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### Meet our New Franciscan Outreach Executive Director

See page 2.



## A Journey from Homelessness to Housing

After 15 years of experiencing homelessness, today, John Brooks has a home of his own.

"It's terribly exciting," says John. "It's private and in a good location. It's across from Grant Park where there's always something going on."

John's journey to his new home was not an easy one. He was raised in Chicago's Cabrini-Green Homes housing project. He recalls those early days as being filled with danger.

"You couldn't play outside because it was too dangerous," he says. "We grouped together to walk around outside." "It wasn't easy." "We had to walk through different gang territory to avoid gangs. Many of the people I knew from grade school and high school were shot and killed."

John's mother encouraged him to participate in and later volunteer for a youth program at a local church. As a volunteer, he tutored kids and helped them with their homework. The program was to deter kids from gang involvement and to remain safe after school.

From an early age, his mother could see that John had an eye for photography. She asked him to take pictures of his younger brothers and of the family at different functions.

He remembers a proud moment, "In kindergarten I took a picture of graffiti and brought it to school for show and tell. I was encouraged to enter into a contest and I won second place. The picture was up on a wall at the library."

In grade school and high school, he worked for *Voices of Cabrini* newspaper and got paid for his photos. As a teenager, he participated in a youth program co-founded by the late Maggie Daly called The Gallery 37 Center for the Arts, which provides a venue for youth, families and adults to participate in innovative arts programs.



*John Brooks unlocks the door to his new home.*

Throughout high school, John worked at Wolf Camera as a film developer. After graduating from high school, he studied photojournalism at Columbia College in Chicago and worked as a freelance photographer. John's photos have appeared in local newspapers, such as the *Chicago Defender* and the *Chicago Tribune*.

In the late '90s, John was selected as the photographer for the book "Our America: Life and Death on the South Side of Chicago" by LeAlan Jones, Lloyd Newman and David Isay.

This powerful book was drawn from two award-winning National Public Radio documentaries of the personal stories of two young teenagers who lived in Chicago's Ida B. Wells Housing Project. In the acknowledgements section of the book, John is thanked for his "brilliant photography."

*Continued on page 4*



## A Message from Richard Ducatenzeiler, Executive Director

Dear Friends,

Someone once said “A fallen leaf is nothing more than a summer’s wave goodbye.” As the air turns crisp and leaves begin to change from green to a bright yellow and orange, we say goodbye to summer as autumn has arrived in Chicago once again.

This summer, we also said farewell to Ed Jacob who announced his leaving after having served as executive director since 2015. Under Ed’s faithful service and leadership, he helped Franciscan Outreach amplify its services by reaching out to more individuals, increasing the overall capacity and number of shelter beds, and expanding our locations to include the Pilsen community, to name only a few of his accomplishments. We are truly grateful for his service and he will forever be a part of the organization.

Just as one season comes to an end, it also marks the beginning of something new and exciting. It is an absolute honor and privilege to be appointed executive director and officially become a part of the Franciscan Outreach family. Having worked over 19 years in human services, I am committed to serving all those who are marginalized and come to us for help, meeting the needs of the community, and continuing the fight to end homelessness in Chicago. Over the next several months, I look forward to sharing more about the great work being done and our vision for the direction of the organization.

We can all agree that housing is safer than homelessness. At Franciscan Outreach, we aim to make an occurrence of homelessness brief and assist our guests in obtaining permanent housing as quickly as possible. We also connect our guests to the care and support needed to obtain housing and achieve a better quality of life.

The journey from homelessness to housing is not the same for everyone and there is no “one-size-fits-all” solution, but here at Franciscan Outreach, we firmly believe that we must work together as a continuum with a focus to help people obtain permanent housing as quickly as possible; without conditions or contingencies. This is the *Housing First* approach. This is the Franciscan Outreach approach and we will continue to focus on providing services and finding the right type of housing according to our guests’ needs and strengths. We also believe in using a strength-based approach with our guests and value the capacity, skills, knowledge, connections and potential in each individual and every community.

According to CareerBuilder, nearly 4 in 5 U.S. workers say they are living paycheck to paycheck. As you read in our feature story, John Brooks became unemployed and ended up experiencing homelessness for 15 years; living in a tent-city encampment for about five years. See page 1.

Homelessness is real and many of us become very close to experiencing it at some point in our lives. You will read about the role that Chicago’s Coordinated Entry System (CES) played in John’s journey and how the case management services he received at our new shelter in Pilsen helped in paving a pathway to housing.

Franciscan Outreach works through CES to help our guests connect to the housing and services they need. See page 6. Our case managers receive specialized training to become CES Skilled Assessors so they’re able to help individuals through an assessment and screening process to determine their eligibility for housing. It can be a long process, but our case managers are there for our guests every step of the way. Franciscan Outreach case managers provide compassionate care and support to our guests so they’re able to address personal challenges, make positive changes, and gain the stability they need to move toward independence and permanent housing.

As the end of the year quickly approaches, we will start to lay out our goals for 2020. I look forward to sharing our plans with you.

If we haven’t already met, I would like the opportunity to meet you in person. Please join me at Franciscan Outreach’s 7th annual Helpings of Hope tasting event on November 14, 2019. Bring your family and friends too. It’s a wonderful way to start the holiday season. See page 3.

We are extremely grateful for your continued support and it is only because of your generosity that we are able to empower men, like John, and women each day to gain the stability they need to transition into permanent housing.

With appreciation,

Richard Ducatenzeiler



## Provide Help and Hope to Our Neighbors in Need!

Join us at our 7th annual Helpings of Hope event on November 14th to begin the 2019 holiday season in a meaningful way! It's a great opportunity for you to have fun and also make a difference in the lives of men and women who are marginalized and homeless in Chicago.

This premiere tasting event gives all participants the chance to sample delicious signature dishes from local chefs and restaurants. Attendees will have the opportunity to interact with chefs, sample craft beer, enjoy live music, and participate in an Ultimate Tasting Raffle.

More than 225 community members, philanthropic supporters and local businesses will participate in this event to raise awareness and support for the critical work Franciscan Outreach is doing to address the many challenges facing our Chicago neighbors in need. All proceeds from Helpings of Hope will benefit the guests of Franciscan Outreach.

To purchase tickets and for more information about the event, visit [www.franoutreach.org/Helpings-of-Hope](http://www.franoutreach.org/Helpings-of-Hope).



## Sponsorships Make an Impact

Sponsorship of Helpings of Hope will make a lasting impact in the lives of those in need. It's also a great way to bring together friends and colleagues.

Each year, organizations participate with staff members as a way to give back to the community and have a good time while enjoying amazing food. Each sponsorship level includes a group of tickets.

For more information about sponsorship opportunities, please contact Laura Reilly at [Laura@franoutreach.org](mailto:Laura@franoutreach.org) or by calling 773-278-6724 x2021.

**Helpings of Hope**  
**Thursday, November 14, 2019**  
**7 p.m.—10 p.m.**

**Salvage One**  
**1840 W. Hubbard Street, Chicago, IL 60622**

**Tickets: \$100 in advance / \$125 at the door**

**For more information:**  
**[www.franoutreach.org/Helpings-of-Hope](http://www.franoutreach.org/Helpings-of-Hope)**



Guests, John Brooks and Maurice Patton, revisit tent encampment.

John was married for five years and then he and his wife divorced. He continued working as a freelance photographer, but the work wasn't steady and he couldn't afford to live on his own. As a result of not being able to find consistent work, John ended up homeless.

**“You bind with other homeless people to form a safety net, a community.”**  
– John Brooks

For years, John lived in and out of shelters and on the streets. He slept on trains and on concrete. Eventually, John had access to a tent and decided to move to a “tent city” encampment with other individuals experiencing homelessness. The tent city was located next to the Taylor Street ramp onto the Dan Ryan Expressway in Chicago.

“You bind with other homeless people to form a safety net, a community,” says John. “We built the tents into a small neighborhood. We had grills, chairs and sofas. We made it private.”

John lived in the tent-city encampment for about five years. It was difficult and dangerous. The extreme Chicago weather made it brutal to live outside.

“During the polar vortex last winter, it was beyond cold. It was rough,” says John. “The snow buried people. We had to dig them

out of their tents.” “I woke up in the morning and I couldn't believe that I was still alive.”

It was during this time that John was approached by outreach workers asking him to consider getting out of the cold and staying at Franciscan Outreach's new shelter in the Pilsen neighborhood. This new shelter operates in partnership with the Chicago Department of Family and Support Services (DFSS). DFSS outreach teams encourage men and women who are living on the streets or in encampments to stay at the new Franciscan Outreach shelter, which is an innovative model designed to address the specific needs of people who are living outside.

This shelter is a low-barrier facility that is unlike any other shelter in the Midwest. It has fewer restrictions than a typical shelter:

- It's open 24/7 so people have the flexibility to come and go as they like.
- It provides people with storage for their personal belongings.
- People can stay with their partners.
- And, it offers separate rooms for personal pets.

Eager to bring some stability back into his life, in February 2019 John agreed to stay at Franciscan Outreach's shelter. At the shelter, John welcomed the immediate support he received, including his own bed, three nutritious meals a day, a hot shower, clothing, access to a washer and dryer and a personal mailing address.

“The mailman doesn't come to a tent,” John jokes.

John received access to specialized services, such as primary health care, mental health counseling, support groups and legal assistance. He also met regularly with a dedicated case manager who helped him gain access to the resources and benefits he needed.

“I talked to my case manager about all the questions I had and she helped me to think through everything. She helped me to set up doctor's appointments and helped me with job leads,” says John. “She helped me to focus on my future.”

John's case manager entered him into Chicago's Coordinated Entry System (CES). CES provides access to housing and support services for people who are most vulnerable in Chicago and is partially funded by the U.S. Department of Housing and Urban Development (HUD). See page 6.

CES Skilled Assessors conduct Standardized Housing Assessments with people experiencing homelessness and enter that information into a central database. Franciscan Outreach has eight Skilled Assessors on staff, including John's case manager at the shelter in Pilsen. John went through the assessment process, which takes about 30 minutes and includes a separate Vulnerability Index screening. The system prioritizes assistance based on vulnerability and severity of service needs.

People who are determined to be experiencing chronic homelessness are considered to be the most vulnerable and given priority status within CES so they receive the highest ranking to be matched to permanent supportive housing. People are identified as experiencing chronic homelessness when they have a documented disability and have been homeless for a designated length of time.

After going through the assessment process, it can take weeks, months, or longer to be matched to housing, which only occurs if the individual is determined eligible. Franciscan Outreach firmly believes in a Housing First approach, in which we help our guests access the support they need to obtain and maintain housing and achieve a better quality of life. We recognize that all of our guests can achieve stability in housing, which may require the necessary support to help them to do so.

Franciscan Outreach case managers empower our guests to overcome barriers to obtain permanent housing. This includes providing our guests with the assistance they need to gather all the appropriate documentation that is required by housing providers so they're prepared when, or if, they're matched through CES.

John's case manager helped him to access all the documents he needed to become housing ready. Documentation needed for housing includes an ID, a Social Security card, a birth certificate, proof of income or no income, the verification of a disability, and the verification of homelessness. Depending on a person's situation, many of these documents can be extremely difficult to access and can sometimes take a very long time to gather.

In September 2019, John was matched to permanent supportive housing through CES. He qualified to receive a housing subsidy for a studio apartment. He met with the housing provider in the Loop area to see the apartment, understand his rental responsibilities and sign the lease. John now lives in a home of his own.

"I haven't had my own place in 15 years," says John. "It's nice to have my own place. It's furnished with a bed, chairs and a table." "It's across from Columbia College so it reminds me of my college days."

When John moved into his own apartment, Franciscan Outreach provided him with a Welcome Home Kit full of essentials for his new home. He received plates, cups, cookware, silverware, bedding, cleaning supplies and much more. See page 7.



*John Brooks prepares a meal at his home.*

"Franciscan Outreach provided me with all the stuff you need to get started in a new apartment," John says.

Franciscan Outreach continues to be a source of support for John. He goes back to meet with his case manager to make sure that he has what he needs to regain his stability and independence in his life.

"There's a lot of stress living on the streets. With the help of Franciscan Outreach, I'm ready to get back on my feet toward a more stable life," says John.

"And this winter, I'm looking forward to watching it snow from the inside instead of outside," he says with a smile.



If John's story sounds familiar, it's because he was one of our guests featured in the video, "A Path from Help to Hope," which was produced earlier in the year about guests who transitioned from living in a tent encampment to our new Franciscan Outreach shelter in the Pilsen community. John's story was also included in Franciscan Outreach's 2018 Annual Report. You can watch the video and read the story at [www.franoutreach.org/resources](http://www.franoutreach.org/resources).

# Program Highlights

## Access to Housing through CES

### How do people who are experiencing homelessness find housing?

The fact is there are very limited housing options for people experiencing homelessness in Chicago. To help people transition to permanent housing, Franciscan Outreach works through Chicago's **Coordinated Entry System (CES)**, which is a centralized system required by the U.S. Department of Housing and Urban Development (HUD) to help the most vulnerable individuals in our community connect to the housing and services they need.

Franciscan Outreach case managers have received specialized training to become **CES Skilled Assessors** so they're able to help individuals experiencing homelessness through a process that collects their information and enters it into a central database, known as the **Homeless Management Information System (HMIS)**. This process includes a **Standard Housing Assessment**, which is a questionnaire that asks people specific demographic and personal history information, such as their length of homelessness. It also includes a **Vulnerability Index**, which is a screening that determines if a person has experience with challenges, such as a physical disability, a chronic medical condition, a mental health problem, a substance use disorder, and/or incidence of domestic violence.

All the people who have been entered into CES make up what's called the **One List**. The One List provides a count of the number of people who are experiencing homelessness and in need of housing. It serves as a housing prioritization referral system and is used to match people to the appropriate housing opportunity. People who are determined to be **chronically homeless** are given priority status within CES so they receive the highest ranking to be matched to permanent supportive housing. People are identified as experiencing chronic homelessness when they have a documented disability and have been homeless for a designated length of time.

CES works with housing providers that manage subsidized apartments within their own buildings or manage subsidized apartments through private landlords. Depending on the subsidy type, tenants are often expected to contribute up to 30 percent of their gross income toward monthly rent. The source of income varies depending on a person's situation. They may be employed



*Franciscan Outreach helps guests connect to housing through CES.*

or receive Social Security Disability Income (SSDI) or Supplemental Security Income (SSI).

After going through the assessment process, it can take weeks, months, or longer to be matched to housing, which only occurs if the individual is determined eligible. At Franciscan Outreach, we firmly believe in a **Housing First** approach in which we help our guests access the support they need to obtain and maintain housing and achieve a better quality of life. We recognize that all of our guests can achieve stability in housing, which may require the necessary support to help them to do so.

During their stay with Franciscan Outreach, case managers empower our guests to overcome barriers to obtain permanent housing. This includes providing them with the assistance they need to gather all the appropriate documentation that is required by housing providers so they're prepared when, or if, they're matched through CES. There is no "one-size-fits-all" solution and, often times, people don't get matched to permanent supportive housing. However, we continue to focus on matching the right type of housing and services to the specific strengths and needs of our guests.

9,459

People on CES  
One List\*

833

Permanent Housing  
Units Available\*

1,095

People Entering  
Homelessness\*

184

People Permanently  
Housed\*

\*CES Numbers for September 2019

# Welcome Guests Home with a Welcome Home Kit!

Franciscan Outreach helped Maurice Patton move from homelessness to housing. Last September, Maurice received the keys to his new home. Franciscan Outreach provided all the support he needed to prepare and move into his new home. Maurice received a Welcome Home Kit to get started in his new home.

"Franciscan Outreach supplied me with everything I really needed. They gave me all the day-to-day life necessities. It's a nice starter kit," says Maurice.

Please help us fill Welcome Home Kits for Franciscan Outreach guests who need household items for their new homes as they move from homelessness to housing.

**A Welcome Home Kit makes a wonderful gift!** You can donate a Welcome Home Kit or the items that go into one. Putting together a Welcome Home Kit is also a great holiday activity for family, friends, church groups, co-workers. It's fun and makes a meaningful difference in people's lives.

**Below are needed items and ways that you can donate a Welcome Home Kit.**



*Maurice Patton received a Welcome Home Kit for his new home. See Maurice's journey in a video called "A Path from Help to Hope" at [www.franoutreach.org/resources](http://www.franoutreach.org/resources).*

## Welcome Home Kit Items

The items below are needed to fill Welcome Home Kits:

**LAUNDRY BASKETS:** These are a necessity and they're used to fill and hold the Welcome Home Kits!

### KITCHEN ITEMS:

**Place settings:** plates, bowls, silverware, glasses, cups

**Pans:** frying pans, 4-qt saucepans with lids

**Bakeware:** baking pans, cookie sheets

**Gadgets:** Strainers, cutting and paring knives, long handle spoons, spatulas, tongs, can openers, measuring cups

**CLEANING SUPPLIES:** sponges, brooms, mops, dish soap, hand soap, all-purpose cleaner, dishcloths, towels, paper towels, buckets, waste baskets

### BATHROOM ITEMS:

**Towels:** bath towels, hand towels, washcloths

**Toiletries:** shampoo, soap, toothpaste, toothbrush, deodorant, toilet paper

**Bathroom supplies:** curtains and rings, toilet brush, toilet plunger, bath mat

### BEDROOM ITEMS:

**Pillows**

**Sheets:** twin and full-size

**Comforters/blankets:** twin and full-size

## Give or Fill a Welcome Home Kit Today!

You can donate the items to fill a Welcome Home Kit.

Or, you can donate the cost of a complete Welcome Home Kit.

### 1. DONATE ITEMS TO:

Franciscan Outreach  
Welcome Home Kits  
717B W. 18th St.  
Chicago, IL 60616

*Please provide your contact information to receive a tax receipt.*

### 2. ORDER ITEMS AND SHIP THROUGH AMAZON!

- Go to our Welcome Home Kit page:  
[www.franoutreach.org/welcome-home-kits](http://www.franoutreach.org/welcome-home-kits)
- Click on the Amazon Wish List link
- Select items to donate

At checkout, add our shipping address:

Franciscan Outreach  
717B W. 18th St.  
Chicago, IL 60616

*Under "Gift Options," add "Gift Receipt" to provide your contact information to receive a tax receipt.*

### 3. DONATE A WELCOME HOME KIT!

**\$350** covers the cost of a Welcome Home Kit.

If you would like to donate a complete Welcome Home Kit, please go to [www.franoutreach.org/welcome-home-kits](http://www.franoutreach.org/welcome-home-kits)

### ON AMAZON, DON'T FORGET TO USE AMAZON SMILE!

Select Franciscan Outreach as your charity to support and 0.5% of the price of your eligible Amazon Smile purchases will be donated back to us!

## Franciscan Outreach

717B W. 18th St.  
Chicago, IL 60616

## Our Mission

To provide healthy meals, safe shelter and critical services that affirm the dignity of men and women who are marginalized and homeless and empower them to gain the stability they need to transition into permanent housing.

We are supported in part through grants from the Department of Family and Support Services, through the following funding streams: Corporate Funds, Community Development Block Grant, Emergency Solutions Grant, and Aviation.

In accordance with the Federal Law and US Department of Agriculture policy, this institution is prohibited from discriminating on the bases of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write the USDA, office of Civil Rights, Room 326-W Whitten Bldg., 1400 Independence Ave. SW, Washington DC 20250-9410 or call (202) 720-5964 (voice and TDD.) The USDA is an equal opportunity provider and employer.

### UPCOMING EVENT

**Helpings of Hope**  
**Thursday, November 14, 2019**  
**7 p.m.—10 p.m.**

**Salvage One**  
**1840 W. Hubbard Street, Chicago, IL 60622**

**Tickets: \$100 in advance / \$125 at the door**  
**For more information:**  
**[www.franoutreach.org/Helpings-of-Hope](http://www.franoutreach.org/Helpings-of-Hope)**

## SERVICE SITES

### East Garfield Park At Garfield Community Service Center

10 S. Kedzie Ave.  
312.746.5695

*Case Management*  
*Support Services*  
*Specialized Services*  
*Housing Programs*

### East Garfield Park At Walls Memorial CME Church

200 S. Sacramento Blvd.

*Healthy Meals*  
*Safe Shelter*  
Guests have access to full  
services at the shelter on  
Harrison Street.

### North Lawndale 2715 W. Harrison St. 773.265.6683

*Healthy Meals*  
*Safe Shelter*  
*Case Management*  
*Support Services*  
*Specialized Services*  
*Housing Programs*  
*Volunteer Programs*

### Pilsen

1856 S. Loomis St.  
312.624.8296

*Healthy Meals*  
*Safe Shelter*  
*Case Management*  
*Support Services*  
*Specialized Services*  
*Housing Programs*

### The Loop

**At St. Peter's Church**  
110 W. Madison St.  
312.628.1253

*Case Management*  
*Support Services*  
*Housing Programs*



### Administrative Office

717B W. 18th St.  
Chicago, IL 60616  
773.278.6724

[www.franoutreach.org](http://www.franoutreach.org)