



ILLINOIS
AFFORDABLE
HOUSING
FORUM

Opportunities and Success in Permanent Supportive Housing

Post Occupancy Evaluation Takeaways & Owner Perspectives



Panelists

- Jane Sloss, AIA, WELL AP, LEED AP – Associate, WJW Architects (Moderator)
- Vince Heneghan, LPC COA – Director of Operations, Impact Behavioral Health
- Leticia Valencia, Program Manager, IFF – Home First
- Ray Benaitis, Chief of Business and Support Services, Sertoma Star Services



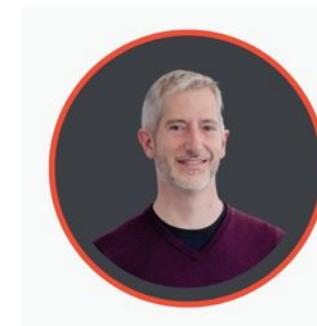
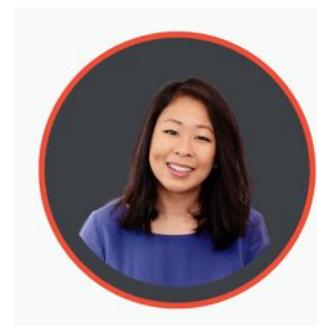
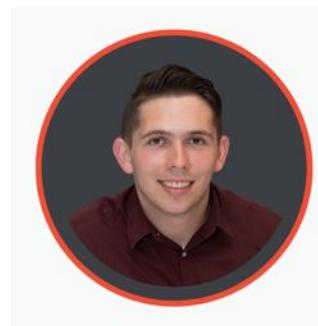
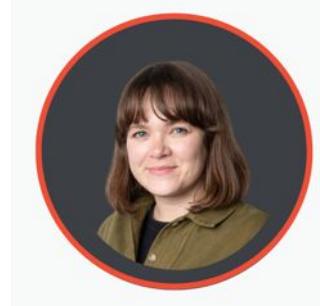
Research Partners

- Impact Behavioral Health Partners
- IFF – Home First
- Sertoma Star Services
- Phoenix Community Development Services



Research Team

- Jocelyn Hernandez
- Mary Dahlman Begley
- Connor Chelmecki
- Liezel Pimental
- Jane Sloss
- Mariah Soriano
- Heidi Wang
- Todd Wiltse



Methods

- Surveys
- Tours
- Interactive Worksheets
- Interviews



Data Collected

- 4 Communities
- 76 units
- 24 Resident Surveys
- 8 Resident Interviews
- 10 Staff Surveys
- 4 Staff Interviews



Post Occupancy Evaluation

Processes

WHAT FEELS LIKE HOME?

Place 1 sticker under the color palette that feels most like home:



PLACE STICKER HERE

PLACE STICKER HERE



PLACE STICKER HERE

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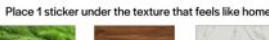


PLACE STICKER HERE

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WJW Architects

WHAT FEELS LIKE HOME?



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WJW Architects

WHAT FEELS LIKE HOME?

Place 1 sticker under the building that feels like home



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Place 1 sticker under the kitchen that feels like home



PLACE STICKER HERE

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WHAT FEELS LIKE HOME?

Place 1 sticker under the outdoor area that feels like home



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Place 1 sticker under the common area that feels like home



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WJW Architects

Resident Considerations



Durability



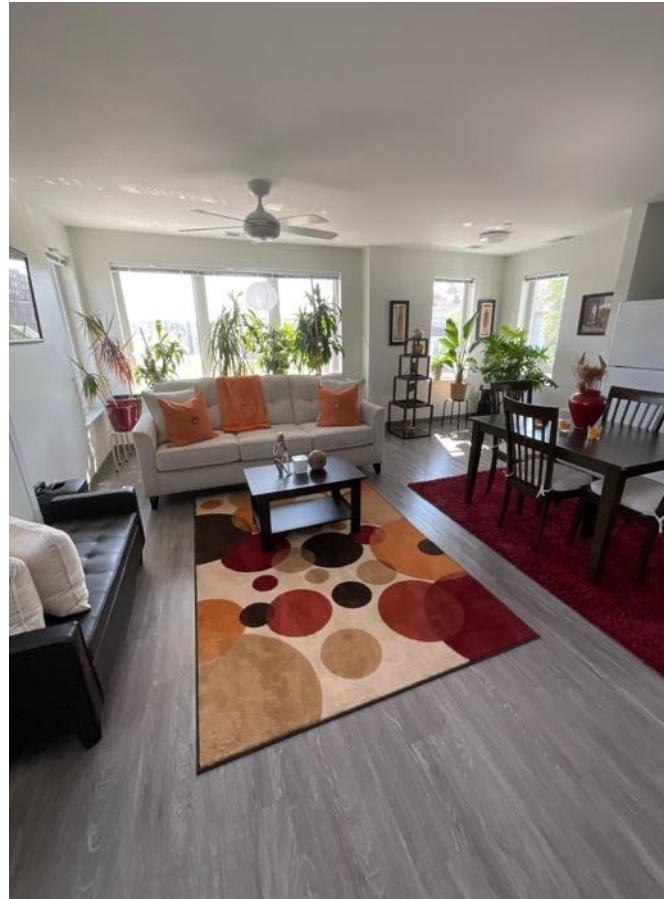
Environmental Stressors



Furnishings & Feeling at Home



Furnishings & Feeling at Home



Amenities



Photo by Matt Mansueto
Photography

Outdoor Recreation Space





Photo by Matt Mansueto

Photography



Celebrating
35
YEARS



WJW
Architects

Questions



Photo by Matt Mansueto
Photography

WJW
Architects

impact
Behavioral
Health
Partners

Celebrating
35
YEARS

IFF

**Sertoma
Star Services**
Challenging Limits...Changing Lives

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