



# 40th Ward Community Meeting: The Haven On Lincoln

February 7th, 2024

## **Chicago Department of Public Health (CDPH)**

Dr. (Miao) Jenny Hua, Medical Director of Behavioral Health

## **Department of Housing (DOH)**

Meredith Muir, Chicago Recovery Plan Program Manager

## **VOA Illinois**

Nancy Hughes Moyer, President and CEO

Marco Murillo, Sr. Director of Real Estate Development

## **Gensler**

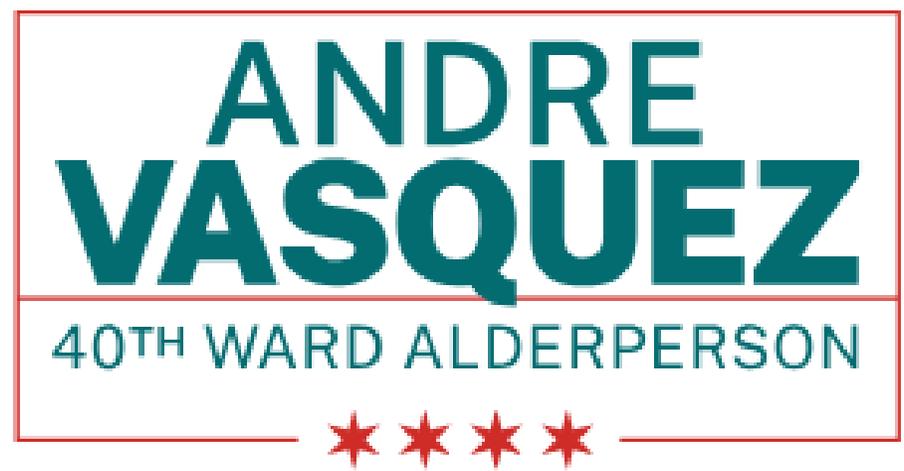
Sean McGuire AIA, Brian Kidd AIA LEED

## **Site Design Group**

Rob Reuland PLA, ASLA, Jessie King PLA ASLA



# Introduction: Ald. Vasquez





# Overview

Purpose of today's meeting...

To provide an update on The Haven on Lincoln, a bridge housing project, by **introducing the program operator, providing more information about the site operation, safety plan, and design process, and receiving community feedback** ahead of the Special Use Permit hearing at the Zoning Board of Appeals.



# Agenda



## The Haven on Lincoln

Program Operations: VOA Illinois

Site Planning and Design: 5230 N. Lincoln Ave.

Next Steps and Questions



# ★ Background & Context:

## Hotel 166



## Outcomes:

- **60%** exited to permanent housing or residential treatment programs
- **28%** of people living with a mental health condition were newly initiated on psychiatric medications
- **62%** reported that their mental health improved or stabilized during their stay in the program

# Program Overview: The Haven on Lincoln

The Haven on Lincoln **combines healthcare and social services to reflect a “housing first” approach** that works to interrupt the pattern of people living with complex physical and behavioral conditions cycling through systems.

## **Goal:**

Provide transitional housing and wrap-around healthcare and social services to people experiencing homelessness who are also living with untreated physical and behavioral health conditions, thereby **improving overall health and housing outcomes for residents.**

## **Desired outcomes:**

1. Participants exiting into permanent housing
2. Participants engaged in primary care and behavioral healthcare services that address underlying health conditions
3. Reduction in healthcare and emergency services spending

# ★ Program Operator: VOA Illinois

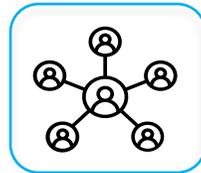
CDPH has selected **VOA Illinois as the City's partner** to deliver a fully staffed medical, mental health, and social services team of providers to appropriately meet patient needs as well as manage The Haven on Lincoln.



Housing



Healthcare  
Services



Case Management,  
Care Coordination  
& Social Services



Property  
Management



Security



# Agenda



The Haven on Lincoln

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**Our Mission:** VOA Illinois works to correct life's greatest inequities. We serve individuals and families who need it most, when they need it most, by ensuring they have a place to call home and the support they need to thrive. We believe that when the people we serve can thrive today, our communities are stronger tomorrow.

Since 1896, VOA Illinois has delivered **strength-based, trauma-informed, gender-responsive and culturally sensitive programs and services** at the highest standards of excellence for those we serve, including:

-  A new beginning for veterans and their families who are struggling or in crisis
-  A bright future for children and families in foster care
-  A better quality of life for seniors and adults with disabilities
-  A community that cares for individuals and families struggling with instability and economic disinvestment





## Hope Hall

Melrose Park, Illinois

Created in collaboration with the Hines VA Medical Center, Hope Hall is based on the "safe haven" residential model for reaching the most at-risk and chronically homeless veterans.

- Safe housing and intensive services for up to 14 male or female veterans who are facing homelessness and struggling with serious mental illness, substance use disorder, or both
- Programs that prepare these veterans for greater stability and independence in more permanent settings like group homes or supportive housing

### Key Outcomes:

- 81% of Veterans going on to permanent housing
- 30% decrease in substance use disorder- and mental illness-related incident reports to VA





## **Hope Manor I**

**West Humboldt Park, Chicago**

Hope Manor I provides:

- Immediate housing for up to 50 veterans in need of intensive services at the point of referral
- Affordable housing with rental support for up to 30 veterans who require less intensive services but longer-term rental assistance



## **Hope Manor II**

**Englewood, Chicago**

One of the first large scale, supportive housing developments in the country specifically designed for veterans with families:

- A campus-style development for 73 veterans with families, including studio – 3BR apartments and 4BR townhomes
- A healthy and vibrant community with immediate access to our services to support the quality of life for veterans and their families



# Meet the men of Hope Manor I



# ★ The Haven on Lincoln Program Structure



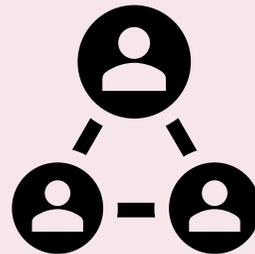
## Supportive Housing

- Every resident will be assessed for program eligibility ahead of intake
- Duration of stays: 3-6 months
- Single or dual occupancy based on assessment
- Max Occupancy: Up to 40 residents at one time

## On-Site Staffing

### Program Management

Case workers  
Recovery specialists  
Clinical therapists  
Health care providers



**Property  
Management**

**Security  
Staffing**



## Wrap-Around Services

- Transportation support
- Active case management
- Individual and group therapy opportunities
- Primary and behavioral health care

# Property Management and Safety

## 24/7 On-Site Security Staffing

- Daytime: intensive program staff engagement and ongoing security presence
- Overnight: regular rounds and ongoing security presence
- All staff receive trauma-informed and de-escalation type training to work with this population.
- Security staff serve as a support to program staff as needed

## Full Site Security Camera Monitoring System

- 24/7 real-time monitoring of the site, including external perimeter, all entryways, top and bottom of all stairwells. Monitored by security staff.
- Interior views are limited to entryways and hallways. Not in offices, bedrooms. Camera positioning to see every doorway.

## Site Perimeter and Enclosure

- Entire open perimeter will be fenced to limit ingress to a single gated entry with key card access.
- South parking lot will be redeveloped as a green space for residents.
- Gated north parking lot with parking with 12 on-site staff parking spots

## External Partnerships

- Regular coordination with CPD and the 20<sup>th</sup> District to ensure coordination of safety and security
- Ongoing partnership with other key healthcare and community partners including the 40<sup>th</sup> Ward Office 2/9/2024

# ★ Benefits of Proposed New Site Use

## Current State of Site as a Motel

- Fully unknown population
- Transient stays by design
- Limited video surveillance
- No on-site security
- No full-time professional staff
- No security fencing
- No secured entries to parking lot or building
- No control over visitors
- No accountable owners/partners/operators



## Proposed State of Site as The Haven on Lincoln

- Fully vetted, assessed, and unknown population
- 3 – 6 month stays until placement into permanent housing
- Robust video security and surveillance system
- Fully secured site 24/7
- Fully staffed site with professional and management staff
- Fully fence and landscaped site to secure perimeter
- Single secured entryway to site with locking gate
- Robust and controlled visitor policy
- All partners are accountable to City and community





# Agenda

The Haven on Lincoln

Program Operations: VOA Illinois



**Site Planning and Design: 5230 N. Lincoln Ave.**

Next Steps and Questions



# ★ The Haven on Lincoln: Program Location

## The Diplomat Motel

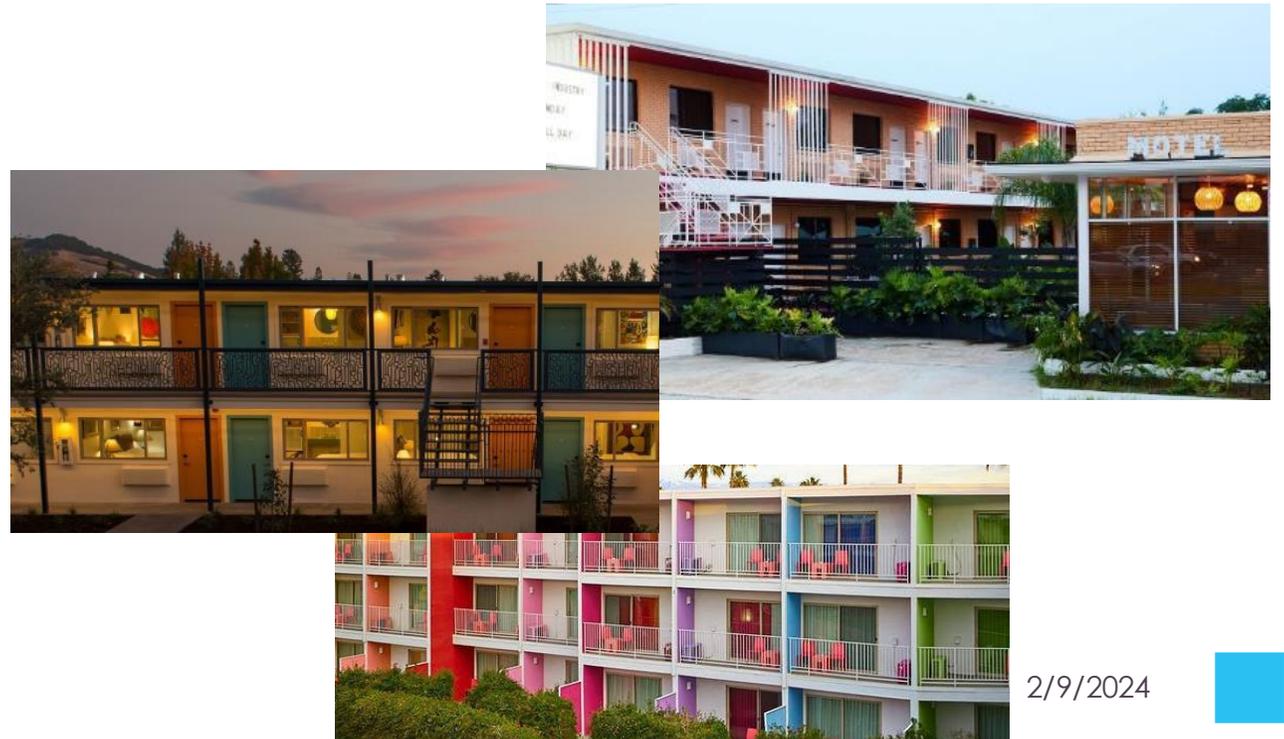
- **Address:** 5230 N. Lincoln Avenue (between Berwyn Ave. and Farragut Ave.)
- **Ward:** 40th
- **Community Area:** Lincoln Square
- **Currently Zoned:** B3-2
- Approx. 15,800 square ft.
- 46 existing rooms



# ★ Design Partner: Gensler

DOH has selected **Gensler as the City's design partner** to support the architectural planning and redesign of the property from a trauma-informed lens for use as The Haven on Lincoln.

- The site is in the Lincoln Avenue Commercial Corridor, which is subject to neighborhood design guidelines established by the Department of Planning and Development (DPD)
- The property will be updated as needed to effectively implement the program while staying in line with the design plans for the corridor



# site design group, ltd. (site)

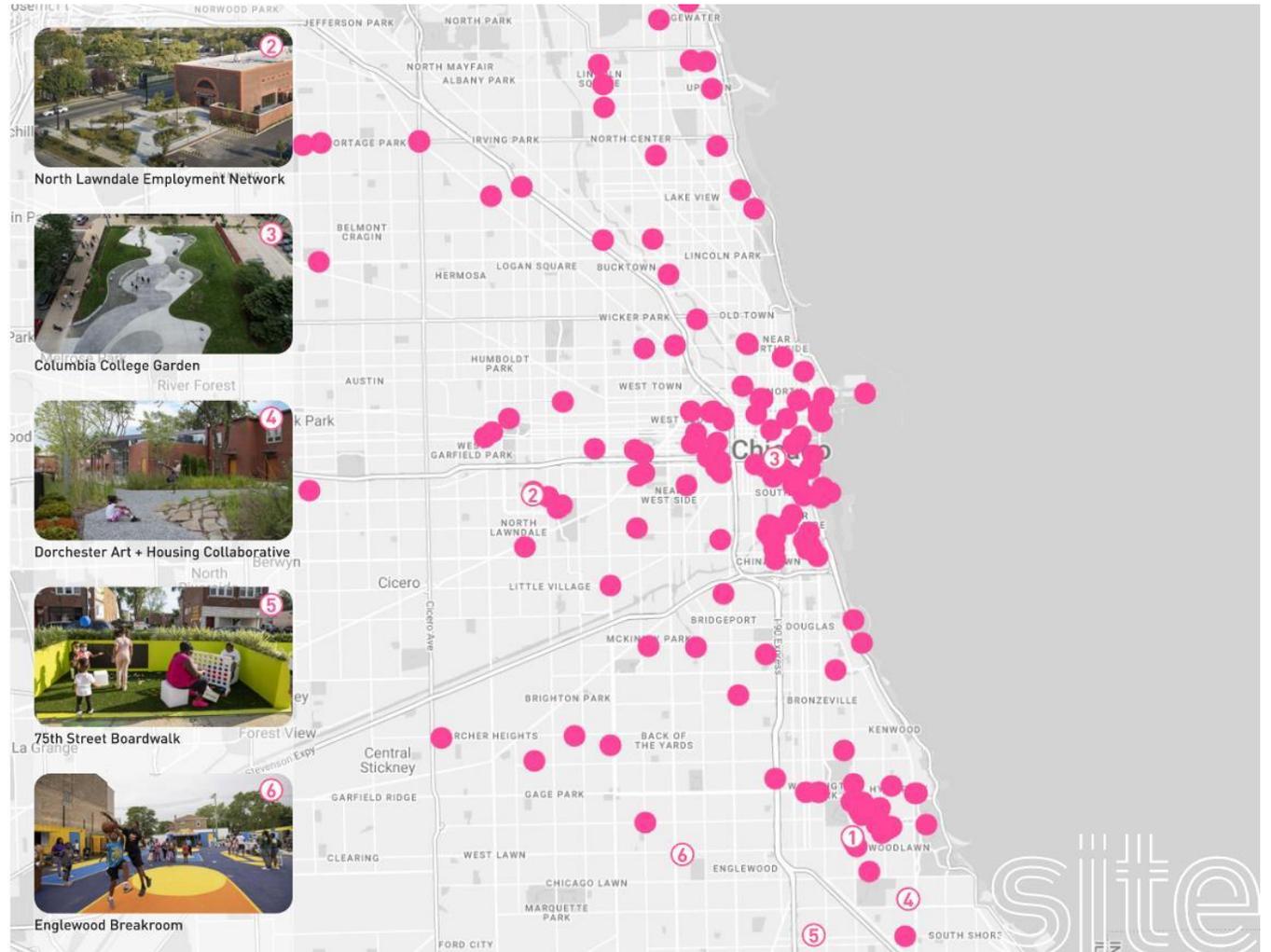


The Burnham at Woodlawn Park

## WE CREATE SPACES THAT CHANGE PEOPLE.

Founded in 1990, *site design group, ltd. (site)* is a nationally award-winning landscape architecture, urban design, and architecture firm based in Chicago, Illinois.

As landscape architects, urban designers, planners, arborists, architects, and creative thinkers, we are a staff of 56 diverse professionals. We are enlivened by our surroundings and strive to produce creative spaces that inspire, restore, and bring communities together.



North Lawndale Employment Network



Columbia College Garden



Dorchester Art + Housing Collaborative



75th Street Boardwalk



Englewood Breakroom

**34**  
Years in business

**56**  
Team members

**17**  
Languages spoken

**1,000+**  
Ongoing or built projects

**170**  
Professional awards

**2021**  
AN Best of Landscape  
Architecture Midwest

**250+**  
Parks, plazas,  
and open spaces





# Gensler is a full-service interiors, architecture, planning and design firm.

We opened our Chicago office in 1997, and today have over 275+ design professionals working locally.

We have partnered with communities to bring their visions to life. We design projects that attract investment, enhance residents' quality of life, and enable them to remain-in-place and benefit from the changes to their community.

We believe that *intentional and meaningful public engagement* leads to more impactful, just and resilient project outcomes... **and better design**



The AVE + Chicago Ave Corridor Plan



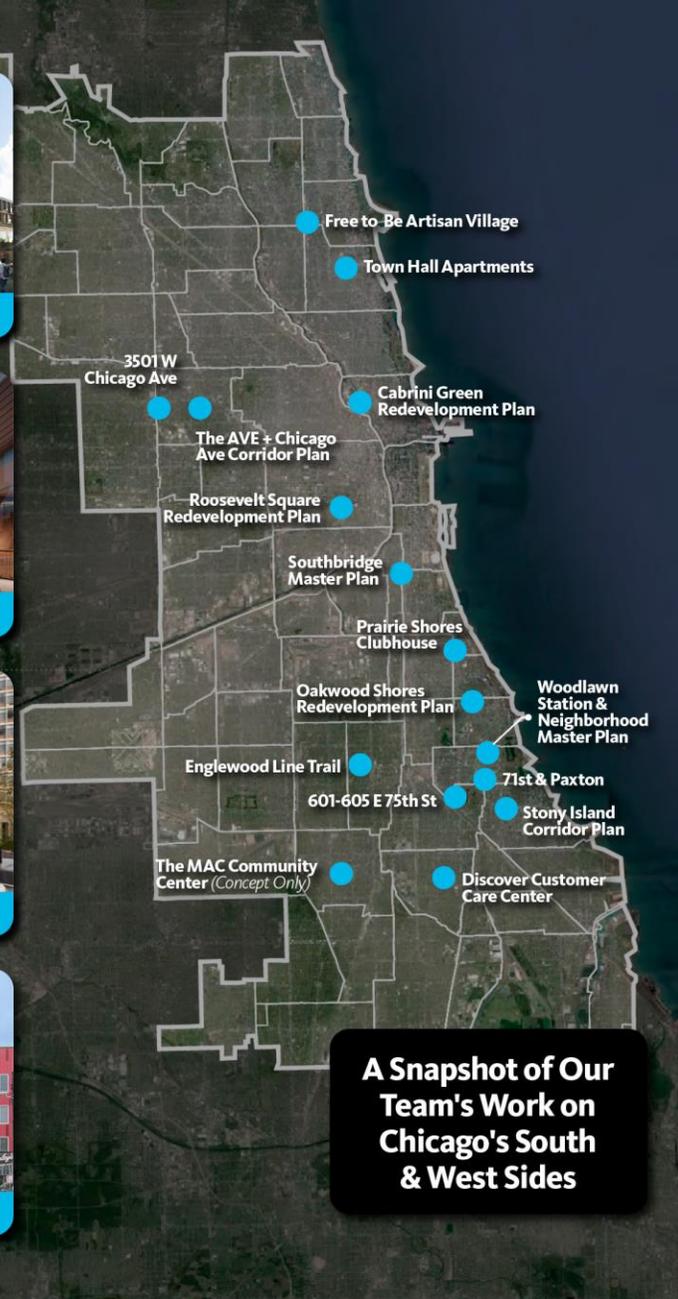
Free to Be Artisan Village



Prairie Shores Clubhouse



Woodlawn Station



**A Snapshot of Our Team's Work on Chicago's South & West Sides**

# ★ Landscape Site Plan-North



**LEGEND:**

- ① Vehicular Access Gate
- ② Entry Court w/ Gate
- ③ Storage
- ④ Bicycle Parking
- ⑤ Outdoor Seating

**KEY PLAN**



0'-0" 7'-6" 15'-0" 30'-0"

# ★ Landscape Site Plan - South



## LEGEND:

- ① Outdoor Seating
- ② Raised Beds w/ ADA Access
- ③ Lounge Lawn
- ④ Bench
- ⑤ Mural Wall
- ⑥ Planting Buffer
- ⑦ Group Seating
- ⑧ 6'H Perimeter Fence w/ Egress Gates

## KEY PLAN



0'-0" 7'-6" 15'-0" 30'-0"









# ★ Existing Condition



# ★ Existing Condition – Multiple Entrances



# ★ Proposed Condition – Fully Fenced



# ★ Proposed Condition – Security Cameras



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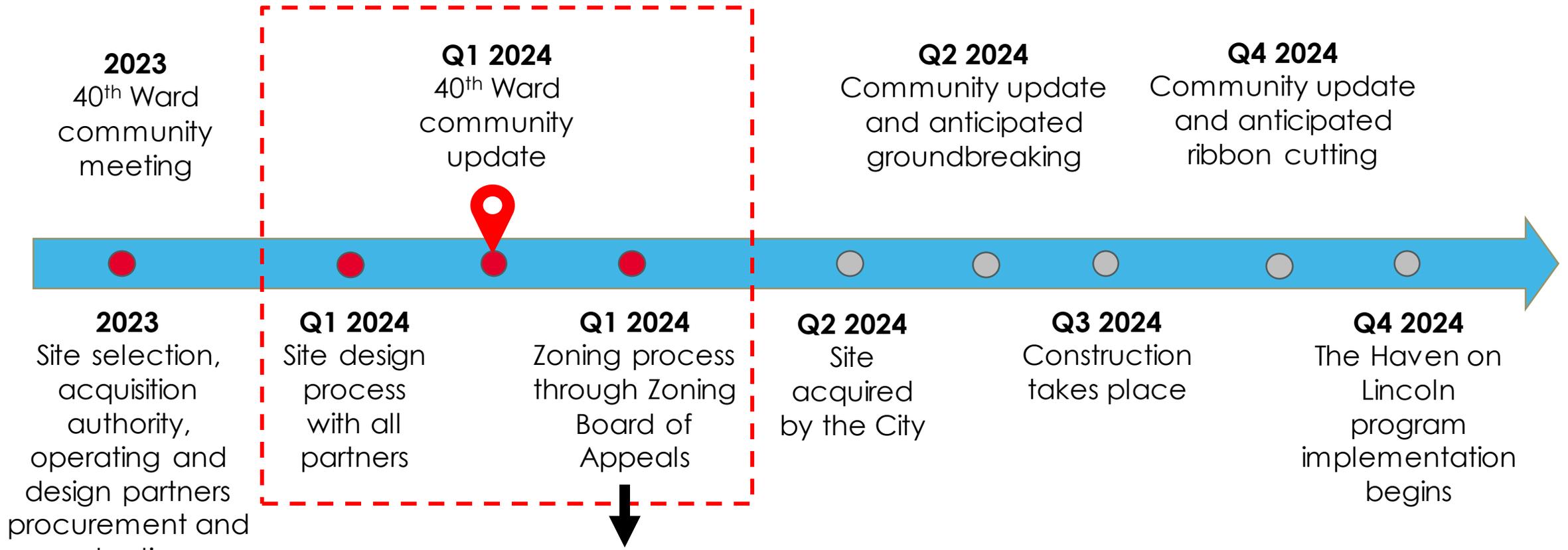
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**Next Steps and Questions**



# ★ The Haven on Lincoln Process Status



**February 16<sup>th</sup>** – Chicago Zoning Board of Appeals (ZBA) meeting for Special Use Permit to allow for transitional residence use



**Questions?**



# Thank you!

Feel free to reach out with further questions to the 40<sup>th</sup> Ward team:  
[40thward.org/contact](https://40thward.org/contact)