



Fiscal Summary As of June 30, 2018

88 cents of every dollar directly supports program services!

Total Operating Revenue = \$2,903,149

Total Operating Expenses =



- Grants (75%) ■ Program Fees (10%)
- United Way (5%) ■ Contributions (4%)
- Donated Services (3%) ■ Fundraising (3%)

- Program Services (88%)
- Management & General (9%) ■ Fundraising (3%)

Funding for Services

Illinois Department of Human Services

U.S. Department of Veteran's Affairs

Special Events

U.S. Department of Housing & Urban Development

City of Peoria

Private Donations

Heart of Illinois United Way

Corporations and Foundations

LISC Greater Peoria



Accreditation for Case Management/Service Coordination and Supportive Living



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Impact Report 2018 Year in Review



phoenix community development services
CHANGING PERSPECTIVES, PROVIDING SOLUTIONS

Where we live affects our well-being.

Phoenix Community Development Services is committed to helping our neighbors without homes find the safe, affordable housing they need to reach their full potential - and to making neighborhoods in our community places where people thrive.

Changing Perspectives, Providing Solutions

Homeless Outreach

Our Homeless Outreach team connects directly with people who are homeless wherever they are. The goal is to help families and individuals find safe housing, meet daily needs, and access the care and services that can improve their quality of life. During 2018, placed **312** individuals into permanent housing, including:

- **32** families
- **59** children
- **42** veterans

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 2018, RRH housed **158** individuals including:

- **110** adults
- **48** children
- **25** families

Community Development Services

In 2018, Phoenix Community Development Services launched a new Housing and Community Development Services division dedicated to new supportive housing and affordable housing development and broad-based community development activities dedicated to making neighborhoods in our community places where people can thrive.

- The Richland Neighborhood Home Repair Program completed home improvement, including siding, windows or roofing on twenty owner-occupied homes
- In November, Phoenix CDS celebrated the rehabilitation of the building located at 202 NE Madison in downtown Peoria into ten apartment units to house individuals or households who are experiencing homelessness.

Supportive Housing

Phoenix CDS' supportive housing programs serve individuals and families with disabling conditions. The goals are to maintain residential stability, increase skills/income, and build self-sufficiency.

During 2018, Phoenix CDS housed 222 individuals in the following supportive housing programs:

- **103** New Hope Apartments
- **66** Glendale Commons
- **15** Oasis and Monroe Manor
- **12** Madison Apartments
- **21** Veterans Haven
- **5** Scattered Site Housing

97% of those who left Phoenix CDS housing transitioned to other permanent housing and **did not return to homelessness.**

Behavioral Health Services

Community and on-site services are provided for those with mental, social, or physical disabilities. Services are individually tailored to achieve and maintain rehabilitative, resiliency, and recovery goals. Services consist of therapeutic interventions, skill building, identification, and use of natural supports & resources.

Phoenix CDS provided behavioral health services to 285 persons. 29 people benefited from payee services.

- **93%** were compliant with health goals
- **96%** maintained and demonstrated progress in functionality or self-sufficiency.

2018 Highlights

Phoenix CDS was proud to have been honored with the Jim & Katie Owens Partnership Award at the Heart of Illinois United Way Annual Meeting. The agency was recognized for outstanding leadership, collaboration and involvement with the United Way.

Phoenix CDS partnered with local artist Heather Ford-Kodrick to host an interactive art installation focused on providing a voice for the area homeless at the Peoria Public Library during the month of May. This human-centered, fine art interactive exhibit invited the entire community to explore and share what they need and how they can help through anonymous writing, drawing and reading.

Consumer Satisfaction

Phoenix CDS' Consumer Satisfaction Survey considers 12 indicators that assess both the consumer's quality of life and satisfaction.

- **87%** of consumers indicated that their housing situation has remained stable or improved in the last year
- **84%** express overall satisfaction with services in a positive statement
- **80%** of consumers reported that they can deal with their problems more effectively.