

South Side Office of Concern

Fiscal Summary As of June 30, 2017

Total Operating Revenue =
\$2,034,375



■ Grants (67%) ■ Program Fees (14%) ■ United Way (7%)
■ Contributions (9%) ■ Donated Services (3%)

Total Operating Expenses =
\$2,071,810



■ Program Services (85%) ■ Management & General (12%)
■ Fundraising (3%)

85 cents of every dollar directly supports program services!

Funding for Services

Illinois Department of Human Services

U.S. Department of Veteran's Affairs
City of Peoria

Special Events
Private Donations

U.S. Department of Housing & Urban Development

Heart of Illinois United Way
LISC Greater Peoria

Corporations and Foundations



Accreditation for Case Management/Service Coordination and Supportive Living



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Annual Report

2017 Year in Review



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.

Our Mission

Turning Lives Around...

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.

Turning Lives Around...

Supportive Housing

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

During 2017, SSOC housed:

- ◆ 171 adults
- ◆ 29 children
- ◆ 12 families
- ◆ 14 youth age 18-24
- ◆ 61 homeless veterans

98% 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



Richland Community Development Project

Community revitalization in the Richland neighborhood of East Peoria

- ◆ The Home Repair Program provided eight home owners with new professionally installed siding, windows and/or roofing with 12 more homes approved to be completed in early 2018. Three other roofs were repaired by volunteers using donated supplies.
- ◆ \$13,000 in grant awards were secured to provide services to the neighborhood.
- ◆ Monthly educational sessions and a number of social activities were offered for residents.
- ◆ A collaboration with Neighborhood House provided healthy lunches to neighborhood children all summer long.
- ◆ The Junior League of Peoria began offering their Kids in the Kitchen program and gave the interior of the Community Center building a much needed makeover.
- ◆ Hundreds of volunteers assisted with neighborhood improvement projects and an advisory board of community stakeholders was formed to focus on bringing additional resources into the community.

Behavioral Health Services

Community and on-site services are provided for those 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 264 persons. 28 people benefitted from payee services.

- ◆ 87% were compliant with health improvement goals
- ◆ 95% 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 families and individuals find safe housing, meet daily living needs, and access the care and services that can improve their quality of life.

- ◆ 139 placed in permanent housing
- ◆ 70 connected to mental health services
- ◆ 296 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 2017, RRH housed

- ◆ 96 adults
- ◆ 28 children
- ◆ 16 families

2017 Highlights

- ◆ SSOC's Homeless Outreach Program continued to have an incredible impact with expanded Rapid Re-Housing efforts and funding from Telligen Community Initiative to support the addition of a health care specialist to address the ongoing health issues of this at risk population.
- ◆ SSOC partnered with the Heart of Illinois United Way, the Homeless Continuum of Care, and the Salvation Army to launch a new Interim Shelter Program to fill a gap in the area's existing homeless services. Funded by OSF HealthCare, the program provides transitional housing for single men. Onsite case management services are provided by SSOC to help individuals overcome their barriers to finding and securing the permanent housing that will end their homelessness.
- ◆ SSOC started development on the Madison Avenue Apartments. When complete, this project will add 10 new supportive housing units for homeless families and individuals.

Consumer Satisfaction

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

- ◆ 88% of consumers indicated that their housing situation has remained stable or improved in the past year
- ◆ 90% expressed overall satisfaction with services provided as excellent, "very good" or "good"
- ◆ 75% of consumers reported that they "agree" or "strongly agree" that they can deal with their problems more effectively



"Housing is absolutely essential to human flourishing. Without stable shelter, it all falls apart."

Matthew Desmond