

The Mission

Turning Lives Around...

The Vision

The South Side Office of Concern strives to provide people with the opportunity to help themselves toward self-sufficiency.

We seek to be recognized by our consumers and the community as an organization of integrity and compassion, providing leadership and offering service.

We believe that the dedication and the collective abilities of staff and volunteers enable us to deliver service in an effective manner and to be responsive to the needs of our diverse community.

Values and Principles

Service

Social Justice

Dignity

Empowerment

Diversity

Integrity

Funding for Services

Illinois Department of Human Services

U.S. Department of Housing & Urban
Development (HUD)

U.S. Department of Veteran's Affairs (VA)

Heart of Illinois United Way

Special Events

Private Donations

Foundations



Accreditation for Case Management/
Service Coordination and
Supportive Living

Heart of Illinois
United Way



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**2014 Annual Report &
Summary of Services**

Supportive Housing

SSOC's supportive housing programs serve homeless individuals and families with disabling conditions. The overarching goals are to:

- maintain residential stability;
- increase skills and/or income; and increase self-sufficiency.

During 2014, SSOC provided housing to:

148 adults
23 children

Of those in permanent supportive housing, 86% have been housed for at least one year.

Of those in transitional housing, 72% transitioned into other permanent housing.

Employment Services Program

SSOC's Employment Services specifically serves families currently receiving Temporary Assistance to Needy Families (TANF). The program allows the family to continue receiving assistance while helping them prepare for, find and keep competitive employment as required by governmental regulations.

420 persons served:
91% female
9% male

67 placed into host work sites
54 obtained employment

Behavioral Health Services

Community and on-site services and supports are provided for persons with acknowledged mental, social or physical disabilities. Services are individually tailored to assist people in achieving and maintaining rehabilitative, resiliency and recovery goals. These services consist of therapeutic interventions that facilitate illness self-management, skill building, identification and use of natural supports, and use of community resources.

During 2014, SSOC provided behavioral health services to 182 persons (*includes some consumers also residing in one of our Supportive Housing programs.)

Of those,

90%

Were compliant with health improvement goals

95%

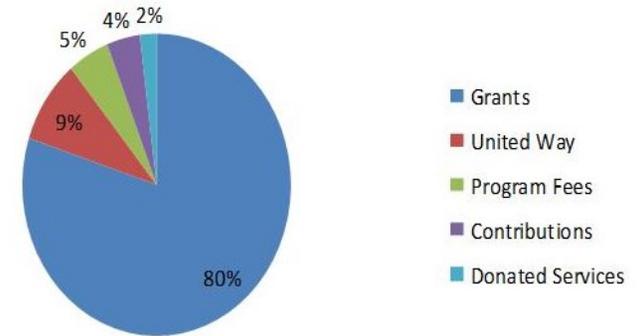
Maintained and/or demonstrated progress in functionality and/or self-sufficiency

Consumer Satisfaction

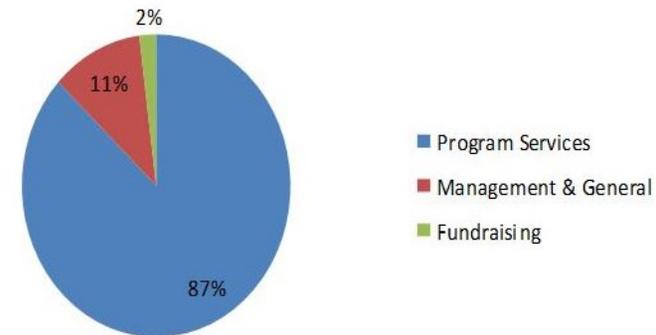
SSOC's Consumer Satisfaction survey process considers 12 indicators that assess both satisfaction with services, as well as, the consumers' quality of life. 31% of our consumers expressed overall satisfaction as good, 24% as very good and 30% as excellent. 82% of our consumers indicated that they agree or strongly agree that they can deal with their own problems more effectively.

Fiscal Summary

Total Revenue and Supports = \$1,714,549



Total Expenses = \$1,957,323



Eighty-seven cents of every dollar directly supports our program services.