

# Impact Report

## 2021 Year in Review



### **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.

In 2021 alone Phoenix Community Development Services provided a total of **43,500** services to those we serve.

## Community Development Services

🏠 In 2021, Phoenix CDS housed a total of **520** people, including **298** new housing placements.

🏠 Started the **North Valley Home Investment Program** funded by an award of **\$350,400** that will offer optional low interest loans of up to **\$4,000** to qualified homeowners. An additional award will provide **\$80,000** to fund roof repairs on eight homes.

🏠 Launched Phase 2 of **Sow to Grow Community Garden** open to the North Valley Community to provide opportunities to grow and prepare healthy foods and address food insecurity.

🏠 **\$680,000** approved in investment funds for **Phoenix Employment First Center**. Providing employment and financial capability services to higher risk consumers.

🏠 Construction of **Madison II Apartments** started, offering **24 additional units** of housing upon completion.

🏠 “**Dream, Hope, Believe**” mural located on outside of **Madison I** location, designed by Heather Ford, was completed.



## Homeless Outreach and Rapid Rehousing

### Homeless Outreach Program

Our team connects directly with people who are experiencing homelessness, wherever they may be. Helping families and individuals find safe housing, meet daily needs, and access services that can improve their quality of life. During 2021 alone,

- 🏠 **188** Individuals were contacted by outreach
- 🏠 **109** Individuals were housed

**68%** of individuals that were discharged to permanent housing consisted of:

- 🏠 **17** Families
- 🏠 **36** Children
- 🏠 **34** Veterans

Provided **\$37,434** in homeless prevention financial assistance to households facing economic challenges.

Received the **Community Health Award** from University of Illinois for outstanding commitment to improving community health in Central Illinois.

### Rapid Re-Housing (RRH)

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

During 2021, RRH housed **173** individuals including:

- 🏠 **142** Adults
- 🏠 **47** Children
- 🏠 **21** Families

### HOWIE Hygiene On Wheels Independence Empowered

HOWIE is our mobile hygiene truck that provides availability for showers, laundry, and restroom facilities directly to areas where unhoused individuals need access. Case managers are also available on-site.

During 2021 HOWIE provided:

- 🏠 **29** individuals served (no children)
- 🏠 **546** laundry, shower, and case management services

## Supportive Housing

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

During 2021, Phoenix CDS housed **220** individuals in the following supportive housing programs.

- 🏠 **91** New Hope Apartments
- 🏠 **55** Glendale Commons
- 🏠 **13** OASIS and Monroe Manor
- 🏠 **12** Madison Apartments
- 🏠 **32** Veterans Haven
- 🏠 **19** 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 mentally, socially, or physically disabling conditions.

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 and resources.

Phoenix CDS provided behavioral health services to **299** persons.

**22** people benefited from payee services.

🏠 **98%** were compliant with health goals

🏠 **91%** maintained and demonstrated progress in functionality or self-sufficiency

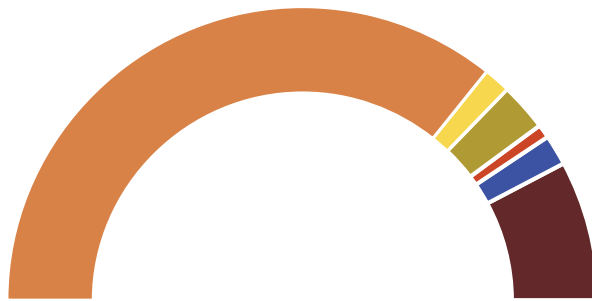
## Consumer Satisfaction Survey Results 2021

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

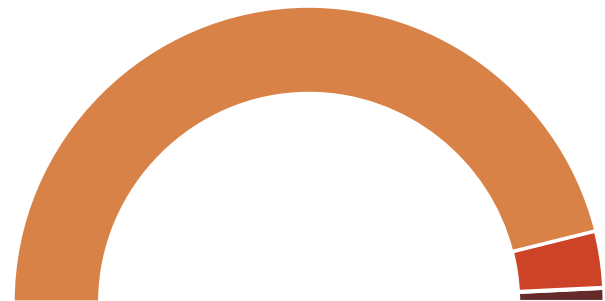
- 🏠 **83%** of consumers indicated that their housing situation has remained stable or improved in the last year
- 🏠 **90%** expressed overall satisfaction with services in a positive statement
- 🏠 **88%** of consumers reported that they can deal with their problems more effectively
- 🏠 **88%** of consumers responded that they feel they are treated with dignity and respect by our workers
- 🏠 **84%** of consumers indicated they have become more effective in getting what they need.

**Total Operating Revenue  
\$4,190,283**

**Total Operating Expenses  
\$4,044,453**



Grants **68.48%**  
 Special Events **2.92%**  
 Program Fees **5.29%**  
 Donated Services **1.50%**  
 United Way **3.37%**  
 Contributions **18.44%**



Programs & Services **92.24%**  
 Management **6.23%**  
 Fundraising **1.53%**

**89 cents of every dollar directly supports program services**

**Funding for Services**

- Illinois Department of Human Services
- US Department of Veteran's Affairs
- Special Events
- US Department of Housing & Urban Development
- City of Peoria
- Private Donations
- Heart of Illinois United Way
- Corporations
- Foundations



**Carf Accredited for:**  
 • Homeless Outreach & Rapid Rehousing Program  
 • Behavioral Health Services



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