

Facing Forward 
to end homelessness



2024 ANNUAL REPORT

**JULY 1, 2023 –
JUNE 30, 2024**



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Dear Facing Forward Community,

This year, we proudly celebrate 40 years of helping Chicagoans move beyond homelessness. Facing Forward was officially incorporated in 1985, and since then, we've seen tremendous growth in our impact. Today, we serve nearly 3,000 Chicagoans annually through stable housing, critical resources, and supportive services.

Our innovative programs for families with children, including our Two-Generation services, guided by our Family Empowerment Team, continue to provide tailored support across generations. By addressing gaps in services for families who don't qualify for federally funded programs, we are ensuring that more parents and children get the help they need to break the cycle of homelessness for good. Our Housing Resource Specialists are meeting more of our neighbors where they are than ever before, helping nearly 2,000 individuals take their first steps toward stable housing.

Behind all that we do, one thing is clear: when our neighbors have a safe, stable home, they can rebuild their lives with dignity and confidence. We are seeing parents reunite with their children, students step into their potential, and individuals reclaim their independence—all because they have a strong foundation upon which to build.

While we remain laser-focused on delivering exceptional services, we are also intentionally strengthening Facing Forward as an exceptional place to work. By investing in both the

individuals we serve and the people who carry out this mission, we're building a more sustainable organization and future.

As we reflect on 40 years of life-saving work, we are deeply grateful to our compassionate community of donors, volunteers, board members, partner agencies, foundations, faith communities, small businesses, corporations, and public partners. Your belief in our mission fuels us, and your commitment to lasting solutions continues to open doors to stable housing and new beginnings.

Thank you for your enduring support and for standing with us as we help more families find stability and thrive. Here's to the work ahead—and the bright future we will continue to create together!

With gratitude and hope,



Rev. Douglas W. Bradshaw

Rev. Douglas W. Bradshaw
Executive Director



Harish Venkitaramanan

Harish Venkitaramanan
Board Chair

OUR 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.



OUR APPROACH



HOUSING FIRST

Housing First is a research-proven solution for ending homelessness. It stems from the fact that individuals must have basic needs, such as food and shelter, met before they can build stability in other areas of their lives. By prioritizing housing as the first step in our client journey, we establish a solid foundation for individuals to overcome challenges and take full advantage of the wraparound supports we offer.



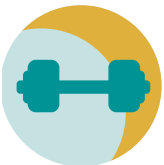
TWO-GENERATION MODEL

Facing Forward embraces a family-wide approach. Using specialized services tailored for infants, school-age children, young adults, parents, and elders, we address the impacts of homelessness and prevent its recurrence across generations. Our programs and services promote stability, personal growth, and empowerment for all members of the families we serve.



HARM REDUCTION

Harm Reduction is a compassionate approach to minimizing the negative impact of high-risk behaviors such as substance use. We “meet clients where they are” by building trust and creating an environment free from judgment or preconditions for support. We know that change takes time, so we celebrate and encourage every success, big and small. Reducing harm is our first and most essential goal.



TRAUMA-INFORMED CARE

Traumatic experiences can be both a cause and an effect of homelessness. We recognize how past experiences shape each client’s present journey and build trusting, empathetic relationships and spaces where clients are empowered to heal and move forward.



STRENGTH-BASED PRACTICE

At Facing Forward, we help clients identify their unique strengths, resources, and personal goals. Together, we look at practical ways they can use their skills, relationships, and connections in the community to build a stable foundation and make choices that reflect what matters to them most.

1985

Interfaith Council for the Homeless (ICH) is officially incorporated, bringing together faith-based communities to create an emergency shelter and warming center network

1998

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

2003

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

2010

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

2016

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

2017

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

2019

Facing Forward adopts a Two-Generation case management model, assembling a specialized Family Empowerment Team to provide targeted services for parents, children, and youth

2020

Facing Forward launches Housing Location support for survivors of domestic violence and human trafficking, and Skilled Assessment services in partnership with local shelters

2021

Facing Forward launches Home Connection in partnership with Chicago Public Schools, and First Foundations for families with new and expectant parents

2024

Facing Forward serves over 3,000 individuals.

PROGRAMS - OUR IMPACT

At Facing Forward, we believe everyone deserves a safe, stable home and the opportunity to build the life they envision. In FY 2024 we served over 3,000 Individuals, providing housing and support services to help our neighbors take steps toward lasting stability.



Total Number of Individuals Served:
3,170

- Permanent Supportive Housing: 611 people
- Home Connection: 482 people
- First Foundations: 83 people
- Housing Resource Specialists: 1,994 people



PROGRAMS

PERMANENT SUPPORTIVE HOUSING

Facing Forward’s longest-running program serves families and individuals who have experienced chronic homelessness and are living with a disability.

Our Permanent Supportive Housing (PSH) program provides long-term housing paired with family-wide supportive services. Every household is matched with a dedicated case manager who walks alongside them as they work toward their goals. With personalized support and resources, clients can improve their health, strengthen life skills, and pursue education and employment opportunities that empower them for lasting success.

BUILDING AGENCY

We guide and support clients as they make decisions about their housing, set personal goals, and engage in services that help them build the future they envision.

SYSTEMIC IMPACT

PSH is a cost-effective solution that reduces reliance on publicly funded emergency departments, jails, and shelters.

IMPACT

611
individuals
served in FY24,

260
of them children



THE POWER OF HOME:
CRYSTAL’S JOURNEY

At Facing Forward, we are honored to help families like Crystal’s create new beginnings.

Crystal grew up on Chicago’s South Side and is a loving mom to seven children. In 2014, she was working hard to provide for her family after completing a job training program. However, just six months later, the company changed ownership, and she was let go.

As she tried to get back on her feet, Crystal suffered the devastating loss of both of her grandmothers, her primary sources of emotional and financial support. Without a safety net or stable income, she spent the next seven years sleeping in shelters and on the streets, missing critical years with her young children as they stayed with trusted relatives. Despite overwhelming challenges, Crystal never gave up on rebuilding the stability her family had lost.

Crystal’s perseverance led her to Facing Forward, which provided her with the stable home she needed to reunite with her children. Now, she’s able to support her kids in ways that once felt out of reach, helping them thrive in school and beyond. Since reuniting, several of her children have made the honor roll, maintained perfect attendance, and joined after-school programs.

Today, Crystal dreams of a bright future for her family and hopes to return to school to follow in her grandmother’s footsteps by becoming a home care worker. Her story is just one example of what is possible when families have the stability and support they need to move forward.

“Having a place of our own has been such a relief. I’m forever grateful for the opportunity to be independent and take care of my children the way they deserve.”

— CRYSTAL, FACING FORWARD CLIENT



PROGRAMS

INNOVATIVE PROGRAMS
FOR FAMILIES

We know that children whose parents experience homelessness are significantly more likely to face homelessness themselves. Facing Forward’s Innovative Programs for Families take a Two-Generation, or whole-family, approach to building stability.

Many families experiencing homelessness are doubled up—staying with relatives, friends, or acquaintances in overcrowded or unstable conditions. Because federally funded housing programs are often reserved for individuals staying in shelters or on the streets, these families are frequently overlooked and left without critical support. Our pilot programs address this gap by providing rapid access to housing and targeted, age-specific services that help families establish stability and move forward with confidence.



FIRST FOUNDATIONS

Serving families with expectant parents and children ages three and under who are facing or at risk of homelessness.

Facing Forward’s First Foundations program quickly secures stable, affordable housing for families and provides two years of rental assistance and comprehensive case management. Through tailored services like employment assistance, age-specific support for children, parenting supports, and connections to childcare and family healthcare, we help families build stability and develop the skills necessary to move from the program into stable housing of their own.

IMPACT

27

families, with a total of

83

individuals served in FY24

HOME CONNECTION

Serving families with students experiencing or at risk of homelessness.

In partnership with Chicago Public Schools and University of Chicago Urban Labs, the Home Connection program provides housing-focused case management, short-term financial assistance, and up to one year of rental assistance for families with students experiencing or at risk of homelessness.

IMPACT

136

families, with a total of

482

individuals served in FY24

PROGRAMS

HOUSING RESOURCE SPECIALISTS

Serving individuals and families experiencing homelessness.

Facing Forward’s Housing Resource Specialists are part of a citywide network working within Chicago’s **Coordinated Entry System** to connect people experiencing homelessness with housing and support. This system ensures fair access to a shared housing waitlist, prioritizing those with the greatest need such as families with children, individuals experiencing long-term homelessness, and individuals with serious health conditions.

In addition to conducting assessments in both English and Spanish, Housing Resource Specialists provide immediate support by distributing hygiene kits and connecting individuals with essential resources for food, shelter, medical care, and employment services through trusted community partners.

ASSESSMENTS ARE CONDUCTED AT:

- Garfield Community Service Center
- Pacific Garden Mission
- Franciscan Outreach
- Center On Halsted
- Lincoln Park Community Center
- Matthew House
- Heartland Alliance
- Northwestern Memorial Hospital’s Emergency Room
- ...and more!

IMPACT

1,994

assessments
conducted in FY24



FAMILY EMPOWERMENT TEAM

In addition to personalized support from their case managers, Facing Forward clients can connect with members of our Family Empowerment Team for age-specific resources and guidance from early childhood through adulthood.

EARLY CHILDHOOD ADVOCATE | for ages 0-5

The Early Childhood Advocate helps families who are expecting or have young children access the resources they need to support healthy development and prepare for school.

SERVICES INCLUDE:

- Connections to prenatal healthcare specialists, doulas, childcare, and preschool programs
- Parenting support to establish routines and access essential baby supplies like diapers, cribs, and strollers
- At-home developmental screenings



EDUCATION ADVOCATE | for school-age children

The Education Advocate helps families navigate the school system and ensure children have the support they need to succeed.

SERVICES INCLUDE:

- Assisting families who need Individualized Education Programs (IEPs) and school accommodations for diverse learners
- Support establishing daily routines and study habits
- Connections to counseling, therapy, free tutoring, test prep, summer programs, and extracurricular activities



CAREER ADVOCATE | for ages 14+

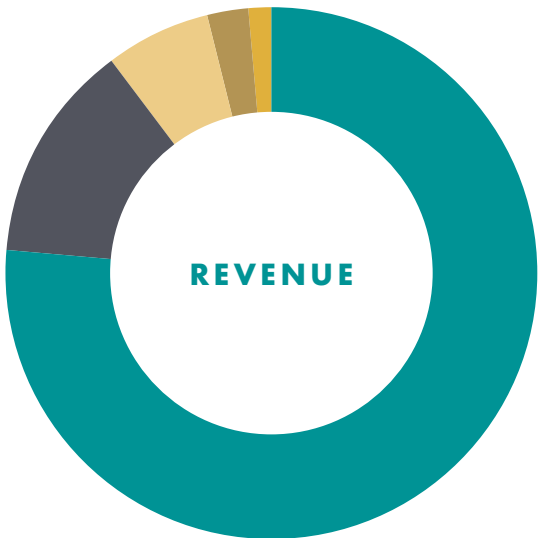
The Career Advocate helps youth and adults build career skills and connect with employment opportunities.

SERVICES INCLUDE:

- Help assessing skills, interests, and setting career goals to create a personalized career plan
- Support with applications, resume writing, and interview preparation
- Connections to workplace readiness training and professional development workshops



FY 2024 FINANCIALS



REVENUE:
\$7,006,455

- Government: \$5,366,560
- Foundations: \$933,316
- Contributions: \$445,987
**Individual, Corporate, Faith-based*
- Tenant Rents: \$173,611
- Other: \$86,981



EXPENSES:
\$7,554,362

- Programs & Services: \$6,123,421
- General & Administrative: \$1,430,941

TOTAL ASSETS:
\$3,369,641

TOTAL LIABILITIES:
\$401,440

TOTAL NET ASSETS:
\$2,968,201

Facing Forward’s financial activity from July 1, 2023 to June 30, 2024 is summarized here, based on audited statements prepared by an independent accounting firm. This summary excludes certain disclosures required by generally accepted accounting principles and is not intended to represent the organization’s full financial condition or results. Audited financial statements are available upon request.

Facing Forward ended the year with a planned deficit based on multi-year grants recorded in prior years.



GET INVOLVED WITH FACING FORWARD

- Corporate Partnership
- Landlord Partnership
- Tax-deductible Gift
- In-Kind Donations of School Supplies, Toys, Hygiene Items and Housewarming Baskets
- Host a Lunch & Learn
- Serve on One of Our Boards
- Volunteer
- Sign Up for Our Newsletter
- Follow Us on Social Media

CONNECT WITH US:

- www.ffchicago.org
- Facing Forward to End Homelessness
- @facingforwardchicago
- Facing Forward to End Homelessness



Stay up to date with all things Facing Forward. Scan or click on the QR code to follow us on social media and sign up for our newsletter!

To learn more about supporting Facing Forward, please contact Melissa Anson at melissa@ffchicago.org or (773) 839-6725.

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All Chicago

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We truly appreciate the generosity of
our corporate, faith-based, foundation,
government, individual and in-kind partners.
As partners in our mission, you’ve helped over
3,000 children and adults on their journeys
beyond homelessness in FY 2024
(July 1, 2023 — June 30, 2024)

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Amber Commodore
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Ameriprise Financial is *proud to support the mission of Facing Forward to End Homelessness.*

For 130 years, Ameriprise Financial has been helping clients plan for a secure future. This extends to the communities in which we live and work. Through volunteerism, grants and individual giving, we create exceptional moments in our communities to help people thrive.

ameriprise.com/communityrelations
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THANK YOU TO OUR CORPORATE PARTNERS



★★★★

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**FACING FORWARD
TO END HOMELESSNESS**

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Grow what's good.



**Community is the commitment
we make to each other**

When a community is strong, it's more than a collection of streets and buildings—it's a place that helps its residents thrive.

That's why we're committed to building stronger communities as a proud supporter of Facing Forward to End Homelessness and their mission to empower individuals through housing and social services.



FIFTH THIRD

Fifth Third Bank, National Association. Member FDIC.
23-8_CRO_AD

**FIRST
EAGLE
BANK**

INVESTED IN OUR COMMUNITY

**A BANK THAT PUTS
PEOPLE FIRST**

As a Community Development Financial Institution (CDFI), we prioritize developing strong, supportive relationships with local non-profits. By doing so, we're able to bring our Vision Statement to life: Make a positive difference in people's lives – our customers, our community, and each other.

**Contact Us to See How Banking with FEB Makes a
Difference in Your Community!**

312-850-2900
info@febank.com

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Connected to our Community

Community leadership is one of our core values. Kilpatrick is proud to support Facing Forward’s vision for a better future and their commitment to empowering families and individuals through housing and social services.

ktslaw.com
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THANK YOU TO OUR CORPORATE PARTNERS



Ozinga proudly supports Facing Forward to End Homelessness in making a positive impact in their community.

ozinga.com



Built with pride and passion, committed to safety, quality, innovation and excellence within the communities where we live and work.

OHLA USA is a proud supporter of
Facing Forward
to End Homelessness



Premiere Systems is proud to support Facing Forward to End Homelessness and their mission to empower individuals through housing and social services.





A large teal graphic in the top left corner consisting of a downward-pointing chevron and a horizontal bar.

Facing Forward

A teal icon of a house with a chimney, positioned behind the word 'Forward' in the main title.

to end homelessness

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