

Chicago House Case Management Services provide collaborative services for persons impacted by HIV and AIDS. The goal of the Case Management Program is to **empower clients to maintain healthy and independent lives**. Case managers provide advocacy, monitoring, follow-up, and support in order to assist each client in achieving the highest possible quality of life.

**Demographics**

**Race/Ethnicity**

African-American	58.3%
White/ Caucasian	22.3%
Hispanic	12.1%
Asian	1.7%
American Indian	0.8%
Multiple	1.6%
Unknown	3.2%

**Age**

18-24	4.0%
25-44	37.2%
45-64	53.8%
65+	4.9%

**Gender**

Male	79.8%
Female	19.0%
Transgender	1.2%

**247**

**Clients Served  
2015-2016**

**HIV Risk Factors**

Heterosexual Contact	22.3%
IV Drug Use	4.9%
MSM	57.9%
Perinatal	1.2%
Unknown	13.8%

**57%**

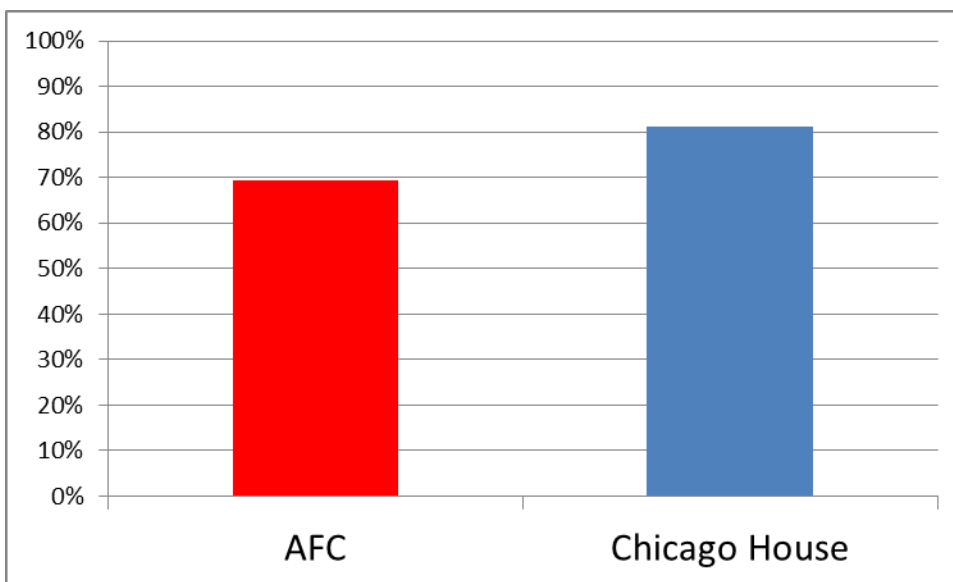
**Are Below the Federal  
Poverty Level**

**HIV Status**

HIV	52.6%
AIDS	47.4%

**“My Case Manager is truly in my  
corner with all my needs.”**

**Chicago House Parts A and B Case Managers Performance  
Compared to AFC Collaborative Agencies**



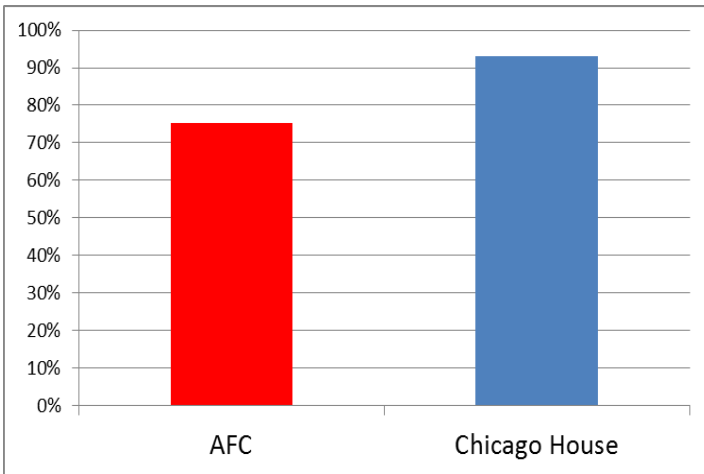
Chicago House referred  
**100%**  
of Eligible Case  
Management  
Clients to HIV  
Medication  
Assistance

**Overall Performance in AFC Site Visit Results**

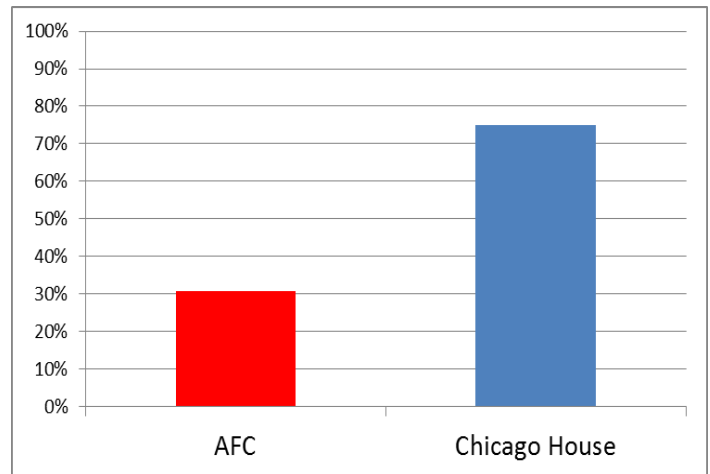
**“I no longer feel that I fall through the ‘system’ cracks.”**

**“My Case Manager is very thorough and informative. Helps me through the ADAP process and LINK. My Case Manager has been a huge help.”**

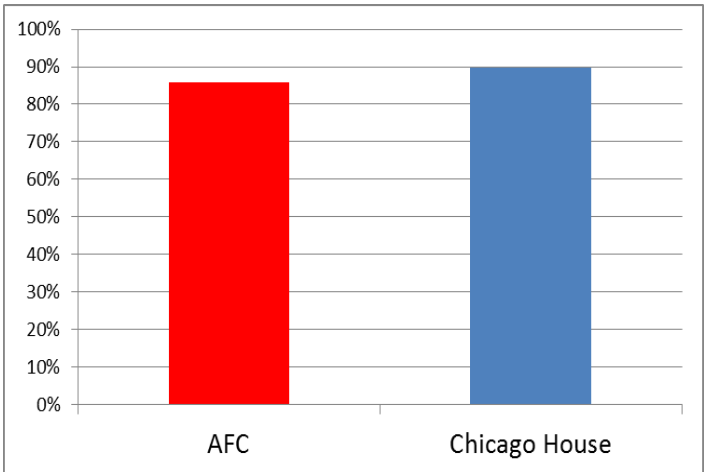
**Had at Least Two Visits In Person with Their Case Manager in One Year**



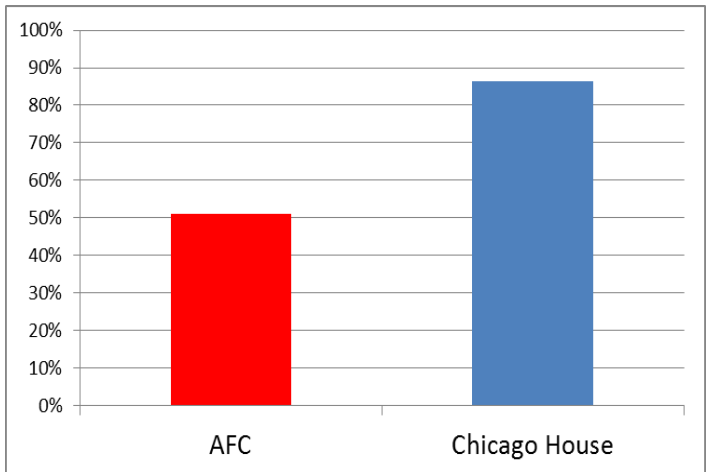
**Received Medication and Appointment Adherence Counseling**



**Screened for Mental Health and Substance Abuse Needs**



**Received Mental Health Appointment Adherence Counseling**



**Results of 2015 Client Satisfaction Survey**

**Over 97% of Clients Agree/Strongly Agree:**

- My Case Manager Treats me with respect
- My right to confidentiality is respected:
- My Case Manager provides information on a range of services to meet my needs



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