

## 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

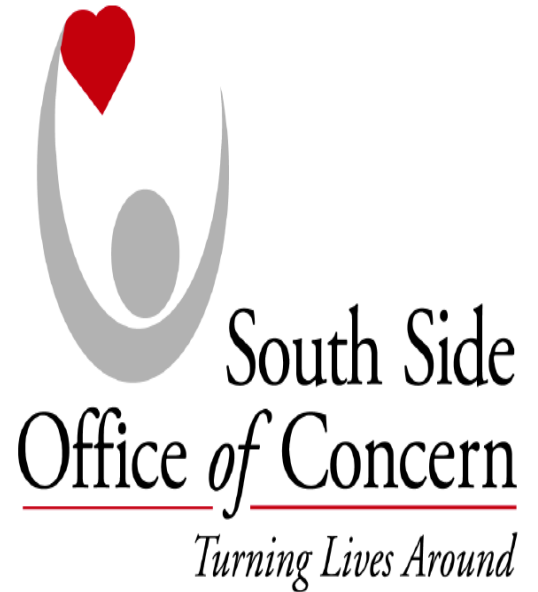
Private Donations

Foundations



Accreditation for Case Management/  
Service Coordination and  
Supportive Living

Heart of Illinois  
United Way



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**2013 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 2013, SSOC provided housing to:

**153 adults**  
**18 children**

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

Of those in transitional housing, 70% 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 2013, SSOC provided behavioral health services to 178 persons** (\*includes some consumers also residing in one of our Supportive Housing programs.)

*Of those,*

**85%**

Were compliant with health improvement goals

**92%**

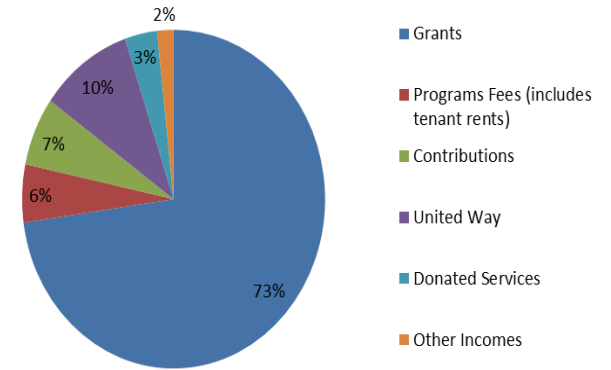
Maintained and/or demonstrated progress in functionality and/or self-sufficiency

## Consumer Satisfaction

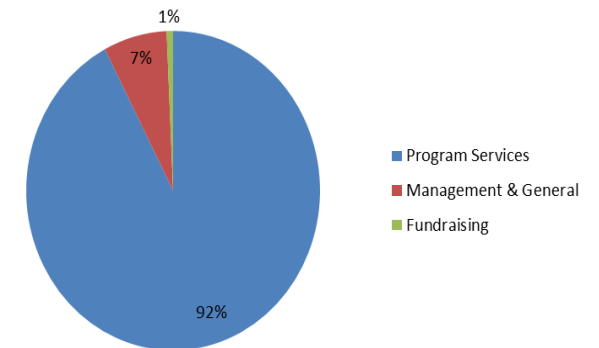
SSOC's Consumer Satisfaction survey process considers 12 indicators that assess both satisfaction with services, as well as, the consumers' quality of life. 92% of our consumers expressed overall satisfaction as "very good". 82% of our consumers indicated that they "strongly agree" that they can deal with their own problems more effectively.

## Fiscal Summary

Total Revenue & Supports = \$1,705,226



Total Expenses = \$1,601,556



*Ninety-two cents of every dollar directly supports our program services.*