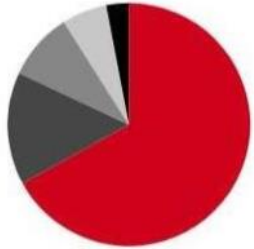


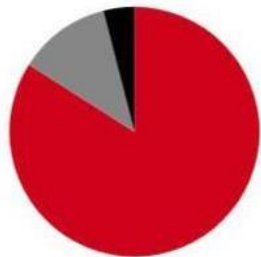
Fiscal Summary as of June 30, 2016

Total Operating Revenue = \$1,723,975



■ Grants (67%) ■ Program Fees (15%) ■ United Way (9%)
 ■ Contributions (6%) ■ Donated Services (3%)

Total Operating Expenses = \$1,599,243



■ Program Services (84%) ■ Management and General (12%)
 ■ Fundraising (4%)

84 cents of every \$1 directly supports program services!

Funding for Services

Illinois Department of Human Services
 U.S. Department of Housing & Urban Development (HUD)
 U.S. Department of Veteran's Affairs (VA)
 City of Peoria
 Heart of Illinois United Way
 LISC Greater Peoria
 Special Events
 Private Donations
 Corporations and Foundations

Our Mission

Turning Lives Around...

Our Vision

The South Side Office of Concern strives to provide people with the opportunity to help themselves toward self-sufficiency. We seek to be recognized by our consumers and the community as an organization of integrity and compassion, providing leadership and offering service.

We believe that the dedication and the collective abilities of staff and volunteers enable us to deliver service in an effective manner and to be responsive to the needs of our diverse community.

Our Values and Principles

Service
 Social Justice
 Dignity
 Empowerment
 Diversity
 Integrity



Accreditation for Case Management/Service Coordination and Supportive Living



South Side Office of Concern



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2016 Year in Review Annual Report



**Turning
 Lives
 Around**

Turning Lives Around...

Supportive Housing

SSOC's supportive housing programs serve homeless individuals and families with disabling conditions. The overarching goals are to maintain residential stability; increase skills and/or income; and increase self-sufficiency.

During 2016, SSOC provided housing to:

- **199** adults
- **15** families
- **37** children
- **10** youth age 18-24
- **70** homeless veterans



97% were housed for at least one year

94% of those who left permanent housing transitioned to other permanent housing and did not return to homelessness

Behavioral Health Services

Community and on-site services are provided for persons with mental, social or physical disabilities. Services are individually tailored to assist people in achieving and maintaining rehabilitative, resiliency and recovery goals. Services consist of therapeutic interventions that facilitate illness self-management, skill building, identification and use of natural supports, and use of resources.

SSOC provided behavioral health services to **248** persons. **32** people received payee services.

- **81%** were compliant with health improvement goals
- **89%** maintained and/or demonstrated progress in functionality or self-sufficiency

Homeless Outreach

SSOC's Homeless Outreach team connects with the homeless population where they are – both on the street and at other points of access. The goal is to help the families and individuals find safe housing, meet daily living needs, and access the care and services that can improve their lives.

- **169** placed in permanent housing
- **83** connected with mental health services
- **200+** served with screening, housing assistance, and linkage to services

Rapid Re-Housing (RRH) is an intervention designed to help individuals and families to quickly exit homelessness. Assistance is offered without preconditions and services are tailored to the unique needs of the household.

During 2016, **15** adults, **11** children and **4** families were housed through RRH

Consumer Satisfaction



SSOC's Consumer Satisfaction survey process considers 12 indicators that assess both satisfaction with services, as well as, the consumers' quality of life.

97% of consumers indicated that their housing situation has remained stable or improved in the past year.

94% expressed overall satisfaction with services provided as excellent, "very good" or "good".

81% of consumers reported that they "agree" or "strongly agree" that they can deal with their problems more effectively.



Keller Williams Premier Realty selected SSOC as its 2016 RED Day partner. On May 12, over 70 associates from the Keller Williams office in Peoria spent the day completing improvement projects at two of our properties that serve homeless veterans – New Hope Apartments and Veterans Haven.

2016 Highlights

- SSOC's Homeless Outreach Program continued to expand its impact with the addition of a Rapid Re-Housing component and a grant from Telligen Community Initiative to add a health care specialist to the Outreach Team.
- In June of 2016, a ribbon cutting and dedication ceremony was held for the expansion at Glendale Commons to celebrate the opening of an additional duplex and a 14 unit apartment building - increasing the available housing for homeless single adults, couples and families from 12 to 28 units.
- SSOC was recruited by Greater Peoria LISC to lead community revitalization efforts in the Richland neighborhood in East Peoria. The Richland Community Development Project provides funds for home improvement, guidance and assistance to existing neighborhood leadership; and plans and implements beautification projects – with the overall goal of Improving the quality of life for all the residents.