduplicated Households	23,521

Prior Living Situation

The ETH participants reported sleeping in the following places in the week prior to entering the program.

Prior Living Situation	Adults	Children Under Age 18
Non-housing (street, park, car, bus station, etc.)	7,158	1,433
Emergency Shelter	6,453	3,104
Transitional Housing for homeless persons	379	30
Permanent Housing	202	85
Psychiatric facility	236	4
Substance abuse treatment facility	375	0
Hospital	773	59
Jail / Prison	759	3
Domestic violence situation	750	795
Living with relatives / friends	4,900	1,526
Rental housing / Eviction	1,206	443
Disaster / Fire	54	25
Condemned housing	157	47
Other	1,494	709
Total	24,896	8,263

Other Shelters

This section provides the number of participants that used "other" shelters in the year prior to entering the Emergency and Transitional Housing Program. If no shelters were utilized during the prior year, the number of these participants were reported in the "None" category.

Number of Shelters	Adults	Children Under Age 18
None	15,027	5,512
1	5,498	1,931
2	2,289	502
3	1,044	174
4	499	76
5 or more	537	66
Total	24,894	8,261

Age and Gender

This section describes the age and gender of all participants that entered the program during the fiscal year.

Age	Males	Females
62 and over	1,506	729
51 - 61	3,084	1,639
31 - 50	5,734	4,645
18 - 30	3,866	3,553
Emancipated Minor or Unaccompanied Youth*	54	80
Total Adults	24,890	

13 - 17	727	827
6 - 12	1,597	1,655
1 - 5	1,384	1,466
under 1	289	304
Total Children	8,249	

Age and Gender of Reunited Family Members or Newborns

The age and gender of newborns, other family members, emancipated minors, or unaccompanied youth reunited with a participant that entered the ETH program during the fiscal year is provided in this section.

Age	Male	Female
62 and over	0	0
51 - 61	1	0
31 - 50	1	3
18 - 30	1	0
Emancipated Minor or Unaccompanied Youth*	0	0
Total Reunited Adults	6	

13 - 17	2	1
6 - 12	1	1
1 - 5	0	0
under 1	5	4
Total Reunited Children	14	

* Emancipated or Unaccompanied Youth are defined as: emancipated minors, unaccompanied youth, married youth and/or a youth with a child.

Ethnicity

This section provides the ethnicity of the ETH participants entering the program within the fiscal year.

Ethnicity	Adults	Children Under Age 18
Hispanic or Latino	2,964	1,602
Non-Hispanic and Non-Latino	21,932	6,661
Total	24,896	8,263

Race

This section provides the race of participants entering the ETH Program during the fiscal year.

Race	Adults	Children Under Age 18
American Indian/Alaskan Native	225	98
Asian	420	24
Black/African American	13,557	5,287
Native Hawaiian/Other Pacific Islander	120	36
White	8,680	1,551
American Indian/Alaskan Native & White	81	30
Asian & White	21	7
Black/African American & White	408	512
American Indian/Alaskan Native & Black/African American	67	27
Other *	1,317	691
Total	24,896	8,263

* The "Other" category exists for participants that do not declare themselves in any of the given categories.

Special Needs

This section provides information regarding the types of special needs declared by the ETH program participants upon entering the program. (A participant may have multiple special needs.)

Special Need / Conditions	Adults	Children Under Age 18
Substance Abuse (SA)	3,762	9
Alcohol Abuse (AA)	3,072	13
Mental Illness (MI)	7,290	171
Developmental Disability (DD)	1,029	284
Physical Disability (PD)	3,022	73
HIV and / or AIDS (HIV)	354	6
Chronic Medical Health Problem	3,352	193
Domestic Violence	4,476	1,660
Unaccompanied Youth	227	6
Pregnant / Parenting Teen	277	57
Ex-Offenders	3,823	108
Other	798	50
Total	31,482	2,630

Disabling Condition

The number of program participants declaring a disabling condition upon entry into the program is reported in this section.

8,977

The definition of a disabling condition is:

1. A disability as defined in Section 223 of the Social Security Act;
2. a physical, mental, or emotional impairment which is expected to be of a long continued and indefinite duration; substantially impedes an individual's ability to live independently, and of such a nature that such ability could be more suitable housing conditions;
3. a developmental disability as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act;
4. the disease of acquired immunodeficiency syndrome or any conditions arising from the etiological agency for acquired immunodeficiency syndrome; or
5. a diagnosable substance abuse disorder.

Veterans

The number of participants that declared themselves as a veteran* that participated in the ETH Program is reported in this section.

956

* A veteran is anyone who has ever been on active military status.

Cash Income

This section provides monthly cash income levels for all ETH program participants entering the program and the income status of program participants when exiting the program.

Entering the Program

	Adults	Children Under 18
No Income	15,963	7,611
\$1 to 150	159	14
\$151 to 250	211	28
\$251 to 500	767	65
\$501 to 1000	3,439	231
\$1001 to 1500	1,661	107
\$1501 to 2000	1,238	90
\$2001 +	1,411	117
Total	24,849	8,263

Exiting the Program

	Adults	Children Under 18
No Income	10,966	5,103
\$1 to 150	103	8
\$151 to 250	163	11
\$251 to 500	595	48
\$501 to 1000	2,753	161
\$1001 to 1500	1,346	70
\$1501 to 2000	1,042	87
\$2001 +	1,183	80
Total	18,151	5,568

Sources of Cash Income

The sources of cash income for all participants entering the ETH program are provided in this section. Participants may have multiple sources of cash income.

Entering the Program

Income Source	Adults	Children Under 18
AABD	3	0
Alimony / Spousal Support	55	0
Child Support (or DCFS Grant)	242	91
Employment and Training	60	1
Employment Income	4,142	281
Pension / Retirement	197	30
Private Disability Insurance	32	2
Social Security	332	15
SSDI	1,563	92
SSI	2,661	143
Targeted Work Initiative	99	1
Temp. Asst. Needy Families (TANF)	492	120
Transitional / GA / Earnfare	52	1
Unemployment Benefits	152	12
Veterans Benefits	106	0
Work First / Work Pays	5	0
Worker's Compensation	50	8
Total	10,243	797

Sources of Cash Income (continued)

The sources of cash income for all participants exiting the ETH program are provided in this section. Participants may have multiple sources of cash income.

Exiting the Program

Income Source	Adults	Children Under 18
AABD	7	49
Alimony / Spousal Support	49	0
Child Support (or DCFS Grant)	186	59
Employment and Training	117	0
Employment Income	3,318	232
Pension / Retirement	131	6
Private Disability Insurance	20	2
Social Security	262	21
SSDI	1,192	36
SSI	2,171	89
Targeted Work Initiative	23	2
Temp. Asst. Needy Families (TANF)	389	116
Transitional / GA / Earnfare	41	1
Unemployment Benefits	114	4
Veterans Benefits	77	0
Work First / Work Pays	2	0
Worker's Compensation	29	0
Total	8,128	617

Non-Cash Benefits

The non-cash benefits for all participants entering the program are provided in this section, as well as the non-cash benefits for all participants exiting the program during the fiscal year.

Entering the Program

Source of Benefits	Adults	Children Under 18
All Kids	181	992
Child Care Assistance	62	78
Emergency Food Assistance	5,243	798
LIHEAP	69	33
Teen Parent Program	25	6
WIC	273	139
Medical Card	12,499	3,480
Other	2,803	621
Total	21,155	6,147

Exiting the Program

Source of Benefits	Adults	Children Under 18
All Kids	153	884
Child Care Assistance	690	36
Emergency Food Assistance	3,789	606
LIHEAP	71	44
Teen Parent Program	23	3
WIC	769	95
Medical Card	9,315	2,369
Other	4,269	809
Total	19,079	4,846

**Supplemental Nutrition Assistance Program / SNAP
(formerly known as Food Stamps)**

This section provides an unduplicated number of households entering the program during the fiscal year that were either currently enrolled, agency enrolled or ineligible for the program.

Enrolled Prior to Entering:	13,960
Enrolled After Entering:	6,069
Ineligible:	3,433
Total Households:	23,462

Shelter Nights and Meals

The total number of shelter nights and meals served to all program participants during the fiscal year is provided in this section.

Shelter Nights

	Overnight Shelter	Voucher Shelter	Transitional Shelter
Male Adults	803,468	17,028	103,332
Male Children	267,501	10,590	94,823
Female Adults	576,197	17,827	146,684
Female Children	308,322	9,056	83,380
Total	1,955,488	54,501	428,219
Grand Total			2,438,208

Shelter Meals

Meals Served / purchased / or Vouchered for All Participants	1,926,472	23,258	529,313
Grand Total			2,479,043

Supportive Services

The supportive services provided to all program participants during the fiscal year is represented in this section. (Advocacy, Case Management, and Counseling are required supportive services. All numbers in this section are non-duplicative)

Supportive Services	Adults	Children
Advocacy	115,285	29,856
Case Management	292,513	57,341
Counseling		
Financial	43,554	2,573
Life Skills	118,570	14,221
Other Counseling Services	56,921	10,640
Alcohol Abuse Services	24,779	16
Child Care	13,750	14,531
Children's Services	11,144	21,302
Domestic Violence	6,429	3,035
Education	18,843	12,803
Employment Services	50,391	3,208
English as Second Language	5,092	2,269
Follow-up Services	27,988	1,625
Health / Dental Service	32,950	6,737
HIV / AIDS Related Services	1,089	31
Housing Location / Inspection	23,906	2,624
Mental Health Services	47,035	5,678
Legal Service Referrals	5,341	355
Outreach	26,858	468
Substance Abuse Services	35,266	80
Transportation	135,337	10,128
Other	273,610	98,316
Total	1,366,651	297,837
Grand Total	1,664,488	

Length of Stay

This section provides information regarding the length of time participants spent in the Emergency and Transitional Housing Program before leaving.

Time Period	Adults	Children Under Age 18
Less than 1 month	9,129	1,983
1 to 2 months	3,401	1,277
3 - 6 months	3,484	1,448
7 - 12 months	1,447	484
13 - 24 months	618	324
25 months - 3 years	102	51
4 - 5 years	14	0
6 - 7 years	0	1
8 - 10 years	0	0
10 years and up	0	0
Total	18,195	5,568

Reason for Departure

Upon departing from the Emergency and Transitional Housing Program, the following reasons were cited for all program participants during the fiscal year.

Reason for Departure	Adults	Children Under Age 18
Left for housing opportunity before completing program	1,585	604
Completed program	4,960	2,246
Non-payment of rent / occupancy charge	48	53
Non-compliance with project	1,353	335
Criminal activity / destruction of property / violence	354	61
Reached maximum time allowed in project	460	208
Needs could not be met by project	321	67
Disagreement with rules / persons	987	291
Death	58	17
Voucher funds exhausted	306	142
Voluntary Departure	4,796	930
Unknown / disappeared	2,570	426
Other	397	188
Total	18,195	5,568

* Transitional shelter programs are allowed to charge up to 30 % of participant income for rent.

Destination

This section provides the destination of the participants who exited the program during the fiscal year and were not expected to return.

Permanent Housing Destination	Adults	Children Under Age 18
Rental house or apartment (non-subsidized)	1,237	655
Public Housing	209	120
Section 8	144	154
Shelter Plus Care	23	5
HOME subsidized house or apartment	750	432
Other subsidized house or apartment	900	618
Homeownership	40	17
Moved in with family or friends	1,264	652
Transitional Housing Destination (24 Months or Less)		
Transitional Opportunity	404	106
Moved in with family or friends	1,743	573
Institutional Destination		
Psychiatric hospital	84	7
Inpatient alcohol or other drug treatment facility	140	2
Jail / prison	165	9
Other Emergency Shelter Destination		
Emergency Shelter	1,515	425
Other supportive housing	165	66
Places not meant for human habitation (e.g. street)	487	26
Other	2,269	625
Unknown Destination		
Unknown	6,658	1,076
Total	18,197	5,568

Reason for Turnaway

This section provides information regarding the reason participants were turned away from the Emergency and Transitional Housing Program during the fiscal year.

Reason For Turnaway	Adults	Children Under Age 18
No Vacancy	10,700	3,928
No Voucher Funds	439	124
Inappropriate for shelter	4,491	1,502
Refused to accept rules	1,643	395
Found other housing	1,831	309
Total	19,104	6,258

Turnaway Referral

This section represents a duplicated count of the referrals made to program participants for other social services that were turned away from the Emergency and Transitional Housing Program.

19,259

Primary Language

The Department is attempting to identify the total number of program participants that could not speak or read English. A duplicated count of the primary language for these program participants is provided in this section.

Category	Number of Adults	Number of Children
Albanian	4	1
Arabic	14	6
Bosnian	0	0
Bulgarian	2	0
Chinese	14	2
French	45	10
Gujarati	1	0
Hindi	3	2
Khmer	0	0
Korean	2	0
Lithuanian	0	0
Mandingo	0	0
Polish	18	0
Romanian	2	0
Russian	15	4
Spanish	907	473
Ukranian	9	5
Urdu	0	0
Uzbek	1	0
Vietnamese	1	0
Other - Asian	5	0
Other - African	9	11
Other - Central and South American	2	2
Other - European	8	0
Other - Indian	6	0
Other	15	5
Total	1,083	521