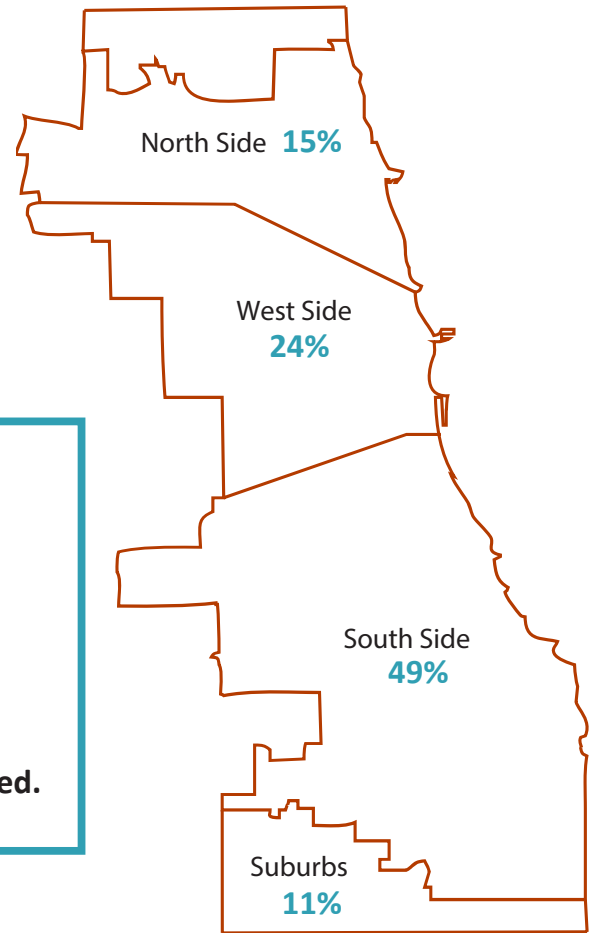




2023 Impact Report

Who We Serve

HOW offers housing and services to a diverse population of clients across Chicagoland. The individuals and families served by HOW have been exposed to trauma, poverty, and violence. They include those living with HIV/AIDS, those with a chronic or mental health issue, and youth aging out of the foster care system. Because of HOW's extensive services and one-on-one assistance model, all clients are provided the individualized support they need to rebuild and thrive.



67% of adults reported at least one disability or health condition when arriving at HOW.



93% of clients are people of color, **84%** of whom are Black or African American.

90% of family households are female-led.

By the Numbers

693 households received services from HOW.

1178 clients living at or below the Federal Poverty Line.

1410 people, including 584 children, were served.



Client Distribution Map

The map above displays 2023 client distribution.

**Suburbs percentages listed are totals of the North and South Suburbs combined.*

80%

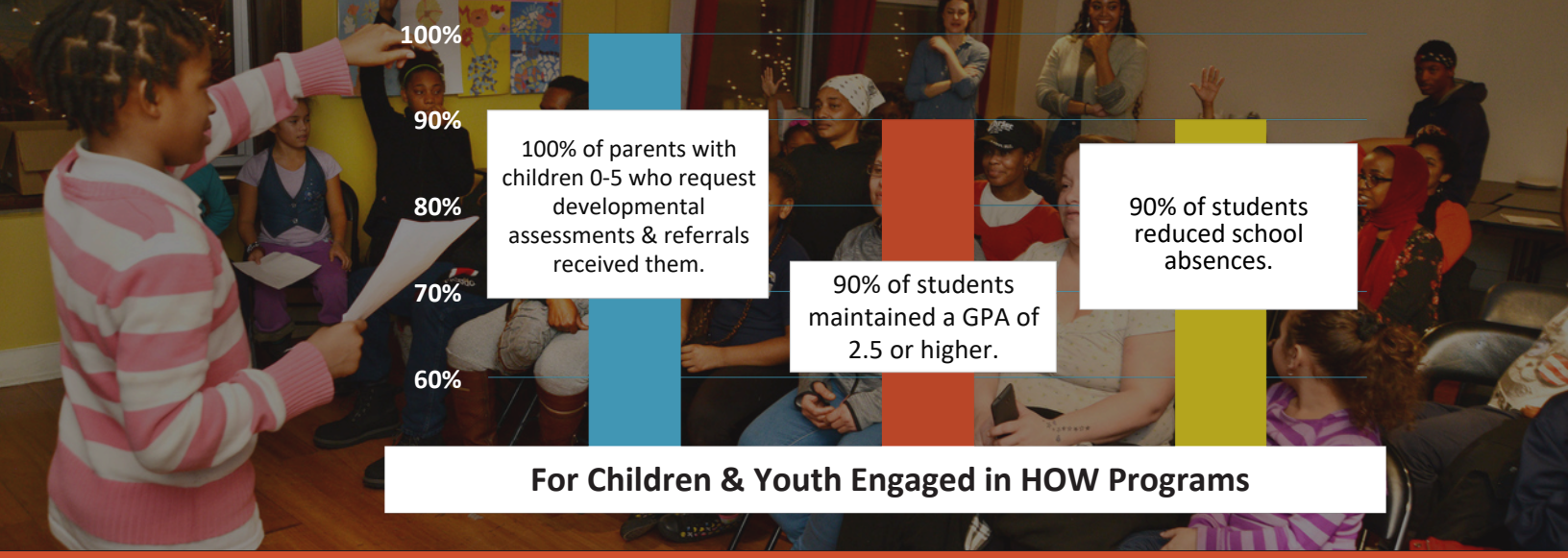
of clients exited to permanent supportive housing

354

new clients entered HOW in 2023

99%

of clients retained permanent supportive housing for 12 months.



HOW Employment Specialists work closely with clients on soft skills, job placement and retention, and educational advancement. In 2023, HOW's Employment Team hosted a financial empowerment event at our expanded Southside office in partnership with Fifth Third Bank. Clients received one-on-one guidance on credit reports and credit score reviews, personal evaluation of finances, online job searches, loan referral applications, and more. The Employment Team also continued to emphasize the importance of digital literacy, hosting program initiatives that helped clients understand & manage their digital footprint.



408

clients engaged in workforce development



124

job placements in 2023



100% of clients with primary/mental health needs were connected to care within 30 days

The HOW Health team launched a series of health groups, focused on a different subject matter every time. These meetings provided clients with a safe space to ask questions without judgement and to learn about sensitive, health-related information from someone they trust. Some key topics include navigating the impact of abuse on well-being, holistic health practices, and how to advocate for yourself in healthcare settings.



94%

of all clients had health insurance