

**Illinois Department of Public Aid  
627 S. Wells Suite 500  
Chicago, Illinois 60607**

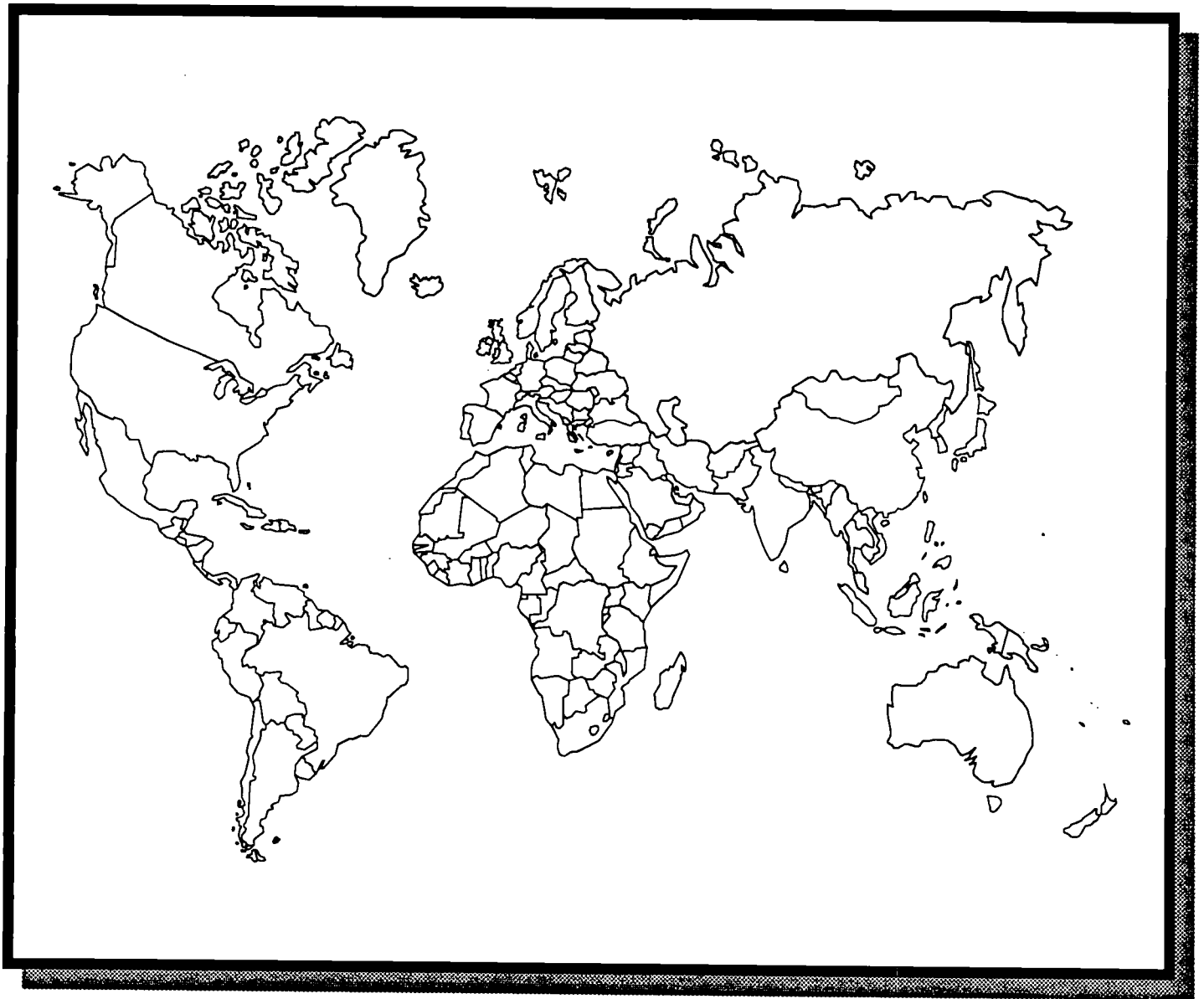
**FOR YOUR INFORMATION**

**Edwin B. Silverman  
Refugee and Immigrant Services**

***REFUGEE SOCIAL SERVICES CONSORTIUM***

***ANNUAL REPORT***

***FOR THE YEAR ENDED JUNE 30, 1995***



***Submitted to:***

***Illinois Department of Public Aid***

***By the***

***JEWISH FEDERATION OF METROPOLITAN CHICAGO***

***Ben Gurion Way***

***One South Franklin Street***

***Chicago, Illinois 60606***

Jewish Federation Refugee Social Services Program  
SFY 1995 Staff Members

Pamela Seubert  
Director Government Programs

Deborah Covington  
Assistant Director Government Programs

Donald Olson  
Financial Manager

Cedric Barron  
Program Analyst

Sharon McCormick  
Program Specialist

Alicja Grossman  
Secretary

Steven B. Nasatir, Ph.D.  
President

Joel M. Carp  
Senior Vice President

# Illinois Refugee Social Services

## Consortium Members

Cambodian Association of Illinois

Catholic Charities of the Archdiocese of Chicago

Catholic Charities Diocese of Rockford

Chinese Mutual Aid Association

East Central Illinois Refugee MAA Center (ECIRMAC)

Elgin YWCA

Ethiopian Community Association of Chicago

Interchurch Refugee and Immigration Ministries

Jewish Vocational Service

Lao American Community Services

Lutheran Social Services of Illinois

Polish Welfare Association

Rock Valley College

Travelers and Immigrant Aid

Vietnamese Association of Illinois

World Relief - Chicago

World Relief - DuPage County

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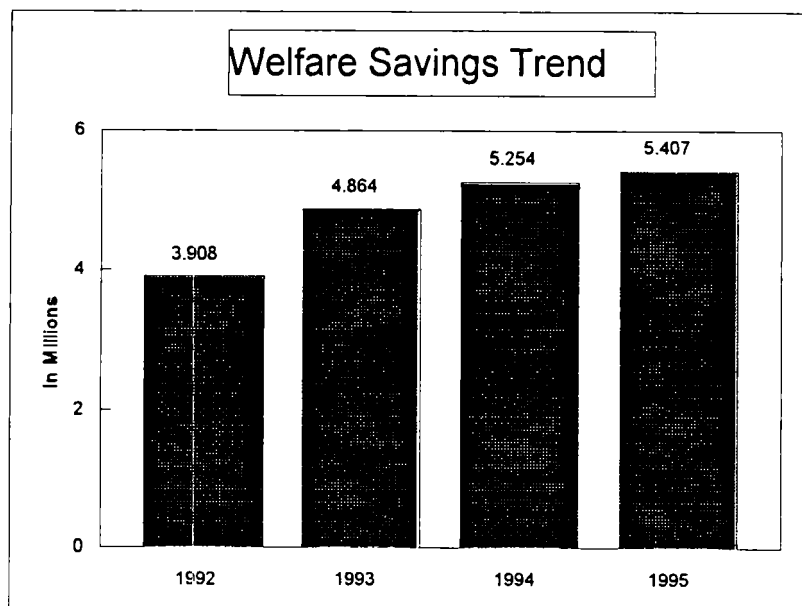
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**Illinois Refugee Social Service Consortium**  
**FY95 (July 1, 1994- June 30, 1995)**  
**Executive Summary**

- ▶ During FY95, the Illinois Refugee Social Service Consortium was comprised of 16 direct service agencies committed to providing quality employment, adjustment, and mental health services to refugees from around the world. The Jewish Federation of Metropolitan Chicago through a prime contract with the Illinois Department of Public Aid was responsible for the administration of these services.
- ▶ Annual expenditures by all programs were \$3,761,875.37. The Jewish Federation spent \$2,038,271.99 in refugee specific Employment Services, \$1,090,048.67 in Adjustment Services and \$250,952.60 for Mental Health Services. Administrative charges for services provided by the Jewish Federation were 10.17% of the total funds spent during the fiscal year.
- ▶ During the fiscal year 1351 job placements made by Cook County Employment providers were retained for a minimum of ninety days. As a result, these providers generated \$5,407,286 in welfare savings/avoidance. Across agencies, public assistance avoidance/savings averaged \$4,002 for every job held 90 days, with \$3.08 in savings produced for every dollar spent on job placement programs. (See trend analysis on following page.)
- ▶ A total of 3,862 refugee arrivals from around the world came to Illinois during the fiscal year. The majority of these arrivals, 69% (2,661) came from the Former Soviet Union and Eastern Europe.
- ▶ Nine national Voluntary Agencies utilized local affiliates to provide the necessary reception and placement activities for these new arrivals. In terms of arrivals, the largest local affiliate was Jewish Family and Community Service for Hebrew Immigrant Aid Society followed by World Relief Corporation (World Relief Services); InterChurch Refugee and Immigration Ministries (Church World Service, Episcopal Migration Ministries, and Lutheran Immigration and Refugee Services); Travelers & Immigrants Aid (Immigration and Refugee Service of America); Catholic Charities of the Archdiocese of Chicago (U.S. Catholic Conference) and Ethiopian Community Association of Chicago (Ethiopian Community Development Council). In addition, The International Rescue Committee also resettled a small number of individuals through an agreement with Polish Welfare Association.
- ▶ In Employment Services, a total of 7,065 individuals were served during the fiscal year.

Excluding those clients with missing income or length of residency data, more than half of those served, (3782 or 55.6%) were of top priority to the system, that is resident 0-12 months. Sixty-one percent of the clients served were Public Aid recipients, more than half of the clients served were male. The top three countries of origin for clients served, in rank order, were the Former Soviet Union, Vietnam, and "other" which was predominantly the former Yugoslavia including Bosnia.

- ▶ The system generated 2,146 job placements during the fiscal year. Just under half of these placements went to clients who were on public assistance at the time of placement. Average wage was \$5.98 per hour with an average agency range of between \$5.26 to \$7.59 per hour.
- ▶ Over 6,000 individuals, during the fiscal year, utilized Adjustment Services in their quest for social self reliance. The largest ethnic groups served were the Vietnamese, followed by the Other category (who were predominantly from the former Yugoslavia). More than half of those served were between the ages of 20-39; resident in the U. S. 12 months or less; male and on public assistance at the point of service.
- ▶ Mental health services were provided to 173 individuals with the greatest number of clients being Vietnamese (52), Bosnian (46) and Cambodian (37). Cambodian and Vietnamese clients accounting for 51.4% of the client base. As one might expect given the client base served, length of residency was polarized: 31.06% of those served were resident in the U.S. 24 months or less and 38.7% were resident more than 60 months. Clients' ages were fairly evenly distributed with 18.9% of the base 30-39 years of age; 22.9% 40-49 years old; and 25.8% over 50. More than half the clients served were male and most were receiving some form of public assistance.



## **I. Introduction**

Mr. S was 57 years old when he arrived in Chicago in June 1994 from Kiev in the Former Soviet Union with his wife. He spoke elementary English but showed his work motivation by bringing to his first visit at JVS a list of companies which might be able to use his skills. He was a Civil Engineer specializing in bridge construction, repair, and maintenance. Mr. S began attending ESL classes at Temple Menorah immediately and within 3 months he asked to attend the JVS Job Search Seminar conducted entirely in English. He enrolled in a short course to learn Computer Aided Design, met with consultants in his field, utilized professional journals and job fairs. Mr. S was resourceful and energetic in his job search and worked with his job counselor to prepare his resume, which was faxed to several engineering contractors. In May 1995 he obtained a position as a Senior Bridge Engineer at a salary of \$45,000 under a one year contract. Follow-up showed that Mr. S has retained that position. What is exceptional about this case is the age of Mr. S upon arrival, his rapid acquisition of English and his strong determination to obtain a job.

Similarly, Kibrom W. came to Chicago with his younger sister to be reunited with their father. Kibrom was just 18 years old and had three years of schooling in his native Ethiopia. Upon his arrival Kibrom did not speak a word of English and was enrolled in ESL classes at World Relief Chicago. When Kibrom entered the class neither his teacher or his classmates knew any of his native language (Amharic). Despite the language barriers Kibrom had near perfect attendance and worked diligently with his ESL teacher spending extra time on vocabulary and grammar drills. Six months later Kibrom is in the Workplace Orientation class, learning job skills and practicing conversation. Though he is not yet a fluent English speaker Kibrom's progress in such a short period of time is admirable.

While the goal of refugee resettlement is the ultimate economic self sufficiency of the refugee, it is also important that refugees are able to function independently within their new cultural environment. The provision of Adjustment services helps a family or individual bridge the gap between their past experiences and their present reality:

Stella and Oliver had been married just one month when they were forced to separate because of the war in Bosnia. Stella came to the United States but Oliver was unable to come with her.

Shortly after she arrived, Stella discovered she was pregnant. Stella received Adjustment services through World Relief Chicago to cope with her anxiety of not knowing her husband's condition back in Bosnia, as well as to help her settle into her new surroundings and prepare for the arrival of her new baby. Fortunately, after eight long months of separation, Oliver joined his wife, just a week before their son was born.

When Mr. Hy B. (57) arrived in Chicago in December 1994 with his wife and three adult children (one of which is developmentally disabled), after 7 years of detainment, 2 years of house arrest and being forbidden to work in his native Vietnam, his family was on the verge of splitting. Mr. B was experiencing health problems from years of forced labor and mistreatment in Vietnam, his wife was overwhelmed with the continuous care of their son as well as the stress of being in a new country. The family began to work closely with their TIA case worker to rotate the care of their son; Mr. B began to receive care for his health problems; and the family began counseling as well as ESL classes to prepare for employment. Now the thought of splitting is gone and the family is able to work together much better.

There are as many powerful and touching stories as there are refugees. These are just four stories of how refugees who arrived in Illinois this year were able to make a successful transition to life in the U.S., because of the services provided by the Illinois Refugee Social Services Consortium.

#### Illinois Refugee Social Services Consortium

The Illinois Refugee Social Services Consortium is comprised of 16 direct service agencies committed to providing quality Employment, Adjustment and Mental Health services to refugees from around the world. The following is a description of the services provided:

- Employment Services the goal of which is to assist refugees and entrants in securing unsubsidized, full time, stable employment and reduce the utilization of public assistance through:
  - individual and group counseling
  - job referrals
  - job placement
  - transportation, day care and work supplies assistance
- Adjustment services provide ancillary support services that remove barriers to employment and self reliance, in addition to assisting the refugee in adapting to life in the United States. These services include:
  - orientation
  - counseling
  - information and referral
  - mediation and bilingual skills training
- Mental Health Services deliver a culturally specific mental health model of service which incorporates traditional and Western forms of treatment. These services include:
  - psychiatric case management
  - crisis intervention services
  - counseling and translation services

The Jewish Federation of Metropolitan Chicago (JFMC) has held a prime contract with the Illinois Department of Public Aid (IDPA) for the past 18 years to provide the administration of the Illinois Refugee Social Services Consortium. The Federation's program responsibilities have evolved to reflect the special needs of the program including data collection and reporting, program and policy development, coordination and planning, drafting of RFP's, technical assistance and financial management.

### Welfare Avoidance/Savings

One concrete measure of the effectiveness of the services provided by the Illinois Refugee Social Services Consortium is the amount of welfare avoidance/savings created by the agencies. During SFY 1995, the Cook County service providers were exceedingly effective and generated \$5,407,286 in welfare avoidance/saving. Agencies outside the Metropolitan area are excluded in the analysis due to the significant differences in public assistance. Across agencies, public assistance

avoidance/savings averaged \$4,002 for every job held 90 days, with \$3.08 in savings produced per every dollar spent on job placement programs. The Employment Service provider who generated the largest welfare avoidance/savings was JVS (total= \$2,698,142); while CCAC generated the smallest avoidance/savings amount (total= \$57,876). When average avoidance/savings per 90 day retention is analyzed, CCAC had the highest average \$4,823, while TIA recorded the lowest average savings per 90 day retention \$2,993. It is important to note in the analysis that the amount of welfare savings generated per 90 day retention, or the amount of welfare cost avoidance, does not consist entirely of factors an agency can control. For example, an agency serving a client base that is predominately single Public Aid cases would have a lower average savings per 90 day retention than an agency which had a case load that had larger families. (Table 11, Appendix C)

Just as welfare savings vary among agencies, the same holds true for the average hourly wage. The overall average wage earned during SFY 1995 was \$5.98 per hour. The wages ranged from a low of \$5.26 per hour (CMAA) to a high of \$7.59 per hour (PWA). The average wage data was calculated by using wage data recorded by the first job obtained by the client during the fiscal year. (Please see Unduplicated Caseload by Agency and Area of Service Table, page 9)

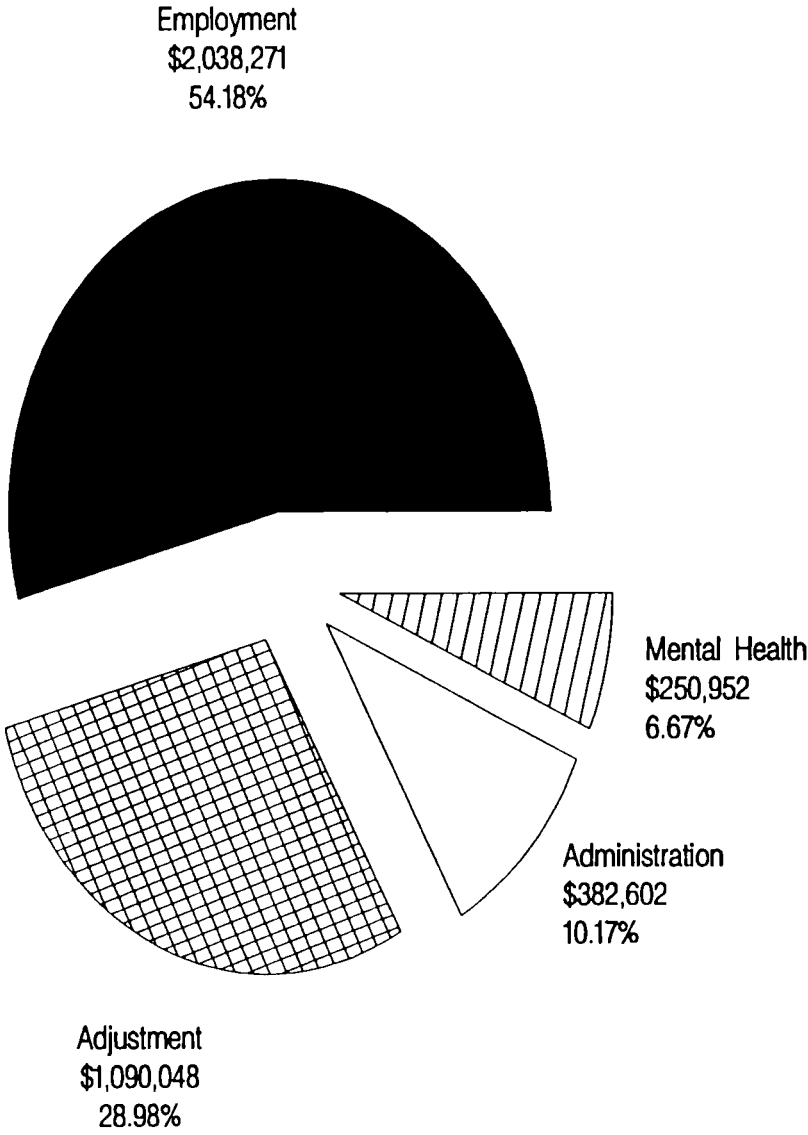
### Financial Expenditures

The annual expenditures by all programs through June 30, 1995 were \$3,761,875.37. The Jewish Federation, on behalf of the state of Illinois Refugee Social Service Consortim providers spent \$2,038,271.99 in the provision of refugee Employment Services, \$1,090,048.67 in the provision of Adjustment Services and \$250,952.60 for Mental Health Services (Table 10, Appendix C). Overall, administrative charges for services provided by the Jewish Federation were 10.17% of the total funds spent during SFY 1995.

# SFY95 Financial Overview for the Illinois Refugee Social Service Consortium

## Total Expenditures \$3,761,875

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### Arrivals for 1995

The financial expenditures for SFY 1995 were used to continue to provide services to Illinois' current population as well as begin to provide services to over 3,800 newly arrived refugees.

#### Illinois Refugee Arrivals by Region\* State Fiscal Year 1994-1995

| New Arrivals in Illinois<br>by<br>Region | Number<br>of<br>Arrivals |
|------------------------------------------|--------------------------|
| Africa                                   | 38                       |
| East Asia                                | 689                      |
| Latin America                            | 144                      |
| Former Soviet Union & Eastern<br>Europe  | 2,661                    |
| Near East/South Asia                     | 330                      |

\* These numbers are based on documents supplied by local Voluntary Agencies and may not include information on all refugees in the reported categories.

These new arrivals were resettled by 9 national Voluntary Agencies: Church World Service, Episcopal Migration Ministries, Ethiopian Community Development Council, Hebrew Immigrant Aid Society (HIAS), Immigration and Refugee Service of America, U.S. Catholic Conference, International Rescue Committee, Lutheran Immigration and Refugee Services and World Relief Service. The local affiliates of these agencies provided reception and placement services for a period of up to 90 days and not less than 30 days, including health screening referral and if at all possible job placement.

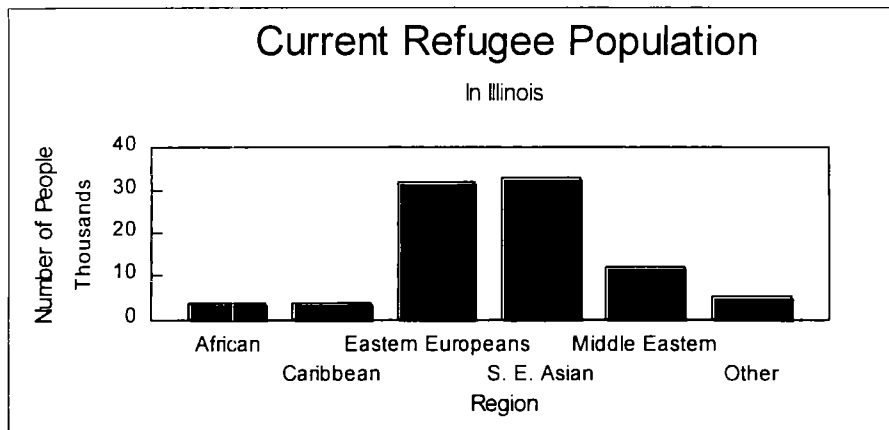
Illinois Refugee Arrivals by Local Voluntary Agency\*  
State Fiscal Year 1994-1995

| Local Voluntary Agency                           | Number of Arrivals |
|--------------------------------------------------|--------------------|
| Catholic Charities of the Archdiocese of Chicago | 262                |
| Ethiopian Community Association of Chicago       | 57                 |
| Interchurch Refugee and Immigration Ministries   | 670                |
| Jewish Family and Community Service              | 1,668              |
| Travelers & Immigrants Aid                       | 409                |
| World Relief Corporation                         | 796                |
| Total                                            | 3,862              |

Please note that local voluntary agencies often represent more than one national voluntary agency, Interchurch Refugee and Immigration Ministries represents Church World Service, Episcopal Migration Ministries and Lutheran Immigration and Refugee Services.

The 3,862 new refugee arrivals were able to become a part of the current refugee population in Illinois made up of over 90,000 individuals from African, Caribbean, Eastern European, Middle Eastern and Southeast Asian countries.

As the following table indicates Eastern European and Southeast Asian countries of origin account for the vast majority of Illinois' refugee population. The remainder of the refugee population is comprised of persons from Africa 4,000; the Caribbean 3,800; the Middle East 12,000; and the "Other" category indicates clients from the remainder of the world.



## II. SFY 1995 Client Description

Creating programs that are responsive to client needs is no small task given the fact that Consortium clients come from a wide variety of countries, with varying levels of skill, education and familiarity with American culture. Each client can be so different from the one served previously.

During SFY 1995, a total of 9,636 unduplicated clients were served within the Employment and Adjustment services provided by Consortium agencies. Frequently, Adjustment services were provided in conjunction with Employment services in order to further assist refugees in removing barriers to employment and self sufficiency. Systemwide, 29% (2,826) of the unduplicated clients served required services from both Employment and Adjustment programs. On an individual agency basis, of those agencies that provided both Employment and Adjustment services, the degree of clients requiring service from multiple programs ranged from a low of 3% (CAI) to a high of 81% (TIA). (Table page 9)

### Employment Demographics

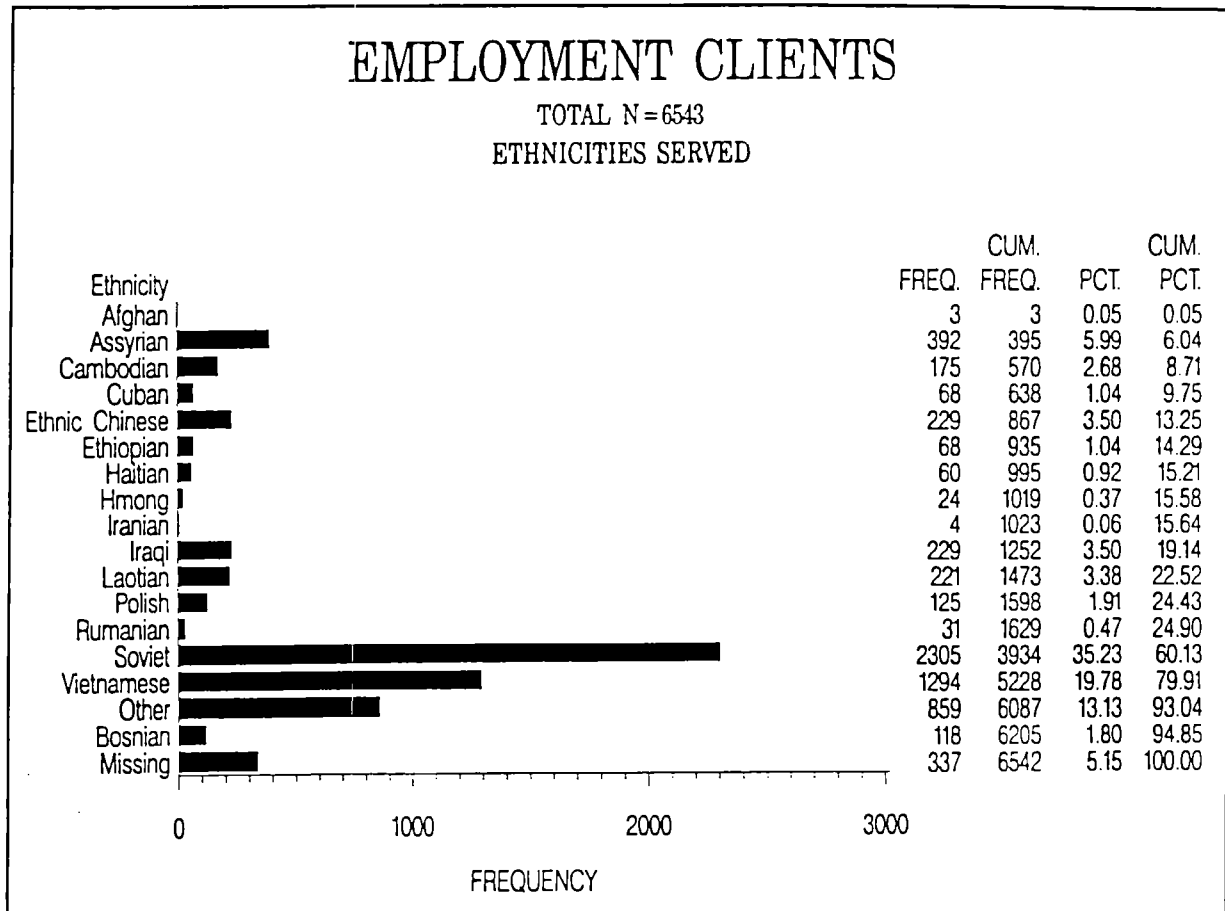
The Consortium's Employment Services during SFY 1995 served 7,065 unduplicated clients. Thirty percent of all employment clients were placed in jobs.

**UNDUPLICATED CASELOAD BY AGENCY AND AREA OF SERVICE\***  
**SFY 1995 JULY 1994 - JUNE 1995**

| AGENCY      | ADJUSTMENT CLIENTS |            | EMPLOYMENT CLIENTS |            | AVG<br>WAGES<br>PER HOUR | **EMPLOYMENT &<br>ADJUSTMENT CLIENTS |       | TOTAL |            |
|-------------|--------------------|------------|--------------------|------------|--------------------------|--------------------------------------|-------|-------|------------|
|             |                    | % of Total |                    | % Of Total |                          |                                      |       |       | % of Total |
| CAI         | 340                | 5.6%       | 192                | 2.7%       | \$ 5.54                  | 14                                   | 2.7%  | 518   | 5.3%       |
| CCAC        | 245                | 4.1%       | 143                | 2.0%       | \$ 5.67                  | 139                                  | 55.8% | 249   | 2.5%       |
| CC-ROCK     | 136                | 2.3%       |                    |            |                          |                                      |       | 136   | 1.4%       |
| CMAA        | 339                | 5.6%       | 251                | 3.5%       | \$ 5.26                  | 114                                  | 23.9% | 476   | 4.9%       |
| ELGIN YWCA  | 367                | 6.1%       | 205                | 2.9%       | \$ 5.92                  | 173                                  | 43.3% | 399   | 4.1%       |
| IRIM        | 1075               | 17.8%      | 1002               | 14.1%      | \$ 6.24                  | 266                                  | 14.6% | 1811  | 18.7%      |
| JVS         |                    |            | 2295               | 32.4%      | \$ 7.31                  |                                      |       | 2295  | 23.8%      |
| TIA         | 390                | 6.5%       | 445                | 6.2%       | \$ 5.48                  | 376                                  | 81.9% | 459   | 4.7%       |
| VAI         | 696                | 11.5%      | 658                | 9.3%       | \$ 6.12                  | 182                                  | 15.5% | 1172  | 12.1%      |
| WRC-DUPAGE  | 349                | 5.8%       | 350                | 4.9%       | \$ 5.72                  | 279                                  | 66.4% | 420   | 4.3%       |
| WRC-CHICAGO | 949                | 15.7%      | 725                | 10.2%      | \$ 6.02                  | 667                                  | 66.2% | 1007  | 10.4%      |
| LACS        | 150                | 2.5%       |                    |            |                          |                                      |       | 150   | 1.5%       |
| PWA         | 186                | 3.1%       | 208                | 2.9%       | \$ 7.59                  | 165                                  | 72.0% | 229   | 2.3%       |
| ECAC        | 243                | 4.0%       | 144                | 2.0%       | \$ 6.11                  | 78                                   | 25.2% | 309   | 3.2%       |
| ROCK VALLEY | 309                | 5.1%       | 344                | 4.8%       | \$ 5.81                  | 274                                  | 72.2% | 379   | 3.9%       |
| LSSI        | 32                 | 0.5%       |                    |            |                          |                                      |       | 32    | 0.3%       |
| ECIRMAC     | 223                | 3.7%       | 103                | 1.4%       | \$ 6.29                  | 99                                   | 43.6% | 227   | 2.3%       |
|             |                    |            |                    |            |                          |                                      |       |       |            |
| TOTAL       | 6029               | 100.0%     | 7065               | 100.0%     | *** \$ 5.98              | 2826                                 | 29.3% | 9636  | 100.0%     |

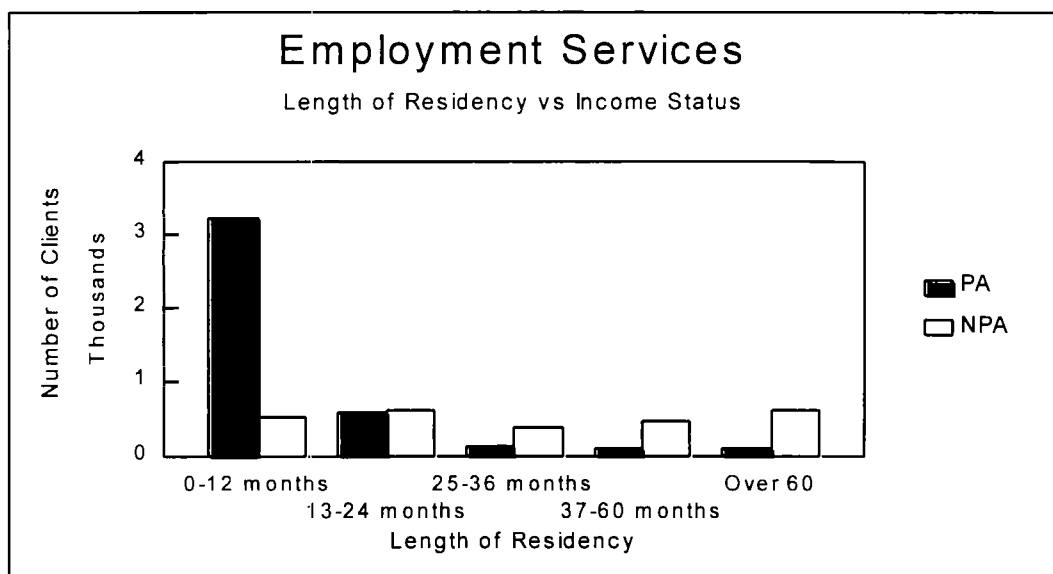
- \* Caseload is unduplicated within an agency but not across agencies. Unduplicated total does not account for clients receiving services in more than one agency.
- \*\* Percentage equals the degree to which employment and adjustment services overlap.
- \*\*\* Average hourly wage is derived from wage data recorded for the first job of the fiscal year.

The following Employment Services demographics does not just relay information about clients according to gender, ethnicity, educational level and length of residency, it goes a step further to provide a picture of clients according to length of residency versus income status as well as job status (with jobs/without jobs) to provide a better "snapshot" of the work the Consortium agencies have done during SFY 1995.

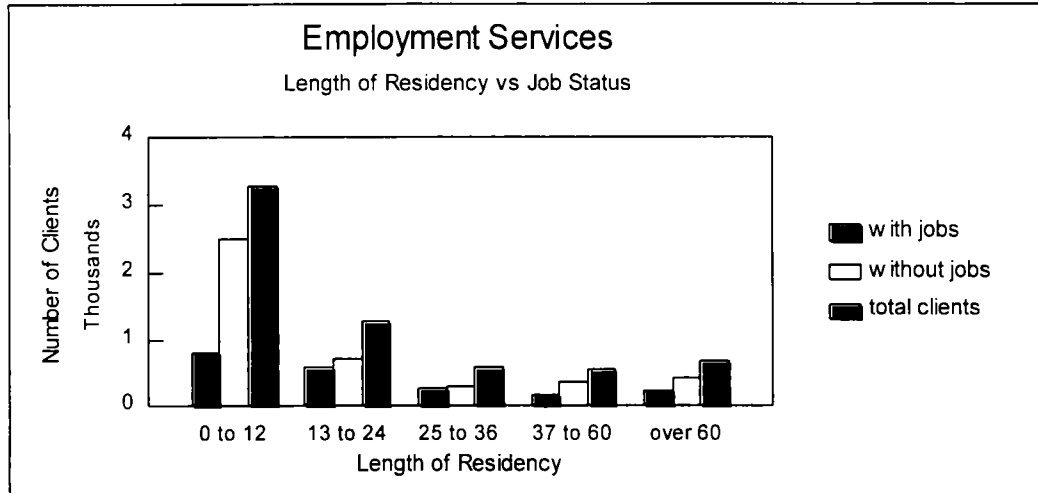


- The largest ethnicity served in Employment Services were clients from the Former Soviet Union (2,305), followed by clients from Vietnam (1,294). While the other category is comprised of 859 clients from Liberia, Sudan, Somalia, Rwanda, Croatia and Burma the majority of these clients are from Bosnia. The ethnicity information was missing for 337 of the Employment clients.

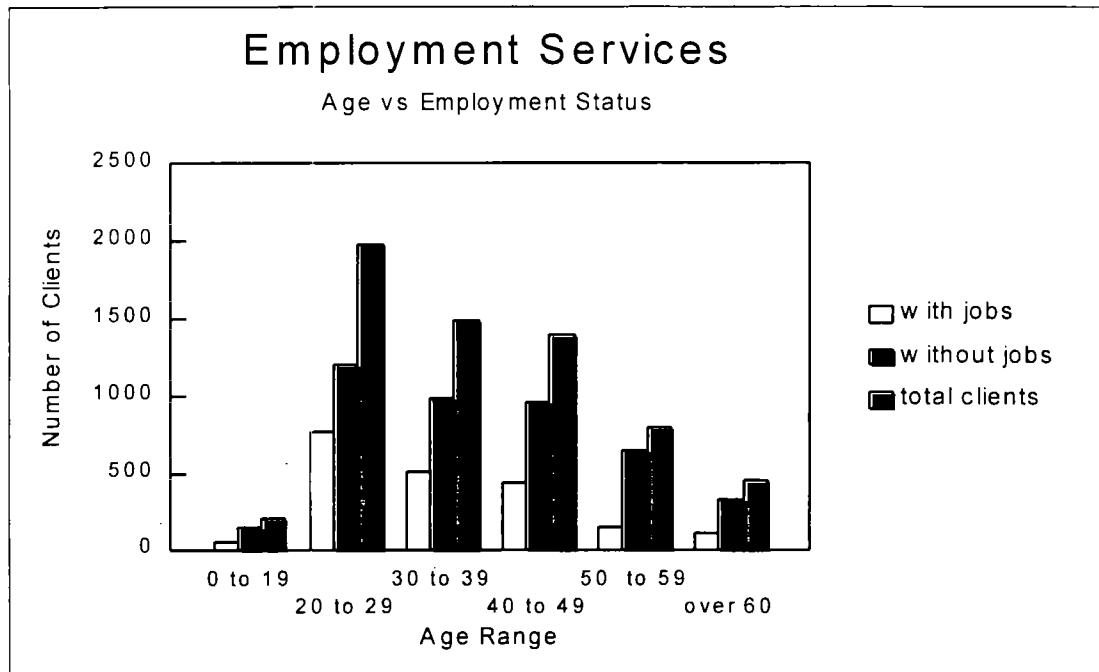
- ▶ When comparing Employment clients served against those who entered employment one finds that clients from the Former Soviet Union accounted for 37.8% (794) of the employment clients with jobs, followed by the Vietnamese 16.2% (340) and the third largest ethnic group with jobs is the "Other" category 12.6% (264) of the employment clients served. In general across ethnicities, clients were being placed in roughly the same percentage as they existed in the overall service population. (See Table 1, Appendix B)
- ▶ The largest group of employment clients served without jobs are from the Former Soviet Union accounting for 34% of the employment clients followed by the Vietnamese at 21%. (See Table 1B, Appendix B)



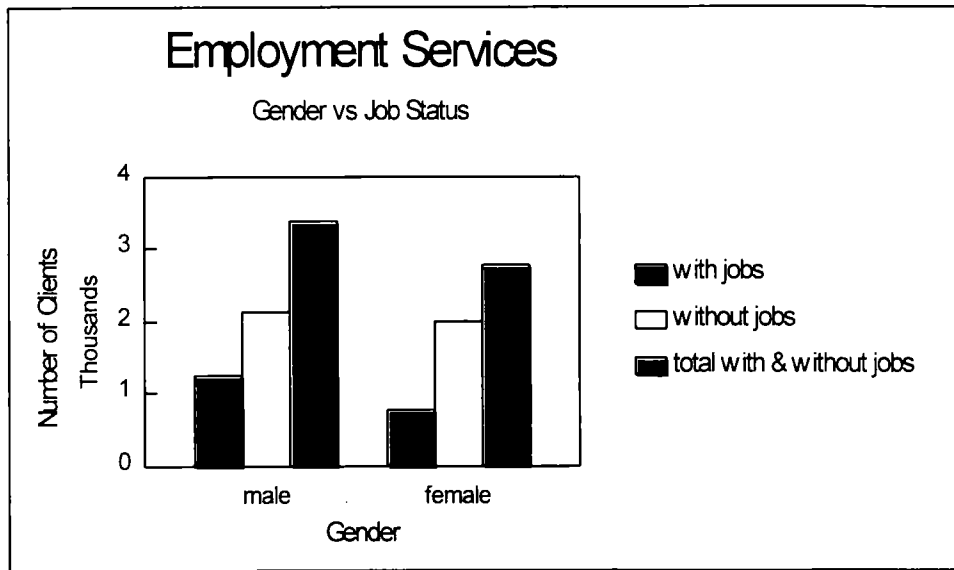
- ▶ As one can see (table above), client demographics in this area closely reflect the priorities set out in the policy statement/agency contracts. The system placed highest priority to clients resident 0-12 months with second priority to those resident 13-24 months. Lowest priority was given to those clients resident post 24 months not receiving public assistance. Seventy-one percent of the Employment clients served were resident 0-24 months (4,991). Only 1,468 clients or 20.8% were found to be in the lowest priority.
- ▶ Clients resident in the U.S. 0-12 months comprised the largest portion of Employment clients served 50.1% (3,284) followed by 13-24 months 19% (1,267), 25-36 months 7% (561), 37-60 months 8% (532) and over 60 months 10% (656). (Table 3 series, Appendix B provides further documentation)
- ▶ The largest portion of Employment clients served were on public assistance 59.8% (3,912) and the remainder 39.7% (2,599) were not on public assistance. Income status information was missing for 0.65% or 46 clients. (Table 2 series, Appendix B) While PA recipients comprised 59.8% of those served, they only accounted for 48.9% of those clients entering employment. Conversely, clients not receiving public assistance at the time of service were more likely to become employed.



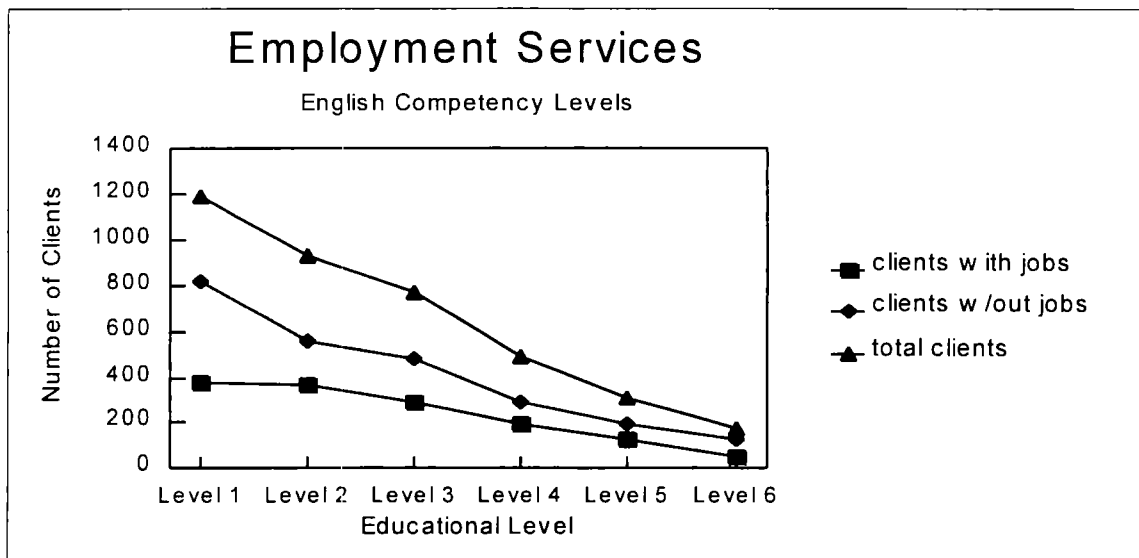
- When length of residency is added to the equation, as in the table above, one sees that length of residency also has a large impact on entered employment. Clients resident 0-12 months accounted for 50% of those served but only 38.3% of the placements. A more striking comparison is that of the 3,284 clients served resident 0-12 months, only 24.5% (804) entered employment. For those resident 13-24 months the employment rate jumps to 44.3%. (Table 3 Series, Appendix B)



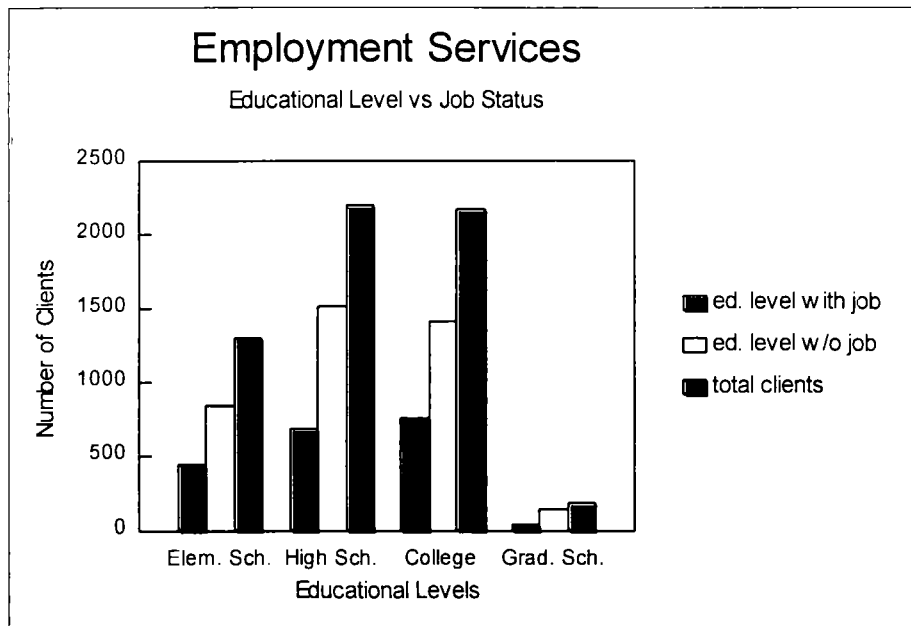
- ▶ The largest percentage of the clients served were between the ages of 20-29 consisting of 30% (1,976) , 22% (1,493) between 30-39, 21% (1,392) between 40-49, 12% (793) between 50-59 and 3% (195) greater then 60 years. Age information was missing for 7% (475 clients).
- ▶ As might be expected, age had a significant effect on labor force participation. In fact, clients between 20-39 years of age comprise 61% of the 2,101 employed clients. This is significant because clients between 20-39 only account for 53% of the total number of employment clients served. When those with jobs are compared to clients lacking employment, the most significant difference is observed in the 50-59 age group. This group comprised 12% of the total served but just 7% of the clients with jobs and 14% of the clients without jobs. In addition, of the 793 clients served only 19.4% were placed. This compares to placement rates of between 28.8% to 38.9% for the other age groups. These statistics seem to highlight the difficulty older refugees have when seeking employment. (Table 4 Series, Appendix B)



- Overall, the Consortium agencies served more male than female clients. Fifty-two percent (3,371) of the Employment clients were male, 42% (2,777) were female and the gender data was missing for 6%(395). ECAC and CCAC had predominately male client bases with over 70% of their employment clients being male. JVS and TIA served more women than men. (Please see Appendix D)
- A comparison of employed/unemployed clients reveals that a higher percentage of men entered employment than women. Male clients account for 59% of the employed clients and Consortiumwide account for 52% of the clients served. Women on the other hand account for 42% of the Consortium clients served and only accounted for 37% of the employed clients. The above statistics are in keeping with a widely held belief that gender can significantly impact placement rates. (Table 5 Series, Appendix B)



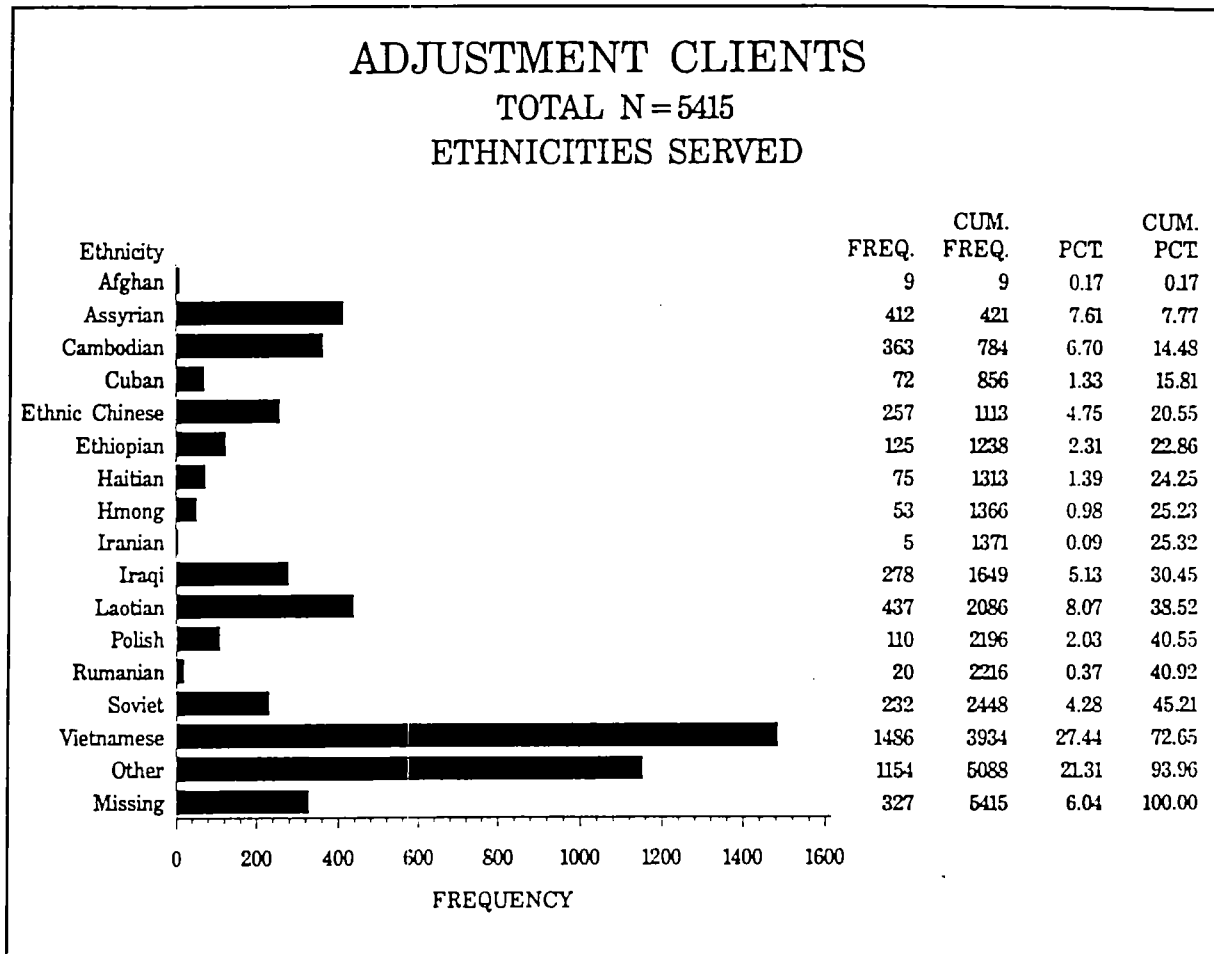
- Data on English Competency levels for all Employment clients shows a decreasing number of clients for each level; level 1 is the largest (1,188 or 18%) and level 6 (178 or 3%) has the least number of people. Unfortunately, there is a large amount of incomplete data (2,653 clients, or 40% of the total 6,543 served). The significant amount of missing data makes analysis of this variable somewhat unreliable.
- Despite the high percentage of missing data on language competency, (33% of those clients with jobs and 44% of those lacking employment) a relationship between English language competency at intake and placement can be observed. Consortiumwide 45% of the Employment clients recorded ESL levels of 3 or higher. The percentage of Employment clients with jobs and an ESL level of 3 or higher is 47%. This data indicates that an ESL level of 3 or greater improves the client's employability. (The above analysis does not include missing data). (Table 6 Series, Appendix B)



- ▶ The numbers of high school educated and college educated employment clients were very close 34% (2,216) and 33% (2,169) respectively. The largest educational level following these two groups was the elementary level clients at 20% (1,296) and Graduate level clients at 3%. Educational level information was missing for 10% or 667 clients.
  
- ▶ The largest percentage of clients to obtain employment according to educational level were those with a college level education 752 (35%). The largest percentage of clients without jobs according to educational level were those clients with a high school education 1,417 (32%). Interestingly, a higher percent of the clients with an elementary school education (34%) were able to find jobs, in comparison to 24% of the graduate educated clients obtaining a job. This analysis does not take into consideration the type of employment obtained by the client, the lower employment rate among clients with a graduate degree may be due to the lack of jobs available in a given field. (Table 7 Series, Appendix B)

## Adjustment Demographics

Fifteen Consortium agencies provided Adjustment services during SFY 1995, serving 5,415 unduplicated clients throughout the system.

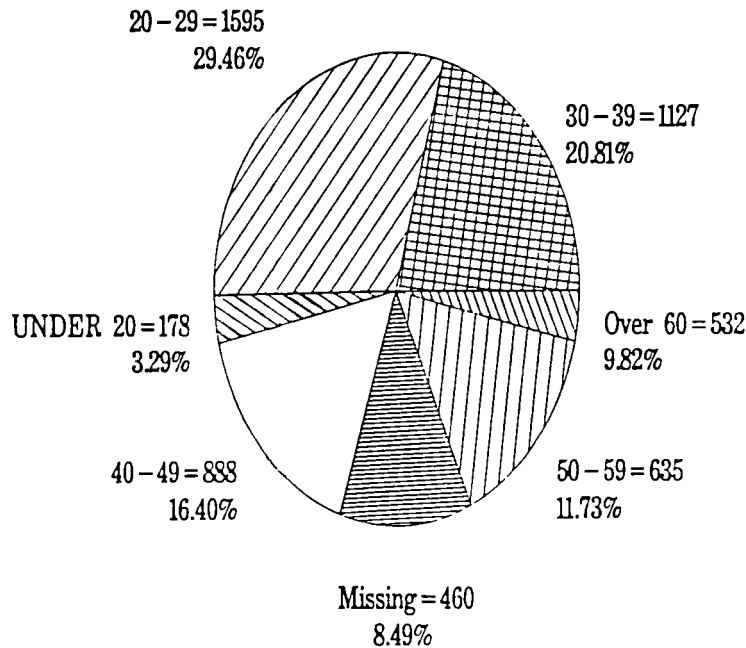


- ◆ Clients who utilized Adjustment services during SFY 1995 mainly consisted of the Vietnamese 27.4% (1,486), Other (refugees from Liberia, Sudan, Bosnia, Somalia, Rwanda, Croatia and Burma) were 21.3% (1,154) of the Adjustment clients. Looking at the remainder of the ethnicities served one finds that no one group amounted to more than 8% of the total number of clients served.

# ADJUSTMENT CLIENTS

## AGE GROUPS

TOTAL N = 5415

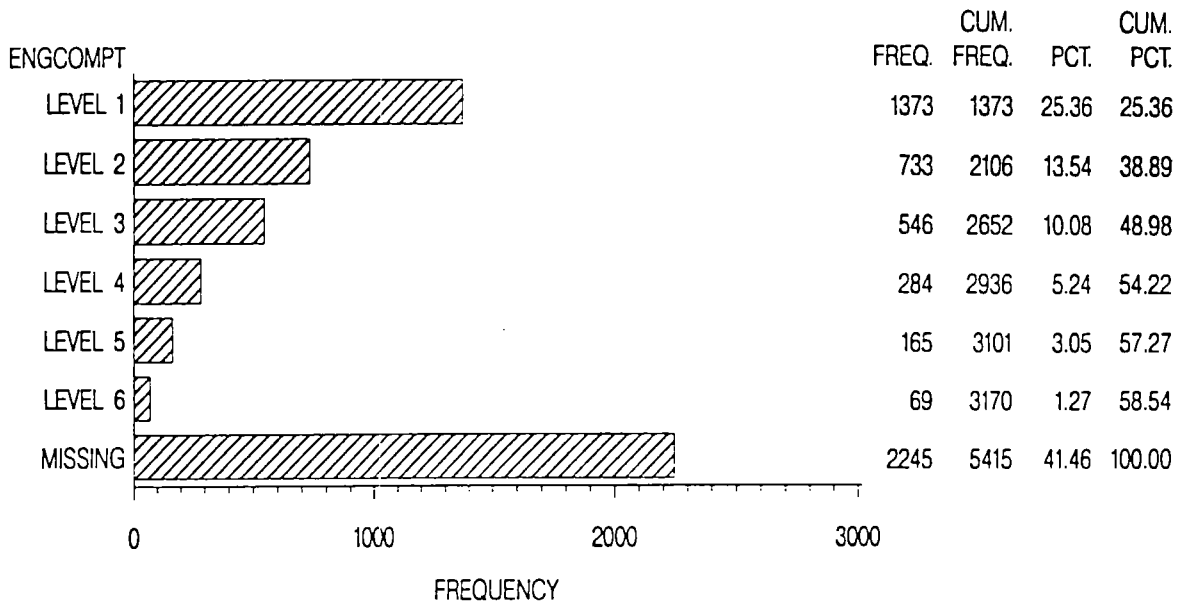


- ◆ Systemwide, the majority of clients fell into the 20-29 (1,595 or 29.4%) and 30-39 (1,227 or 21%) age groups. Next most frequently occurring group was the 40-49 (888 or 16%) age group, 50-59 age group (635 or 12%), then the over 60 group (532 or 10%) and finally the under 20 (178 or 3%) age groups.
- ◆ Appendix D shows a demographic breakdown by individual agency for Employment and Adjustment Services. Within individual agencies, most Adjustment clients were between 20-29 years old followed closely by the 30 - 39 year olds. However, CMAA, ECIRMAC, LACS and LSSI each had a significant portion (over 15%) of their adjustment base over the age of 60. In the case of CAI and VAI, people over the age of 60 comprised the greatest percentage of the total number of clients served 27.4% and 26.4% respectively.

# ADJUSTMENT CLIENTS

## ENGLISH COMPETENCY LEVELS AT INTAKE

TOTAL N = 5415

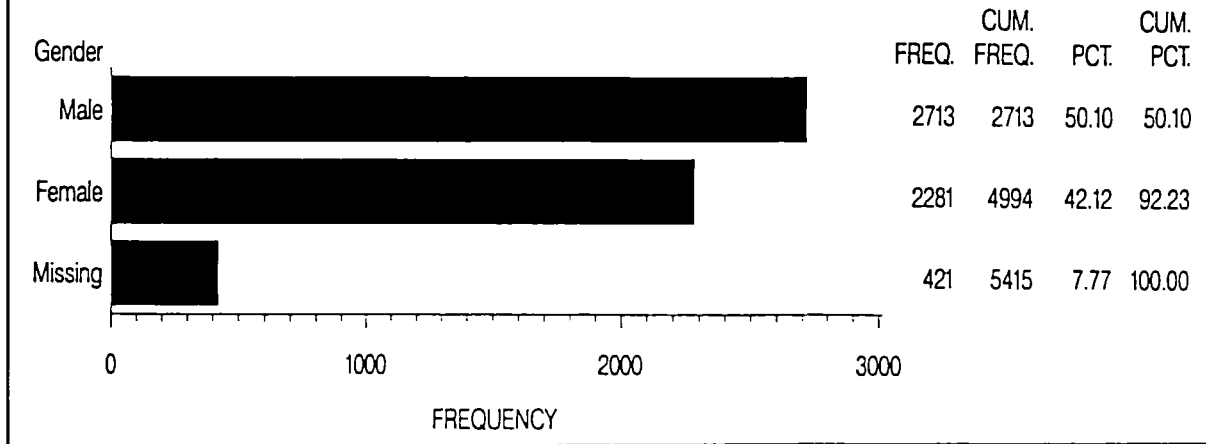


- ◆ Although reporting of English levels at intake was very sketchy with 41% of the reports missing English information, some insights can be gleaned from the above table. A majority of the Adjustment clients recorded English levels of either 1 (1,373 or 25%) or 2 (733 or 13%). Levels 3-6 accounted for about 34% of the total 3,170 Adjustment clients (This analysis does not include missing information). Unfortunately, the missing group represents the largest group for almost every agency.

# ADJUSTMENT CLIENTS

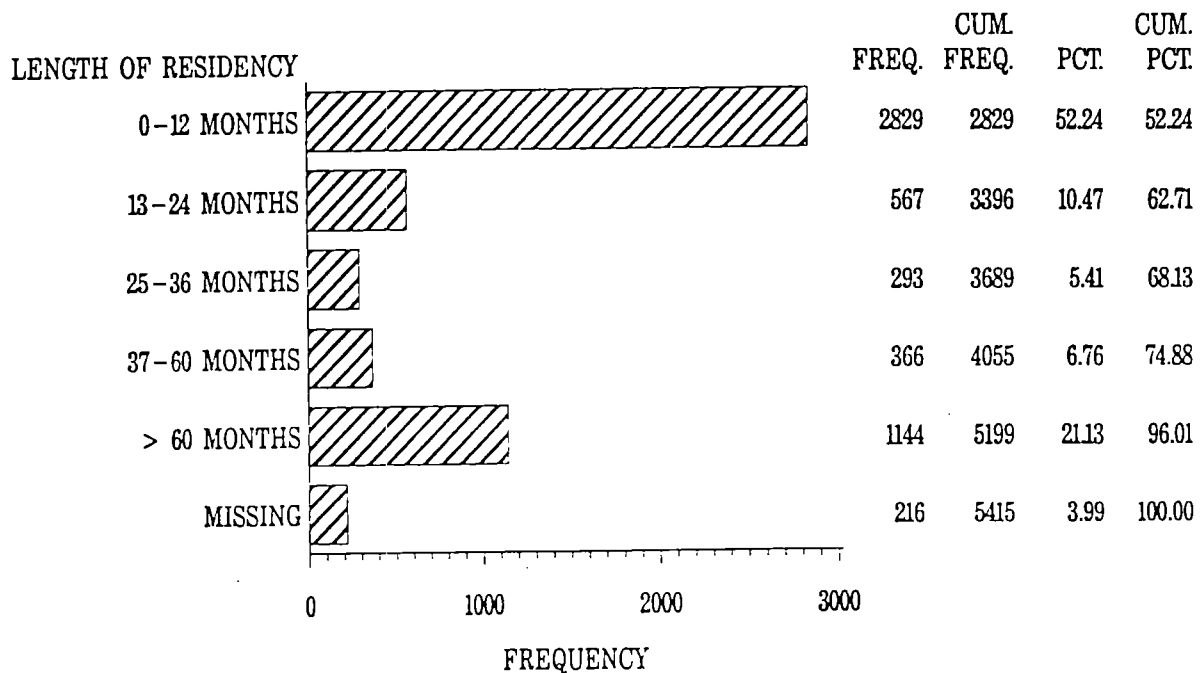
## GENDER

TOTAL N=5415



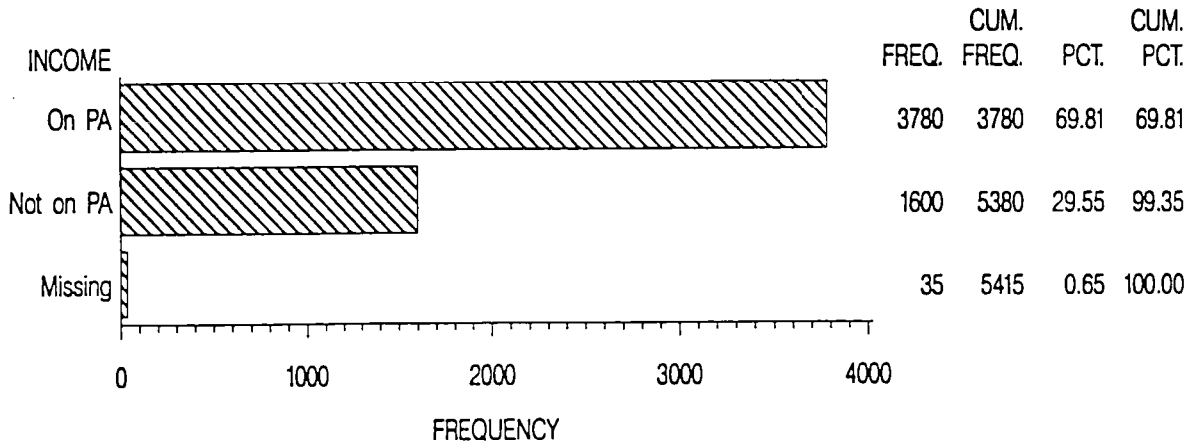
- ◆ Of the 5,415 clients served in SFY 1995, 2,713 (50%) were male, 2,281 (42%) were female, and 421 (7%) lacked gender information.
- ◆ Consortiumwide, most of the agencies were evenly divided between the male and female clients served through Adjustment Services. LSSI, CCAC and ECAC each had client bases that were more than 60% male. CAI was the only agency to serve more female Adjustment clients than male.

## ADJUSTMENT CLIENTS LENGTH OF RESIDENCY



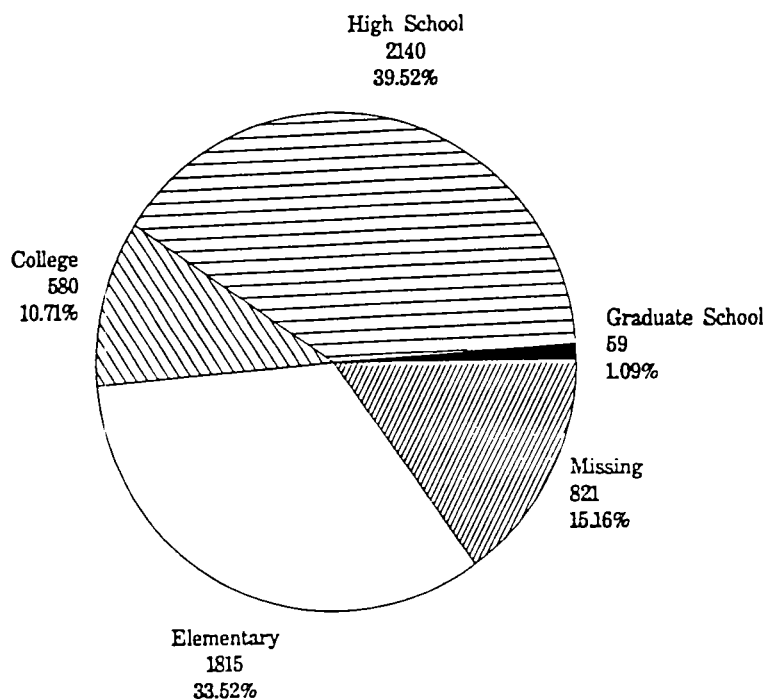
- ◆ 2,829 (52%) of the Adjustment clients served were resident less than 1 year, the second largest group served were resident over 60 months 1,144 (21%). Length of residency information was missing for 216 clients.

## ADJUSTMENT CLIENTS INCOME SOURCE



- ◆ Seventy percent (3,780) of the Adjustment clients served were on Public Aid with 29% (1,600) not on Public Aid and 0.65% (35) lacking income information.
- ◆ TIA and CCAC had the highest percentage of Public Aid clients, with over 90% of their client base on Public Aid. Elgin YWCA, PWA and RVC each had less than 30% of their client base receiving public assistance.

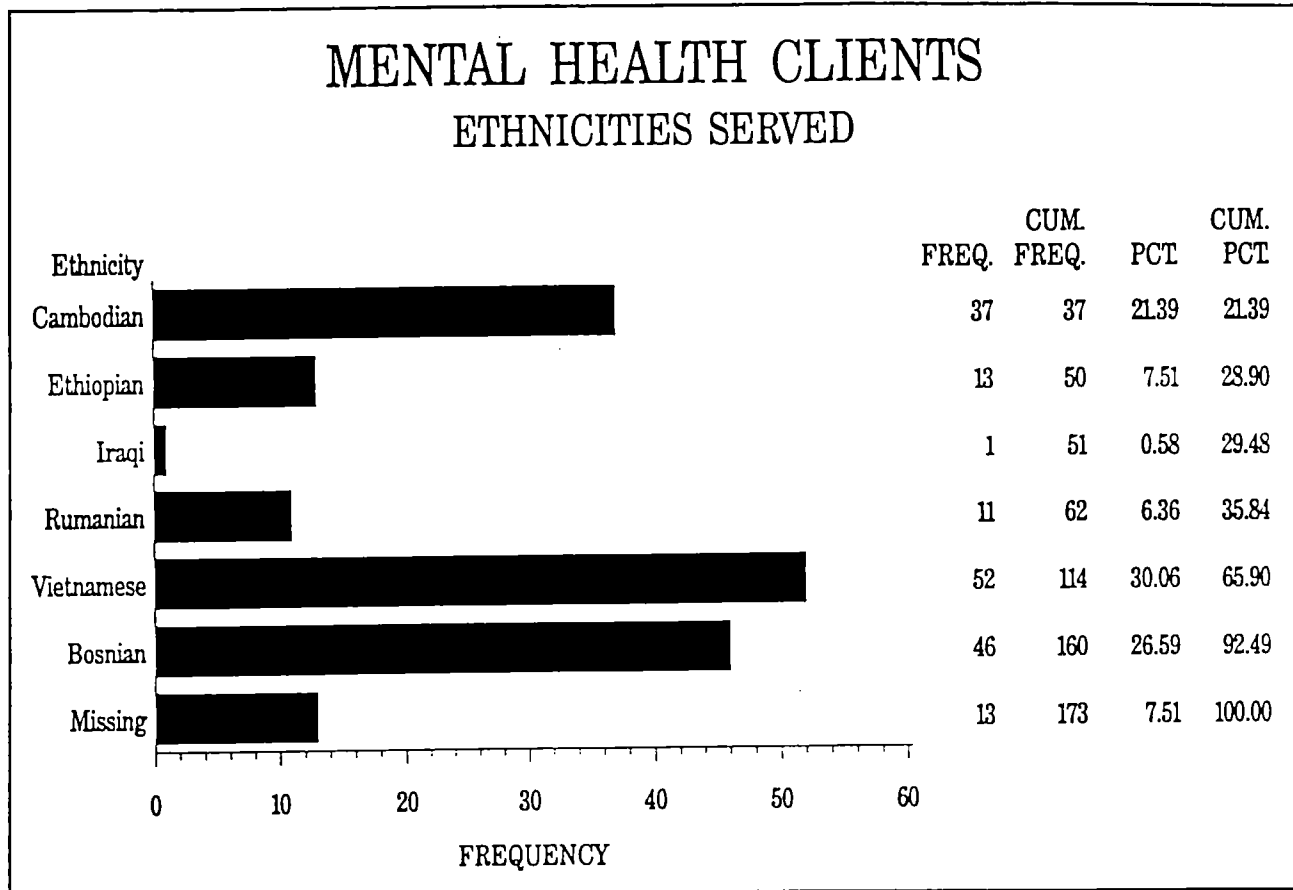
# ADJUSTMENT CLIENTS EDUCATIONAL LEVEL AT INTAKE TOTAL N = 5415



- ◆ Adjustment clients were predominantly high school (2,140 or 40%) and grade school (1,815 or 33%) graduates. This differs from the Employment program in that there was almost an even distribution of high school and college graduates. Only 580 (10%) had completed college course work and only 59 (1%) attended graduate school. Educational information was missing for 821 (15%) clients.

## Mental Health Demographics

Travelers and Immigrant Aid is the only Consortium agency providing Mental Health Services.

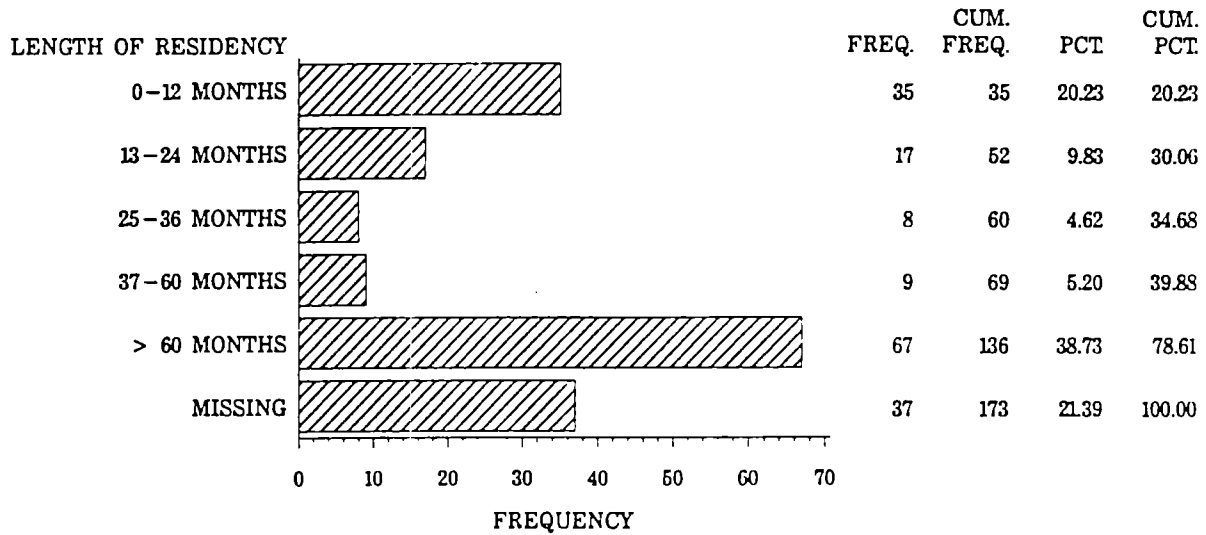


- The greatest number of clients served by the Consortium's Mental Health Services according to ethnicity were Vietnamese 30% (52 clients), followed by Bosnians 26.6% (46 clients) and Cambodians comprising 21.4% (37 clients).

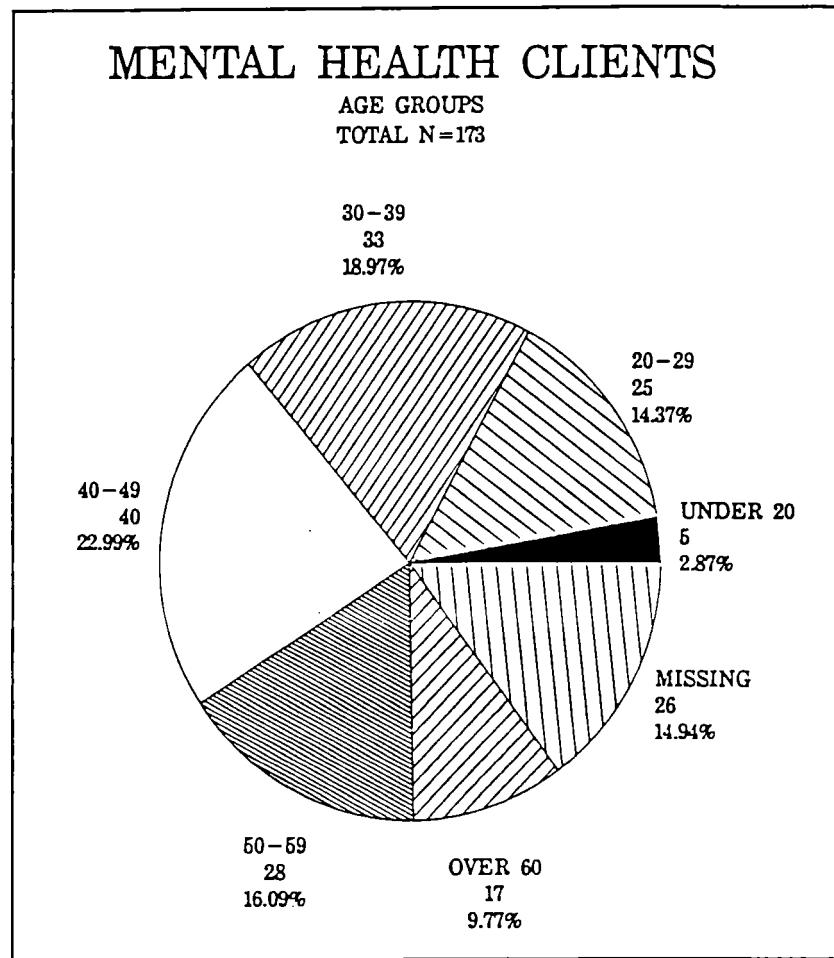
# MENTAL HEALTH CLIENTS

## LENGTH OF RESIDENCY

TOTAL N=173



■ The largest portion of clients receiving mental health services had been resident over 60 months comprising 38.7% (67) followed by clients resident 0-12 months 20.2% (35). Length of residency information was missing for 21.4% (37).

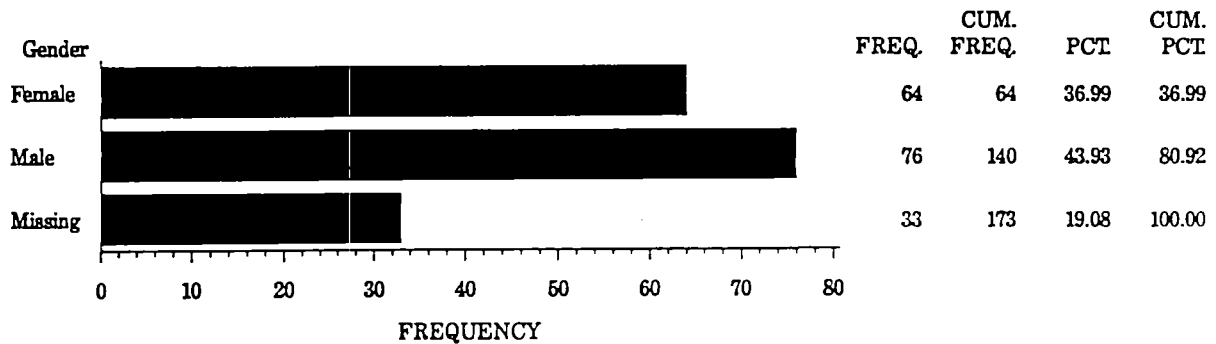


- The above table indicates that the greatest number of mental health clients served according to age were between the ages of 40-49 comprising 23% or 40 clients. The smallest age group served were under 20 years 2.9% or 5 clients. Age information was missing for 15% or 26 clients.

# MENTAL HEALTH CLIENTS

## GENDER

TOTAL N=173

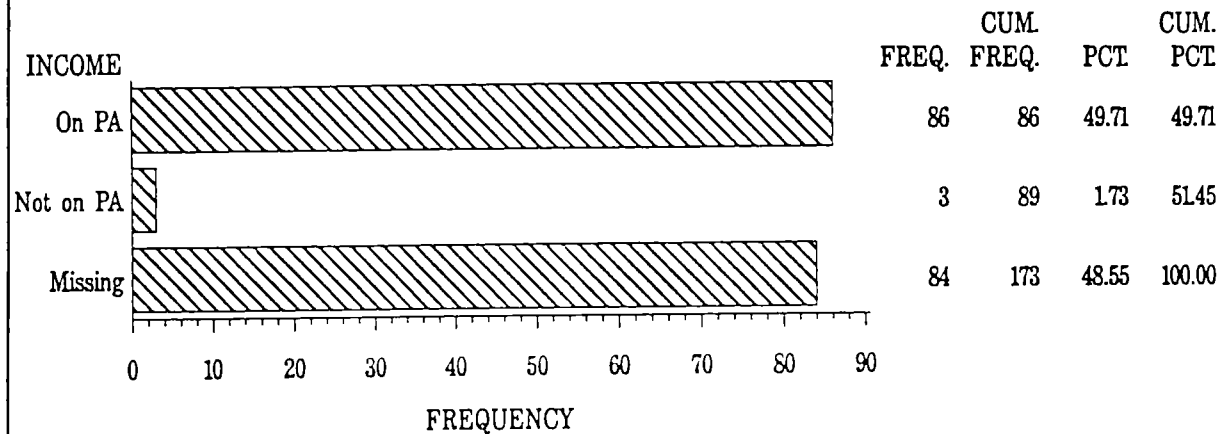


■ Mental health services were received by more male clients than female. 43.9% of the clients served were male (76) and 37% (64) were female. The gender information was missing for 19.1% of the clients served (33).

# MENTAL HEALTH CLIENTS

## INCOME SOURCE

TOTAL N=173



- Of the 173 clients served, 49.7% were Public Aid recipients. Information was missing for 48.5% of the mental health clients served.

### III. Program Evaluation

Each individual agency as well as the system was evaluated against "Performance Standards" which were established in SFY 1995, by the Illinois Department of Public Aid (IDPA) in conjunction with the Jewish Federation of Metropolitan Chicago (JFMC). In addition, a few of the agencies, based on the particular needs of their clientele, negotiated a different standard with JFMC/IDPA. For these agencies, performance was evaluated against the negotiated standard.

Using a standardized reporting format (Client Monthly Service Record, Client Profile) agencies submit service data for each individual client served during the reporting period on a monthly basis to JFMC. This data is then used to evaluate agency performance in relation to agency projections and system wide standards. Projections were made at the beginning of the contract year and were based on the priority levels established by IDPA. In general, the priority level of a client is determined by the client's length of residency in the United States and whether or not the client is receiving public assistance. Clients resident less than twelve months are of highest priority to the system. Clients receiving public assistance are of a higher priority than clients not on public assistance resident more than 24 months. In each of the tables assessing agency performance, the priority levels are detailed for ease of review.

Traditionally, annual performance standards have mandated that agencies and the system must either meet or fall within 97% of their projected figures. For SFY 1995, however the task of fair evaluation is difficult due to the complexity of individual priority level projections coupled with an extremely difficult job market.

In response to this situation, a series of decision rules have been formulated. The underlying rationale of these decision criteria is to preserve the spirit of the RFP by emphasizing and rewarding exceptional performance in priority level 1 and 2, while recognizing factors such as the total number of clients served compared to total projected number of clients served as well as degree to which a projection was exceeded or missed. The decision rules as follows:

1. The agency/system meet or are within 97% of the projected number within each priority level:  
**if yes: performance standard is met**  
if no: go to point 2
2. Agency/system exceeds priority 1 or 2 by a significant amount (significant is defined by either a high percentage or a high number of clients, depending on the agency) but misses meeting a level 3 and/or level 4 projection:  
**if yes: performance standard is met**  
if no: go to point 3
3. Agency/system either meets/exceeds total number of projected versus actual number served:  
**if yes: performance standard might be met, depending on the amount that the total is exceeded by, the decision will depend on the manner which the agency exceeded the total**  
if no: agency/system fails to meet the standard

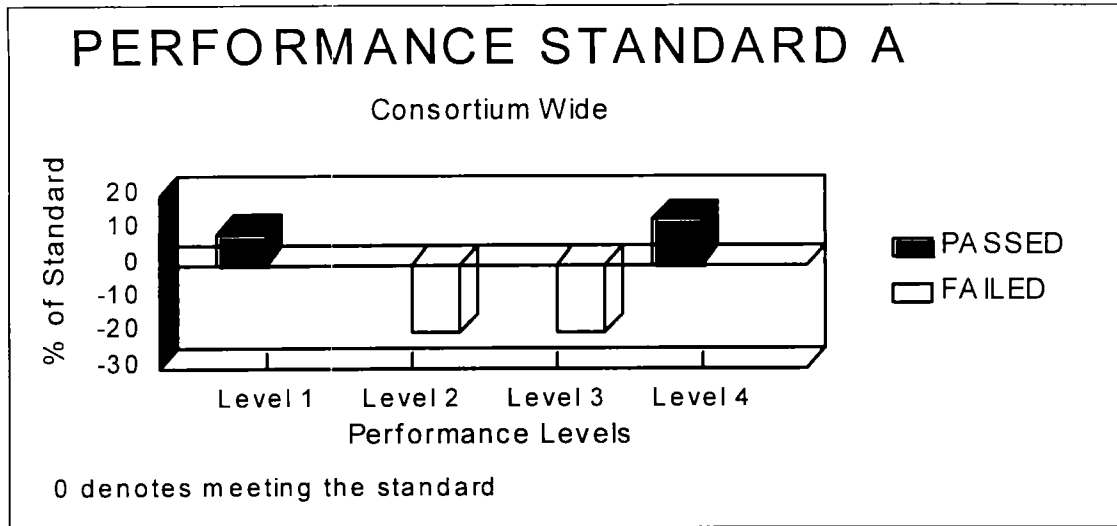
These steps have been applied to all annual performance standards and individual agency and system evaluations are fully explained in the text of this narrative. Clients regarded as not reported, due to missing income or length of residency data are not counted in the assessment of agency performance.

## **Employment Services**

### ***Performance Standard A***

Agencies meeting Performance Standard A must show that the number of unduplicated clients receiving counseling or other agency based employment services (including intake and assessment) on an annual basis corresponded to the agency's projections.

When evaluated as a whole, the Consortium Employment service providers exceeded their SFY 1995 projections for Performance Standard A by an average of 1.4% (6,797 A vs 6,699 P). The Consortium actually served 7,062 clients however, 265 of these were listed as "Not Reported" and do not count towards the passing of the performance standard. (See Appendix A, Table C)



In priority level 1 (1a and 1b combined), the service providers passed the standard by serving 3,782 clients. They projected serving 3,467 and exceeded this by 315 clients or 9%. In priority level 4 the Consortium exceeded their projections by serving 172 more clients than projected. The agencies as a group served 1,478 clients versus the projected number of 1,306 and passed level 4 by 13%.

The two areas where the Consortium failed to serve the projected number of clients was its service to clients in priority levels 2 and 3. The Consortium was unable to meet priority level 2 by 20% or 306 clients and level 3 by 20% or 83 clients. It was projected that 1,508 unduplicated clients would be served but only 1,202 were served.

When evaluating the Consortium agencies individually for Performance Standard A, ten Consortium agencies exceeded or met their projections (CAI, CMAA, Elgin YWCA, IRIM, TIA, WRC-Chicago, WRC-DuPage, Rock Valley College, PWA and ECIRMAC). Even though these agencies were able to pass or exceed Performance Standard A none of the agencies were able to pass all four of their priority level projections. Elgin YWCA passed three of the priority levels. They were unable to met level 4 by 16 clients. Priority levels 1,2 and 3 were exceed by 230%, 160%, and 57% respectively therefore off setting priority level 4. CAI was able to exceed

their projections for priority level 1 by 560% (28 clients), level 2 by 5% (1 client) and level 4 by 9% (11 clients). CAI was unable to meet level 3 by 70% (14 clients), but over all provided services for 26 more clients than projected (189 A vs 163 P). RVC was unable to meet priority level 1. RVC missed meeting their priority level 1 projections by 59 clients or 42.7% but met level 2, exceeded level 3 by 2 clients (16%) and level 4 by 56 clients (45%) to compensate for level 1 projections and pass Performance Standard A. IRIM was also able to exceed 3 out of the 4 priority levels to meet Performance Standard A. IRIM exceeded their projections for priority levels 1,3 and 4 by serving 110, 5 and 41 additional clients respectively. Priority level 2 was missed by 171 clients or 47.8%. WRC-Chicago missed their level projections by 43 clients or 7.6%. Levels 2,3 and 4 were exceeded by serving 6,37 and 2 additional clients to easily counter-balance priority level 1.

CMAA, WRC-DuPage, TIA and PWA met Performance Standard A by exceeding their projections for priority levels 1 and 4, to offset not meeting levels 2 and 3. CMAA exceeded level 1 by 30% (15 clients) and level 4 by 26% (25 clients), thereby counter-balancing priority level 2 which they missed by 12 clients and level 3 which they missed by 3 clients. WRC-DuPage exceeded priority level 1 by 137% or 158 clients and priority level 4 by 8% or 2. Levels 2 and 3 were missed by 30 and 37 clients respectively. Overall WRC-DuPage served 93 additional clients under Performance Standard A than projected to pass the standard by 40% (323 A vs 230 P). TIA was able to exceed priority level 1 by 53% to easily counterbalance not meeting level 2 projections. Priority level 3 was not met but due to the emphasis on serving the higher level priorities TIA was able to meet the standard. PWA exceeded their projections for priority level 1 by 100% to easily off set levels 2 and 3 which were missed by 15% and 60% respectively. Priority level 4 was exceeded by 12%. Finally, ECIRMAC was able to pass Performance Standard A. ECIRMAC was able to exceeded priority level 1 by 120% to easily compensate for levels 2 and 3. Priority level 4 was also missed but given the emphasis on higher level clients ECIRMAC was able to pass Performance Standard A.

The following agencies failed to meet Performance Standard A: JVS, ECAC and CCAC. JVS met their projections for priority level 1. They unfortunately were unable to meet any of the other priority levels. ECAC came within the 97% leeway for priority levels 1 and 2, but missed projections for levels 3 and 4 by 68%

and 23%. Finally CCAC only projected serving level 1 clients and missed their projections by 51%. CCAC was however able to serve clients on levels 2-4 which they had not projected serving.

One agency VAI exceeded their total of clients served but failed to meet Performance Standard A, due to the emphasis on priority levels 1 and 2. VAI did not meet projections for levels 2 and 3 by 18 clients (12%) and 8 clients (10%) respectively. On the other hand, their projections for level 1 and 4 were exceeded by 1.6% and 56.5% respectively. Overall, VAI served 89 more clients than projected.

#### ***Performance Standard B***

**To meet Performance Standard B on an annual basis, agencies must demonstrate that they placed 48 unduplicated clients per Direct Service /FTE.**

During SFY 1995, the Consortium had 36.64 budgeted direct service FTE in employment programs and projected placing 1,759 unduplicated clients. Actual performance exceeded projections by 22% or 387 clients.

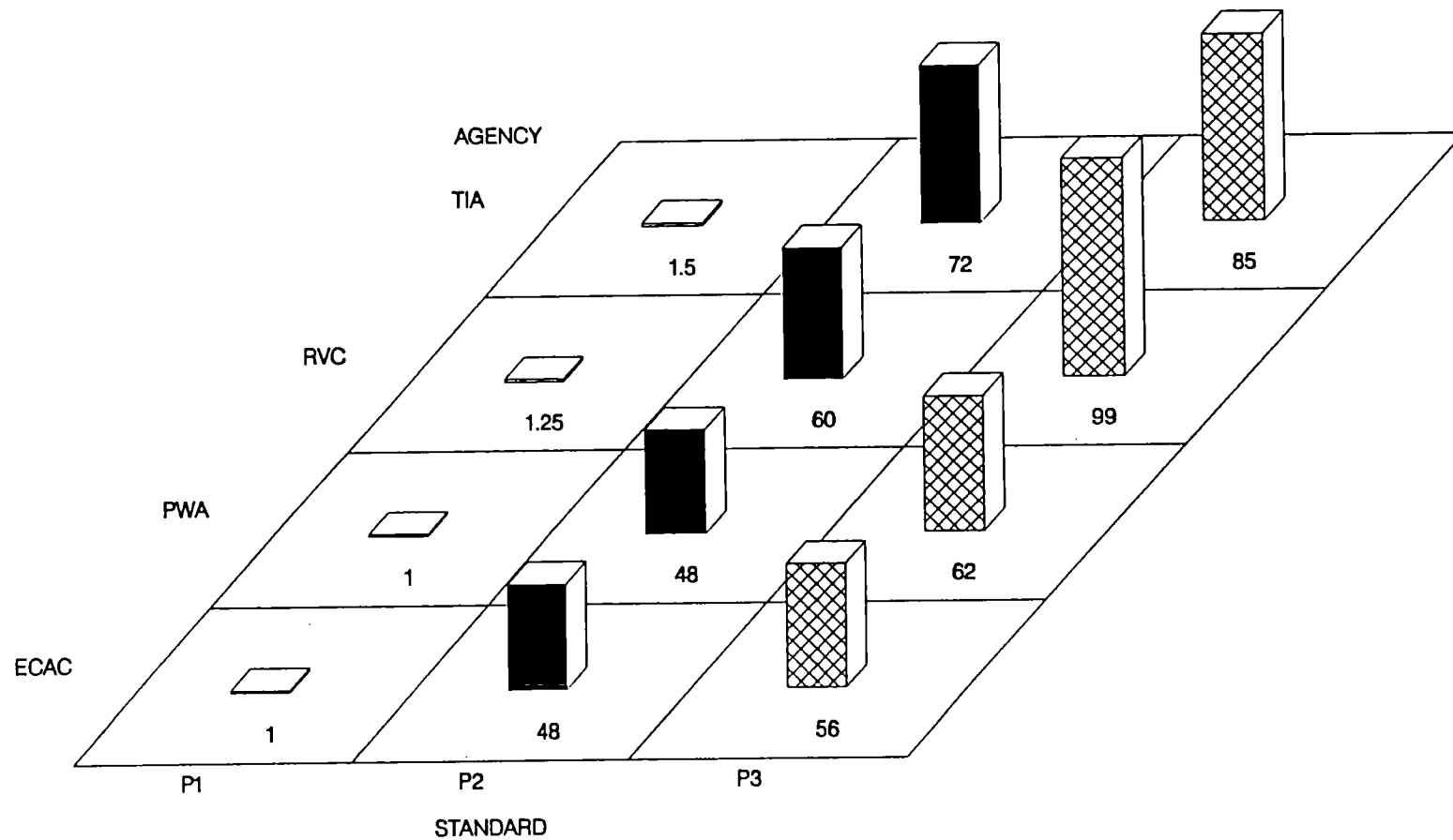
When evaluated on an individual basis, it was found that 12 (CAI, CMAA, Elgin YWCA, IRIM, JVS, TIA, WRC-C, WRC-D, PWA, ECAC, RVC and CCAC) of the 14 employment service providers either met or exceeded Performance Standard B on an annual basis. CMAA met their projections stating that they would place 72 clients/direct service FTE and they met that number.

The following agencies exceeded their projections for Performance Standard B significantly (over 50%): CAI by 177% or 85 clients, WRC-DuPage by 51% by placing 37 more clients than projected, CCAC placing 20 more clients then projected or 91% and RVC exceeded their projections by 71% or 41 clients.

IRIM, Elgin YWCA and PWA exceeded the standard by 30% (72 additional clients), 45% (27 additional clients) and 29% (41 additional clients) respectively. JVS, TIA, WRC-C and ECAC also exceeded the standard by 5%, 18%, 15% and 17% respectively.

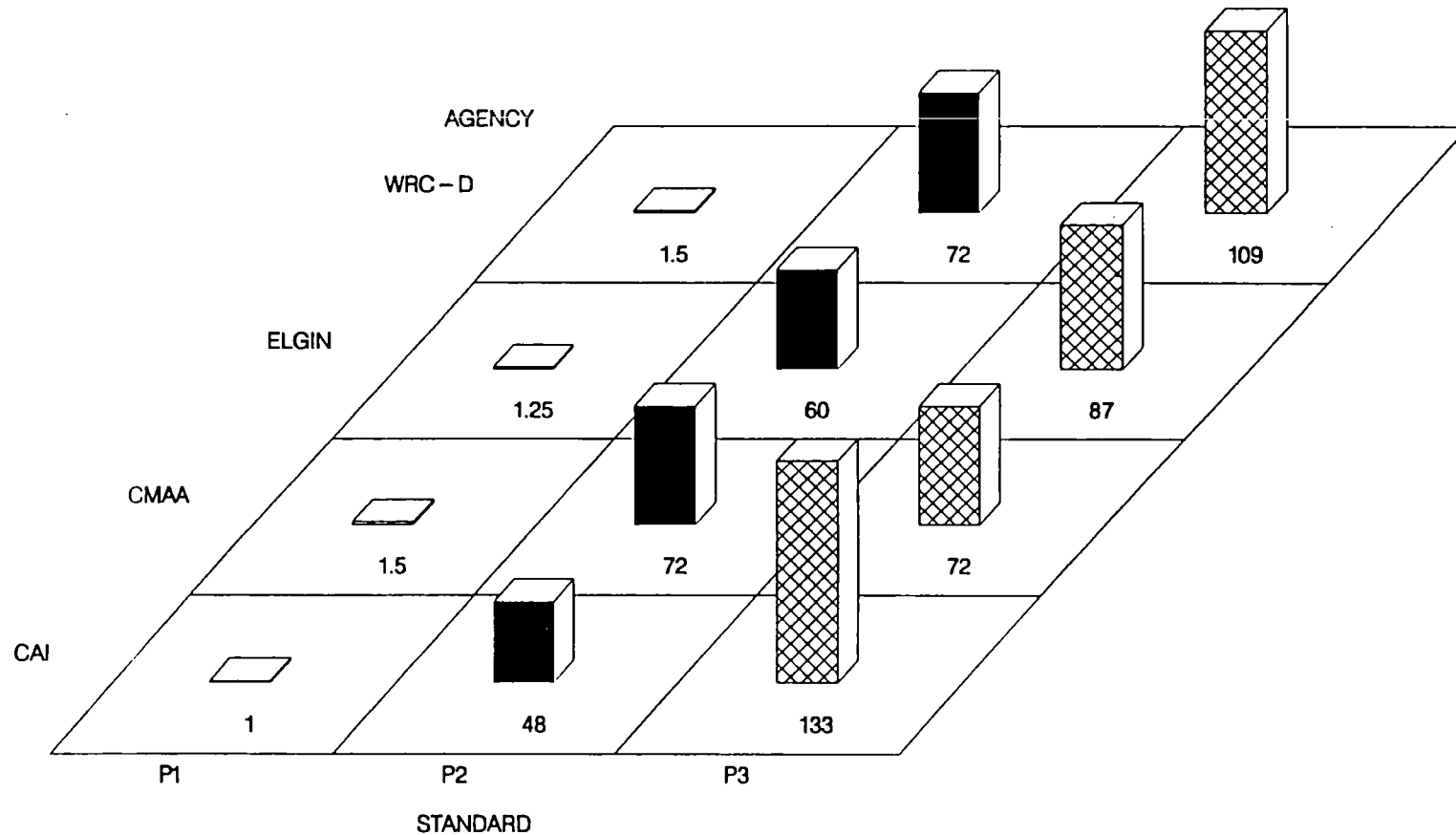
VAI and ECIRMAC were the agencies that were unable to meet their projections for Performance standard B. VAI missed the standard by 12% or 21 clients. ECIRMAC projected to place 46 clients annually but only placed 35 and missed their projections by 24%.

# PERFORMANCE STANDARD B – SFY1995 AGENCIES WHO MET PERFORMANCE STANDARD B



P1: Direct Service/FTE  
 P2: Projected Jobplace  
 P3: Actual Jobplace

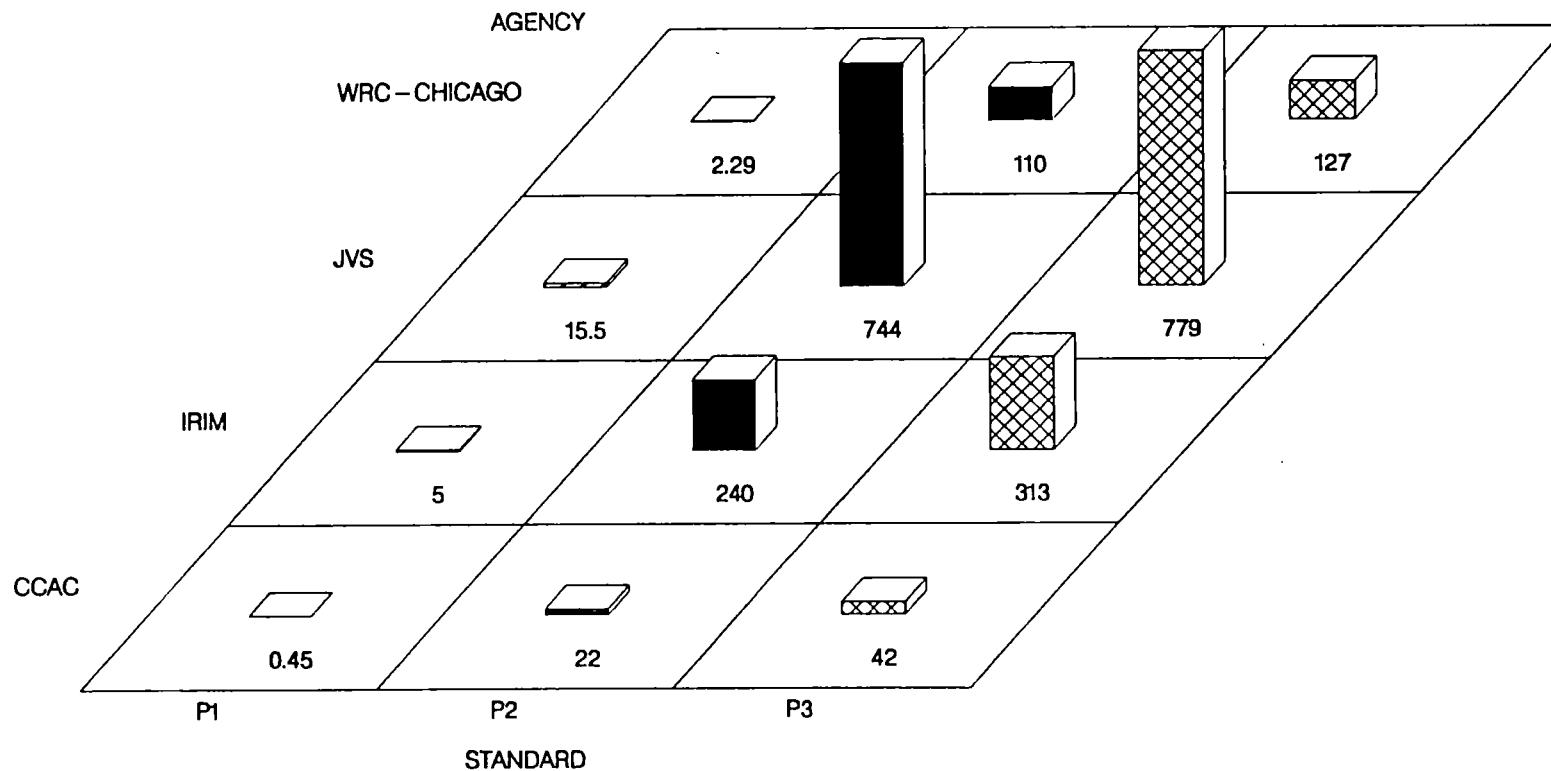
# PERFORMANCE STANDARD B – SFY1995 AGENCIES WHO MET PERFORMANCE STANDARD B



P1: Direct Service/FTE  
 P2: Projected Jobplace  
 P3: Actual Jobplace

# PERFORMANCE STANDARD B – SFY1995

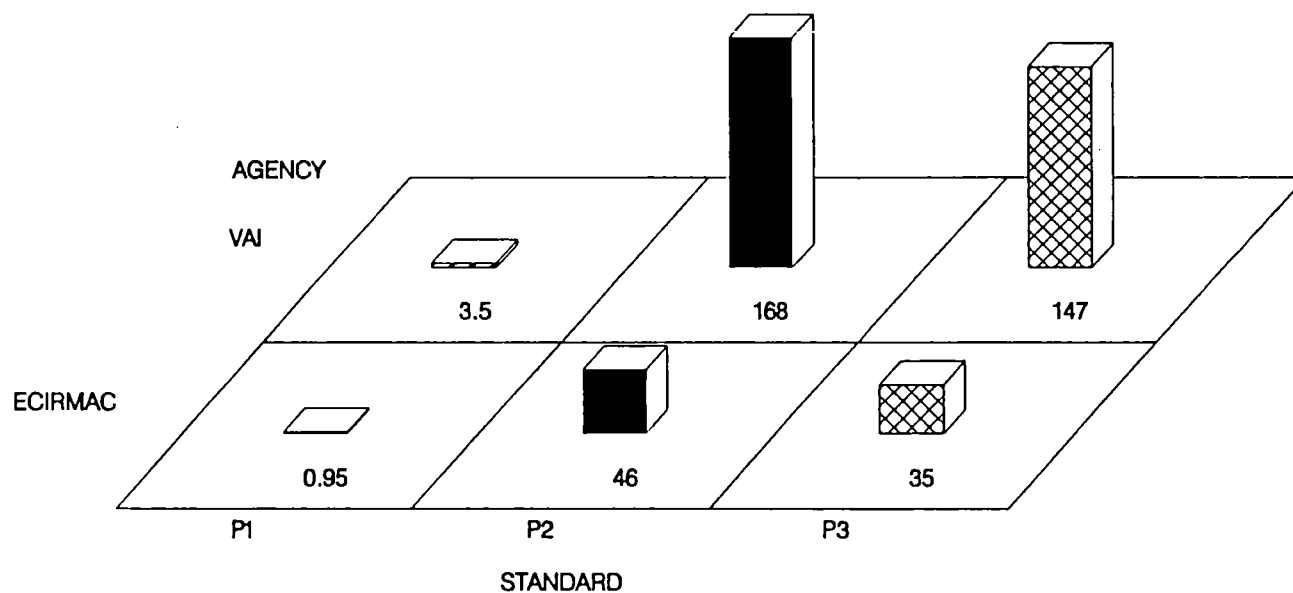
## AGENCIES WHO MET PERFORMANCE STANDARD B



P1: Direct Service/FTE  
P2: Projected Jobplace  
P3: Actual Jobplace

# PERFORMANCE STANDARD B – SFY1995

## AGENCIES PERFORMANCE IN REGARD TO PERFORMANCE STANDARD B



P1: Direct Service/FTE  
P2: Projected Jobplace  
P3: Actual Jobplace

### *Performance Standard C*

In order for an agency to pass Performance Standard C, an agency had to accurately project the proportion of its overall client base who would be on public assistance and then insure that the proportion of unduplicated PA clients entering employment corresponded to the total projected percentage of PA clients served. Therefore, if an agency projected that 28% of its employment client base would be on public assistance, then 28% of the annual unduplicated job placements should be filled by PA recipients. For SFY 1995, Systemwide, the Consortium projected that 59% of its clients served would be on public assistance, Standard C requires that 59% of the placements Systemwide be filled by PA recipients.

Overall the Consortium failed Performance Standard C, only 49% of the clients who were placed in jobs were public assistance recipients.

Four Consortium agencies were able to exceed or come within the 97% annual leeway and they were WRC-C, RVC, WRC-D and ECIRMAC.

WRC-DuPage met Standard C within the 97% annual leeway. They projected that 73.91% of their client base actually placed in jobs would be PA recipients. Actual performance showed that 72.47% of their clients were PA recipients.

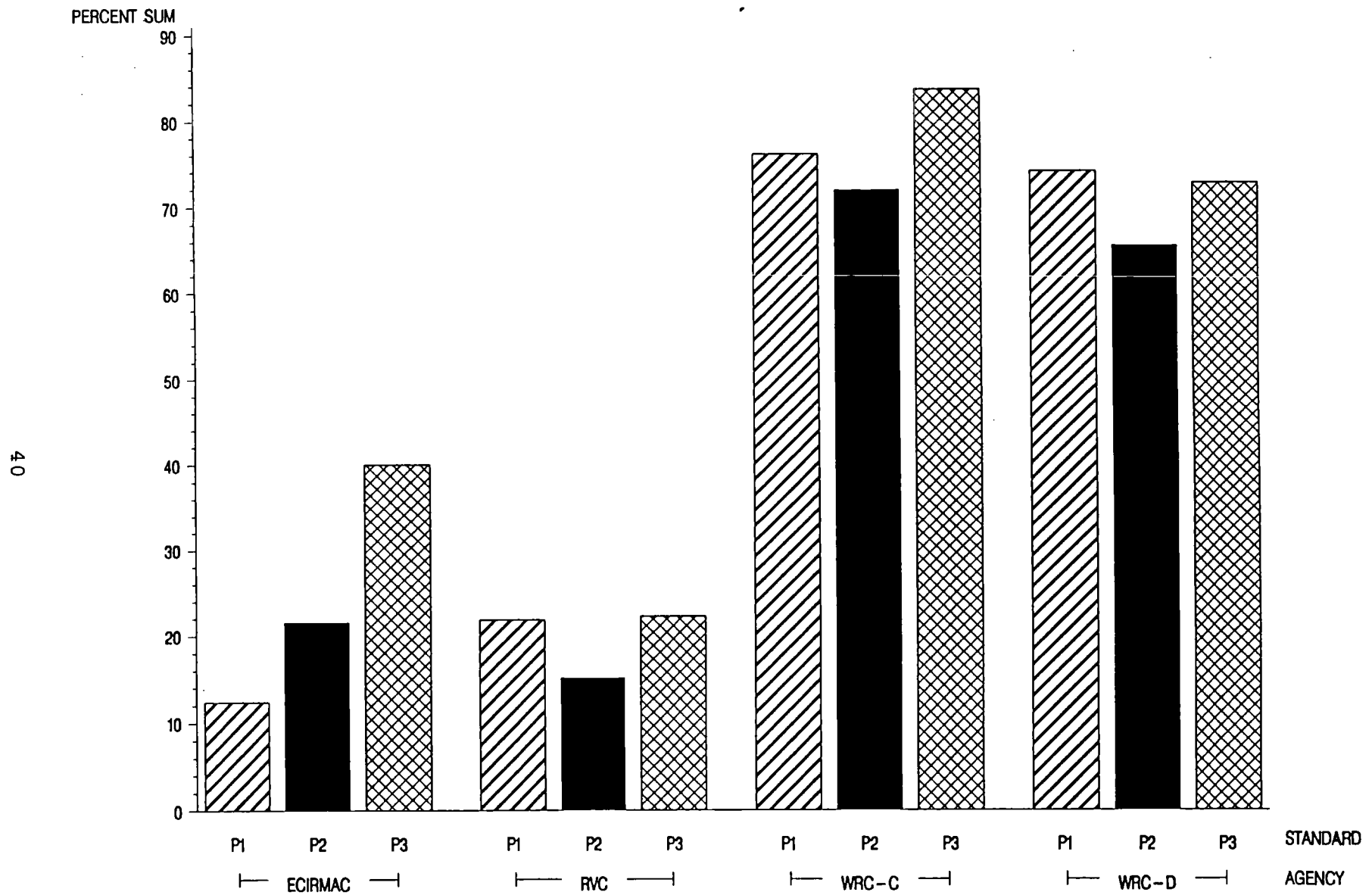
WRC-C and ECIRMAC were able to exceed Performance Standard C by 9.8% and 225% respectively. RVC met their projections by placing 22 to meet their projections for SFY 1995.

The remainder of the Consortium agencies failed Performance Standard C. VAI and CMAA experienced the most difficulty meeting their projections they failed by 47.2% and 40% respectively. ECAC, Elgin YWCA and TIA fell short of projections by 20%, 26% and 28.1% respectively.

The following agencies came within 20% of the annual standard: CAI, CCAC, IRIM, JVS and PWA, CAI only missed their projections by 8.3% and actually placed 22 PA recipients in jobs. CCAC projected that all of their employment clients would be PA recipients and only 86% of the 42 clients placed in jobs were PA recipients. IRIM placed 244 PA recipients in jobs but needed to place 292 to meet their projections for the year, a shortfall of 16.5%. JVS did not meet their projections by 6.8%. JVS projected

# AGENCIES MEETING PERFORMANCE STANDARD C-SFY1995

PA clients entering employment will be equal to projected PA clients as a % of all employment clients



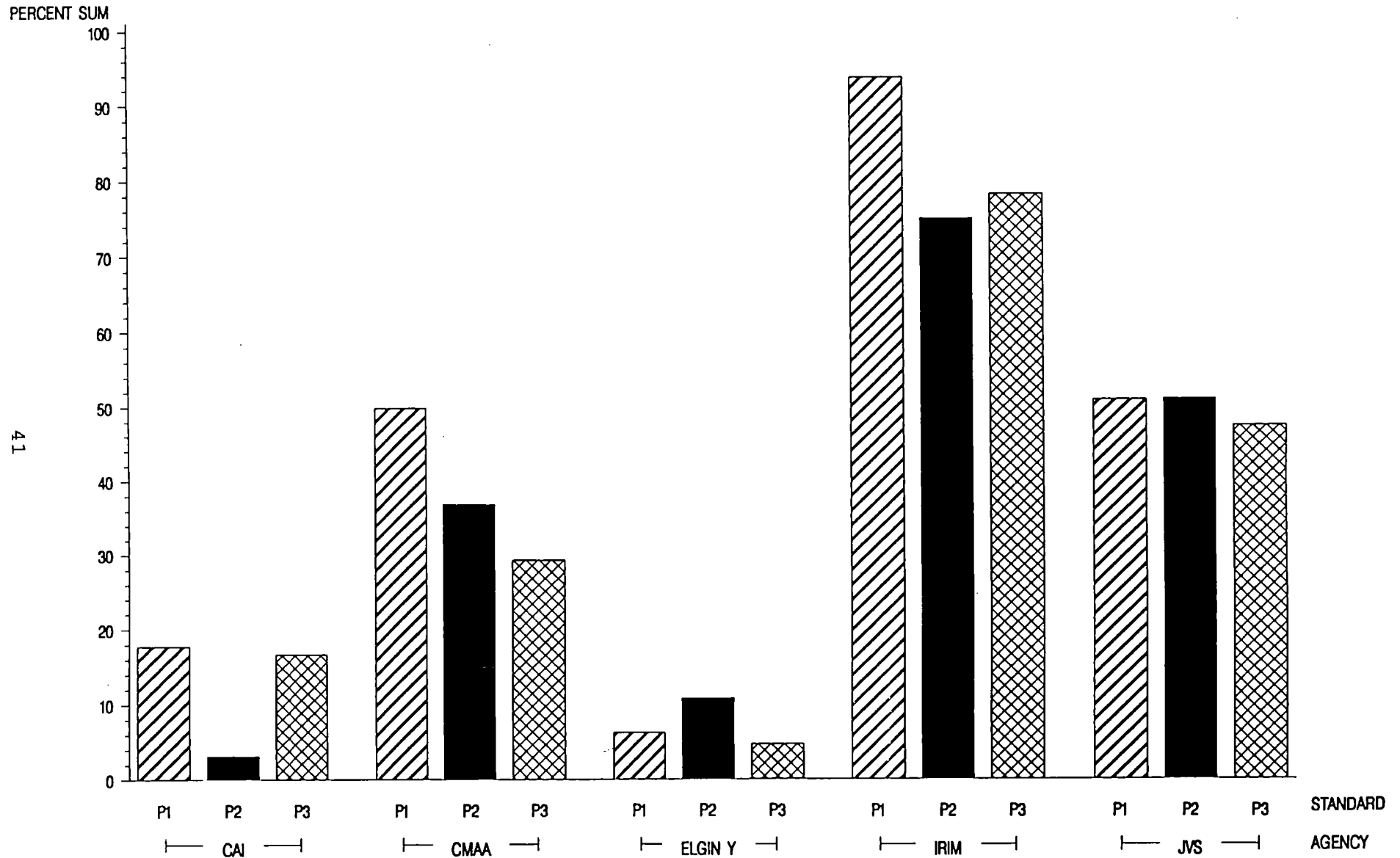
P1: PROJECTED PERCENTAGE OF PA CLIENTS SERVED

P2: ACTUAL PERCENTAGE OF PA CLIENTS SERVED

P3: ACTUAL PERCENTAGE OF ENTERED EMPLOYMENTS FILLED BY PA CLIENTS

## PERFORMANCE STANDARD C-SFY1995

PA clients entering employment will be equal to projected PA clients as a % of all employment clients



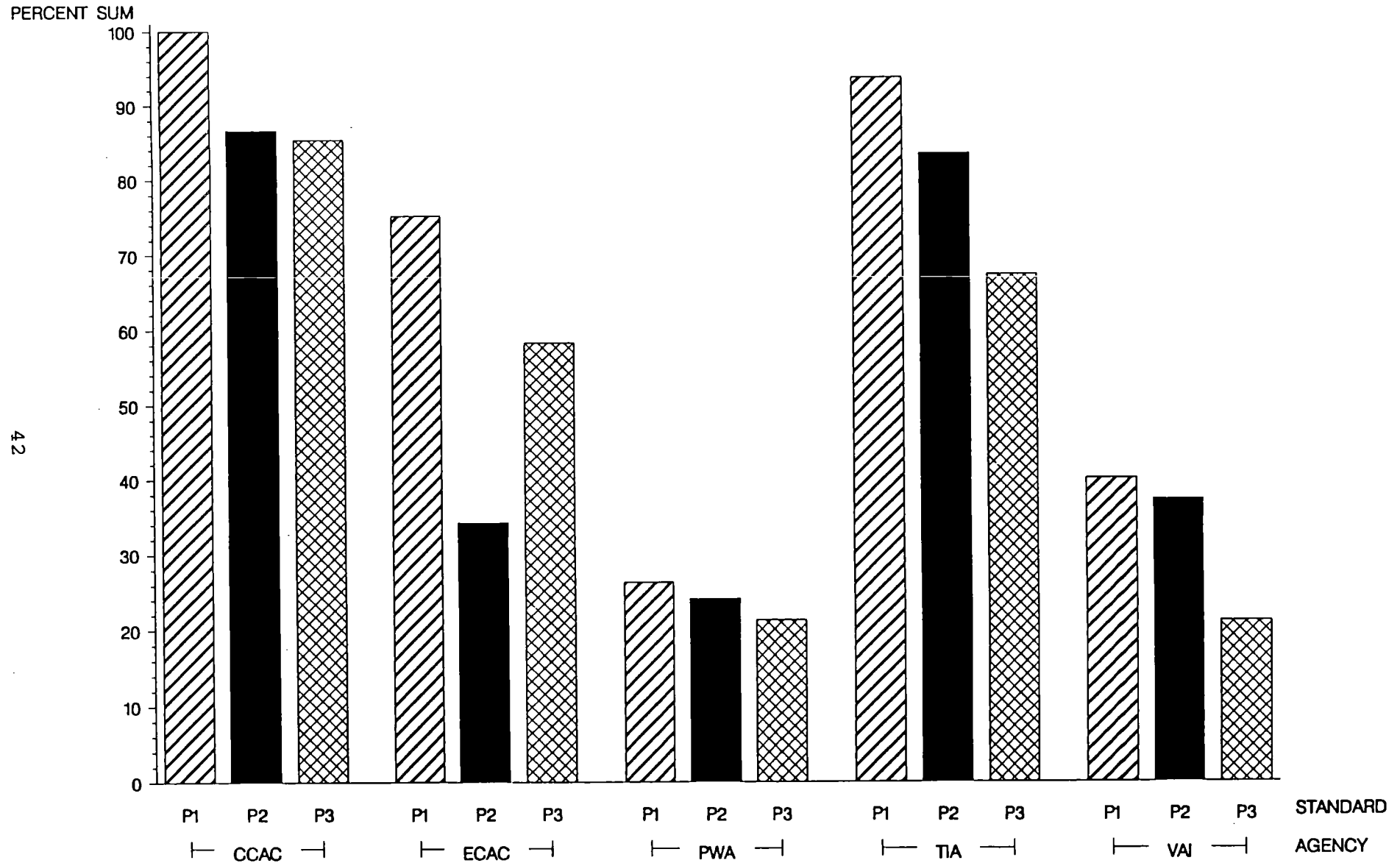
P1: PROJECTED PERCENTAGE OF PA CLIENTS SERVED

P2: ACTUAL PERCENTAGE OF PA CLIENTS SERVED

P3: ACTUAL PERCENTAGE OF ENTERED EMPLOYMENTS FILLED BY PA CLIENTS

## PERFORMANCE STANDARD C – SFY1995

PA clients entering employment will be equal to projected PA clients as a % of all employment clients



P1: PROJECTED PERCENTAGE OF PA CLIENTS SERVED

P2: ACTUAL PERCENTAGE OF PA CLIENTS SERVED

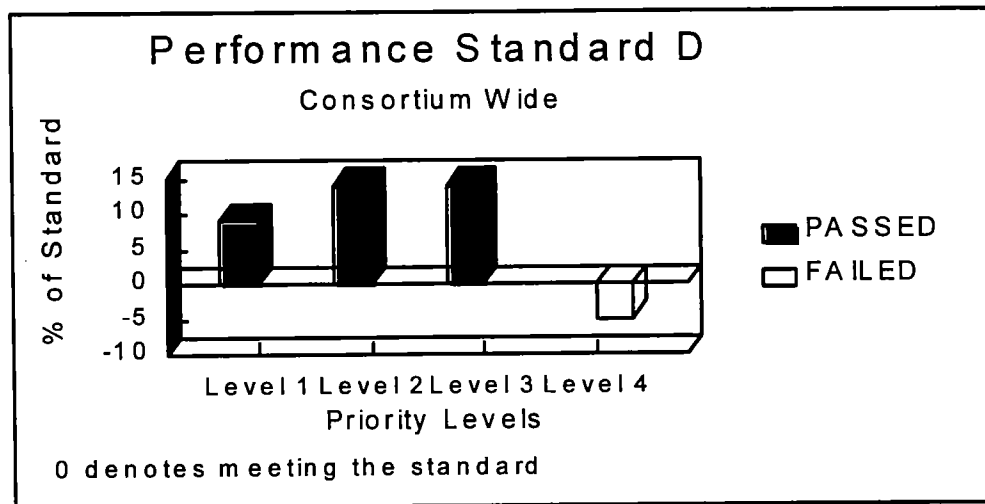
P3: ACTUAL PERCENTAGE OF ENTERED EMPLOYMENTS FILLED BY PA CLIENTS

placing 395 clients and were able to place 368. Finally, PWA projected placing 16 clients and were able to place 14 and missed their projections by 14%.

## Adjustment Services

### *Performance Standard D*

Performance Standards D states that contracting adjustment services agencies must document that the number of clients targeted annually by priority group have been served as projected.



As a group the Consortium exceeded Performance Standard D by 8% (5,800 A vs 5,380 P). Three of the four priority levels were exceeded. Priority level 4 was not met, it was projected that 1,113 clients would have been served and 1,053 were served. Priority levels 1, 2 and 3 were exceeded by 9% (2,740 A vs 2,508 P), 14% (1,053 A vs 924 P) and 14% (954 A vs 835 P) respectively.

Ten of the sixteen Consortium agencies providing adjustment services passed Performance Standard D (CMAA, Elgin YWCA, IRIM, TIA, VAI, WRC-C, WRC-D, PWA, ECIRMAC and CC-Rockford).

Elgin YWCA, TIA, WRC-C and CC-Rockford exceeded or met their projections for all of the priority levels. Overall Elgin exceeded their projections by 67% (359 A vs 215 P). Priority level 1 was exceeded by 56% (25 A vs 16 P), level 2 by 200% (42 A vs 14 P), level 3 by 72% (50 A vs 29 P) and level 4 by 55% (242 A

vs 156 P). TIA exceeded priority levels 1, 2 and 3 by 15%, 92% and 10% respectively. On Priority level 4 TIA projected serving one client and met their projections. WRC-C exceeded projections for priority level 1 by serving 37 more clients than projected and level 2 by serving 38 more clients than projected. No projections were made for level 3 but 53 clients were served and level 4 served 5 clients. CC-Rockford exceeded their projections for priority level 1 clients by 7% (107 A vs 100 P). CC-Rockford did not project serving clients on levels 2-4 and actually served 28 clients in level 2.

ECIRMAC, PWA, VAI, CMAA, WRC-D and IRIM were unable to meet their projections for all of their priority levels but were able to counter-balance missed levels to pass Performance Standard D. ECIRMAC exceeded their projections for level 1 (53 A vs 26 P) by 104% and compensate for level 2 projections. Given the emphasis on levels 1-3 missing level 4 projections did not adversely affect their ability to meet Performance Standard D. PWA exceeded priority level 1 projections by 70% (51 A vs 30 P) to counterbalance level 2 and 3 projections which were missed by 4 and 1 client(s) respectively. VAI was unable to meet their projections for priority level 4 projections (66 A vs 160 P), but given the emphasis on higher level client groups they easily counter balanced level 4 by exceeding levels 1-3 by 95%, 38% and 53% respectively. CMAA in level 1 served 60 clients exceeding their projections by 20%, level 2 served 56 to exceed projections by 40% and level 3 served 133 clients and exceed their projections by 2%. Level 4 projections stated that CMAA would serve 106 clients but was unable to meet their projections (85 A vs 106 P). Finally, IRIM exceeded their projections for priority level 1 by 3% (609 A vs 589 P), level 2 projections were not met (294 A vs 357 P). IRIM was able to counterbalance their missed projections with a significant number of clients served on levels 3 and 4. There were no projections made for level 3 but 85 clients were served and level 4 served 61 clients. Overall IRIM was able to serve more clients then they projected.

CAI, LACS, ECAC, RVC, CCAC and LSSI were unable to meet, exceed or come within the 97% annual leeway to pass Performance Standard D. Most of the agencies that were unable to meet Performance Standard D were unable to serve enough clients in priority levels 1 and 2 to counterbalance the missed projections. CAI did not project serving any level 1 clients and missed meeting level 2 projections by just 2 clients ( 8 A vs 10 P). They were able to exceed their projections for level 4 by 32.5%

(53 A vs 40 P). LACS was able to exceed their priority level 3 projections by 22% (61 A vs 50 P). Their projections for priority levels 1,2 and 4 were missed by 62.5%, 80% and 48% respectively. ECAC did not meet their projections for priority levels 1,3 and 4. Priority level 2 projections were exceeded by 48% but was not enough to counterbalance any of the lower level projections. RVC exceeded their projections for level 2 and 3 by 35% (62 A vs 46 P) and 50% (18 A vs 12 P) respectively. Unfortunately their projections for level 1 were not met therefore they were unable to meet the standard.

LSSI and CCAC only projected serving priority level 1 clients and were unable to meet those projections by 60% and 30% respectively. However, CCAC did serve 31 level 2 clients and 8 level 3 clients.

## **Mental Health Services**

### ***Performance Standard E***

**Agencies contracting for mental health services must document that the caseloads targeted have been served as projected.**

TIA projected that they would serve 155 cases during SFY 1995, they were able to serve 173 unduplicated cases. Therefore TIA was able to exceeded their projections by 11.6%. By the end of SFY 1995, 69 cases were closed and 113 cases remained open. The average contact per case was 41.25 and the total service hours amounted to 2910.

Illinois Refugee Social Service Consortium  
Mental Health Program - Travelers and Immigrant Aid  
Open Cases, Intakes, and Closures  
State Fiscal Year 1995

|              | Number of<br>Open Cases | Number of<br>Intakes | Number of<br>Cases Seen | Closed Cases | Cases Open<br>at End of<br>Year | Average Contacts<br>per Case | Average<br>Number of<br>Hours per<br>Case Contact | Total of<br>Average<br>Service<br>Hours per<br>Case | Service<br>Hours |
|--------------|-------------------------|----------------------|-------------------------|--------------|---------------------------------|------------------------------|---------------------------------------------------|-----------------------------------------------------|------------------|
| Ethnic Group |                         |                      |                         |              |                                 |                              |                                                   |                                                     |                  |
| Afghan       | 4                       | 0                    | 0                       | 4            | 0                               | 0                            | 0                                                 | 0                                                   | 0                |
| Cambodian    | 37                      | 4                    | 37                      | 5            | 32                              | 36.56 contacts               | 1.34 hrs                                          | 54.39 hrs                                           | 1914.26 hrs      |
| Ethiopian    | 14                      | 1                    | 13                      | 13           | 1                               | 6.76 contacts                | 1.03 hrs                                          | 19.85 hrs                                           | 786.73 hrs       |
| Iraqi        | 1                       | 1                    | 1                       | 1            | 0                               | 18.00 contacts               | 2.85 hrs                                          | 51.33 hrs                                           | 51.33 hrs        |
| Romanian     | 12                      | 0                    | 11                      | 5            | 7                               | 46.45 contacts               | 1.30 hrs                                          | 62.20 hrs                                           | 758.00 hrs       |
| Vietnamese   | 54                      | 8                    | 52                      | 21           | 33                              | 34.50 contacts               | 1.51 hrs                                          | 51.39 hrs                                           | 2618.46 hrs      |
| Bosnian      | 46                      | 25                   | 46                      | 20           | 26                              | 21.69 contacts               | 1.68 hrs                                          | 44.38 hrs                                           | 2095.15 hrs      |
| Missing      | 13                      | 0                    | 13                      | 0            | 13                              | 13.92 contacts               | 1.47 hrs                                          | 19.57 hrs                                           | 254.41 hrs       |

|                                                 | Number of<br>Open Cases | Number of<br>Intakes | Number of<br>Cases Seen | Closed Cases | Cases open<br>at End of<br>Year | Average Contacts<br>per Case | Average<br>Number of<br>Hours per<br>Case Contact | Total of<br>Average<br>Service<br>Hours per<br>Case | Service<br>Hours           |
|-------------------------------------------------|-------------------------|----------------------|-------------------------|--------------|---------------------------------|------------------------------|---------------------------------------------------|-----------------------------------------------------|----------------------------|
| Community Service Hours<br>Client Service Hours | 181                     | 39                   | 173                     | 69           | 113                             | 41.25 contacts               | 1.50 hrs                                          | 76.74 hrs                                           | 4431.51 Hrs<br>2909.88 Hrs |

#### **IV. Conclusion**

During SFY 1995, the Illinois Refugee Social Service Consortium did well providing Employment, Adjustment and Mental Health services to refugees. The Consortium was able to meet 3 of the 4 stated goals which relate to Employment and Adjustment services and exceeded their projections for Mental Health services.

Equally as important, the Consortium was able to generate cost savings through Welfare Avoidance. During SFY 1995, \$5,407,286 was generated in Welfare savings through refugee employment services. This is impressive given the limited English skills that many of the clients have and the diverse nature of the clientele.

#### **V. Look to the Future**

The close of SFY 1995 completed the two year procurement cycle and required the development of a new two year policy document. Changes by ORR helped to shape the development of the SFY 1996 proposal. The new RFP put primary emphasis on the provision of comprehensive services to those resident less than 24 months, developed follow up Employment services known as Second Stage, and created a category of Special Projects aimed at addressing the unique community needs of particular ethnic groups.

Early Resettlement Services (ERS) are geared towards the refugee's initial 24 months in the United States. ERS is designed to incorporate refugee specific Employment Services with the appropriate support services that are essential to early adaptation to life in Illinois. The primary goals of this service area are to enhance refugee early employment and self-sufficiency, speed the cultural adaptation process and decrease long term public aid utilization.

Second Stage Employment Services are to be provided to refugees resident in the U.S. 26-60 months, with an emphasis on Employment services needed to enhance economic self-sufficiency. Under Second Stage Employment Services, refugees will receive employment counseling, work place orientation and job placement.

The creation of Special Projects has given the Consortium agencies the ability to develop programs that are tailored to the special needs of various ethnic groups. Special Projects are designed to address critical needs not met through either Early Resettlement or Second Stage Employment services. The Special Projects also allowed agencies to address the needs of clients past 24 months.

Finally, SFY 1996 has the potential for service providers and the people they serve to be both rewarding and quite frustrating. There is the opportunity for innovation as agencies seek to implement the new RFP. At the same time, they now need to be concerned and prepared to deal with the consequences of welfare reform, immigration reform and deficit reductions at the federal and state level. Over the coming years, advocates, social service administrators and providers will need to focus program priorities on services which will enhance self sufficiency and lead to naturalization. Though the future may not be as bright, one can still see rays of hope for the successful resettlement of refugees in Illinois.

## VI. Appendix A

### Program Evaluation Supporting Documentation

TABLE A  
PERFORMANCE STANDARDS - SFY 1995

PERFORMANCE STANDARD A: The number of unduplicated clients receiving counseling or other agency-based Employment Services (including intake and assessment) on a quarterly and annual basis will correspond to the agency's projections.

PERFORMANCE STANDARD B: The number of unduplicated clients entering employment on a quarterly and annual basis will be 12 per Direct Service FTE. Annually, the agency will place 48 unduplicated clients per direct service FTE.

PERFORMANCE STANDARD C: The number of Public Aid recipients entering employment on a quarterly and annual basis will be at least equal to the projected number of Public Aid recipients as a percentage of total employment client base.

PERFORMANCE STANDARD D: Contracting Adjustment Service agencies must document that the number of clients targeted on a quarterly and annual basis by priority group have been served as projected.

PERFORMANCE STANDARD E: Agencies contracting for mental health services must document that the caseloads targeted (annually) have been served as projected.

TABLE B  
State Fiscal Year 1995 (July, 1994 through June, 1995)  
(An "X" denotes that an agency met a given standard)

| Agency      | EMPLOYMENT SERVICES    |                        |                        | ADJUSTMENT SERVICES    | MENTAL HEALTH SERVICES |
|-------------|------------------------|------------------------|------------------------|------------------------|------------------------|
|             | Performance Standard A | Performance Standard B | Performance Standard C | Performance Standard D | Performance Standard E |
| CAI         | X                      | X                      |                        |                        | N/A                    |
| CCAC        |                        | X                      |                        |                        | N/A                    |
| CC-ROCK     | N/A                    | N/A                    | N/A                    | X                      | N/A                    |
| CMAA        | X                      | X                      |                        | X                      | N/A                    |
| ECIRMAC     | X                      |                        | X                      | X                      | N/A                    |
| ELGIN YWCA  | X                      | X                      |                        | X                      | N/A                    |
| ECAC        |                        | X                      |                        |                        | N/A                    |
| IRIM        | X                      | X                      |                        | X                      | N/A                    |
| JVS         |                        | X                      |                        | N/A                    | N/A                    |
| LACS        | N/A                    | N/A                    | N/A                    |                        | N/A                    |
| LSSI        | N/A                    | N/A                    | N/A                    |                        | N/A                    |
| PWA         | X                      | X                      |                        | X                      | N/A                    |
| ROCK VALLEY | X                      | X                      | X                      |                        | N/A                    |
| TIA         | X                      | X                      |                        | X                      |                        |
| VAI         |                        |                        |                        | X                      | N/A                    |
| WRC-CHICAGO | X                      | X                      | X                      | X                      | N/A                    |
| WRC-DUPAGE  | X                      | X                      | X                      | X                      | N/A                    |

Table C Illinois Refugee Social Services Consortium  
Employment Service Providers-Performance Standard A  
Unduplicated Clients by Agency and Priority Group  
State Fiscal Year 1995

|            |              | Projected N | Projected % | Actual N | Actual % |
|------------|--------------|-------------|-------------|----------|----------|
| CAI        | Priority 1a  | 3           | 1.84%       | 14       | 7.40%    |
|            | Priority 1b  | 2           | 1.22%       | 19       | 10.05%   |
|            | Priority 2a  | 6           | 3.68%       | 1        | 0.52%    |
|            | Priority 2b  | 14          | 8.58%       | 20       | 10.58%   |
|            | Priority 3   | 20          | 12.26%      | 6        | 3.17%    |
|            | Priority 4   | 118         | 72.39%      | 129      | 68.25%   |
|            | Not Reported | 0           | 0           | 2        | 0        |
| CMAA       | Priority 1a  | 40          | 17.77%      | 53       | 21.20%   |
|            | Priority 1b  | 10          | 4.44%       | 12       | 4.80%    |
|            | Priority 2a  | 32          | 14.22%      | 12       | 4.80%    |
|            | Priority 2b  | 8           | 3.55%       | 16       | 6.40%    |
|            | Priority 3   | 40          | 17.77%      | 37       | 14.80%   |
|            | Priority 4   | 95          | 42.22%      | 120      | 48.00%   |
|            | Not Reported | 0           | 0           | 0        | 0        |
| ELGIN YWCA | Priority 1a  | 2           | 1.13%       | 12       | 5.91%    |
|            | Priority 1b  | 8           | 4.54%       | 21       | 10.34%   |
|            | Priority 2a  | 2           | 1.13%       | 2        | 0.98%    |
|            | Priority 2b  | 8           | 4.54%       | 24       | 11.82%   |
|            | Priority 3   | 7           | 3.97%       | 11       | 5.41%    |
|            | Priority 4   | 149         | 84.65%      | 133      | 65.51%   |
|            | Not Reported | 0           | 0           | 1        | 0        |
| IRIM       | Priority 1a  | 548         | 54.80%      | 648      | 65.78%   |
|            | Priority 1b  | 41          | 4.10%       | 51       | 5.17%    |
|            | Priority 2a  | 332         | 33.20%      | 124      | 12.58%   |
|            | Priority 2b  | 25          | 2.50%       | 62       | 6.29%    |
|            | Priority 3   | 54          | 5.40%       | 59       | 5.98%    |
|            | Priority 4   | 0           | 0.00%       | 41       | 4.16%    |
|            | Not Reported | 0           | 0           | 16       | 0        |

Table C Illinois Refugee Social Services Consortium  
Employment Service Providers-Performance Standard A  
Unduplicated Clients by Agency and Priority Group  
State Fiscal Year 1995

|            |              | Projected N | Projected % | Actual N | Actual % |
|------------|--------------|-------------|-------------|----------|----------|
| JVS        | Priority 1a  | 779         | 32.67%      | 986      | 44.15%   |
|            | Priority 1b  | 471         | 19.75%      | 264      | 11.82%   |
|            | Priority 2a  | 329         | 13.80%      | 278      | 12.44%   |
|            | Priority 2b  | 317         | 13.29%      | 275      | 12.31%   |
|            | Priority 3   | 101         | 4.23%       | 69       | 3.09%    |
|            | Priority 4   | 387         | 16.23%      | 361      | 16.16%   |
|            | Not Reported | 0           | 0           | 58       | 0        |
| TIA        | Priority 1a  | 260         | 86.66%      | 398      | 90.86%   |
|            | Priority 1b  | 14          | 4.66%       | 21       | 4.79%    |
|            | Priority 2a  | 9           | 3.00%       | 3        | 0.68%    |
|            | Priority 2b  | 5           | 1.66%       | 7        | 1.59%    |
|            | Priority 3   | 11          | 3.66%       | 3        | 0.68%    |
|            | Priority 4   | 1           | 0.33%       | 6        | 1.36%    |
|            | Not Reported | 0           | 0           | 2        | 0        |
| VAI        | Priority 1a  | 60          | 10.90%      | 102      | 15.96%   |
|            | Priority 1b  | 60          | 10.90%      | 20       | 3.12%    |
|            | Priority 2a  | 80          | 14.54%      | 89       | 13.92%   |
|            | Priority 2b  | 70          | 12.72%      | 43       | 6.72%    |
|            | Priority 3   | 80          | 14.54%      | 72       | 11.26%   |
|            | Priority 4   | 200         | 36.36%      | 313      | 48.98%   |
|            | Not Reported | 0           | 0           | 17       | 0        |
| WRC-DUPAGE | Priority 1a  | 100         | 43.47%      | 264      | 81.73%   |
|            | Priority 1b  | 15          | 6.52%       | 9        | 2.78%    |
|            | Priority 2a  | 30          | 13.04%      | 3        | 0.92%    |
|            | Priority 2b  | 20          | 8.69%       | 17       | 5.26%    |
|            | Priority 3   | 40          | 17.39%      | 3        | 0.92%    |
|            | Priority 4   | 25          | 10.86%      | 27       | 8.35%    |
|            | Not Reported | 0           | 0           | 26       | 0        |

Table C Illinois Refugee Social Services Consortium  
Employment Service Providers-Performance Standard A  
Unduplicated Clients by Agency and Priority Group  
State Fiscal Year 1995

|             |              | Projected N | Projected % | Actual N | Actual % |
|-------------|--------------|-------------|-------------|----------|----------|
| WRC-CHICAGO | Priority 1a  | 450         | 72.00%      | 476      | 75.91%   |
|             | Priority 1b  | 112         | 17.92%      | 43       | 6.85%    |
|             | Priority 2a  | 25          | 4.00%       | 40       | 6.37%    |
|             | Priority 2b  | 38          | 6.08%       | 29       | 4.62%    |
|             | Priority 3   | 0           | 0.00%       | 37       | 5.90%    |
|             | Priority 4   | 0           | 0.00%       | 2        | 0.31%    |
|             | Not Reported | 0           | 0           | 97       | 0        |
| PWA         | Priority 1a  | 15          | 7.89%       | 37       | 18.04%   |
|             | Priority 1b  | 15          | 7.89%       | 23       | 11.21%   |
|             | Priority 2a  | 10          | 5.26%       | 2        | 0.97%    |
|             | Priority 2b  | 20          | 10.52%      | 15       | 7.31%    |
|             | Priority 3   | 25          | 13.15%      | 10       | 4.87%    |
|             | Priority 4   | 105         | 55.26%      | 118      | 57.56%   |
|             | Not Reported | 0           | 0           | 2        | 0        |
| ECAC        | Priority 1a  | 71          | 44.09%      | 45       | 32.84%   |
|             | Priority 1b  | 6           | 3.72%       | 31       | 22.62%   |
|             | Priority 2a  | 25          | 15.52%      | 19       | 13.86%   |
|             | Priority 2b  | 12          | 7.45%       | 17       | 12.40%   |
|             | Priority 3   | 25          | 15.52%      | 8        | 5.83%    |
|             | Priority 4   | 22          | 13.66%      | 17       | 12.40%   |
|             | Not Reported | 0           | 0           | 6        | 0        |
| ROCK VALLEY | Priority 1a  | 50          | 14.74%      | 53       | 15.68%   |
|             | Priority 1b  | 88          | 25.95%      | 26       | 7.69%    |
|             | Priority 2a  | 12          | 3.53%       | 10       | 2.95%    |
|             | Priority 2b  | 54          | 15.92%      | 56       | 16.56%   |
|             | Priority 3   | 12          | 3.53%       | 14       | 4.14%    |
|             | Priority 4   | 123         | 36.28%      | 179      | 52.95%   |
|             | Not Reported | 0           | 0           | 6        | 0        |

Table C Illinois Refugee Social Services Consortium  
Employment Service Providers-Performance Standard A  
Unduplicated Clients by Agency and Priority Group  
State Fiscal Year 1995

|         |              | Projected N | Projected % | Actual N | Actual % |
|---------|--------------|-------------|-------------|----------|----------|
| ECIRMAC | Priority 1a  | 11          | 8.52%       | 38       | 38.38%   |
|         | Priority 1b  | 9           | 6.97%       | 6        | 6.06%    |
|         | Priority 2a  | 2           | 1.55%       | 3        | 3.03%    |
|         | Priority 2b  | 23          | 17.82%      | 18       | 18.18%   |
|         | Priority 3   | 3           | 2.32%       | 2        | 2.02%    |
|         | Priority 4   | 81          | 62.79%      | 32       | 32.32%   |
|         | Not Reported | 0           | 0           | 3        | 0        |
| CCAC    | Priority 1a  | 227         | 100.00%     | 106      | 80.91%   |
|         | Priority 1b  | 0           | 0.00%       | 4        | 3.05%    |
|         | Priority 2a  | 0           | 0.00%       | 13       | 9.92%    |
|         | Priority 2b  | 0           | 0.00%       | 4        | 3.05%    |
|         | Priority 3   | 0           | 0.00%       | 4        | 3.05%    |
|         | Priority 4   | 0           | 0.00%       | 0        | 0.00%    |
|         | Not Reported | 0           | 0           | 11       | 0        |

|              | Projected N | Projected % | Actual N | Actual % |
|--------------|-------------|-------------|----------|----------|
| Priority 1a  | 2616        | 39.05%      | 3232     | 47.55%   |
| Priority 1b  | 851         | 12.70%      | 550      | 8.09%    |
| Priority 2a  | 894         | 13.34%      | 599      | 8.81%    |
| Priority 2b  | 614         | 9.16%       | 603      | 8.87%    |
| Priority 3   | 418         | 6.23%       | 335      | 4.92%    |
| Priority 4   | 1306        | 19.49%      | 1478     | 21.74%   |
| Not Reported | 0           | 0.00%       | 265      | 0.00%    |
| Total        | 6699        | 100.00%     | 7062     | 100.00%  |

Table C Illinois Refugee Social Services Consortium  
Employment Service Providers-Performance Standard A  
Unduplicated Clients by Agency and Priority Group  
State Fiscal Year 1995

|         |              | Projected N | Projected % | Actual N | Actual % |
|---------|--------------|-------------|-------------|----------|----------|
| ECIRMAC | Priority 1a  | 11          | 8.52%       | 38       | 38.38%   |
|         | Priority 1b  | 9           | 6.97%       | 6        | 6.06%    |
|         | Priority 2a  | 2           | 1.55%       | 3        | 3.03%    |
|         | Priority 2b  | 23          | 17.82%      | 18       | 18.18%   |
|         | Priority 3   | 3           | 2.32%       | 2        | 2.02%    |
|         | Priority 4   | 81          | 62.79%      | 32       | 32.32%   |
|         | Not Reported | 0           | 0           | 3        | 0        |
| CCAC    | Priority 1a  | 227         | 100.00%     | 106      | 80.91%   |
|         | Priority 1b  | 0           | 0.00%       | 4        | 3.05%    |
|         | Priority 2a  | 0           | 0.00%       | 13       | 9.92%    |
|         | Priority 2b  | 0           | 0.00%       | 4        | 3.05%    |
|         | Priority 3   | 0           | 0.00%       | 4        | 3.05%    |
|         | Priority 4   | 0           | 0.00%       | 0        | 0.00%    |
|         | Not Reported | 0           | 0           | 11       | 0        |

|              | Projected N | Projected % | Actual N | Actual % |
|--------------|-------------|-------------|----------|----------|
| Priority 1a  | 2616        | 39.05%      | 3232     | 47.55%   |
| Priority 1b  | 851         | 12.70%      | 550      | 8.09%    |
| Priority 2a  | 894         | 13.34%      | 599      | 8.81%    |
| Priority 2b  | 614         | 9.16%       | 603      | 8.87%    |
| Priority 3   | 418         | 6.23%       | 335      | 4.92%    |
| Priority 4   | 1306        | 19.49%      | 1478     | 21.74%   |
| Not Reported | 0           | 0.00%       | 265      | 0.00%    |
| Total        | 6699        | 100.00%     | 7062     | 100.00%  |

Priority 1a: PA Clients resident 0-12 months.

Priority 1b: Non-PA clients resident 0-12 months.

Priority 2a: PA clients resident 13-24 months.

Priority 2b: Non-PA clients resident 13-24 months.

Priority 3: PA clients resident post 24 months.

Priority 4: Non-PA clients resident post 24 months.

Length of residency is determined at the beginning of the reporting period.

Clients are unduplicated within agencies.

Table D Illinois Refugee Social Service Consortium  
Performance Standards B and C  
Employment Service Providers  
Unduplicated Clients Placed by Agency and DS-FTE  
State Fiscal Year 1995

| DS-FTE           | Total<br>Projected<br>Served | Projected on<br>PA | Projected %<br>on PA | Actual<br>Jobplace | Actual job<br>PA | Jobplace %<br>on PA |
|------------------|------------------------------|--------------------|----------------------|--------------------|------------------|---------------------|
| CAI 1.0          | 163                          | 29                 | 17.79%               | 133                | 22               | 16.54%              |
| CMAA 1.5         | 225                          | 112                | 49.77%               | 72                 | 21               | 29.16%              |
| ELGIN YWCA 1.25  | 176                          | 11                 | 6.25%                | 87                 | 4                | 4.59%               |
| IRIM 5.0         | 1000                         | 934                | 93.40%               | 313                | 244              | 77.95%              |
| JVS 15.50        | 2384                         | 1209               | 50.71%               | 779                | 368              | 47.24%              |
| TIA 1.50         | 300                          | 280                | 93.33%               | 85                 | 57               | 67.05%              |
| VAI 3.50         | 550                          | 220                | 40.00%               | 147                | 31               | 21.08%              |
| WRC-DUPAGE 1.50  | 230                          | 170                | 73.91%               | 109                | 79               | 72.47%              |
| WRC-CHICAGO 2.29 | 625                          | 475                | 76.00%               | 127                | 106              | 83.46%              |
| PWA 1.0          | 190                          | 50                 | 26.31%               | 62                 | 14               | 22.58%              |
| ECAC 1.0         | 161                          | 121                | 75.15%               | 55                 | 33               | 58.92%              |
| RVC 1.25         | 339                          | 74                 | 21.82%               | 99                 | 22               | 22.22%              |
| ECIRMAC .95      | 129                          | 16                 | 12.40%               | 35                 | 14               | 40.00%              |
| CCAC .45         | 227                          | 227                | 100.00%              | 42                 | 36               | 85.71%              |

| DS-FTE       | Total<br>Projected<br>Served | Projected on<br>PA | Projected %<br>on PA | Actual<br>Jobplace | Actual job<br>PA | Jobplace %<br>on PA |
|--------------|------------------------------|--------------------|----------------------|--------------------|------------------|---------------------|
| TOTALS 36.64 | 6699                         | 3928               | 58.63%               | 2146               | 1051             | 48.97%              |

Table E Illinois Refugee Social Service Consortium  
Adjustment Service Providers-Performance Standard D  
Unduplicated Clients by Agency and Priority Group  
State Fiscal Year 1995

|            |                    | Projected N | Projected % | Actual N | Actual % |
|------------|--------------------|-------------|-------------|----------|----------|
| CAI        | Priority 1         | 0           | 0.00%       | 0        | 0.00%    |
|            | Priority 2         | 10          | 2.63%       | 8        | 2.38%    |
|            | Priority 3         | 330         | 86.84%      | 274      | 81.79%   |
|            | Remaining Eligible | 40          | 10.52%      | 53       | 15.82%   |
|            | Not Reported       |             |             | 5        |          |
| CMAA       | Priority 1         | 50          | 15.33%      | 60       | 17.96%   |
|            | Priority 2         | 40          | 12.26%      | 56       | 16.76%   |
|            | Priority 3         | 130         | 39.87%      | 133      | 39.82%   |
|            | Remaining Eligible | 106         | 32.51%      | 85       | 25.44%   |
|            | Not Reported       |             |             | 6        |          |
| Elgin YWCA | Priority 1         | 16          | 7.44%       | 25       | 6.96%    |
|            | Priority 2         | 14          | 6.51%       | 42       | 11.69%   |
|            | Priority 3         | 29          | 13.48%      | 50       | 13.92%   |
|            | Remaining Eligible | 156         | 72.55%      | 242      | 67.40%   |
|            | Not Reported       |             |             | 8        |          |
| IRIM       | Priority 1         | 589         | 62.26%      | 609      | 58.05%   |
|            | Priority 2         | 357         | 37.73%      | 294      | 28.02%   |
|            | Priority 3         | 0           | 0.00%       | 85       | 8.10%    |
|            | Remaining Eligible | 0           | 0.00%       | 61       | 5.81%    |
|            | Not Reported       |             |             | 26       |          |

Table E Illinois Refugee Social Service Consortium  
Adjustment Service Providers-Performance Standard D  
Unduplicated Clients by Agency and Priority Group  
State Fiscal Year 1995

|             |                    | Projected N | Projected % | Actual N | Actual % |
|-------------|--------------------|-------------|-------------|----------|----------|
| TIA         | Priority 1         | 306         | 92.72%      | 352      | 90.48%   |
|             | Priority 2         | 13          | 3.93%       | 25       | 6.42%    |
|             | Priority 3         | 10          | 3.03%       | 11       | 2.82%    |
|             | Remaining Eligible | 1           | 0.30%       | 1        | 0.25%    |
|             | Not Reported       |             |             | 3        |          |
| VAI         | Priority 1         | 140         | 25.92%      | 274      | 39.76%   |
|             | Priority 2         | 120         | 22.22%      | 166      | 24.09%   |
|             | Priority 3         | 120         | 22.22%      | 183      | 26.56%   |
|             | Remaining Eligible | 160         | 29.62%      | 66       | 9.57%    |
|             | Not Reported       |             |             | 7        |          |
| WRC-DuPage  | Priority 1         | 100         | 55.55%      | 277      | 82.44%   |
|             | Priority 2         | 40          | 22.22%      | 22       | 6.54%    |
|             | Priority 3         | 30          | 16.66%      | 19       | 5.65%    |
|             | Remaining Eligible | 10          | 5.55%       | 18       | 5.35%    |
|             | Not Reported       |             |             | 13       |          |
| WRC-CHICAGO | Priority 1         | 550         | 79.94%      | 587      | 71.49%   |
|             | Priority 2         | 138         | 20.05%      | 176      | 21.43%   |
|             | Priority 3         | 0           | 0.00%       | 53       | 6.45%    |
|             | Remaining Eligible | 0           | 0.00%       | 5        | 0.60%    |
|             | Not Reported       |             |             | 131      |          |

Table E Illinois Refugee Social Service Consortium  
Adjustment Service Providers-Performance Standard D  
Unduplicated Clients by Agency and Priority Group  
State Fiscal Year 1995

|      |                    | Projected N | Projected % | Actual N | Actual % |
|------|--------------------|-------------|-------------|----------|----------|
| LACS | Priority 1         | 8           | 3.66%       | 3        | 2.08%    |
|      | Priority 2         | 10          | 4.58%       | 2        | 1.38%    |
|      | Priority 3         | 50          | 22.93%      | 61       | 42.36%   |
|      | Remaining Eligible | 150         | 68.80%      | 78       | 54.16%   |
|      | Not Reported       |             |             | 6        |          |
| PWA  | Priority 1         | 30          | 20.00%      | 51       | 27.71%   |
|      | Priority 2         | 30          | 20.00%      | 26       | 14.13%   |
|      | Priority 3         | 18          | 12.00%      | 17       | 9.23%    |
|      | Remaining Eligible | 72          | 48.00%      | 90       | 48.91%   |
|      | Not Reported       |             |             | 2        |          |
| ECAC | Priority 1         | 132         | 35.01%      | 46       | 18.93%   |
|      | Priority 2         | 66          | 17.50%      | 98       | 40.32%   |
|      | Priority 3         | 92          | 24.40%      | 23       | 9.46%    |
|      | Remaining Eligible | 87          | 23.07%      | 76       | 31.27%   |
|      | Not Reported       |             |             | 2        |          |
| RVC  | Priority 1         | 113         | 33.33%      | 74       | 24.10%   |
|      | Priority 2         | 46          | 13.56%      | 62       | 20.19%   |
|      | Priority 3         | 12          | 3.53%       | 18       | 5.86%    |
|      | Remaining Eligible | 168         | 49.55%      | 153      | 49.83%   |
|      | Not Reported       |             |             | 2        |          |

Table E Illinois Refugee Social Service Consortium  
Adjustment Service Providers-Performance Standard D  
Unduplicated Clients by Agency and Priority Group  
State Fiscal Year 1995

|         |                    | Projected N | Projected % | Actual N | Actual % |
|---------|--------------------|-------------|-------------|----------|----------|
| ECIRMAC | Priority 1         | 26          | 10.69%      | 53       | 24.76%   |
|         | Priority 2         | 40          | 16.46%      | 17       | 7.94%    |
|         | Priority 3         | 14          | 5.76%       | 19       | 8.87%    |
|         | Remaining Eligible | 163         | 67.07%      | 125      | 58.41%   |
|         | Not Reported       |             |             | 9        |          |
| CC-Rock | Priority 1         | 100         | 100.00%     | 107      | 79.25%   |
|         | Priority 2         | 0           | 0.00%       | 28       | 20.74%   |
|         | Priority 3         | 0           | 0.00%       | 0        | 0.00%    |
|         | Remaining Eligible | 0           | 0.00%       | 0        | 0.00%    |
|         | Not Reported       |             |             | 2        |          |
| CCAC    | Priority 1         | 278         | 100.00%     | 194      | 83.26%   |
|         | Priority 2         | 0           | 0.00%       | 31       | 13.30%   |
|         | Priority 3         | 0           | 0.00%       | 8        | 3.43%    |
|         | Remaining Eligible | 0           | 0.00%       | 0        | 0.00%    |
|         | Not Reported       |             |             | 12       |          |
| LSSI    | Priority 1         | 70          | 100.00%     | 28       | 100.00%  |
|         | Priority 2         | 0           | 0.00%       | 0        | 0.00%    |
|         | Priority 3         | 0           | 0.00%       | 0        | 0.00%    |
|         | Remaining Eligible | 0           | 0.00%       | 0        | 0.00%    |
|         | Not Reported       |             |             | 4        |          |

Table E Illinois Refugee Social Service Consortium  
Adjustment Service Providers-Performance Standard D  
Unduplicated Clients by Agency and Priority Group  
State Fiscal Year 1995

|                    | Projected N | Projected % | ACTUAL_N | Actual N |
|--------------------|-------------|-------------|----------|----------|
| Priority 1         | 2508        | 46.61%      | 2740     | 47.24%   |
| Priority 2         | 924         | 17.17%      | 1053     | 18.15%   |
| Priority 3         | 835         | 15.52%      | 954      | 16.44%   |
| Remaining Eligible | 1113        | 20.68%      | 1053     | 18.15%   |
| Not Reported       | 0           | 0.00%       | 238      | 0.00%    |
| Total              | 5380        | 100.00%     | 6038     | 100.00%  |

Priority 1: PA and non-PA clients resident 0-12 months.

Priority 2: PA and non PA clients resident 13-24 months.

Priority 3: PA clients resident post 13-24 months 24 months.

Remaining Eligible: non-PA clients resident post 24 months.

Length of residency is determined at the beginning of the reporting period.

Table F Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|            |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|------------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|            |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| CAI        | On Public Aid                  | 21                | 10.99%            | 14             | 66.66%         | 1               | 4.76%           | 0               | 0.00%           | 2               | 9.52%           | 4                 | 19.04%            | 0               |
|            | Not On Public Aid              | 169               | 88.48%            | 19             | 11.30%         | 20              | 11.90%          | 18              | 10.71%          | 27              | 16.07%          | 84                | 50.00%            | 1               |
|            | Income Information Unavailable | 1                 | 0.52%             | 0              | 0.00%          | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 1                 | 100.00%           | 0               |
| CMAA       | On Public Aid                  | 102               | 40.80%            | 53             | 51.96%         | 12              | 11.76%          | 8               | 7.84%           | 10              | 9.80%           | 19                | 18.62%            | 0               |
|            | Not On Public Aid              | 148               | 59.20%            | 12             | 8.10%          | 16              | 10.81%          | 13              | 8.78%           | 47              | 31.75%          | 60                | 40.54%            | 0               |
|            | Income Information Unavailable | 0                 | 0.00%             | 0              | 0.00%          | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| Elgin YWCA | On Public Aid                  | 25                | 12.25%            | 12             | 48.00%         | 2               | 8.00%           | 3               | 12.00%          | 1               | 4.00%           | 7                 | 28.00%            | 0               |
|            | Not On Public Aid              | 178               | 87.25%            | 21             | 11.79%         | 24              | 13.48%          | 10              | 5.61%           | 22              | 12.35%          | 101               | 56.74%            | 0               |
|            | Income Information Unavailable | 1                 | 0.49%             | 1              | 100.00%        | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| IRIM       | On Public Aid                  | 846               | 84.51%            | 645            | 77.99%         | 124             | 14.99%          | 31              | 3.74%           | 17              | 2.05%           | 10                | 1.20%             | 19              |
|            | Not On Public Aid              | 155               | 15.48%            | 51             | 33.11%         | 62              | 40.25%          | 22              | 14.28%          | 9               | 5.84%           | 10                | 6.49%             | 1               |
|            | Income Information Unavailable | 0                 | 0.00%             | 0              | 0.00%          | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |

Table F Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|             |                                | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|-------------|--------------------------------|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|             |                                | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| WRC-CHICAGO | On Public Aid                  | 641            | 88.53%         | 475         | 86.05%      | 40           | 7.24%        | 6            | 1.08%        | 3            | 0.54%        | 28             | 5.07%          | 89           |
|             | Not On Public Aid              | 82             | 11.32%         | 43          | 58.10%      | 29           | 39.18%       | 2            | 2.70%        | 0            | 0.00%        | 0              | 0.00%          | 8            |
|             | Income Information Unavailable | 1              | 0.13%          | 1           | 100.00%     | 0            | 0.00%        | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
| PWA         | On Public Aid                  | 50             | 24.15%         | 37          | 75.51%      | 2            | 4.08%        | 5            | 10.20%       | 1            | 2.04%        | 4              | 8.16%          | 1            |
|             | Not On Public Aid              | 157            | 75.84%         | 23          | 14.74%      | 15           | 9.61%        | 15           | 9.61%        | 36           | 23.07%       | 67             | 42.94%         | 1            |
|             | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| ECAC        | On Public Aid                  | 72             | 50.34%         | 45          | 63.38%      | 18           | 25.35%       | 4            | 5.63%        | 4            | 5.63%        | 0              | 0.00%          | 1            |
|             | Not On Public Aid              | 66             | 46.15%         | 31          | 47.69%      | 17           | 26.15%       | 12           | 18.46%       | 2            | 3.07%        | 3              | 4.61%          | 1            |
|             | Income Information Unavailable | 5              | 3.49%          | 5           | 100.00%     | 0            | 0.00%        | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
| ROCK VALLEY | On Public Aid                  | 77             | 22.38%         | 53          | 68.83%      | 10           | 12.98%       | 3            | 3.89%        | 5            | 6.49%        | 6              | 7.79%          | 0            |
|             | Not On Public Aid              | 262            | 76.16%         | 26          | 9.96%       | 56           | 21.45%       | 26           | 9.96%        | 61           | 23.37%       | 92             | 35.24%         | 1            |
|             | Income Information Unavailable | 5              | 1.45%          | 0           | 0.00%       | 1            | 20.00%       | 0            | 0.00%        | 2            | 40.00%       | 2              | 40.00%         | 0            |

Table F Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|            |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|------------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|            |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| JVS        | On Public Aid                  | 1342              | 58.57%            | 985            | 74.45%         | 275             | 20.78%          | 48              | 3.62%           | 10              | 0.75%           | 5                 | 0.37%             | 19              |
|            | Not On Public Aid              | 931               | 40.63%            | 251            | 28.71%         | 272             | 31.12%          | 178             | 20.36%          | 147             | 16.81%          | 26                | 2.97%             | 57              |
|            | Income Information Unavailable | 18                | 0.78%             | 7              | 41.17%         | 10              | 58.82%          | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 1               |
| TIA        | On Public Aid                  | 403               | 91.79%            | 397            | 98.75%         | 2               | 0.49%           | 1               | 0.24%           | 2               | 0.49%           | 0                 | 0.00%             | 1               |
|            | Not On Public Aid              | 34                | 7.74%             | 21             | 61.76%         | 7               | 20.58%          | 4               | 11.76%          | 2               | 5.88%           | 0                 | 0.00%             | 0               |
|            | Income Information Unavailable | 2                 | 0.45%             | 2              | 100.00%        | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| VAI        | On Public Aid                  | 265               | 40.39%            | 102            | 38.78%         | 89              | 33.84%          | 33              | 12.54%          | 30              | 11.40%          | 9                 | 3.42%             | 2               |
|            | Not On Public Aid              | 385               | 58.68%            | 20             | 5.31%          | 43              | 11.43%          | 63              | 16.75%          | 107             | 28.45%          | 143               | 38.03%            | 9               |
|            | Income Information Unavailable | 6                 | 0.91%             | 1              | 20.00%         | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 4                 | 80.00%            | 1               |
| WRC-DUPAGE | On Public Aid                  | 281               | 80.51%            | 263            | 97.76%         | 3               | 1.11%           | 0               | 0.00%           | 1               | 0.37%           | 2                 | 0.74%             | 12              |
|            | Not On Public Aid              | 68                | 19.48%            | 9              | 16.98%         | 17              | 32.07%          | 7               | 13.20%          | 7               | 13.20%          | 13                | 24.52%            | 15              |
|            | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |

Table F Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|         |                                | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|---------|--------------------------------|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|         |                                | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| ECIRMAC | On Public Aid                  | 44             | 43.13%         | 38          | 88.37%      | 3            | 6.97%        | 0            | 0.00%        | 2            | 4.65%        | 0              | 0.00%          | 1            |
|         | Not On Public Aid              | 58             | 56.86%         | 6           | 10.71%      | 18           | 32.14%       | 8            | 14.28%       | 13           | 23.21%       | 11             | 19.64%         | 2            |
|         | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| CCAC    | On Public Aid                  | 127            | 89.43%         | 106         | 86.17%      | 13           | 10.56%       | 2            | 1.62%        | 0            | 0.00%        | 2              | 1.62%          | 4            |
|         | Not On Public Aid              | 8              | 5.63%          | 4           | 50.00%      | 4            | 50.00%       | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
|         | Income Information Unavailable | 7              | 4.92%          | 6           | 85.71%      | 1            | 14.28%       | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |

Table F Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|                                   | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|-----------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|                                   | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| On Public Aid                     | 4296              | 60.99%            | 3225           | 85.20%         | 594             | 49.25%          | 144             | 27.58%          | 88              | 15.43%          | 96                | 13.46%            | 149             |
| Not On Public Aid                 | 2701              | 38.35%            | 537            | 14.18%         | 600             | 49.75%          | 378             | 72.41%          | 480             | 84.21%          | 610               | 85.55%            | 96              |
| Income Information<br>Unavailable | 46                | 0.65%             | 23             | 0.60%          | 12              | 0.99%           | 0               | 0.00%           | 2               | 0.35%           | 7                 | 0.98%             | 2               |
|                                   | 7043              | 100.00%           | 3785           | 100.00%        | 1206            | 100.00%         | 522             | 100.00%         | 570             | 100.00%         | 713               | 100.00%           | 247             |

Table G Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients Employed by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|            |                                | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|------------|--------------------------------|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|            |                                | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| CAI        | On Public Aid                  | 22             | 16.54%         | 13          | 59.09%      | 2            | 9.09%        | 0            | 0.00%        | 2            | 9.09%        | 5              | 22.72%         | 0            |
|            | Not On Public Aid              | 111            | 83.45%         | 8           | 7.27%       | 9            | 8.18%        | 11           | 10.00%       | 13           | 11.81%       | 69             | 62.72%         | 1            |
|            | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| CMAA       | On Public Aid                  | 21             | 29.16%         | 11          | 52.38%      | 2            | 9.52%        | 2            | 9.52%        | 3            | 14.28%       | 3              | 14.28%         | 0            |
|            | Not On Public Aid              | 51             | 70.83%         | 2           | 3.92%       | 4            | 7.84%        | 5            | 9.80%        | 18           | 35.29%       | 22             | 43.13%         | 0            |
|            | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| Elgin YWCA | On Public Aid                  | 4              | 4.65%          | 0           | 0.00%       | 4            | 100.00%      | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
|            | Not On Public Aid              | 83             | 95.34%         | 9           | 10.97%      | 9            | 10.97%       | 7            | 8.53%        | 10           | 12.19%       | 47             | 57.31%         | 0            |
|            | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| IRIM       | On Public Aid                  | 247            | 78.16%         | 140         | 57.37%      | 79           | 32.37%       | 17           | 6.96%        | 5            | 2.04%        | 3              | 1.22%          | 3            |
|            | Not On Public Aid              | 69             | 21.83%         | 18          | 26.08%      | 24           | 34.78%       | 13           | 18.84%       | 6            | 8.69%        | 8              | 11.59%         | 0            |
|            | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |

Table G Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients Employed by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|            |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|------------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|            |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| JVS        | On Public Aid                  | 374               | 46.86%            | 202            | 55.04%         | 130             | 35.42%          | 31              | 8.44%           | 1               | 0.27%           | 3                 | 0.81%             | 7               |
|            | Not On Public Aid              | 424               | 53.13%            | 77             | 18.73%         | 153             | 37.22%          | 119             | 28.95%          | 46              | 11.19%          | 16                | 3.89%             | 13              |
|            | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |
| TIA        | On Public Aid                  | 57                | 67.05%            | 44             | 77.19%         | 12              | 21.05%          | 1               | 1.75%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
|            | Not On Public Aid              | 28                | 32.94%            | 17             | 60.71%         | 6               | 21.42%          | 4               | 14.28%          | 1               | 3.57%           | 0                 | 0.00%             | 0               |
|            | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |
| VAI        | On Public Aid                  | 31                | 20.66%            | 11             | 35.48%         | 11              | 35.48%          | 2               | 6.45%           | 4               | 12.90%          | 3                 | 9.67%             | 0               |
|            | Not On Public Aid              | 119               | 79.33%            | 6              | 5.17%          | 9               | 7.75%           | 17              | 14.65%          | 42              | 36.20%          | 42                | 36.20%            | 3               |
|            | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |
| WRC-DuPAGE | On Public Aid                  | 87                | 71.90%            | 77             | 97.46%         | 1               | 1.26%           | 0               | 0.00%           | 0               | 0.00%           | 1                 | 1.26%             | 8               |
|            | Not On Public Aid              | 34                | 28.09%            | 9              | 30.00%         | 6               | 20.00%          | 4               | 13.33%          | 5               | 16.66%          | 6                 | 20.00%            | 4               |
|            | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |

Table G Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients Employed by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|             |                                | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|-------------|--------------------------------|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|             |                                | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| WRC-CHICAGO | On Public Aid                  | 116            | 83.45%         | 72          | 67.92%      | 33           | 31.13%       | 1            | 0.94%        | 0            | 0.00%        | 0              | 0.00%          | 10           |
|             | Not On Public Aid              | 23             | 16.54%         | 8           | 38.09%      | 13           | 61.90%       | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 2            |
|             | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| PWA         | On Public Aid                  | 13             | 20.96%         | 8           | 61.53%      | 3            | 23.07%       | 1            | 7.69%        | 0            | 0.00%        | 1              | 7.69%          | 0            |
|             | Not On Public Aid              | 49             | 79.03%         | 5           | 10.41%      | 13           | 27.08%       | 4            | 8.33%        | 6            | 12.50%       | 20             | 41.66%         | 1            |
|             | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| ECAC        | On Public Aid                  | 32             | 58.18%         | 21          | 65.62%      | 9            | 28.12%       | 2            | 6.25%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
|             | Not On Public Aid              | 23             | 41.81%         | 7           | 30.43%      | 7            | 30.43%       | 7            | 30.43%       | 2            | 8.69%        | 0              | 0.00%          | 0            |
|             | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| ROCK VALLEY | On Public Aid                  | 22             | 22.22%         | 18          | 81.81%      | 2            | 9.09%        | 1            | 4.54%        | 0            | 0.00%        | 1              | 4.54%          | 0            |
|             | Not On Public Aid              | 77             | 77.77%         | 11          | 14.28%      | 18           | 23.37%       | 17           | 22.07%       | 24           | 31.16%       | 7              | 9.09%          | 0            |
|             | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |

Table G Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients Employed by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|         |                                | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|---------|--------------------------------|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|         |                                | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| ECIRMAC | On Public Aid                  | 14             | 38.88%         | 13          | 92.85%      | 1            | 7.14%        | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
|         | Not On Public Aid              | 22             | 61.11%         | 7           | 33.33%      | 6            | 28.57%       | 3            | 14.28%       | 5            | 23.80%       | 0              | 0.00%          | 1            |
|         | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| CCAC    | On Public Aid                  | 36             | 85.71%         | 28          | 80.00%      | 6            | 17.14%       | 1            | 2.85%        | 0            | 0.00%        | 0              | 0.00%          | 1            |
|         | Not On Public Aid              | 6              | 14.28%         | 1           | 16.66%      | 5            | 83.33%       | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
|         | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |

|                                |  | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|--------------------------------|--|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|                                |  | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| On Public Aid                  |  | 1076           | 49.04%         | 658         | 78.05%      | 295          | 51.12%       | 59           | 21.85%       | 15           | 7.77%        | 20             | 7.78%          | 29           |
| Not On Public Aid              |  | 1119           | 50.95%         | 185         | 21.94%      | 282          | 48.87%       | 211          | 78.14%       | 178          | 92.22%       | 237            | 92.21%         | 25           |
| Income Information Unavailable |  | 0              | 0.00%          | 0           | 0.00%       | 0            | 0.00%        | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
|                                |  | 2195           | 100.00%        | 843         | 100.00%     | 577          | 100.00%      | 270          | 100.00%      | 193          | 100.00%      | 257            | 100.00%        | 54           |

Table H Illinois Refugee Social Service Consortium  
Adjustment Service Providers  
Unduplicated Clients Served by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|            |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|------------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|            |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| CAI        | On Public Aid                  | 279               | 82.05%            | 0              | 0.00%          | 2               | 0.72%           | 11              | 3.98%           | 7               | 2.53%           | 256               | 92.75%            | 3               |
|            | Not On Public Aid              | 60                | 17.64%            | 0              | 0.00%          | 6               | 10.16%          | 6               | 10.16%          | 0               | 0.00%           | 47                | 79.66%            | 1               |
|            | Income Information Unavailable | 1                 | 0.29%             | 0              | 0.00%          | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 1                 | 100.00%           | 0               |
| CMAA       | On Public Aid                  | 220               | 64.89%            | 49             | 22.47%         | 36              | 16.51%          | 19              | 8.71%           | 30              | 13.76%          | 84                | 38.53%            | 2               |
|            | Not On Public Aid              | 115               | 33.92%            | 11             | 9.56%          | 19              | 16.52%          | 11              | 9.56%           | 20              | 17.39%          | 54                | 46.95%            | 0               |
|            | Income Information Unavailable | 4                 | 1.17%             | 1              | 25.00%         | 0               | 0.00%           | 1               | 25.00%          | 0               | 0.00%           | 2                 | 50.00%            | 0               |
| Elgin YWCA | On Public Aid                  | 65                | 17.71%            | 9              | 14.06%         | 5               | 7.81%           | 1               | 1.56%           | 7               | 10.93%          | 42                | 65.62%            | 1               |
|            | Not On Public Aid              | 301               | 82.01%            | 16             | 5.42%          | 37              | 12.54%          | 18              | 6.10%           | 33              | 11.18%          | 191               | 64.74%            | 6               |
|            | Income Information Unavailable | 1                 | 0.27%             | 1              | 100.00%        | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| IRIM       | On Public Aid                  | 860               | 80.00%            | 557            | 66.38%         | 197             | 23.48%          | 62              | 7.38%           | 18              | 2.14%           | 5                 | 0.59%             | 21              |
|            | Not On Public Aid              | 213               | 19.81%            | 52             | 24.76%         | 97              | 46.19%          | 46              | 21.90%          | 12              | 5.71%           | 3                 | 1.42%             | 3               |
|            | Income Information Unavailable | 2                 | 0.18%             | 0              | 0.00%          | 1               | 50.00%          | 1               | 50.00%          | 0               | 0.00%           | 0                 | 0.00%             | 0               |

Table H Illinois Refugee Social Service Consortium  
Adjustment Service Providers  
Unduplicated Clients by Served Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|             |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|-------------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|             |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| TIA         | On Public Aid                  | 375               | 96.15%            | 345            | 92.24%         | 18              | 4.81%           | 3               | 0.80%           | 6               | 1.60%           | 2                 | 0.53%             | 1               |
|             | Not On Public Aid              | 13                | 3.33%             | 7              | 53.84%         | 5               | 38.46%          | 1               | 7.69%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
|             | Income Information Unavailable | 2                 | 0.51%             | 1              | 50.00%         | 1               | 50.00%          | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| VAI         | On Public Aid                  | 486               | 69.82%            | 206            | 43.00%         | 90              | 18.78%          | 45              | 9.39%           | 57              | 11.89%          | 81                | 16.91%            | 7               |
|             | Not On Public Aid              | 210               | 30.17%            | 68             | 32.38%         | 76              | 36.19%          | 12              | 5.71%           | 27              | 12.85%          | 27                | 12.85%            | 0               |
|             | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |
| WRC-DUPAGE  | On Public Aid                  | 300               | 85.95%            | 268            | 91.15%         | 7               | 2.38%           | 5               | 1.70%           | 3               | 1.02%           | 11                | 3.74%             | 6               |
|             | Not On Public Aid              | 48                | 13.75%            | 9              | 21.42%         | 15              | 35.71%          | 5               | 11.90%          | 3               | 7.14%           | 10                | 23.80%            | 6               |
|             | Income Information Unavailable | 1                 | 0.28%             | 1              | 100.00%        | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| WRC-CHICAGO | On Public Aid                  | 815               | 85.51%            | 543            | 77.79%         | 102             | 14.61%          | 2               | 0.28%           | 3               | 0.42%           | 48                | 6.87%             | 117             |
|             | Not On Public Aid              | 134               | 14.06%            | 44             | 35.48%         | 73              | 58.87%          | 5               | 4.03%           | 1               | 0.80%           | 1                 | 0.80%             | 10              |
|             | Income Information Unavailable | 4                 | 0.41%             | 1              | 25.00%         | 3               | 75.00%          | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |

Table H Illinois Refugee Social Service Consortium  
Adjustment Service Providers  
Unduplicated Clients Served by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|             |                                | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|-------------|--------------------------------|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|             |                                | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| LACS        | On Public Aid                  | 67             | 44.66%         | 3           | 4.54%       | 2            | 3.03%        | 2            | 3.03%        | 8            | 12.12%       | 51             | 77.27%         | 1            |
|             | Not On Public Aid              | 83             | 55.33%         | 0           | 0.00%       | 0            | 0.00%        | 0            | 0.00%        | 5            | 6.41%        | 73             | 93.58%         | 5            |
|             | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| PWA         | On Public Aid                  | 58             | 31.18%         | 35          | 61.40%      | 5            | 8.77%        | 8            | 14.03%       | 2            | 3.50%        | 7              | 12.28%         | 1            |
|             | Not On Public Aid              | 127            | 68.27%         | 16          | 12.59%      | 21           | 16.53%       | 8            | 6.29%        | 19           | 14.96%       | 63             | 49.60%         | 0            |
|             | Income Information Unavailable | 1              | 0.53%          | 0           | 0.00%       | 0            | 0.00%        | 0            | 0.00%        | 1            | 100.00%      | 0              | 0.00%          | 0            |
| ECAC        | On Public Aid                  | 88             | 36.21%         | 25          | 28.73%      | 40           | 45.97%       | 13           | 14.94%       | 6            | 6.89%        | 3              | 3.44%          | 1            |
|             | Not On Public Aid              | 155            | 63.78%         | 21          | 13.63%      | 57           | 37.01%       | 32           | 20.77%       | 27           | 17.53%       | 17             | 11.03%         | 1            |
|             | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| ROCK VALLEY | On Public Aid                  | 73             | 23.62%         | 42          | 57.53%      | 13           | 17.80%       | 4            | 5.47%        | 8            | 10.95%       | 6              | 8.21%          | 0            |
|             | Not On Public Aid              | 236            | 76.37%         | 32          | 13.67%      | 49           | 20.94%       | 35           | 14.95%       | 63           | 26.92%       | 55             | 23.50%         | 2            |
|             | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |

Table H Illinois Refugee Social Service Consortium  
Adjustment Service Providers  
Unduplicated Clients Served by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|         |                                | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|---------|--------------------------------|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|         |                                | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| ECIRMAC | On Public Aid                  | 46             | 20.62%         | 22          | 50.00%      | 3            | 6.81%        | 6            | 13.63%       | 6            | 13.63%       | 7              | 15.90%         | 2            |
|         | Not On Public Aid              | 177            | 79.37%         | 31          | 18.23%      | 14           | 8.23%        | 40           | 23.52%       | 41           | 24.11%       | 44             | 25.88%         | 7            |
|         | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| CC-ROCK | On Public Aid                  | 42             | 30.88%         | 37          | 88.09%      | 5            | 11.90%       | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
|         | Not On Public Aid              | 92             | 67.64%         | 70          | 76.08%      | 22           | 23.91%       | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
|         | Income Information Unavailable | 2              | 1.47%          | 2           | 100.00%     | 0            | 0.00%        | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
| CCAC    | On Public Aid                  | 222            | 90.61%         | 183         | 84.72%      | 25           | 11.57%       | 3            | 1.38%        | 1            | 0.46%        | 4              | 1.85%          | 6            |
|         | Not On Public Aid              | 17             | 6.93%          | 11          | 64.70%      | 6            | 35.29%       | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
|         | Income Information Unavailable | 6              | 2.44%          | 5           | 83.33%      | 1            | 16.66%       | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
| LSSI    | On Public Aid                  | 28             | 87.50%         | 28          | 100.00%     | 0            | 0.00%        | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
|         | Not On Public Aid              | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
|         | Income Information Unavailable | 4              | 12.50%         | 4           | 100.00%     | 0            | 0.00%        | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |

Table H Illinois Refugee Social Service Consortium  
Adjustment Service Providers  
Unduplicated Clients Served by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|                                   | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|-----------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|                                   | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| On Public Aid                     | 4024              | 66.69%            | 2352           | 85.34%         | 550             | 52.23%          | 184             | 45.43%          | 162             | 39.13%          | 607               | 50.79%            | 169             |
| Not On Public Aid                 | 1981              | 32.83%            | 388            | 14.07%         | 497             | 47.19%          | 219             | 54.07%          | 251             | 60.62%          | 585               | 48.95%            | 41              |
| Income Information<br>Unavailable | 28                | 0.46%             | 16             | 0.58%          | 6               | 0.56%           | 2               | 0.49%           | 1               | 0.24%           | 3                 | 0.25%             | 0               |
|                                   | 6033              | 100.00%           | 2756           | 100.00%        | 1053            | 100.00%         | 405             | 100.00%         | 414             | 100.00%         | 1195              | 100.00%           | 210             |

## VII. Appendix B

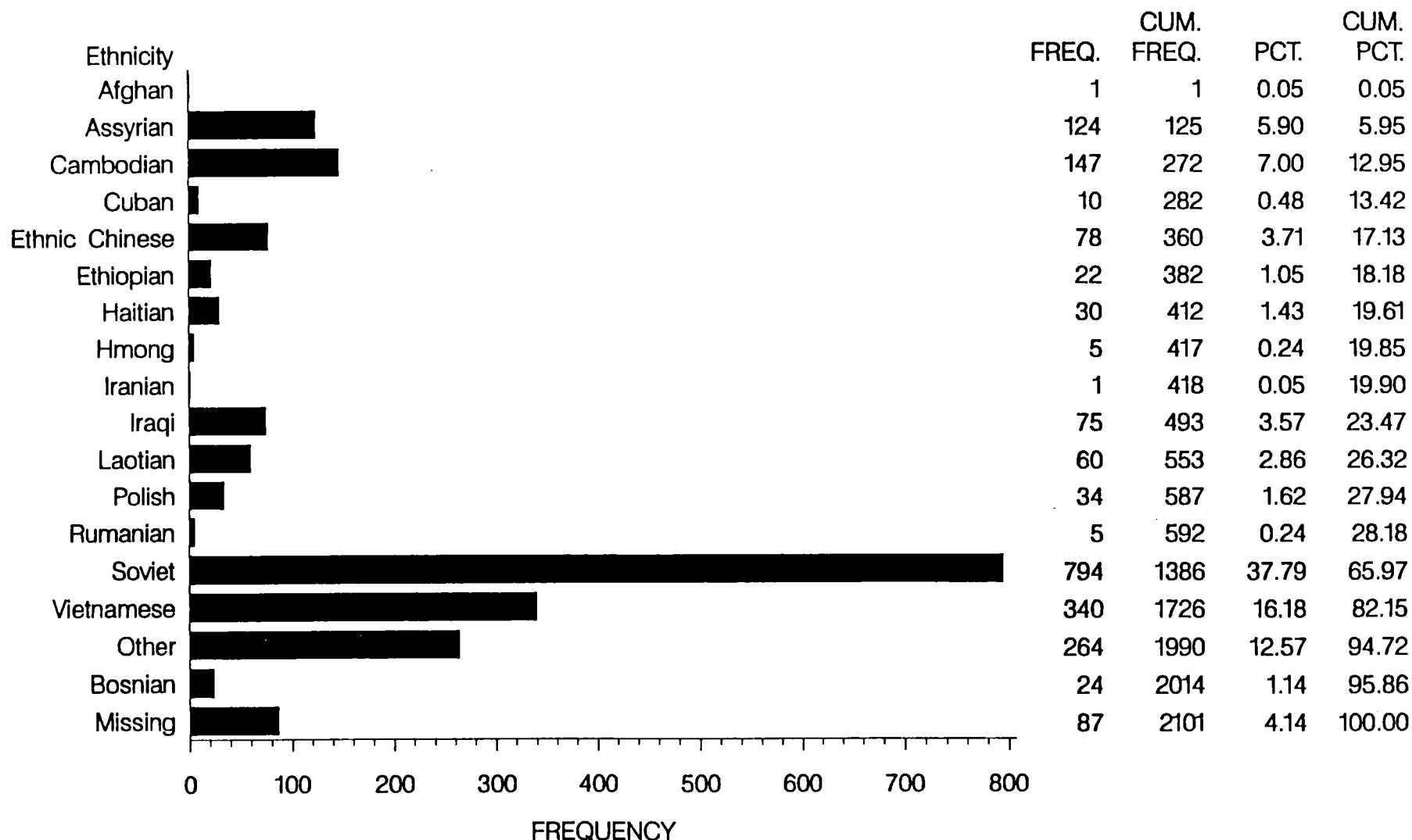
### Demographics for Employment and Adjustment Services

Note:

Demographics shown in this section reflect the unduplicated count of clients served throughout the Consortium. Total Employment Clients equals 6,543 which is 522 lower than the number of clients served by Appendix A. Likewise in Adjustment Services 5,415 unduplicated clients were served throughout the Consortium versus 6,029 unduplicated clients by agency. The difference is attributable to clients being served at more than one agency.

# TABLE 1—EMPLOYMENT CLIENTS WITH JOBS

TOTAL N=2101  
ETHNICITIES SERVED



# TABLE 1A – EMPLOYMENT CLIENTS WITHOUT JOBS

TOTAL N = 4441  
ETHNICITIES SERVED

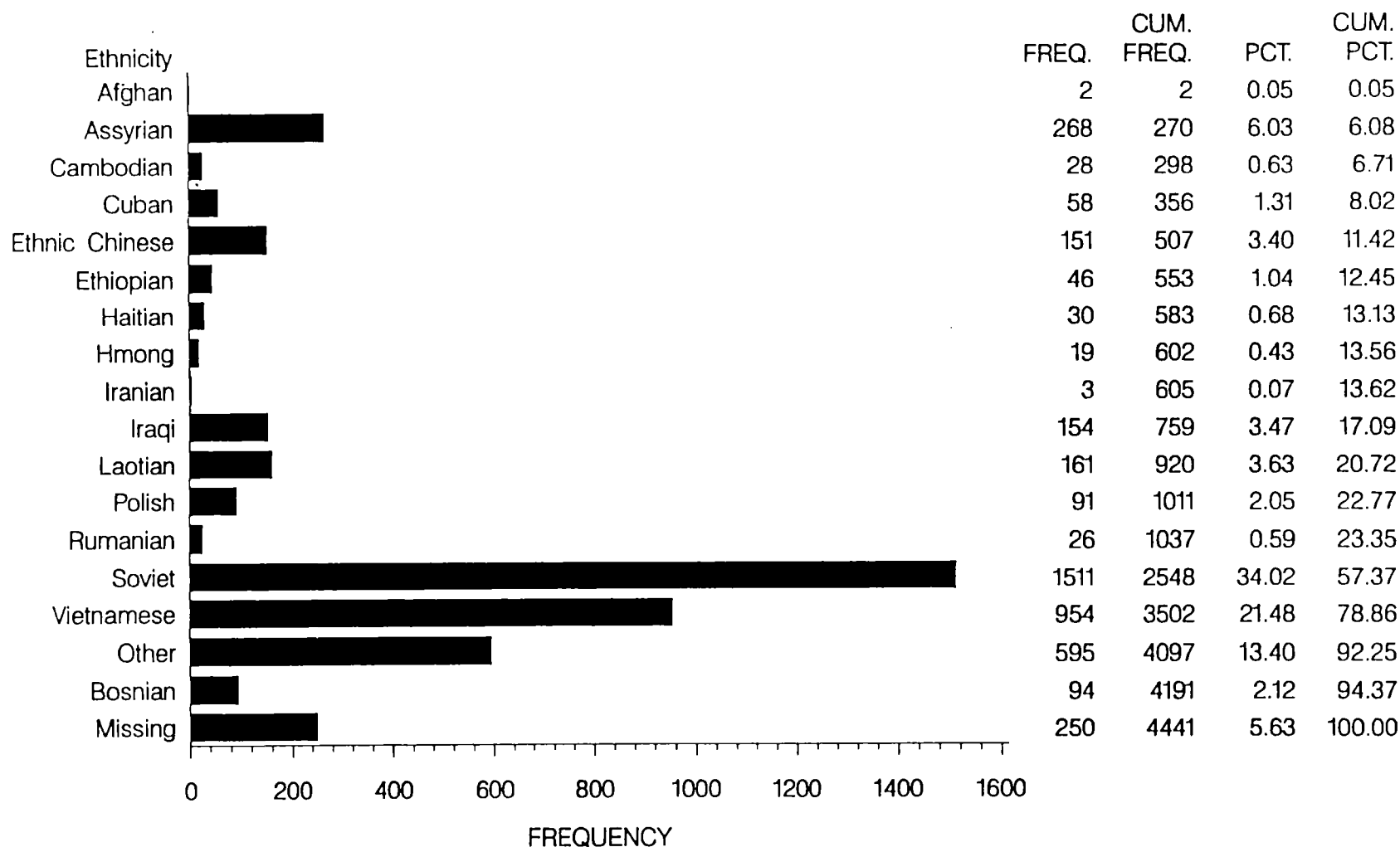
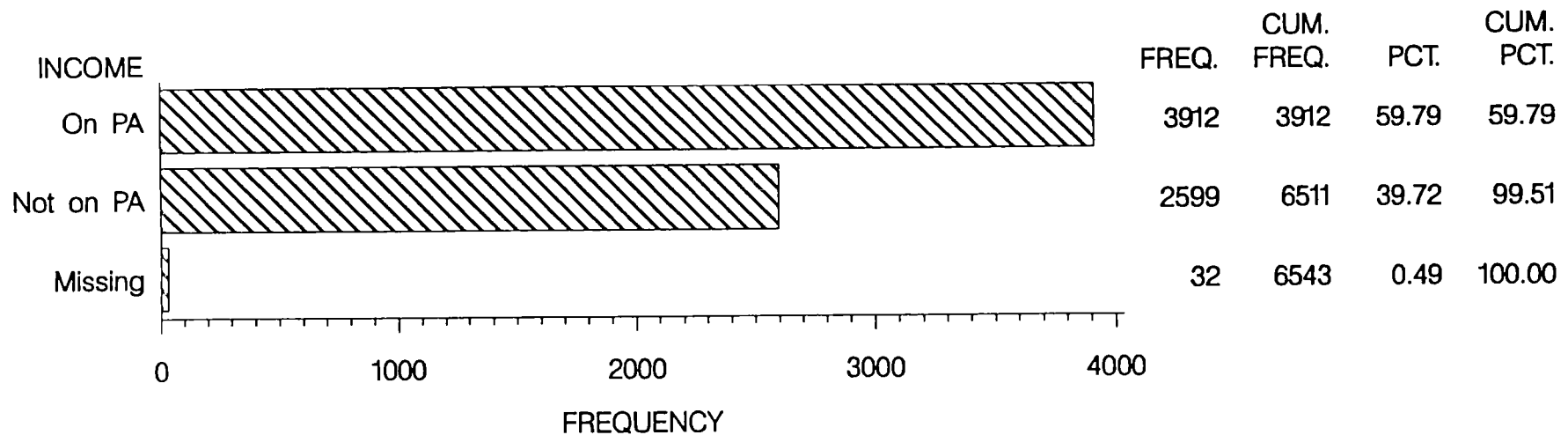


**TABLE 1B – EMPLOYMENT CLIENTS**  
**EMPLOYMENT STATUS BY ETHNICITY – STATE FISCAL YEAR 1995**  
**TOTAL N = 6543**

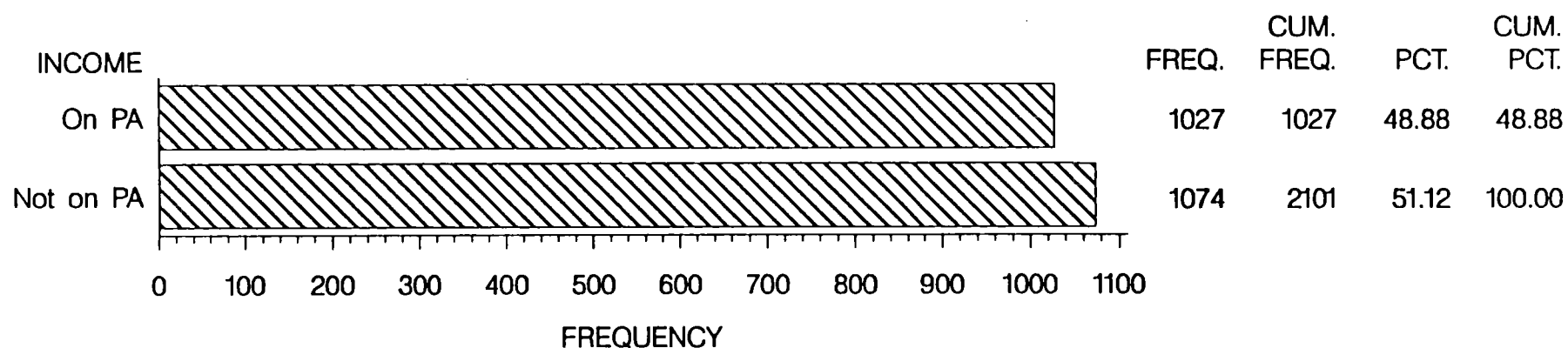


**TABLE 2—EMPLOYMENT CLIENTS**  
**INCOME SOURCE**  
**TOTAL N = 6543**



STATE FISCAL YEAR 1995

**TABLE 2A – EMPLOYMENT CLIENTS WITH JOBS**  
**INCOME SOURCE**  
**TOTAL N = 2101**

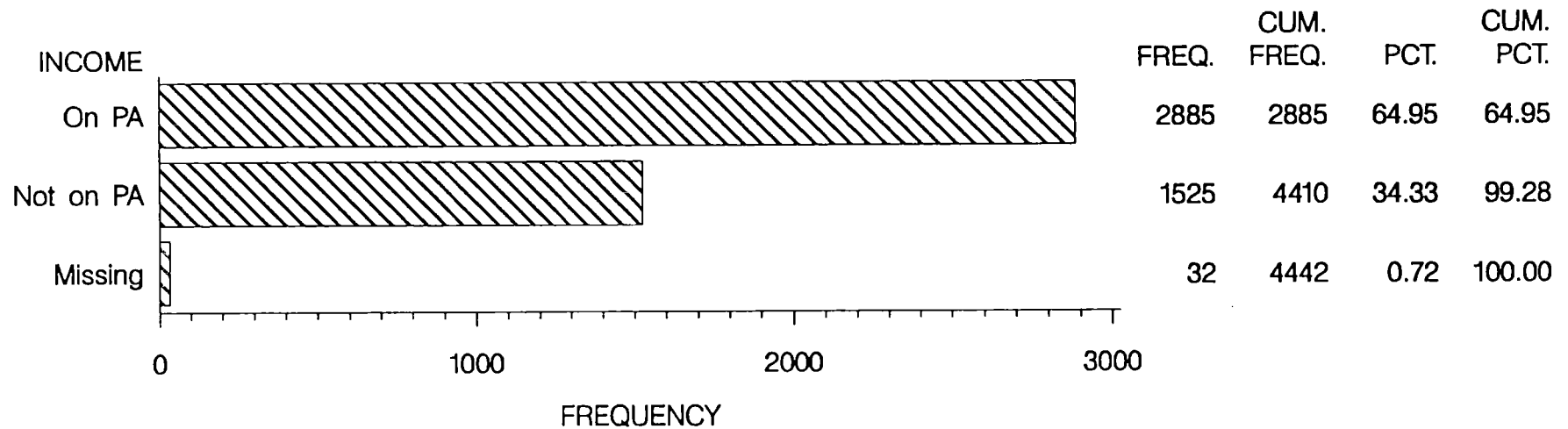


STATE FISCAL YEAR 1995

TABLE 2B – EMPLOYMENT CLIENTS WITHOUT JOBS

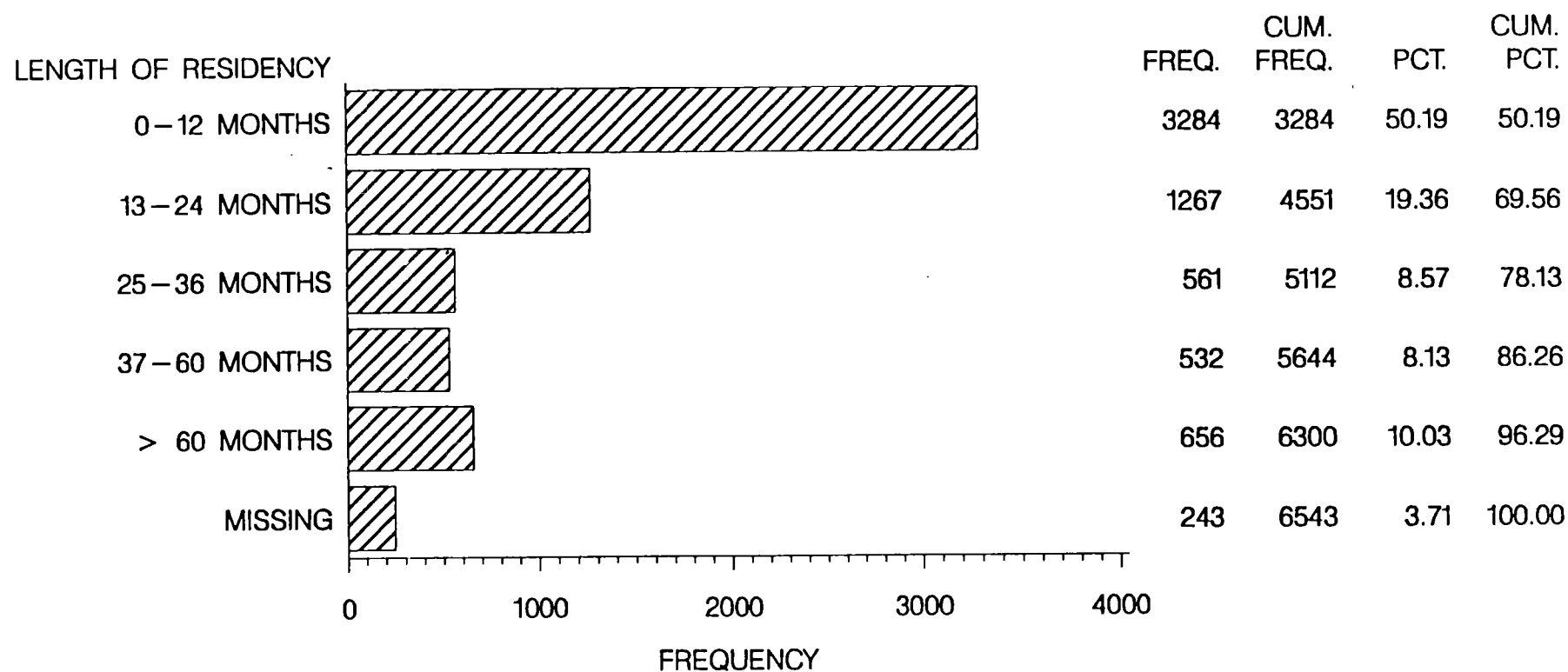
INCOME SOURCE

TOTAL N = 4442



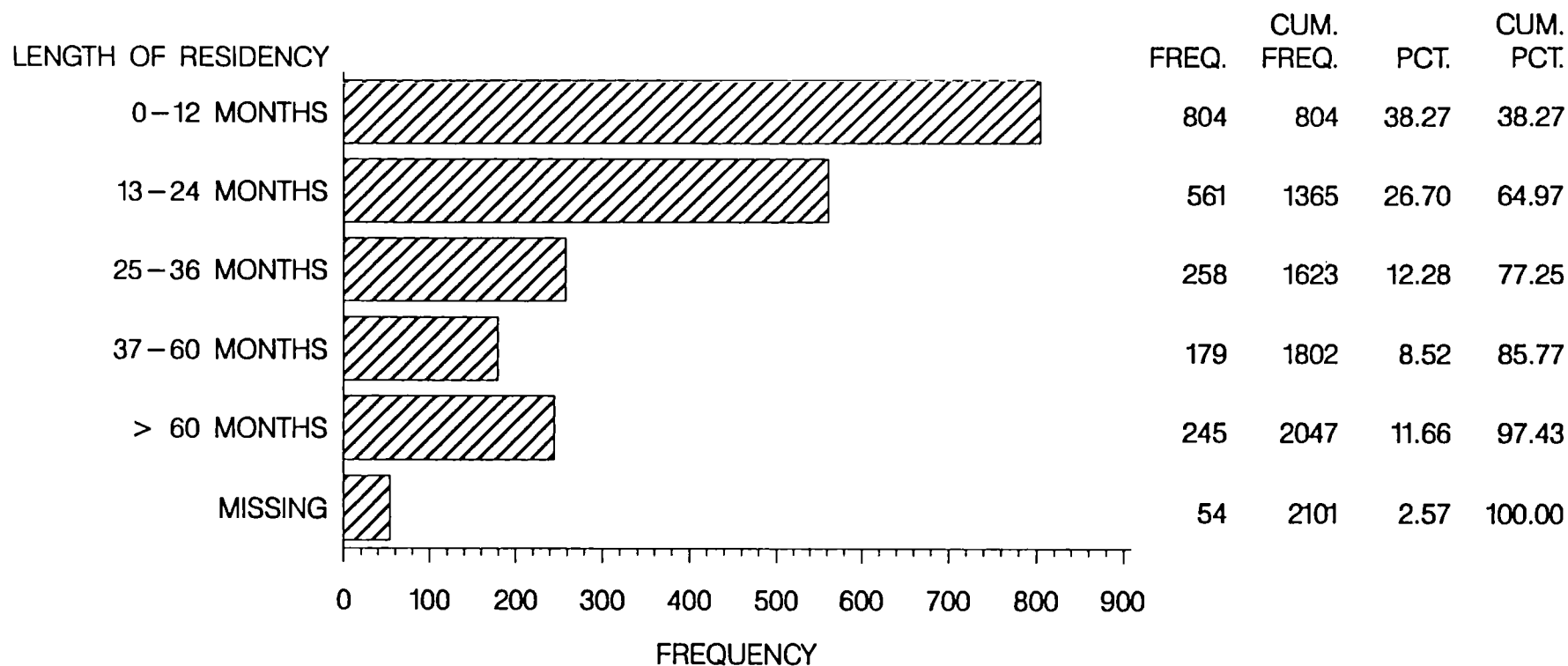
STATE FISCAL YEAR 1995

**TABLE 3 – EMPLOYMENT CLIENTS**  
**LENGTH OF RESIDENCY**  
**TOTAL N = 6543**



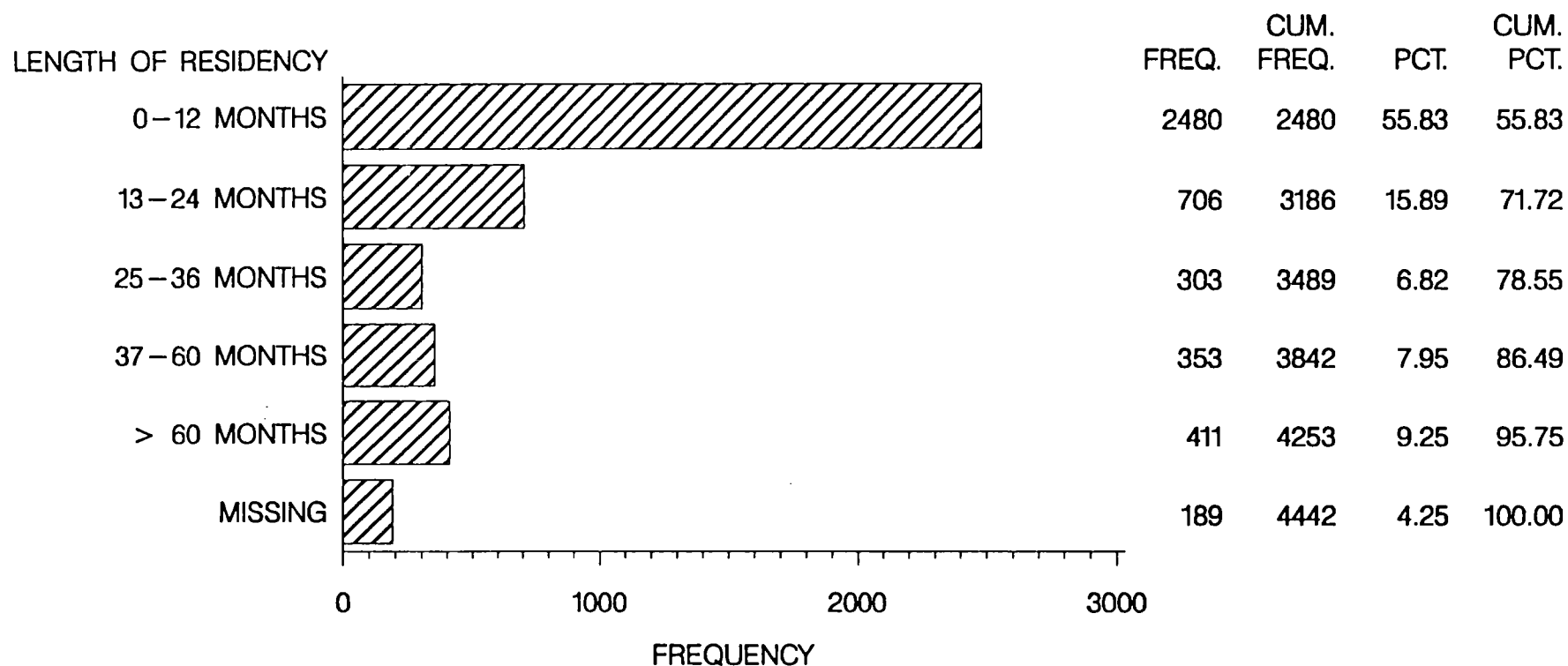
STATE FISCAL YEAR 1995

**TABLE 3A – EMPLOYMENT CLIENTS WITH JOBS**  
**LENGTH OF RESIDENCY**  
**TOTAL N = 2101**



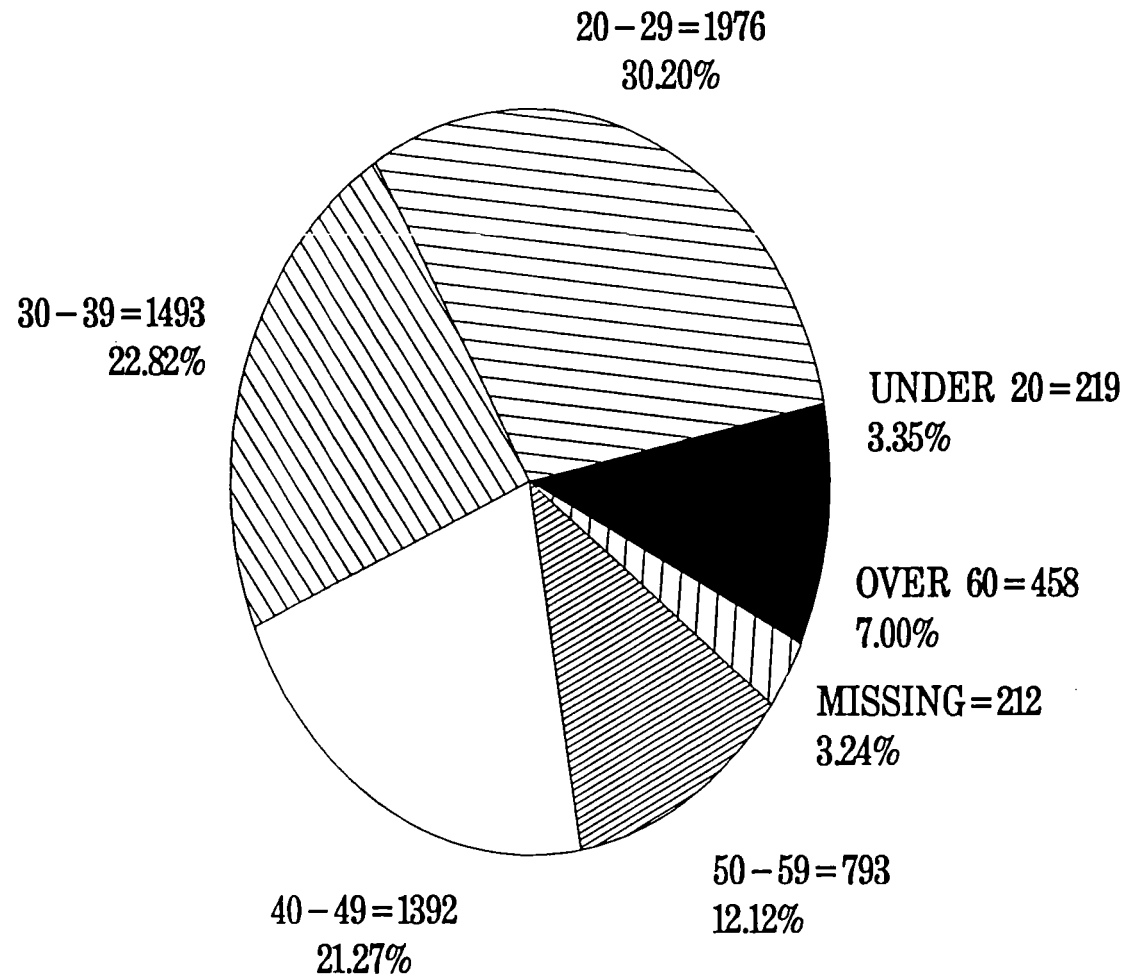
STATE FISCAL YEAR 1995

**TABLE 3B – EMPLOYMENT CLIENTS WITHOUT JOBS**  
**LENGTH OF RESIDENCY**  
**TOTAL N = 4442**



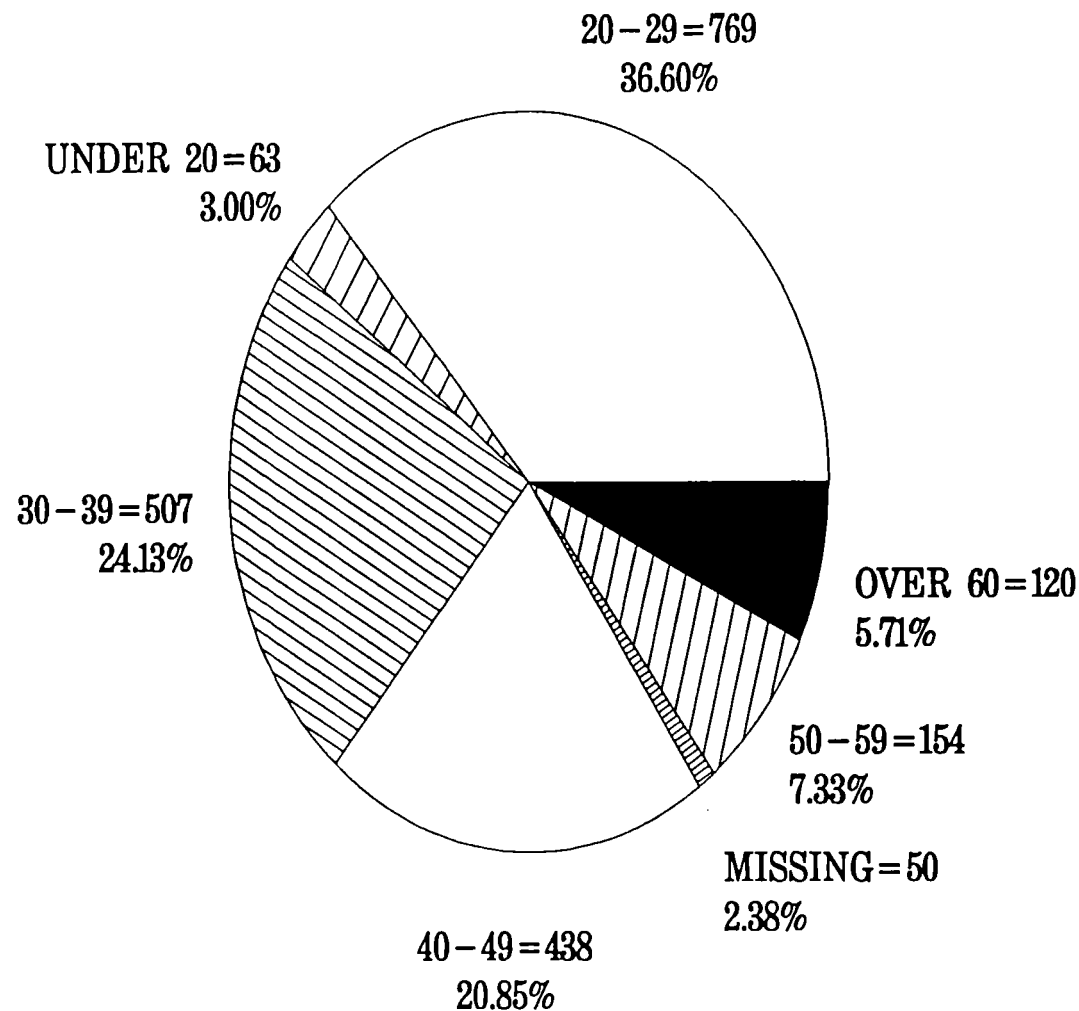
STATE FISCAL YEAR 1995

TABLE 4 – EMPLOYMENT CLIENTS  
AGE GROUPS



STATE FISCAL YEAR 1995

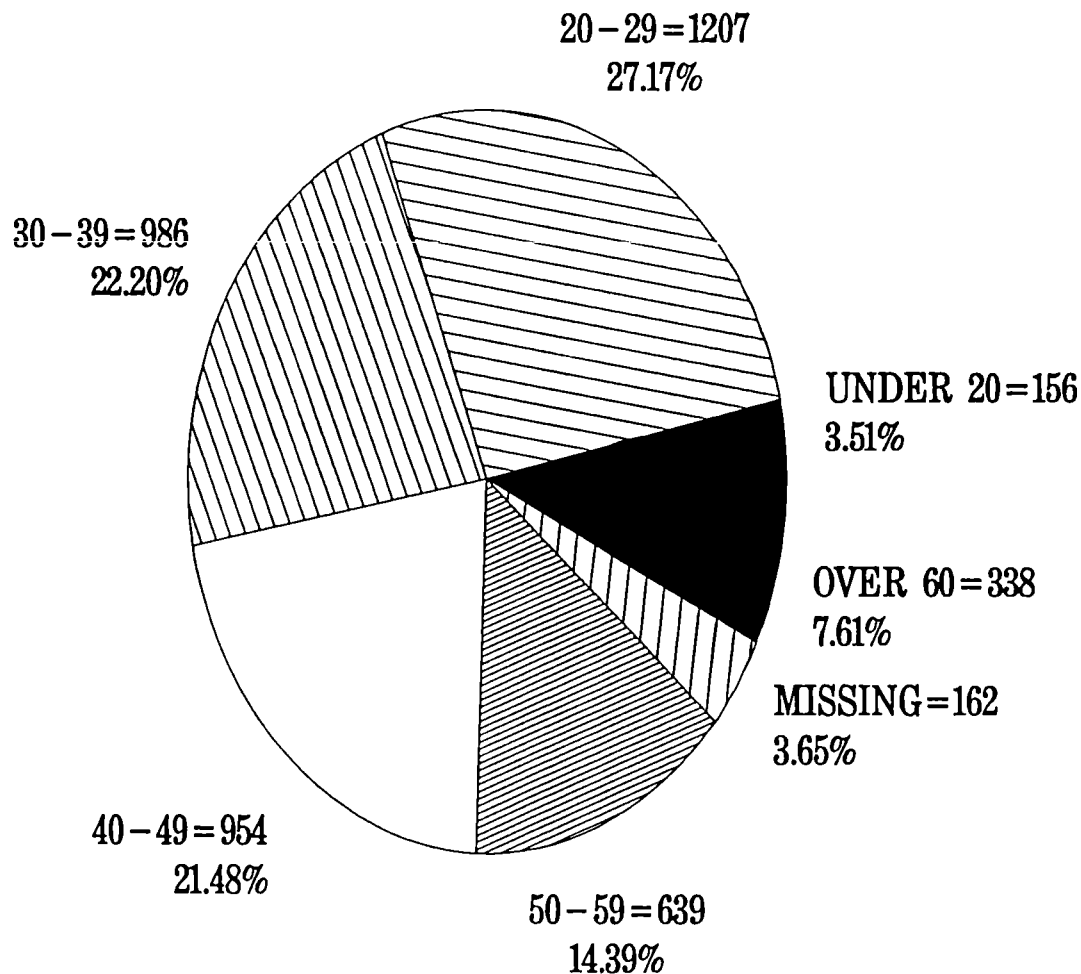
# TABLE 4A—EMPLOYMENT CLIENTS WITH JOBS AGE GROUPS



STATE FISCAL YEAR 1995

# TABLE 4B – EMPLOYMENT CLIENTS WITHOUT JOBS

## AGE GROUPS

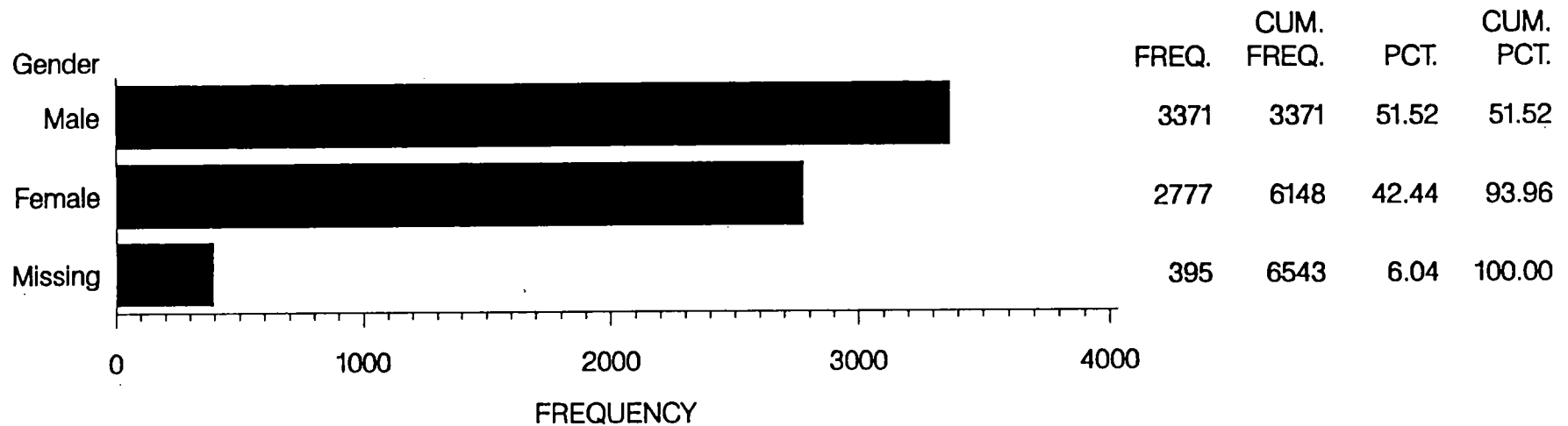


STATE FISCAL YEAR 1995

# TABLE 5 – EMPLOYMENT CLIENTS

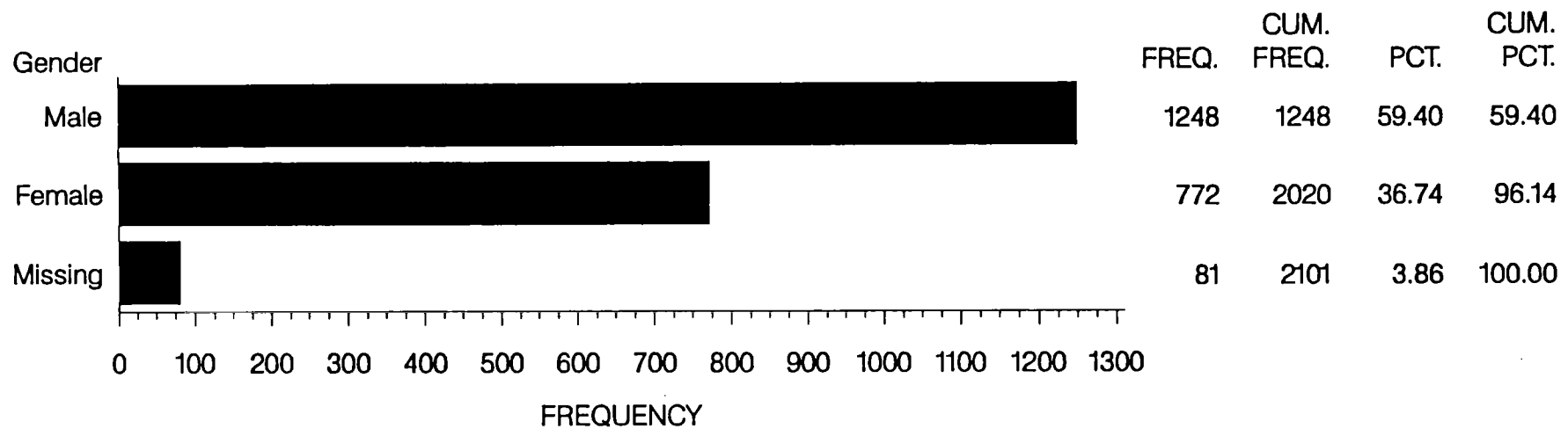
## GENDER

TOTAL N = 6543



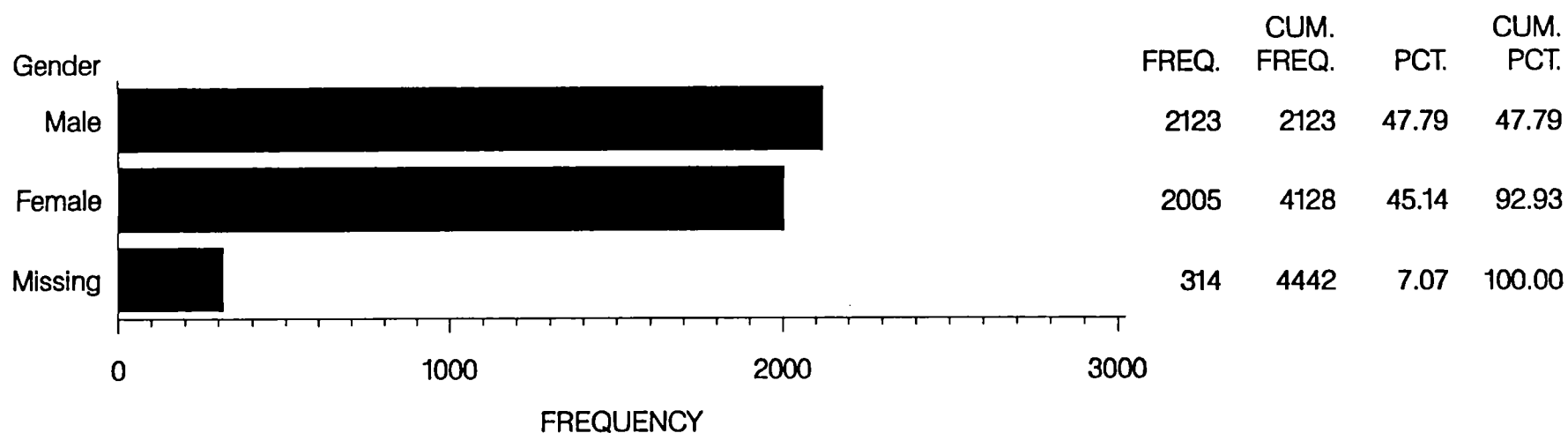
STATE FISCAL YEAR 1995

**TABLE 5A – EMPLOYMENT CLIENTS WITH JOBS**  
**GENDER**  
**TOTAL N = 2101**



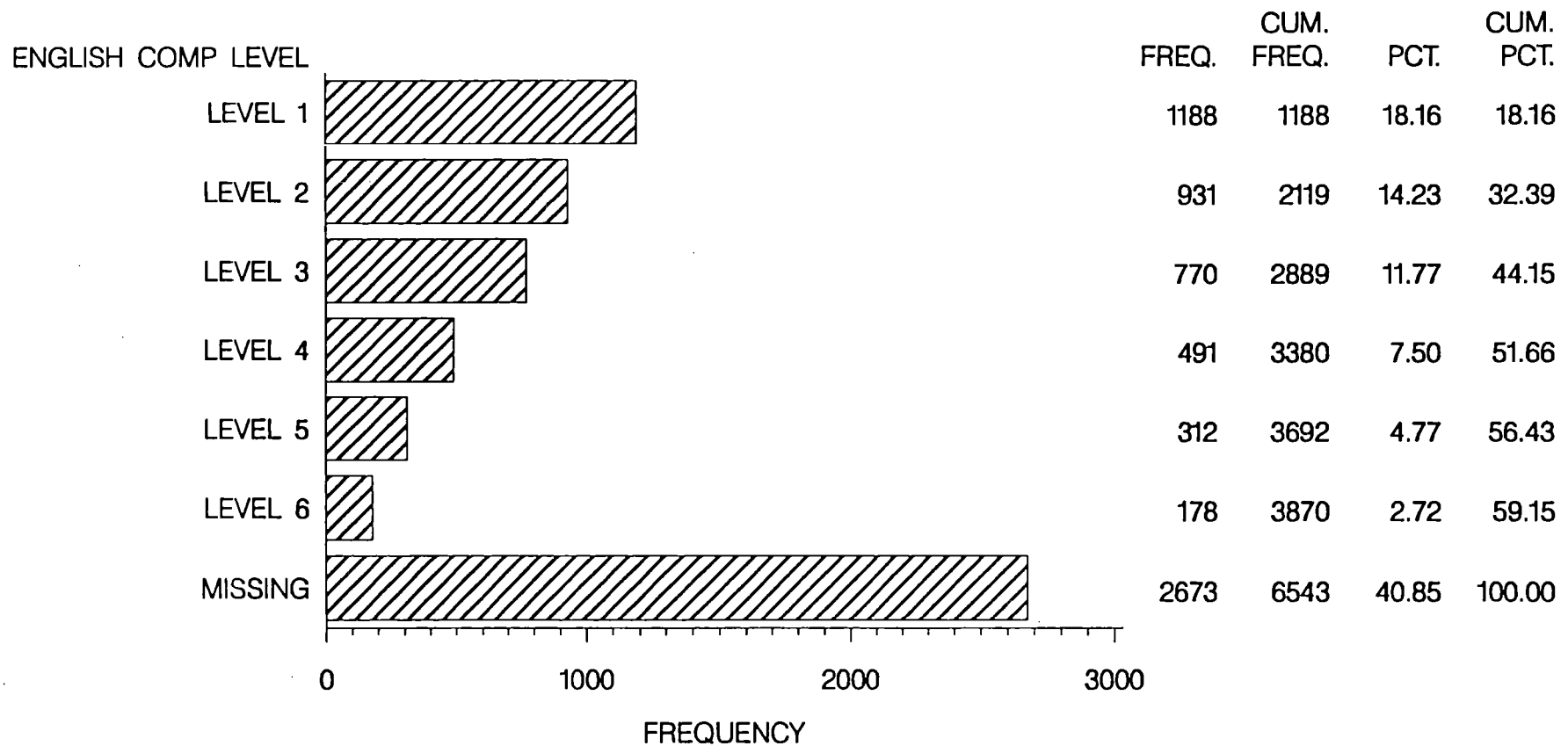
STATE FISCAL YEAR 1995

TABLE 5B – EMPLOYMENT CLIENTS WITHOUT JOBS  
 GENDER  
 TOTAL N = 4442



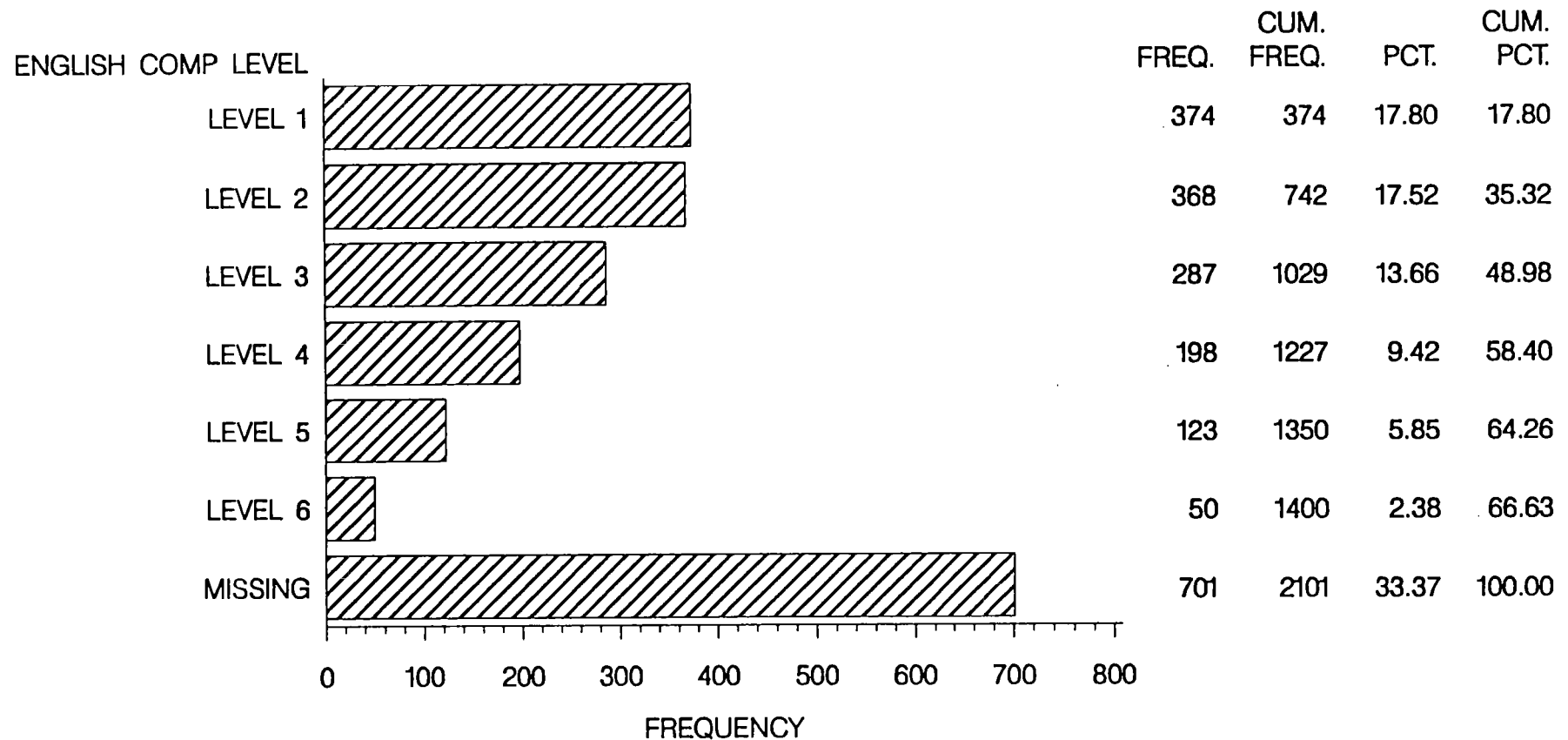
STATE FISCAL YEAR 1995

**TABLE 6—EMPLOYMENT CLIENTS**  
**ENGLISH COMPETENCY LEVELS AT INTAKE**  
**TOTAL N = 6543**



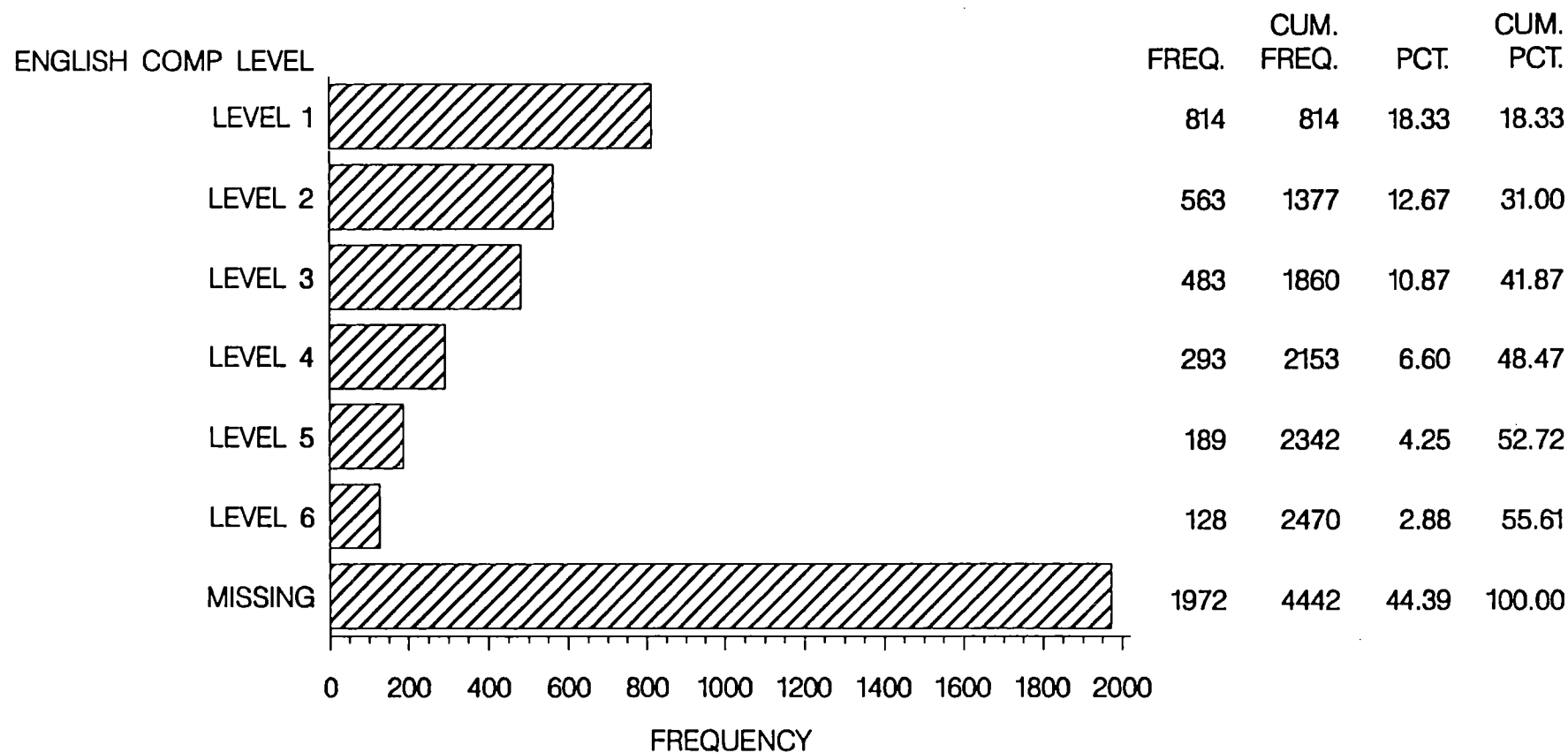
STATE FISCAL YEAR 1995

**TABLE 6A—EMPLOYMENT CLIENTS WITH JOBS**  
**ENGLISH COMPETENCY LEVELS AT INTAKE**  
**TOTAL N = 2101**



STATE FISCAL YEAR 1995

TABLE 6B – EMPLOYMENT CLIENTS WITHOUT JOBS  
 ENGLISH COMPETENCY LEVELS AT INTAKE  
 TOTAL N = 4442

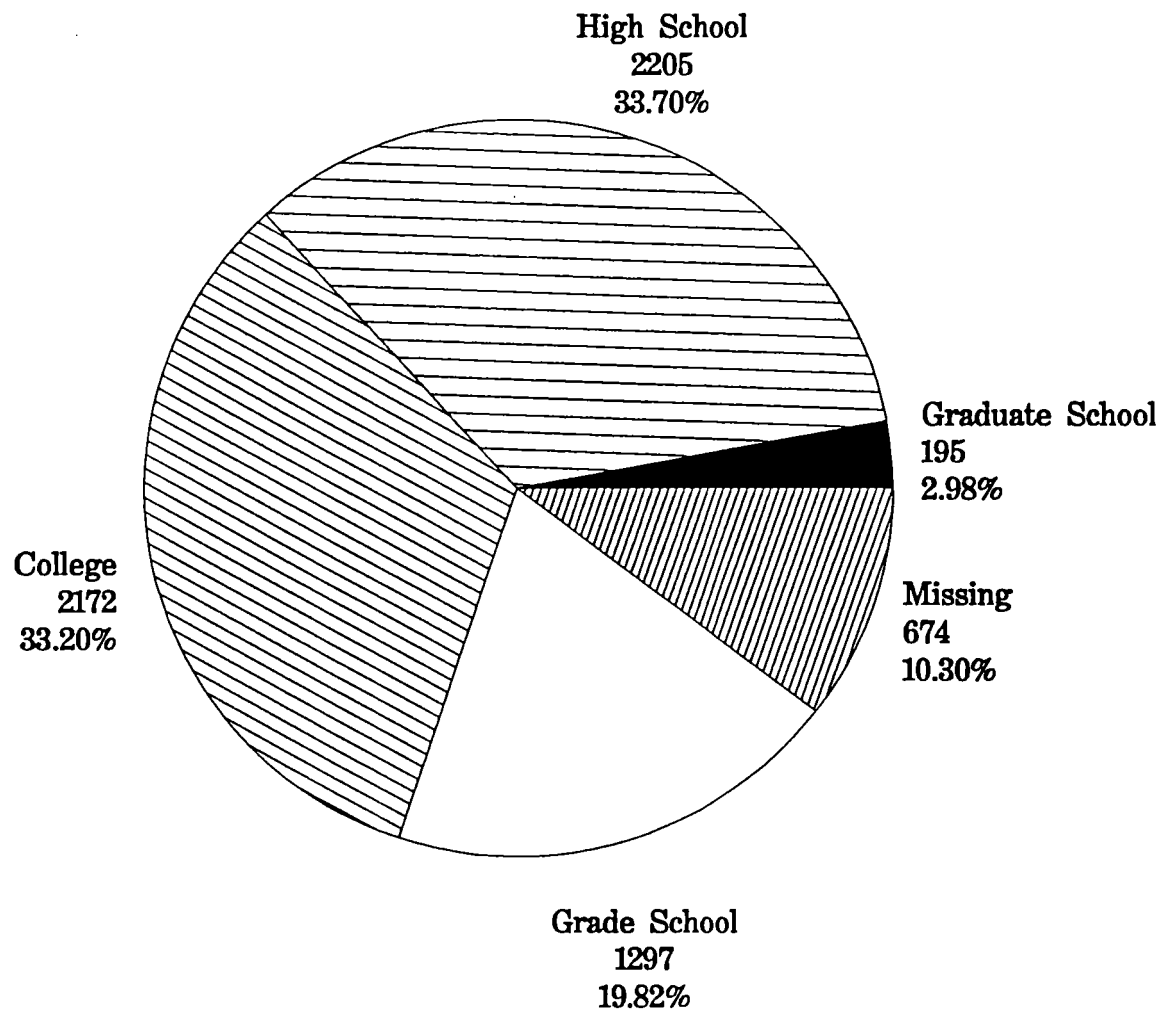


STATE FISCAL YEAR 1995

# TABLE 7—EMPLOYMENT CLIENTS

EDUCATIONAL LEVEL AT INTAKE

TOTAL N=6543

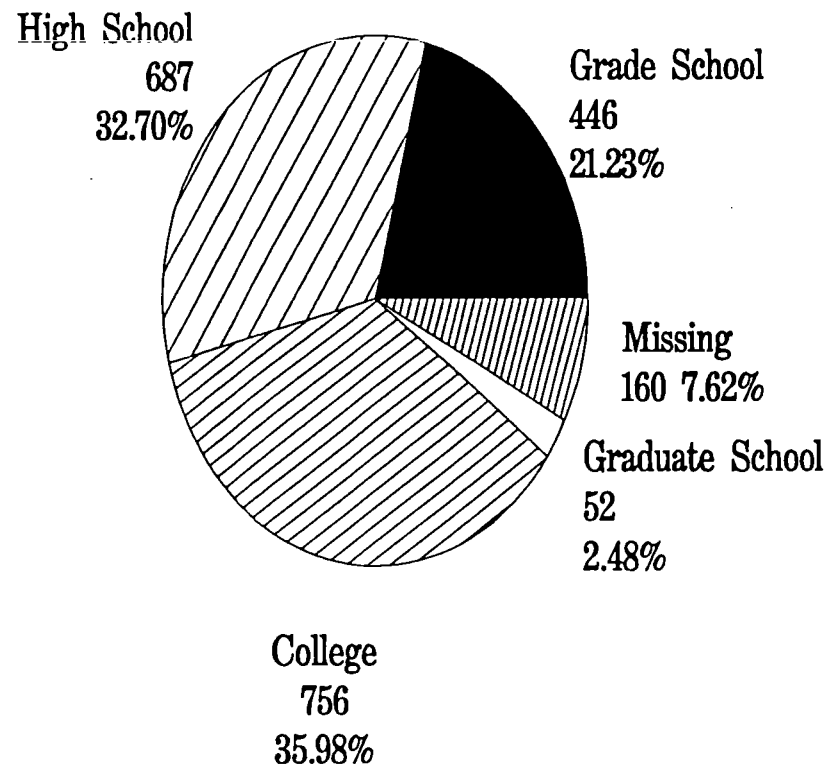


STATE FISCAL YEAR 1995

# TABLE 7A—EMPLOYMENT CLIENTS WITH JOBS

EDUCATIONAL LEVEL AT INTAKE

TOTAL N = 2101

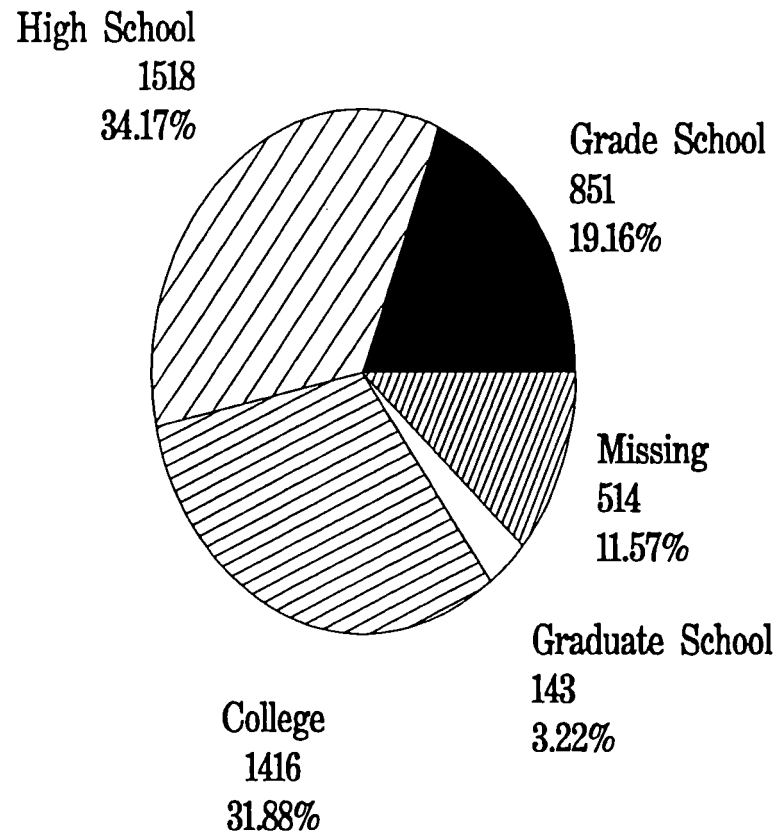


STATE FISCAL YEAR 1995

# TABLE 7B – EMPLOYMENT CLIENTS WITHOUT JOBS

EDUCATIONAL LEVEL AT INTAKE

TOTAL N = 4442



STATE FISCAL YEAR 1995

Table 8 Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|           |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|-----------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|           |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| Afghan    | On Public Aid                  | 1                 | 33.33%            | 0              | 0.00%          | 1               | 100.00%         | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
|           | Not On Public Aid              | 2                 | 66.66%            | 1              | 50.00%         | 0               | 0.00%           | 1               | 50.00%          | 0               | 0.00%           | 0                 | 0.00%             | 0               |
|           | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |
| Assyrian  | On Public Aid                  | 314               | 80.10%            | 224            | 71.79%         | 67              | 21.47%          | 16              | 5.12%           | 3               | 0.96%           | 2                 | 0.64%             | 2               |
|           | Not On Public Aid              | 77                | 19.64%            | 29             | 37.66%         | 41              | 53.24%          | 6               | 7.79%           | 0               | 0.00%           | 1                 | 1.29%             | 0               |
|           | Income Information Unavailable | 1                 | 0.25%             | 1              | 100.00%        | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| Cambodian | On Public Aid                  | 19                | 10.85%            | 6              | 31.57%         | 5               | 26.31%          | 0               | 0.00%           | 2               | 10.52%          | 6                 | 31.57%            | 0               |
|           | Not On Public Aid              | 156               | 89.14%            | 9              | 5.80%          | 14              | 9.03%           | 18              | 11.61%          | 28              | 18.06%          | 86                | 55.48%            | 1               |
|           | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |
| Cuban     | On Public Aid                  | 60                | 88.23%            | 50             | 83.33%         | 0               | 0.00%           | 3               | 5.00%           | 0               | 0.00%           | 7                 | 11.66%            | 0               |
|           | Not On Public Aid              | 8                 | 11.76%            | 6              | 75.00%         | 1               | 12.50%          | 1               | 12.50%          | 0               | 0.00%           | 0                 | 0.00%             | 0               |
|           | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |

Table 8 Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|           |                                | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|-----------|--------------------------------|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|           |                                | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| Chinese   | On Public Aid                  | 70             | 30.56%         | 18          | 25.71%      | 13           | 18.57%       | 8            | 11.42%       | 12           | 17.14%       | 19             | 27.14%         | 0            |
|           | Not On Public Aid              | 159            | 69.43%         | 16          | 10.06%      | 10           | 6.28%        | 13           | 8.17%        | 49           | 30.81%       | 71             | 44.65%         | 0            |
|           | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| Ethiopian | On Public Aid                  | 25             | 36.76%         | 11          | 44.00%      | 7            | 28.00%       | 1            | 4.00%        | 4            | 16.00%       | 2              | 8.00%          | 0            |
|           | Not On Public Aid              | 43             | 63.23%         | 14          | 32.55%      | 8            | 18.60%       | 8            | 18.60%       | 7            | 16.27%       | 6              | 13.95%         | 0            |
|           | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |
| Haitian   | On Public Aid                  | 42             | 70.00%         | 26          | 61.90%      | 6            | 14.28%       | 8            | 19.04%       | 2            | 4.76%        | 0              | 0.00%          | 0            |
|           | Not On Public Aid              | 17             | 28.33%         | 3           | 17.64%      | 3            | 17.64%       | 5            | 29.41%       | 6            | 35.29%       | 0              | 0.00%          | 0            |
|           | Income Information Unavailable | 1              | 1.66%          | 0           | 0.00%       | 1            | 100.00%      | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
| Hmong     | On Public Aid                  | 15             | 62.50%         | 4           | 26.66%      | 0            | 0.00%        | 0            | 0.00%        | 0            | 0.00%        | 11             | 73.33%         | 0            |
|           | Not On Public Aid              | 9              | 37.50%         | 0           | 0.00%       | 0            | 0.00%        | 0            | 0.00%        | 0            | 0.00%        | 9              | 100.00%        | 0            |
|           | Income Information Unavailable | 0              | 0.00%          | 0           |             | 0            |              | 0            |              | 0            |              | 0              |                | 0            |

Table 8 Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|         |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|---------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|         |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| Iranian | On Public Aid                  | 1                 | 25.00%            | 0              | 0.00%          | 0               | 0.00%           | 1               | 100.00%         | 0               | 0.00%           | 0                 | 0.00%             | 0               |
|         | Not On Public Aid              | 3                 | 75.00%            | 1              | 33.33%         | 1               | 33.33%          | 1               | 33.33%          | 0               | 0.00%           | 0                 | 0.00%             | 0               |
|         | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |
| Iraqi   | On Public Aid                  | 155               | 67.68%            | 105            | 67.74%         | 45              | 29.03%          | 3               | 1.93%           | 2               | 1.29%           | 0                 | 0.00%             | 0               |
|         | Not On Public Aid              | 71                | 31.00%            | 19             | 26.76%         | 40              | 56.33%          | 10              | 14.08%          | 1               | 1.40%           | 1                 | 1.40%             | 0               |
|         | Income Information Unavailable | 3                 | 1.31%             | 3              | 100.00%        | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| Laotian | On Public Aid                  | 15                | 6.78%             | 0              | 0.00%          | 0               | 0.00%           | 3               | 20.00%          | 2               | 13.33%          | 10                | 66.66%            | 0               |
|         | Not On Public Aid              | 204               | 92.30%            | 0              | 0.00%          | 5               | 2.45%           | 7               | 3.43%           | 21              | 10.29%          | 171               | 83.82%            | 0               |
|         | Income Information Unavailable | 2                 | 0.90%             | 0              | 0.00%          | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 2                 | 100.00%           | 0               |
| Polish  | On Public Aid                  | 8                 | 6.40%             | 0              | 0.00%          | 1               | 12.50%          | 0               | 0.00%           | 1               | 12.50%          | 6                 | 75.00%            | 0               |
|         | Not On Public Aid              | 117               | 93.60%            | 5              | 4.27%          | 3               | 2.56%           | 7               | 5.98%           | 33              | 28.20%          | 69                | 58.97%            | 0               |
|         | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |

Table 8 Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|            |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|------------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|            |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| Rumanian   | On Public Aid                  | 21                | 67.74%            | 5              | 23.80%         | 6               | 28.57%          | 7               | 33.33%          | 3               | 14.28%          | 0                 | 0.00%             | 0               |
|            | Not On Public Aid              | 10                | 32.25%            | 2              | 20.00%         | 0               | 0.00%           | 3               | 30.00%          | 4               | 40.00%          | 1                 | 10.00%            | 0               |
|            | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |
| Soviet     | On Public Aid                  | 1352              | 58.65%            | 936            | 69.23%         | 314             | 23.22%          | 71              | 5.25%           | 17              | 1.25%           | 14                | 1.03%             | 0               |
|            | Not On Public Aid              | 940               | 40.78%            | 245            | 26.14%         | 299             | 31.91%          | 218             | 23.26%          | 151             | 16.11%          | 24                | 2.56%             | 3               |
|            | Income Information Unavailable | 13                | 0.56%             | 6              | 46.15%         | 7               | 53.84%          | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| Vietnamese | On Public Aid                  | 762               | 58.88%            | 609            | 79.92%         | 80              | 10.49%          | 30              | 3.93%           | 33              | 4.33%           | 10                | 1.31%             | 0               |
|            | Not On Public Aid              | 524               | 40.49%            | 72             | 13.79%         | 120             | 22.98%          | 82              | 15.70%          | 139             | 26.62%          | 109               | 20.88%            | 2               |
|            | Income Information Unavailable | 8                 | 0.61%             | 4              | 50.00%         | 0               | 0.00%           | 0               | 0.00%           | 2               | 25.00%          | 2                 | 25.00%            | 0               |
| Bosnian    | On Public Aid                  | 113               | 96.58%            | 104            | 92.03%         | 8               | 7.07%           | 0               | 0.00%           | 0               | 0.00%           | 1                 | 0.88%             | 0               |
|            | Not On Public Aid              | 4                 | 3.41%             | 2              | 50.00%         | 2               | 50.00%          | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
|            | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |

Table 8 Illinois Refugee Social Service Consortium  
Employment Service Providers  
Unduplicated Clients by Agency, Length of Residency, and Income Source  
State Fiscal Year 1995

|         |                                | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|---------|--------------------------------|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|         |                                | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| Other   | On Public Aid                  | 713            | 83.00%         | 632         | 88.76%      | 70           | 9.83%        | 8            | 1.12%        | 1            | 0.14%        | 1              | 0.14%          | 1            |
|         | Not On Public Aid              | 144            | 16.76%         | 64          | 44.75%      | 51           | 35.66%       | 15           | 10.48%       | 7            | 4.89%        | 6              | 4.19%          | 1            |
|         | Income Information Unavailable | 2              | 0.23%          | 2           | 100.00%     | 0            | 0.00%        | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |
| Missing | On Public Aid                  | 226            | 66.66%         | 60          | 61.85%      | 23           | 23.71%       | 9            | 9.27%        | 2            | 2.06%        | 3              | 3.09%          | 129          |
|         | Not On Public Aid              | 111            | 32.74%         | 7           | 15.21%      | 20           | 43.47%       | 9            | 19.56%       | 3            | 6.52%        | 7              | 15.21%         | 65           |
|         | Income Information Unavailable | 2              | 0.58%          | 0           | 0.00%       | 1            | 100.00%      | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 1            |

|                                |  | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|--------------------------------|--|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|                                |  | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| On Public Aid                  |  | 3912           | 59.78%         | 2790        | 84.51%      | 646          | 50.74%       | 168          | 29.37%       | 84           | 15.70%       | 92             | 14.00%         | 132          |
| Not On Public Aid              |  | 2599           | 39.72%         | 495         | 14.99%      | 618          | 48.54%       | 404          | 70.62%       | 449          | 83.92%       | 561            | 85.38%         | 72           |
| Income Information Unavailable |  | 32             | 0.48%          | 16          | 0.48%       | 9            | 0.70%        | 0            | 0.00%        | 2            | 0.37%        | 4              | 0.60%          | 1            |
|                                |  | 6543           | 100.00%        | 3301        | 100.00%     | 1273         | 100.00%      | 572          | 100.00%      | 535          | 100.00%      | 657            | 100.00%        | 205          |

Table 9 Illinois Refugee Social Service Consortium  
Adjustment Service Providers  
Unduplicated Clients by Ethnicity, Length of Residency, and Income Source  
State Fiscal Year 1995

|           |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|-----------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|           |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| Afghan    | On Public Aid                  | 8                 | 88.88%            | 2              | 25.00%         | 1               | 12.50%          | 3               | 37.50%          | 0               | 0.00%           | 2                 | 25.00%            | 0               |
|           | Not On Public Aid              | 1                 | 11.11%            | 0              | 0.00%          | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 1                 | 100.00%           | 0               |
|           | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |
| Assyrian  | On Public Aid                  | 346               | 83.98%            | 288            | 83.96%         | 40              | 11.66%          | 11              | 3.20%           | 1               | 0.29%           | 3                 | 0.87%             | 3               |
|           | Not On Public Aid              | 63                | 15.29%            | 31             | 49.20%         | 29              | 46.03%          | 2               | 3.17%           | 0               | 0.00%           | 1                 | 1.58%             | 0               |
|           | Income Information Unavailable | 3                 | 0.72%             | 3              | 100.00%        | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| Cambodian | On Public Aid                  | 281               | 77.41%            | 5              | 1.77%          | 11              | 3.91%           | 3               | 1.06%           | 14              | 4.98%           | 248               | 88.25%            | 0               |
|           | Not On Public Aid              | 79                | 21.76%            | 3              | 3.79%          | 7               | 8.86%           | 5               | 6.32%           | 2               | 2.53%           | 62                | 78.48%            | 0               |
|           | Income Information Unavailable | 3                 | 0.82%             | 0              | 0.00%          | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 3                 | 100.00%           | 0               |
| Cuban     | On Public Aid                  | 63                | 87.50%            | 50             | 79.36%         | 1               | 1.58%           | 0               | 0.00%           | 0               | 0.00%           | 12                | 19.04%            | 0               |
|           | Not On Public Aid              | 9                 | 12.50%            | 6              | 66.66%         | 3               | 33.33%          | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
|           | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |

Table 9 Illinois Refugee Social Service Consortium  
Adjustment Service Providers  
Unduplicated Clients by Ethnicity, Length of Residency, and Income Source  
State Fiscal Year 1995

|           |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|-----------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|           |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| Chinese   | On Public Aid                  | 160               | 62.25%            | 29             | 18.23%         | 23              | 14.46%          | 14              | 8.80%           | 23              | 14.46%          | 70                | 44.02%            | 1               |
|           | Not On Public Aid              | 92                | 35.79%            | 11             | 11.95%         | 6               | 6.52%           | 12              | 13.04%          | 16              | 17.39%          | 47                | 51.08%            | 0               |
|           | Income Information Unavailable | 5                 | 1.94%             | 1              | 20.00%         | 0               | 0.00%           | 2               | 40.00%          | 0               | 0.00%           | 2                 | 40.00%            | 0               |
| Ethiopian | On Public Aid                  | 38                | 30.40%            | 12             | 31.57%         | 8               | 21.05%          | 6               | 15.78%          | 6               | 15.78%          | 6                 | 15.78%            | 0               |
|           | Not On Public Aid              | 86                | 68.80%            | 15             | 17.44%         | 13              | 15.11%          | 18              | 20.93%          | 23              | 26.74%          | 17                | 19.76%            | 0               |
|           | Income Information Unavailable | 1                 | 0.80%             | 0              | 0.00%          | 0               | 0.00%           | 1               | 100.00%         | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| Haitian   | On Public Aid                  | 46                | 61.33%            | 30             | 65.21%         | 4               | 8.69%           | 11              | 23.91%          | 0               | 0.00%           | 1                 | 2.17%             | 0               |
|           | Not On Public Aid              | 28                | 37.33%            | 7              | 25.00%         | 1               | 3.57%           | 14              | 50.00%          | 6               | 21.42%          | 0                 | 0.00%             | 0               |
|           | Income Information Unavailable | 1                 | 1.33%             | 1              | 100.00%        | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| Hmong     | On Public Aid                  | 42                | 79.24%            | 7              | 16.66%         | 1               | 2.38%           | 0               | 0.00%           | 0               | 0.00%           | 34                | 80.95%            | 0               |
|           | Not On Public Aid              | 11                | 20.75%            | 0              | 0.00%          | 2               | 18.18%          | 0               | 0.00%           | 1               | 9.09%           | 8                 | 72.72%            | 0               |
|           | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |

Table 9 Illinois Refugee Social Service Consortium  
Adjustment Service Providers  
Unduplicated Clients by Ethnicity, Length of Residency, and Income Source  
State Fiscal Year 1995

|         |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|---------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|         |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| Iranian | On Public Aid                  | 3                 | 60.00%            | 2              | 66.66%         | 0               | 0.00%           | 1               | 33.33%          | 0               | 0.00%           | 0                 | 0.00%             | 0               |
|         | Not On Public Aid              | 2                 | 40.00%            | 1              | 50.00%         | 1               | 50.00%          | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
|         | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |
| Iraqi   | On Public Aid                  | 191               | 68.70%            | 154            | 80.62%         | 32              | 16.75%          | 3               | 1.57%           | 2               | 1.04%           | 0                 | 0.00%             | 0               |
|         | Not On Public Aid              | 79                | 28.41%            | 28             | 35.44%         | 41              | 51.89%          | 8               | 10.12%          | 1               | 1.26%           | 1                 | 1.26%             | 0               |
|         | Income Information Unavailable | 8                 | 2.87%             | 6              | 75.00%         | 2               | 25.00%          | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| Laotian | On Public Aid                  | 108               | 24.71%            | 2              | 1.85%          | 0               | 0.00%           | 9               | 8.33%           | 14              | 12.96%          | 83                | 76.85%            | 0               |
|         | Not On Public Aid              | 327               | 74.82%            | 0              | 0.00%          | 9               | 2.76%           | 8               | 2.45%           | 32              | 9.81%           | 277               | 84.96%            | 1               |
|         | Income Information Unavailable | 2                 | 0.45%             | 0              | 0.00%          | 0               | 0.00%           | 0               | 0.00%           | 0               | 0.00%           | 2                 | 100.00%           | 0               |
| Polish  | On Public Aid                  | 11                | 10.00%            | 0              | 0.00%          | 0               | 0.00%           | 0               | 0.00%           | 1               | 9.09%           | 10                | 90.90%            | 0               |
|         | Not On Public Aid              | 97                | 88.18%            | 8              | 8.24%          | 3               | 3.09%           | 6               | 6.18%           | 20              | 20.61%          | 60                | 61.85%            | 0               |
|         | Income Information Unavailable | 2                 | 1.81%             | 0              | 0.00%          | 0               | 0.00%           | 0               | 0.00%           | 1               | 50.00%          | 1                 | 50.00%            | 0               |

Table 9 Illinois Refugee Social Service Consortium  
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State Fiscal Year 1995

|            |                                | Clients<br>Served | Clients<br>Served | 0-12<br>Months | 0-12<br>Months | 13-24<br>Months | 13-24<br>Months | 25-36<br>Months | 25-36<br>Months | 37-60<br>Months | 37-60<br>Months | Over 60<br>Months | Over 60<br>Months | Not<br>Reported |
|------------|--------------------------------|-------------------|-------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------|-----------------|
|            |                                | N                 | %                 | N              | %              | N               | %               | N               | %               | N               | %               | N                 | %                 | N               |
| Rumanian   | On Public Aid                  | 15                | 75.00%            | 1              | 6.66%          | 4               | 26.66%          | 7               | 46.66%          | 0               | 0.00%           | 3                 | 20.00%            | 0               |
|            | Not On Public Aid              | 5                 | 25.00%            | 2              | 40.00%         | 1               | 20.00%          | 0               | 0.00%           | 1               | 20.00%          | 1                 | 20.00%            | 0               |
|            | Income Information Unavailable | 0                 | 0.00%             | 0              |                | 0               |                 | 0               |                 | 0               |                 | 0                 |                   | 0               |
| Soviet     | On Public Aid                  | 184               | 79.31%            | 129            | 70.10%         | 28              | 15.21%          | 17              | 9.23%           | 5               | 2.71%           | 5                 | 2.71%             | 0               |
|            | Not On Public Aid              | 45                | 19.39%            | 10             | 22.22%         | 21              | 46.66%          | 5               | 11.11%          | 7               | 15.55%          | 2                 | 4.44%             | 0               |
|            | Income Information Unavailable | 3                 | 1.29%             | 1              | 33.33%         | 1               | 33.33%          | 1               | 33.33%          | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| Vietnamese | On Public Aid                  | 1021              | 68.70%            | 732            | 71.90%         | 90              | 8.84%           | 42              | 4.12%           | 65              | 6.38%           | 89                | 8.74%             | 3               |
|            | Not On Public Aid              | 462               | 31.09%            | 128            | 27.76%         | 108             | 23.42%          | 55              | 11.93%          | 115             | 24.94%          | 55                | 11.93%            | 1               |
|            | Income Information Unavailable | 3                 | 0.20%             | 2              | 66.66%         | 1               | 33.33%          | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |
| Other      | On Public Aid                  | 1000              | 86.65%            | 944            | 94.77%         | 36              | 3.61%           | 9               | 0.90%           | 2               | 0.20%           | 5                 | 0.50%             | 4               |
|            | Not On Public Aid              | 151               | 13.08%            | 85             | 56.66%         | 35              | 23.33%          | 16              | 10.66%          | 3               | 2.00%           | 11                | 7.33%             | 1               |
|            | Income Information Unavailable | 3                 | 0.25%             | 2              | 66.66%         | 1               | 33.33%          | 0               | 0.00%           | 0               | 0.00%           | 0                 | 0.00%             | 0               |

Table 9 Illinois Refugee Social Service Consortium  
Adjustment Service Providers  
Unduplicated Clients by Ethnicity, Length of Residency, and Income Source  
State Fiscal Year 1995

|         |                                | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|---------|--------------------------------|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|         |                                | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| Missing | On Public Aid                  | 263            | 80.42%         | 104         | 82.53%      | 3            | 2.38%        | 2            | 1.58%        | 4            | 3.17%        | 13             | 10.31%         | 137          |
|         | Not On Public Aid              | 63             | 19.26%         | 6           | 24.00%      | 2            | 8.00%        | 3            | 12.00%       | 2            | 8.00%        | 12             | 48.00%         | 38           |
|         | Income Information Unavailable | 1              | 0.30%          | 1           | 100.00%     | 0            | 0.00%        | 0            | 0.00%        | 0            | 0.00%        | 0              | 0.00%          | 0            |

|                                |  | Clients Served | Clients Served | 0-12 Months | 0-12 Months | 13-24 Months | 13-24 Months | 25-36 Months | 25-36 Months | 37-60 Months | 37-60 Months | Over 60 Months | Over 60 Months | Not Reported |
|--------------------------------|--|----------------|----------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|--------------|
|                                |  | N              | %              | N           | %           | N            | %            | N            | %            | N            | %            | N              | %              | N            |
| On Public Aid                  |  | 3780           | 69.80%         | 2491        | 87.43%      | 282          | 49.56%       | 138          | 46.93%       | 137          | 37.32%       | 584            | 50.91%         | 148          |
| Not On Public Aid              |  | 1600           | 29.54%         | 341         | 11.96%      | 282          | 49.56%       | 152          | 51.70%       | 229          | 62.39%       | 555            | 48.38%         | 41           |
| Income Information Unavailable |  | 35             | 0.64%          | 17          | 0.59%       | 5            | 0.87%        | 4            | 1.36%        | 1            | 0.27%        | 8              | 0.69%          | 0            |
|                                |  | 5415           | 100.00%        | 2849        | 100.00%     | 569          | 100.00%      | 294          | 100.00%      | 367          | 100.00%      | 1147           | 100.00%        | 189          |

## VIII. Appendix C

### Supporting Documentation for Welfare Avoidance and Financial Dispersement

Table 10  
Refugee Social Services Programs  
SFY 1995 Analysis By Program

| Agencies                                                   | Contract Award   | Actual                |                       |                     |                     | Program Totals        | Unspent Obligated Contract vs (Actual) |
|------------------------------------------------------------|------------------|-----------------------|-----------------------|---------------------|---------------------|-----------------------|----------------------------------------|
|                                                            |                  | Employment            | Adjustment            | Mental Health       | Other               |                       |                                        |
| <b>Refugee Social Services:</b>                            |                  |                       |                       |                     |                     |                       |                                        |
| <i>Cambodian Association of Illinois</i>                   | 157,896          | 63,897.97             | 93,084.80             |                     |                     | 156,982.77            | 913.23                                 |
| <i>Catholic Charities of Archdiocese of Chicago</i>        | 75,000           | 33,725.98             | 40,862.02             |                     |                     | 74,588.00             | 412.00                                 |
| <i>Catholic Charities (Rockford)</i>                       | 30,000           |                       | 30,000.00             |                     |                     | 30,000.00             | -----                                  |
| <i>Chinese Mutual Aid Association</i>                      | 128,470          | 59,528.19             | 68,941.81             |                     |                     | 128,470.00            | -----                                  |
| <i>East Central Illinois Mutual Assistance Association</i> | 85,000           | 45,115.86             | 39,884.14             |                     |                     | 85,000.00             | -----                                  |
| <i>Elgin YWCA</i>                                          | 162,706          | 71,926.62             | 86,114.13             |                     |                     | 158,040.75            | 4,665.25                               |
| <i>Ethiopian Community Association of Chicago</i>          | 135,480          | 53,035.65             | 82,444.35             |                     |                     | 135,480.00            | -----                                  |
| <i>Interchurch Refugee and Immigration Ministries</i>      | 518,889          | 277,948.61            | 211,743.57            |                     |                     | 489,692.18            | 29,196.82                              |
| <i>Jewish Vocational Service</i>                           | 20,716           | 9,955.67              |                       |                     |                     | 9,955.67              | 10,760.33                              |
| <i>Lao American Community Services</i>                     | 30,000           |                       | 30,000.00             |                     |                     | 30,000.00             | -----                                  |
| <i>Polish Welfare Association</i>                          | 110,186          | 55,747.83             | 54,438.17             |                     |                     | 110,186.00            | -----                                  |
| <i>Rock Valley College</i>                                 | 125,500          | 82,715.64             | 42,210.80             |                     |                     | 124,926.44            | 573.56                                 |
| <i>Travelers &amp; Immigrants Aid</i>                      | 219,618          | 191,026.52            |                       |                     |                     | 191,026.52            | 28,591.48                              |
| <i>Travelers &amp; Immigrants Aid/Mental Health</i>        | 252,946          |                       |                       | 250,952.60          |                     | 250,952.60            | 1,993.40                               |
| <i>Travelers &amp; Immigrants Aid/Bosnian Center</i>       | 30,000           |                       | 23,352.32             |                     |                     | 23,352.32             | 6,647.68                               |
| <i>Vietnamese Association of Illinois</i>                  | 280,295          | 157,183.69            | 123,111.32            |                     |                     | 280,295.01            | (0.01)                                 |
| <i>World Relief Corporation (Chicago)</i>                  | 250,000          | 126,235.38            | 123,764.62            |                     |                     | 250,000.00            | -----                                  |
| <i>World Relief Corporation (DuPage)</i>                   | 121,041          | 80,944.38             | 40,096.62             |                     |                     | 121,041.00            | -----                                  |
| <b>RSS Sub-Total</b>                                       | <b>2,733,743</b> | <b>\$1,308,987.99</b> | <b>\$1,090,048.67</b> | <b>\$250,952.60</b> | <b>-----</b>        | <b>\$2,649,989.26</b> | <b>\$83,753.74</b>                     |
| <b>Targeted Assistance Grant:</b>                          |                  |                       |                       |                     |                     |                       |                                        |
| <i>Jewish Vocational Service</i>                           | 729,284          | 729,284.00            |                       |                     |                     | 729,284.00            | -----                                  |
| <b>TAG Sub-Total</b>                                       | <b>729,284</b>   | <b>\$729,284.00</b>   | <b>-----</b>          | <b>-----</b>        | <b>-----</b>        | <b>\$729,284.00</b>   | <b>-----</b>                           |
| <b>RSS/TAG Total</b>                                       | <b>3,463,027</b> | <b>2,038,271.99</b>   | <b>1,090,048.67</b>   | <b>250,952.60</b>   | <b>\$0.00</b>       | <b>3,379,273.26</b>   | <b>\$83,753.74</b>                     |
| <b>Administrative:</b>                                     |                  |                       |                       |                     |                     |                       |                                        |
| <i>Jewish Federation of Metropolitan Chicago</i>           | 416,957          |                       |                       |                     | 382,602.11          | 382,602.11            | 34,354.89                              |
| <b>Grand Total</b>                                         | <b>3,879,984</b> | <b>\$2,038,271.99</b> | <b>\$1,090,048.67</b> | <b>\$250,952.60</b> | <b>\$382,602.11</b> | <b>\$3,761,875.37</b> | <b>\$118,108.63</b>                    |

**TABLE 11**  
**ESTIMATED WELFARE COST AVOIDANCE BY AGENCY**  
**METROPOLITAN CHICAGO**

|                 | NUMBER<br>OF<br>CLIENTS<br>SERVED | NUMBER WITH<br>POSITIVE 90-<br>DAY JOB<br>RETENTIONS | EMPLOYMENT<br>EXPENDITURES | WELFARE COST<br>AVOIDANCE* | AGENCY<br>SAVINGS** | AVG. SAVINGS<br>PER<br>90 Day Retention<br>*** |
|-----------------|-----------------------------------|------------------------------------------------------|----------------------------|----------------------------|---------------------|------------------------------------------------|
| CAI             | 192                               | 128                                                  | \$ 63,897                  | \$ 399,756                 | \$ 6.26             | \$ 3,123                                       |
| CCAC            | 143                               | 12                                                   | \$ 33,725                  | \$ 57,876                  | \$ 1.72             | \$ 4,823                                       |
| CMAA            | 251                               | 33                                                   | \$ 59,528                  | \$ 110,904                 | \$ 1.86             | \$ 3,360                                       |
| IRIM            | 1002                              | 243                                                  | \$ 277,948                 | \$ 1,065,288               | \$ 3.83             | \$ 4,383                                       |
| JVS             | 2295                              | 629                                                  | \$ 739,239                 | \$ 2,698,142               | \$ 3.65             | \$ 4,289                                       |
| PWA             | 208                               | 35                                                   | \$ 55,747                  | \$ 154,764                 | \$ 2.78             | \$ 4,421                                       |
| TIA             | 440                               | 75                                                   | \$ 191,026                 | \$ 224,484                 | \$ 1.17             | \$ 2,993                                       |
| VAI             | 658                               | 87                                                   | \$ 157,183                 | \$ 306,612                 | \$ 1.95             | \$ 3,524                                       |
| ECAC            | 144                               | 51                                                   | \$ 53,035                  | \$ 164,712                 | \$ 3.10             | \$ 3,229                                       |
| WRC-<br>CHICAGO | 725                               | 58                                                   | \$ 126,235                 | \$ 224,748                 | \$ 1.78             | \$ 3,874                                       |
|                 |                                   |                                                      |                            |                            |                     |                                                |
| TOTAL           | 6058                              | 1351                                                 | \$ 1,757,563               | \$ 5,407,286               | \$ 3.08             | \$ 4,002                                       |

\*Dollar amounts were estimated on the annualized amount of public aid assistance saved because the client retained a job for ninety days or more. Includes public aid recipients and those at risk for receiving public assistance. Household size was identified for each client.

\*\*The ratio =  $\frac{\text{Welfare Savings}}{\text{Employment Expenditures}}$  This should be read, for example, for CAI, "for every dollar expended for employment services, \$6.26 in welfare savings was achieved."

\*\*\*This value is the average welfare savings per 90 day job retention by agency and is based on the following formula:  

$$\frac{\text{Welfare Savings}}{\text{Number of Positive 90 Day Job Retentions.}}$$

## IX. Appendix D

Agency specific graphs representing demographics of service.

### Note:

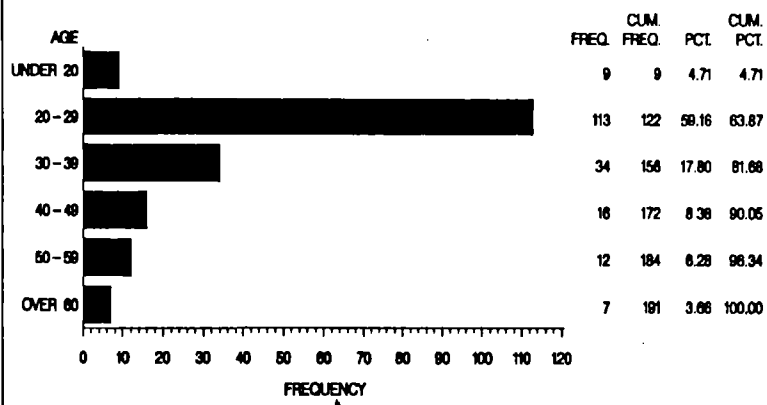
As a service to Consortium members agencies Appendix D provides an analysis of individual agency demographics focusing on four important variables: age, gender, income status and English competency level. For each agency, these four variables are graphed and when viewed as a whole provide a picture of individual agency demographics.

TYPICAL CLIENT PROFILES  
EMPLOYMENT SERVICES  
SFY 1995

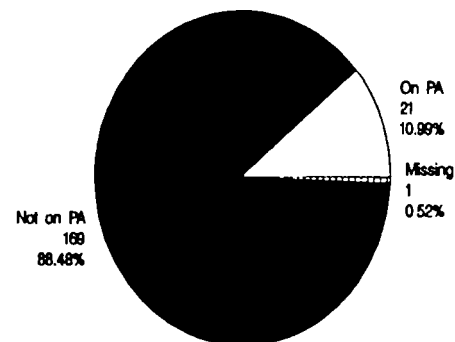
| AGENCY          | INCOME<br>SOURCE | AGE   | ENGLISH<br>LEVEL | GENDER |
|-----------------|------------------|-------|------------------|--------|
| CAI             | NO PA            | 20-29 | LEVEL 3          | MALE   |
| CCAC            | ON PA            | 20-29 | LEVEL 1          | MALE   |
| CMAA            | NO PA            | 20-29 | LEVEL 3          | MALE   |
| ECAC            | ON PA            | 20-29 | LEVEL 2          | MALE   |
| ECIRMAC         | NO PA            | 20-29 | LEVEL 1          | MALE   |
| ELGIN YWCA      | NO PA            | 20-29 | LEVEL 2          | MALE   |
| IRIM            | ON PA            | 20-29 | LEVEL 1          | MALE   |
| JVS             | ON PA            | 40-49 | LEVEL 2          | FEMALE |
| PWA             | NO PA            | 30-39 | LEVEL 3          | MALE   |
| RVC             | NO PA            | 20-29 | LEVEL 1          | MALE   |
| TIA             | ON PA            | 20-29 | LEVEL 1          | MALE   |
| VAI             | NO PA            | 20-29 | LEVEL 3          | MALE   |
| WRC-<br>CHICAGO | ON PA            | 30-39 | LEVEL 1          | MALE   |
| WRC-DUPAGE      | ON PA            | 20-29 | LEVEL 1          | MALE   |

# Employment Clients – CAI

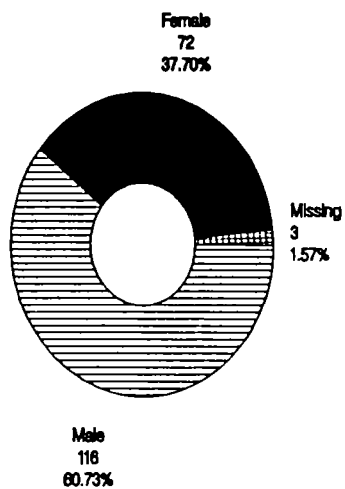
## AGE GROUPS



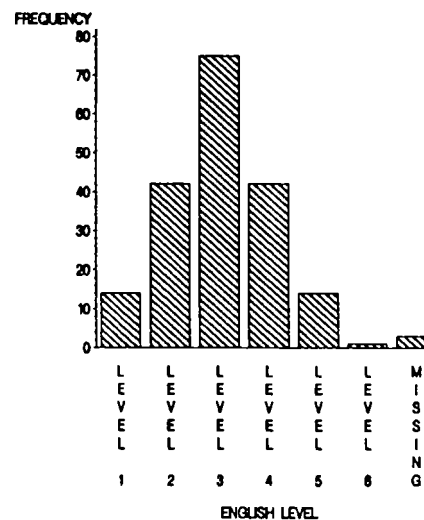
## INCOME SOURCE



## GENDER



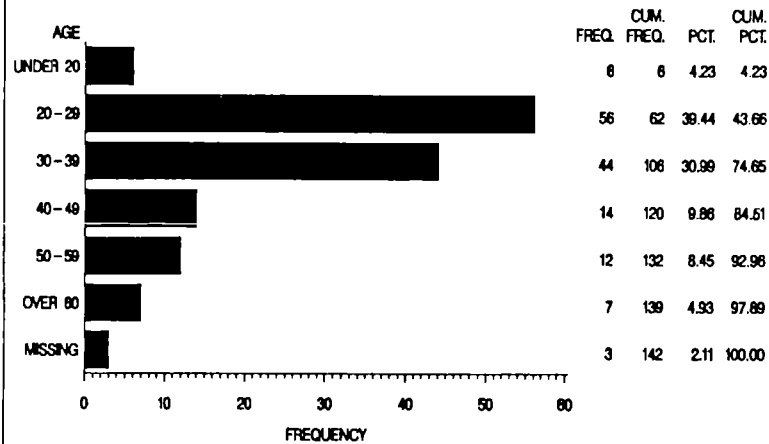
## ENGLISH COMPETENCY LEVELS AT INTAKE



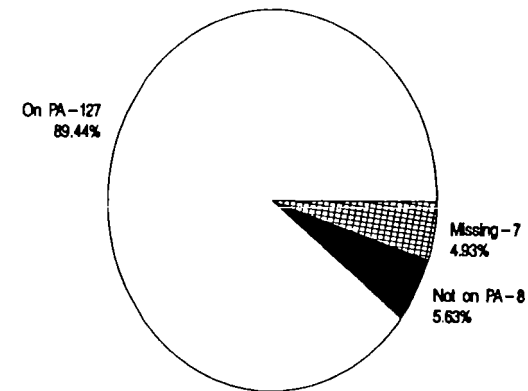
State Fiscal Year 1995

# Employment Clients – CCAC

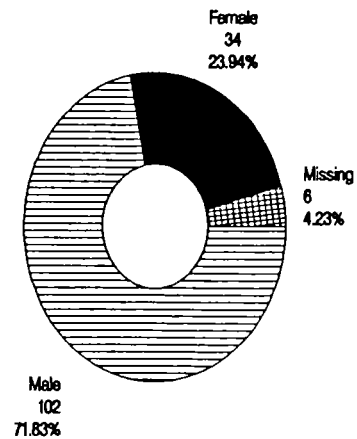
## AGE GROUPS



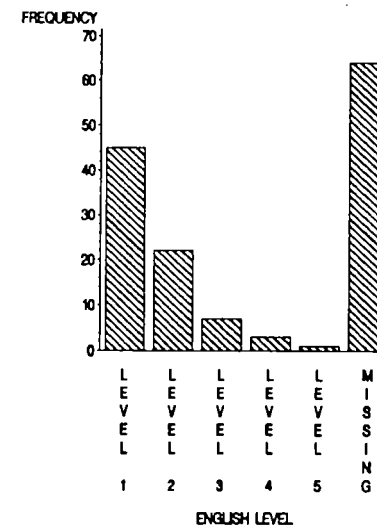
## INCOME SOURCE



## GENDER



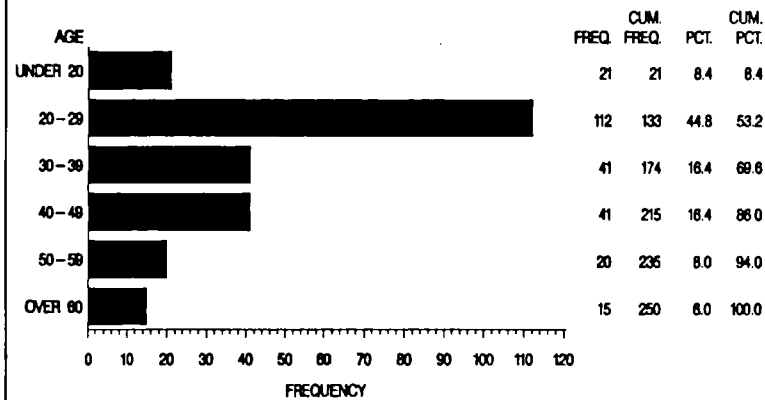
## ENGLISH COMPETENCY LEVELS AT INTAKE



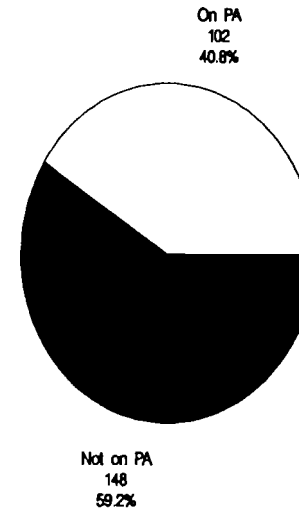
State Fiscal Year 1995

# Employment Clients – CMAA

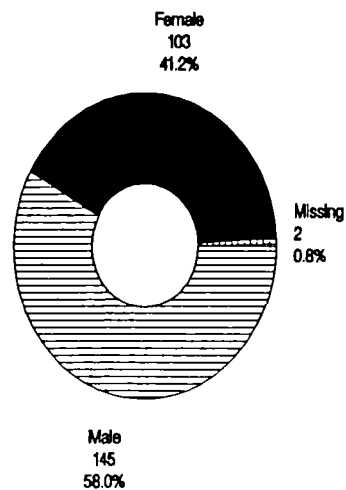
## AGE GROUPS



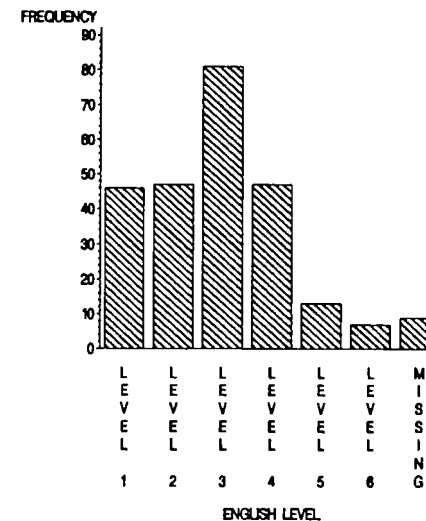
## INCOME SOURCE



## GENDER



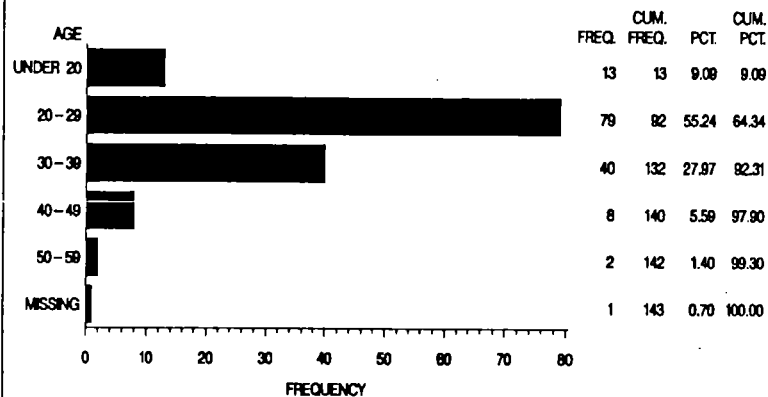
## ENGLISH COMPETENCY LEVELS AT INTAKE



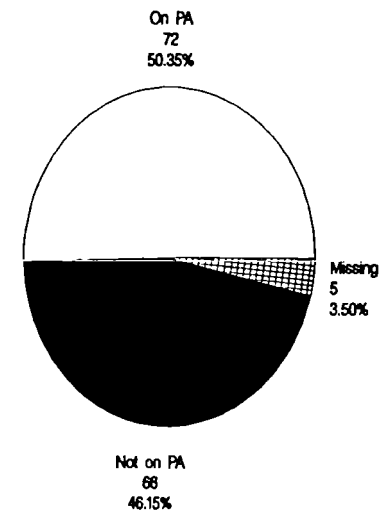
State Fiscal Year 1995

# Employment Clients – ECAC

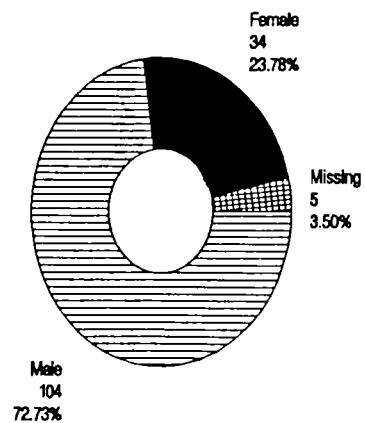
## AGE GROUPS



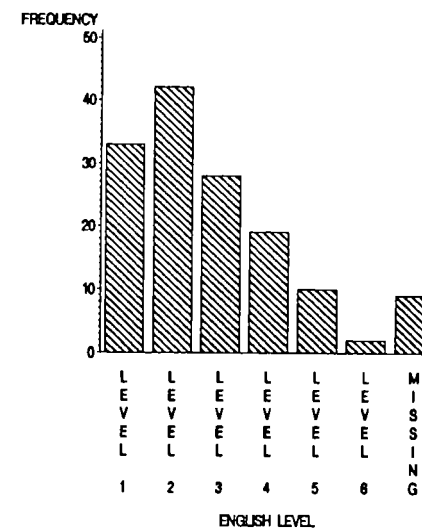
## INCOME SOURCE



## GENDER



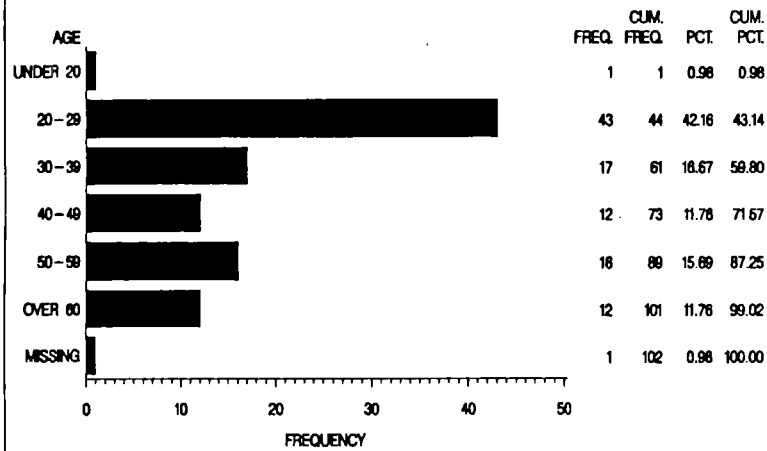
## ENGLISH COMPETENCY LEVELS AT INTAKE



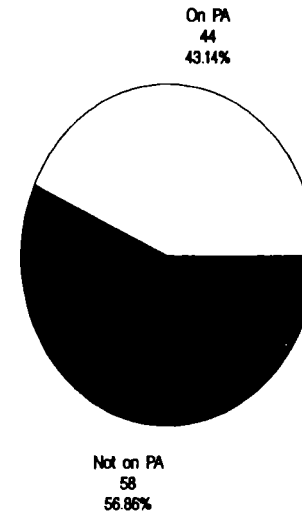
State Fiscal Year 1995

# Employment Clients – ECIRMAC

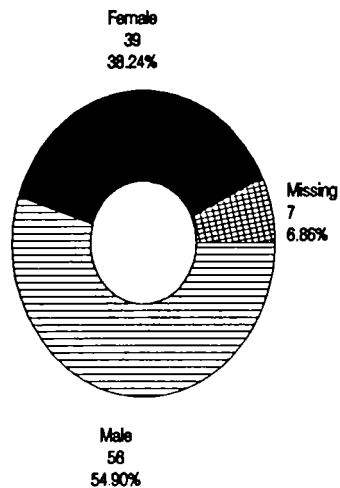
## AGE GROUPS



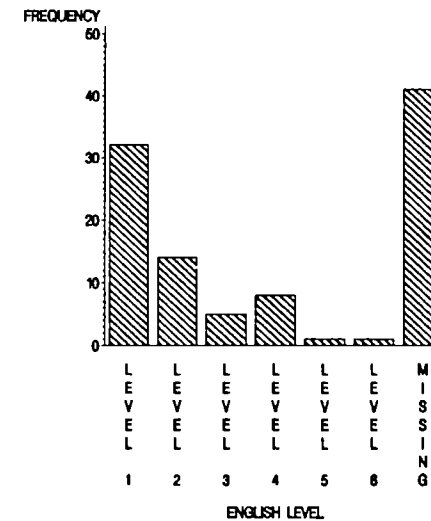
## INCOME SOURCE



## GENDER



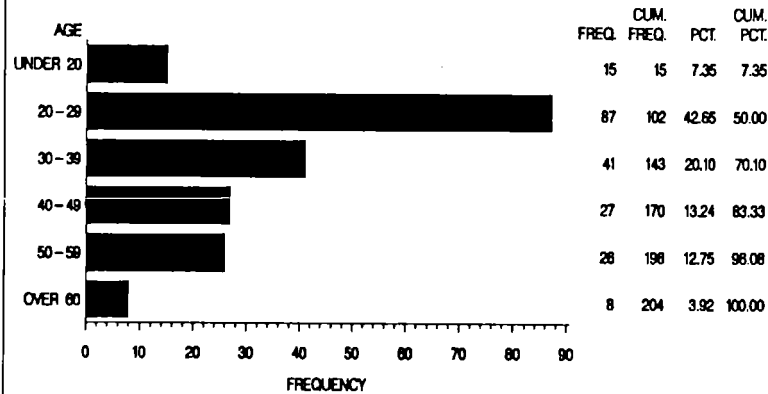
## ENGLISH COMPETENCY LEVELS AT INTAKE



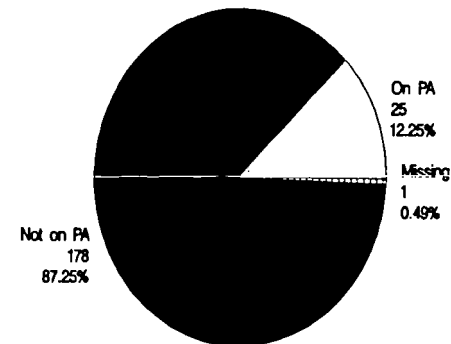
State Fiscal Year 1995

# Employment Clients – Elgin YWCA

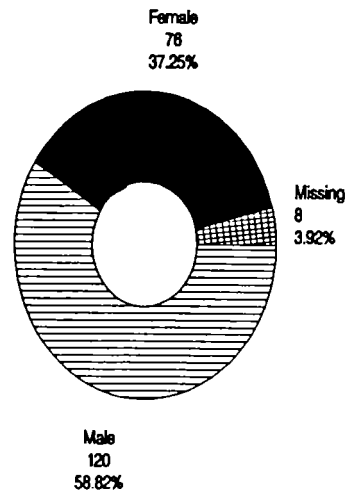
## AGE GROUPS



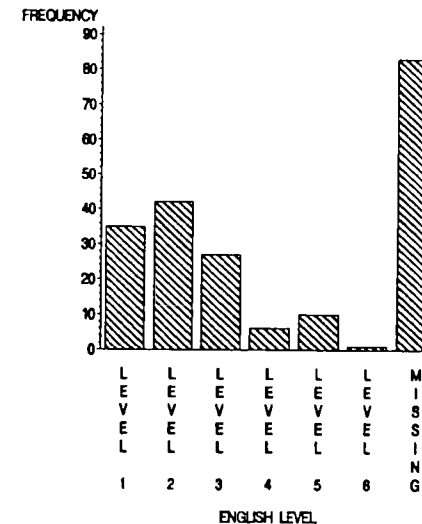
## INCOME SOURCE



## GENDER



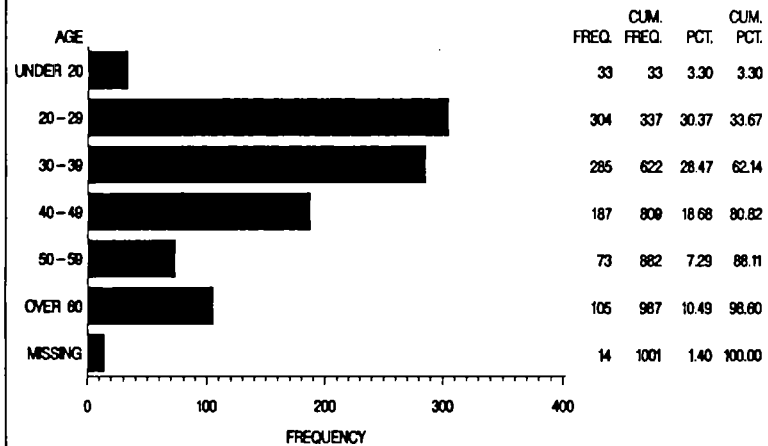
## ENGLISH COMPETENCY LEVELS AT INTAKE



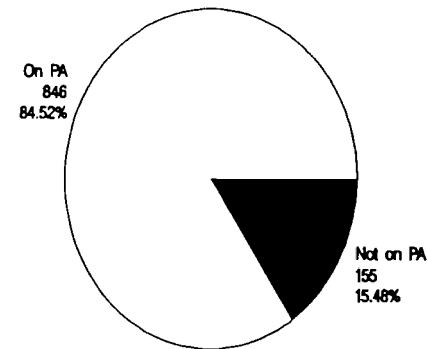
State Fiscal Year 1995

# Employment Clients – IRIM

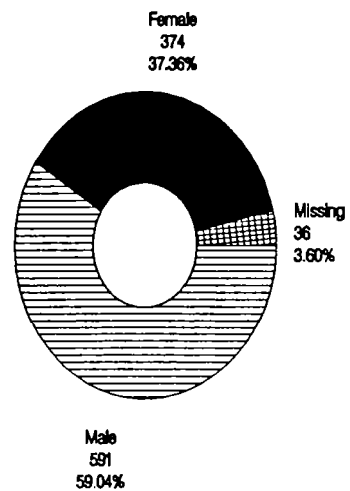
## AGE GROUPS



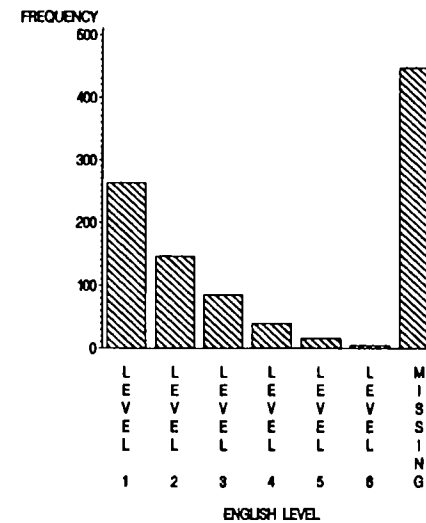
## INCOME SOURCE



## GENDER



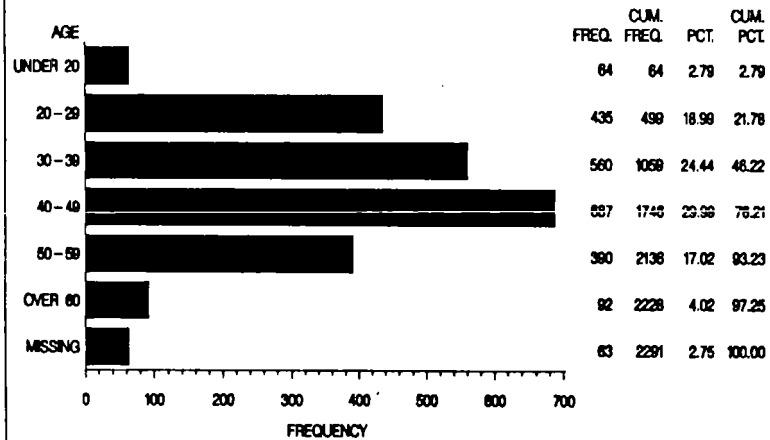
## ENGLISH COMPETENCY LEVELS AT INTAKE



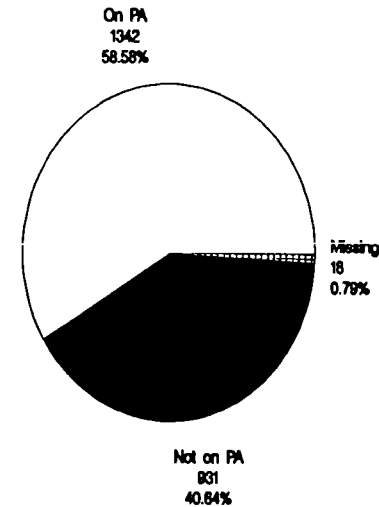
State Fiscal Year 1995

# Employment Clients – JVS

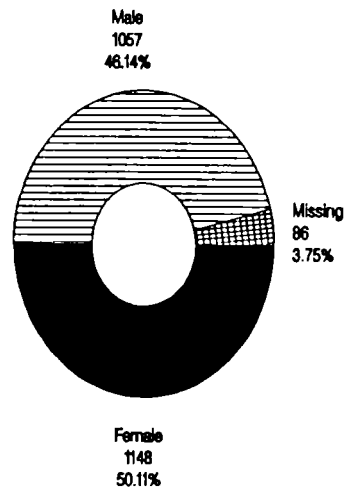
## AGE GROUPS



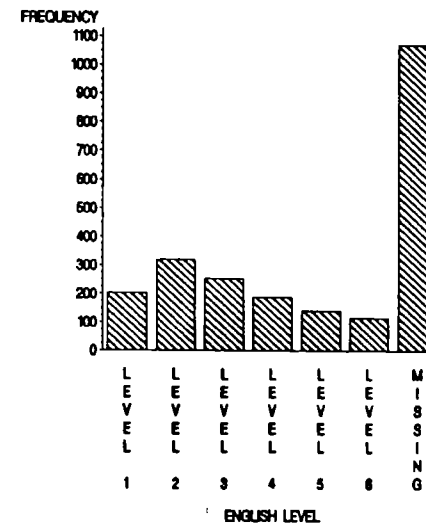
## INCOME SOURCE



## GENDER



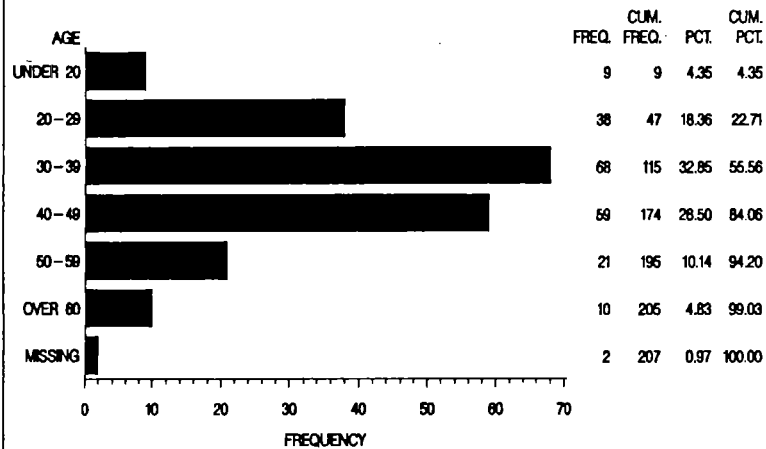
## ENGLISH COMPETENCY LEVELS AT INTAKE



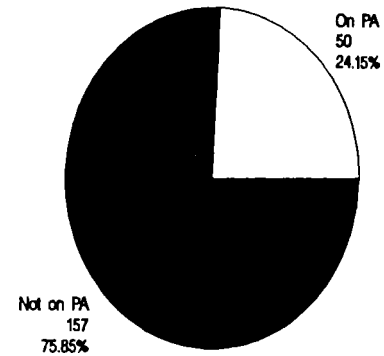
State Fiscal Year 1995

# Employment Clients – PWA

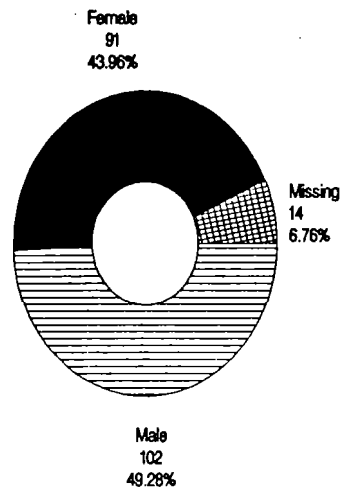
## AGE GROUPS



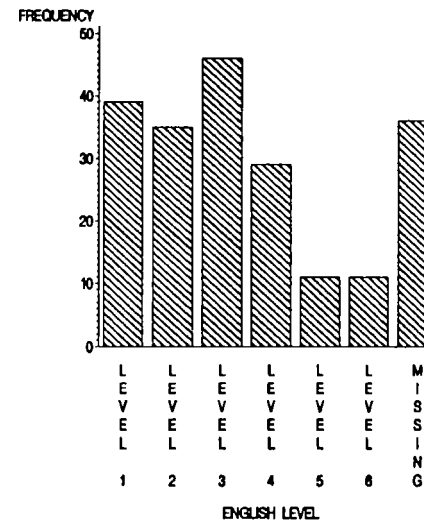
## INCOME SOURCE



## GENDER

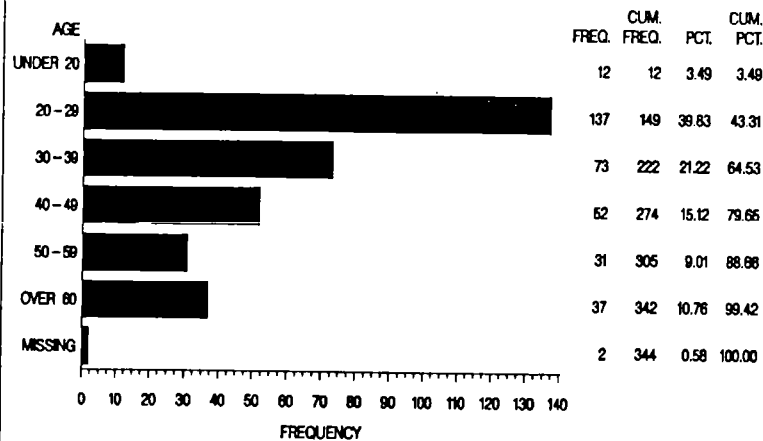


## ENGLISH COMPETENCY LEVELS AT INTAKE

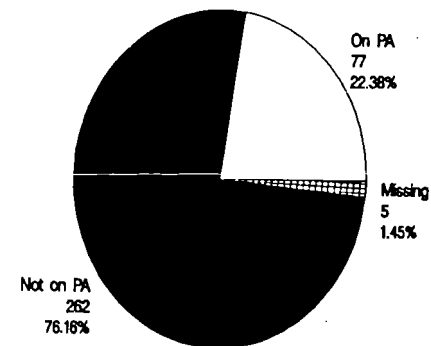


# Employment Clients – RVC

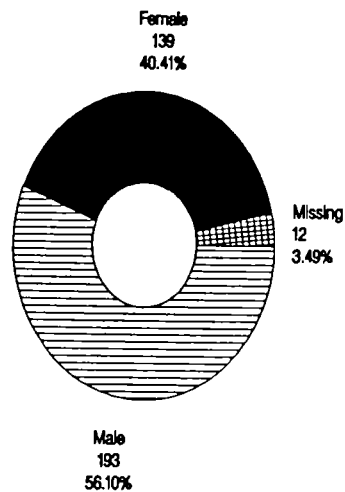
## AGE GROUPS



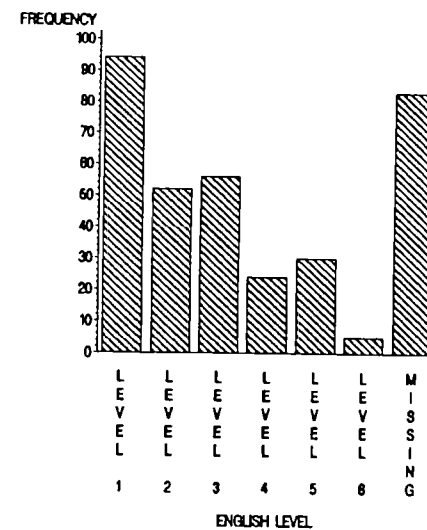
## INCOME SOURCE



## GENDER



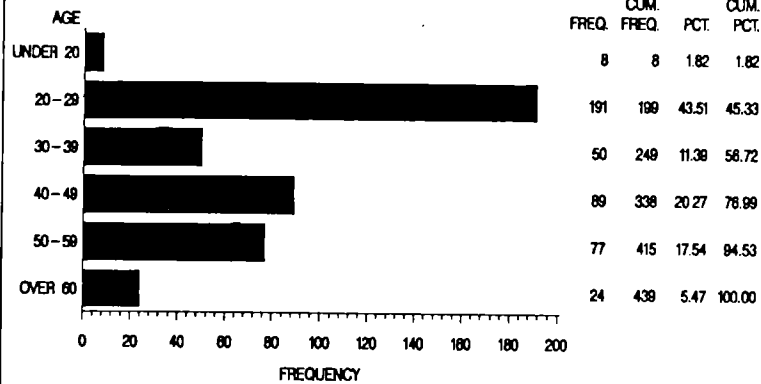
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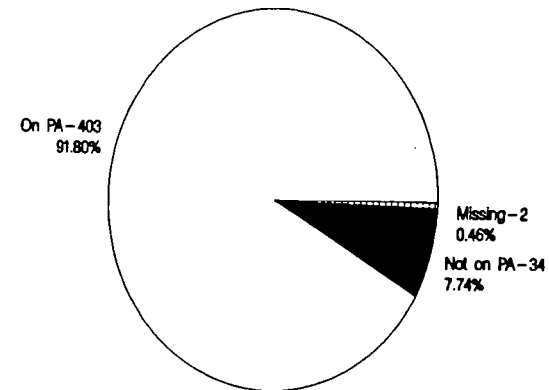
State Fiscal Year 1995

# Employment Clients – TIA

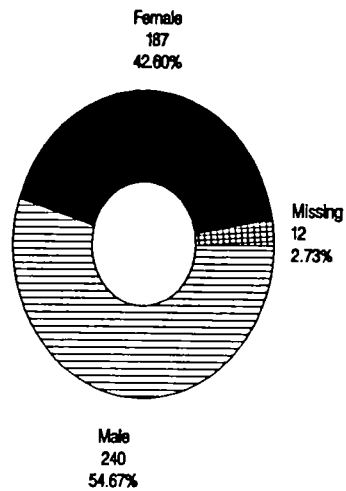
## AGE GROUPS



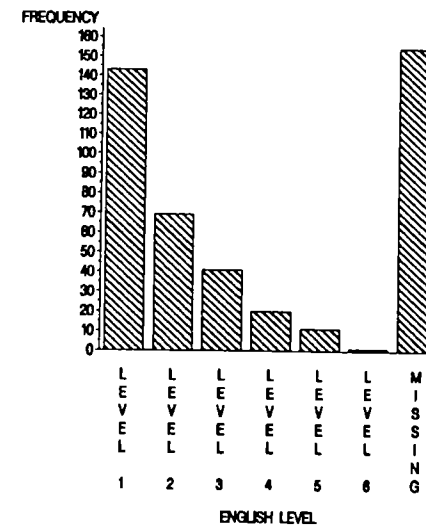
## INCOME SOURCE



## GENDER



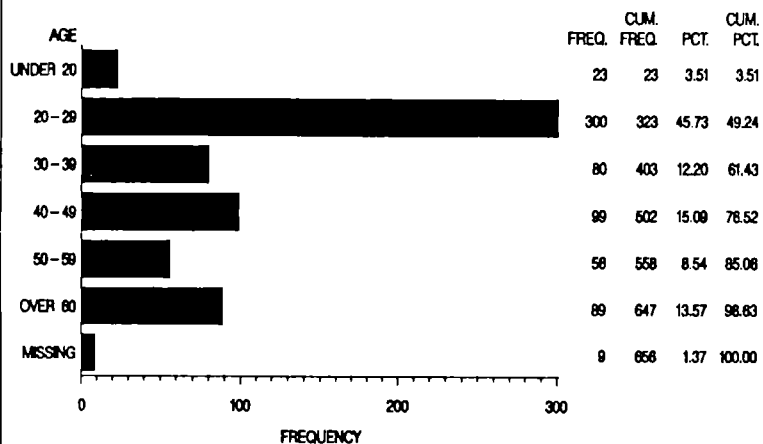
## ENGLISH COMPETENCY LEVELS AT INTAKE



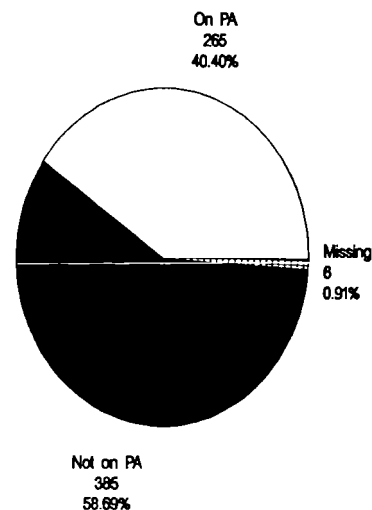
State Fiscal Year 1995

# Employment Clients – VAI

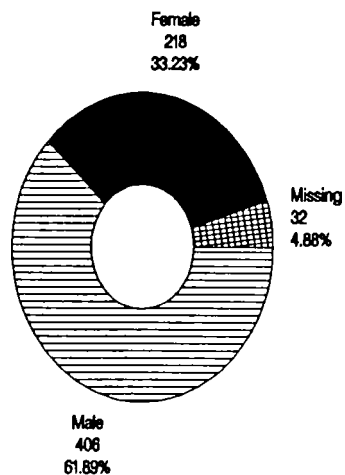
## AGE GROUPS



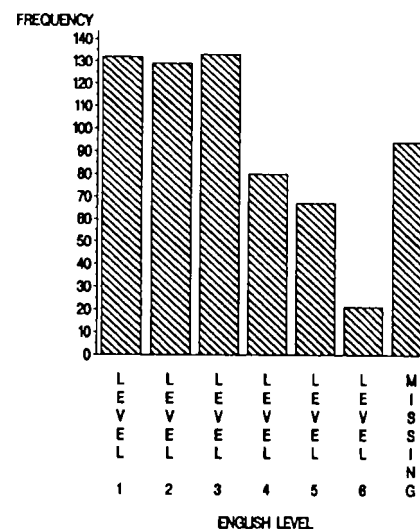
## INCOME SOURCE



## GENDER



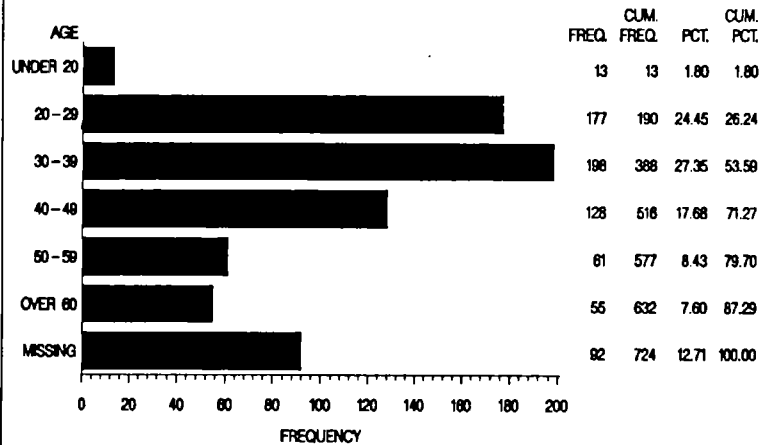
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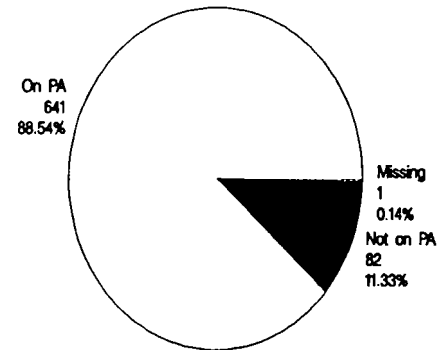
State Fiscal Year 1995

# Employment Clients – WRC – CHICAGO

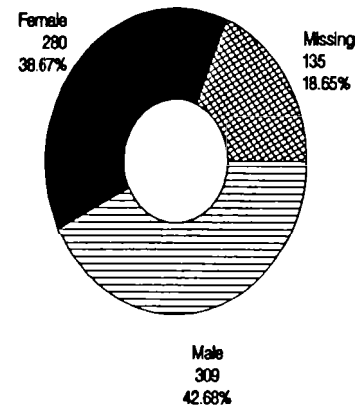
## AGE GROUPS



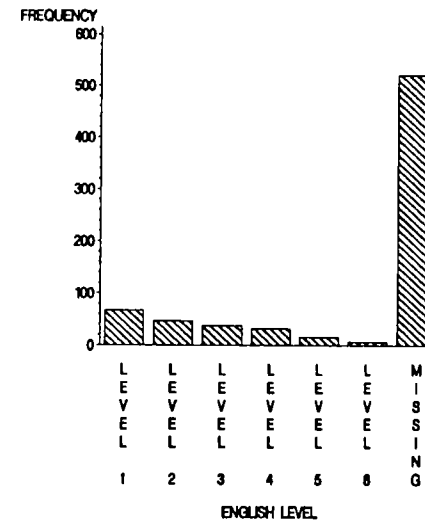
## INCOME SOURCE



## GENDER



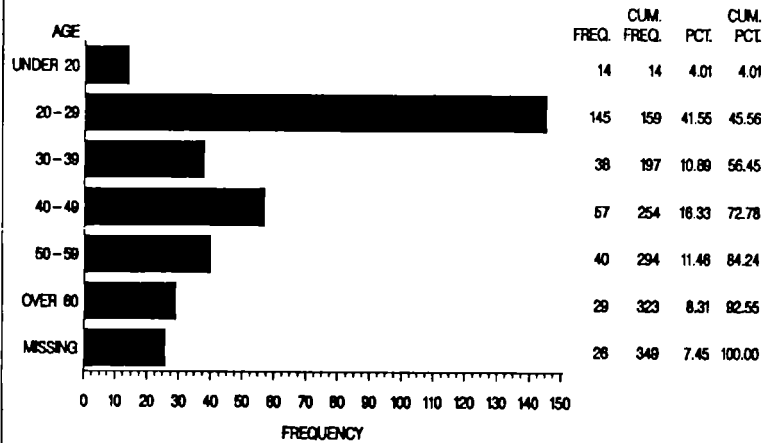
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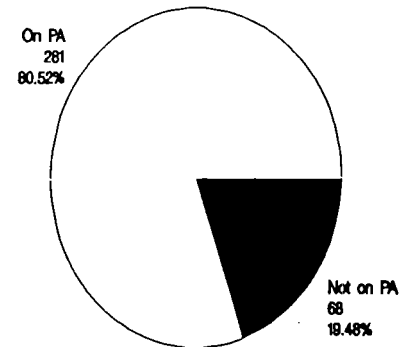
State Fiscal Year 1995

# Employment Clients – WRC – DuPAGE

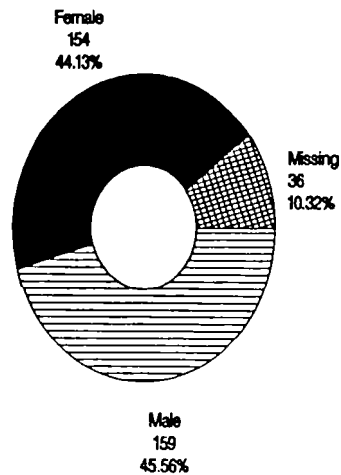
## AGE GROUPS



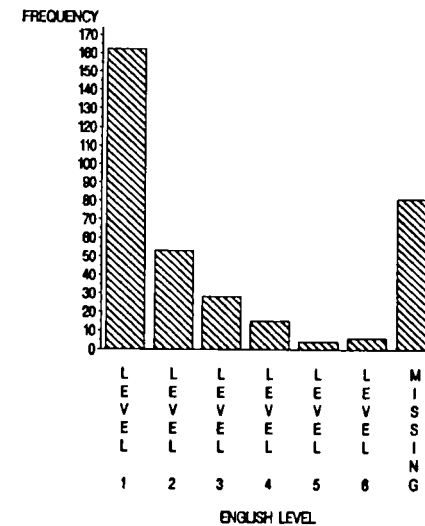
## INCOME SOURCE



## GENDER



## ENGLISH COMPETENCY LEVELS AT INTAKE



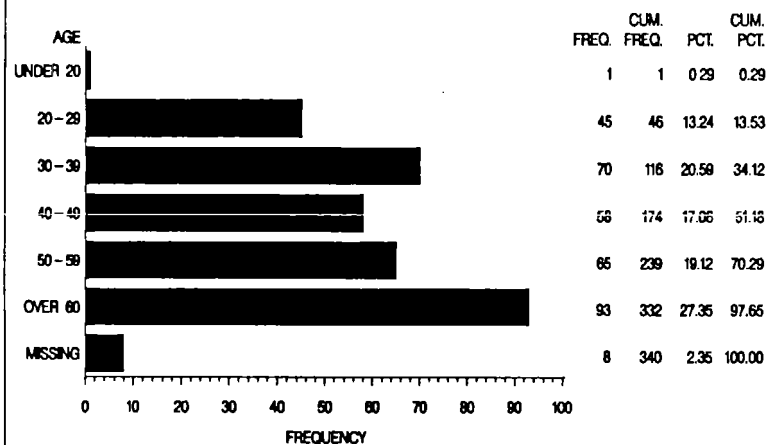
State Fiscal Year 1995

TYPICAL CLIENT PROFILES  
ADJUSTMENT SERVICES  
SFY 1995

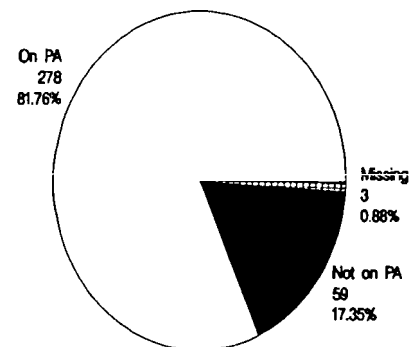
| AGENCY          | INCOME<br>SOURCE | AGE     | ENGLISH<br>LEVEL | GENDER |
|-----------------|------------------|---------|------------------|--------|
| CAI             | ON PA            | OVER 60 | LEVEL 1          | FEMALE |
| CCAC            | ON PA            | 20-29   | LEVEL 1          | MALE   |
| CC-ROCK         | NO PA            | 20-29   | LEVEL 1          | MALE   |
| CMAA            | ON PA            | 20-29   | LEVEL 1          | FEMALE |
| ECAC            | NO PA            | 20-29   | LEVEL 2          | MALE   |
| ECIRMAC         | NO PA            | 20-29   | LEVEL 1          | MALE   |
| ELGIN YWCA      | NO PA            | 20-29   | LEVEL 2          | MALE   |
| IRIM            | ON PA            | 20-29   | LEVEL 1          | MALE   |
| LACS            | NO PA            | 30-39   | LEVEL 3          | MALE   |
| LSSI            | ON PA            | 20-29   | LEVEL 1          | MALE   |
| PWA             | NO PA            | 30-39   | LEVEL 2          | MALE   |
| RVC             | NO PA            | 20-29   | LEVEL 1          | MALE   |
| TIA             | ON PA            | 20-29   | LEVEL 1          | MALE   |
| VAI             | ON PA            | OVER 60 | LEVEL 1          | MALE   |
| WRC-<br>CHICAGO | ON PA            | 30-39   | LEVEL 1          | MALE   |
| WRC-<br>DUPAGE  | ON PA            | 20-29   | LEVEL 1          | FEMALE |

# Adjustment Clients – CAI

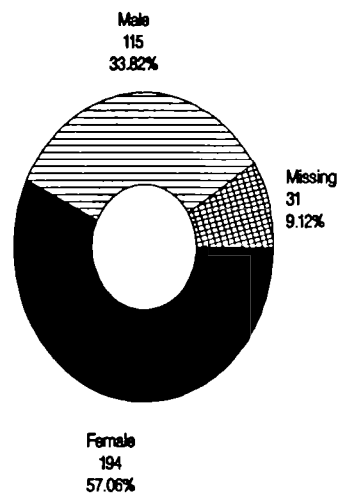
## AGE GROUPS



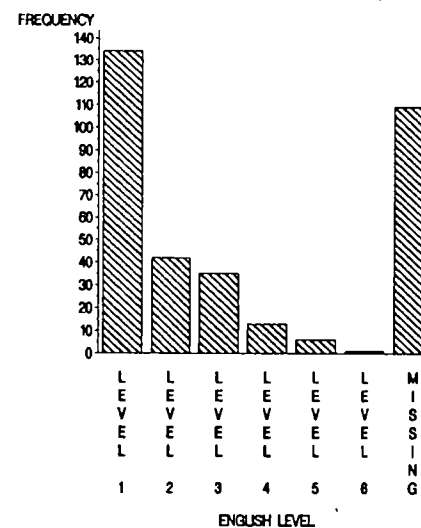
## INCOME SOURCE



## GENDER



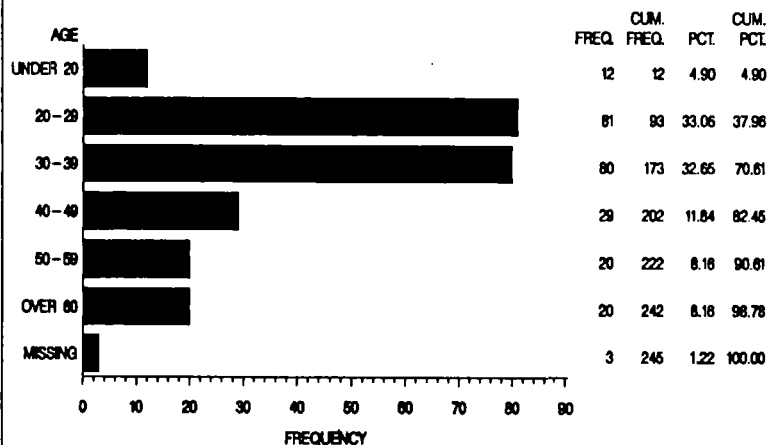
## ENGLISH COMPETENCY LEVELS AT INTAKE



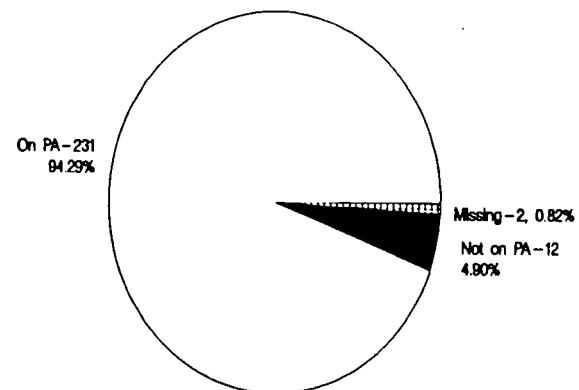
State Fiscal Year 1995

# Adjustment Clients – CCAC

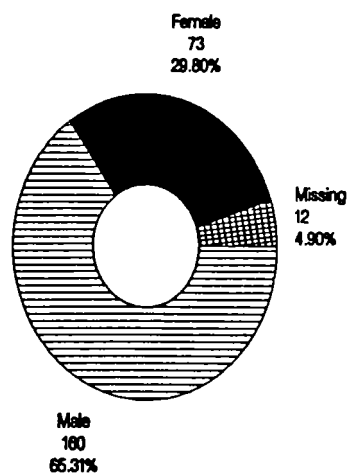
## AGE GROUPS



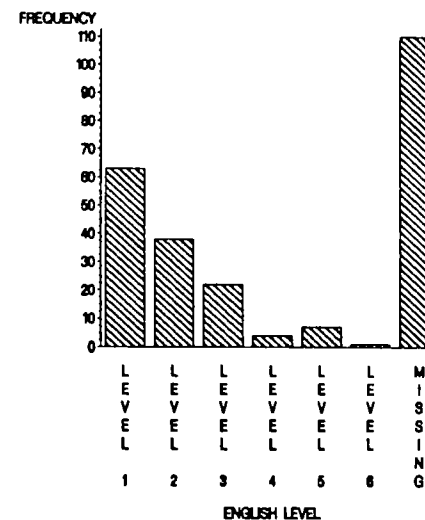
## INCOME SOURCE



## GENDER



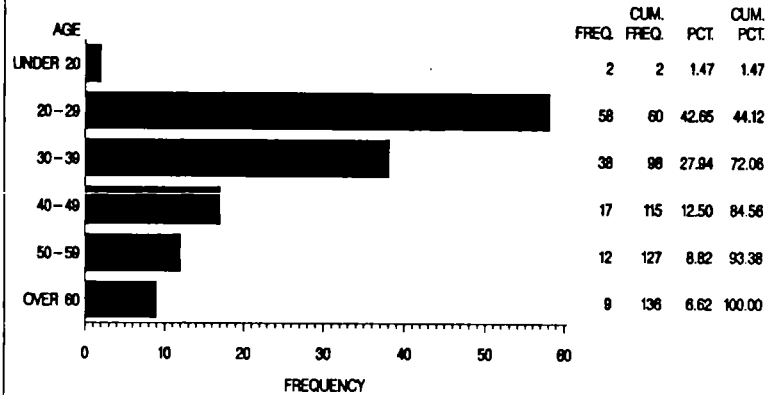
## ENGLISH COMPETENCY LEVELS AT INTAKE



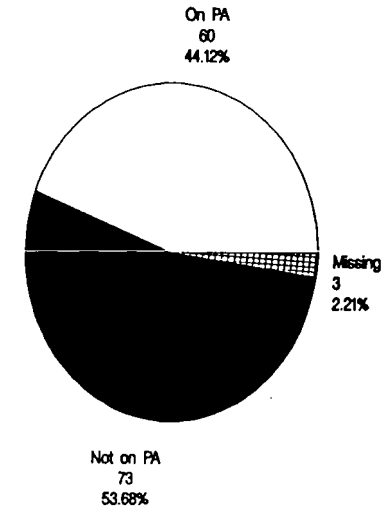
State Fiscal Year 1995

# Adjustment Clients – CC – ROCK

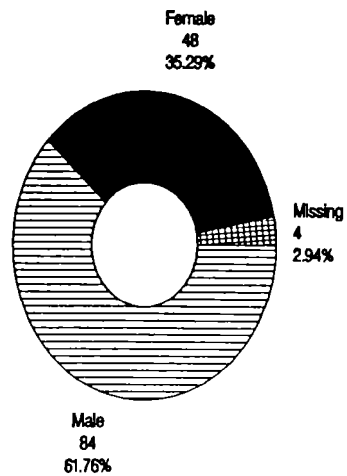
## AGE GROUPS



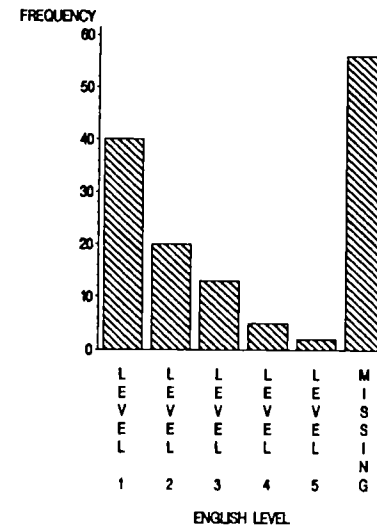
## INCOME SOURCE



## GENDER



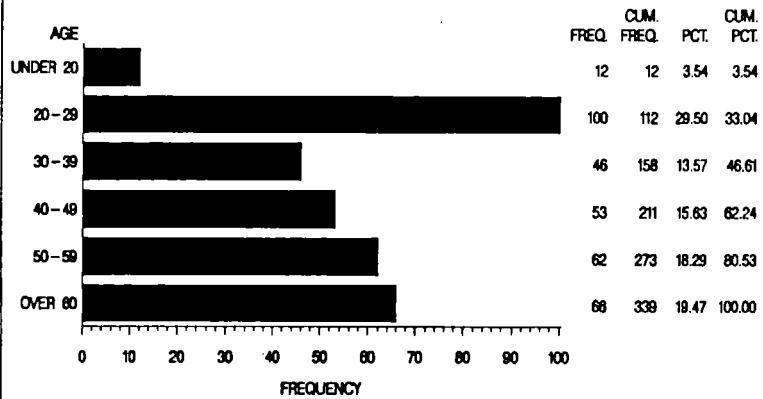
## ENGLISH COMPETENCY LEVELS AT INTAKE



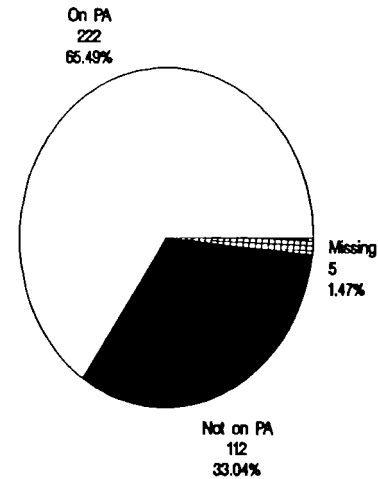
State Fiscal Year 1995

# Adjustment Clients – CMAA

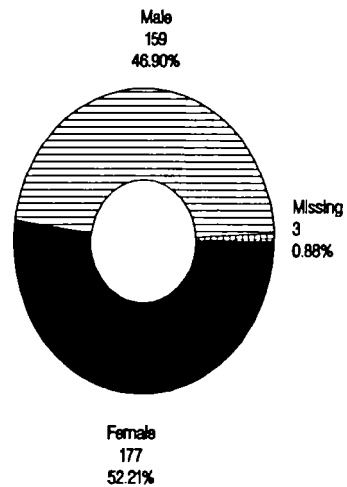
## AGE GROUPS



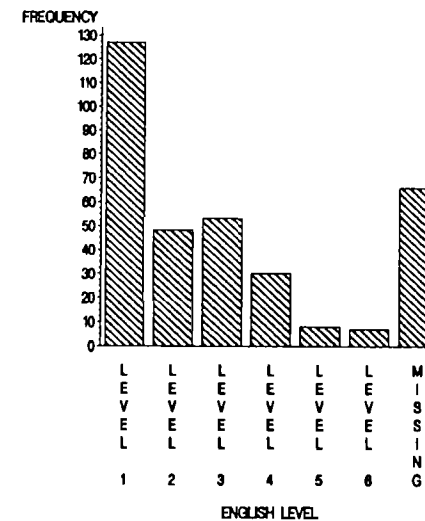
## INCOME SOURCE



## GENDER



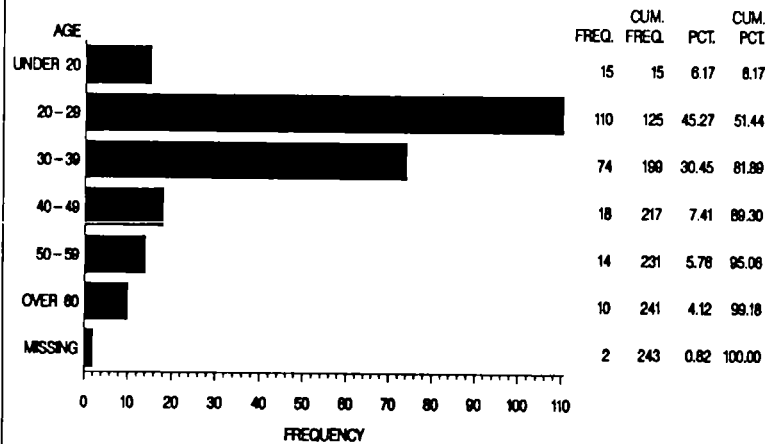
## ENGLISH COMPETENCY LEVELS AT INTAKE



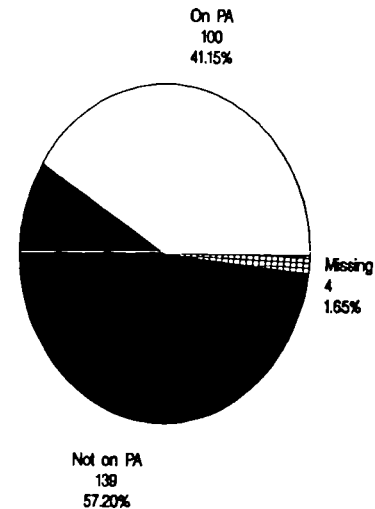
State Fiscal Year 1995

# Adjustment Clients – ECAC

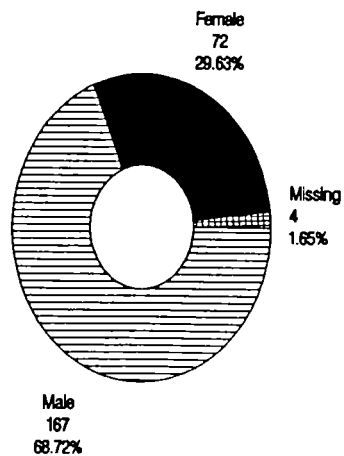
## AGE GROUPS



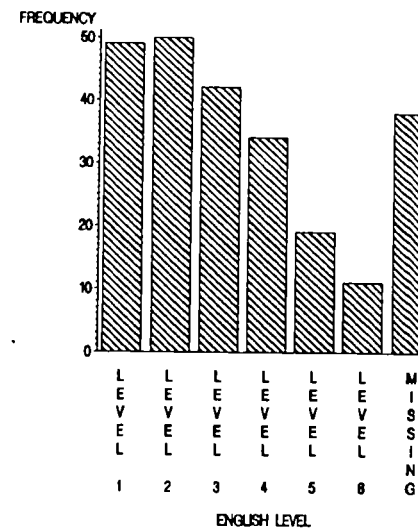
## INCOME SOURCE



## GENDER



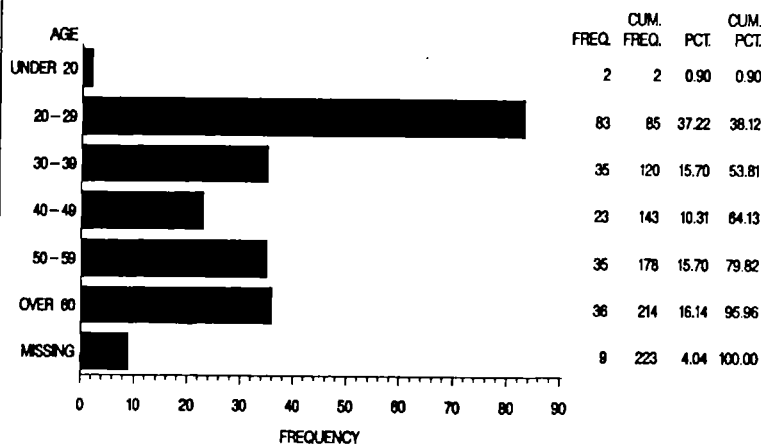
## ENGLISH COMPETENCY LEVELS AT INTAKE



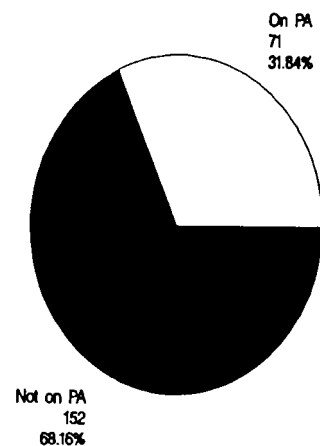
State Fiscal Year 1995

# Adjustment Clients – ECIRMAC

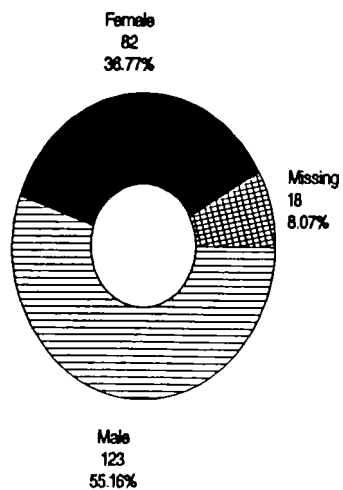
## AGE GROUPS



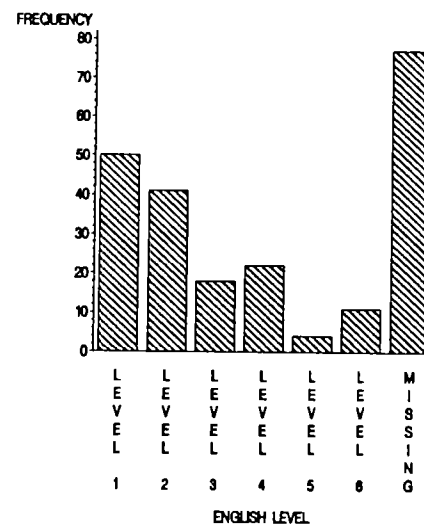
## INCOME SOURCE



## GENDER



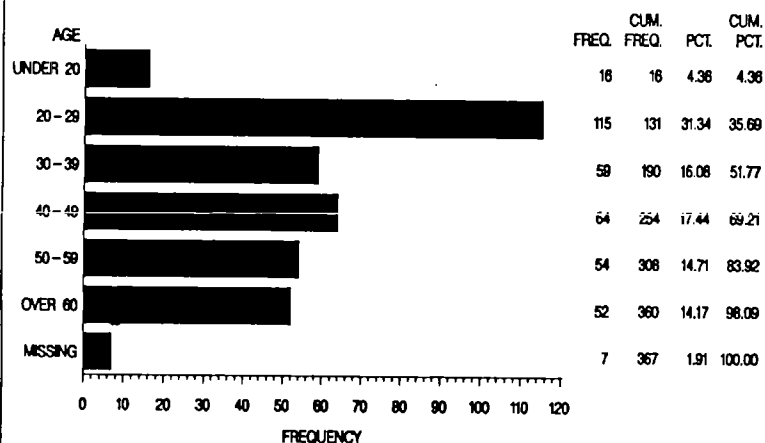
## ENGLISH COMPETENCY LEVELS AT INTAKE



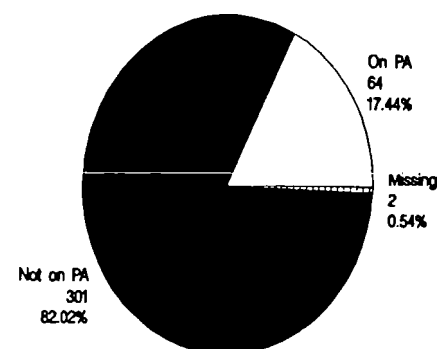
State Fiscal Year 1995

# Adjustment Clients – Elgin YWCA

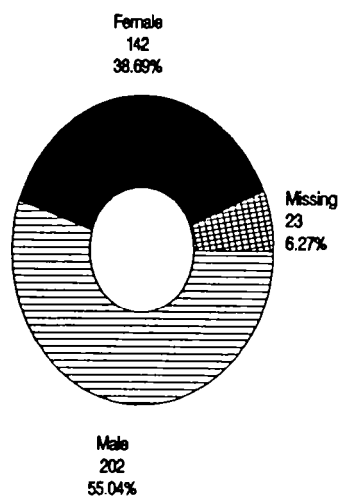
## AGE GROUPS



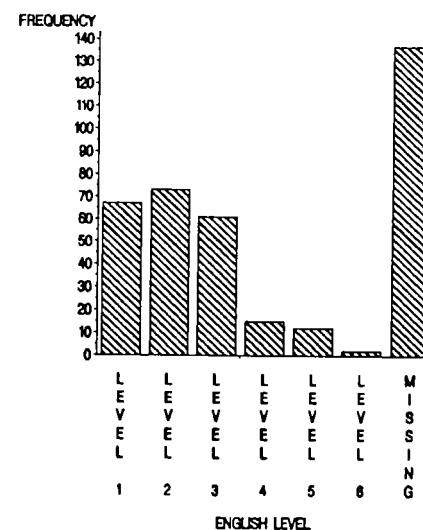
## INCOME SOURCE



## GENDER



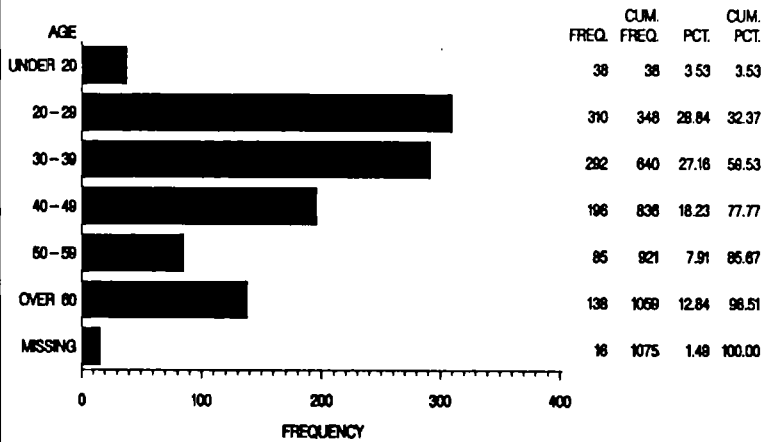
## ENGLISH COMPETENCY LEVELS AT INTAKE



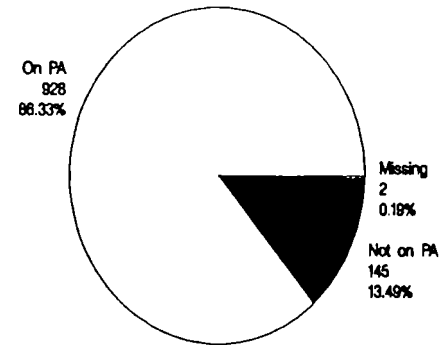
State Fiscal Year 1995

# Adjustment Clients – IRIM

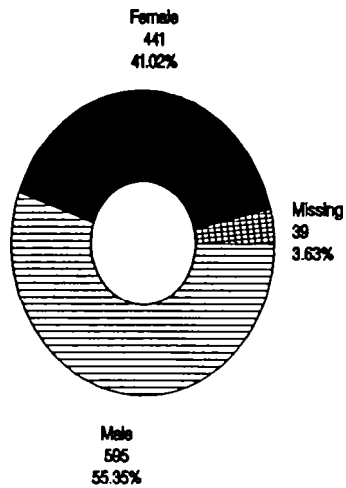
## AGE GROUPS



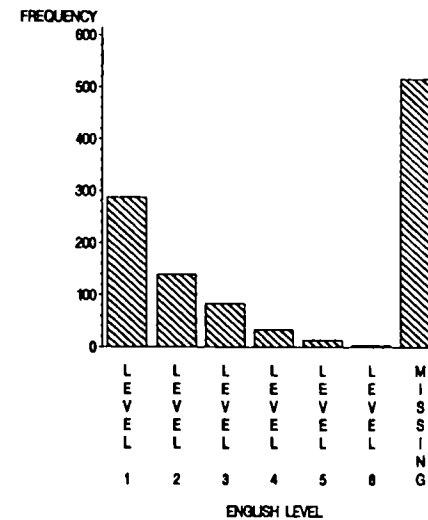
## INCOME SOURCE



## GENDER



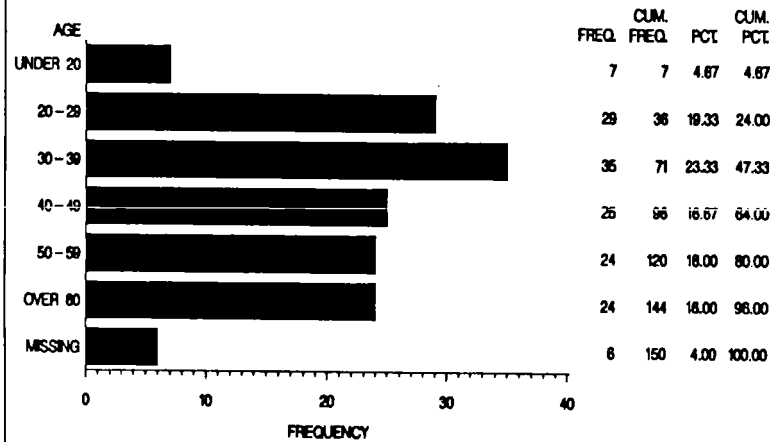
## ENGLISH COMPETENCY LEVELS AT INTAKE



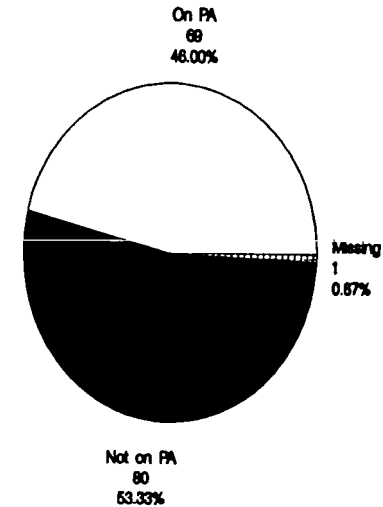
State Fiscal Year 1995

# Adjustment Clients – LACS

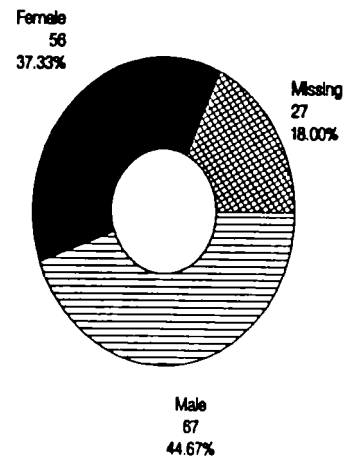
## AGE GROUPS



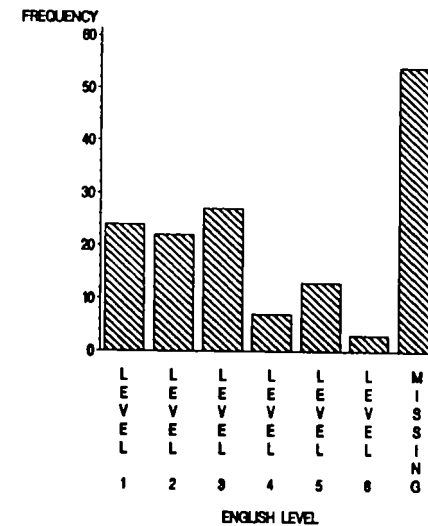
## INCOME SOURCE



## GENDER



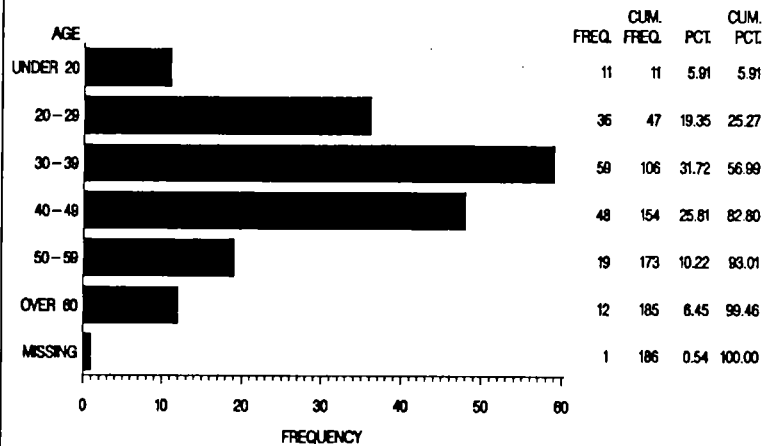
## ENGLISH COMPETENCY LEVELS AT INTAKE



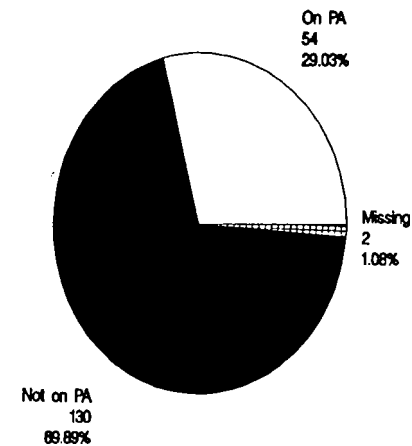
State Fiscal Year 1995

# Adjustment Clients – PWA

## AGE GROUPS



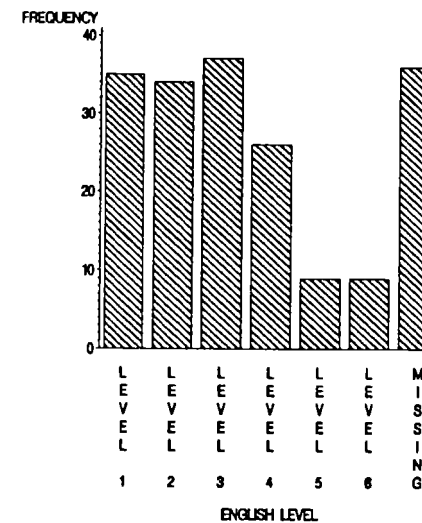
## INCOME SOURCE



## GENDER



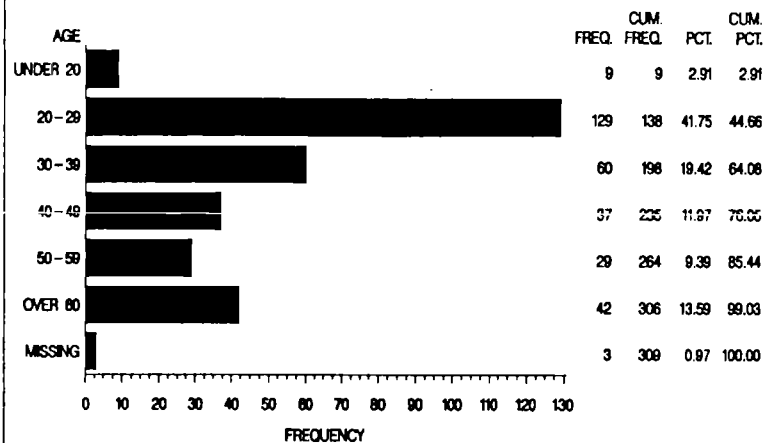
## ENGLISH COMPETENCY LEVELS AT INTAKE



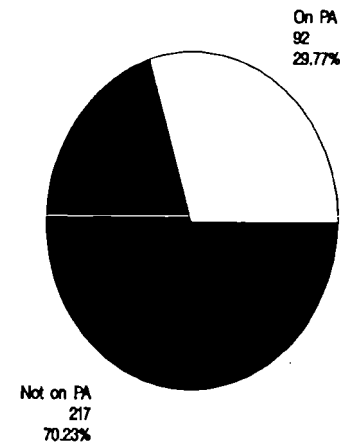
State Fiscal Year 1995

# Adjustment Clients – RVC

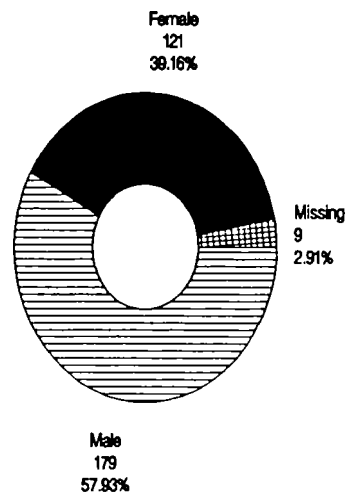
## AGE GROUPS



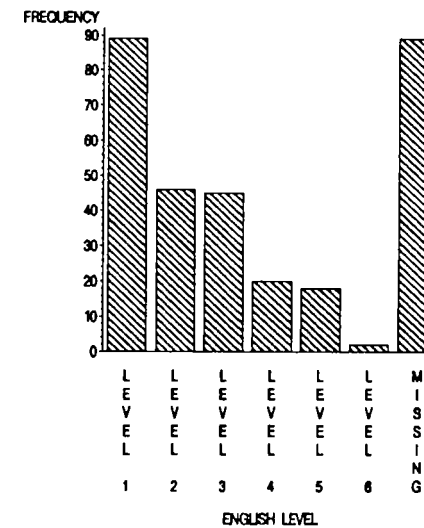
## INCOME SOURCE



## GENDER



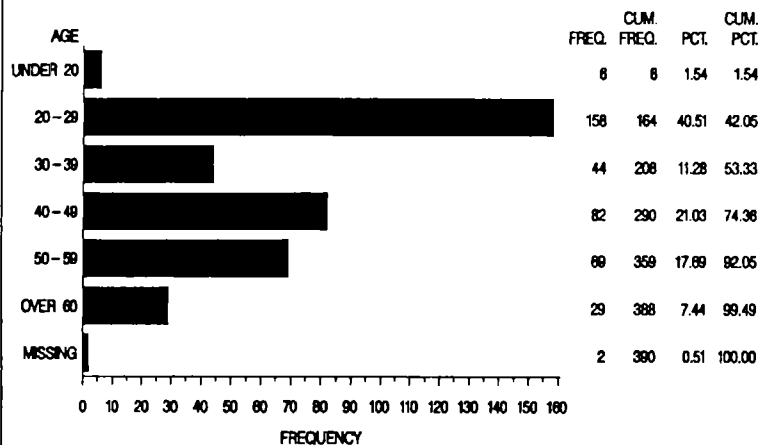
## ENGLISH COMPETENCY LEVELS AT INTAKE



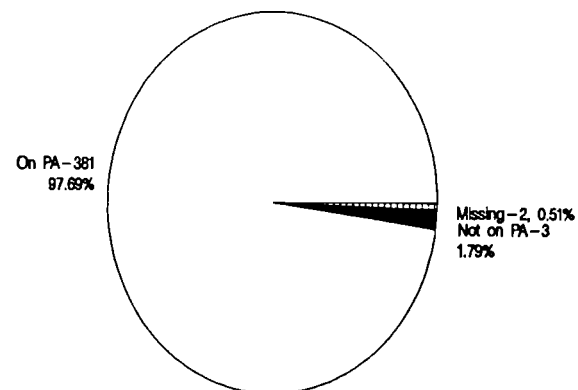
State Fiscal Year 1995

# Adjustment Clients – TIA

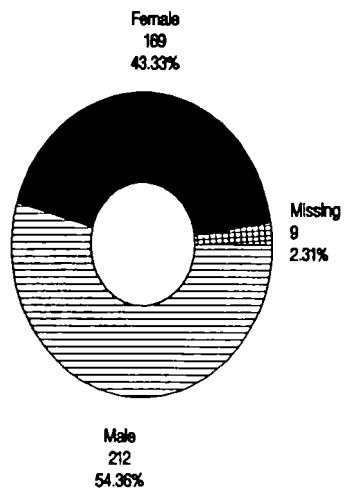
## AGE GROUPS



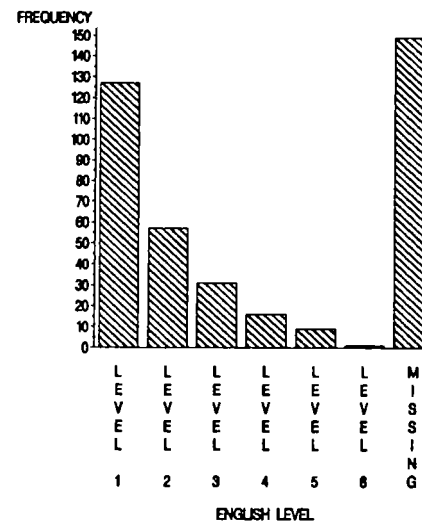
## INCOME SOURCE



## GENDER



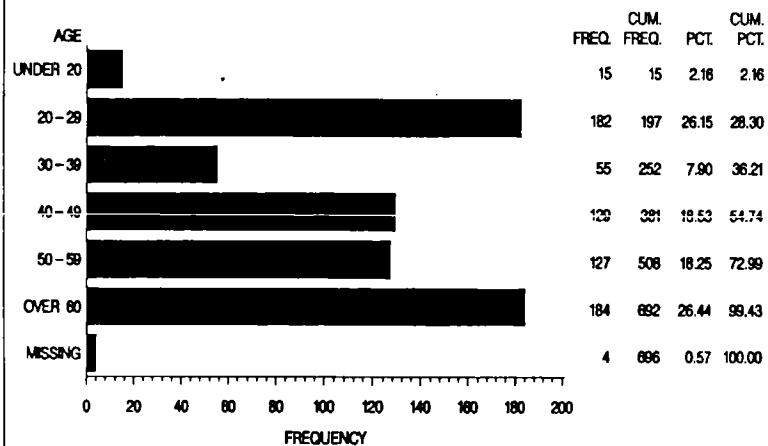
## ENGLISH COMPETENCY LEVELS AT INTAKE



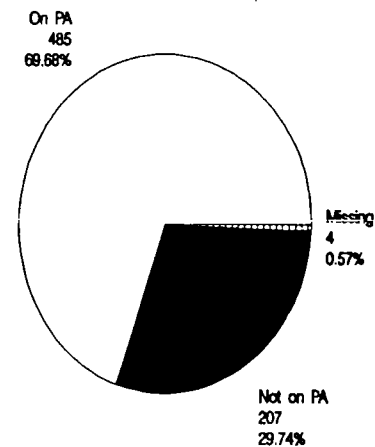
State Fiscal Year 1995

# Adjustment Clients – VAI

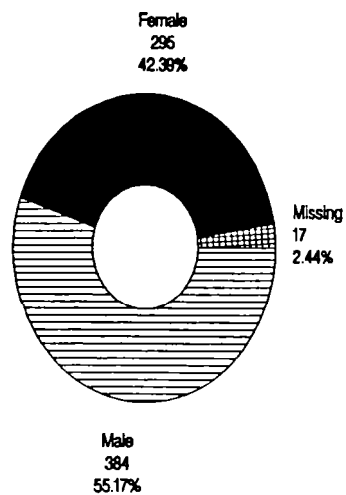
## AGE GROUPS



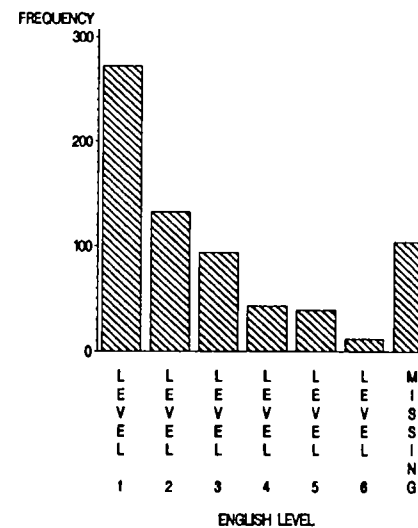
## INCOME SOURCE



## GENDER



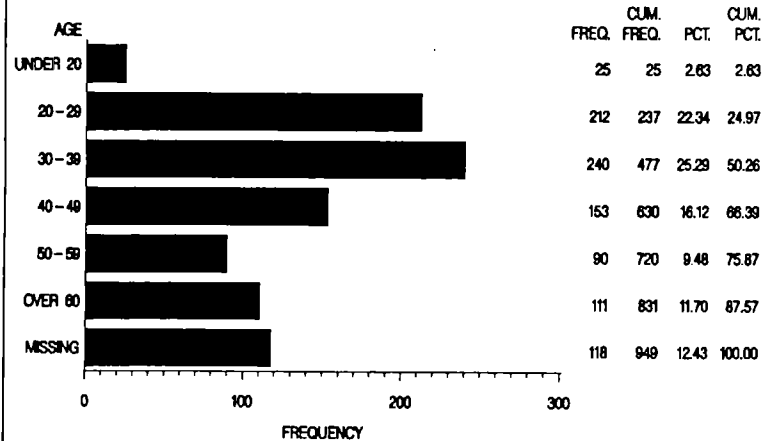
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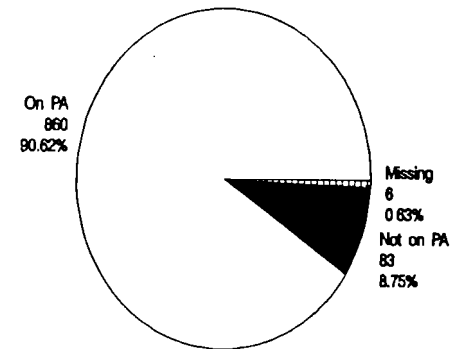
State Fiscal Year 1995

# Adjustment Clients WRC – CHICAGO

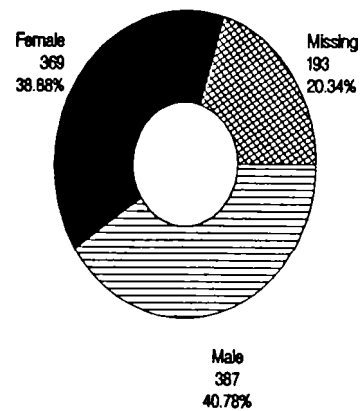
## AGE GROUPS



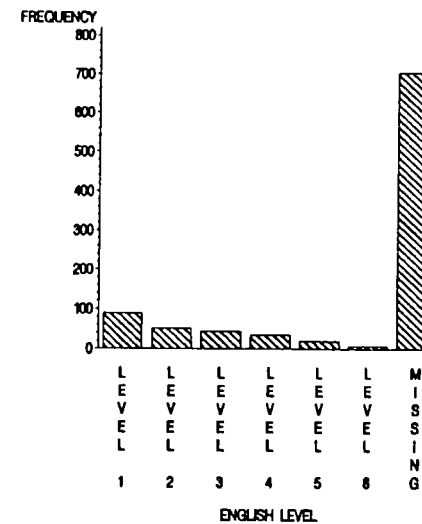
## INCOME SOURCE



## GENDER



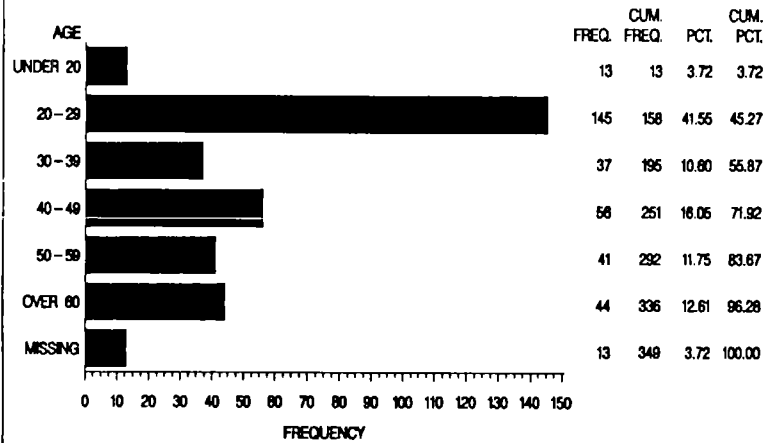
## ENGLISH COMPETENCY LEVELS AT INTAKE



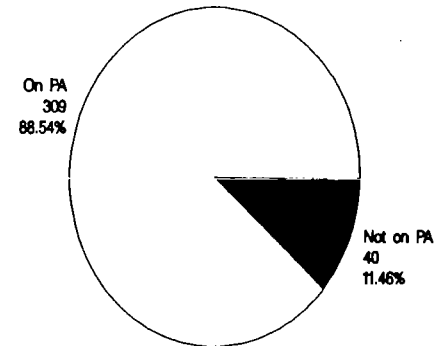
State Fiscal Year 1995

# Adjustment Clients WRC – DuPAGE

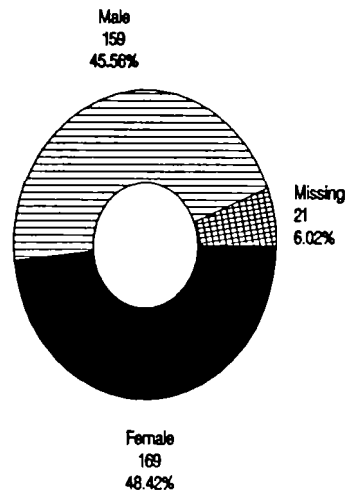
## AGE GROUPS



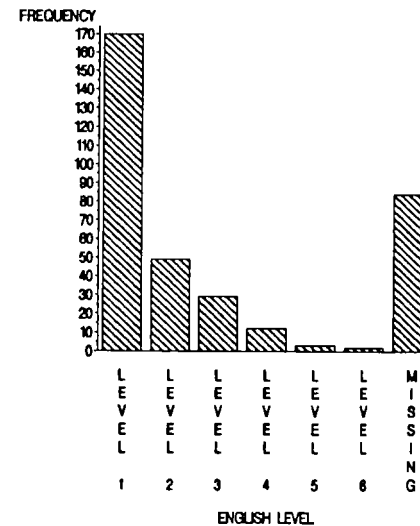
## INCOME SOURCE



## GENDER



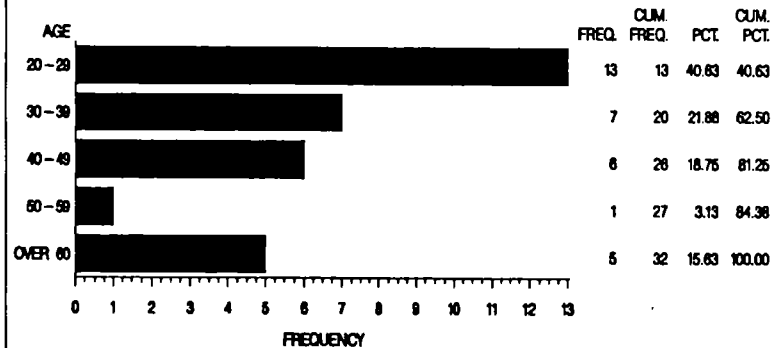
## ENGLISH COMPETENCY LEVELS AT INTAKE



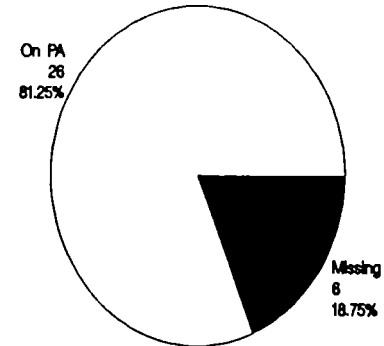
State Fiscal Year 1995

# Adjustment Clients – LSSI

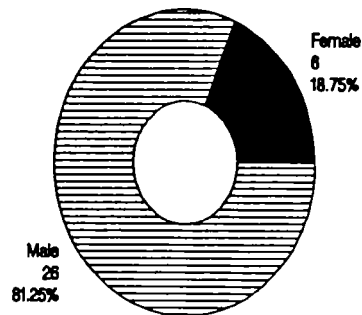
## AGE GROUPS



## INCOME SOURCE



## GENDER



## ENGLISH COMPETENCY LEVELS AT INTAKE



State Fiscal Year 1995