




# 2017 ANNUAL REPORT

July 1, 2016 - June 30, 2017

Facing Forward   
to end homelessness



**Facing Forward**  
ends homelessness  
for families and  
individuals by  
offering hope,  
help and housing.  
Facing Forward  
provides permanent  
housing, education,  
advocacy, and  
social services.

# MISSION

# OUR APPROACH

## HOUSING FIRST

A safe and stable home is the best foundation upon which our cities most vulnerable residents can rebuild and prepare for a life of increasing self-sufficiency. When basic needs are met, clients can begin to focus on addressing the root causes of their homelessness. When a home is paired with skilled and compassionate services, residents can choose to face forward toward emerging dreams and possibilities.

## HARM REDUCTION

We meet you where you are. Rather than set up often impossible barriers to needed help, Harm Reduction pairs with Housing First to generate an environment set up for success. Reducing harm is a continuum of successful progress rooted in the freedom to choose. Personal responsibility paired with hope, facilitates lasting and internalized change. Setbacks in life are normal. Change is hard. Housing First and Harm Reduction mean we never quit, until the resident is ready to move on without us.

## TRAUMA-INFORMED CARE

Most homeless families and individuals have experienced at least one serious trauma. Trauma affects how we see the world and how we interact with other people. Our program creates a safe place for healing from trauma, where our residents are supported in making their own choices and in regaining control of their lives.

## STRENGTHS-BASED PRACTICE

We do not ask, “what’s wrong with this person?” Instead, we ask, “what has this person triumphantly survived?” We build service plans in collaboration with our clients to enhance their natural strengths, resources and preferences. All of our programs are client directed — we believe our clients are experts in their own lives.



# PROGRAMS & SERVICES

## PERMANENT SUPPORTIVE HOUSING

Combines housing with no pre-determined end date with Comprehensive Clinical Case Management to individuals and families experiencing chronic homelessness and disability. PSH is both compassionate and smart. We take people as they are, help them discover where they want to go, and help them grow in self-determination and self-sufficiency. It is estimated that our programs save tax payers an average of \$30,000 per year per client.

## HEALTHCARE

Is a serious issue for people experiencing homelessness and an expensive one for our communities. Unaddressed health needs, including mental health, is both a contributor to and exacerbated by homelessness. At Facing Forward we provide healthcare navigation. By facilitating access to good healthcare we remove barriers to employment and reduce systemic costs.

## LIFE SKILL DEVELOPMENT

Life skill development starts with identifying strengths and resources of each client and moves to identifying and developing areas for growth. Each person is different so our case managers work with each resident to develop goals and identify the available resources to meet those goals. Additionally, regular workshops are offered which addresses general needs such as learning to be a good tenant and a good neighbor or the Wellness Center which focuses on general health matters such as diet and exercise.

## RESOURCE ADVOCACY

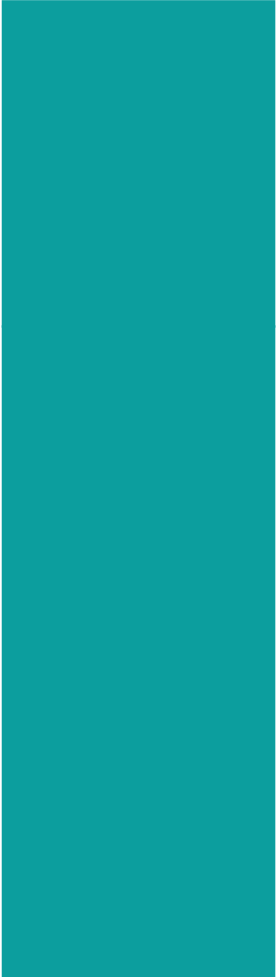
We facilitate self-sufficiency by assisting clients in gaining a wide variety of needed resources available to them at Facing Forward and in the community, such as mental health services, including domestic violence support, help with anxiety and depressive disorders, and education, including adults and school-age children with special needs. Legal advocacy is also available, as well as household management and employment navigation, connecting our residents to long-term resources for their personal journey.

## MOVING ON

Our Moving On program helps residents identify their readiness to successfully transition from the supportive environment at Facing Forward and prepares them for long term success.

# THE DIFFERENCE: HOUSING COST

**\$30-50,000**



Cost of Chronic Homelessness  
per Person  
(AVG annual cost)

**\$12,427**



Household at  
Facing Forward  
(AVG annual cost)



[https://www.usich.gov/resources/uploads/asset\\_library/Ending\\_Chronic\\_Homelessness\\_in\\_2017.pdf](https://www.usich.gov/resources/uploads/asset_library/Ending_Chronic_Homelessness_in_2017.pdf)

# 2017 OUTCOME HIGHLIGHTS

## INCOME

75% of our residents maintained or increased income.



## HEALTHCARE

96% of our residents were insured and linked to a health care home.



## HOUSING

100% of our residents remained housed in the program for at least one year, and 92% of exiting residents moved on to other permanent housing.



566  
individuals housed

288 adults, 22 seniors (62+)  
59 young adults (18-24)  
197 children

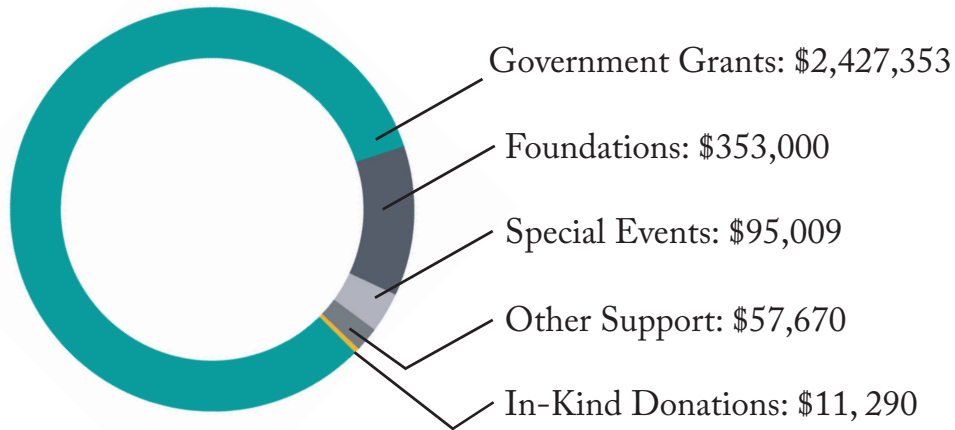
256  
households served

179 scattered site  
77 on site at Sanctuary Place

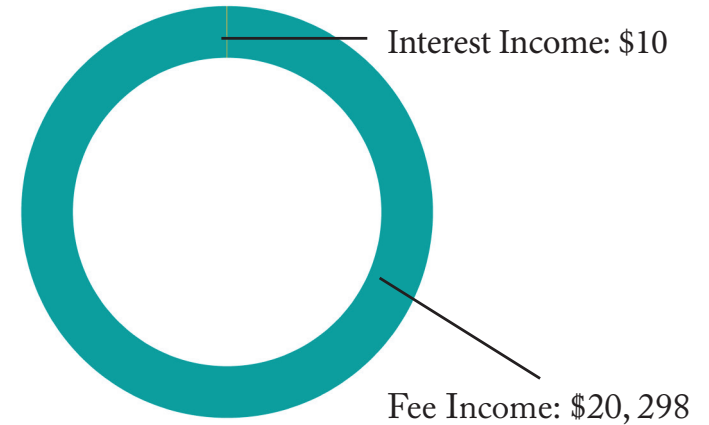
# 2017 FINANCIALS

Total Revenue: \$2,964,630

## Public Support



## Other



Total Expenses: \$2,845,001

Programs & Services: \$2,520,188

## Net Assets

Total Assets: \$ 389,697  
 Total Liabilities \$ 44,523  
 Total Net Assets \$ 345,174

This information summarizes Facing Forward's financial activities for the period of July 1, 2016-June 30, 2017. It was extracted from the organization on June 30, 2017. Financial statements were audited by an independent accounting firm. Because the information does not include all of the disclosures generally accepted by accounting principles, it is not intended to present our financial condition or our operational results. A copy of the audited financial statements will be provided upon request.

Fundraising: \$199,535

Management & General Costs: \$125,278

# 2017 SUCCESS STORIES

## SHIRLEY

Before Shirley started living at Sanctuary Place, she had experienced homelessness for 20 years, spending most of her nights outside—sleeping on church steps, and in Metra stations, playgrounds, and parks. She had recovered from a drug and alcohol addiction that began when she was only nine years old. Although she had successfully completed treatment and was committed to maintaining her recovery, Shirley was still homeless and surviving by asking strangers for money.

Shirley was grateful to have her own place at Facing Forward's Sanctuary Place, but found it to be a big adjustment to come inside after so many years on the streets. After several weeks and lots of encouragement from her case management team, she was able to consistently sleep indoors. Now, Shirley has furnished her home and takes

pride in her housekeeping. She's had the opportunity to gain work experience with the Safe Passage program, helping children in Chicago Public Schools get to school safely. She says she values the peace and privacy of her own apartment.

Shirley's goals for the future are maintaining her recovery, getting back to work, and focusing on improving her health.



## DORIS

When Doris was about six years old, she was placed in foster care, and at age 13 she became homeless. After struggling for years to find stability, Doris was welcomed at Facing Forward, and from that point forward, Doris has focused on putting one foot in front of the other in order to improve her life and strengthen her family and community. Instead of dwelling on the past, Doris focuses on letting go in order to move forward in her life.

Doris earned her high school diploma and held multiple jobs until she could no longer work due to disabling medical conditions. In 2011, Doris suffered from a stroke, and later faced health complications, but working with her case manager to access medical care, eating better, and exercising, Doris has seen significant health improvements. Despite these challenges, Doris continues to be engaged and give back to her community by participating in The Crochet Queens, hosting a weekly Narcotics Anonymous meeting, and chairing an Emotions Anonymous group.

Doris is a loving mother of three adult children, grandmother of ten, and great-grandmother of one. She takes great pride in her children's work ethic, parenting abilities, and intelligence. When looking toward the future, Doris shares that she wants to move into a family unit where she can have space for her children and grandchildren. She also wants to open a Dollar Tree and a laundromat someday. Doris says she's "happy today... joyous... and so are my children... and they pass it on to their children."





# Looking Forward to 2018

## A message from the Executive Director

At Facing Forward we never set pre-determined limits on what residents can dream and achieve, nor do we set arbitrary limits on what an organization that is facing forward can do for its community. Entering into fiscal year 2016, we began to dream around the idea of doubling the number of homeless persons we can empower with Permanent Supportive Housing. Shortly after beginning, we were given the opportunity to take on what would be an exact doubling of our current capacity. From dream to reality!

Fiscal year 2017 has been a journey of rapid growth and doing all that is required to ensure every new person to Facing Forward is receiving exceptional care on the path of ending her/his homelessness. We achieved the dream of ending homelessness for twice as many of our neighbors and we made sure to make room to dream again. Looking forward to fiscal year

2018, we dream of adding capacity to bring 50 more families who are now homeless, off the streets. With your help, we can!

A more than generous thank you is due to all of you who are our partners in the strategy and execution of our mission of ending homelessness for each person and each family we have the privilege and responsibility of serving. Thank you to our Board of Directors who ensure effective governance, strategic vision, and sustainable funding. Thank you to all who volunteer and enhance the work we have been able to do. Thank you to our funders of all types for caring about our city and investing in Home, Help, and Hope for every citizen. We must keep dreaming and keep striving together toward those dreams.

With Enduring Gratitude,

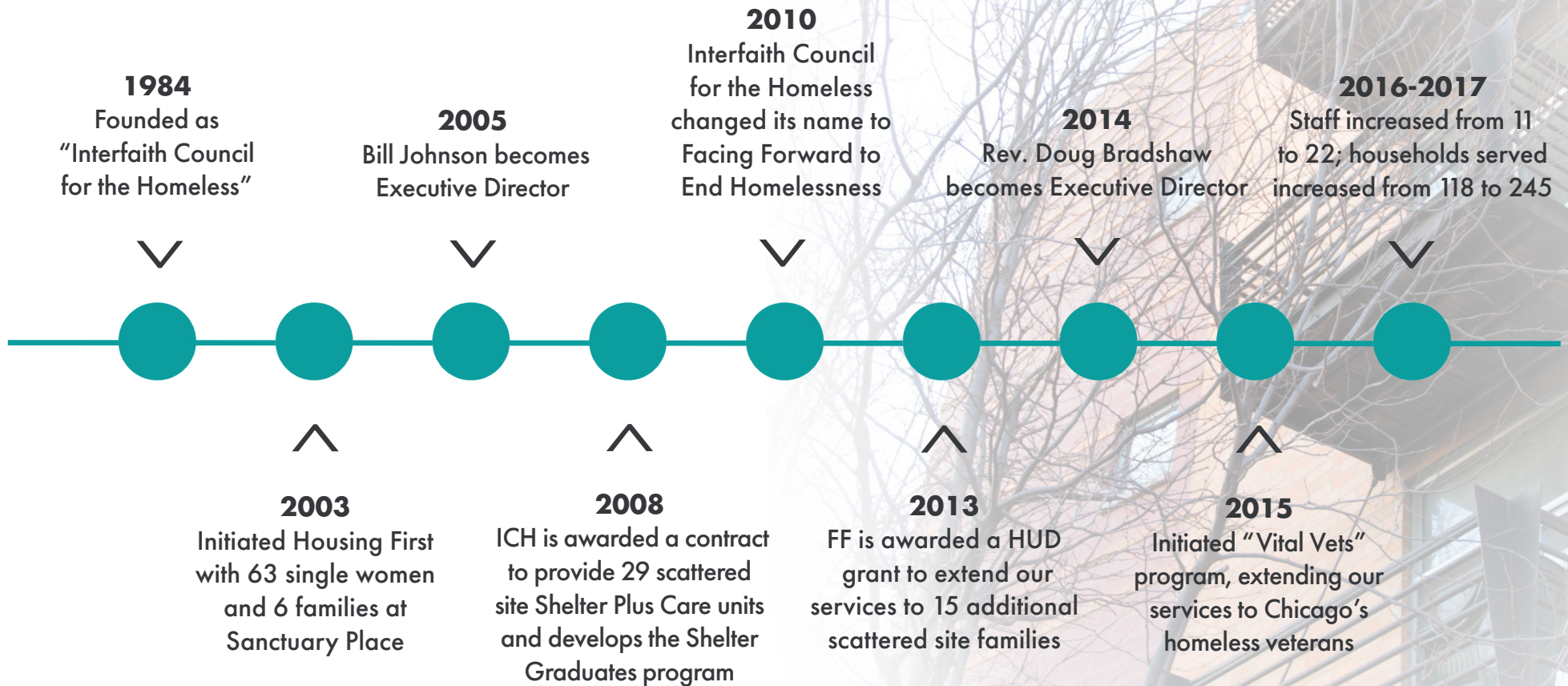
Rev. Douglas W. Bradshaw



**“When we do for those  
in need what they have  
the capacity to do  
for themselves,  
we disempower them.”**

*(R. Lupton, Toxic Charity, pg. 50).*

# FACING FORWARD THROUGH THE YEARS





# WAYS YOU CAN SUPPORT US

Tax-deductible gift

Event sponsor

Corporate giving

Volunteer

Housewarming baskets

Holiday toy drive

Participate in our Day in the Life  
homeless immersion experience

Keep up with us on social media

# THANK YOU TO OUR SUPPORTERS

We truly appreciate the generosity of our corporate, foundation, government, individual (names not listed), and judicatory donors. You've helped end the cycle of homelessness for hundreds of families and individuals in 2017.

## Corporate

ADP  
Ameriprise Financial  
Augusta and Paulina Service Station  
Capital Financial Group  
Chevron  
Chicago Premier Suites  
Chicago Wolves  
Chubb  
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Cohen, Salk, and Huvard  
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Old Second Wealth Management  
Pasquesi Sheppard LLC  
PERL Mortgage  
Pioneer Engineering and Environmental Services LLC  
Seyfarth Shaw LLP  
Zarlenga and Associates

## Foundation

Chicago Foundation for Women  
Circle of Service Foundation  
Crown Family Philanthropies  
Fox River Valley Community Foundation  
Helen & Curtis Pinnell Foundation  
Michael Reese Health Trust  
The Northern Trust Charitable Trust  
Pierce Family Foundation  
The Polk Bros Foundation  
Sally Mead Hands Foundation  
Stacey and Douglas Meyer Family Foundation  
The Chicago Community Foundation  
VNA Foundation  
W.P. and H.B. White Foundation

## Government

Department of Housing and Urban Development  
Chicago Department of Family & Support Services  
Illinois Department of Human Services

## Judicatory

Church World Service, Inc.  
First United Methodist Church of Downers Grove  
Illinois Conference of the United Church of Christ  
Northern Illinois Conference of the United Methodist  
Presbytery of Chicago  
Presbyterian Church of Western Springs  
River Glen Presbyterian Church  
Yorkfield Presbyterian Church

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