



ILLINOIS

**AFFORDABLE  
HOUSING  
FORUM**

# Opportunities and Success in Permanent Supportive Housing

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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



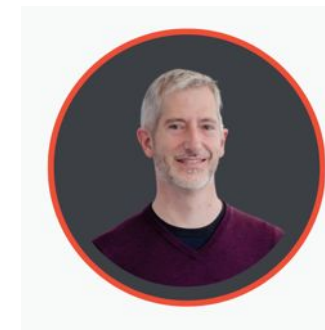
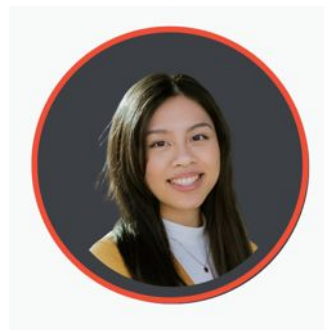
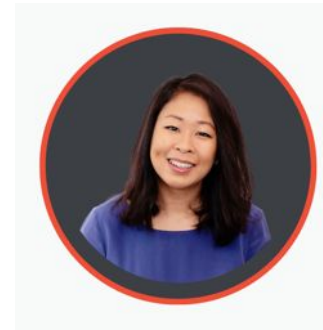
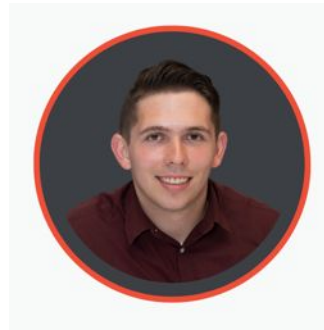
# Research Partners

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



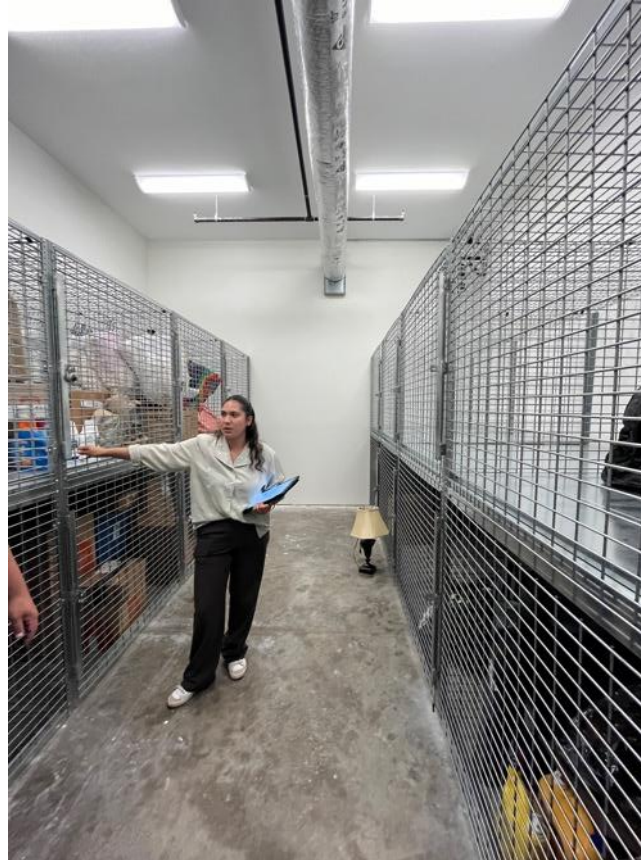
# Research Team

- 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	PLACE STICKER HERE
PLACE STICKER HERE	PLACE STICKER HERE

WJW Architects

## WHAT FEELS LIKE HOME?

Place 1 sticker under the building that feels like home

PLACE STICKER HERE	PLACE STICKER HERE	PLACE STICKER HERE

Place 1 sticker under the kitchen that feels like home

PLACE STICKER HERE	PLACE STICKER HERE	PLACE STICKER HERE

WJW Architects

## WHAT FEELS LIKE HOME?

Place 1 sticker under the texture that feels like home

Greenery	Wood	Marble
PLACE STICKER HERE	PLACE STICKER HERE	PLACE STICKER HERE
Cloth	Metal	Brick
PLACE STICKER HERE	PLACE STICKER HERE	PLACE STICKER HERE

WJW Architects

## WHAT FEELS LIKE HOME?

Place 1 sticker under the outdoor area that feels like home

PLACE STICKER HERE	PLACE STICKER HERE	PLACE STICKER HERE

Place 1 sticker under the common area that feels like home

PLACE STICKER HERE	PLACE STICKER HERE	PLACE STICKER HERE

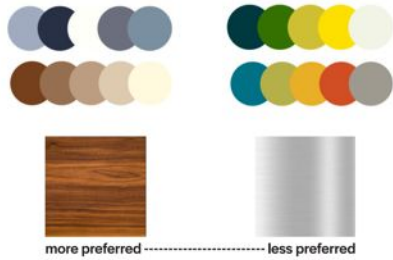
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# Resident Considerations



# 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

# Questions



Photo by Matt Mansueto  
Photography



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