Housing Opportunities for Women
2013 Annual Report
Dear Friends,

Thank you for taking the time to review our annual report. Fiscal year 2013 was a year of transition for HOW. Dramatic shifts have occurred in public funding for programs like ours and as a result, it has become more difficult to cover administrative costs. At the same time, the Affordable Care Act has introduced new opportunities and challenges to serving homeless and low-income individuals.

Faced with these changes, HOW has been resilient. This year we helped over four hundred families achieve stable housing and brought our transformative support services to nearly 1000 women, men and children. We expanded our healthcare programming by joining a coordinated care network and launched an ambitious new effort to track the impact of our vibrant Child and Youth Services. This long-term study of data from our Academic Coaching program will allow us to evaluate and continue to improve the services that have the greatest effect in breaking the intergenerational cycle of homelessness.

As we move forward, we aim to expand our housing offerings and strengthen the supportive services that address the causes of our clients’ homelessness and make it possible for them to maintain their housing and work together towards brighter futures. Thank you again for your support. Our work would not be possible without your commitment to serving Chicago’s women, children and families.

Best wishes,

[Signature]

Britt Shawver
HOW CEO

Expanding Housing Opportunities

We continue to expand and strengthen our commitment to the housing-first model. This year, we added 100 new housing units in Uptown, making HOW the third largest provider of permanent supportive housing in Chicago, with a total of 372 units. Some of our new units were already occupied, bringing new clients to HOW’s case management and supportive services; others were unoccupied, allowing HOW to place more women and families in stable housing.

New Populations

In Fiscal Year 2013, HOW added a Homeless Dedicated Prevention program, designed to help families and individuals avoid homelessness by connecting them with much needed wrap-around services. This program links tenants in Chicago’s subsidized housing with HOW case managers who help tenants stay in their homes by providing emergency assistance with rent and utilities, employment services and mental health and recovery support. Prevention case managers also guide homeless individuals through the process of applying for subsidized housing. In 2013, Homeless Dedicated Prevention began placing families in apartments and worked to help others at risk of homelessness maintain their housing.

A HOW family moving into their new apartment
Strong Partnerships

Our Child and Youth Services program was designed to address the trauma that homelessness and the circumstances that surround it inflict on children and young people. As many as 50% of homeless children have mental health problems, which frequently go undiagnosed and unsupported. Children with unsupported mental health issues have the highest school drop-out rate; on average, only 30% graduate from high school. In response to this daunting reality, HOW has added early intervention strategies to its programming. Starting this year, all participating students will receive mental health and developmental screenings through a new partnership with Beacon Therapeutic. The screenings will assess cognitive, physical and emotional development to identify youth in need of family or individual therapy and ensure that our young participants are receiving the support they need to thrive. As areas of need are identified, HOW’s team connects each child to the necessary preventative support and intervention services.

Access to Care

There is a direct and cyclical relationship between poor health and homelessness. For many, homelessness is the result of a chronic illness or an injury, and after becoming homeless, the challenge of caring for one’s health becomes even more difficult. This year, HOW joined Together4Health (T4H), a coordinated care network designed to ensure that Medicaid patients receive wrap-around services that enable them to better care for their physical and mental health. T4H has increased our clients’ access to medical, dental and vision care, mental health services and preventative health care. In Fiscal Year 2013, 321 individuals worked with HOW’s patient navigator or a case manager to get help accessing health care. In the coming years, T4H will allow us to continue to improve our clients’ access to health care and expand the population we serve.

Career Advancement

Safe housing is only the first step in breaking the cycle of homelessness and poverty. Our Career Services department works with clients to overcome barriers to employment, help them find and keep a job and increase their earning potential. During Fiscal Year 2013, Career Services met with seventy work-ready clients, 92% of whom found jobs with an average wage of $9.69 per hour, well above the current minimum wage. The combined monthly income of those seventy clients went from $26,983 at the time they came to Career Services to $81,344 today — a 300% increase!

Increased Learning

Summer and school-day afternoons are very active times at HOW’s offices, with 120 youth attending summer camp and after school programs this year. HOW’s Academic Coaching program operates from 3:00 to 6:30 p.m. during the school year, providing our young clients with comprehensive academic tutoring, mentoring and recreational activities in a safe environment. Tutoring is provided through formal internship partnerships with Loyola University, the University of Illinois at Chicago and the University of Chicago. The program operates with a 3:1 student-teacher ratio, ensuring that each child receives support targeted to address their individual needs. The program operates in lock step with the Chicago Public Schools schedule, ensuring that students have support throughout their academic year.
Fiscal Year 2013 Financials

Support and Revenue

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
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<tbody>
<tr>
<td>Government grants and contracts*</td>
<td>$4,705,463</td>
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<tr>
<td>Foundation, corporate and other grants</td>
<td>$468,593</td>
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<tr>
<td>Individual contributions and events</td>
<td>$190,563</td>
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<tr>
<td>Earned and contributed corporate income</td>
<td>$655,231</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$6,019,850</strong></td>
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Expenses by program area

<table>
<thead>
<tr>
<th>Program Area</th>
<th>Amount</th>
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<tr>
<td>Housing</td>
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<tr>
<td>Support Services</td>
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<tr>
<td>Employment Services</td>
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<td>Program Development</td>
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<td>Prevention</td>
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<tr>
<td>Management and General</td>
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<tr>
<td>Fundraising</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$6,019,850</strong></td>
</tr>
</tbody>
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96% of HOW’s FY13 budget went directly to programs

Alice came to Career Services with a strong background in construction and manufacturing. Alice wanted to be a welder. HOW referred her to a training program, and after completing the program, Alice is working in her field and making $10.50 an hour. She receives benefits, and she is very proud of herself.

Before seeking help at HOW, Marci was addicted to heroin and living with her mother, who also abused drugs. Marci is HIV positive and living with her mother made it hard for her to maintain her sobriety and care for her health. With HOW’s help, Marci has been sober for over a year. She now attends GED classes and plans to enroll in HOW’s Peer Chef Program.

Joan and her five children became homeless after she left her job to care for her terminally ill mother. After her mother passed away, Joan and her children went to stay in a shelter. The months they spent in the shelter were hard on the family, but after they moved into a HOW apartment, their lives began to improve. Joan found a job. The family began to stabilize with a roof over their heads. But one big problem remained: no furniture. One of HOW’s partners, Baird and Warner, donated furniture. With a safe, comfortable home, Joan’s family can thrive. Joan continues to work. One of her daughters is attending Loyola University and another is a high school honor student.

Karl and her three children were living in a two-bedroom apartment infested with bedbugs and rodents. She had been laid off and had fallen behind on her rent. After a home visit from a Homeless Prevention case manager and a few phone calls, HOW got Karl’s rent up-to-date and the pests eliminated from her apartment. HOW helped Karl find a new job and convert her dining room to a bedroom for her daughter. Karl is now all paid up on her rent, her new employer loves her work, and she and her children are happy in their pest-free, three bedroom apartment.
Our heartfelt thanks to all of our donors and partners who made HOW’s work possible this year. Thank you for your contributions in 2013.
HOW Staff

Sue Augustus, Director of Program Operations
Kate Beaulieu, Case Manager
Gloria Benzaly, Receptionist
Sandi Brown, Business Services Representative
Latisha Coners, Patient Navigator
Debra Crosby, Case Manager
Timothy Drake, Director of Foundation and Government Relations
Kathia Drubinskaya, Accounting Clerk
Teyone Franks, Case Manager
Jamin Fox, Case Manager
Jose Galindo, Maintenance Technician
Kimberly Gleeson, Case Manager
Lois George, Case Manager
Angela Hopson, Accountant
Tarita James, Housing Specialist
Tammy James, Youth Specialist
Martha Javiez, Case Manager
Jason Lemborg, Youth Specialist
Ruby Konopka, Case Manager
Autumn Love, Intake Coordinator
Cherry Lynne, Case Manager
Tani Martel, Housing Director

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Case Manager Spresa Zeqiri congratulates a client on her graduation from HOW’s Career Services program.
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