

CDHS Service Connector
2004 Results and Program Targets

Result	Program Goal	2004 Measurement
Families are engaged in Services	<ul style="list-style-type: none"> ▪ Families receive outreach services ▪ Families and active service plans 	<ul style="list-style-type: none"> ▪ 100% of families contacted ▪ 80% of cases opened ▪ 5% positive discharge ▪ 80% of open cases have active service plans
Families are stable	<ul style="list-style-type: none"> ▪ Families have service needs identified in their service plans ▪ Families are referred to services to meet their needs ▪ Families are participating in services to meet their needs ▪ Consecutive service plans show a reduction in risk factors 	<p>Of families with service plans:</p> <ul style="list-style-type: none"> ▪ 90% of are referred to services ▪ 50% are participating in services ▪ 70% of consecutive service plans show a reduction in risk factors
Families have more housing choices	<ul style="list-style-type: none"> ▪ Families are lease compliant ▪ Families who are not lease compliant become lease compliant ▪ Relocating families achieve the housing of their choice ▪ Families do not become homeless 	<ul style="list-style-type: none"> ▪ 75% of families are lease compliant ▪ 25% of families are not lease compliant ▪ 80% of not lease compliant families become lease complaint ▪ 15% of families with a <i>right to return</i> meet site specific criteria ▪ 5% of families referred to homeless services
Families have increased household income	<ul style="list-style-type: none"> ▪ Families have increased earnings ▪ Families experience career advancement ▪ Families utilize EITC 	<ul style="list-style-type: none"> ▪ 15% of individuals complete a training program ▪ 20% of individuals get permanent hob placements ▪ Wage reports ▪ 50% of placements are retained for 30 days ▪ 60% of placements are retained for 90 days ▪ 10% of individuals experience a wage increase ▪ Household who report income greater than or equal to HUD median guidelines ▪ 80% of working families utilize the EITC
Families are involved in their communities	<ul style="list-style-type: none"> ▪ Families are oriented to resources in their new communities ▪ Families report satisfaction in their new neighborhood ▪ Delegate agencies access social capitol in community areas across the city 	<ul style="list-style-type: none"> ▪ 2 community orientation activities per quarter ▪ Satisfaction survey: <ul style="list-style-type: none"> - % of residents who join a neighborhood org. or activity - % of residents who report feeling like they belong in their neighborhood 1 social capitol endeavor by delegate agencies each month

Source: Chicago Department of Human Services (2004)