

Partners Help Us Develop Strong Roots



CENTER
for CHANGING
LIVES

Supported Homes, Thriving Communities

ANNUAL REPORT 2011

PROGRAMS AND LOCATIONS

Vision Statement

We transform lives and inspire neighbors to build a stable, supported, connected community.

Mission Statement

*We provide **comprehensive** support to **serve, empower** and **advocate** for community residents experiencing homelessness and housing instability so they obtain and maintain **permanent** housing.*

Locations

Administrative and Residential Offices:
2120 N. Mozart, Chicago, IL 60647

Center for Changing Lives:
3051 W. Armitage Avenue, Chicago, IL 60647

Services

Crisis Intervention Screening
Soup Kitchen
Interim Housing
Food and Clothing Pantry
Case Management
Emergency Financial Assistance
Income Supports Screening and Advocacy
Representative Payee Services
Housing Counseling
Financial Counseling
Employment Counseling and Placement
Job Readiness and Life Skills Training
Referrals to Additional Specialized Services

VOLUNTEERS

Alice Sieges
Kimberly Silva
Carly Siuta
Justin Smith
Kiran Soni
Kimberly Stathis
Kelsey Steele
Ellen Steinbrunner
Kayla Steinke

Beth Stolte
Zack Tilden
Sherri Tonozzi
Lara Trinkler
Meredith Turner-Wooley
Jamila Tyler
Almae Uy
Joyce Vander Kloot
Daniel Viana

Laura Volkeni
Erik Widmark
Jessy Williams
Jessy Willis
Ian Woodbury
Huiging Xu
Emily Yoder
Emily Zimmerman
Maggie Zimmerman



Faith-based Institutions and Businesses

AirBNB
Barrington United Methodist Church
Bethel Presbyterian Church
Christ United Methodist Church
First United Methodist Church, Park Ridge
Glenbrook Korean United Methodist Church
Grace & Peace Community
Groupon
Hendrix College
Honors College Board, University of Illinois at Chicago
Hyatt
Iglesia Adventista Hispana Logan Square de Chicago
Illinois Leadership Seminar
Kimball Avenue Church
Liberty Bank for Savings
Mercy Homes
Pratt Marketing
St. Andrew United Methodist Church
Target
Task Rabbit
UMC Northern Illinois Cluster
University of Illinois School of Public Health
Vida/SIDA

VOLUNTEERS

Meena Ahmadzai
David Alcalá
Oscar Aldas Jr
Victor Amo
Scott Angrove
Carlina Arrango
Gabriel Avelar
Lisa Avelar
Manuel Avelar
Jim Bell
Katerine Biskepic
Raul Borja
Curtis Bowling
Edith Juanita Brown
Julia Burgos
Meghan Burritt
Jocelyn Camacho
Scott Cervone
Kasia Cios
Carrie Corbin
Yolanda Corona
Brandon Crockett
Isabella Crum
Shawn Crum
Jazmin Cruz
Wanda Cruz
Miki Cuidotti
Connie DeBoist
Kelli DeLay
Miranda Delgado
Michel Delifer
Pam Delifer
Mikey Dicintio
Neal Drumm
Jason Dye
Mirtza Escobar
MaryJo Espinoza
Linda Fetzer
Bethany Fischer
Tara Flauta
Cheyanne Flowers
Kelly Foulks
Michelle Franklin
Anthony Frasher
Ashley Gallegos
Pedro Garcia
Alla Goldburt
Ian Graham
Hayley Gray
Natalie Gray

Pam Gray
Rich Gray
Brain Greenwood
Patrice Harris
Emily Hathcoat
Joeleen Heman
Pashtana Hemmat
Gretchen Henninger
Zoraida Hernandez
Juan Pablo Herrera
Meghan Herwehe
Albert Hong
Aaron Hoyles
Holly Hudson
Helen Jackson
Iguehi James
Sara Juergensen
Eleni Kaldis
Ruth Kauffman
Joey Kiening
Teresa Klinger
Timothy Klus
Linda Kuhn
Daniel La Spata
Daniela Lakosilova
Radka Lakosilova
Justin Large
Matt Lask
Carolyn Lawrence
Angi Lee
Fei Lee
Jonathan Lee
Grant Legan
Michele Lenni
Bryn Lerud
Carl Libbett
Xioaquing Lin
Pam Loose
Ida Lu
Joe Lyerla
Devin Lynn
Prakesh Majmudar
Imani Marshall
Tara Matrica
Courtney McCormick
Deborah McCoy
Daniel McLaughen
Daniel McLaughen
Molly McQueen
Cammeo Medici

Victor Mercer
Melissa Merriweather
Adam Miller
Antoine Mitchell
Felicia Mitchell
Janice Montenegro
Joe Moreno
Cleopha Moss
Daniel Moynihan
Tynan Mulroy
Johana Muriel
Grace Murray
Matt Nesto
Harry Nicol
Ramon Nieves
Crysten Noval
Khalil O'Connor
Eugenia Olison
Kate Olson
Paras Parekh
Kayla Parsons
Joni Payne
Juan Perez
Megan Ponte
John Prueff
Chad Queen
Stephanie Queen
Stacie Quinn
Iris Ramirez
Luis Ramos
Jim Redlich
Nikki Ricks
Claudia Rivera
Kevin Roberson
Moises Rodriguez
Jennifer Roman
Luz Mireya Roman Rivera
Gail Rossow
Alex Rubin
Daniel Rubin
Gregory Saavoy
Mina Salami
Reynaldo Salas
Stephanie Seacord
Arun Seith
Kaira Shah
Karen Shall
Bassam Shawamreh
Larry Shipman
Karen Sholl

FROM OUR LEADERSHIP

Dear Friends and Partners,

2011 has been a year of great growth and change. In late 2010, HPSS (soon to legally be Center for Changing Lives) competed for and was one of forty-seven organizations awarded Social Innovation Funds for the financial stability model being implemented at the Center for Changing Lives (CCL).

Between February 1, 2011 and June 30, 2012, this work resulted in 492 clients receiving integrated financial services and 199 clients (40%) achieving an increase in net income, net worth and/or credit score. HPSS' implementation of this model to resolve homelessness is unique both in the city and, we believe, the nation.

HPSS is growing as a result of this effective and innovative work. In order to accommodate this growth, HPSS began negotiations to relocate CCL to a 6,300 square foot facility along Milwaukee Avenue. The new facility will be handicap accessible and provide adequate confidential meeting space, a 15 station resource room, and a 30 person classroom. The new location will allow us to effectively and ethically administer services to all those in need.

HPSS began implementation of its second strategic plan, including a new branding strategy (see the front cover). The name change to Center for Changing Lives was announced at the Annual Gala. The inaugural year of providing Interim Housing services to single men concluded in December with a successful exit rate of 60% in both our programs. This list of accomplishments goes on!

None of this could be done with you! It continues to be an exciting time to be part of the HPSS family. Change is constant and we will continue to grow, adapt and evolve as an agency, but the one thing that also remains true is how important our relationships with you—our clients, our partners, our volunteers, our donors—are to the success of our work.

Thank you,

Delia C. Ramirez
Executive Director



Harry Nicol
Board President

IMPACT

1,220 people were served at the Center for Changing Lives and received crisis screening.

30,406 meals were served through the Soup Kitchen.

60% of households that exited from Interim Housing were placed in permanent housing.

83% of the households experiencing a housing crisis were stabilized through the prevention program.

60% of households that created an individual service plan through the case management program increased their self-sufficiency, completing at least one goal.

44% of individuals served by the employment counseling program obtained employment.

77% of households that applied for a benefit like food stamps, Medicaid or utility assistance obtained at least one, the total annualized value of which were over **\$123,604**.

In 2011, CCL began its first year as a **Social Innovation Fund** recipient, a national, competitive grant-making process highlighting innovative service models that impact low-income communities.

33% of households receiving bundled services achieved a key financial outcome, including:

76 individuals improving their credit score

46 individuals increasing their net income

58 individuals increasing their net worth

DONORS

Faith-based Institutions and Businesses

Accurate Inspections & Consulting Inc.
Agape Church
Alyson Beaton Design
Barrington United Methodist Church
Bickerdike Redevelopment Corporation
Boulevard Bikes
Christ United Methodist Church
Community United Methodist Church, Naperville
Dill Pickle Food Co-Op
Dunkin Donuts
Exelon
First United Methodist Church
First United Methodist Church, Park Ridge
First United Methodist Church, Woodstock
Friends of Edwin Reyes
Friends of Iris Martinez
Friends of Proco Joe Moreno
Glenbrook Korean United Methodist Church
Goldman, Sachs & Co.
Humboldt Park United Methodist Church
JP Morgan Chase Foundation
Kimball Avenue Church
Kingswood United Methodist Church, Buffalo Grove
La Casa Norte
Lake Bluff United Methodist Church
Law Office of Arnold G. Kapan, LTD
Liberty Bank for Savings
Morgan Park United Methodist Church
Neighbors for Rey Colon
Newedge
North Shore United Methodist Church
OSM II Inc., Hanover Park
Panera Bread
Parish of the Holy Covenant United Methodist Church
Pratt Marketing
Ravenswood Fellowship United Methodist Church
St. Thomas United Methodist Church
Strack & Van Til
Structural Design Corporation
Sweat the Sound, Inc.
Target
Task Rabbit
Telecom Pioneers
United Methodist Foundation
Urban Village United Methodist Church
Willow United Methodist Church
Woodridge United Methodist Church

DONORS

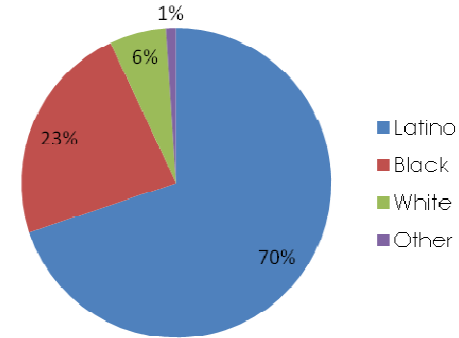
Nancy Aardema
 Doris Alvarado
 Enrique Alvarez
 Aracelia Andujar
 Sue K. August
 Manuel & Sara Avelar
 Noemi Avelar
 Gabriel Avelar
 Barry & Karessa Aves
 Pamela Baker
 Alan & Judy Barry
 Allan & Lorie Bartel
 Matt & Alyson Beaton
 Walter & Susan Benn
 Toni Berrios
 Kenneth & Rosemary Bidne
 Roxanne & Darlene Blum
 John & Janet Boryk
 Curtis Bowling
 Virginia Bridgman
 Edith Brown
 Joanna Brown
 Robert Burke
 Linda Casiano
 Lissette Castañeda
 Diana Castañeda
 Victoria Castro
 Constance Chilton
 Tami Cole
 Christian Coon
 Thomas L. Cox
 Cassandre Creswell
 Karen & John Crotty
 Jazmin Cruz
 Allyn & LaVerne Davis
 Marianne Deacon
 Ethel Doyle
 Richard Ducatzenleier
 Richard Durbin
 Aracelis Figueroa
 Barbara Flynn
 J.R. & B.J. Forsythe
 Nancy Freehafer
 Lourdes Garcia
 José & Yanet Garcia
 Shirley Garland
 C. Gates
 Anne E. Genther
 Robert & Carrie Gibson
 Daniel & Jodi Gingiss
 Margaret Givhan
 David Glover
 Annie J. Gonzalez

Ed Grosvenor
 Jerry & Karen Guziel
 Edmund & Kathryn Hansen
 Rachel Harvey
 N.J. & J.W. Haynor
 Gretchen Henninger
 Elena Hernandez
 Jonah Hess
 Kevin B. Hinshelwood
 Walter & Elizabeth Holt
 Susan Howard
 Geraldo W. Howard
 Alan Hunken
 Marcy Huttas
 Juanita Irizarry
 Rhona Jacobs
 Scott & Barbara Javore
 Diane & Alan Johnson
 Margaret & Donald Jones
 Wesley & Jennifer Jones
 Marc & Tiffany Jorgensen
 Ruth Kauffmann
 Markus Keller
 Ji'reh Kore
 Eva Kozak
 Melissa Kress
 Suzanne Krohn
 Thomas & Linda Kuhn
 Nathaniel Kuhn
 Amber S. Kujath
 Kristin Kumpf
 Catherine & Robert Kunkel
 Carolyn Lawrence
 Jongmin & Grace Lee
 Kristin S. Lerner
 Michael & Gina Lloyd
 William & Ronda Locke
 Bill & Patricia Lundquist
 Kirby Majer
 Paul Marcovitch
 Nery Martinez
 Courtney McCormick
 Deborah McCoy
 Edwin McCullough
 John McDermott Jr.
 Mary Medina
 Jack Meyers
 Mary Meyers
 Eugene Edward Miller
 Michelle Mulroy
 Tynan Mulroy & Ellen Ray
 Cherry Murphy
 Bridget Murphy
 Harry & Lois Nicol

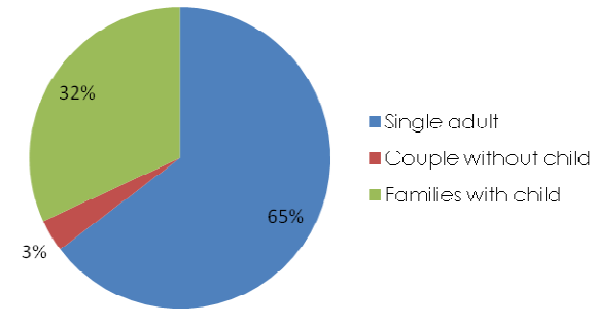
Naoki & Leah Diane Nakamura
 Thomas & Becky Nicol
 Ramon & Yolanda Nieves
 Dana O'Banion
 Dan & Debra O'Neill
 Kenneth Paoli
 Edward Patock
 Maria C. Perez
 Catherine Petersen
 Betsy L. Pilmer
 Christy Prah
 James Preston
 Nicole Quintero
 Delia C. Ramirez
 Luis & Maria Ramirez
 Bruce & Karren Ray
 Donald Reid
 Deborah Reznick
 Joanna Riopelle
 Linda Ann Ritts
 Floridalma Rivera
 Martha Rodriguez
 Roberto & Jan Rodriguez
 Felisa Roman
 Brian Roots
 Dennis Rossow
 Celia Sanabria
 Anne Scheetz
 Andrew & Amy Schumacher
 J.L. Shannon
 Karen Sholl
 Rev. Fernando & Judy Siaba
 Louise Siberman
 Alice Sieges
 Louise Silberman
 Eugene & Joyce Simpon
 Terry & Kathie Slocum
 Amethyst C. Smith
 Jeffrey Sorensen
 Robert & Penelope Steiner
 Nicole Talend
 Don Tomaska
 Frank Turner
 James & Joy Utts
 John & Thelma Vandenbrink
 Joyce VanderKloot
 Alicia Vargas
 Ada Velasquez
 Jeanette Velazquez
 Milady Velazquez
 Norma Wiley
 Kelley & William Wilson
 Sandra Zarinana

POPULATION SERVED

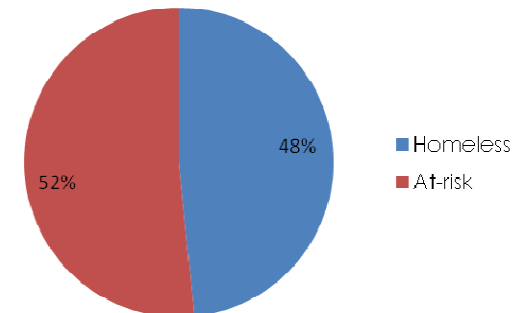
Race of Individuals



Household Composition



Housing Status of Households



BOARD OF DIRECTORS AND STAFF

Board of Directors 2011 and 2012

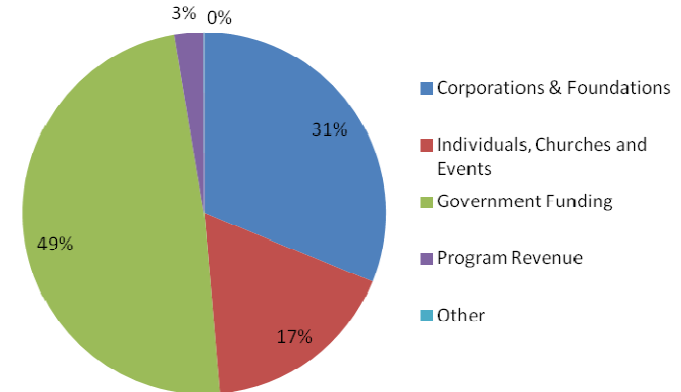
Board President Harry Nicol President UMC Foundation	Deborah McCoy Development Associate Logan Square Neighborhood Association
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Manuel Gamez Principal Gamez & Associates Ltd.	Shruti Parekh Product Manager Abbott
Yanet Garcia Design & Construction Manager Mercy Portfolio Services	Christy Prah (2012) New Communities Program Director Bickerdike Redevelopment Corporation
Helen Jackson Consumer Representative	John Prueitt Supervising Engineer ComEd
Ruth Kauffman Professor College of Lake County	Amy Schumacher Aftercare Coordinator Mercy Home for Boys and Girls
Linda Kuhn Retired Big Brothers Big Sisters of McHenry County	Bill Vanni Principal Owner SDC Engineering

Staff 2011 and 2012

Executive Director Delia Ramirez	Jamal Leki-Albano Nancy Lucena Rosa Munoz
Noemi Avelar Lissette Castaneda Victoria Castro Claudia Cordero LaVerne Davis Mayilu Diaz de Leon Jennie Dye Juliet Gutierrez Rachael Hall Mayra Keidel Corina Lara	Daniel Obeler Sabrina Ostalaza Maria Ramirez Ellen Ray Maribel Rivera Jeanette Velazquez Donna Vermillion Michelle Villarreal Bronwen White Natalie Zayas

2011 FINANCIALS

Sources of Funding 2011



Major Donors 2011

Foundations and Corporations

Emergency Fund
Local Initiatives Support Corporation (LISC)
McCormick Foundation
Northern Illinois Conference of the United Methodist Church
Owens Foundation
Polk Bros
Public Allies Chicago
The Chicago Community Trust
The Field Foundation of Illinois
United Methodist General Board of Church and Society
United Methodist General Board of Global Ministries

Government

Chicago Department of Family and Support Services
U.S. Department of Housing and Urban Development

Individuals

Donald & Jeris Boyce
Wade Fetzer
Linda Fetzer
John Prueitt & Jennifer Sterling
Edward & Barbara Walters