



2019 ANNUAL REPORT

July 1, 2018 – June 30, 2019

Facing Forward 
to end homelessness

MISSION

Facing Forward

ends homelessness for families and individuals by offering hope, help and housing.

Facing Forward provides permanent housing, education, advocacy, and social services.



PROGRAMS & SERVICES

Permanent Supportive Housing: housing with no pre-determined end date and comprehensive case management for those experiencing chronic homelessness and living with a disability. We welcome clients as they are, support them as they discover where they want to go, and help them grow in self-determination and self-sufficiency to get there. Individualized case management services focus on three main outcomes:

HOUSING STABILITY

Once our clients are stably housed, we work with them to ensure that they have the resources and support they need to maintain their housing. When possible, we match clients to properties that are within their existing communities, keeping them close to schools, jobs, faith communities and families that serve as crucial networks of support. We also provide property inspection, tenant advocacy, and education about tenant rights and responsibilities to support positive tenant-landlord relationships.

HEALTH IMPROVEMENT

Healthcare is a serious issue for people experiencing homelessness and an expensive one for our communities. Unaddressed health needs, including mental health, often contribute to and are worsened by homelessness. At Facing Forward we provide connection to preventative healthcare and healthcare navigation. By facilitating access to quality healthcare and health insurance, we increase quality of life, remove barriers to education and employment, and drastically reduce costs to our healthcare system.

INCREASED SELF-SUFFICIENCY

We facilitate self-sufficiency by assisting clients in accessing a wide variety of resources available to them at Facing Forward and in the community. These include resources for food and basic needs, education resources for adults and children, substance use disorder counseling, domestic violence support, legal advocacy, parenting support, and income and employment navigation.

Housing Navigation: short-term case management services to help individuals and families experiencing homelessness with identifying and accessing appropriate permanent housing opportunities. We provide guidance and support through the entire housing process, including obtaining documents and attending appointments, often using motivational interviewing techniques to help clients achieve their housing goals.

OUR APPROACH

Housing First is central to our approach. A safe, stable home is the first step and best foundation upon which one 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 homelessness. When a home is paired with skilled and compassionate services, clients can face forward toward emerging dreams and possibilities.

HARM REDUCTION

We meet clients where they are. Rather than set up 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.

TRAUMA-INFORMED CARE

Most individuals who have experienced homelessness have also experienced at least one traumatic event. Trauma affects how we see the world and how we interact with others. Our program creates a safe place for healing from trauma, where 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.

NEW: TWO GENERATION MODEL

We follow a whole-family approach to case management that addresses needs and creates opportunities for both children and adults. Through new parent-, child-, and youth-focused services, we promote stability and growth for each individual we serve, in order to end generational cycles of homelessness for good.



CLIENT SUCCESS

Desiree was connected with Facing Forward through the Housing Navigation program in April 2018. She had been homeless for three years, and due to her housing instability, her children had been removed from her custody and placed in foster care. Although she was struggling, Desiree was determined to reunite her family.

At Facing Forward, Desiree found an apartment and the support she needed to change her life. Over the next year, she worked closely with her case manager to access mental health counseling for PTSD, gain employment, furnish her apartment, and regain custody of her children. In April 2019, she brought her family back together under one roof.

With her three children now growing and thriving, Desiree is continuing her own education. She is completing her high school diploma while working part-time to support her family.



Desiree

Adrienne, a single mother of three, had been homeless for nearly two years when she came to Facing Forward in 2013. Once stably housed and connected with resources to meet her family's basic needs, Adrienne began to work with her case manager to develop a service plan toward her self-sufficiency goals, which included her dream to become an elementary school teacher.

While at Facing Forward, Adrienne gained employment, completed her bachelor's degree and was accepted into a master's program.

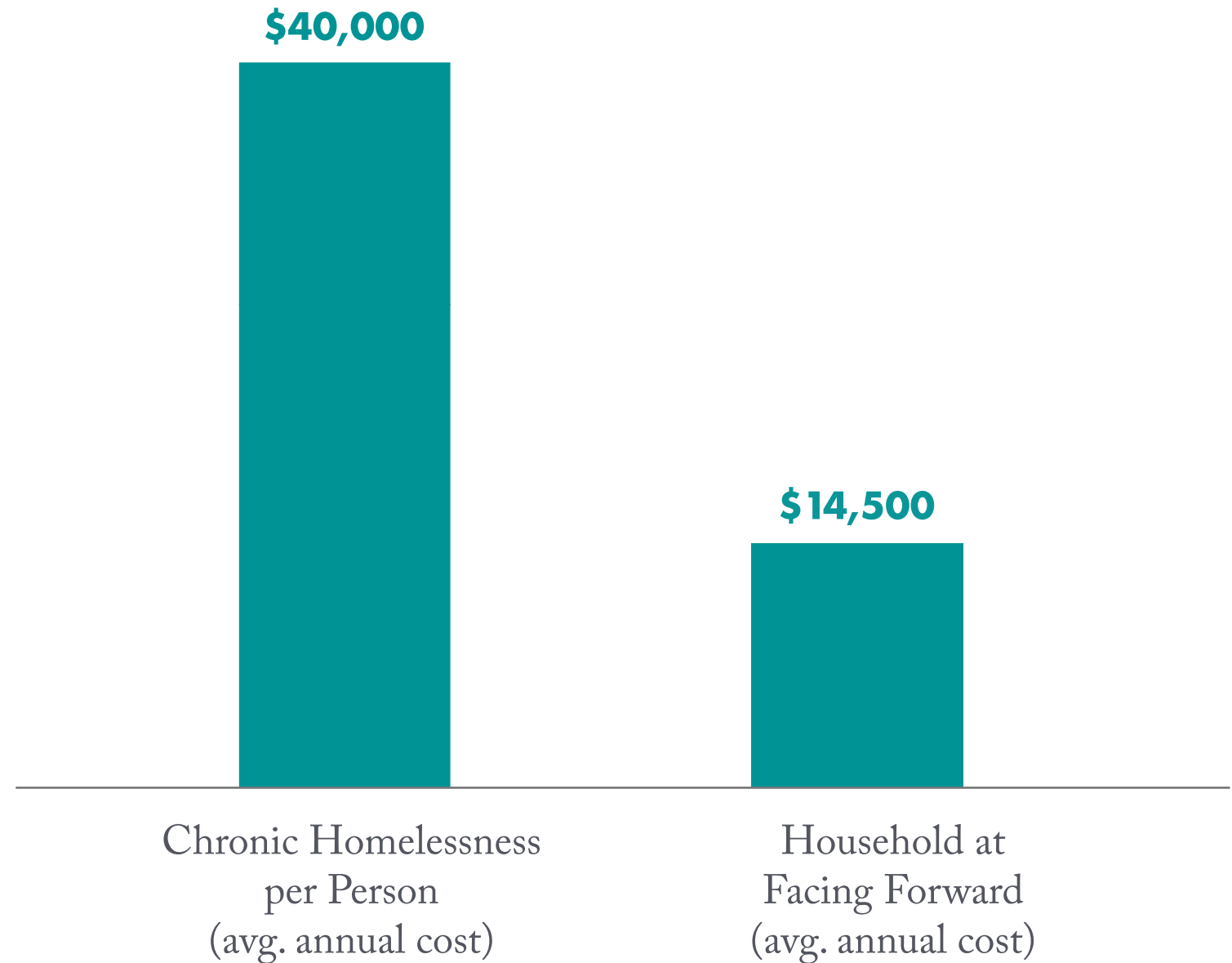
Last year, after 5 years in the program, Adrienne moved on from Facing Forward, into an apartment in the South Loop near her children's school. In May 2019, she crossed the stage at Northeastern Illinois University, where she graduated with a master's in elementary education! She started teaching 4th grade at a local magnet school in the fall. All things are possible when a person has the foundation of a stable home, partnership toward her goals, and the opportunity to tap into her strengths and abilities.



Adrienne



THE DIFFERENCE: HOUSING COST



2019 OUTCOME HIGHLIGHTS



INDIVIDUALS HOUSED

885 individuals housed (725 through PSH, 160 through Housing Navigation)
365 households housed (298 through PSH, 67 through Housing Navigation)



HOUSING STABILITY

99% of residents in their first year at Facing Forward remained stably housed
84% of exiting residents moved on to other stable housing



HEALTH IMPROVEMENT

96% of residents were enrolled in health insurance
70% of residents received preventative care



INCREASED SELF-SUFFICIENCY

79% of residents maintained or increased their household income
75% of households demonstrated increased life skills



YOUTH SUPPORT

44% of 3- and 4-year-olds were enrolled in preschool
92% of high school seniors graduated



A HISTORY OF FACING FORWARD

Interfaith Council for the Homeless (ICH) is founded to work collaboratively within faith-based communities to create an **emergency shelter and warming center network**

1984

ICH becomes a **Housing First** provider, serving 69 households at **Sanctuary Place** and 29 in scattered sites across Chicago

2003

Facing Forward **doubles in size**, growing to 245 households and 22 full-time staff to serve over 500 individuals

2016

Facing Forward adopts a **Two Generation** case management model, assembling a specialized **Youth Services** team to provide targeted services for parents, children, and youth

2019

1998

ICH establishes a new program to provide **case management and mental health services** to clients in emergency shelters

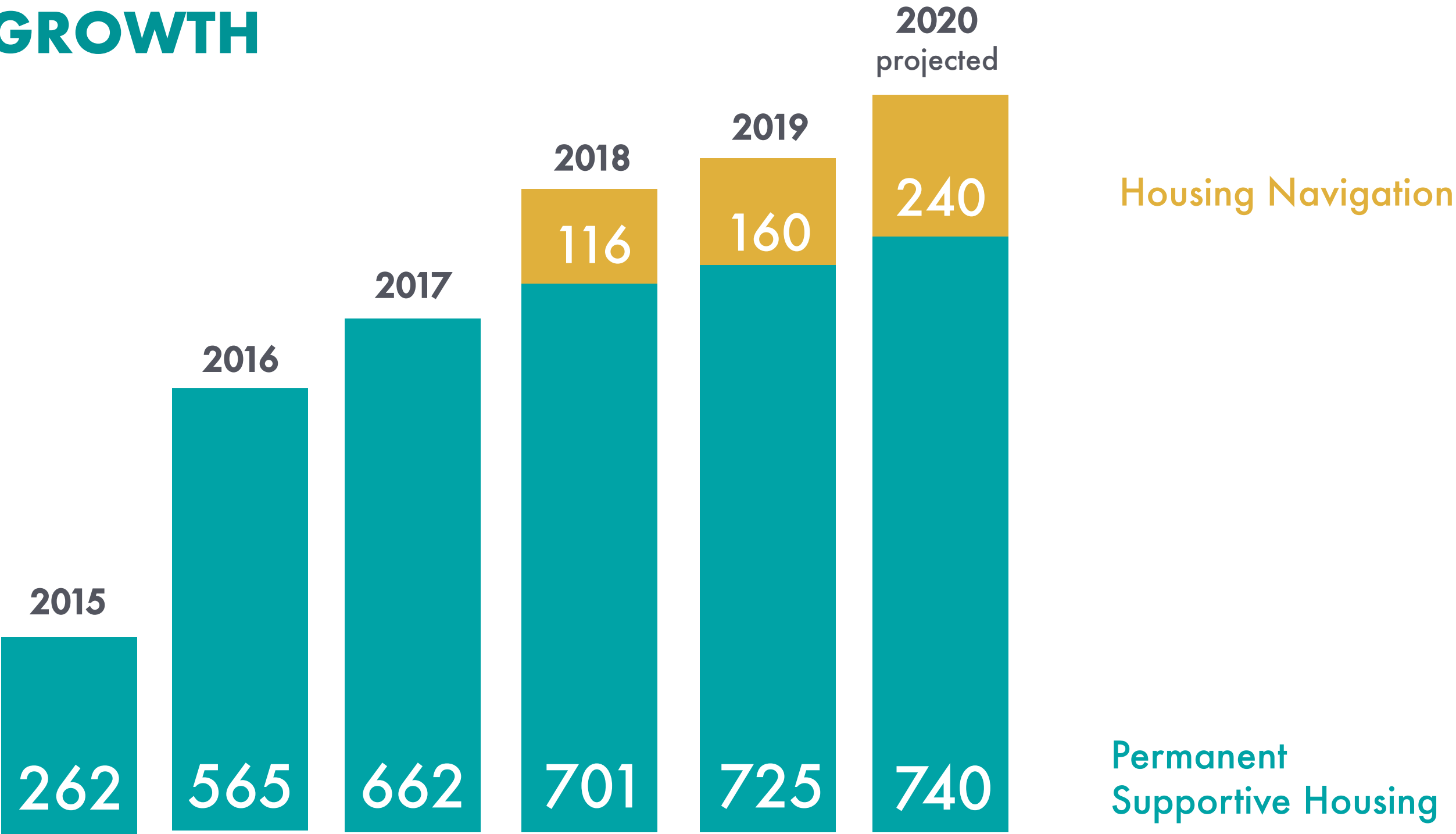
2010

Interfaith Council for the Homeless changes its name to **Facing Forward to End Homelessness**

2017

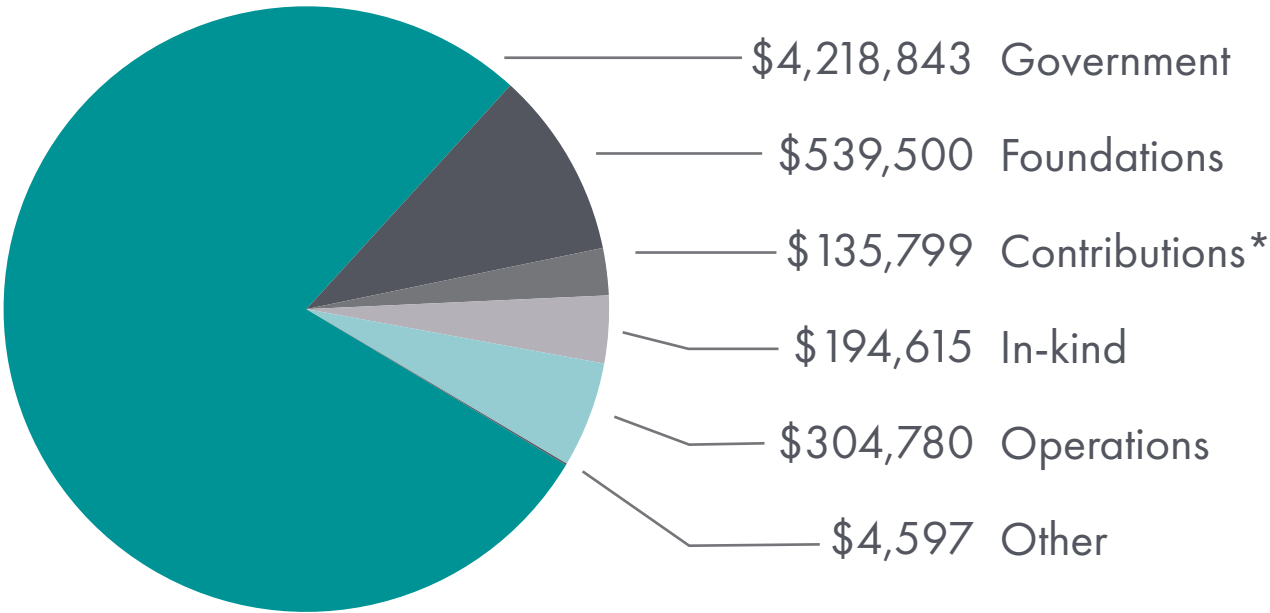
Facing Forward begins providing **Housing Navigation** services for Chicago families experiencing homelessness

OUR GROWTH



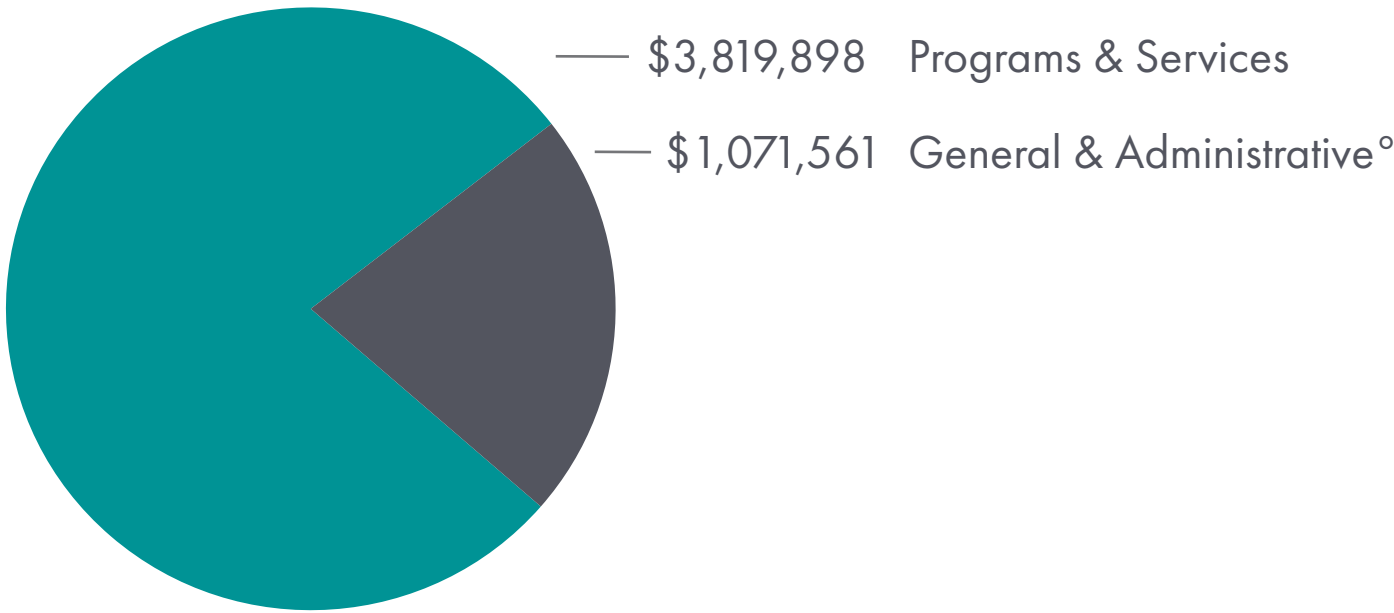
2019 FINANCIALS

REVENUE: \$5,398,134



*Individual, Corporate, Faith-based

EXPENSES: \$4,891,459



°Change in General & Administrative category in 2019 due to adoption of new accounting guidance as issued by the Financial Accounting Standards Board under Accounting Standards Update (ASU) No. 2016-14, *Not-for-profit Entities (Topic 958) - Presentation of Financial Statements of Not-for-Profit Entities*.

NET ASSETS

Total Assets:	\$990,279
Total Liabilities:	\$81,564
Total Net Assets:	\$908,715

This information summarizes Facing Forward’s financial activities for the period between July 1, 2018 and June 30, 2019. The data was extracted from the organization’s financial statements as of the period ending June 30, 2019, which were audited by an independent accounting firm. Because the information does not include all of the disclosures as required by generally accepted accounting principles, it is not intended to represent our financial condition or our operational results. A copy of the audited financial statements will be provided upon request.

LOOKING TOWARD 2020



Dear Friends,

Each day, families and individuals find stability through Facing Forward to lead lives no longer engulfed by the crisis of homelessness. Our clients are able to move through their day, making decisions large and small, based on their own goals, desires, and family wellbeing. They are able to make decisions that are proactive, rather than reactive. And in doing so, they are able to move beyond their former state of homelessness, taking concrete steps toward the future they envision for themselves.

This is what it means to face forward. It is to be proactive and future focused. It's the philosophy that we embody, in both how we support our clients and how we operate as an organization.

Over the last year, Facing Forward has taken exciting steps toward the future we envision. We have continued to increase our capacity, helping nearly 900 Chicagoans end their homelessness in fiscal year 2019 through permanent supportive housing and housing navigation services. To

better address the generational cycles of poverty and homelessness, we have also made important programmatic expansions, increasing our supports for parents, children, and youth through the Two Generation case management model. In fiscal year 2020, with your support, we will continue to expand our lines of service and deepen our community partnerships to help more families and individuals move beyond homelessness.

We are deeply grateful to all of our partners in this mission. Thank you to our Board of Directors, who ensure effective governance, strategic vision, and sustainable funding. Thank you to those who volunteer their time and expertise to enhance our work, and to our funders who invest in Home, Help, and Hope for those who need it most. Together, we are facing forward toward a successful future for all.

With enduring gratitude,

A handwritten signature in blue ink that reads "Douglas".

Rev. Douglas W. Bradshaw



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CONTACT US!

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THANK YOU TO OUR SUPPORTERS

We truly appreciate the generosity of our corporate, faith-based, foundation, government, individual (names not listed), and in-kind donors. You've helped end the cycle of homelessness for hundreds of families and individuals in 2019.

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Government

Chicago Department of Family & Support Services
Illinois Department of Human Services
U.S. Department of Housing & Urban Development

In-kind Partners

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Chicago Wolves Charities
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THANK YOU TO OUR CORPORATE PARTNERS



**Seyfarth Shaw is
proud to support
Facing Forward to
End Homelessness.**

Seyfarth is deeply committed to supporting the communities in which we live and work. We believe that leadership means taking the initiative to help our fellow citizens through charitable giving, community service, pro bono legal work and sustainable living.

ENVISIONING BETTER

WITH FACING FORWARD TO END HOMELESSNESS



HMB understands the drive to be better. A better experience is what we work to deliver in every matter, every relationship and all that we do.

We're proud to support Facing Forward's vision for a better future and their commitment to empowering individuals through housing and social services.

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Some Things Can't Be Measured On A Balance Sheet.

Northern Trust is proud to support Facing Forward to End Homelessness. For 130 years, we've been meeting our clients' financial needs while nurturing a culture of caring and a commitment to invest in the communities we serve. Because people are always the best investment.

FOR MORE INFORMATION CONTACT

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