

Supporting Illinois Residents Facing a Housing Crisis: Response System and Access

Presentation to the Metropolitan Mayors Caucus – Diversity Issues Taskforce

Illinois Department of Human Services

Division of Family & Community Services

New Arrivals Response, Office of the Secretary

Office of Illinois Welcoming Centers for Refugee and Immigrant Services

Office of Community and Positive Youth Development

Office to Prevent and End Homelessness

March 19, 2024



Today's Speakers

- Christine Haley, Chief Homelessness Officer Illinois Office to Prevent and End Homelessness
- David Fries, Family and Community Services
- Karina Lopez, Illinois Office of Welcoming Centers for Refugee and Immigrant Services
- Kylon Hooks, Deputy Chief, Illinois Office to Prevent and End Homelessness on behalf of Office of Community and Positive youth Development
- Mahi Mahmood, New Arrivals Response





WHO WE ARE

VISION

No resident in the State of Illinois lives on the street, in a shelter, or in overcrowded housing. Illinoisians earn a living wage that allows them to afford housing in their community, without fear of eviction. When a housing crisis occurs, safety net supports allow quick resolution to stabilize housing.

MISSION

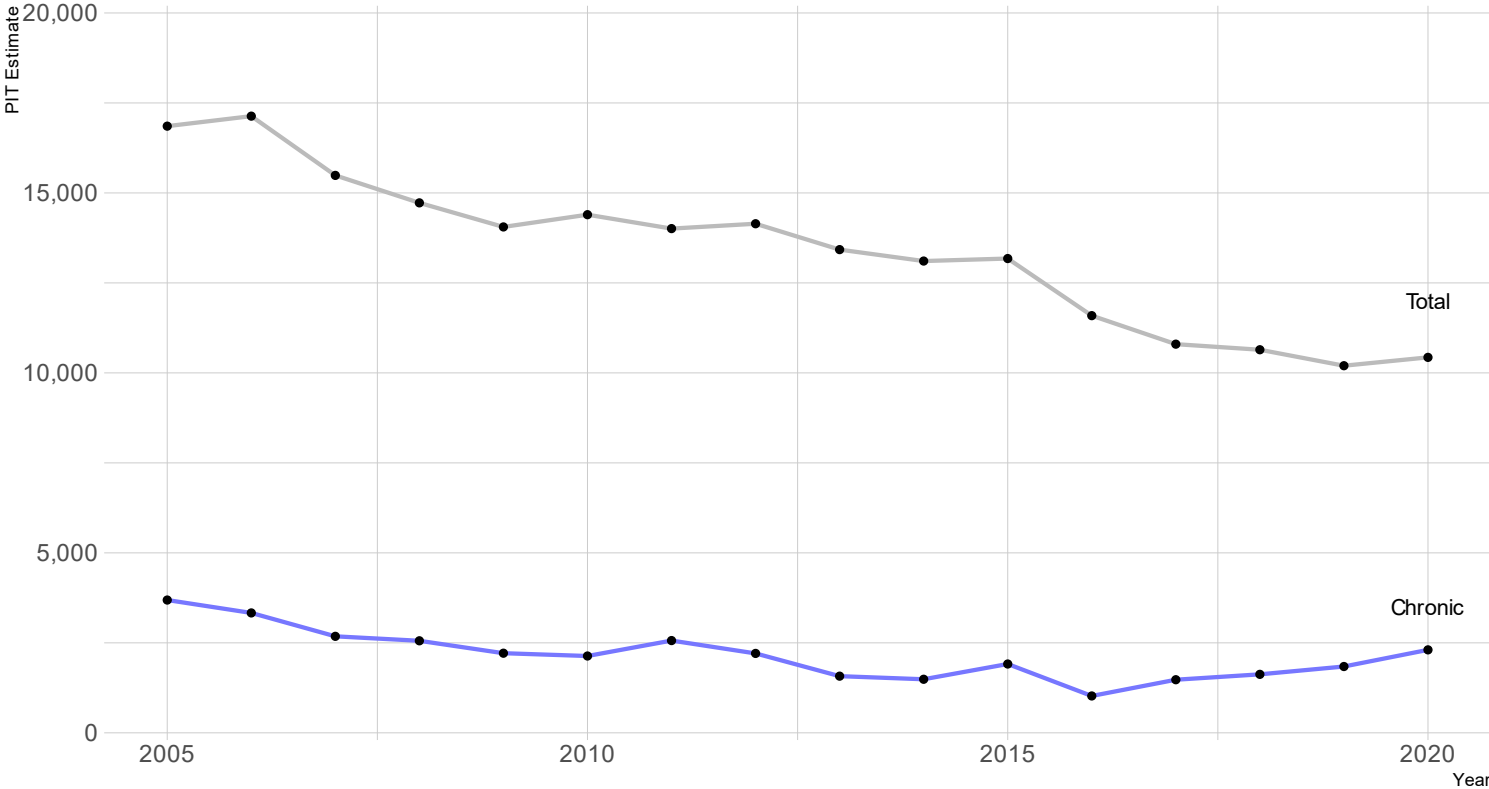
Coordinating State of Illinois agency strategies and investments and partnering with the community to build a strong safety net and permanent housing for Illinoisans facing homelessness and housing insecurity.



Current Landscape of Homelessness in Illinois

Illinois Total Homeless Population Falling, Chronically Homeless Rising

The percentage of the homeless population made up of chronically homeless rose from 9% in 2016 to 22% in 2020.



Homelessness by the Numbers: 120,857 Persons Annually (2022)

Annually, 44,063 people in 27,733 households are served in Illinois' literal homeless system, of whom an estimated:

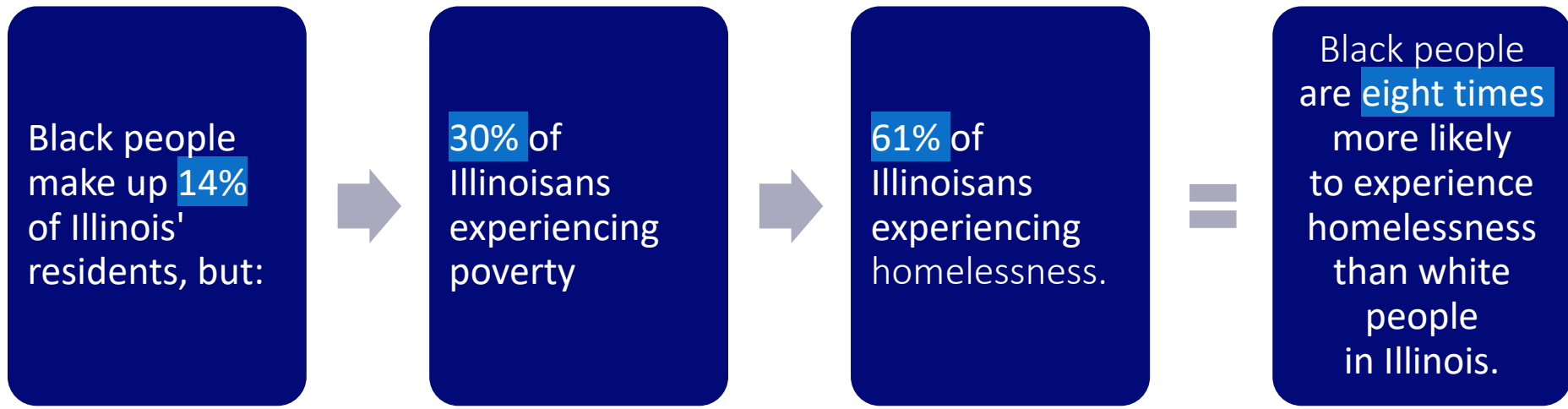
- 18% live with mental illnesses
- 12% live with substance abuse disorders
- 5% are veterans
- 8% are survivors of domestic violence
- 6% are youth adults ages 18-24
- 5% Are parenting youth or children of parenting youth

76,794 children, from infants through 12th grade, experienced doubled-up homelessness in 2020-21 school year

FY22 IDHS funded emergency shelter turn-aways: **9,837 individuals and 2,651 children**

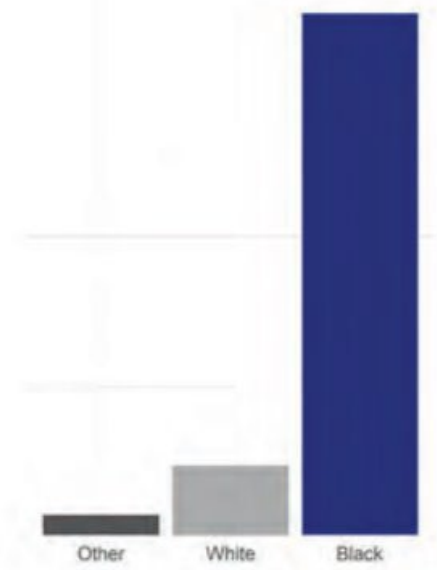
Average wait time for access to homeless housing resource in Chicago: **703 days**

Racial Disparities in Homelessness: Black Homelessness



Illinois Homeless Population Prevalence per 100k by Race, 2020

IL Homeless Population Prevalence per 100k by Race, 2020

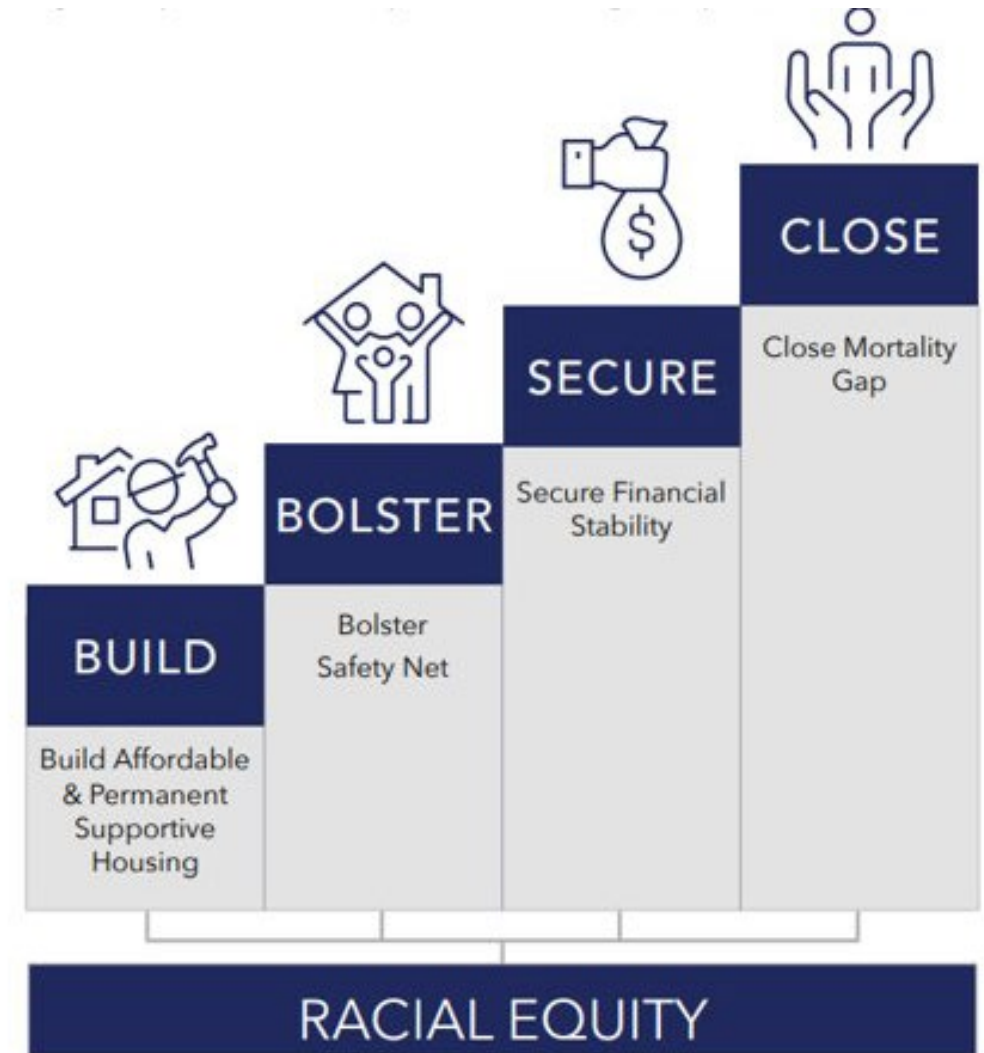


Source: HUD Data Exchange, FYT Counts (2020)
US Census Bureau, PL 94-171 Redistricting Data (2020)

Home Illinois: A Proposed Plan and Budget to Reach Functional Zero

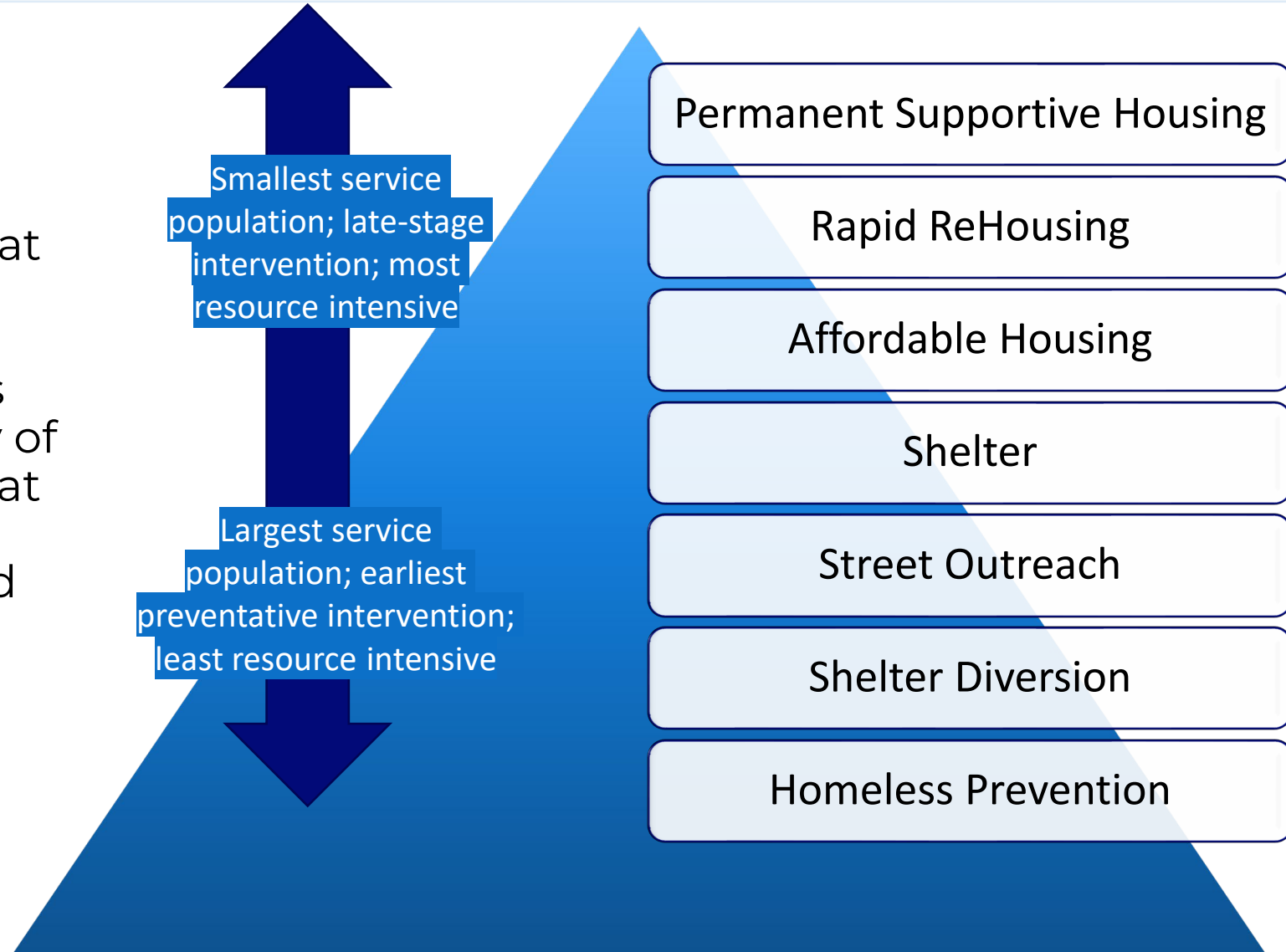
Plan to Prevent & End Homelessness: Home Illinois Framework

- Inventory of 100+ policy, program or process activities across 17 State agencies
- Foundational goal: ending the racial disparity that exists in homelessness



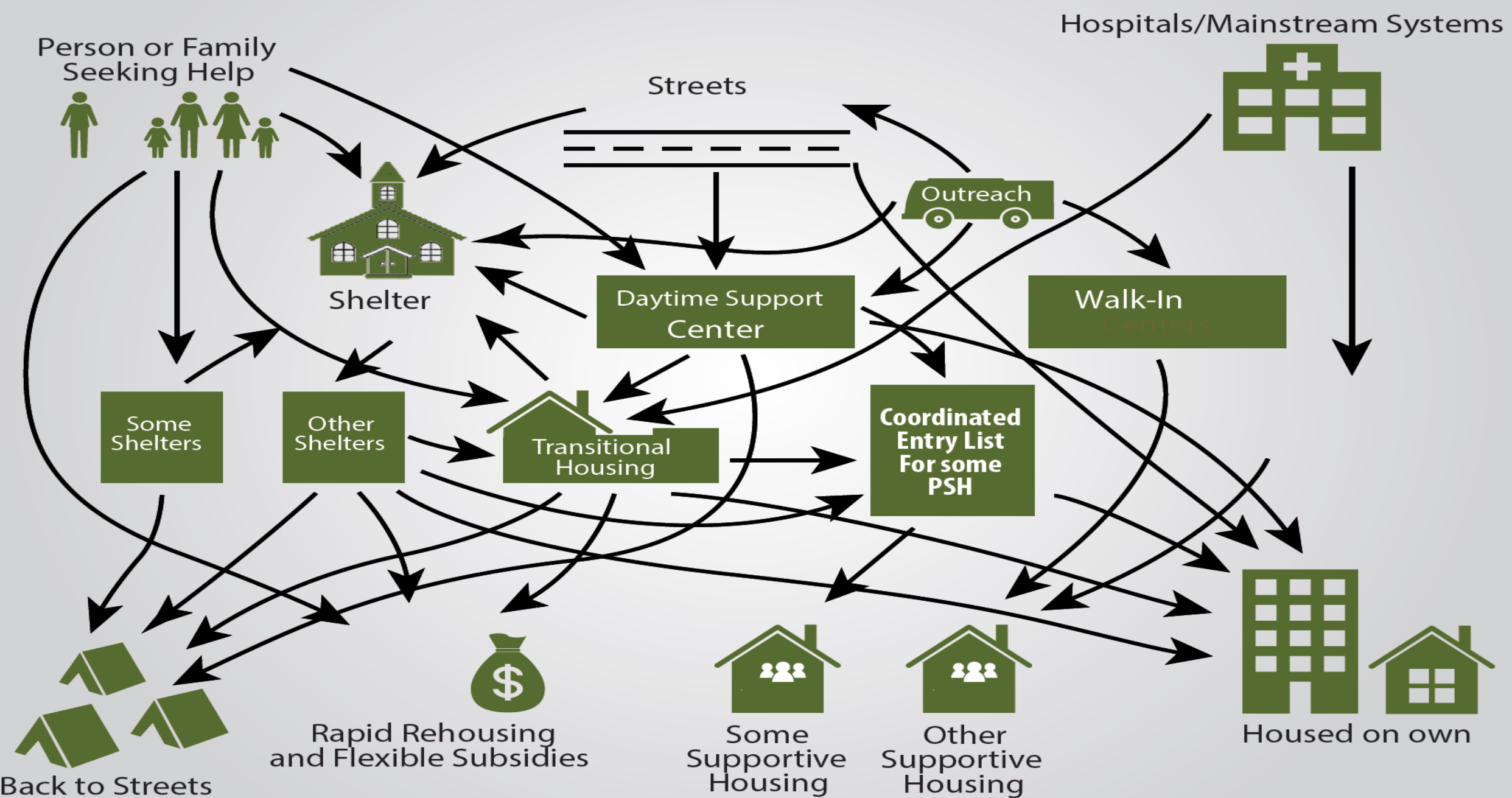
The Continuum of Home Illinois Housing Interventions

- Individuals experiencing/at risk of experiencing homelessness need a variety of interventions at different intensities and stages in the process



What is a Continuum of Care?

- A Continuum of Care (CoC) is a community wide policy and planning body on homelessness. CoCs are funded by and prepare a joint funding application for the US Department of Housing and Urban Development.
- Representatives include: nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons
- Responsibilities include: operating the CoC, designating and operating an HMIS (Homeless Management Information System), planning for the CoC, and designating and implementing the process associated with applying for CoC Program Funds



What is Coordinated Entry?

- Coordinated Entry System is a centralized referral network for people who are experiencing homelessness to **access housing resources and supportive services**
- The Homeless Management Information System or **HMIS is utilized as the primary tool to engage and triage** individuals and families with a Standardized Housing Assessment to match housing providers with appropriate interventions
- Chicago- Call 3-1-1, Ask for Short Term Help to get connected to shelter resources
- Outside of Chicago, United Way's Statewide 2-1-1
- HMIS is used statewide to track the changing dynamics of the homeless and unsheltered population in real-time to prioritize resources and improve housing and service outcomes

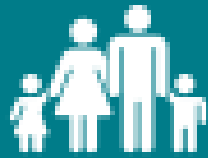
Coordinated Entry Core Elements

ACCESS

ASSESSMENT

PRIORITIZATION

REFERRAL



Initial Triage



Diversion



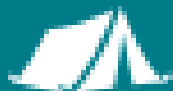
Intake



Initial Assessment



Potential Eligibility Assessment



Comprehensive Assessment

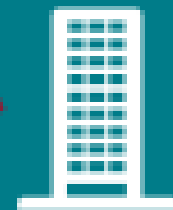
1.

2.

3.

4.

5.



Family and Community Services

Homeless Services Programs

Emergency and Transitional Housing

- FY24 Funding: \$51.9M

Homeless Prevention

- FY24 Funding: \$21.8M

Supportive Housing

- FY24 Funding: \$19.4M



Emergency and Transitional Housing (ETH)

ETH provides immediate and comprehensive shelter services to homeless persons and persons at risk of becoming homeless. ETH provides funding for meals, shelter, and support services to not-for-profit organizations and local governments

ETH providers offer one or more of the following types of shelter, accompanied by supportive services as well as food or access to food:

- Overnight shelter - a place to sleep for less than 12 hours.
- Transitional shelter – housing for up to two years
- Voucher shelter – hotel or motel stays when shelters are full or not available

Emergency and Transitional Housing (ETH)

Emergency and Transitional Housing providers must provide access to at least one meal each day, along with supportive service to help clients return to self-sufficiency. These services may include:

- Housing Location/Inspection/Placement
- Abuse Intervention
- Job Preparation/Employment Services
- Counseling
- Transportation
- Follow-up
- Case Management

Homeless Prevention Program

HP provides rental or mortgage assistance, security deposit assistance, utility assistance, and supportive services to individuals and families who are in imminent danger of eviction or foreclosure or are currently homeless. The program is designed to provide short-term assistance to stabilize housing and prevent homelessness.

The Homeless Prevention program may provide a combination of the following. The total of these services for each household may not exceed the dollar value of six months' worth of the client's rent or mortgage amount.

- Payment of rent or mortgage
- Payment of rent or mortgage arrearage
- Payment of utilities and utility arrearage
- Payment of security deposit

Homeless Prevention Program

The Homeless Prevention program also provides supportive services directly related to the prevention of homelessness, which may include:

- Housing Location/Inspection
- Legal Services
- Job Preparation/Employment Services
- Counseling
- Outreach
- Follow-up
- Case Management

Supportive Housing Program

SHP provides necessary supportive services in conjunction with housing to individuals and families who are formerly homeless or are at risk of becoming homeless. The program is designed to prevent people from returning to or falling into homelessness by offering the supportive services needed to function independently.

Supportive Housing clients are housed in either Single Room Occupancy (SRO) facilities or Family Developments. Supportive services are usually provided on site by the managing community organization, or clients are provided with transportation.

Supportive services are tailored to the needs of the client and designed to prevent homelessness and achieve self-sufficiency. These may include:

- Mental Health Services
- Alcohol and Substance Abuse Counseling
- Job Training/Employment Services
- Child Care
- Transportation
- Advocacy
- Case Management

Office of Illinois Welcoming Centers for Refugee & Immigrant Services

Funding Programs

The Office of Illinois Welcoming Centers for Refugee and Immigrant Services funds community-based organizations to provide vital programs and services for individuals with limited proficiency in English and immigrant and refugee communities.

Funded Programs Include:

- Immigrant Integration Services
- Illinois Welcoming Centers (One-stop services)
- Refugee Resettlement Services
- Access to Justice
- Title XX-DFI
- Legal Aid Services



Immigrant Integration Services

Immigrant Family Resources Program (IFRP)

- **36** community-based organizations are part of IFRP.
- Aim to raise awareness and improve access to public benefits.
- **27,884** unduplicated individuals served under the IFRP.

Immigrant Family Support Program (IFSP)

- IFSP focuses on addressing the needs of vulnerable immigrant community members.
- Specifically targets those impacted by income and financial instability.
- **11,524** individuals served under IFSP.

New Americans Initiative (NAI)

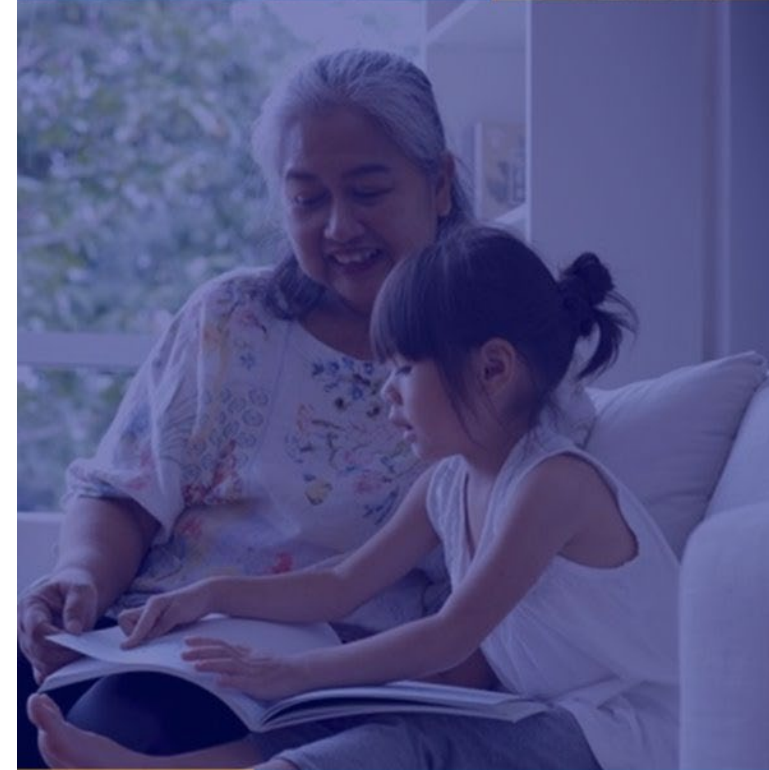
- **48** community-based organizations are part of NAI.
- Increase rates of naturalization for Illinois legal permanent residents.
- Assist eligible individuals applying for and renewing their DACA.
- **5,094** unduplicated individuals served under NAI.

Illinois Welcoming Centers (IWC)

- **44** community-based organizations are part of IWC.
- A one-stop center that provides linguistically and culturally sensitive services such as:
 - Case Management
 - Crisis Intervention
 - Referral
 - Outreach
 - Community Alliances
- **17,875** unduplicated individuals served under IWC.

Refugee Resettlement Services

- The Illinois Department of Human Services administers refugee resettlement services and health screening processes in Illinois in close collaboration with the Illinois Department of Public Health Center for Minority Health Services.
- **1,597** unduplicated individuals served under Refugee Resettlement Services.



Access to Justice (A2J)

- **52** community-based organizations are part of A2J.
- A2J focuses on deportation defense and formerly incarcerated services. It ensures access to legal representation in immigration and other civil and criminal proceedings and provides legal assistance to immigrants and ex-offenders.
- **4,407** unduplicated individuals served under A2J.

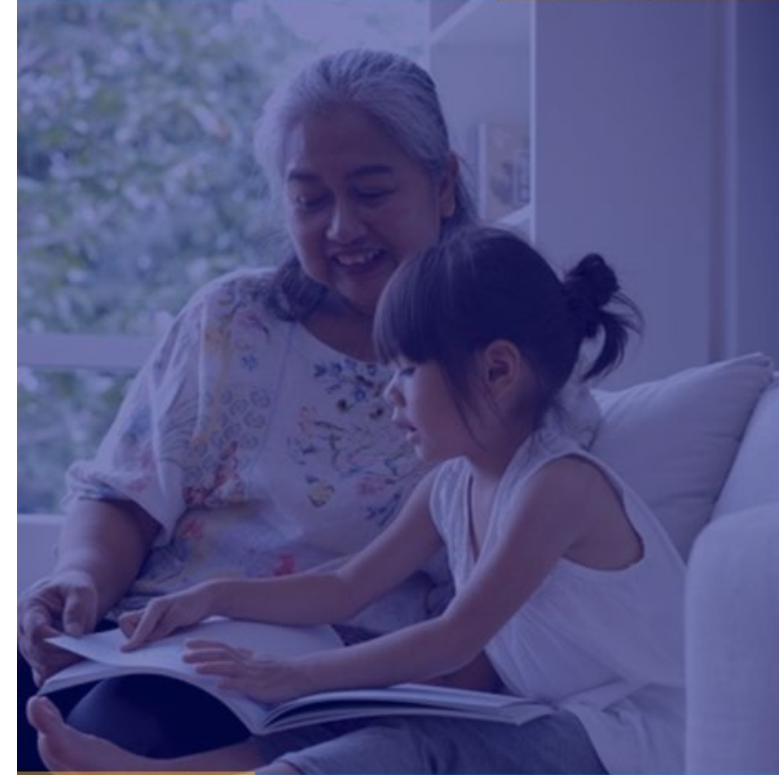
Title XX-DFI

- Assists low-income immigrants and refugees. The program also provides training to high-skilled refugees for recertification and job placement.
- **Services included are:**
 - Training
 - Job search support
 - Networking opportunities
- Includes employer education to address cultural issues and enhance networking.



Legal Aid Services:

- **6** community-based organizations are part of the Legal Aid Services.
- The overall goal of Legal Aid Services is to expand available immigration services and increase the number of immigrants receiving quality immigration legal services.
- **808** individuals screened under Legal Aid Services.
- **735** individuals completed and submitted applications for immigration remedies.
- **3882** individuals participated in education and training.



Office of Community and Positive Youth Development (Homeless Youth)

Office of Positive Youth Development Staff

Karrie Rueter

Associate Director
IDHS, Family & Community Services

Kristen Marshall

Bureau Chief
IDHS, Family & Community Services, Bureau of Youth
Intervention Services

Wendy Nussbaum

Senior Public Service Administrator
IDHS, Family & Community Services

Julie Stremlau

Public Service Administrator
Homeless Youth Program Coordinator
IDHS, Family & Community Services



Homeless Youth Program

- The Homeless Youth program serves youth who are 14 to 23 years of age who cannot return home and/or have lack of housing and the skills necessary to live independently.
- The program strives to meet the immediate safety and survival needs of youth (food, clothing, and shelter) and to provide services that help homeless youth transition to independent living and become self-sufficient.
- The program also ensures necessary service referrals to CCBYS, Mental Health, Substance Abuse and Prenatal and Parenting.

Homeless Youth Program

- Services provided include emergency shelter, outreach and transitional living.
- Services available to youth in these programs include: housing, food, needed goods, and assistance in obtaining and maintaining available support and services in the community, educational services, basic life skills, employment and/or vocational training.

Program Components

Outreach (OR)

Outreach programs are designed to identify homeless youth to ensure that their basic safety, survival and immediate needs are being met, and to provide when possible, case management and other services designed to assist the youth in making healthy lifestyle choices.

Emergency Shelter/Interim Housing (ES)

Emergency/Interim Housing programs provide temporary housing and services to homeless youth on a 24-hour basis for up to 120 days. These programs are designed to ensure that basic safety, survival and immediate needs are being met, to reunify the youth with his/her family, when possible or to transition them from homelessness to self-sufficient living.

Transitional Living (TL)

Transitional Living programs provide housing and services to homeless youth for up to 24 months. Programs are designed to transition youth from homelessness to self-sufficient living; and/or to reunify the youth with his/her family, when possible.

Services Provided to Youth by Providers

- housing; needed goods (clothing, shoes, food and personal hygiene products, etc.)
- benefits services (e.g., SSI, SSDI, WIC, TANF etc.)
- educational services
- life skills/independent living skills
- employment and/or vocational training
- recreational services
- social skills training
- prevention services
- transportation
- individual counseling
- services for special needs populations (pregnant; parenting; LEP: LGBTQ+; delinquent; physically and developmentally disabled) such as access to childcare
- parenting classes
- prenatal care
- nutrition education
- And services generally provided through referral including substance abuse services; legal services; mental health services; physical health services; dental services etc.; discharge planning; and follow-up services.

Welcoming with Dignity (New Arrivals)

State of Illinois Response: Guiding Principles

The State's Response has been led by:

The Illinois Department of Human Services in collaboration with:
The Illinois Emergency Management Agency

Guiding Principles

At the Illinois Department of Human Services, the response to those seeking asylum has been guided by the following principles:

1. A welcomed and dignified reception
2. Promoting resiliency for self-advanced independence
3. Ensuring safety
4. Maintaining the ability to pivot and/or expand
5. Being a good shepherd of state resources
6. Providing equity in our response to other populations that are experiencing homelessness and / or are seeking asylum



Illinois' Emergency Declaration

On August 31, 2022, without notice, Illinois and Chicago received buses sent by the State of Texas, transporting Central and South Americans seeking asylum in the United States.

In the interest of aiding the people of Illinois and the local governments responsible for ensuring public health, safety and welfare, Governor JB Pritzker [declared the state of Illinois as a disaster area](#) allowing the Illinois Emergency Management Agency to implement the State Emergency Operations Plan, coordinate State resources, and aid with emergency purchases necessary for response to the bussing operations from the Southwest border.

While the disaster proclamation is focused on those who arrive on bus, the **Illinois Department of Human Services has provided and will continue to provide support to immigrant populations** (and those who don't arrive on bus) through:

- [Illinois Welcoming Centers](#)
- [New Americans Initiative \(NAI\)](#)
- [Immigrant Family Resource Program \(IFRP\)](#)
- [Access to Justice](#)
- [Housing support, benefits enrollment, cash assistance](#)

IDHS increased funding to United African Organization and Northside Community Resources to address recent increases in populations they support and serve.



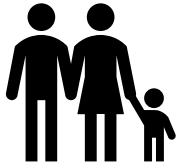
State Hotels: At a Glance



12 hotels



24 community-based organizations onsite at hotels



2,000 individuals representing 800 families
➤ Over 800 children, with ~ 300 under the age of five



Enrollment at 19 elementary schools, 10 middle schools, and 11 high schools



Early childhood education at 4 offsite community centers, 1 elementary school, and onsite hotel support



State FY24 Support

The State of Illinois is focused on empowering the City of Chicago's response by providing services that promote independence and integration. In addition to the ~ **\$100M State investment in SFY23**, State support for SFY24 includes:

- In partnership with the Illinois Housing Development Authority (IHDA), providing an additional \$25M in funding for the **Asylum Seeker Emergency Rental Assistance Program (ASERAP)** (which provide up to six-months' emergency rental assistance) – for a total of \$55M in funding over FY23 and FY24
- Contracting and funding Catholic Charities and New Life Centers to **decompress asylum seekers** residing in City shelters
- Catholic Charities to provide the City with additional **outmigration support**
- The Illinois Coalition of Refugee and Immigrant Rights (ICIRR) to provide **case management services**



State FY24 Support

- New Life to provide **donation coordination**
- Partnering with Coalition for Immigrant Mental Health (CIMH) to equip shelter staff with **skills and strategies to promote mental wellness and reduce adjustment distress**
- Funding the Greater Chicago Food Depository **\$10.5M** to support **meals at shelters** while the City finalizes their food procurement
- Supporting **\$14M in Legal Services** to help support a comprehensive legal response, including TPS/EAD support
- Standing up and funding 6 months of operations for a **250+ person Interim Congregate Housing (ICH) facility** to increase the City's shelter capacity
- **Standing up an Intake Center**, co-located with the City landing zone, to support arrival operations
- **Standing up Quarantine Hotel** to support individuals vulnerable to measles



Additional State Funding for AS Services

- The Metropolitan Mayors Caucus (MMC) has been retained as an intermediary to distribute **\$42.5M in Support in Municipalities Assisting Asylum Seekers (SMASS)** funding, which will be restricted to the following services directly impacting asylum seekers.
 - Housing (including intermediate shelter and emergency rental assistance, with associated case management)
 - Food
 - Wrap-around services
 - Legal Support
 - Healthcare
- **\$19M in federal SSP allocation**, passed from the State to the City.
- **\$90.4M in total IEMA spending** to date (since Aug. 2022).



One System Initiative: Alignment of AS and Homeless Systems

- Goal: Create one system of crisis response for persons seeking shelter in Chicago
- Launch Planning Team: OPEH, State of Illinois Asylum Seeker Response Team, City of Chicago Department of Family & Support Services, All Chicago
- Consultant Team: IL Homelessness Training & Technical Assistance Center administered by SHPA
- Vision & Purpose
 - Leverage Investments: Leverage New Arrival response investments to enhance shelter and permanent housing resources for people experiencing homelessness.
 - Workforce Expansion: Shift permanent shelter management to the non-profit workforce, potentially reducing expenditure rates and strengthening the primary crisis response network.
 - Investment in Proven Models: Allocate funds to proven housing and shelter models to meet documented unmet needs.
 - Policy Enhancement: Update policies to address future homelessness and displaced populations, focusing on improved language access in shelters

A photograph of two women embracing, overlaid with a blue semi-transparent filter. The text 'Help is here' is written in a large, white, sans-serif font across the center of the image.

Help
is here

Questions?

Office to Prevent and End Homelessness
(OPEH)

401 S. Clinton St.

Chicago, IL 60607

Homeless.office@illinois.gov