



DEPARTMENT OF COMMUNITY DEVELOPMENT SERVICES

Administrative Division

m e m o r a n d u m

TO: Laurel Lunt Prussing, Mayor

FROM: Elizabeth H. Tyler, FAICP, Director

DATE: November 5, 2009

SUBJECT: TENANT RELOCATION ASSISTANCE UPDATE

Introduction & Background

This past summer apartment/motel building closures in the City of Champaign (Gateway Studios) and the Village of Rantoul (Autumn Glen Apartments) due to the failure of the owners to pay their electric utility bills resulted in a crisis for tenants who were faced with immediate relocation needs even though they had paid their individual rent and utility bills. More recent instances have occurred in Champaign and Urbana where tenants were close to being displaced due to the financial circumstances of the building owners. While the owners were able to raise emergency funds or to achieve creditor protections under bankruptcy rules, the situations at these locations remain precarious.

The municipalities and various social service agencies have worked hard to provide services and locate alternative housing for displaced tenants, but many questions have been raised about the need to prevent these situations and to plan ahead to provide an improved safety net for the tenants and to avoid an increase in community homelessness. With the downturn the economy and continued effects of the high national housing foreclosure rate, it is likely that these issues will continue to become more pressing in our metropolitan area. It is important for the units of government, social service providers and other stakeholders to continue to work together to improve coordination, build resources, and to adjust policies and adopt legislation as necessary to respond to this growing concern.

Since July 2009, staff with the Cities of Urbana and Champaign and the Village of Rantoul have been working along with representatives of the Regional Planning Commission, Cunningham Township, Champaign Urbana Tenant Union, Housing Authority of Champaign County, United Way and other social services as a task force to develop a community-wide unified approach and action plan to address the issue of emergency tenant relocations.

Among the topics and tasks addressed by this task force to date are the following:

- Work with apartment owners and other agencies to identify likely housing for displaced tenants to locate in an emergency. If possible, develop agreements with landlords who are interested in assisting tenants who must be relocated.
- Develop triage procedures for municipalities to utilize in assisting displaced tenants with finding substitute housing and other basic needs.
- Prepare a service guide that can be used to quickly assist displaced tenants as they seek assistance through a case managed approach.
- Work with utility companies to develop improved noticing procedures to ensure that municipalities have at least a 10-day notice of impending service cut-off due to nonpayment of bills. Develop a form of early warning to monitor properties that may be distressed in payment of utilities and other bills.
- Investigate possible legal or legislative solutions to encourage property owners to accommodate tenant relocation costs in cases of condemnation, foreclosure, etc.
- Identify existing funding sources and future funding potential for relocation assistance that can be administered community wide on a needs basis.
- Continue work on a survey of affordable housing needs and develop improved approaches to providing affordable housing and shelters communitywide.

Update on Activities

Following is a status report on these specific efforts.

Coordination with Local Landlords/Hotel Owners

A Task Force member contacted the Central Illinois Apartment Association (CIAA) to request their members' assistance in identifying unit vacancies and possibly entering into agreements with the communities to provide for relocation opportunities. The CIAA agreed to allow a short article to be placed in their October newsletter as an outreach effort (copy attached), but specific contacts have not yet resulted. The Task Force will need to do additional follow up with individual apartment owners and hotel owners to identify a list of participating landlords and/or hotels which can provide short-term housing for displaced tenants.

Some assistance in identifying housing is already being provided by the Champaign-Urbana Tenant Union which publishes a monthly listing of low cost housing opportunities and is able to work with tenants on a case by case basis to identify housing options (see attached listing). The Housing Authority of Champaign County has also offered to work with displaced tenants and may be able to provide priority placement for eligible residents to relocate to any units that may be available in their facilities.

Triage Procedures

A subcommittee of the Task Force worked with local social service agencies to develop triage procedures for communities to use in assisting displaced tenants. The procedures were developed based upon those developed to assist Hurricane Katrina victims in 2005 and the procedures employed by City of Champaign Neighborhood Services Department staff during the closure of Gateway Studios. The triage procedures address action steps and responsible parties for different event phases, including initial notice, housing and service coordination, case management, and network debriefing. The developed template will assist affected communities in providing an efficient response in the event of a tenant relocation occurrence. An outline of the developed triage procedures is attached.

Quick Help Guide

Another subcommittee of the Task Force developed a Quick Help Guide for use of service providers and displaced tenants who may need assistance with crisis needs and accessing short-term and more permanent housing options, movers and storage, transportation, food, clothing & necessities, and childcare. This guide is meant to provide a streamlined and updated resource that can be used by displaced persons and case managers to efficiently procure services in a crisis mode. (Copy attached).

Among the listings shown in the Quick Help Guide is “First Call for Help,” an information, referral, and emergency assistance service of Family Service. This contact should be the first step for tenants in accessing case management and assistance. The Illinois Department of Human Services has begun a pilot program for “2-1-1” to be operable within the State of Illinois. This service will be important in the future as an easy to remember telephone number that can streamline access to health and human services. A fact sheet on the pilot program is attached and available at <http://www.dhs.state.il.us/>. “2-1-1” service is not yet available in Champaign County.

Utility Notices and Warnings

Task Force members met individually with representatives of Ameren IP, the Urbana-Champaign Sanitary District, and Illinois American Water Company to review utility notice and shut-off procedures related to nonpayment of utility bills. The goal of the Task Force was to be able to obtain no less than a 10-day notice – and preferably additional time - to the municipality of a pending shut-off to allow time for emergency response in assisting tenants.

All of the utilities contacted were cooperative in identifying administrative procedures to ensure more timely notice to municipal representatives of pending utility shut-offs for multi-family nonpayment situations. In some cases, ongoing coordination between the utility and the municipality will be necessary to identify properties of possible concern for data sorting purposes.

In the case of Ameren, local and regional service staff agreed to provide a list of master metered properties for municipal identification of possible vulnerable populations and to alert designated staff of the two cities about pending postings up to 48 hours in advance of the 10-day required notice. Formalization of this tentative agreement is pending.

In the case of Urbana-Champaign Sanitary District, District staff have agreed as a courtesy to alert local municipal staff of late multi-family residential accounts at a point at least 14 days in advance of water shut-off as a courtesy. This point is identified as Step Number 7 on their Administrative Policy Regarding Enforcement and Collection Procedures (copy attached). The District has recently altered its disclosure of nonpayment hearing notices and is considering revisions to their collection policy for properties that are in bankruptcy.

Local management staff of Illinois American Water Company will attempt to provide a compiled trial run of their monthly water shut off list. However, this list is very extensive and cannot be separated by use code so that it may be difficult for municipalities to use in efficiently identifying vulnerable properties. Company staff also agreed to alert municipal staff of required noticing and posting of master metered properties at least 10 days in advance of disconnection. This noticing is required by the Illinois Administrative Code and Illinois Commerce Commission rules. The Water Company acts as an agent for the Sanitary District for utility shut-off due to nonpayment of sewer bills, since water disconnect is easier and less costly to effect than sewer disconnect.

Closer and earlier coordination between utility and municipal staff on possible shut-offs can also have beneficial effects in achieving resolution of payment, as municipal staff may have additional contact or other information that can aid the utility company. Subsequent to the events of the summer, water company and sanitary district staff have already made efforts to immediately alert municipal staff of possible concerns. This early contact has helped to avoid additional tenant relocation crises in both Urbana and Champaign.

Legal and Legislative Options

Urbana legal staff were asked by the Task Force to investigate possible legal remedies to encourage greater property owner responsibility in the event of tenant displacement due to nonpayment of utility bills or condemnation. Legal staff conducted a preliminary review of the request and concluded that legal remedies imposed by the local government are limited because the issue of payment of rent and utilities by a tenant to a landlord is considered to be a private contract, in which the municipality has no standing and may not interfere. The concept of applying liens on a property to recover payment of utilities was also discussed. Property liens are controlled by State law and application of a lien for nonpayment of utilities could also be considered interference with private property contracts.

Among the legal actions that the City could take would be to amend the Rental Registration Ordinance to require that property owners pay utilities in master metered properties. Required notification to tenants and to the City of pending utility nonpayment and/or foreclosure could also be required under the Rental Registration Ordinance. It is possible that these requirements could assist in some situations. Any fines collected under these provisions could be used to provide for tenant relocation assistance as part of the City's resources dedicated to this social service need.

Additional legal research is necessary to more fully determine the possible remedies that can be pursued by the City as part of the rental registration ordinance or other stand alone regulations.

In related legislative news, SB 1894 recently passed the House and the Senate. If signed by the Governor, this Bill would result in municipalities receiving information about the actual owners of properties that have gone into foreclosure as well as the contact information for the eventual purchaser. The bill would also establish a uniform method for filing liens to recover the costs of removing certain nuisances that contribute to a property falling into a state of disrepair.

Tenant Assistance Funds

The Task Force addressed the issue of existing and potential funding for tenant relocation assistance. Currently, there are some limited resources that are available through United Way, the municipalities, the regional planning commission, and other social service agencies. These funds are primarily aimed at providing some level of ongoing rental assistance to low-income residents, rather than immediate assistance in a crisis relocation situation. As our community's primary charitable fundraising organization, the United Way is able to raise funds but may not make pay-outs to individuals. In helping the residents of Gateway Studios, United Way worked through the Center for Women in Transition and the Salvation Army to provide individual assistance.

One approach to providing improved funding levels and administration would be to coordinate a communitywide fund raising approach through the United Way, including contributions from participating jurisdictions, and to contract with the Regional Planning Commission to provide individual payouts under a case managed needs-based system. Case management and triage could be provided by First Call for Help, a service of Family Service. This multi-agency approach organization would provide for an improved administrative vehicle for assisting tenants and can serve as an eligible program under which to seek additional grant funds. Representatives of the agencies that would potentially participate in such a program have expressed a proactive willingness to undertake these roles. The Cities could assist by developing an intergovernmental agreement under which the program could be operated and by donating appropriate funding as part of the annual social service funding process. The Cities could also assist in helping to respond to any Notice of Funding Availabilities that might occur to support such a program.

As noted in the prior memorandum, in 2008, as a part of the Consolidated Social Service Funding (CSSF) process, the City Council allocated a total of \$2,000 to be used by the City in event of the need to assist tenants with relocation needs in the event of a building condemnation or other emergency. These funds remain available for use. The concept here was to provide for some assistance to tenants on an emergency needs-basis for those who are struggling to find alternative housing arrangements and who can not be adequately assisted through the emergency programs of Cunningham Township and Champaign County Regional Planning Commission. Staff recommends that the City continue to fund this program as social service funds become available (i.e., using remaining funds from CSSF grants that are not fully expended) and, potentially, through fines that may be collected under the proposed Chronic Criminal Nuisance Property Ordinance.

Affordable Housing and Shelter Needs

One of the concerns highlighted by the closure of Gateway Studios and Autumn Glen is the supply of decent, safe affordable housing in the Urbana-Champaign area. Having an adequate supply of affordable housing opportunities can reduce the need to provide less than ideal housing options (such as converted hotels that charge a high monthly rate or non-code compliant temporary structures) and provide ample relocation options in the event of an emergency. Provision of affordable rental housing in the Urbana-Champaign area is also complicated by the high demand for student housing, which tends to drive rental costs up.

The supply and availability of emergency shelter space is an additional concern of increasing urgency, which has been highlighted by the issue of Safe Haven Community and the financial crises of Restoration Urban Ministries and A Woman's Place. The number of homeless in Champaign County has been climbing, with a recent point-in-time survey showing a total of 594 homeless individuals, a 20% increase over January 2009 (copy attached). Shelters are vulnerable to budget cuts and are not able to accommodate the volume and types of shelter needs in the community. For example, Champaign-Urbana does not currently have an emergency shelter for intact families.

Information for an area Housing Needs Study is being compiled by staff from the City of Urbana, City of Champaign, Champaign County, Village of Rantoul, and the Housing Authority of Champaign County. Progress on the study has been delayed due to staff capacity limits, but it is hoped that it can be completed by mid-2010, possibly with the assistance of a housing consultant. The City of Urbana will also be re-evaluating its affordable housing programs as a part of the upcoming Five-Year Consolidated Plan required by the U.S. Department of Housing and Urban Development (HUD). Recent increases in HUD funding to participating jurisdictions in the County (including Urbana, Champaign, and Rantoul) and to the Housing Authority of Champaign County can help to improve our ability to provide safe, decent affordable housing to our residents.

In the short term, Urbana is planning for additions to our affordable rental housing stock through construction of Crystal View Townhomes (70 units) at the former Lakeside Terrace site, planned redevelopment of Dunbar Court by the Housing Authority, and proposed improvements to the Woodstone Apartments and Scottswood Manor Apartments by the new owners of these properties which will allow for full occupancy of these properties. Ongoing efforts to provide affordable housing opportunities through our Community Housing Development Organizations (CHDO's) and Habitat for Humanity also continue. The City is also continuing its predevelopment activities for the Kerr Avenue development site.

Future Steps

Additional work is needed on many of the tasks discussed above. The Task Force will continue to meet as needed to complete the necessary tasks and fulfill the recommendations of the respective governing bodies. These future steps are identified as follows.

1. Continue to work with local apartment and hotel owners to identify locations that may have vacancies to accommodate emergency tenant relocations, possibly under an agreement for services arrangement.

2. Finalize administrative arrangements with utilities to ensure adequate municipal notice of pending shut-offs due to nonpayment of bills.
3. Complete legal research and draft any recommended ordinance changes to provide additional protections as described above.
4. Establish unified community fund and administering agency under the terms of an intergovernmental agreement.
5. Complete affordable housing needs study by mid-2010
6. Continue to develop and improve affordable housing opportunities working in conjunction with apartment owners and through optimal application of HUD and other housing grant funds.

Recommendations

Council is asked to review this update report and to provide any additional guidance or recommendations to assist City staff and members of the task force in completing tasks that can help address this concern.

Attachments:

CIAA Newsletter Article
Low Cost Housing List
Triage Worksheet
Quick Help
UCSD Enforcement and Collection Procedures
Continuum of Care Homeless Survey Results

Cc: Kevin Jackson, Kerri Spear, City of Champaign
Darlene Kloeppe, Champaign County RPC
Daniel Culkin, Mike Loschen, Village of Rantoul
Esther Patt, C-U Tenants Union
Ed Bland, Housing Authority of Champaign County
Carol Elliott, Cunningham Township
Beverly Baker/ Sue Grey, United Way
Sheryl Bautch/Annie Clay, Family Service
Danielle Chynoweth, C-U Citizens for Peace and Justice

CIAA Newsletter Submission

Emergency Tenant Relocation Task Force Needs Your Help!

In the wake of recent emergency tenant relocation situations due to utility shut-offs and building closures, the Cities of Urbana and Champaign, Village of Rantoul, Champaign County, United Way and other local agencies are working together to get better prepared to assist displaced tenants. The task force is interested in knowing about any local landlords and property managers who might assist our effort by providing for emergency accommodations for displaced tenants. These accommodations could be on a short or long term basis and could involve assistance in the form of rent guarantees or subsidies. Do you know of any available units that might be available for this purpose? Would you be willing to assist our effort by being a participating landlord? Would you like to find out more? If so, please contact Task Force members Libby Tyler (City of Urbana) at 384-2439, eh Tyler@city.urbana.il.us or Kevin Jackson (City of Champaign) at 403-7076, Kevin.Jackson@ci.champaign.il.us This could be a great opportunity for you to both help the community and to find new tenants for any vacancies at your properties!

LOW COST HOUSING LIST – SEPTEMBER 2009

These are the lowest cost apartments we were able to find advertised at the beginning of the month. We have NOT INSPECTED any of these units so examine each place carefully before you decide to rent.

Contact the **Champaign-Urbana Tenant Union at 352-6220** to check on landlords' complaint histories and to make an appointment to have your lease reviewed before you sign it.

Refusal to rent solely on the basis of Section 8 is unlawful at ALL properties in the City of Urbana. (Sec 8 ok indicates landlord outside Urbana accepts Section 8). Contact Champaign-Urbana Tenant Union if you encounter any unlawful discrimination on the basis of Section 8 in Urbana, or in any city on the basis of race, sex, ancestry, children (or number of children) or for any other reason.

One Bedroom Apartments

\$400	356-9677	512 W. White, Champaign
\$435 Plotner	493-1991	609 W. Springfield, Champaign

Two Bedroom Apartments

\$415 Golfview Village	893-1818	Golfview Village, Rantoul
\$450 Green Street Realty	356-8750	253 Keystone Dr., Rantoul
\$450	202-8988	Rantoul
\$490 Faron Properties	352-8540	800 W. Church, Champaign
\$550 Sunnycrest Apartments	384-5789	1717 E Florida, Urbana
\$565 Rainbow Apartments	328-9890	Smith Road & Washington, Urbana

Three Bedroom Townhouses and Houses

\$465 Golfview Village	893-1818	Golfview Village, Rantoul
\$499 South Pointe Commons	892-4555	South Pointe Commons, Rantoul
\$590 Neves Group (apartment)	377-8850	508 W. White, Champaign
\$695 Faron Properties (apartment)	352-8540	717 S. Randolph, Champaign
\$700 Barr Real Estate	356-1873	705 W Clark, Champaign
\$710 Marvin Paulsen	398-3190	123 Scottswood, Urbana
\$750 Tuscanny Ridge	369-7410	Near Centennial High School, Champaign
\$750 Jones Property Management	355-8540	1206 Mimosa, Champaign

Four Bedroom Townhouses and Houses

\$599 South Pointe Commons	892-4555	South Pointe Commons, Rantoul
\$635 Golfview Village	893-1818	Golfview Village, Rantoul
\$825 Gillons	352-9018	709 Tawney Court, Champaign

LOW COST HOUSING LIST – AUGUST 2009

These are the lowest cost apartments we were able to find advertised at the beginning of the month. We have NOT INSPECTED any of these units so examine each place carefully before you decide to rent.

Contact the **Champaign-Urbana Tenant Union at 352-6220** to check on landlords' complaint histories and to make an appointment to have your lease reviewed before you sign it.

Refusal to rent solely on the basis of Section 8 is unlawful at ALL properties in the City of Urbana. (Sec 8 ok indicates landlord outside Urbana accepts Section 8). Contact Champaign-Urbana Tenant Union if you encounter any unlawful discrimination on the basis of Section 8 in Urbana, or in any city on the basis of race, sex, ancestry, children (or number of children) or for any other reason.

Efficiency Apartments

\$300 includes water - Devonshire Realty 352-7712
\$405 Fran Anastasia 766-3008

1711 W. John, Champaign
407 S. State, Champaign

One Bedroom Apartments

\$395 Wampler Property Management 352-1335
\$425-\$445 “ “
\$400 Neves Group 377-8850
\$435 Plotner 493-1991

201 N. New, Champaign (basement \$320)
606 S. Prairie, Champaign
907 E. California, Urbana
609 W. Springfield, Champaign

Two Bedroom Apartments

\$415 Golfview Village 893-1818
\$450 Green Street Realty 356-8750
\$450 202-8988
\$440-480 Barr Real Estate 356-1873
\$480 Plotner 493-1991
\$490 Faron Properties 352-8540
\$520 Rob's Apartments 840-5134
\$550 Sunnycrest Apartments 384-5789
\$550 Prairie Green Apartments 384-2900
\$565 Rainbow Apartments 328-9890

Golfview Village, Rantoul
253 Keystone Dr., Rantoul
Rantoul
1405-1407 W Kirby, Champaign
510 W. Healey, Champaign
800 W. Church, Champaign
101 W. Park, Urbana
1717 E Florida, Urbana
Washington & Smith Rd, Urbana
Smith Road & Washington, Urbana

Three Bedroom Townhouses and Houses

\$465 Golfview Village 893-1818
\$499 South Pointe Commons 892-4555
\$575 Barr Real Estate 356-1873
\$590 Neves Group (apartment) 377-8850
\$650 Janson Investment Co. (Sec. 8 OK) 841-8110
\$665 C & G Enterprises 351-8403
\$695 Faron Properties (apartment) 352-8540
\$700 Barr Real Estate 356-1873
\$700 Jones Property Management 355-8540
\$700 Martin family (Sec. 8 OK) 778-2809

Golfview Village, Rantoul
South Pointe Commons, Rantoul
508 S. Mattis, Champaign
508 W. White, Champaign
1111 W. Bradley, Champaign
Champaign
717 S. Randolph, Champaign
705 W. Clark, Champaign
1305 W Ellis Dr, Urbana
1405 Kingsway, Champaign

Four Bedroom Townhouses and Houses

\$599 South Pointe Commons 892-4555
\$635 Golfview Village 893-1818
\$700 215-4322

South Pointe Commons, Rantoul
Golfview Village, Rantoul
915 E Congress, Rantoul

TRIAGE WORKSHEET

PHASE 1: NOTICE OF THE EVENT (UTILITY DISCONNECT, PUBLIC SAFETY, etc.)

PRIMARY RESPONSIBILITY: LOCAL JURISDICTION	
Action Steps	Responsible Party
1. Notify designated official in affected jurisdiction of the impending event.	Network Member
2. Confirm validity of the event through utility company and/or property representative.	Jurisdiction Representative
3. Engage property representative to coordinate notice to the residents and ascertain demographic profile of residents.	Jurisdiction Representative
4. Alert the network of the event and situational details via email and activate response plan.	Jurisdiction Representative
5. Notify the media of the event, situational details and the activation of the emergency response plan. Provide contact information for assistance.	Jurisdiction Representative
6. Media and stakeholder updates	Jurisdiction Representative
7. Activate condemnation process when applicable.	Jurisdiction Representative

PHASE 2: HOUSING AND SERVICE COORDINATION

PRIMARY RESPONSIBILITY: LOCAL SERVICE PROVIDERS	
Action Steps	Responsible Party
1. Coordinate onsite visit with property representative to provide triage hotline number and resource guides to residents.	
2. First point of contact (hotline representative, service provider or jurisdiction representative) links individuals and families to designated agency for housing and service coordination. Coordinate transportation assistance if needed.	
3. Conduct interview, situational assessment and coordinate housing and needed services. Establish situation specific case plan and follow-up protocols. Coordinate transportation assistance if needed.	

TRIAGE WORKSHEET

PHASE 3: CASE MANAGEMENT

PRIMARY RESPONSIBILITY: LOCAL SERVICE PROVIDERS	
Action Steps	Responsible Party
1. Provide support to individual families according to objectives and timeline established in case plans.	
2. Document outcomes.	

PHASE 4: NETWORK DEBRIEFING

PRIMARY RESPONSIBILITY: LOCAL SERVICE PROVIDERS	
Action Steps	Responsible Party
1. Coordinate debriefing meeting with network members.	Jurisdiction representative.
2. Hold debriefing meeting, assess response and establish follow-up objectives if necessary.	Network Members
3. Update Media, Stakeholders and Public.	

RESOURCES NEEDED:

- **Housing Alternatives**
 - Existing
 - Expanded Options
- **Funding**
- **Transportation**
 - Short-term - during crisis
 - Long-term - after crisis
- **Household Supplies**
- **Food**
- **Other**



Quick Help Guide

This guide is a starting point for tenants who had to move due to utility disconnection or other emergency. A more complete listing of resources may be found in the Help Book, Community Resource Guide or the phone book. The Help Book is a comprehensive directory of human and social services in Champaign County, maintained by Family Service of Champaign County. The Community Resource Guide is a quick reference guide that lists a variety of resources including support services and educational programs for families with young children in Champaign County, and is also available in Spanish. These resources may be found at www.helpsource.org. First Call for Help is a program of Family Service of Champaign County that provides assistance with finding community resources. They may be reached at (217) 352-6300 in the Champaign-Urbana area or (217) 893-1530 in Rantoul & Northern Champaign County, through the Community Service Center of Northern Champaign County.

CRISIS, EMERGENCY, AND INFORMATION SERVICES

Emergency - Fire, Police, Ambulance911

American Red Cross351-5861
404 Ginger Bend Dr, Champaign
Services for those affected by natural disasters and single family fires; www.redcrossillinois.org

Champaign-Urbana Tenant Union352-6220
44 E. Main Street, Suite 208 Lincoln Building, Champaign
Provides assistance locating affordable housing and help with landlord-tenant problems for residents of Champaign County.

Crisis Line (Mental Health Center) 359-4141
24-hour counseling for those experiencing a personal, relationship, or mental health crisis.

DCFS - Illinois Department of Children and Family Services278-5400
508 S. Race St, Urbana
Housing assistance, parent education, and family support.

Domestic Violence Hotline1-217-384-4390 (A Woman’s Place)
Hotline for those experiencing domestic violence. Staff speak Spanish.

First Call for Help, Champaign 352-6300
405 S. State St, Champaign
Information, referral, and emergency assistance.

First Call for Help, Rantoul 893-1530
520 E. Wabash Ave, Rantoul
Information and referrals for northern Champaign County; food pantry on site. Staff speak Spanish.

Francis Nelson Health Center 356-1558
819 Bloomington Rd, Champaign
Provides medical services, prenatal program, immunizations, health education, and social services to medically underserved and uninsured adults and children of Champaign County. A sliding-fee scale is offered to clients without insurance with verification of financial status.

Land of Lincoln Legal Assistance Foundation 356-1351
302 N. First Street, Champaign
Provides free legal assistance to low-income individuals and to seniors age 60 and older for selected civil matters including housing and landlord-tenant problems.

Salvation Army of Champaign County.....373-7832
502 N. Prospect, Champaign
The Social Services office provides emergency food, clothing, utility assistance and other basic needs, & support services.

Salvation Army Stepping Stone Shelter ... 373-7830
2212 North Market, Champaign
The shelter provides temporary and transitional housing for homeless men on a nightly basis; two meals (evening and breakfast) are available. Qualifying individuals may work on a long-term life-style change action plan. Scheduled evening intake is 7pm-on.

HOUSING

Low Income/Subsidized Housing

Abbott Acres Apartments.....893-4888
1505 Hobson Dr, Rantoul
Serves low-income persons through acceptance of Section 8 vouchers.
Tues. - Fri., 9 am - 6 pm; Sat. 9 am - 5 pm.

Country Brook Apartments356-1879
2502 W. Springfield Ave, Champaign
Serves seniors, persons with disabilities, low-income families, and singles.

Crystal View Townhomes328-9373
102 East Stebbins Dr, Urbana
Serves low-income families and individuals.

Douglass Square Apartments355-4950
414 Nathaniel Burch Dr, Champaign
Serves low-income families and individuals.

Edge of the Mall Apartments.....328-6409
109 W. Illinois St, Urbana
Serves seniors and persons with disabilities.
Mon. - Fri., 7:30 - 11:30 am.

Florida House.....328-3301
1502 E. Florida Ave, Urbana
Serves seniors and persons with disabilities.
Mon. - Fri., 8 am - 5 pm.

Homestead Apartments344-1292
306 W. Griggs St, Urbana
Serves homeless, low-income individuals only.
Mon., Wed., Fri., 8:30 am - 4 pm.

**Housing Authority
of Champaign County378-7100**
Unfortunately, the Housing Authority is not taking applications at this time.

Meadowview Apartments.....586-6773
2004 Middletown Dr, Mahomet
Serves low-income families and individuals.

Mitchell Court892-2711
200 Mitchell Ct. on Grove Ave, Rantoul
Serves the general public with affordable housing.
Mon. - Fri., 1 - 5 pm.

Oakwood Trace Townhomes.....355-5500
1102 N 3rd St, Champaign
Serves low-income families and individuals.

Prairie Green Apartments384-2900
2502 Prairie Green Dr, Urbana
Serves low-income persons; accepts Section 8 vouchers. 24 market-rate apartments; tax credit property. Mon. - Fri., 9 am - 5 pm.

Rainbow Apartments.....328-9890
1004 S. Smith Rd, Urbana
Serves low-income families and individuals.

Roundbarn Manor351-9090
2000 W. John St, Champaign
Serves people with mobility-impairments or seniors, 62 and older. Mon. - Fri., 8 am - 5 pm.

Scottswood Manor344-5066
1557 Hunter St, Urbana
48 Section 8 apartments; other housing available to anyone.

Sunnycrest Manor328-6170
1805 S. Cottage Grove Ave, Urbana
Serves seniors, 62 or older, or people with mobility impairments. Mon. - Fri., 8 am - 5 pm.

Tolono Manor Apartments598-2451
407 E Main St, Tolono
Serves low-income families and individuals.

Village Apartments of St. Joseph.....469-2187
811 N. Third St, St. Joseph
Serves low-income families and individuals.

Short Term Housing

Please check the phone book for additional listings.

Extended Stay Hotels:

Eastland Suites.....1-866-221-6537
1907 N. Cunningham Ave, Urbana

Extended Stay America 351-8899
610 W. Marketview Dr, Champaign

Low Cost Motels:

America's Best Inn & Suites531-2493
409 W. University Ave, Urbana

Super 8 893-8888
207 S. Murray Rd, Rantoul

Courtesy Motel367-1171
403 N. Vine, Urbana

Econo-Lodge Inn 356-6000
914 W. Bloomington Rd, Champaign

Manor Motel367-5427
1102 N. Cunningham, Urbana

Days Inn 893-0700
801 W. Champaign Ave, Rantoul

Value Place359-5499
1212 W. Anthony Dr, Champaign

Motel 6..... 344-1085
1906 N. Cunningham Ave, Urbana

Super 8359-2388
202 W. Marketview Dr, Champaign

TRANSPORTATION

Please check the phone book for additional listings.

Checker Cab Co. (C-U)355-3553
Corky's Cab Co. (Rantoul)892-5910
Freedom Cab (C-U)344-3444
Orange Taxi (C-U)367-8888

Enterprise Rent-A-Car (C-U).....351-1400
Enterprise Rent-A-Car (Rantoul)892-4888

**Champaign-Urbana Mass
Transit District (C-U MTD)384-8188**
1101 East University, Urbana

Offers public transportation throughout Champaign-Urbana. Various token and pass programs for adults and school children (high school age and younger) are available. Persons 65 and older, Medicare Card holders, and riders with disabilities may be eligible for a DASH Pass and may then ride free for 3 years (card may be renewed). Apply in person or by phone. www.cumtd.com

**Community Service Center of
Northern Champaign County893-1530**
520 E. Wabash Ave., Rantoul

Provides van trip to Champaign-Urbana once per day. \$5 per round trip.

**Bus Station: Burlington
Trailway/Greyhound Ticket Office 352-4234**
45 East University Ave., Champaign

Provides out-of-town bus service for Greyhound Bus Lines and Burlington Trailway. Office is located in Illinois Terminal Building in Champaign.

Lincolnland Express (LEX) 352-6682
715 S. 6th St., Champaign

Provides van transportation to Midway, O'Hare, and Indianapolis Airports and to Union Station in Chicago from a number of local departure points.

www.lincolnlandexpress.com

Danville Mass Transit District..... 1-217-431-0653
The 10 Danville-Champaign route, operated by DMT, serves Champaign and Urbana via University Ave. from Interstate 74 to Illinois Terminal. The route has designated stops on University Ave. at Rt. 130, Broadway Ave., Carle Hospital, Lincoln Ave., Goodwin Ave., Wright St., Sixth St., and Illinois Terminal.

Rural Rider (Champaign County Regional Planning Commission)328-3313

1776 East Washington, Urbana

A program of CCRPC--Senior Services, this program provides curb to curb wheelchair accessible service to rural seniors (those 60 years of age and older) who live outside the Champaign-Urbana MTD limits. Companions of riders requiring assistance will not be charged. To schedule rides or ask Rural Rider questions, call (217) 328-3313 Ext. 183.

Senior Transportation (Family Service).... 352-5100

405 S. State St., Champaign

Transportation is provided for seniors, age 60 and older, to and from medical, dental, and important business appointments or to the grocery store.

FOOD-CLOTHING-NECESSITIES

A list of food pantries may be found at the end of this guide. The list details when each pantry is open and who is eligible for aid.

Birthright351-7744

201 W. Springfield Ave, Champaign

Baby clothes available to those in need.

empty tomb, inc.....356-2262

301 N. 4th St, Champaign

Provides dry food (beans and powdered milk), clothing, and household items on a walk-in basis Mon. - Sat., 3 - 5 pm. Clothing is also provided free of charge.

First Call for Help

(Community Service Center of Northern Champaign County)..... 893-1530

520 E. Wabash Ave, Rantoul

Provides information and referrals for clothing, food, and other needs to residents of northern Champaign County. Also provides transportation, prescription, and holiday assistance. Emergency food pantry on site. Staff speak Spanish.

First Call for Help (Family Service)352-6300

405 S. State St, Champaign

Central intake for food referrals, information, and referral to other services.

Goodwill Industries Store356-4021

1102 N. Prospect Ave, Champaign

Donated clothing and housewares sold at low cost.

Grace Lutheran Church Food Pantry 356-6232

313 S. Prospect Ave, Champaign

Walk-ins served 1st, 2nd, and 4th Thursdays of each month from 10 am - noon. Can also call for a food referral appointment from First Call for Help at 352-6300.

Greater Holy Temple Church 384-1069

1409 W. Dublin St, Urbana

Food and clothing pantry on Mon. and Fri. from 9 - 10 am.

Habitat for Humanity ReStore 355-6460

119 E. University Ave, Champaign

Sells a variety of donated household items including furniture, appliances, and some building materials. Proceeds benefit Habitat for Humanity housing program.

Helping Hands of Mahomet 586-3392

203 E. Adams St, #2, Mahomet

Food, clothing, and household items for those in need in the Mahomet-Seymour area.

Illinois Department of Human Services.... 278-5605

801 N. Walnut St, Champaign

Emergency food stamp program and cash. Staff speak Spanish.

Illinois Hunger Hotline 1-800-359-2163

Provide information and referrals for food pantries and food stamps. Open Mon - Fri, 9 am - 5 pm. Staff speak Spanish.

Living Alternatives,
A Crisis Pregnancy Center.....398-6511
209 W. Clark St, Suite 24, Champaign
Pro-life ministry provides maternity clothing and children's clothing sizes 0 to 5T, food for infants/toddlers.

Mahomet United Methodist Church
Mahomet..... 586-2147
Empty Tomb ministry – part of food pantry/clothing giveaway

Restoration Urban Ministries355-2662
1213 Parkland Ct, Champaign
Clothing, food pantry, adult and youth programs, and drug recovery program. Mon. - Fri., 10 am-5 pm.

Salt and Light355-5654
1512 W. Anthony Dr, Champaign
Provides free food and clothing to those in need in Champaign County (once every 30 days per household). Walk-in hours for food: Wed. from 1 - 5 pm. Walk-in hours for clothing: Mon. and Wed. from 1 - 5 pm and the 1st Sat. of the month from 8 am - noon. Waiting list is kept for those needing furniture and appliances. Donations accepted Thur. from 10 am - 4 pm. Clothing may be donated 24-hours-a-day in outside bins.

Scot-Free Clothing Exchange
(McKinley Foundation).....344-0297
809 S. Fifth St, Champaign
Clothing. Summer: Tues. and Fri., 2 - 4 pm; Wed., 7 - 9 pm. School Year: Wed. and Fri., 7 - 9 pm; Tues., 2 - 4 pm.

SHARE Food Program1-800-637-5508
Pay \$16 cash or food stamps and donate 2 hours of service for a monthly food package worth \$28-\$30. Participants can contact the nearest host site to sign up:

St. Matthew Catholic Church, Champaign 359-4224
Lake of the Woods, Mahomet, 586-5805
Loving Action SHARE, Rantoul 892-4452
Assembly of God, Urbana 344-5455

St. Jude Catholic Worker House.....355-9774
317 S. Randolph St, Champaign.
Providing shelter to women with children on a limited basis.

New Covenant Fellowship Soup Kitchen.. 355-2038
124 W. White St, Champaign.
Soup kitchen 11 am - 12:30 pm daily.

St. Patrick's Church Food Pantry367-2665
708 W. Main St, Urbana
For Urbana residents with ID and an Urbana address.
Mon. - Fri., 4:30 - 5 pm.

TIMES (Transitional Initiative
Men's Empowerment Services) Center.... 398-7785
70 E. Washington St, Champaign
Lunch and dinner offered to men, women, and children. Lunch served 12 - 12:30 pm, dinner 6 - 6:30 pm. Women and children welcome from noon - 1 pm and 6 - 6:30 pm.

Warm a Kid Program..... 351-3701
Champaign Schools Family Information Center,
405 E. Clark St, Champaign
Program collects and distributes new or clean used coats, hats, and gloves to children and families in need. Staff speak Spanish.

Transitions..... 384-2158
Lincoln Square Village, Urbana
Resale shop benefiting the Center for Women in Transition.

Twice Is Nice..... 367-9823
607 West Elm St, Urbana
Thrift shop offering clothing and housewares. Open Tuesday, Thursday, and Saturday from 9:00 AM to 3:00 PM

We Care Center 892-8620
123 ½ N. Garrard, Rantoul
Food pantry and clothing center open to Rantoul residents on Tuesdays and Thursdays from 2 - 6 pm. No referral required.

Yours, Mine and Ours Kids Shop 356-0880
1824 Glenn Park Dr, Champaign
Affordable second-hand children's clothing.

MOVERS & STORAGE

Please check the phone book for additional listings.

ABF U-Pack Moving.....1-800-929-5368
CU Moving390-5513
Hutchcraft Van Service.....328-3333
PODS1-877-449-7637
Twin City Movers Inc......355-1516
North American Van Lines (Rantoul).....893-4420

Illini Stor-it 359-6464
611 W. Kenyon Rd, Champaign

Corky's E-Z Storage 893-3625
Highway 45S, Rantoul

Lincolnwood Warehouse System 328-4029
3210 N. Lincoln Ave, Urbana

CHILDCARE

Please check the phone book for additional listings.

Child Care Resource Service..... 333-3252

905 S. Goodwin Ave, Room 314 Bevier Hall, Urbana
Referrals to a variety of child care options and financial assistance (subsidy) for child care for those who qualify. <http://ccrs.hcd.uiuc.edu/>

Anabel Huling Early Learning Center 892-4445
106 N. Chanute, Rantoul
5:30am-5:30pm, M-F

Child Care Support for Military Families 217-356-2984
VFW Post 5520, 609 Edgebrook Dr, Champaign
Veterans of Foreign Wars provides financial support.

Crisis Nursery.....337-2730
1309 W. Hill St, Urbana
Free 24-hour emergency child care services for families with children up to age 5. Staff speak Spanish. www.crisisnursery.net

Champaign Schools School-Age Child Care Program 351-3719
405 E. Clark St, Champaign
Before- and after-school program for kindergarten through fifth grade students.

Don Moyers Boys & Girls Club..... 352-4229
201 E. Park St, Champaign.
Offers year-round programs, both the after-school and summer camp programs provide individual and group services designed to prevent delinquency, promote social competency and help prepare for successful adult life. Very low cost membership is available for boys and girls ages 6 – 18. Also provides transportation from Urbana to their site.

Mahomet United Methodist Church Mahomet 586-2147
Mahomet Area Youth Club (MAYC) ministry - The Mahomet Area Youth Club's mission is to encourage and train young people to develop their individual gifts and to be responsible citizens. The Mahomet Area Youth Club provides programs for afterschool, evening, and full time summer care and education for over 300 children ages 6-18 yrs.

Urbana Schools After / Before School Child Care Program 384-3536
Before- and after-school program for kindergarten through fifth grade students in Urbana.

ADULT DAYCARE

Champaign County Nursing Home 384-3784
500 Art Bartell Rd, Urbana
Monday through Friday from 8:00 am - 4:30 pm.

Circle of Friends Adult Day Center 359-7937
609 West Washington, Champaign
7:30 AM - 5:30 PM Monday - Friday
Saturday 9:00 AM - 4:00 PM

Area Food Pantry Eligibility and Schedules

Program Name	Geographic Service Area	Client Eligibility	Days and times of Food Service to Public	Address	City	State
Broadlands Food Pantry	Broadlands area	150% FPL*	2nd & 4th Saturday mornings	300 S. Lincoln	Broadlands	IL
Champaign COB Food Pantry	North Champaign, Urbana	Low-income public	Can be reached for service M-F 8-noon	1210 North Neil	Champaign	IL
CSCNCC Food Pantry	Northern Champaign County	130% FPL*	Weekdays 10a to 4p	520 E. Wabash	Rantoul	IL
Grace Lutheran Church	Champaign County	130% FPL*	Thursdays 10 am - noon	313 S. Prospect Avenue	Champaign	IL
Grandma's Soup Kitchen	Champaign County	Low-income public	Saturdays 12-2p	Salem Baptist Church 500 E Park	Champaign	IL
Greater Holy Temple Food Pantry	Champaign & Urbana	150% FPL*	Thursdays 9-11am	1409 W Dublin St	Champaign	IL
Ludlow Food Pantry	Ludlow and Gifford	150% FPL*	4th Saturday 9-10am	306 Thomas Street	Ludlow	IL
Mahomet Helping Hands	Mahomet-Seymour	Low-income public	3rd Sat. 9am - 11:30am & emergency	804 S. Market Street	Mahomet	IL
Old Landmark COGIC	Champaign County	130% FPL*	Thursdays 4-6 pm	1302 North Hickory	Champaign	IL
Restoration Urban Ministries	Champaign County	130% FPL*	Mon, Tues, Thurs, Fri 10a-1p	1213 Parkland Court	Champaign	IL
Salt & Light	Champaign County	130% FPL*	Wednesday 1-5 pm	1512 W. Anthony Drive	Champaign	IL
Salvation Army Pantry-Champaign	Champaign County	130% FPL*	M 9-4, T-F 9-6, Sa 9-12	2212 North Market Street	Champaign	IL
St Vincent DePaul-Urbana	Champaign County	130% FPL*	M-F 4:30-5:00 pm	708 W. Main Street	Urbana	IL
Stone Creek Food Pantry	Champaign-Urbana	200% FPL*	Mondays 10:30-2:30	2502 S. Race	Urbana	IL
TIMES Center	Champaign County	Low-income public	L:12-12:30/D:6-6:30	70 E Washington	Champaign	IL
Vineyard Food Pantry	Champaign County	130% FPL*	Wednesday 10am-noon	803 Kettering Drive	Urbana	IL
WUMC Evening Pantry	Champaign County	150% FPL*	3rd Thursday, 5:30-7:30p	1203 W. Green Street	Urbana	IL

*FPL=Federal Poverty Limit, which depends on family size.



Illinois Department of Human Services
Carol L. Adams, Ph.D., Secretary

211 for Health and Human Services

What is 211?

211 is an easy to remember telephone number assigned by the Federal Communications Commission to streamline access to health and human services.

211 is available on a 24-hour basis to connect residents to a wide variety of human services or social services across the state.

If someone needs information or referral services but has little or no prior knowledge or experience, dialing 211 is much simpler than other options. Once the person dials 211, a professional information and referral specialist will then either refer or connect that caller to the correct agency based on the services needed.

Callers to 211 can get LIVE assistance with needs such as: food, shelter, counseling, income supports, employment, healthcare, and services for specialized populations such as the elderly and persons with disabilities and much more.

All calls are free, anonymous and confidential.



Background

In 1997 United Way Atlanta launched 211 services to provide callers with information about human services and related community information. United Way and the Alliance of Information and Referral Systems have partnered to promote 211 services nationwide.

National Status

Currently 46 states, Washington DC and Puerto Rico are providing 211 services at some level.

Of the states with 211 service, 23 states and Washington DC and Puerto Rico have fully implemented 211 systems i.e. service is accessible to the entire population.

Challenges

Funding is a major challenge for many states. This challenge has led to the formulation of public/private partnership models whose typical funding sources include local United Ways, community foundations, corporate support and federal and local government. Additionally work must be done to ensure 211 systems are accessible to cell phone callers and callers who are deaf or hard of hearing.

211 in Illinois

A 211 Collaboration Board appointed by the Governor will guide the state's 211 pilot program. The 211 Collaboration Board consists of representatives from: the Governor's Office, Illinois Commerce Commission, Illinois Department of Human Services, Illinois Department of Public Health, Illinois Department of Children and Family Services, Illinois Department of Employment Security, Illinois Department of Healthcare and Family Services, Illinois Department on Aging and Illinois Department of Human Rights. In addition the state of Illinois is working with a host of organizations including local providers of information and referral services, United Way of Illinois and the Illinois Alliance of Information and Referral Systems to bring 211 to individuals in need all across the state.

Illinois Pilot Sites

211 services will be delivered by existing non-profits identified by the state of Illinois who currently provide information and referral services to Illinois communities. These organizations have an established service that can provide quality 211 services on a 24-hour basis. Currently, there are three organizations that serve as Illinois pilot sites:

- United Way 211 in Davenport, IA
County served: Rock Island
www.unitedwayqc.org/211

- PATH, Inc. in Bloomington
Counties served: McLean, Livingston, DeWitt and Woodford
<http://pathcrisis.org>
- United Way of Greater St. Louis in St. Louis, MO
Counties served: Calhoun, Clinton, Greene, Jersey, Macoupin, Madison, Monroe, Randolph, and St. Clair
www.211southwestillinois.org

Statewide Implementation Steps

- Research and analysis of 211 development in other states.
- Statewide governance and public policy-development and passage of legislation that designates 211 lead entity, public/private partnership model and requirement for groups receiving state funding to maintain/update their information.
- Evaluate Pilot Programs.
- Establish performance standards that promote consistency, statewide coverage and coordination with a high level of public confidence.
- Secure resources and identify selection process for statewide implementation.

More Information

[Illinois 2-1-1 Get Connected. Get Answers - DHS 5003](#)

For more information on 211 activities, contact:

Illinois Department of Human Services,
Office of Accessibility and Customer Support
(312) 793-1573 (Voice),
(312) 793-2406 (FAX),
(312) 793-3597 (TTY),
(888) 614-2385 (TTY)

Urbana & Champaign Sanitary District
Administrative Policy

Subject: Enforcement and Collection Procedures

General Statement:

This policy outlines the enforcement and collection procedures related to the collection of user charges of the Urbana & Champaign Sanitary District.

Policy:

Non-Payment of User Charges

1. The responsibility for the payment of user charges is the responsibility of the owner of property connected to the facilities of the District, his/her agents, heirs, and/or assigns. Non-receipt of a bill for user charges or any notice in the collection process shall not be an excuse for nonpayment or entitle the user to request an extension or deferment of the date upon which payment is due or to avoid inclusion of penalties and interest.
2. User charges for all users shall be computed and billed either monthly or bimonthly. Statements are due and payable within thirty (30) days of the date of billing. If a statement remains unpaid after thirty (30) days from the date of billing it will be delinquent. A penalty of 10% will be assessed on the delinquent balance. A Notice of Violation (NOV) will appear on the next statement prepared.
3. Whenever user charges become delinquent they same shall become and constitute a lien upon the real estate served pursuant to the terms and provisions of Section II of the "Sanitary District Act of 1917" (70 ILCS 3010/7).
4. When charges from two consecutive statements have not been paid in full, the account will enter the collection process.
5. A letter will be sent by first class mail to the property owner, and the occupant (if applicable), advising of the potential of discontinuance of water service for failure to pay for wastewater services. The discontinuance of water services is in compliance with 65 ILCS 5/11-141-7 P.A. 93-500 and the agreement between Illinois American Water Company and the Urbana & Champaign Sanitary District. The letter will specify when additional collection process charges will be added and when the account will be forwarded to the water company.
6. If an account remains unpaid two weeks after the collection letter has been sent, it will be deemed as eligible for discontinuance. Accounts which are eligible for discontinuance as of the first of each month and which remain unpaid as of the 15th, will be physically posted with a notice of discontinuance and assessed an additional enforcement charge.
7. Accounts that fail to pay by the identified date or that have failed to meet payment arrangements will be forwarded to the water company for discontinuance of water services. If the water service is shut off, a fee as identified in the agreement with the water company will be applied to the account.
8. If the water company is unable to shut off water or if water service is reestablished in accordance with ICC regulations, the District may elect to file a lien in lieu of discontinuance. An enforcement fee will be added to the account to cover the costs of the process. The reasons for such action may include, but are not limited to:

- A. Property is vacant on the disconnection date.
 - B. The water company is unable to shut off water service and the property cannot be physically disconnected.
 - C. A final water reading is received and there has been no payment on the account.
 - D. Water service is reestablished in accordance with ICC regulations and the property cannot be physically disconnected. In this situation, the owner will be notified by letter of the intent to file a lien in 14 days.
 - E. Legal counsel advises that a lien be filed to protect the District's interest.
9. If the water company is unable to shut off water or if water service is reestablished in accordance with ICC regulations, disconnection may be pursued if the sewer service can be disconnected. The Board of Trustees must approve all properties to be disconnected prior to proceeding with this action. Once approved, the owner will be notified by letter that the property will be disconnected in 14 days. The property will be posted one (1) time and a JULIE locate will be done. An enforcement fee will be added to the account to cover the costs of the process.
10. If the property is disconnected, the cost of the disconnection will be added to the account. The appropriate authorities in the City and County will be notified of the disconnection in order for the property to be condemned for habitation.

Date Effective: August 6, 2009

Date Reviewed / Revised:

**Continuum of Care
Member Agencies**

A Woman's Fund
*Center for Women in
Transition*
*Champaign County
Regional Planning
Commission*
*Champaign-Ford Counties
Regional Office of
Education*
City of Champaign
City of Urbana
*Community Service Center of
Northern
Champaign County*
Crisis Nursery
Cunningham Township
*Developmental Services
Center*
*Family Service of
Champaign County*
*Greater Community AIDS
Project*
Homestead Corporation
*Housing Authority of
Champaign County*
*Mental Health Center of
Champaign County*
*Persons Assuming Control
of their Environment*
*Prairie Center Health
Systems*
Restoration Urban Ministries
Salvation Army
*Social Security
Administration*
TIMES Center
*University of Illinois-
Chancellor's Office*
Urbana HOME Consortium
Veterans' Affairs

Urbana-Champaign Continuum of Care



Agencies Committed to Ending Homelessness

Media Release – For Immediate Release

Date: October 13, 2009

Contact: Kelly Hartford, Continuum Chair
at City of Urbana (217-328-8263) or
Darlene Kloeppe, CCRPC (217-328-3313)

Continuum of Care Releases Homelessness Survey Data

The Urbana-Champaign Continuum of Care, comprised of agencies and governmental units committed to ending homelessness in Champaign County, conducted a survey of the area's homeless population during the week of August 1-8, 2009. According to the survey, collected from **345** households at that point in time, there were **594** homeless persons in Champaign County. Compared to the previous count in January 2009 of **495** persons, there were **20%** more homeless persons counted in Champaign County.

The survey was conducted at Continuum member agencies and at other locations that serve homeless persons, including shelters, soup kitchens, schools and clinics. Since some of the homeless may not have accessed traditional agency services, the survey included a street count, which identified **27** unsheltered homeless individuals. It is important to note, however, that the actual count during the week selected for the national count by the U.S. Department of Housing and Urban Development (HUD) may be affected by weather, transience of households living in temporary arrangements or other factors.

According to the survey responses, at least **174** (50%) of the households included minors, affecting a total of **358** children from ages 0 to 18. Children in the 0-5 age cohort accounted for **28%** of the total number, which is up from the previous count of **20%**.

Fifty-one households reported at least some income from employment, up from **twenty-six** in the January count.

From those surveyed, **13** individuals were classified as suffering from chronic homelessness (single, homeless for over one year or 4+ times in 3 years and having a disabling condition). Of the **345** currently homeless households surveyed, **130** reported having been homeless 1 to 3 times in the past three years. The top reasons cited were unemployment, inability to pay rent/mortgage, inability to pay utility bill, followed by discharge from family or personal illness, having a bad credit history and substance abuse. The details for these figures and other information obtained by the survey can be found in the attached tables and graphs.

A winter survey effort is carried out at least once every two years so that local homeless providers can document need for continued funding from HUD for local housing programs, however this is the first time the community also has done a survey in the summer. Collecting current data on the number, characteristics, and service needs of homeless individuals and families is critical to the successful planning and development of local homeless facilities and services. The data helps service providers measure the effectiveness of existing services and identify additional approaches that are needed to address local needs.

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