



# SPECIAL USE APPLICATION

zoning office use only

CASE #: \_\_\_\_\_

## 1. PROPERTY

Address: 1566 Oak Avenue, Evanston, IL 60201

Permanent Identification Number(s):

PIN 1: 1 1 - 1 8 - 3 0 8 - 0 0 9 - 0 0 0 0 PIN 2: [ ] [ ] - [ ] [ ] - [ ] [ ] - [ ] [ ]

(Note: An accurate plat of survey for all properties that are subject to this application must be submitted with the application.)

## 2. APPLICANT

Name: Connections for the Homeless C/O Donna Pugh, Michael Noonan, Foley & Lardner LLP

Organization: Connections for the Homeless, Inc.

Address: 2121 Dewey Ave.

City, State, Zip: Evanston, IL 60201-3057

Phone: Work: (312) 832-4596 Home: \_\_\_\_\_ Cell/Other: \_\_\_\_\_

Fax: Work: \_\_\_\_\_ Home: \_\_\_\_\_

E-mail: djpugh@foley.com (Attorney for Applicant)

Please circle the primary means of contact

What is the relationship of the applicant to the property owner?

- same
- architect
- officer of board of directors
- builder/contractor
- attorney
- other: \_\_\_\_\_
- potential purchaser
- lessee
- potential lessee
- real estate agent

## 3. PROPERTY OWNER (Required if different than applicant. All property owners must be listed and must sign below.)

Name(s) or Organization: 1566 Oak Avenue, LLC

Address: 232 Deerfield Road

City, State, Zip: Deerfield, IL 60015

Phone: Work: 312-437-2222 Home: \_\_\_\_\_ Cell/Other: \_\_\_\_\_

Fax: Work: \_\_\_\_\_ Home: \_\_\_\_\_

E-mail: innkeeper@margarita inn.com

Please circle the primary means of contact

"By signing below, I give my permission for the Applicant named above to act as my agent in all matters concerning this application. I understand that the Applicant will be the primary contact for information and decisions during the processing of this application, and I may not be contacted directly by the City of Evanston. I understand as well that I may change the Applicant for this application at any time by contacting the Zoning Office in writing."

Property Owner(s) Signature(s) -- REQUIRED

Date: 9-23-2022

## 4. SIGNATURE

"I certify that all of the above information and all statements, information and exhibits that I am submitting in conjunction with this application are true and accurate to the best of my knowledge."

Applicant Signature -- REQUIRED

Date: 09/27/2022

<b>TITLE</b>	SUP Signature Page
<b>FILE NAME</b>	SUP Signature Page.pdf
<b>DOCUMENT ID</b>	13cc7d5d9c504d2c59c5efbcae3c067838571061
<b>AUDIT TRAIL DATE FORMAT</b>	MM / DD / YYYY
<b>STATUS</b>	● Signed

---

### Document History



SENT

**09 / 27 / 2022**

16:01:11 UTC

Sent for signature to Betty Bogg (bbogg@connect2home.org) from shammer@connect2home.org  
IP: 50.194.90.165



VIEWED

**09 / 27 / 2022**

16:44:27 UTC

Viewed by Betty Bogg (bbogg@connect2home.org)  
IP: 50.194.90.165



SIGNED

**09 / 27 / 2022**

16:44:48 UTC

Signed by Betty Bogg (bbogg@connect2home.org)  
IP: 50.194.90.165



COMPLETED

**09 / 27 / 2022**

16:44:48 UTC

The document has been completed.

## 5. REQUIRED DOCUMENTS AND MATERIALS

The following are required to be submitted with this application:

- (This) Completed and Signed Application Form**
- Plat of Survey** Date of Survey: 10/18/2006
- Project Site Plan** Date of Drawings: 09/15/2022
- Plan or Graphic Drawings of Proposal** (If needed, see notes)
- Non-Compliant Zoning Analysis**
- Proof of Ownership** Document Submitted: Trustee's Deed
- Application Fee** Amount \$ 660.00

**Notes: Incomplete applications will not be accepted.** Although some of these materials may be on file with another City application, individual City applications must be complete with their own required documents.

### **Plat of Survey**

- (1) One copy of plat of survey, drawn to scale, that accurately reflects current conditions.

### **Site Plan**

- (1) One copy of site plan or floor plans, drawn to scale, showing all dimensions.

### **Plan or Graphic Drawings of Proposal**

A Special Use application requires graphic representations for any elevated proposal-- garages, home additions, roofed porches, etc. Applications for a/c units, driveways, concrete walks do not need graphic drawings; their proposed locations on the submitted site plan will suffice.

### **Proof of Ownership**

Accepted documents for Proof of Ownership include: a deed, mortgage, contract to purchase, closing documents (price may be blacked out on submitted documents).

- **Tax bill will not be accepted as Proof of Ownership.**

### **Non-Compliant Zoning Analysis**

This document informed you that the proposed change of use is non-compliant with the Zoning Code and requires a variance.

### **Application Fee**

The application fee depends on your zoning district (see zoning fees). Acceptable forms of payment are: Cash, Check, or Credit Card.

## 6. PROPOSED PROJECT

A. Briefly describe the proposed Special Use:

Connections for the Homeless, Inc. ("Connections" or "CFH") seeks to obtain a new Special Use to operate a Rooming House at 1566 Oak Ave. See Exhibit A, attached, for full narrative and responses to Applicant Questions

---

---

---

---

## APPLICANT QUESTIONS

### ALL QUESTIONS ANSWERED ON EXHIBIT A, ATTACHED

- a) Is the requested special use one of the special uses specifically listed in the Zoning Ordinance? What section of the Zoning Ordinance lists your proposed use as an allowed special use in the zoning district in which the subject property lies? (See Zoning Analysis Review Sheet)

---

---

---

---

- b) Will the requested special use interfere with or diminish the value of property in the neighborhood? Will it cause a negative cumulative effect on the neighborhood?

---

---

---

---

- c) Will the requested special use be adequately served by public facilities and services?

---

---

---

---

d) Will the requested special use cause undue traffic congestion?

---

---

---

---

---

e) Will the requested special use preserve significant historical and architectural resources?

---

---

---

---

---

f) Will the requested special use preserve significant natural and environmental features?

---

---

---

---

---

g) Will the requested special use comply with all other applicable regulations of the district in which it is located and other applicable ordinances, except to the extent such regulations have been modified through the planned development process or the grant of a variation?

---

---

---

---

---



# City of Evanston DISCLOSURE STATEMENT

(This form is required for all Major Variances and Special Use Applications)

---

The Evanston City Code, Title 1, Chapter 18, requires any persons or entities who request the City Council to grant zoning amendments, variations, or special uses, including planned developments, to make the following disclosures of information. The applicant is responsible for keeping the disclosure information current until the City Council has taken action on the application. For all hearings, this information is used to avoid conflicts of interest on the part of decision-makers.

1. If applicant is an agent or designee, list the name, address, phone, fax, and any other contact information of the proposed user of the land for which this application for zoning relief is made: Does not apply.

Applicant, Connections for the Homeless will be the user of land

Betty Bogg

Executive Director, Connections for the Homeless, Inc.

Phone: 847-475-7070 X108

2121 Dewey Ave., Evanston, IL 60201 - bbogg@connect2home.org

2. *If a person or organization owns or controls the proposed land user*, list the name, address, phone, fax, and any other contact information of person or entity having constructive control of the proposed land user. Same as number N/A above, or indicated below. (An example of this situation is if the land user is a division or subsidiary of another person or organization.)

Applicant is not controlled by any other entity. A list of officers and directors for Applicant is attached.

3. List the name, address, phone, fax, and any other contact information of person or entity holding title to the subject property. Same as number N/A above, or indicated below.

1566 Oak Avenue, LLC c/o Michael Pure

232 Deerfield Road

Deerfield, IL 60015

Phone: 312-437-2222

4. List the name, address, phone, fax, and any other contact information of person or entity having constructive control of the subject property. Same as number N/A above, or indicated below.

Pure Investments, Inc.

1566 Oak Ave., Evanston, IL 60201

Phone: 847-869-2273

**If Applicant or Proposed Land User is a Corporation**

Any corporation required by law to file a statement with any other governmental agency providing substantially the information required below may submit a copy of this statement in lieu of completing a and b below.

a. Names and addresses of all officers and directors.

See list of officers and directors, attached.

---

---

---

---

b. Names, addresses, and percentage of interest of all shareholders. If there are fewer than 33 shareholders, or shareholders holding 3% or more of the ownership interest in the corporation or if there are more than 33 shareholders.

N/A - Applicant entity does not have any shareholders

---

---

---

---

**If Applicant or Proposed Land User is not a Corporation**

Name, address, percentage of interest, and relationship to applicant, of each partner, associate, person holding a beneficial interest, or other person having an interest in the entity applying, or in whose interest one is applying, for the zoning relief.

N/A - Applicant is a corporation

---

---

---

---

---

---



## FY22 Board of Directors

Office	Last	First	Phone	Email	Address
Secretary	Bartol	Sheryl	847.492.9250	s.bartol@comcast.net	2440 Central Park, Evanston, IL 60201
	Combs	Gene	847.707.6048	GENECOMBS1@SBCGLOBAL.NET	1212 Elmwood Ave, Evanston, IL 60202
	Cox	Dan	727.317.9504	dancox1@gmail.com	1207 Maple Ave, Evanston, IL 60201
Vice President	Dillard	Monté	219.689.5823	poimendillard@gmail.com	1721 Leland Ave, Evanston, IL 60201
	Greer	Jill	312.543.6041	jill.greer68@gmail.com	1321 Jenks St, Evanston, IL 60201
	Gutstein	Betsy	847.869.2543	betsygutstein@gmail.com	2615 Eastwood Ave, Evanston, IL 60201
Member at Large	Horn	Vickie	847.490.2649	horn.vickiem@gmail.com; vhorn@e-magellan.com	380 We Go court, Deerfield, IL 60015
Treasurer	Hunt	Karen	847.733.7400	KHunt@bylinebank.com	478 Sheridan Rd Apt 2, Evanston, IL 60202
	Ibraheem	Quisha	224.201.6293	teertsemasesottehg@gmail.com	2150 Ashland Ave, Evanston, IL 60201
President	Kalil	Paul	312.505.2972	paul.kalil.pk@gmail.com	1558 Florence Ave, Evanston, IL 60201
	Kane	Kevin	773.562.7802	moses19@msn.com	510 Greenleaf, Wilmette, IL 60091
	Navas-Nacher	Elena	312.622.5041	elenanavas007@gmail.com	808 Judson Ave., Apt. 4A, Evanston, IL 60202
	Perutz	Kim	847.507.9416	kimperutz@gmail.com	330 Greenwood St, Evanston, IL 60201
	Philips	Elizabeth	847.477.5378	bettybphillips@gmail.com	1035 Forest Ave, Wilmette, IL 60091
	Plakas	Alex	330.806.5286	alex.plakas@gmail.com	315 Birch St., Winnetka, IL 60093
	Schmidt	Sarah	847.276.1548	sarah@sarahschmidt.com	845 Michigan Ave, Wilmette, IL 60091
	Simmons	Robin Rue	847.894.9271	robin@firstrepair.org	2018 Dodge Ave, Evanston, IL 60201
	Stone	Abigail	312.545.2709	born2shineastone@yahoo.com	<i>intentionally left blank</i>
	Bogg	Betty	847.475.7070	bbogg@connect2home.org	2121 Dewey Ave, Evanston, IL 60201

*As of May 25, 2022*





# Special Use Information

---

## A. GENERAL INFORMATION

### 1. What projects are eligible for a Special Use Permit?

Projects are eligible per zoning District. Please check the Zoning District to see if your proposed project is listed as a permitted Special Use per zoning District. The Allowed Uses by Zoning District handout is also another way to access information to see if your project is eligible to apply.

### 2. Who can submit an application?

The applicant must either own, lease, or have legal or equitable interest in the subject property, or must be the representative of such a person. All persons or parties which have an ownership interest in the affected properties must be identified and must sign the application. The Property Owner(s) may, at their discretion, designate another person as Applicant to act on their behalf in processing this application. In that case, the designated Applicant will be considered the primary contact, until the application is closed or the Property Owner changes the designated Applicant by contacting the Zoning Office in writing. **Standing** (§6-3-8-4):

### 3. How do I submit an application?

Applications must be submitted in person to the Zoning Office, City of Evanston, Civic Center Room 3700, 2100 Ridge Avenue. Our office hours are Monday through Friday (excluding Holidays) from 8:30 am until 5:00 pm. Evanston.

Applications must be complete, including all required documentation and fee.  
Applications are not accepted by mail or e-mail.  
Application materials cannot be returned.

### 4. What forms of payment are accepted?

Cash, Credit Card, Check.

### 5. Can I withdraw my application?

Yes, an application may be withdrawn any time prior to a vote.

### 6. Who has access to my application materials?

The application is a public document, and as such, may be reviewed by the general public upon request.

---

## B. INFORMATION ABOUT SPECIAL USES

### What is a Special Use Permit?

For each zoning district, the Zoning Ordinance identifies **permitted uses** (also called “by right” uses) and **special uses** which may be allowed depending upon the circumstances. In order to legally operate a special use, a property owner must apply for a Special Use Permit from the Zoning Office. The application is reviewed at a public hearing by the Zoning Board of Appeals (ZBA), which makes a recommendation to the City Council. The ZBA can also recommend conditions on a granted special use. The City Council is the deciding body for all Special Uses in the City of Evanston.

## The Special Use Application Process

- The City reviews the project through a Zoning Analysis (applied for separately) and determines it is eligible to apply for a special use
- The Applicant files a Special Use Application
- The City publishes a notice of the hearing in the Evanston Review, between 15 and 30 days prior to hearing.
- The City posts a sign describing the public hearing on the property no less than 10 working days before the hearing.
- The City must mail notification of the public hearing to all properties that are within 500 feet of any point on the subject property. (The applicant is responsible for the accuracy of the list used by the City for mailing this notice. The applicant can either rely on a list the City produces through its Geographic Information System or produce his or her own list of the names and addresses of property owners within 500 feet of the subject property. The Zoning Office will send to the applicant its generated mailing list. The applicant should inform the Zoning Office if any names and addresses are missing.
- The City encourages all applicants to discuss their proposal with their neighbors prior to the public hearing.
- The Zoning Division will schedule the applicant to meet with the Site Plan & Appearance Review Committee; (SPAARC) which provides a recommendation to the Zoning Board of Appeals.
- The ZBA recommends denial, approval, or approval with conditions of the application to City Council;
- The Planning and Development Committee of the City Council considers the ZBA recommendation and forwards it to the full City Council with or without a recommendation;
- City Council considers the ZBA recommendation and may introduce an ordinance granting the requested zoning relief;
- City Council may adopt an ordinance granting the requested zoning relief at the following or any subsequent City Council meeting.

The approximate time from when the Zoning Office receives a complete application to a decision is **three to four months**.

To recommend approval for a special use, the ZBA must find that the proposed special use meets all of the following criteria:

- a) is one of the listed special uses for the zoning district in which the property lies;
- b) complies with the purposes and policies of the Comprehensive General Plan and the Zoning Ordinance;
- c) does not cause a negative cumulative effect in combination with existing special uses or as a category of land use;
- d) does not interfere with or diminish the value of property in the neighborhood;
- e) is adequately served by public facilities and services;
- f) does not cause undue traffic congestion;
- g) preserves significant historical and architectural resources;
- h) preserves significant natural and environmental resources; and
- i) complies with all other applicable regulations.

## Expiration

Within one year of obtaining a special use permit, the recipient must either obtain a building permit and commence construction, or obtain a certificate of occupancy and commence the use. City Council may extend this one-year limitation upon request.

---

## CONTACT INFORMATION

Community Development Department – Planning and Zoning Division  
2100 Ridge Avenue, Room 3202 Evanston, Illinois 60201  
P. 847-448-4311 F. 847-448-8126 E. [zoning@cityofevanston.org](mailto:zoning@cityofevanston.org)  
[www.cityofevanston.org/zoning](http://www.cityofevanston.org/zoning)

# **Special Use Table of Contents**

**EXHIBIT A: PROPOSED PROJECT & RESPONSES TO APPLICANT QUESTIONS**

**EXHIBIT A-1: ZONING ADMINISTRATOR'S RULING (Regarding Parking)**

**EXHIBIT A-2: CREDENTIALS OF APPRAISER MARY LINBERGER, MAI**

**EXHIBIT A-3: CREDENTIALS OF PLANNER GEORGE KISIEL, AIA, AICP**

**EXHIBIT A-4: MARGARITA INN PARTICIPANT HANDBOOK**

**EXHIBIT A-5: MARGARITA INN PROGRAM OPERATIONS MANUAL**

**EXHIBIT B: PLAT OF SURVEY**

**EXHIBIT C: SITE PLAN**

**EXHIBIT D: GRAPHIC OF PROPOSAL**

**EXHIBIT E: NON-COMPLIANT ZONING ANALYSIS**

**EXHIBIT F: PROOF OF OWNERSHIP**

**EXHIBIT G: LETTER FROM CONNECTIONS BOARD PRESIDENT PAUL KALIL;  
ADDITIONAL EMAILS OF SUPPORT**

**EXHIBIT H: APPLICATION FEE**

**EXHIBIT A: PROPOSED PROJECT & RESPONSES TO APPLICANT  
QUESTIONS**

## **EXHIBIT A: PROPOSED PROJECT & RESPONSES TO APPLICANT QUESTIONS**

Special Use Application – Connections for the Homeless, Inc.

### **PROPOSED PROJECT**

A. Briefly describe the proposed Special Use:

#### **Background**

The Applicant, Connections for the Homeless, Inc. (“Connections” or “CFH”) is seeking a new Special Use for a Rooming House at the Margarita Inn, located at 1566 Oak Ave. After the COVID-19 global pandemic caused an industrywide recession in March 2020, the city provided the opportunity for the then-owners of the Margarita Inn, who owed back taxes and parking fees to the City of Evanston, a chance to pay off its debt in exchange for sheltering homeless individuals through a partnership with Connections. Since March of 2020, Connections has been using the Margarita Inn to provide temporary housing for people experiencing homelessness, and is now seeking to make this arrangement permanent with this Special Use application.

The building was constructed in 1927 as The Margarita Club for Working Women. Originally, the building served as a hotel/apartment house for young business women needing proper housing. In the 1960’s, the property was operated as a Single Room Occupancy facility for weekly rental. In 1974, the Zoning Board of Appeals approved a Special Use for a Rooming House and restaurant on the first floor. The Special Use permitted up to sixty-three roomers. It was converted to a hotel in 1989, and in 2013 was renovated to include en-suite bathrooms. Currently, the Margarita Inn has 44 rooms with a capacity of up to 70 participants; Connections is seeking a Special Use for a Rooming House for 70 participants.

#### **There is a Great Need for Housing for the Homeless in Evanston**

Homelessness is a persistent problem in the United States, Northeastern Illinois, North Suburban Cook County and, particularly, in the City of Evanston. Downtown Evanston has long been a haven for the homeless due to the concentration of public transit assets (Metra and CTA Davis Street stations) along with the density of local businesses, public facilities, and outdoor public spaces. Factors such as lack of affordable housing, increasing housing prices, and income instability all contribute to incidents of homelessness especially for vulnerable populations such as those suffering from mental illness, substance use disorders and the elderly – all protected classes of individuals.

In 2012, the City of Evanston recognized a need within the community for a plan to end homelessness. It drafted a document, “Heading Home: Working to End Homelessness - a Five-Year Plan for the City of Evanston, IL”. At the time, the plan estimated that 10% of Evanston residents were either homeless or at risk of becoming homeless. The plan recognized homelessness as an ongoing chronic issue, stating: “Homelessness did not happen overnight, nor will it be ended quickly. This plan and its recommendations are just the beginning of what will be a long journey to end homelessness. But with the entire community’s commitment and continuous focus on prevention and re-housing, we can and will make progress that Evanston is a community where everyone has a home.”

Since 2010, Evanston’s Consolidated Plans (which allocate funds from HUD CDBG, HOME, ESG and other Federal grant programs, and are adopted by members of City Council with input from citizens), devote a chapter to actions that address housing and homeless needs. The most current 2020-2024 Consolidated Plan follows that trend with a robust section addressing homelessness. The plan focuses on Progressive Engagement strategies for Rapid Re-Housing and Prevention, stating:

“Funding is prioritized for rapid re-housing, following the housing first strategy of the HEARTH Act, while maintaining needed prevention funding, street outreach services and emergency shelter, particularly for domestic violence victims.”

The 2020 global pandemic has had a profound effect on individuals and families at risk of homelessness. Evanston’s 2021 FY Action Plan (part of the 2020–2024 Consolidated Plan) drafted in April of 2021, states: “Evanston is experiencing substantial increases in homeless and unstably housed residents due to income loss from the continued impact of the pandemic.” Additionally, rents around the country have been increasing and, according to the U.S. Government Accountability Office, for every \$100 increase in median rents in a community, homelessness increases by 9%.<sup>1</sup> Evanston has not been exempt from the recent increases in rents. The Alliance to End Homelessness in Suburban Cook County Continuum of Care (“The Alliance”) helped craft the 2020–2024 Consolidated Plan. The Alliance estimates a significant shortage of beds in northern Cook County to meet the increasing demands of a growing homeless population.

The Special Use proposed by Connections for the Homeless will provide up to 70 beds of interim housing for the homeless in a “rooming house” setting. The advantage of this setting is that it gives those experiencing homelessness shelter for a full 24 hours of each day in a private room. The proposed Special Use not only addresses the needs of those experiencing homelessness, but also has the potential to reduce the number of the homeless population occupying the public spaces of downtown Evanston. In the prior fiscal year, 86% of participants living at the Margarita Inn identified as being from Evanston, working in Evanston, or having family in Evanston.

### **The Margarita Inn is in an Ideal Location for this Type of Facility**

The Margarita Inn, at 1566 Oak Ave., is ideally suited and located for this type of operation. Well before CFH’s use of the Margarita Inn, people experiencing homelessness have traditionally gathered in the downtown area. This is because of the access to transit, local businesses, and service providers. The Margarita Inn’s proximity to downtown helps take people experiencing homelessness off the streets and into a safe location.

The building itself is also ideal for CFH’s operations. Unlike a traditional shelter, where all participants congregate in a large room, the Margarita’s rooms provide people experiencing homelessness much-needed privacy and dignity. Private rooms give participants a place to shower, safely rest, and keep their belongings while they look for jobs, attend current jobs, and work with case managers to identify permanent housing options.

---

<sup>1</sup> <https://www.gao.gov/blog/how-covid-19-could-aggravate-homelessness-crisis>

Since the spring of 2020, when many homeless providers throughout the country occupied local hotels to provide private rooms for people to shelter in place from the pandemic, providers have found that “hoteling” makes for much more effective shelter programming than the old model of having people sleep together in one room and have to leave during the day. It is now becoming best practice to provide private rooms, 24 hours a day, for shelter residents. The Margarita Inn is the only pre-built facility in Evanston of the size and configuration that allows CFH to implement this best practice.

### **Connections for the Homeless is the Ideal Operator for the Margarita Inn**

For over 38 years, CFH has sheltered and provided other services for people experiencing homelessness in Evanston, in multiple facilities, and implemented industry-best-practices and innovative new approaches to eliminate homelessness. From July 1, 2020 through June 2021, CFH served 4,055 individuals by providing financial assistance to prevent evictions, shelter, and housing. And Connections’ approach at the Margarita has been very successful. Since beginning operations in March 2020, 57% of the Margarita’s residents have transitioned out of the Margarita and into stable housing. This compared to a 39% average in 2019 for the City of Chicago’s Department of Family and Support Services, cited in a Harvard Kennedy School Global Performance Lab study.

### **Connections for the Homeless has Solid Credentials in Homeless Services**

CFH is a member of the Alliance to End Homelessness in Suburban Cook County (the “Alliance”). The Alliance coordinates the Cook County Continuum of Care (IL-511), and is responsible for the planning and coordination of homeless services and housing options for all of Cook County outside the City of Chicago. The Alliance develops best practices in homeless services for the region and allocates funding to providers like CFH on a competitive basis. CFH is a key partner in the work that the Alliance does on analyzing the system-wide impact of providers on the population of people without homes. CFH consistently ranks very high in the scoring of proposals for funding which measures its ability to implement best practices in effective and impactful ways.

Connections receives funding from a variety of sources including U.S. Department of Housing and Urban Development, the Illinois Department of Human Services, U.S. Department of Health and Human Services, Cook County, and the Alliance to End Homelessness in Suburban Cook County. As a result, Connections is audited multiple times each year, both on stewardship and spending of funds and on adherence to the U.S. Department of Human Services and State of Illinois policies and procedures, all of which are based on research into best practices.

A letter from Connections’ Board of Directors, further attesting to the credentials of the staff is attached as Exhibit G, along with numerous supportive emails from community members.

### **Connections for the Homeless Uses Industry-Standard Best Practices**

CFH bases its programs and operations on evidence-based best practices defined by the national and state organizations that oversee and fund much of the shelter system throughout the United States. CFH has contracts with and is accountable to several of the organizations described above. These contracts require CFH to follow best practices as described below:

- Maintaining a low-barrier shelter that admits people in need who are capable of staying in the shelter without harming themselves or others: We do not exclude people based on barriers related to mental illness, alcohol use, other drug use, or criminal background (excluding sex offenses) unless safety is in question;
- Prioritizing those who are most vulnerable to dying if they do not get into shelters: This includes people with mental illness, physical or other disabilities, substance use disorders, no incomes, and/or no credit, as well as large families, youth, veterans, survivors of domestic violence, survivors of other crimes (as people who are homeless are very often victims), non-English speakers, and people who are undocumented;
- Connecting participants to mainstream resources: A key component of CFH's services is connecting residents to Medicaid or other insurance, as well as any other public benefits to which they are entitled;
- Focusing services on obtaining permanent housing: From the first meeting with a case manager, participants are working on an exit plan that includes finding appropriate housing, paying for that housing, and finding any support needed to stay in the housing. All steps in each participant's case management plan ultimately are focused on housing as the final goal;
- Providing trauma-informed care: Trauma and homelessness are intrinsically linked. The first goal when working with people who are homeless or at-risk of homelessness is to increase safety as quickly possible. At the Margarita Inn, CFH provides a low anxiety, home-like environment that is both physically and emotionally secure, with 24-hour staff and supports to meet participants' immediate needs. Participants are welcomed to a comfortable, encouraging space that may feel like the home they have not had in a very long time. With immediate safety established, CFH staff work to build rapport and connections with participants to encourage trust and reinforce safety, so participants can begin to heal and improve well-being. CFH staff are trained and prepared to identify trauma that may present in people's behaviors, interactions, and relationships. Ongoing training and support are provided and available to all staff to build competency to implement trauma-informed practices and provide residents with opportunities for reflection and processing;
- Practicing harm reduction across all programs and services: Harm reduction is a non-coercive, cooperative model that seeks to avoid shaming and judging people for their behaviors. CFH staff meet participants where they are and help support practical strategies participants can deploy to reduce negative consequences of risky behaviors such as drug use and unsafe sex. Every participant completes a comprehensive assessment at entry that includes questions related to substance use, exposure to trafficking, and other risky behaviors. Based upon the assessment, staff and participants work together to prioritize and identify the changes the participant wants to make in their lives. Staff makes appropriate recommendations and referrals for trafficking interventions, education, counseling, or treatment as



mutually agreed upon. Further, CFH staff facilitate ongoing discussions surrounding high-risk behaviors during individual counseling sessions; and

- Creating spaces and opportunities for positive experiences and relationship building: Research demonstrates that the presence of relationships and positive experiences support the development of participants to better manage and minimize risky behaviors. CFH does this by:
  - (1) Providing an open, supportive environment that encourage relationships among peers, staff, and volunteers, as well as repairing past relationships with friends and family when appropriate;
  - (2) Offering comprehensive services for people to increase their exposure to positive role models and allow for the exploration of recreational and leisure activities that match their interests;
  - (3) Providing one-on-one and group sessions to create a shared understanding of their past experiences and support the development of positive coping strategies; and
  - (4) Connecting people to community partners for service learning and engagement opportunities to broaden their leadership skills.

### **Connections for the Homeless uses a “Housing First” Model**

CFH’s programs are all based on a Housing First philosophy. The preponderance of evidence through academic research demonstrates that, without safe housing, a person cannot effectively address health, legal, or career needs. Research also demonstrates that those facing homelessness have the best chance of success in ending it if their housing needs are met first; this approach is known as “Housing First.” Housing First is widely recognized as an effective best practice and has been credited with contributing to the overall decline in homelessness over the last decade.

Because no community in the nation currently has enough affordable housing to move everyone who needs it into housing as soon as they become homeless, interim housing (shelter) is needed. The quality of interim housing is an important element of transitioning successfully into a permanent home. Individuals living on the streets face increasingly difficult situations over time and need stability, security for themselves and their belongings, as well as the privacy afforded by individual bedrooms and personal bathrooms, in order to transition. These basic services allow participants to regain their sense of dignity and self-worth, and attend to their mental and physical health, which ultimately pushes them toward independence and self-sufficiency.

Having a predictable home base for residents additionally increases CFH’s ability to implement the Housing First model. By not having to spend their days searching for a place to stash their belongings or to sleep at night, clients become easier to engage with regarding the work they need to do to get into housing. Additionally, because staff have ready access to residents when leases need to be signed, paperwork comes in, landlords have questions, etc., CFH can increase the likelihood of residents finding permanent, stable housing. Without the access that 24-hour shelter provides, case managers often cannot find their clients when it’s time for them to take action on housing solutions.

## **Connections for the Homeless Provides a Unique Service in Evanston**

Evanston has many people struggling with problems that are being addressed through Evanston's many human services agencies. Several of these agencies, besides CFH, provide housing and services to people who are struggling; however, most of these other agencies do not serve the same people that CFH does or provide the same services where we do overlap. For example:

- The McGaw YMCA in Evanston runs an excellent men's residence program, with 156 SRO units. Their program is different than CFH's in that it is not a shelter program, but a rental program. The residents at the YMCA pay for their rooms, with average rent ranging from \$138.00 to \$179.50 per week. This rent is typically higher than what someone staying at the Margarita Inn could afford. Additionally, the YMCA's program is not "low barrier" (see more on CFH's low-barrier approach above, and below). Men at the YMCA are not allowed to drink and may not be accepted if they have other barriers to standard market-rate housing such as mental illness, poor credit, or other perceived barriers to stability. Connections partners with the YMCA as a housing destination for Margarita Inn residents when a good fit can be made, and values the YMCAs contributions to providing housing options and resources in Evanston.
- Albany Care and Greenwood CARE are both residences for people with diagnosed mental illness and substance use disorders that receive payment via Medicaid. Their focus is not homelessness, nor do their services include helping people find other housing or the resources to increase their independence from the facilities.

CFH uniquely provides housing-focused shelter specifically for those who are experiencing a period of homelessness and seeks to make that period as short as possible. Given the lack of a similar provider in Evanston, this facility is greatly needed.

## **Operations at the Margarita Inn are designed to help those with the Most Need**

### **Entry into the Margarita Inn**

When a person experiencing homelessness is identified as a suitable participant for CFH's program at the Margarita Inn, they are added to a dynamically-managed wait list that averages 50 to 80 people at any given point. When space is available, CFH staff identify who on the waitlist is in greatest need, with priority given to women and children, seniors, and those with disabilities. Additionally, there are two rooms and four beds for young adults, 18 to 24 years old. This population primarily comprises young adults who have aged out of the foster care system or no longer have access to family support or resources.

Participants begin their residency at the Margarita by sitting down with their CFH case manager and reviewing the Margarita Inn Policies and Procedures ("Participant Handbook") (attached as Exhibit A-4). They cover rules about staying at the Margarita,

community expectations, and the code of conduct. Once the review is complete, participants sign a review and acceptance form to indicate their agreement. They are assigned a room. Once residents have secured housing at the Margarita Inn, CFH provides laundry, light housekeeping, and other services. Within the first week of entry, program participants review the handbook a second time with CFH staff and create short- and long-term housing, education, and employment goals. If the participant has income, they will also sit down and create a budget with the case manager. This effort is the start of the process to prepare the participant for successful long-term housing beyond the Margarita Inn. The average length of stay in the facility is eight months.

### **Staffing**

The facility is staffed with at least two CFH staff at all times. On-site CFH staff dedicated to serving participants at the Margarita Inn include: two full-time managers, a full-time operations manager, a full-time program manager, two full-time case managers, nine program operations staff, a full-time Certified Nursing Assistant, and a full-time Licensed Clinical Social Worker providing behavioral health therapy services. Staff of the current owners of the Margarita Inn provide maintenance and front desk coverage; CFH will take over these functions upon purchase. The Margarita is fully staffed to address participant needs, property maintenance, and case management, and will remain so if the building is purchased by CHF.

### **Food**

Food is not paid for by residents, nor is it “bundled” into the room rental price paid to the owner. Food is donated by community partners or purchased on behalf of the residents by CFH and provided free of charge to residents. Three meals are served daily. Prior to the COVID-19 pandemic, CFH’s long-time shelter facility, Hilda’s Place, had volunteer groups prepare daily meals and share them with participants. In the future, CFH would like to return to this model and open up mealtime to community members to prepare, serve, and eat with participants.

### **Resident Accountability and Rules within the Margarita Inn**

All participants residing in the Margarita Inn will be assigned a Case Manager and are required to engage in regular sessions with that Case Manager to identify, and work towards, a permanent housing solution. Connections has a progressive process in place to address behavioral issues, including failure to engage in regular case management, up to and including discharge from the program.

CFH requires all residents to follow rules related to the safety and well-being of all individuals. CFH uses an incremental process to address behaviors that negatively impact the community and/or violate the Margarita Inn’s rules, and employs verbal warnings, written learning agreements, suspension from Margarita for a period, and dismissal from the Margarita as consequences for failure to follow the rules as defined in the Participant Handbook.

CFH maintains a “zero tolerance” policy for the following behaviors when they occur on-site, either inside the Margarita Inn, or on the exterior property, and can be substantiated. Any incident involving these offenses results in the Participant’s immediate dismissal from the Margarita Inn:

1. Possession of a weapon, regardless of whether it is used;
2. Physical violence toward Connections Staff, Participants, and/or other individuals involved with its programs (i.e., staff, volunteers); or
3. Illegal and/or illicit activity including, but not limited to, drug dealing and sex work.

Non-prescription substances that are illicit/illegal are not allowed anywhere in the Margarita Inn, including in individual rooms, or on the property. While alcohol is allowed in the Margarita, it may only be consumed in the residents’ own room. At no time is open alcohol permitted in any common area or anywhere outside on the property.

### **Safety and Security**

According to best practices in homeless services, the Margarita Inn operates as a “low-barrier” program. Low-barrier shelters meet people where they are and provide person-centered care, treat residents with dignity and respect, and hold them accountable for following expectations and rules designed to keep the community safe. Applicants are eligible to reside in the Margarita as long as they participate in a comprehensive intake assessment and are evaluated as being able to live in the Margarita without causing harm to themselves or others and agree to follow the rules.

All applicants to the Margarita Inn are subject to background checks. People who are on record as sex offenders are not admitted. Because most residents come from other Connections programs, primarily Drop-In programs, we also review those incident reporting logs to identify any behavioral incidents that might indicate that an applicant is not able to live safely in a community setting. Findings from the background checks and a review of past incident reports are assessed on a case-by-case basis in the context of an extensive intake evaluation, and people are admitted based on a determination of their ability to live safely in the Margarita with other residents.

Connections staff members are always present in the Margarita Inn as dictated in Connections’ Margarita Inn Program Operations Manual (attached as Exhibit A-5), which defines night-time and day-time staffing levels, security roles, and staff responsibilities. All staff are trained in de-escalation and in evidenced-based practices for working with people with mental illness. The Margarita Inn has medical professionals on staff, including a Certified Nursing Assistant and a Licensed Clinical Social Worker on site, and a Registered Nurse providing clinical support.

All participants and visitors to the Margarita Inn must enter and exit the building through the designated main entrance. Because unauthorized entry and exit from the building create a serious security risk for everyone, repeated unauthorized entry and/or exit from any entrance other than the main entrance may result in dismissal from the Margarita.

For everyone's safety, a curfew is in effect daily as defined in the Participant Handbook.

Loitering and/or gathering outside the Margarita Inn are prohibited, and the public sidewalks and those leading to and from the building are kept clear for people to walk by.

According to best practices and to the extent possible, Connections maintains the confidentiality of all participants. We comply with police warrants requiring such disclosures, and we collaborate with police officers when well-being checks are needed. Police are admitted to the premises any time staff or participants call to request emergency service assistance, as well as any time a mandated reporter incident arises.

### **Connections for the Homeless Protocols for Handling Off-Site Incidents**

As described in more detail below, Connections staffs a street-outreach team that is available to respond to incidents regarding individuals experiencing homelessness in Evanston, particularly in the downtown Evanston, Davis Street and Chicago and Main Street areas. Street-outreach requests should be directed to Victor Ponce (email: [yponce@connect2home.org](mailto:yponce@connect2home.org), telephone: 847-475-7070 x201), Manager of Street Outreach and Drop-In, during regular business hours (M-F, 8:30 am to 4:00 pm). Outside of these hours, Trilogy's First Response Alternative Crisis Team (FACT) can be reached at 800FACT400 (800-322-4800). Connections works closely with Trilogy to provide continuity of care and case planning when participants known to both parties are involved in incidents.

CFH encourages those reaching out through either of these channels, to give a description of the individual(s) involved, the location and behavior observed, and, when possible, to provide a picture or video of the concerning behavior. If Connections receives the call and we know the individual(s) involved, we will discuss their behavior with them, including the impact on the community and possible legal consequences for them.

Connections is ready and eager to partner with the City of Evanston and other providers and funders to expand its outreach program. Possibilities include expanded hours and training and deployment of peer outreach workers (people with lived experience of homelessness), a well-established best practice in the provision of street outreach services.<sup>2</sup>

### **Connections for the Homeless Provides Street Outreach and Community Support**

In addition to providing services and lodging to the residents of the Margarita Inn, Connections provides a continuum of community services to help households experiencing homelessness or housing instability in Evanston and North Suburban Cook County. Connections' street outreach program and two daytime drop-in sites are the points of entry to services for many people who are currently living on the streets or other unsheltered environments. CFH's outreach team is trained

---

<sup>2</sup> [https://www.usich.gov/resources/uploads/asset\\_library/Core-Components-of-Outreach-2019.pdf](https://www.usich.gov/resources/uploads/asset_library/Core-Components-of-Outreach-2019.pdf)

in best practices related to street outreach, de-escalation and mental illness and does both targeted outreach and regular canvassing in the area to engage people in the community who are experiencing homelessness.

Connections maintains two daytime drop-in sites in Evanston. Drop-in services are available Monday through Friday and include case management to identify shelter and long-term housing solutions, help obtaining IDs and other needed documents for housing, free physical and behavioral healthcare to meet people's immediate health needs, and access to showers, laundry, bathrooms, food, clothing, computers, and telephones.

Connections works in conjunction with other agencies to assist people in the community experiencing homelessness or a mental health crisis including Trilogy's First Response Alternative Crisis Team (FACT) program which provides 24-hour support and help, before, during and after a mental health event.

### **Connections for the Homeless is Committed to Workforce Development**

Despite the fact that 44% of people experiencing homeless are working, unemployment, underemployment, and lack of income are important contributing factors to homelessness.<sup>3</sup> So too, people experiencing homelessness face numerous barriers to overcoming their lack of employment.

Workforce development programs specifically geared toward people experiencing homelessness can be effective in reducing these barriers.<sup>4</sup> Connections is eager to partner with workforce development organizations and employers in the community to develop opportunities for individuals we serve to increase their income, well-being, and likelihood of maintaining stable housing through any of these employment modalities.

### **The Rooming House Designation is the Appropriate Use Category for the Margarita Inn**

Connections for the Homeless' operations at the Margarita Inn are most closely related to the Rooming House definition, in part, because the participants in the program are brought into the program not on an emergency basis, but for long-term support. The wait list is 50-80 people at any given point. The average participant stays at the facility for eight months. The Margarita Inn has been operating as a Rooming House for decades, and as such, conforms to the requirements set forth in the Property Maintenance Code, including the requirement for the operator to maintain clean quarters, linens, and water closets. Additionally, upon obtaining a room at the facility, the participant will sign an agreement which states that food is provided via donation. The fee for each room is received indirectly from Federal, State and County programs established to provide aide for low-income residents, as well as from private institutional and individual donors.

The Margarita Inn has a long history of providing housing solutions for the Evanston community. The Property was built in 1927, to provide workforce housing for women. At that time, the Property had mostly shared bathrooms except those reserved for "house mothers." In the 1960's, the Property was operated as a Single Room Occupancy facility for weekly rental. In 1974, the

---

<sup>3</sup> <https://www.nationalhomeless.org/factsheets/Employment.pdf>

<sup>4</sup> <https://nationalinitiatives.issuelab.org/resources/16921/16921.pdf>

Zoning Board of Appeals approved a Special Use for a Rooming House and restaurant on the first floor. The Special Use permitted up to sixty-three roomers.

In 1980, the Evanston Zoning Board of Appeals approved a canopy with signage at the site. The property was remodeled to have entirely en-suite bathrooms in 2013, and as a result of remodeling, the property ceased to be open to the public for 2 months. The restaurant ceased operations in approximately 2013. The property continued to operate as a Rooming House, uninterrupted (for more than 6 months) through March 2020.

### **Good Neighbor Agreement**

Connections will participate in the development and ongoing maintenance of a Good Neighbor Agreement that establishes current policies and procedures to address concerns of neighbors in the vicinity of the Margarita Inn, including neighboring residents and businesses, the 4<sup>th</sup> ward's Council Member, the police, partner non-profits who serve participants, and participants themselves. The Good Neighbor Agreement will delineate roles and responsibilities for all parties to the Agreement.

The Good Neighbor Agreement will include a provision for regular community meetings, including all parties to the Agreement as well as any other stakeholders deemed appropriate by those parties.

### **Further Commitments of Connections**

Based upon 12 listening sessions that Connections conducted, spanning various constituencies such as neighbors, business owners, civic groups, church groups, Connections has developed a list of commitments it is willing to make in order to further demonstrate its dedication to being a good neighbor and operating the best facility possible:

- Conducting criminal background checks on all potential participants;
- Registered sex offenders are not admitted as participants;
- Providing access for police and other emergency personnel when called by participants or staff, or performing a well-being check;
- Mandatory reporting of any situation that endangers children to the proper authority (DCFS);
- Conducting immediate responses to incidents occurring on the property;
- Requiring participants to agree to comply with all program rules and Evanston laws;
- Maintaining a progressive behavioral management program (similar to a three strike program) including, and up to involuntary discharge of participants;
- Participants will not be allowed to congregate on sidewalk outside of the Margarita Inn;
- Required orientation for participants;
- 24-hour staffing – including a minimum of two staff present around the clock;

- Hiring staff who are trained in maintaining security and safety;
- Maintaining a manager/supervisor on call 24/7;
- Maintaining a robust supervisory structure and presence;
- Requiring participants to engage with housing case managers and proactively pursue a long-term housing plan;
- Maintaining on-site behavioral/mental and medical healthcare by licensed providers;
- Maintaining on-site enrichment services such as employment readiness, financial literacy, therapeutic groups, recreational activities, substance use disorder support;
- Maintaining on-site support for and linkage to treatment for alcohol and substance use disorders;
- Implementing external litter patrols twice per shift;
- Preserving building façade and maintaining exterior;
- Participation in Good Neighbor Agreement (GNA) and quarterly meetings with police, neighbors, residents (advisory council), and business owners; and
- Continuing to work with others as part of a community coalition to address homelessness and related issues, including panhandling, mental health, and affordable housing.

As we have established, and the City has determined, there is a significant need for a facility serving the homeless population in Evanston, the location of the Margarita is appropriate, CFH is the best operator, as evidenced by their experience in this field, and the extensive commitments CFH is prepared to make. Connections respectfully requests approval of a Special Use to operate a Rooming House at the Margarita Inn at 1506 Oak Ave.



## APPLICANT QUESTIONS

- a) **Is the requested special use one of the special uses specifically listed in the Zoning Ordinance? What section of the Zoning Ordinance lists your proposed use as an allowed special use in the zoning district in which the subject property lies? (See Zoning Analysis Review Sheet)**

The subject property is located in the R6 district. Evanston Staff (with affirmation from the Land Use Commission) has determined the proposed use to be “Rooming House” as per the definitions in §6-18-3. DEFINITIONS: “A building or portion thereof containing lodging rooms that accommodate more than three (3) persons who are not members of the keeper's family, and where lodging, excluding food service, is provided for compensation, whether direct or indirect. (Ord. 49-0-09)”. This interpretation is consistent with the prior use of the subject property as the Margarita Inn, and consistent with a prior Special Use authorized for the property in 1974. In §6-8-8-3 of the Evanston Zoning Ordinance, which lists the authorized special uses in the R6 District, “Rooming House” is identified. Given the foregoing, this criteria is met.

- b) **Will the requested special use interfere with or diminish the value of property in the neighborhood? Will it cause a negative cumulative effect on the neighborhood?**

The subject property and the surrounding neighborhood derive their values from their location within Evanston’s thriving and revitalized downtown with its convenience to shopping, services and transit. The proposal is for an adaptive reuse of an existing structure for a use that was previously approved for this location, with no increase in intensity of use. The proposed use is compatible with the adjacent residential and institutional uses and will not significantly alter the attributes of this downtown location. While there may be a perception that property values may be diminished by the proposed use due to its clientele, there is nothing about the proposal from a land use perspective, i.e. no appreciable increase in traffic, noise, odors, vibration, danger from fire, flood, explosion or hazardous materials, which would have a negative effect on values.

Applicant’s expert appraiser, Mary Linberger, MAI, (credentials attached as Exhibit A-2) concludes that the proposed Special Use for the Margarita Inn will not interfere with or diminish the value of property in the neighborhood.

This conclusion was reached by reviewing housing developments in several Chicago suburbs that serve vulnerable individuals. The most relevant of them are the Margarita Inn itself as well as the 65-room Write Inn at 211 North Oak Park Avenue in Oak Park. This vintage hotel is in a similar community to Evanston and is directly comparable to the Margarita in physical attributes and current operations. Both of these properties began offering supportive living services for homeless individuals in 2020.

A third property was also considered, the Claridge Apartments at 319 Dempster Street in Evanston. This vintage building opened in March 2002 as low-income housing for 48 individuals. It is in an affluent neighborhood primarily improved with large single-family homes.

Based on the Appraiser's analysis of sales over a ten-year period in the immediate vicinity of all three properties, she found that no evidence that any of them has had any negative impact on their surrounding neighborhoods.

CFH's proposed use at the subject property is an innovative and new concept in providing services and assistance to homeless populations. Historically, homeless shelters are required to function only a portion of the day, closing either during the day or during the night in order to satisfy local zoning and/or license requirements as a shelter. Operating as a rooming house by zoning definition allows Connections to provide interim shelter and services for a full 24-hour period. This allows for more comprehensive onsite services that include a secure place to store possessions, private bathrooms, meals, mental and physical healthcare, housing placement, and other services while residents are working toward a more permanent housing solution, and effectively reduces the number of homeless individuals who would otherwise be forced to inhabit public spaces in downtown Evanston.

The Applicant's planning consultant, George Kisiel, AIA, AICP, of Okrent Kisiel Associates, Inc. (credentials attached as Exhibit A-3) analyzed police incident data available from the Evanston Police Department Dashboard from 2017 to 2021. After filtering for traffic stop and directed patrol incidents along with incidents associated with the Evanston Police headquarters in the 900 block of Lake Street which were primarily administrative in nature, the data indicates that the Evanston Police Department responds to between  $\pm 35,000$  to 40,000 calls annually with around 14% of those calls (between 5,000 and 6,000 calls) located in Downtown Evanston. The 1500 Block of Oak Avenue in Downtown Evanston, where the proposed use is located, historically placed near the median of the  $\pm 70$  downtown blocks ranging generally between 65 and 90 incidents from 2017 to 2020. During the period of time from March of 2019 to March of 2020, there were 89 police incidents recorded on the 1500 Block of Oak Avenue. From March of 2020 to March of 2021 (the first year of operation for Connections at the Margarita Inn) the number of incidents increased by 36 to a total of 125 for that first one-year period. It is important to note that 27 of those 125 calls were for internal issues within the Margarita Inn, had no neighbor involvement, and had no appreciable effect on the surrounding neighborhood or on adjacent property owners. It should also be noted that the vast majority of incidents – from 2017 to 2020 and during Connections' operations at the Margarita Inn from 2020 to 2021 – were minor in nature with fewer than ten incidents in any one year being identified as Class 1 crimes by the Evanston Police Department. The modest increase in number of police calls to the 1500 Block of Oak Avenue – amounting to less than one additional call per week – and the relatively minor nature of the incidents prompting those calls, would not cause a cumulative negative impact on the neighborhood.

Given the foregoing, the proposed use will not cause a negative cumulative effect on the immediate neighborhood nor will it have a negative cumulative effect on the City as a whole.

**c) Will the requested special use be adequately served by public facilities and services?**

The proposed special use will occupy a relative modest existing 5-story ±27,440 square foot building with 44 lodging rooms and an occupancy of up to 70 persons including participants and staff. The property faces a two-way public street—one lane in each direction— with parking allowed on either side, in addition to an 18-foot alley at the rear of the site. Adjacent roadways and sidewalks are more than adequate to handle anticipated demand as are public sewer and water infrastructure. The proposed Special Use has been operating at this location on an emergency basis for 2.5 years during the COVID-19 global pandemic with no appreciable burden on public infrastructure.

As mentioned earlier, during the period from March of 2019 to March of 2020 there were 89 police incidents recorded on the 1500 Block of Oak Avenue, where the Margarita Inn is located. From March of 2020 to March of 2021 (the first year of operation for Connections at the Margarita Inn) the number of incidents increased by 36 to a total of 125 for that first one-year period. In the context of over 4,600 incidents in Downtown Evanston during that same 12-month period, an increase of 36 calls is insignificant and does not constitute an unreasonable burden on City Services. By the same measure, the additional 36 calls (assuming a similar number of calls going forward) can easily be handled by the existing resources of the Evanston Police Department; and therefore, the proposed Special Use can be adequately served by law enforcement services.

The Applicant's planning consultant, Okrent Kisiel Associates, Inc. analyzed Evanston Fire Department EMS data from 2018 to 2022 to ascertain the impact of the proposed special use on Fire Department resources. According to the data, the Evanston Fire Department responds to approximately 10,000 calls annually. The prior use of the Margarita Inn as a hotel generated very few EMS calls (less than five total from 2018 to 2020). EMS responses increased to 29 calls in the first year of operations by Connections at the Margarita Inn and 44 calls in its second year of operations. It should be noted that the largest generators of EMS calls are those that cater to more vulnerable segments of the population – particularly the elderly. As an example, Presbyterian Homes at 3200 Grant Street generates in excess of 250 EMS call annually. In the context of more than 10,000 EMS responses in Evanston, 29 to 44 additional calls does not constitute an unreasonable burden, and, as was the case with police resources, Evanston's EMS resources can adequately serve the needs of the proposed Special Use, assuming a similar call load going forward.

Finally, the demographics of the anticipated clientele will place little to no additional demand on Evanston Public Schools. The proposed use expects to house at most 2-3 children at any given time. Those children who do stay at the proposed location will continue to attend the school they have always attended. Given the foregoing, the subject can be adequately served by public facilities and services.

**d) Will the requested special use cause undue traffic congestion?**

No change in traffic is anticipated. Because the proposed use will provide *temporary* housing, it is impossible to say how many residents at any one time will have access to a car. Given the purpose of the use is to serve those experiencing homelessness, it is anticipated a very small percentage of residents will have automobiles.

As noted above, the proposed use will have a capacity of 70 clients with six to 10 on-site CFH staff over a 24-hour period. Ten on-site parking spaces are available. Very few of the anticipated clients will have access to automobiles and the proposed use is well served by nearby public transportation. The Davis Street CTA and Metra stops are less than 1,500 feet away. It should be further noted, that Connection's use of the Margarita Inn as a Rooming House is likely the least parking-intensive use of the property, as other feasible uses will generate more parking demand.

The number of employees will range from two to ten. Employee contribution to traffic congestion will be modest, given the nearby access to public transportation. The adjacent sidewalks are sufficiently wide to handle all anticipated pedestrian traffic. Therefore, additional burden on parking is not anticipated.

**e) Will the requested special use preserve significant historical and architectural resources?**

The facade of the building will be preserved and no exterior alterations are planned. Some landscaping and beautification are planned.

**f) Will the requested special use preserve significant natural and environmental features?**

All trees on site will be preserved, and additional landscaping improvement efforts are planned.

**g) Will the requested special use comply with all other applicable regulations of the district in which it is located and other applicable ordinances, except to the extent such regulations have been modified through the planned development process or the grant of a variation?**

Yes. The proposal contained herein complies with all applicable regulations of the R6 zoning district in which it is located. The proposed use is an adaptive reuse of an existing structure, built long before the current zoning ordinance was in effect. The existing structure, built in 1927, is legally non-conforming with respect to front and side yard setbacks, size, location and number of parking spaces, and the impervious surface

requirements of the current R6 zoning district. Nonetheless, in terms of allowable bulk, the existing structure is consistent with the provisions of the R6 zoning district.

The proposed use is allowed only as a special use in the R4, R4a, R5 and R6 zoning districts. All these are generally the higher density residential districts located near the downtown, commercial centers and transit lines. The R6 district is unique to the perimeter of the downtown area with excellent access to transit and other resources and an appropriate location for the proposed use from both a zoning and land use perspective.

In 1974, the City granted a special use for the very same “rooming house” use now under consideration. The parking variation granted as part of that special use expired when the City recently determined the site did not meet the current conditions for “rooming house”. As a consequence, the requirement of 26 parking spaces tied to the 1974 Special Use no longer applies. The site is now legally nonconforming because the 10 spaces currently on-site are closer to complying with the current zoning ordinance than what was originally required in 1927.

Evanston’s most recent Comprehensive Plan document was last drafted in 2000 and is, by its own admission, out of date. The City is currently in the process of updating both its Comprehensive Plan and its Strategic Plan beginning in Q2 2022. That said, Evanston’s 2000 Comprehensive Plan, while generally mute on issues relevant to the proposed use, references the City’s *HUD Consolidated Plans* for detailed discussion of policies regarding housing and homelessness. The most current document, the *2020 – 2024 HUD Consolidated Plan*, in its section on homelessness identifies significant challenges and needs within Evanston. The plan also identifies Connections for the Homeless as a key community organization. Other plans for the City of Evanston, including its *Strategic Update of the 1989 Plan for Downtown Evanston* drafted in 2009, are mute on the subject of homelessness.

In 2012 the City of Evanston drafted *Heading Home: Working to End Homelessness – A Five-Year Plan for the City of Evanston, II*. This document was the product of a year-long process culminating in the establishment of the Housing and Homelessness Commission (The responsibilities of the Housing & Homelessness Commission have since been divided between the Housing and Community Development Committee and the Social Services Committee) and a set of six recommendations:

- I. Establish a Housing and Homeless Commission
- II. Make Housing Affordable and Develop More Affordable Housing for Homeless People and Those At-Risk of Homelessness
- III. Coordinate the Community Response for Increased Capacity and Efficiency
- IV. Create More Job Opportunities and Vocational Training
- V. Target Existing Resources Toward Proven Strategies and Leverage Additional Funding
- VI. Educate and Reach Out to the Community About the Solutions to Homelessness

The proposed special use to create a permanent temporary housing facility in the form of a 24-hour rooming house for the homeless is consistent with the recommendations contained in that document.

Given the foregoing, the proposed use is consistent with the purposes and policies of Evanston's Comprehensive Plan and Zoning Ordinance as well as other relevant plans drafted by the City of Evanston.

**EXHIBIT A-1: ZONING ADMINISTRATOR'S RULING (Regarding Parking)**

## Noonan, Mike

---

**From:** Melissa Klotz <mklotz@cityofevanston.org>  
**Sent:** Thursday, August 4, 2022 16:52  
**To:** Pugh, Donna J.  
**Cc:** Noonan, Mike; Guerry, Steven L.; Elizabeth Williams  
**Subject:** Re: Quick Question - Zoning Relief for Margarita Inn

**\*\* EXTERNAL EMAIL MESSAGE \*\***

Donna,

Following up on the parking:

The current required parking is 10 spaces. There is no additional requirement. However:

- The building was constructed in 1927 and at the time, the Zoning Ordinance did not require any parking.
- There was a parking requirement as part of the 1974 special use and parking variation ordinance (most likely because there was no previous parking requirement). This parking requirement was based off the Zoning Ordinance in effect at the time and triggered a parking requirement of 26 spaces (for both the rooming house and restaurant). 10 of the spaces were put on-site and the remainder were to be leased off-site. The ordinance specifically states that the parking variation expires if any listed condition is not met, which was determined to be the case per my Determination and the LUC Appeal cases. If the ordinance is expired and that use is not currently a valid use, that parking requirement for 26 spaces no longer applies.
- Since 10 parking spaces exist on site, which is closer to compliance with the current Zoning Ordinance that is in effect today than the zero spaces originally required, the 10 existing must remain and are considered to be the legally nonconforming parking requirement that now stands.
- In light of your special use request, you are strongly encouraged to meet the parking requirement of today's Zoning Ordinance, though not required. The current Zoning Ordinance lists 1 space is required for every 4 roomers. (The parking does not have to be used by the roomers - it can be used by staff, security, etc.). The 10 on-site spaces would count towards this. If you want 70 roomers total, that calculates to 18 spaces and you already have 10 so only 8 others would need to be leased. If you do not lease those 8, it DOES NOT trigger a parking variation, but consider the goodwill of meeting that parking requirement for what a new rooming house built today would trigger.

Within the current Zoning Ordinance, 6-16-1-2 exempts existing structures from meeting current parking requirements. 6-16-1-3 requires existing parking to be maintained and not reduce below the current ordinance requirement. Altogether, this is tricky - let me know if you have questions. Thank you for your patience while we worked through this; thank you to Planning Manager Liz Williams (CCed) who recently joined Evanston and helped figure out this difficult parking calculation today.

Thanks,

**Melissa Klotz**  
Zoning Administrator  
Morton Civic Center  
City of Evanston



Note: The contents of this electronic mail to/from any recipient hereto, any attachments hereto, and any associated metadata pertaining to this electronic mail, is subject to disclosure under the Illinois Freedom of Information Act, 5 ILCS 140/1 *et. seq.*

On Thu, Aug 4, 2022 at 1:38 PM Pugh, Donna J. <[DJPugh@foley.com](mailto:DJPugh@foley.com)> wrote:

Melissa:

Just checking in about your thoughts on the two issues below (whether we need a parking variation to eliminate the off-site requirement, and whether a maximum occupancy of 70 residents has any bearing on this decision).

Sure appreciate your help!

Donna J. Pugh

Partner

Foley & Lardner

321 North Clark Street

Suite 3000

Chicago, IL 60654-4765

312 832-4596

773 835-5603 (cell)

---

**From:** Noonan, Mike <[MNoonan@foley.com](mailto:MNoonan@foley.com)>

**Sent:** Wednesday, August 3, 2022 11:11

**To:** Melissa Klotz <[mklotz@cityofevanston.org](mailto:mklotz@cityofevanston.org)>

**Cc:** Pugh, Donna J. <[DJPugh@foley.com](mailto:DJPugh@foley.com)>; Guerry, Steven L. <[sguerry@foley.com](mailto:sguerry@foley.com)>; Elizabeth Williams <[ewilliams@cityofevanston.org](mailto:ewilliams@cityofevanston.org)>

**Subject:** RE: Quick Question - Zoning Relief for Margarita Inn

Thanks Melissa.

This is most helpful, and very good news!

Just to be clear, in your use determination, you noted that “If the Applicant so chooses, an accompanying parking variation request may be made to reduce or eliminate the off-site parking requirement.” Are we correctly understanding in your response below that this off-site requirement has lapsed, along with the 1974 Special Use? We do want to eliminate the off-site requirement, but if it is already gone, and a Variation is not needed to do so, all the better.

One other factor for you to be aware of: we plan to request a Special Use for a Rooming House for up to 70 residents, which is an increase over the 1974 limit of 63 residents. Are we still OK with providing the 10 spaces and not seeking a Variation **(but having the parking requirement be a condition of the Special Use)?**

**Mike Noonan**  
*Special Counsel*

Foley & Lardner LLP | Chicago, IL  
Phone 312.832.5119  
View My Bio | Visit Foley.com | [mnoonan@foley.com](mailto:mnoonan@foley.com)



**From:** Melissa Klotz <[mklotz@cityofevanston.org](mailto:mklotz@cityofevanston.org)>  
**Sent:** Wednesday, August 3, 2022 10:46  
**To:** Noonan, Mike <[MNoonan@foley.com](mailto:MNoonan@foley.com)>  
**Cc:** Pugh, Donna J. <[DJPugh@foley.com](mailto:DJPugh@foley.com)>; Guerry, Steven L. <[sguerry@foley.com](mailto:sguerry@foley.com)>; Elizabeth Williams <[ewilliams@cityofevanston.org](mailto:ewilliams@cityofevanston.org)>  
**Subject:** Re: Quick Question - Zoning Relief for Margarita Inn

**\*\* EXTERNAL EMAIL MESSAGE \*\***

Mike,

Yes, the determination of use zoning analysis counts as the noncompliant zoning analysis.

Parking - the parking that currently exists on-site is the legally nonconforming parking requirement. The parking variation that was granted in the 1974 special use/variation ordinance states the variation expires when the special use ceases since the extra off-site parking that was required was specific to the rooming house use. Since that ordinance has expired (as confirmed by the Land Use Commission), the off-site parking is not currently a requirement.

A change of use (in this case from hotel to rooming house) does not trigger a new parking requirement so it just remains legally nonconforming with the existing 10 spaces that are on-site. A variation request is not needed. However, any special use may include conditions for parking just like the previous rooming house special use did.

For comparison purposes only, if this building were newly constructed now and a current parking requirement did apply for a rooming house, the requirement would be 1 parking space for every 4 roomers.

For the new special use request, include extensive detail about operations. There will definitely be a focus on safety so have an extensive safety plan written out. Also explain the parking situation and true parking need so that you can explain whether the 10 on-site spaces are logistically enough or not for the operations of the building, and if they are not, then find off-site parking for employees etc. This doesn't trigger a parking variation - just the true needs of the use and how the special use would be conditioned.

Apologies if that was confusing - let me know if you have additional questions.

Thanks,

**Melissa Klotz**  
**Zoning Administrator**  
Morton Civic Center  
City of Evanston

2100 Ridge Ave. | Evanston, IL 60201 | 847-448-8153 | 224-223-3154

Note: The contents of this electronic mail to/from any recipient hereto, any attachments hereto, and any associated metadata pertaining to this electronic mail, is subject to disclosure under the Illinois Freedom of Information Act, 5 ILCS 140/1 *et. seq.*

On Mon, Aug 1, 2022 at 2:37 PM Noonan, Mike <[MNoonan@foley.com](mailto:MNoonan@foley.com)> wrote:

Melissa:

I hope you are well. As you know, Donna Pugh and I represent Connections for the Homeless in connection with zoning approvals for the Margarita Inn.

Once Connections reaches an agreement with current ownership regarding purchasing the building, it is our intent to file a Special Use application. However, we're exploring options regarding parking compliance, including the possibility of seeking a Major Variation to reduce the parking requirement. I had a few questions about this process:

- Am I correct that the attached use determination that we had received on March 17<sup>th</sup> will count as a "noncompliant zoning analysis" for this type of Major Variation, as well as for the Special Use we'll be seeking?
- Is there anything else besides the attached Major Variation application (and listed attachments) we'd need to submit?
- Am I correct that a Variation will be processed and heard along with a Special Use application?

Thanks!

**Mike Noonan**  
*Special Counsel*

**Foley & Lardner LLP**  
321 North Clark Street, Suite 3000, Chicago, IL 60654-4762  
Phone 312.832.5119  
View My Bio | Visit Foley.com | [mnoonan@foley.com](mailto:mnoonan@foley.com)



The information contained in this message, including but not limited to any attachments, may be confidential or protected by the attorney-client or work-product privileges. It is not intended for

**EXHIBIT A-2: CREDENTIALS OF APPRAISER MARY LINBERGER, MAI**

# **LINBERGER & COMPANY, LLC**

---

## **REAL ESTATE APPRAISAL & CONSULTING SERVICES**

### **MARY LINBERGER, MAI - QUALIFICATIONS**

---

#### **EDUCATION**

Ms. Linberger was an undergraduate student at LeMoyne College in Syracuse, New York, and a graduate student at the University of Chicago. She holds the MAI designation from the Appraisal Institute and is a certified general appraiser in Illinois. She is a member of Lambda Alpha, a national land economics fraternity.

#### **EXPERIENCE**

Ms. Linberger has been engaged in providing real estate appraisal and consulting services for over 30 years. She was initially employed by the Marling Group, a Chicago-based firm that provided appraisal and consulting services to an institutional clientele on a national basis. In 1985, she formed her own firm.

#### **AREAS OF SPECIALIZATION**

Ms. Linberger specializes in providing testimony and other litigation support in areas such as condemnation and zoning. She has extensive experience estimating the value impact of factors such as special uses, zoning changes, environmental contamination, encroachments, easements and parking losses.

Some of her recent assignments have included:

- Evaluating the value impact on a large commercial property of a zoning ordinance that would substantially reduce the size of its exterior signage;
- Evaluating the impact of a proposed bed and breakfast on the values of surrounding historic homes in a lakefront neighborhood;
- Evaluating the value impact of a road widening which results in an irreplaceable parking loss for a funeral home;
- Evaluating the impact on downtown businesses of converting their privately owned and operated parking to free, municipally owned and operated parking;
- Estimating the value impact on a lakefront home of an easement that would grant its neighbors lake access across its front yard; and
- Evaluating the value impact of soil contamination from an adjoining property on a vacant commercial building being marketed for redevelopment by a major retailer.

1017 RIDGE AVENUE  
EVANSTON, ILLINOIS 60202  
PHONE 312.968.1017  
EMAIL [mary@marylinberger.com](mailto:mary@marylinberger.com)

## **CLIENTS**

The following is a representative list of clients with whom she has worked:

### **Professional Firms**

Dykema Gosset  
Fidelity National Law Group  
Figliulo & Silverman, PC  
Helm & Wagner  
Karaganis White & Magel  
McGladry  
Neal & Leroy  
Polsinelli Shughart RSM  
Swanson, Martin & Bell  
Taft Stettinius & Hollister

### **Public Bodies**

Chicago Department of Aviation  
Chicago Public Building Commission  
Chicago Public Schools  
Chicago Transit Authority  
Illinois Department of Transportation  
University of Illinois

### **Municipalities**

City of Berwyn  
City of Chicago  
City of Elmhurst  
City of West Chicago

### **Lenders**

Bank of America

**EXHIBIT A-3: CREDENTIALS OF PLANNER GEORGE KISIEL, AIA, AICP**



**GEORGE V. KISIEL, AIA, AICP**

**PROFESSIONAL EXPERIENCE**

Okrent Kiesel Associates, Inc.

President 2015—Present

Okrent Associates, Inc. 1982—2015    Director of Planning/Vice President, 1987—2015

Project Planner, 1982—1987

**PROFESSIONAL LICENSES/CERTIFICATIONS**

Licensed Architect, State of Illinois #001-014612

Certified Planner, #013708

**ASSOCIATIONS/ORGANIZATIONS**

American Institute of Certified Planners

American Institute of Architects

American Planning Association

**EDUCATION**

University of Illinois, Chicago, Master of Urban Planning and Policy 2009

University of Illinois, Chicago, Bachelor of Architecture, 1989

**SELECTED PROJECT EXPERIENCE**

Urban Planning And Consulting

**Lake Meadows Master Plan**

Chicago, IL

Master Plan

70 Acres

**Cabrini Green Hope VI Redevelopment (pending)**

Chicago, IL

Master Plan

10 Acres

**SELECTED PROJECT EXPERIENCE**

Urban Planning And Consulting (continued)

**Prince Abdulaziz Bin Mousaed Economic City**

Ha'il, Saudi Arabia

Master Plan Consulting and Development Control Regulations

New City for 100,000 residents

**South Of Shamkha**

Abu Dhabi, UAE

Master Plan Consulting and Development Guidelines

New City for 130,000 residents

**City of Chicago Retail Study**

Chicago, IL

Analysis of Existing Retail Development

**Abu Dhabi Capital City District**

Abu Dhabi, UAE

Master Plan Consulting, Retail Demand Analysis, Development Guidelines for Emirati Neighborhood

New neighborhood for ±25,000 residents

**Emerald Gateway**

Abu Dhabi, UAE

Development Guidelines and Development Manual

88 Highrise Building Sites

**Rockwell Gardens Hope VI Redevelopment**

Chicago, IL

Master Plan

17 Acres

**Louis Armstrong New Orleans International Airport**

Kenner LA

Highest and Best Use Study: Master Plan for Redevelopment

1700 Acres

**SELECTED PROJECT EXPERIENCE**

Urban Planning And Consulting (continued)

**Mohammed Bin Zayed City**

Abu Dhabi, UAE

Development Guidelines Income Equalization Modeling and Development Manual

298 Highrise Building Sites

**Windham Lakes Business Park Master Plan Studies**

Romeoville, IL

Master Plan Studies

500 Acres

**Northern Illinois Gas Co. Headquarters Master Plan**

Naperville, IL

Corporate Campus Master Plan

105 Acres

**West Loop Gate Master Plan**

Chicago, IL

Urban area master plan

450 Acres

**Illinois Medical District GIS Support/Master Plan**

Chicago, IL

Urban Medical District Master Plan and GIS

560 Acres

**Lake Calumet Airport**

Chicago, IL

Planning & Policy Studies: 3rd Airport

2000+ Acres

**O'hare International Airport**

Chicago, IL

Planning Studies for Collateral Development

3000+ Acres

## **SELECTED PROJECT EXPERIENCE**

Expert testimony: Administrative Review

### **Near North Multiple Property District**

Chicago Landmarks Proceeding: Defense against inclusion in historic district

9 E. Huron St

Chicago, IL

### **161 E. Erie St**

Chicago Landmarks Proceeding: Defense against individual landmark status

161 E Erie St

Chicago, IL

### **Acreage Holdings**

Special Use Proceeding: Adult Use Cannabis Dispensary

810 W. Randolph St.

Chicago, IL

### **MedMen LLC**

Special Use Proceeding: Adult Use Cannabis Dispensary

1001 W North Ave.

Chicago, IL

### **MOCA LLC**

Special Use Proceeding: Adult Use Cannabis Dispensary

216 W Ohio St.

Chicago, IL

### **61 East Banks (1320 N. Lake Shore Drive)**

Planned Development Proceeding: Mid-rise Residential

LAke Shore Drive at Banks St.

Winnetka, IL

### **One Winnetka**

Planned Development Proceeding: Mixed Use T.O.D.

Lincoln Ave. at Elm St.

Winnetka, IL

## **SELECTED PROJECT EXPERIENCE**

Expert testimony: Administrative Review (continued)

### **Roascrans Lakeview**

Special Use Proceeding: Group Home/Medical Offices  
Ashland Ave. at Waveland Ave.  
Chicago IL

### **Wolf Point**

Special Use Proceeding: High-rise Mixed Use Office/Residential  
Intersection of N. and W. Branch Chicago River  
Chicago IL

### **Mather Lifeways**

Planned Development/Historic Preservation Process: CCRC  
Hinman Ave. at Davis St.  
Evanston, IL

### **Church St. Plaza**

Planned Development Process: Mixed Use  
Church St. at Maple Ave  
Evanston, IL

### **Columbus Hospital Redevelopment**

Planned Development Process: High-rise Residential  
Lakeview Ave. at Deming Pl.  
Chicago, IL

### **Latin School Of Chicago**

Planned Development Process: School Addition  
North Ave. at Clark St.  
Chicago, IL

### **840 N. Lake Shore Drive**

Planned Development Process: High-rise Residential  
Lake Shore Dr. at Chicago Ave.  
Chicago, IL

## **SELECTED PROJECT EXPERIENCE**

Expert testimony: Litigation

### **City of Chicago vs. Eychaner**

Condemnation Trial: Highest & Best Use/Reasonable Probability of Re-zoning (pending)

Grand Ave. at Jefferson St.

Chicago, IL

### **City of Chicago v. American National Bank et al**

Condemnation Trial: Highest & Best Use

Fullerton Ave. at Elston Ave.

Chicago, IL

### **IDOT vs. Benderson**

Condemnation Trial: Highest & Best Use (pending)

IL Route 59

Naperville, IL

### **IDOT vs. CTLT Trust (Anderson)**

Condemnation Trial: Highest & Best Use (pending)

IL Route 59

Naperville, IL

### **IDOT vs. GreatBanc Trust (Petey's II)**

Condemnation Trial: Highest & Best Use (pending)

159th St. at LaGrange Rd.

Orland Park, IL

### **Hanna vs. City of Chicago**

Arlington Demming/East Village Historic District Challenge (pending)

N. Winchester Ave., N. Wolcott Ave., N. Honore St., and N. Hermitage Ave.

Chicago, IL

### **United States ex rel Albert C. Hanna vs. City of Chicago**

Qui Tam Trial: Affordable Housing (pending)

Chicago, IL

**SELECTED PROJECT EXPERIENCE**

Expert testimony: Litigation (continued)

**DWG v. LCDOT Saddlebrook Farms**

Condemnation Trial: Highest & Best Use  
Il Route 60 at Peterson Rd.  
Lake Co., IL

**LCDOT v. Chicago Title & Trust/Krilitch et al**

Condemnation Trial: Highest & Best Use  
Quentin Rd. near Rand Rd.  
Lake Co., IL

**City Of Chicago vs 2600 Sacramento Corporation**

Condemnation Trial: Highest & Best Use  
26th St at California Ave.  
Chicago, IL

**Village Of Woodridge vs Board Of Education, High School District 99**

Condemnation Trial: Highest and Best Use  
75th St. at Woodridge Dr.  
Woodridge, IL

**1350 Lake Shore Associates vs City Of Chicago**

Zoning Trial  
Lake Shore Drive at Scott St.  
Chicago, IL

**Hanna vs City of Chicago**

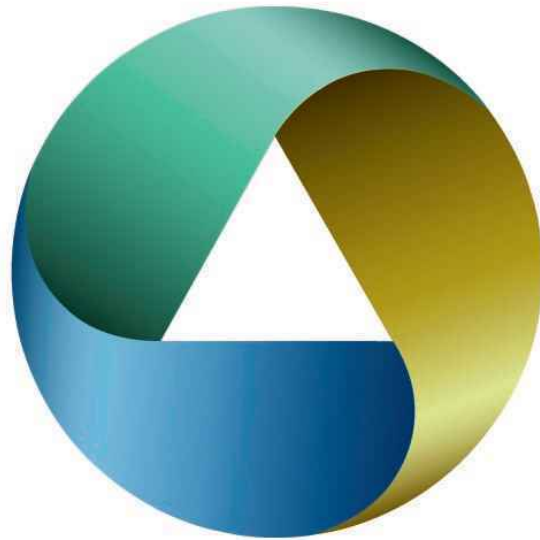
Zoning Trial (SD19)  
N. Lincoln Ave.; W. North Ave.; N. Halsted st.; and W. Fullerton Ave.  
Chicago, IL

**Hanna vs City of Chicago**

Zoning Trial (Deming)  
W. Fullerton Ave; N Orchard St.; W. Deming Pll.; and N. Clark St.  
Chicago, IL

**EXHIBIT A-4: MARGARITA INN PARTICIPANT HANDBOOK**





**connections**  

---

**FOR THE HOMELESS**

# **SHELTER PARTICIPANT HANDBOOK**

*Revised 01.15.2022*

# WELCOME

Welcome to Connections' Shelter program! At Connections, we recognize that safe and stable housing is the foundation from which we grow and reach our full potential. As we work to get you connected to a housing opportunity suited to your needs, we are happy to have you here at our Shelter.

By accepting you into our Shelter, Connections makes a commitment to shelter you until we are able to secure safe, stable housing for you. This is dependent on you actively working with our Staff to identify, plan, and execute your housing plan.

To help provide a safe and supportive environment for all Participants, we have put together this Shelter Resident Handbook to explain the services, expectations, and policies of our shelter program. Please read through this handbook thoroughly. You are responsible for being familiar with all our policies and procedures. If you have questions beyond the information provided to you in this Handbook, please speak with our Staff.

On behalf of everyone at Connections, welcome home!

Tina White  
*Director of Community Programs*

James Barnett  
*Community Programs Manager*

Andrew Seibert  
*Operations Manager*

Jeffrey Leach  
*Shelter Case Manager*

Maria Ynot  
*Shelter Case Manager*

Malik Muhammad  
*Shelter Operations Supervisor*



# TABLE OF CONTENTS

A. Our Philosophy of Care	V. Loitering + Gathering Outside
B. Our Core Values	W. Mail
C. Violations of Shelter Rules	X. Masks
D. Zero Tolerance Behaviors	Y. Meals
E. Attendance	Z. Microwaves + Refrigerators
F. On-Site Staff	AA. Parking
G. 911 Calls	BB. Personal Property
H. Alcohol + Other Substances	CC. Pest Control
I. Bicycles	DD. Pets
J. Building Access	EE. Photo Directory
K. Case Management	FF. Room Inspections
L. Child Supervision	GG. Smoking
M. Clothing Closet + Haircuts	HH. Toilet Paper + Toiletries
N. Computers + WiFi	II. Trash
O. Courtyard	JJ. Visiting Other Rooms/Participants
P. Curfew + Quiet Hours	KK. Visitors + Outside Service Providers
Q. Elevator + Stairs	Appendix 1: Housekeeping Schedule
R. Fire Alarm	Appendix 2: Pest Policy + Guidelines
S. Housekeeping	Appendix 3: Inclusion Policy
T. Items Not Allowed in Shelter	Appendix 4: Grievance Policy + Form
U. Laundry	Appendix 5: TV Channel Guide

## A. OUR PHILOSOPHY OF CARE

We work to end homelessness using a philosophy and approach that includes two evidenced-based practices:

- **Harm reduction** embraces respect, trust, and a nonjudgmental stance as essential components of an effective relationship. A harm reduction approach includes the following beliefs and practices:
  - Each individual is the expert in his/her own life
  - Individuals have the right to make their own choices
  - Any positive change is acknowledged and celebrated
  - Based in relationship building, honesty, and treating all people with dignity and respect
  - Emphasis on personal responsibility for behavior and separating behavior from the value of a person
  - Individuals have a voice in their care and treatment
  - Focus on reducing harm, not total abstinence from risky behavior, such as drug use
  
- **Trauma-Informed Care** is a strengths-based approach that is grounded in an understanding of, and responsiveness to, the impact of trauma and includes and emphasizes physical, emotional, and psychological safety and creates opportunities for individuals to rebuild a sense of control and heal from past traumas. A trauma-informed approach includes the following:
  - Realizes the widespread impact of trauma and understands potential paths towards recovery
  - Recognizes the signs and symptoms of trauma in individuals and families
  - Responds by fully integrating knowledge about trauma into policies, procedures, and practices
  - Seeks to actively resist re-traumatization

## **B. OUR CORE VALUES**

In support of our mission, we operate using the following Core Values to guide our interactions between participants, colleagues, and our community.

### **Equity and Inclusion**

- We acknowledge that privilege exists and intentionally promote equitable access to resources and representation in leadership and decision making.
- We design solutions with humility and intentionally include voices that have been historically and structurally excluded.

### **Community**

- We are more effective in community than in isolation.
- We build partnerships through authentic relationships.
- We value the expertise of all and use empathy and collaboration to fulfill our mission.

### **Transparency**

- We operate with integrity by being forthright, honest, and open with participants, staff, volunteers, supporters, and our community.
- We invite feedback in all relationships, commit to self-reflection and strive for continuous improvement.

### **Generosity of Spirit**

- We create spaces that are kind, non-judgmental and affirming of the entirety of every individual's experience.
- We believe that hope, growth, and healing take place in a safe, welcoming and respectful environment.

### **Resilience**

- We honor the courage, perseverance, and grit of those who deliver, receive and support our services.
- We believe individuals are defined by their strengths and they are experts in their own lives.
- We persevere through challenges and view setbacks as opportunities to redefine and refocus our work.

## C. VIOLATIONS OF THE SHELTER RULES

This Handbook outlines rules and policies that have been put in place for the safety and well-being of all individuals living and working in the Shelter. Unless otherwise stated in the Handbook, Connections uses an incremental process to address behaviors that negatively impact the community and/or violate the Shelter rules\*. This process provides Participants an opportunity to change their behavior and includes:

- **1<sup>st</sup> Incident:** Connections Staff will give a verbal warning to reiterate the rule or guideline that was not followed and let the Participant know what is expected moving forward.
- **2<sup>nd</sup> Incident:** Connections Staff will complete a written Learning Agreement that outlines what the issue is, what is expected of the Participant moving forward, how Staff will support the Participant, and the potential consequences of continuing the behavior. Staff will provide the Participant with a copy of the Agreement.
- **3<sup>rd</sup> Incident:** Participant will be suspended from the Shelter for 24 hours. Refusal to leave the Shelter will result in immediate dismissal.
- **4<sup>th</sup> Incident:** Participant will be dismissed from the Shelter.

\* **This includes a failure or refusal to engage and participate in a meaningful way in case management services in order to identify a permanent housing solution.** {Also see CASE MANAGEMENT}

## D. ZERO TOLERANCE BEHAVIORS

Connections has a “zero tolerance” policy for the following behaviors when they occur on-site, either inside the Shelter or on the exterior property, and can be substantiated. Any incident involving these offenses will result in the Participant’s immediate dismissal from the Shelter.

- 1) Possession of a weapon, regardless of whether it is used.
- 2) Physical violence toward Connections Staff, Participants, and/or other individuals involved with its programs (ie. hotel staff, volunteers).
- 3) Illegal and/or illicit activity including, but not limited to, drug dealing and sex work.

## E. ATTENDANCE

Attendance is tracked daily as you pick up your meals. While meals are not required, even if you don’t want meals, you should check in with Connections Staff at least once a day so that you can be marked as being present.

With a waitlist of more than 100 individuals in need of shelter, we expect that you are taking advantage of and utilizing the bed in the Shelter that has been made available to you. If you need to be absent for more than 48 hours (ie. visit family, work), you must notify Staff before leaving the Shelter. Unexcused absences of more than 72 hours may result in your dismissal from the Shelter.

## **F. ON-SITE STAFF**

Connections Staff are present in the Shelter at all times. Participants should address all concerns, issues, etc. with Connections Staff. If the issue needs to be escalated to the hotel staff (ie. Housekeeping, Maintenance), Connections Staff will handle doing so. {Also see TOILET PAPER + TOILETRIES.}

## **G. 911 CALLS**

Calling 911 should be limited strictly to life-threatening emergencies. For non-life-threatening medical needs, please contact Connections Staff to determine appropriate course of action. If the staff member determines an ambulance is necessary, one will be called. If it is determined that a non-emergency transport is more appropriate, Staff will help arrange for you to get to the hospital.

## **H. ALCOHOL + OTHER SUBSTANCES**

Alcohol is allowed in the Shelter, but may only be consumed in your room. At no time is open alcohol permitted in any common area, including the hallways, Courtyard, or anywhere outside on the shelter property. Non-prescription substances that are illicit/illegal are not allowed anywhere in the Shelter, including in individual rooms, or on the property.

## **I. BICYCLES**

Bicycles are not permitted inside the Shelter. All bicycles must be stored outside. Connections has provided a bike rack at the back of the Shelter and installed a security camera monitoring this area. Connections will provide each Participant with one (1) bike lock, if needed. *Neither Connections nor the Margarita Inn assume responsibility for lost or stolen bicycles.*

All bikes kept on the shelter property must be registered with Staff. Any unregistered bikes are subject to removal. Please see a Connections Staff member to register your bike.

## **J. BUILDING ACCESS**

All Participants must enter and exit the building through the Shelter's main front entrance. Use of the rear entrance, located on the 1<sup>st</sup> Floor, is strictly restricted to Participants with handicap accessibility needs who have received prior approval from Connections Management to use that entrance. Use of any of the marked emergency exit doors is strictly prohibited, except in the event of a fire alarm.

Participants are strictly prohibited from entering the Kitchen or rear balconies at any time. Participants are also not permitted to enter the Parlor, Library, or Rooftop without being accompanied by Connections Staff.

Because unauthorized entry and exit from the building creates a serious security risk for everyone, repeated unauthorized entry and/or exit from any entrance other than the main entrance may result in dismissal from the Shelter.

## K. CASE MANAGEMENT

The Case Management office is located on the 1<sup>st</sup> Floor in Room 107. All Participants residing in the Shelter will be assigned a Shelter Case Manager and will be transitioned from the Case Manager(s) who they were previously working with. All Participants of the Shelter program are required to engage in regular sessions with their assigned Case Manager to identify, and work towards, a permanent housing solution.

Shelter Case Managers are available to assist Participants from Monday through Friday during normal business hours. Accommodations can be made for Participants who are not able to meet with their Case Manager during regular business hours. If this is the case for you, let your Case Manager know so they can make arrangements to meet at a time that works for you.

## L. CHILD SUPERVISION

All Staff members at Connections are mandated reporters and are required by law to make a report of the following concerns:

- Suspected abuse or neglect of a child
- Suspected abuse or neglect of a senior, elderly person or an individual with a disability
- If we believe you or someone in your household could become a harm to yourself or others, we will help you get to the hospital for a psychiatric assessment and support you through this process

The Illinois state laws, which Connections abides by, around children being left unattended are:

- Children under the age of 12 cannot be left unattended.
- If a child under the age of 12 is left by their parent/guardian, they must be left with someone over the age of 15. Any caretaker over the age of 15 must be awake while caretaking.

Additionally, it is Connections' policy that **NO children (ages 17 and younger) may be left alone OVERNIGHT (11:00pm - 7:00am).**

If a child on the premises is put in a situation that jeopardizes his/her safety, Connections Staff are required by law to file a report with child protective services.

Because of the nature of staying in a hotel setting, where children can easily leave the room on their own and face threats to their safety, these guidelines must be followed at all times. **Leaving your child(ren) includes coming down to microwave food or going outside for a cigarette. Your child(ren) should be with you at all times or following the age guidelines above.**

It is also Connections' policy that children under age 12 are not permitted to wander around the Shelter unsupervised, this includes running "errands" within the hotel to get food, etc. Children of any age are not permitted in the Courtyard at any time without their parent/guardian present.

If you are having childcare issues or other challenges, please speak with your Case Manager.



## **M. CLOTHING CLOSET + HAIR CUTS**

Participants in the Shelter may sign up to visit Hilda's Place on Thursdays to access the Clothing Closet and/or get a haircut. Participants must sign up for an appointment in advance. Walk ups will not be accepted. Please see Connections Staff at the Shelter to schedule an appointment.

## **N. COMPUTERS + WIFI**

A computer for Participant use is located in the Lobby. Rules regarding its use are posted at the desk and will be enforced. The Shelter is equipped with WIFI. Connectivity to the network may vary throughout the building and is beyond the control of Connections.

Network: Margarita Guest    Passcode: Inn1566

## **O. COURTYARD**

Use of the Courtyard is a privilege. The Courtyard is intended to be used for short-term use, no longer than 15 minutes. Capacity limits for the space are posted on the door and are enforced at all times. Playing music, etc on phones/speakers is not allowed at any time. Food and beverages are not allowed in the Courtyard. All garbage is to be properly disposed of. Repeated violation of the Courtyard rules may result in suspension of access to this space and/or further disciplinary action.

## **P. CURFEW + QUIET HOURS**

For everyone's safety, a curfew will be in effect daily from 11:00pm – 5:00am. During this time, Participants may exit the Shelter at any time, however entry into the building is at the discretion of Connections Staff.

Quiet hours are in effect throughout the Shelter from 10:00pm – 8:00am daily. This applies inside the building, as well as in the Courtyard.

## **Q. ELEVATORS + STAIRS**

The Shelter is equipped with an elevator servicing all floors. Due to its limited size, no more than 2 individuals or 1 family may occupy the elevator at any time. Please use great care when using the elevator and do not force the doors and/or gate open. If you need instruction on how to operate the elevator, please contact a Connections Staff member.

Participants may only use the main stairwell for accessing their assigned floor. The North Stairs are only to be used in the event of an emergency. {Also see BUILDING ACCESS.}

## **R. FIRE ALARM**

In the event of a fire alarm, please proceed to the nearest stairs and exit the building. Do not use the elevator. Once outside, all Participants should gather across the street in front of The King Home (1555 Oak Ave). Connections Staff will let you know when it is safe to come back inside the Shelter.

## S. HOUSEKEEPING

Maintaining a clean living environment is essential for not only your own health and well-being, but that of everyone living and working in the Shelter. Each Participant is responsible for ensuring that his/her/their room is kept in a clean and sanitary condition.

Once a week, the Housekeeping staff will visit your room – please see the Housekeeping Schedule (Appendix 1). To ensure the care of the rooms and Shelter property, housekeeping is not an optional service.

At your assigned time, Connections Staff will come to your door and ask you to step out of the room while the Housekeeping staff complete the weekly cleaning. If you are not in your room at the assigned time, Housekeeping will still enter the room. Each week, Housekeeping will exchange bed linens and remake the bed(s), exchange bath towels, disinfect the bathroom, and vacuum the carpet.

In preparation for Housekeeping each week, Participants should not remove bed linens from the bed, but should remove all personal items from on and/or around the bed.

Participants should not remove bed linens from the bed. At no time are any Shelter linens, both bedding or bath, to be placed in the hallway or removed from the room. Shelter linens are not to be put in your laundry bag with clothes and sent out for cleaning. {Also see LAUNDRY.}

Please note that bed linens and towels will only be replaced once a week at your assigned time. If you have an urgent need for your linen to be replaced at any other time, please contact a Connections Staff member to make arrangements.

Connections staff also reserve the right to conduct room checks as needed to ensure that the room is in good condition and sanitary.

## T. ITEMS NOT ALLOWED IN THE SHELTER

For the health and safety of everyone living and working in the Shelter, the following items are expressly prohibited from being in the building. Having any of these items in your possession or in your room may result in dismissal from the Shelter. Connections Management reserves the right to determine that items, beyond the list below, are not permitted in the Shelter.

- Candles, Incense, and/or Sterno
- Gasoline, Lighter Fluid, and/or Other Accelerants
- Glitter
- Grills
- Hot Plates + Pressure Cookers
- Motor Oil
- Paint
- Propane
- Space Heater
- Weapons (including but not limited to: Guns\* and Knives with a blade longer than 3")

**\* The possession of a weapon will result in the immediate dismissal from the Shelter. Connections Management reserves the right to search a room at any time if there is cause to believe a weapon is present.**

## U. LAUNDRY

Laundry service is provided once a week. Your dirty laundry should be placed in the grey, numbered laundry bag you were assigned upon moving into the Shelter. Bags should be drawn tight and placed outside your door between 8:00p – 11:00p on the assigned night. Late laundry will not be accepted and must wait until the following week.

### 4<sup>th</sup> + 5<sup>th</sup> Floors

**Pick Up:** Sunday night | **Returned:** Tuesday afternoon

### 1<sup>st</sup>, 2<sup>nd</sup> + 3<sup>rd</sup> Floors

**Pick Up:** Tuesday night | **Returned:** Thursday afternoon

If you are not in your room when laundry is returned, Connections Staff will key into your room and leave the bag just inside your door.

At no time are hotel linens (towels, bedding, etc) to be sent with laundry or taken out of the building. Do not put these items in your laundry bag.

Neither Connections nor its laundry vendor are responsible for lost or damaged items.

## V. LOITERING + GATHERING OUTSIDE

Loitering and/or gathering outside the Shelter, in both the front or the rear, is prohibited. At all times, the public sidewalks and those leading to and from the building must be clear for people to walk by. {Also see SMOKING.}

## W. MAIL

If you receive your mail at Connections, it will be delivered to your room on Tuesdays, Thursdays, and Saturdays. If you are not present in your room at the time of delivery, the mail will be returned to the Operations Office (Rm 108) and you may pick it up at your convenience from Connections Staff. Mail will not be left under your door.

Participants are not to go to Connections' Main Office or Hilda's Place to pick up mail. Mail and/or packages are not to be mailed directly to the Shelter.

If you are not currently receiving your mail at Connections, but would like to, please see your Case Manager for further instruction.

## X. MASKS

To protect everyone's health and safety, and because we have individuals living and working in the Shelter who are at high risk, **we continue to require the wearing of face masks at all times by anyone over the age of 2 when you are outside your room. Absolutely no exceptions will be permitted. Bandanas, scarves, face wraps, and/or neck gaiters are not acceptable.**

**Masks are to be properly put on BEFORE you walk out of your room and BEFORE you walk into the Shelter from outside.** Masks must be on to run down the hall for ice or to throw away garbage.

If you lose your mask, please contact Connections Staff. Safeguard and take good care of your mask.

Repeated failure to comply with wearing your mask will result in dismissal from the Shelter.

## **Y. MEALS**

Connections partners with Volunteers and organizations throughout the city to provide you with three meals a day. Meals will be served on the 1<sup>st</sup> Floor during the following times:

Breakfast (8:30a – 10:00a)

Lunch (12:30p – 2:00p)

Dinner (5:45p – 7:15p)

After picking up your meal, you must return to your room to eat it. Meals may not be eaten in the common areas, including the Lobby, Courtyard, or hallways.

Still hungry? If you'd like an extra meal, you are welcome to check with Connections Staff to see if there are any leftover meals from the prior day available. To ensure that everyone has an opportunity to receive a meal, we are unable to provide you with an additional serving of the current day's meal.

Connections provides each Participant with a cup when he/she/they move into the Shelter, which can be brought to Dinner to receive lemonade with the meal. No other cups or containers may be used to receive the beverage.

## **Z. MICROWAVES + REFRIGERATORS**

All rooms are equipped with a refrigerator. Refrigerators are to be kept clean and food should be regularly thrown away to keep from spoiling and/or developing mold. Refrigerators are not to be moved or unplugged.

Microwaves are available 24/7 on the 1<sup>st</sup> and 2<sup>nd</sup> Floors. You must remain at the microwave while your food is cooking. If your food creates any mess inside the microwave, please clean it out. All trash and debris are to be cleaned off the countertop and properly disposed of. At no time are any metal objects (ie. coffee travel mugs, aluminum foil containers) to be placed inside the microwave.

## **AA. PARKING**

Connections and the Margarita Inn are unable to provide on-site parking for Participants who have vehicles. Street parking is available on the surrounding streets. Please pay close attention to parking restrictions, including time limits and street sweeping. Participants are solely responsible for any parking tickets they received while staying at the Shelter; Connections will not pay for tickets.

## **BB. PERSONAL PROPERTY**

Participants are responsible for the safe storage of their own personal property. Neither Connections nor the Margarita Inn accept responsibility for lost, stolen, or damaged personal property. If a Participant believes their personal property has been stolen, he/she/they should inform Connections Staff. Connections will not search rooms for allegedly stolen property unless a Connections Staff member witnessed the theft or it was captured on a security camera. In such instances, Participants will be redirected to file a police report for the property.

**Connections strongly discourages the loaning and borrowing of money and/or property between Participants.** Participants are not to solicit Staff members.

## **CC. PEST CONTROL (Ants, Bed Bugs, etc.)**

Please review the Connections' Pest Policy at the end of this handbook (Appendix 2).

## **DD. PETS**

Animals of any kind are strictly prohibited from the Shelter, unless authorized in writing by Connections Management before the Participant moves into the Shelter.

## **EE. PHOTO DIRECTORY**

In lieu of issuing ID Badges to Participants, all adult Participants residing in the Shelter will have a headshot taken upon moving into the Shelter so that Connections can maintain a photo directory of Participants. Photos will not be used or shared publicly in any way. Photos must clearly show each Participant's face – sunglasses, hats, etc must be removed.

## **FF. ROOM INSPECTIONS**

Connections Staff will routinely enter Participant rooms, typically in conjunction with scheduled housekeeping, to visually inspect the cleanliness of the room, condition of the furniture, etc. Connections Management reserves the right to enter a room at any time if there is believed to be a health or safety issue within the room.

## **GG. SMOKING**

Smoking is not allowed inside of the Shelter **at any time**. Smoking inside the Shelter and/or tampering with or disabling smoke detectors can lead to immediate dismissal from the Shelter.

Smoking is permitted 24/7 in the Courtyard, which can be accessed near the main entrance. Participants smoking in the Courtyard must remain 15' front the doors and at least 6' from any other individuals in the Courtyard. Repeated failure to social distance while in the Courtyard will result in a Participant's loss of access to this area. All cigarette butts are to be properly disposed of in the provided receptacles. {Also see COURTYARD.}

Participants are not permitted to smoke anywhere else on the Shelter property, including in front, behind or along the side of the building.

## **HH. TOILET PAPER + TOILETRIES**

Participants will be supplied with toilet paper, if needed, as part of the weekly housekeeping. If toilet paper is needed at another point during the week, please contact the Connections Staff.

Connections maintains a stock of toiletry items (ie. deodorant, toothpaste) and is happy to provide participants with toiletries, when available. Please understand that we may not always have every item available and that we may limit the quantity of an item to ensure that we have enough for all Participants in the Shelter.

## **II. TRASH**

Participants are expected to remove trash from their room frequently, particularly leftover food and food containers. This is essential to maintaining a clean and healthy environment for everyone in the Shelter. It is also critical in helping to reduce the presence of pest, such as ants.

Participants will be provided trash bags by the Connections Staff. Large trash bins are located on each floor near the elevator. Participants should bag their room trash and then place their individual bag of trash in the trash bin. Connections Staff will routinely empty the large bins.

At no time are bags of trash to be placed in the hallway. If the large trash bin is full, please contact the Connections Staff so that it can be emptied.

## **JJ. VISITING OTHER ROOMS/PARTICIPANTS**

Participants are not to be in any Participant's room other than their own at any time or on a different floor (other than common areas) from their assigned room. Repeated violation of this rule will result in dismissal from the Shelter.

Participants not residing in the Congregate Room are prohibited from entering the Congregate Room and/or Room 106 at any time.

## **KK. VISITORS + OUTSIDE SERVICE PROVIDERS**

**There will be no visitors or guests allowed at any time in the Shelter.** This includes children, grandchildren, and/or partners who are not determined to be a part of the Participant's household at the time of moving into the Shelter.

The only exception to this rule is in the case of a child custody change. In the event that there is a custody change and you are now in custody of your child(ren), you must speak to a Case Manager at least 48 hours before bringing your child(ren) to the Shelter. Any change to the number of occupants in a room must be approved in advance by Connections Management.

Participants who have caretakers or other outside service providers (i.e. in-home health aide) who need to enter the Shelter must receive approval from Connections Management at least 24 hours in advance.

## APPENDIX 1: HOUSEKEEPING SCHEDULE

Each room has been assigned a 45-minute time frame during which the housekeeping will occur each week.

The actual cleaning is anticipated to take 15-20 minutes, during which time you will need to exit your room.

TUESDAY			THURSDAY			FRIDAY		
414	9:15 A	10:00 A	506	9:15 A	10:00 A	314	9:15 A	10:00 A
411	9:15 A	10:00 A	504	9:15 A	10:00 A	313	9:15 A	10:00 A
412	9:30 A	10:15 A	503	9:30 A	10:15 A	312	9:30 A	10:15 A
409	9:30 A	10:15 A	502	9:30 A	10:15 A	311	9:30 A	10:15 A
410	9:45 A	10:30 A	501	9:45 A	10:30 A	310	9:45 A	10:30 A
407	9:45 A	10:30 A	500	9:45 A	10:30 A	309	9:45 A	10:30 A
408	10:00 A	10:45 A				308	10:00 A	10:45 A
405	10:00 A	10:45 A	213	10:00 A	10:45 A	307	10:00 A	10:45 A
406	10:15 A	11:00 A	212	10:15 A	11:00 A	306	10:15 A	11:00 A
404	10:15 A	11:00 A	211	10:15 A	11:00 A	305	10:15 A	11:00 A
403	10:30 A	11:15 A	210	10:30 A	11:15 A	304	10:30 A	11:15 A
402	10:30 A	11:15 A	208	10:30 A	11:15 A	303	10:30 A	11:15 A
401	10:45 A	11:30 A				302	10:45 A	11:30 A
400	10:45 A	11:30 A	105	10:45 A	11:30 A	301	10:45 A	11:30 A
			Cong	11:00 AM	11:45 AM	300	11:00 AM	11:45 AM

## APPENDIX 2: PEST POLICY

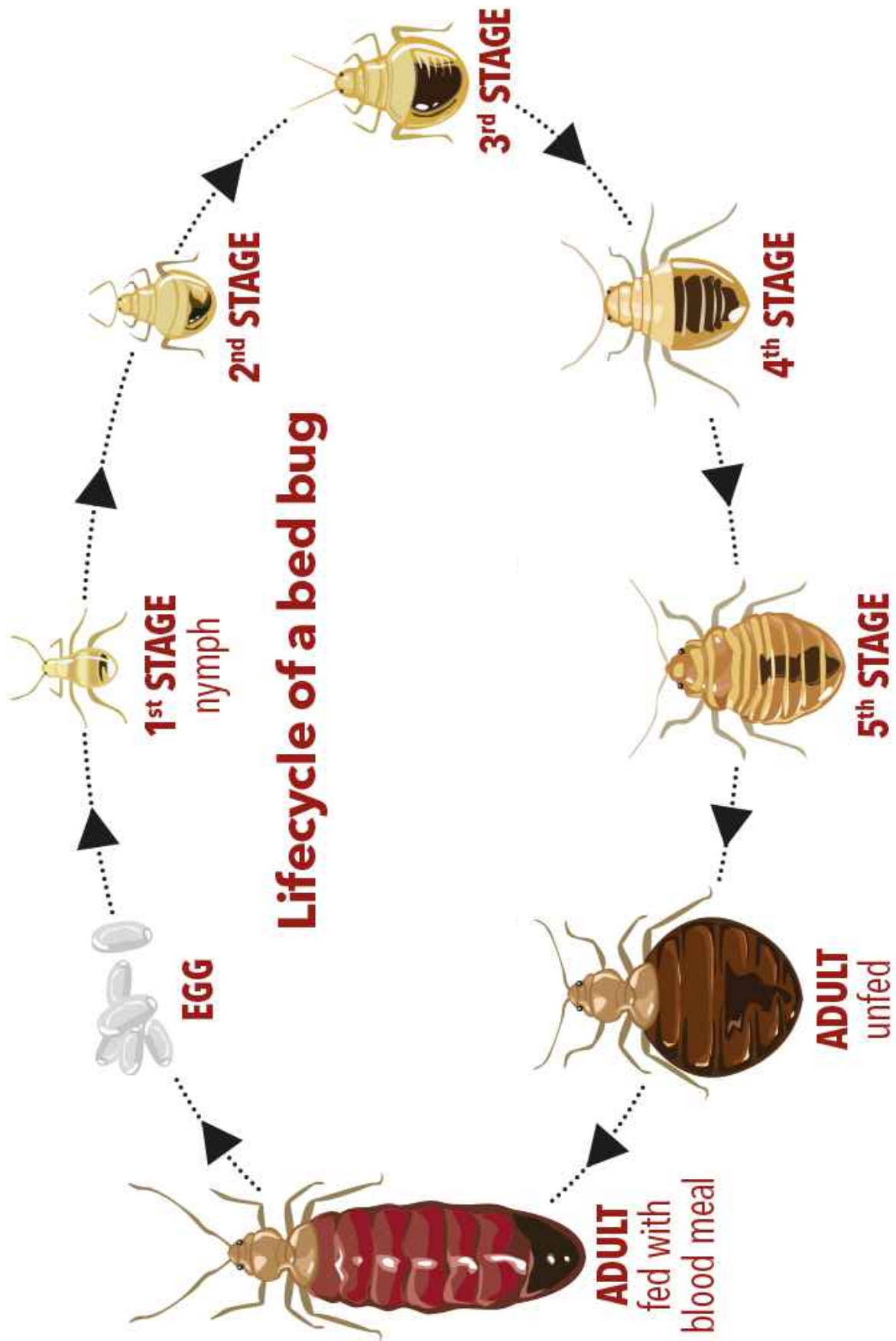
### Shelter Pest Policy + Guidelines

All Participants in Connections' Shelter are expected to follow the guidelines below as a condition of their stay in the Shelter. Failure to comply may result in dismissal from the Shelter.

- **Any indication of pests in your room is to be immediately reported to Connections Staff.** This includes, but is not limited to, bed bugs and/or ants.
- **Do not spray anything on the pests.** Connections Staff will use approved treatment products and/or methods once made aware of the pests.
- **Connections Staff will access your room weekly per the housekeeping schedule posted in each room.** During these visits, Staff will monitor for any pest issues and/or housekeeping issues that could lead to a pest problem developing in the room.
- **Regarding bed bugs:**
  - **When changing your sheets weekly, you should inspect the outer perimeter of the mattress encasement (cover),** both on the top and bottom of the mattress. *Do not open or remove the encasement at any time.* Look for castings, feces, and/or blood stains.
  - **Not everyone reacts to bites** (less than 50% of those bitten), so “no bites” doesn’t necessarily mean “no bugs.”
  - **Do NOT use bed bug sprays you can buy at the store.** Research does not recommend this. They just leave toxins in your room, send the bugs “hiding” for a bit, and then help them return even stronger which makes expert extermination even more difficult.
  - **Refer to the backside of this document for a diagram of the growth stage of a bed bug.** Note that they can look different over the course of their life cycle.

*See following page for diagram of what bed bugs look like.*





## **APPENDIX 3: INCLUSION POLICY FOR PARTICIPANTS**

### **Inclusion Policy for Participants**

**You belong here! You deserve to be included and served with respect! Connections for the Homeless promises to serve all Participants fairly, and without discrimination based on any of these things:**

- Your gender, gender status or gender expression
- If you're LGBTQI+
- Your race, color, tribe or ethnicity
- Your immigration, refugee or citizenship status or what country you're from
- Your income or lack of income, or source of income
- How well you read, write or speak English
- Your job status
- Your education level
- Your marital, family or partnership status
- Your religion or non-religion or personal philosophy
- Your health or mental health status
- Your physical, developmental, intellectual or emotional ability
- If you have HIV or AIDS
- If you have alcohol or drug use or addiction, or other addictions
- Your legal history
- Your veteran or military discharge status
- Your participation in the street economy
- Whether or not you follow a doctor's or therapist's medical or treatment suggestions
- Your body size
- Your age

**This means when we assess your service needs and match you to programs you're eligible for, we will make decisions and provide care and services fairly and with respect.**

**These are some of the ways we do this:**

1. We do not allow any speech, language, or behavior that is hateful or abusive for anyone who might come into our spaces. If you feel other Participants or Staff have mistreated you or made you feel bad or unsafe because of your identity, please let Staff know right away.
2. If you are transgender, genderqueer or gender non-conforming in your identity or experience, you can choose whether or not to discuss this with Staff or others. Your gender self-identity will be respected, regardless of whether you express that identity in a way others might expect. It won't matter whether you have chosen medical interventions, or changed your gender marker on your IDs. What matters is how you

identify. Staff will use your chosen name and pronouns and protect your privacy. You can work with Staff to decide what is safest for you in gendered spaces.

3. We don't need to know your immigration, refugee or citizenship status. We will not work together with ICE or any other law enforcement people, or even let them know we are serving you, unless they present an arrest warrant that is signed by a judge and names you.
4. We have these things to help you communicate with us if you need them:
  - a. TDD/TTY access
  - b. Large print forms and policies- available upon request
  - c. Language translation service
5. If you find it hard to read or write, Staff will read forms and other written things to you, or help you write on forms. We try hard to make our forms and writing easy to read and understand.
6. If you have mobility difficulties, Staff will help you decide which buildings are most accessible for you. We will send an Outreach worker as soon as possible to a mutually agreed upon location if needed.
7. Your family is your family, no matter what the ages and genders of the family members are. It's up to you to tell us who's in it, and you can stay together in the same program regardless if you're legally married, and no matter what your sexual or romantic orientation is, as long as space and housing stock make it possible to accommodate you safely.
8. You can have whatever religion or personal philosophy you want, and we don't expect you to go along with any religious activity while you're with us.
9. We really value diversity and want you to be feel safe expressing and celebrating your own culture!
10. Our programs might have rules that you can't drink alcohol or use illegal drugs on-site, but as long as you are behaving respectfully and being safe, it's your business about what you use off-site and whether or not you are intoxicated when you come to us. We do not do drug testing or keep people out because of drinking or using outside program spaces.
11. You don't need to tell us if you have HIV or AIDS, but if you do, we will protect your privacy, and it might help us find you housing faster.
12. If you feel you have been excluded or discriminated against because of your identity as listed above, you can file a complaint with Connections for the Homeless. The complaint process is below.
13. We hold everyone accountable to the same standards of inclusion and non-discrimination and anticipate that you will extend the same inclusive and non-discriminatory attitudes and behaviors toward other Participants, Connections for the Homeless agency program Staff, and program Volunteers.

## Discrimination Complaint Process:

**Step 1:** As soon as possible after the discrimination happens, contact the Program Manager by filling out the Discrimination Complaint Form. Your worker will get you the form, and help you get the completed form to the Program Manager.

**Step 2:** The Program Manager will take up to 30 days to investigate your complaint by reviewing documents and talking to people who might know about the complaint. They will make a decision, and then will communicate the decision to you and others in 30 days after that.

**Step 3:** If you feel the Program Manager made the wrong decision, you may appeal the decision made by the Program Manager with their Supervisor. The grievance will be reviewed again and within 30 days you will be informed of the decision. This decision is final.

Discrimination complaints can also be directed to the Department of Housing and Urban Development: Chicago Regional Office: (800) 765-9372; or online at: [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](https://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/online-complaint)

## Inclusion / Non-discrimination policies:

**Discrimination:** Suburban Cook County Coordinated Entry (Entry Point) and its agencies do not discriminate in the course of assessment, matching, and referral for housing and other services on the sole basis of anyone's:

- gender, gender status or gender expression
- sexual identity or orientation
- race or color
- tribal identity or ethnicity
- immigrant or citizenship status or nationality
- income or lack of income, or source of income
- English language literacy or proficiency
- employment status
- marital, familial or partnership status
- education level
- religion or non-religion or personal philosophy
- health or mental health status
- physical, developmental, intellectual or emotional ability
- HIV serostatus
- alcohol or drug use or addiction, or other addictions
- veteran or military discharge status
- participation in the street economy
- adherence or non-adherence to medical or treatment recommendations
- physical size
- age
- alcohol or drug use or addiction, or other addictions
- veteran or military discharge status
- participation in the street economy
- adherence or non-adherence to medical or treatment recommendations
- physical size
- age

- legal history<sup>1</sup>

We seek to serve those who have been marginalized or previously rendered service-ineligible for these or any other reasons. Therefore, we do not tolerate any speech, language, or behavior that is abusive or demoralizing to anyone who might participate in our services. We expect staff, interns, and volunteers to be vigilant in enforcing this standard.

Some programs may be required to prioritize enrollment based on regulations imposed by their funding sources and/or state or federal law. For example, a HOPWA-funded project might be required to serve only participants who have HIV/AIDS. Some programs are dedicated to veterans, youth, or survivors of domestic violence, etc. All such programs will avoid discrimination to the maximum extent allowed by their funding sources and their authorizing legislation.

All aspects of Entry Point will comply with all Federal, State, and local Fair Housing laws and regulations. Participants will not be “steered” toward any particular housing facility or neighborhood based on their race, color, national origin, religion, sex or gender identity, sexual orientation, disability, or the presence of children.

The Entry Point Lead Agency conducts quarterly rotating training of staff on Coordinated Entry basic training, this Anti-Discrimination Policy and procedures, and on a wide array of cultural competency topics.

This Inclusion and Non-Discrimination policy pertains specifically to the client assessment, matching and referral processes, but it is assumed that each agency maintains an Inclusion and Non-Discrimination policy regarding their services and programs that substantially and materially echoes this policy, and this policy is not intended to circumvent or exempt an agency’s own policies.

**Discrimination Complaint Process:** Participants will be shown / read the Inclusion and Non-Discrimination policy as part of the standard assessment, and will sign to indicate that they have had it presented. The policy will also be posted in a visible location at all access points. The policy page will inform participants of their right to file a verbal or written Discrimination Complaint, and will contain all information needed to file the complaint.

When a Discrimination Complaint about the Entry Point process is received in verbal or written form, the Entry Point Lead Agency will complete an investigation of the complaint within 30 calendar days by attempting to contact and interview a reasonable number of persons who are likely to have relevant knowledge about the circumstances surrounding the complaint, and by collecting any documents that are likely to be relevant to the investigation. If a complaint is determined to pertain to matters outside the realm of assessment, prioritization, matching

---

<sup>1</sup> In the case that a client presents at an access point who is the subject of a Protective Order held by another client also being served at that access point, Entry Point will prioritize right of service at that location to the client holding the order. The client prohibited from proximity or contact will be referred to another Entry Point access point for assessment and/or service. If, during the course of housing matching and referral, it comes to the attention of the Entry Point Lead Team that a client has experienced abuse by their partner who would otherwise be housed together with them, the wishes of the abuse survivor regarding cohabitation will be honored. If a perpetrator of abuse cannot then be housed with their partner, they will be housed separately as an individual.

and/or referral, but is related to housing, shelter or other services of a particular agency or program, or involved complaint of mistreatment or discriminatory behavior between clients, grievances will be directed back to the appropriate agency for resolution. Within 30 days after concluding the investigation, the Entry Point Lead Agency will write a report of the investigation's findings, including a proposed decision about whether inappropriate discrimination occurred, and any action(s) recommended to prevent discrimination from occurring in the future. The findings of the investigation will be shared with the Entry Point Committee at the next scheduled meeting to finalize the decision, and will thereafter be shared with the client as soon as practicable. If necessary, the Entry Point Lead Agency may recommend that the client be re-assessed or re-prioritized for housing or services. The report will be retained on file at the Alliance to End Homelessness in Suburban Cook County (Alliance) for two years. If the complainant or other parties continue to dispute the conclusion of the investigation and wish to appeal the decision, they may file an appeal through the Alliance with the Entry Point Committee within 30 calendar days after notice of the Entry Point Lead Team's determination. The Entry Point Committee will address the complaint appeal within 30 calendar days of its receipt by reviewing all relevant materials, notes and reports from the Entry Point Lead Team's investigation, and within 30 calendar days, will notify all parties of their disposition, which will be considered final.

Discrimination complaints can also be directed to the Department of Housing and Urban Development: Chicago Regional Office: (800) 765-9372; or online at: [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](https://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/online-complaint)

**Equal Access and Inclusion Regardless of Family Composition:** Clients' designation of their familial relationships will be honored and respected, regardless of marital status, gender identity or expression, sexual or romantic orientation, age, disability, proof of legal guardianship, or any other feature of identity or circumstance. Family members will not be denied access or separated based upon these reasons, and will be accommodated together, when possible, within space limits of available shelter or housing stock.

**Equal Access and Inclusion of Transgender ("trans\*") and Gender Non-conforming Clients:** In accordance with federal guidelines and pursuant to standard best practices, we recognize that trans\* and gender non-conforming clients are among the most vulnerable who will enter our service spaces and programs. We respect the gender self-identification of all of our clients, use people's preferred names and pronouns, and invite trans\* clients to consider and indicate what would be the safest arrangement for them for sleeping quarters and bathroom use. We do not consider gender markers on people's IDs, people's appearance, the gender assigned to someone at birth, or anything other than or over the person's self-identity. (In other words, regardless of how a client's gender features are read by staff or others or what her ID might say, if the client identifies as female, she may use the women's bathroom and shower and sleep in the women's section if she feels that is safest for her.) We do not ask intrusive questions about a clients' anatomy or medical business, or seek "proof" of anyone's gender status, and do not allow gossip or speculation about these things. We do not single out trans\* clients for different treatment, but consider their comfort and safety to be paramount above the comfort level of cisgender (non-trans) clients, staff and volunteers. If a client feels more privacy is needed, we discreetly provide individual private shower or bathroom time for the client as much as possible. We do not, however, prescribe or demand more privacy or modesty from trans\* clients than from their cisgender peers.

**Access for people with disabilities:** Appropriate auxiliary aids and services will be available for individuals with disabilities to ensure effective communication. The Suburban Cook Call Center has a TDD number, and each agency will utilize a TDD service as necessary to serve people who are Deaf or hard of hearing. Large type (and ability to enlarge text) versions of documents will be made available for people with visual impairments. Picture communication cards are available for those who are non-verbal. Staff will offer to assist clients in reading any forms, policies or written correspondence, and will offer to write on forms as needed.

Entry Point will ensure that individuals with disabilities, including individuals who use wheelchairs are able to access the Entry Point Assessment process by providing ADA accessible Access Points or arranging reasonable accommodations for mobility-impaired individuals such as assigning a Street Outreach worker or Housing Navigator to provide mobile assessment services. Marketing materials will clearly convey ADA accessible Access Points and processes.

**Access for clients with limited English language literacy or proficiency:** Forms and policies are to be made available in Spanish. Translation services are secured when needed to communicate with anyone whose primary language cannot be engaged by staff. Entry Point will take reasonable steps to offer process materials and participant instructions in multiple languages to meet the needs of minority, ethnic, and groups with Limited English Proficiency. Staff will offer to assist clients in reading any forms, policies or written correspondence, and will offer to write on forms as needed. The Inclusion and Non-Discrimination Policy and all other important policies and forms will be screened for literacy level using widely accepted best practices.

**Cultural and Linguistic Competence:** Staff use identity language chosen by clients, and do not select identity descriptors for clients during assessment. Assessments use culturally and linguistically competent questions for all persons that reduce cultural or linguistic barriers to housing and services for special populations, including LGBTQI people and families, youth, immigrants or refugees, devotees of minority religions, etc.

## **APPENDIX 4: GRIEVANCE POLICY, PROCEDURE + FORM**

### **Grievance Policy + Procedure**

A Grievance can be filed at any time if a Participant feels that they have been treated unfairly or would like to communicate a concern they have with Connections Staff or procedures. The procedure for submitting a Grievance is as follows:

- When a Participant would like to make a Grievance, it is asked that they complete it on the attached Grievance Form.
- The grievance can be given directly to a Case Manager or can be given to the Supervisor of whoever the Grievance is regarding. The Participant will be contacted regarding the grievance within 48 hours. If a Participant needs assistance writing the Grievance, Connections Staff can connect you with assistance.
- The Participant will be contacted with the outcome of the Grievance and any result of the Grievance will be communicated to the Participant. In some cases, there are confidential outcomes of a Grievance that cannot be shared and the Participant will be made aware of this.
- The Participant has the right to appeal the decision of a Grievance if they believe it was unfair and the Grievance will be passed to the next level manager.

*For discrimination matters, please see the Inclusion Policy.*





**Were there any other witnesses? (If so, how can we reach them?)**

---

---

---

---

**What are you hoping will happen as a result of filing a complaint?**

---

---

---

---

**If you feel that you have been discriminated against at Connections for the Homeless, please specify how you were discriminated against:**

- |  |   |
|--|---|
| <input type="checkbox"/> My gender, gender status or gender expression                               | <input type="checkbox"/> My physical, developmental, intellectual, or emotional ability |
| <input type="checkbox"/> Being LGBTQI+   | <input type="checkbox"/> My alcohol or drug use or addiction, or other addictions       |
| <input type="checkbox"/> My race, color, tribe, or ethnicity   | <input type="checkbox"/> My legal history   |
| <input type="checkbox"/> My immigration, refugee or citizenship status or nationality                | <input type="checkbox"/> My veteran or military discharge status                        |
| <input type="checkbox"/> My income or lack of income, or source of income                            | <input type="checkbox"/> My body size   |
| <input type="checkbox"/> My not following a doctor's or therapist's medical or treatment suggestions | <input type="checkbox"/> My participation in the street economy                         |
| <input type="checkbox"/> How well I read, write, or speak English                                    | <input type="checkbox"/> My religion or personal philosophy                             |
| <input type="checkbox"/> My job status or education level  | <input type="checkbox"/> My health or mental health status, or having HIV or AIDS       |
| <input type="checkbox"/> My marital, family or partnership status                                    | <input type="checkbox"/> My age   |

**I promise that everything I have said is true to the best of my memory:**

---

Participant Name (Print)                      Participant Signature                      Date

**FOR PROGRAM USE ONLY**

Date complaint received: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Findings:**

---

---

---

---

**Resolution:**

---

---

---

---

Date participant informed of disposition: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Staff signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff printed name: \_\_\_\_\_

Title: \_\_\_\_\_

## APPENDIX 5: TV CHANNEL LINE UP

**DIRECTV RESIDENTIAL EXPERIENCE**



### Margarita European Inn Ascend Collection Hotel

2 CBS-WBBM <b>HD</b>	265 A&E <b>HD</b>	361 AccuWeather <b>HD</b>
5 NBC-WMAQ <b>HD</b>	269 History <b>HD</b>	363 GEB: Golden Eagle Broadcasting
7 ABC-WLS <b>HD</b>	271 Viceland <b>HD</b>	364 Inspiration <b>HD</b>
9 IND-WGN <b>HD</b>	274 Ovation <b>HD</b>	365 GOD TV
11 PBS-WTTW <b>HD</b>	275 QVC <b>HD</b>	366 Jewish Life TV
20 PBS-WYCC	276 National Geographic <b>HD</b>	367 World Harvest Television
23 IND-WWME	278 Discovery Channel <b>HD</b>	368 Hope Channel
26 CW-WCIU <b>HD</b>	280 TLC <b>HD</b>	369 Daystar
32 FOX-WFLD <b>HD</b>	281 MotorTrend <b>HD</b>	370 EWTN
38 ION-WCPX	282 Animal Planet <b>HD</b>	371 Hillsong Channel
44 TMO-WNSN <b>HD</b>	285 Investigation Discovery <b>HD</b>	372 TBN
50 MNT-WPWR <b>HD</b>	289 Disney Junior <b>HD</b>	373 The Word
56 PBS-WYIN <b>HD</b>	290 Disney Channel (East) <b>HD</b>	374 BYU TV
60 UMA-WXFT <b>HD</b>	291 Disney Channel (West)	375 Link TV
62 IND-WJYS	292 Disney XD <b>HD</b>	376 Christian Television Network
66 UNI-WGBO <b>HD</b>	293 BabyFirstTV	377 TCT Network
100 DirecTV Cinema Screening Room	296 Cartoon Network (East) <b>HD</b>	378 NRB Network
202 CNN <b>HD</b>	297 Cartoon Network (West)	379 Uplift
204 Headline News <b>HD</b>	299 Nickelodeon/Nick at Nite (East) <b>HD</b>	380 Impact
206 ESPN <b>HD</b>	300 Nickelodeon/Nick at Nite (West)	388 JBS
207 ESPNNews <b>HD</b>	301 Nick Jr <b>HD</b>	401 Aqui
208 ESPNU <b>HD</b>	303 TeenNick	402 Univision <b>HD</b>
209 ESPN2 <b>HD</b>	304 TV Land <b>HD</b>	404 Galavision <b>HD</b>
214 MAVTV <b>HD</b>	311 Freeform <b>HD</b>	447 ONCE Mexico
219 Fox Sports 1 <b>HD</b>	312 Hallmark Channel <b>HD</b>	448 Enlace
226 Shop LC	313 Jewelry Television Network	461 HITN TV
228 Gem Shopping Network	315 QVC 2	501 HBO <b>HD</b>
229 HGTV <b>HD</b>	316 EVINE	502 HBO2 East <b>HD</b>
231 Food Network <b>HD</b>	319 NEW Channel	503 HBO Signature East <b>HD</b>
236 E! Entertainment Television <b>HD</b>	321 Russia Today TV	504 HBO West <b>HD</b>
237 Bravo <b>HD</b>	327 CMT <b>HD</b>	505 HBO2 West <b>HD</b>
238 REELZ Channel <b>HD</b>	329 BET <b>HD</b>	506 HBO Comedy <b>HD</b>
239 Audience Network <b>HD</b>	331 MTV <b>HD</b>	507 HBO Family East <b>HD</b>
240 HSN <b>HD</b>	332 MTV2	508 HBO Family West
241 Paramount <b>HD</b>	335 VH1 <b>HD</b>	509 HBO Zone East <b>HD</b>
242 USA Network <b>HD</b>	340 AXS <b>HD</b>	511 HBO Latino <b>HD</b>
244 Syfy <b>HD</b>	344 Son Life Broadcasting Network	515 Cinemax East <b>HD</b>
245 TNT <b>HD</b>	345 RFD-TV <b>HD</b>	516 Cinemax West <b>HD</b>
246 truTV <b>HD</b>	347 OAN <b>HD</b>	517 MoreMax <b>HD</b>
247 TBS <b>HD</b>	348 Free Speech TV	519 ActionMax <b>HD</b>
248 FX <b>HD</b>	349 Newsmax	520 5StarMax <b>HD</b>
249 Comedy Central <b>HD</b>	350 C-SPAN	521 MovieMax <b>HD</b>
252 Lifetime <b>HD</b>	351 C-SPAN2	522 ThrillerMax <b>HD</b>
254 AMC <b>HD</b>	353 Bloomberg Television <b>HD</b>	523 Cinemáx <b>HD</b>
256 TCM <b>HD</b>	355 CNBC <b>HD</b>	557 Sundance <b>HD</b>
259 FXX <b>HD</b>	356 MSNBC <b>HD</b>	565 Hallmark Movies & Mysteries <b>HD</b>
260 WE: Women's Television <b>HD</b>	359 Fox Business Network <b>HD</b>	604 Pursuit Channel <b>HD</b>
264 BBC America <b>HD</b>	360 Fox News Channel <b>HD</b>	



# SHELTER RESIDENT HANDBOOK ACKNOWLEDGEMENT

2121 Dewey Avenue  
Evanston, IL 60201  
847.475.7070

By signing below, I acknowledge that I have received a copy of Connections' Shelter Resident Handbook (*revised 11.01.2021*). I understand that receipt of this Acknowledgement is a requirement for me to be a Participant in Connections' Shelter.

I understand that it is my responsibility to read and abide by the policies and procedures outlined within this Handbook. Furthermore, I understand that it is my responsibility to contact Connections Staff with any questions or concerns I have about the Shelter policies and procedures.

I understand that Connections reserves the right to amend, add, and retract its policies and procedures as deemed necessary for the health, safety, and well-being of Participants, Staff, and the Community. When possible, these changes will be communicated to me in writing in advance of their implementation.

**Participant Name (PRINT):** \_\_\_\_\_

**Participant Signature:** \_\_\_\_\_

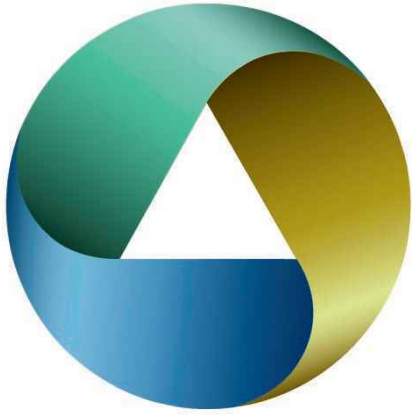
**Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Phone Number:** \_\_\_\_\_

**Laundry Bag:** \_\_\_\_\_

**Staff Initials:** \_\_\_\_\_

**EXHIBIT A-5: MARGARITA INN PROGRAM OPERATIONS MANUAL**



**connections**  
FOR THE HOMELESS

# Margarita Inn Policies and Procedures – Updated September, 2022

TABLE OF CONTENTS

**Client Intake and Onboarding Process** ..... 1

**Staff Overview and Roles**..... 2

**Case Management and Housing / Housing Plan** ..... 3

**Use of Patio / Courtyard** ..... 3

**Program Curfew and Quiet Hours** ..... 3

**Room Inspections**..... 4

**Rule Violations and Zero Tolerance Behaviors** ..... 6

**On-Call Procedure** ..... 8

**Incident Reporting** ..... 8

**Call Off Procedure** ..... 8

**Program Operations Shift Expectations/Duties**..... 10

**Shelter Radio Communication Protocols** ..... 12

**Congregate Floor Policy** ..... 13

**Mental Health Emergencies**..... 13

**Medical Emergencies** ..... 14

**Overdoses / Use of Narcan** ..... 14

**Facility Emergencies**..... 15

**De-escalation**..... 15

**Calling Law Enforcement** ..... 16

**Mandated Reporting**..... 16

**Media Inquiries** ..... 17

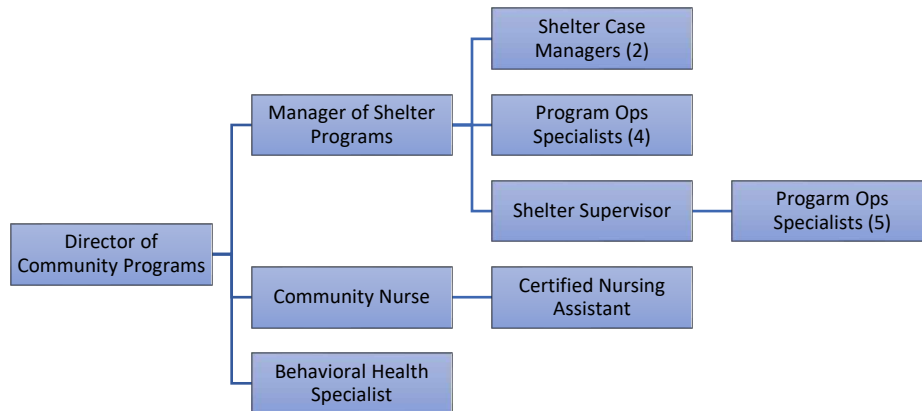


## CLIENT INTAKE AND ONBOARDING PROCESS

Most residents at the Margarita Inn are known to CFTH and referred from other programs, primarily from one of two Drop-In Programs at CFTH. Individuals are referred by program staff using a referral form (Smartsheet) to be added to our wait list. The wait list is divided by household type (single male identified; single female identified; couples; and families) and is “dynamic” meaning we consider additional factors for prioritization other than the date they are added to the wait list. Additional criteria include number and types of disabilities, age, and other considerations. Below is the process for filling openings:

1. Shelter Manager, Shelter Supervisor, Coordinated Entry Manager and Director of Community Programs meet to review the wait list and identify households for the opening.
2. The referring program staff person is then contacted to let them know of the opening and give them a time frame to reach out to the participant to accept or decline.
3. The Shelter Manager or Shelter Supervisor completes the Shelter Intake Checklist which includes the following:
  - a. Review of the Sex offender registry. No one on the sex offender registry is allowed to stay at the Shelter.
  - b. Background check is completed and reviewed. If there are any findings the shelter management team will review appropriateness for the Shelter. This evaluation is done on a case-by-case basis but findings that are more recent AND those that are related to community safety will be strongly considered and a determination will be made on accepting the individual or household based on safety considerations.
  - c. Review of Drop-In Incident Reporting log. If there are any findings, incidents will be reviewed and evaluated on a case-by-case basis again focusing on an individual’s history of past violence, destruction of property or other behavior that can be considered a safety issue.
  - d. Health Screening is completed and reviewed to assess if there are any behavioral health or physical issues that might need a higher level of care than we are able to provide. This screen also provides critical information to Margarita Inn (MI) staff such as existing medical and behavioral health diagnoses, medication history and compliance, mobility, or ambulatory issues. These issues do not exclude acceptance into the program, but a determination is made whether MI staff are able to provide the appropriate level of care.
4. After the check list is completed, a determination is made by the team to 1) approve the individual or household for move in 2) decline the individual or household for move in or 3) request more information from the referring staff person if needed to make a final determination.
5. For those approved for move in, a meeting is scheduled prior to the move in date to review the Participant Handbook focusing on the rules and expectations of the program. This meeting gives the individual an opportunity to ask questions and determine if the Shelter is the right fit for them. If they agree to abide by the program rules and expectations a move in date is set.

STAFF OVERVIEW AND ROLES



STAFF ROLES

**Director of Community Programs:** Responsible for overall oversight of CFTH’s Community Programs Division which includes the Margarita Inn Shelter. Provides support to Manager of Shelter Programs around daily operations and services at the Margarita Inn (MI).

**Manager of Shelter Programs:** Responsible for the daily operations and services at the MI. Acts as main community contact for MI participants and services.

**Shelter Supervisor:** Supports the Manager of Shelter Programs with scheduling, supervision of program staff, and other administrative duties.

**Program Operations Specialist:** Supports the overall operations of the MI. See shift expectations later in this document for more detailed responsibilities.

**Community Nurse:** Supervises the MI’s full-time Certified Nursing Assistance and provides basic healthcare services to MI participants.

**Certified Nursing Assistance:** Assists Community Nurse with providing basic healthcare services and provides medical case management to program participants.

**Behavioral Health Specialist:** Provides therapeutic interventions and services to participants of the MI including individual and group counseling, crisis intervention, and linkage to community mental health treatment, substance abuse treatment and psychiatric services.

**Shelter Case Managers:** Provide case management to participants of the MI with a particular focus on locating and working towards a permanent housing solution.

### **CASE MANAGEMENT AND HOUSING / HOUSING PLAN**

Each household is assigned a case manager and are required to meet with them at minimum every other week to work towards a permanent housing solution. Initial activities including helping households become “document ready” to have the necessary IDs and documents required by housing providers.

The case manager works individually with each household to develop a housing plan specific to their needs and works with them to complete the necessary assessments and paperwork to apply for housing. Some households only need shorter term rental assistance while others might need permanent supportive housing. It can take weeks, months, or a year or longer to get “matched” to an appropriate housing solution. Once someone is matched to housing the case manager often helps the participant identify, apply for, and move into a unit in the community. MI participants can be housed all over suburban cook county and even beyond.

### **USE OF PATIO / COURTYARD**

The patio area is the designated smoking area for MI participants intended for short term use (15 minutes) with no more than 5 people at a time. No alcohol or prohibited substance are allowed on the patio. Participants are expected to utilize the provided trash and cigarette disposal receptacles. Playing music and food and beverages are not allowed in the courtyard. Use of the courtyard is a privilege and repeated violation of the rules may result in a participant being restricted from the space.

### **PROGRAM CURFEW AND QUIET HOURS**

A curfew is in effect from 11:00 pm to 5:00am. During this time participants may exit the shelter at any time but entry into the building is at the discretion of CFTH staff.

Quiet hours are in effect from 10:00 pm – 8:00am daily for the building, including the courtyard/patio space.

## ROOM INSPECTIONS

Staff should follow the Room Check Policy and complete a Room Check log any time they conduct a room check for any reason including wellbeing checks, scheduled congregate floor checks, as requested by management, or as dictated by a learning agreement. The Room Check Log is a SmartSheet form located on the channel “[Shelter \(Margarita\)](#)” on Microsoft Teams. It can also be found [here](#).

At the start of each shift, staff should review the “Room Check Requests” spreadsheet pinned to the top of the channel “[Shelter \(Margarita\)](#)”’s file tab on Microsoft Teams to ascertain who requires a room check, and at what frequency and why. Room checks are not optional. **If a participant is scheduled for a room check, it must be performed** unless staff feel their safety would be in jeopardy if they completed the room check. In this instance, staff must immediately notify the manager on duty so that the manager on duty can devise a plan to safely complete the room check. Staff would also in this instance complete an incident report. not optional for participants who are scheduled to receive one. It is worth noting that **participants are not required to be present for room checks**.

There are three categories of room checks:

1. **Visual room inspection & Wellbeing Check**
2. **Wellbeing Checks**
3. **Afterhours Wellbeing Checks**

Each category has its own series of procedures described in further detail below.

### 1. Visual Room Inspection & Wellbeing Check Procedure

The goal of the Visual Room Inspection and Wellbeing check is to not only confirm the health and safety of the participant/s in a specific room, but to also identify any maintenance concerns, housekeeping issues, property damage, or visual evidence of rule violations (such as signs that a participant may be smoking in their room). The procedure is as follows:

- i. **Staff enter the room after knocking.** Wait to be let in first if possible.
  - a. **If participant is present**, staff visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also verbally confirm that the participant is feeling well and does not require additional support.
  - b. **If a participant is present but is indisposed** (e.g., the participant is in the bathroom or is undressed), staff should alert the participant that they will return in 15 minutes to check on the participant. Staff should then complete the wellbeing check at that time.
- ii. **Staff should complete a visual inspection of the room, including the bathroom** to look for any maintenance concerns or health or safety concerns. Do not search the room or the participant’s belongings. Do not open drawers or cabinets. Use nonjudgmental language, and do not directly confront the participant about any concerns. The participant/s’ case manager/s will follow up with them directly if the room fails inspection. This is a simple visual inspection.
- iii. **Staff should complete a [Room Check Log](#) as soon as possible.**
  - a. If staff identify nonemergent concerns or rule violations (e.g., a maintenance issue or signs a participant is smoking in the room) staff should file an incident report and a Room Check Log.

- b. If staff find a health or safety emergency during their room check, staff should follow the emergency procedures, then file an incident report along with the Room Check Log.

## 2. Wellbeing Checks Procedure

A wellbeing check is conducted strictly to confirm that the participant appears to be well and is not experiencing a health or safety emergency that requires immediate intervention. Wellbeing checks should not involve a room inspection. Staff should only do the minimum necessary to confirm that the participant is well, if the participant is present in their room. If the participant is absent during the wellbeing check, staff would note their absence on the Room Check Log but do not have to take any further steps to locate the participant unless they have been specifically directed to do so by the management team.

The Wellbeing Check procedure is as follows:

- i. **Staff knocks on the participant's door.**
  - a. **If the participant answers the door**, staff does not need to go into the participant's room. It is enough for staff to visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also verbally confirm that the participant is feeling well and does not require additional support.
  - b. **If the participant does not answer the door**, staff should knock on the participant's door a second time and wait a moment to allow the participant time to respond. If there is still no response, staff should key into the participant's room. Staff should politely announce themselves by politely stating their name, title, and reason for entering the room before stepping inside (e.g., "This is Jane, one of the ops team with Connections, I need to do a quick room check"). **If the participant/s is not in their room, the wellbeing check is immediately over.** Do not complete a visual room inspection.
- ii. **If the participant/s is present**, staff should visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also verbally confirm that the participant is feeling well and does not require additional support.
  - a. **If a participant is present but is indisposed** (e.g., the participant is in the bathroom or is undressed), staff should alert the participant that they will return in 15 minutes to check on the participant. Staff should then complete the wellbeing check at that time.
  - b. **If a participant is present and is not in crisis but does appear to be struggling** either with a health, behavioral, or psychiatric concern staff should alert the participant's case manager and note the apparent concern in the shift log. For instance, if Jane Doe answers the door in tears and tells you that she just broke up with her boyfriend, but is alright, you would record the concern in the shift log and alert her case manager so that staff can follow up and provide support as is appropriate and possible.
  - c. **If a participant is present and is in a physical, behavioral, or psychiatric crisis** staff should alert the manager on duty, complete an incident report, and follow the appropriate emergency procedures.
- iii. **Staff should complete a [Room Check Log](#) as soon as possible.** A Room Check Log must be completed promptly every time a room check occurs.

## 3. Afterhours Wellbeing Check Procedure

An Afterhours Wellbeing Check refers to any wellbeing check that occurs during the shelter’s specified quiet time (i.e., between 10pm-8am). The goal of the Afterhours Wellbeing Checks is to confirm that the participant appears to be well and is not experiencing a health or safety emergency that requires immediate intervention without disturbing participants who may be resting or asleep.

The Afterhours Wellbeing Check Procedure is as follows:

- i. **Staff softly knocks on the participant’s door once.** Staff should take care that the knock is quiet enough to not wake a participant if they are asleep. Staff should then pause briefly so that in the instance that the participant is awake, the participant has an opportunity to respond.
- ii. **Staff should enter the room unless the participant answers the door.** If the participant did not answer the door or verbally respond to staff’s “soft knock,” staff should assume that the participant is resting or is asleep and should take every effort to enter the participant’s room as quietly as possible. Do not turn on the room’s lights. Do not speak loudly.
- iii. **If the participant appears to be asleep or resting, visually confirm that the participant is breathing normally** by watching to see that the participant’s chest or stomach rising and falling regularly. If it is too dark for you to see, you should use the minimum amount of light possible to be able to assess their breathing. (For instance, you might use a flashlight, or phone screen).
  - a. **If the participant does NOT appear to be breathing regularly,** follow the appropriate emergency procedure protocol including but not necessarily limited to trying to awake the participant, calling 911, administering Narcan if an overdose is suspected, alerting the Manager on Duty, and filing an incident report.
  - b. **If the participant/s is absent,** Afterhours Wellbeing Check is immediately over. Do not stay to visually inspect the room.
- iv. **If the participant is awake,** staff visually assess the participant to ensure they are breathing, and do not appear to require immediate emergency attention. Staff may also quietly confirm that the participant is feeling well and does not require additional support.
- v. **Complete a [Room Check Log](#) as soon as possible.**

### RULE VIOLATIONS AND ZERO TOLERANCE BEHAVIORS

CFTH uses an incremental process to address behaviors that have a negative impact on the community. This process provides participants an opportunity to change problematic behaviors and includes:

- 1<sup>st</sup> Incident: CFTH staff will give a verbal warning to reiterate the rule or guideline that was not followed and clarify expectations moving forward.
- 2<sup>nd</sup> Incident: CFTH staff will complete a Learning Agreement that outlines what the issue is, what is expected of the participant moving forward, how the staff will support the participant, and the potential consequences of continuing the behavior. Staff will provide a copy of the LA to the participant.
- 3<sup>rd</sup> Incident: Participant will be suspended from the MI for 24 hours. Refusal to leave the MI will result in discharge.
- 4<sup>th</sup> Incident: Participant will be discharged from the MI.

Zero Tolerable Behaviors result in immediate discharge from the MI and include:

- Possession of a weapon, regardless of whether it is used

- Physical violence or aggression towards CFTH staff, hotel staff, participants, or other individuals involved with its programs (volunteer, etc.). This includes making threats of violence or using hate speech.
- Illegal or illicit activity including, but not limited to, drug dealing or sex work on site.

**ON-CALL PROCEDURE**

**MANAGER ON DUTY (MOD) NUMBER IS (847) 404-0445.**

- On call line will be staffed by a weekly rotation of program management staff.
- On call hours are 4:00 p.m. to 8:00 a.m. on weekdays and 24 hours on weekends and holidays.
- If there is no answer leave a voice mail with your contact number and the manager will get back to you within 15 minutes. After 15 minutes if you do not receive a call back contact Tina White (773) 573-5216. As soon as you are able, please complete an incident report (see below).
- Reasons to call:
  - Fire/police reports (both onsite and in the community)
  - Mandated reporting incidents (DCFS; threat to harm self/others)
  - Mental health crises / consultation re: psychiatric petitions
  - All Level 1 incidents (see below)
  - Consultation regarding urgent participant issues
  - Urgent facilities issue
  - Domestic violence incidents
  - Inquiries from the media

**INCIDENT REPORTING**

When an incident occurs with a participant that needs to be documented, regardless of whether it warrants the need for follow up, staff should complete an Incident Report. Each program location has a designated reporting form, accessible via TEAMS. To submit an incident report, staff should go to the location’s Teams channel and click the tab labeled “Incident Reports”. The form should be completed in its entirety and with as much detail regarding the incident as possible. Once the form is submitted, a manager will determine if follow-up is warranted and, if so, assign it to the appropriate staff member to complete the follow-up. Below is a summary for how to rank incidents.

<b>Level 1</b>
Level 1 behavior encompasses acts of severe aggression or violence within the Margarita shelter, and behavior that puts the Margarita population at risk. All incidents that result in police contact are Level 1. Complete incident report immediately. In addition, during business hours inform the manager immediately. Outside of business hours, the Manager on Duty should be contacted as soon as it is safe to do so (See On-Call Procedure).
<b>Level 2</b>
Level 2 behavior encompasses less severe acts of aggression (non-physical), disrespect, noise violations within the Margarita shelter. It includes victimless rule-breaking, property issues in the community surrounding the shelter. Complete incident report within one hour of the incident.
<b>Level 3</b>
Level 3 behavior encompasses victimless rule-breaking that occurs within the Margarita shelter. Complete incident report within one hour of the incident.

**CALL OFF PROCEDURE**

	<b>SUN</b>	<b>MON</b>	<b>TUES</b>	<b>WED</b>	<b>THURS</b>	<b>FRI</b>	<b>SAT</b>
--	------------	------------	-------------	------------	--------------	------------	------------



## MARGARITA INN POLICIES AND PROCEDURES – UPDATED SEPTEMBER, 2022

12:00a – 8:00a	MOD	MOD	MOD	MOD	MOD	MOD	MOD
8:00a – 4:00p	MOD	SUPVR	SUPVR	SUPVR	SUPVR	SUPVR	MOD
4:00p – 12:00a	MOD	SUPVR	SUPVR	SUPVR	SUPVR	SUPVR	MOD

### BLUE SHIFTS: CALL OFFS

**STEP 1:** CALL the Manager on Duty (847.404.0445). If the call is unanswered, leave a detailed voicemail. Wait ten (10) minutes and call again if the MOD has not called back.

**STEP 2 (if necessary):** If after two attempts Staff have been unable to reach the MOD, they should CALL their Immediate Supervisor. If the call is unanswered, leave a detailed voicemail.

**STEP 3:** CALL the on-site phone at work location (Margarita: 224.422.7969 || Our House: 224.531.3607). Staff should inform co-worker(s) that they will not be in and if they have been able to reach Management.

**STEP 4:** Input PTO request into Paychex within 24 hours.

### YELLOW SHIFTS: CALL OFFS

**STEP 1:** CALL Immediate Supervisor (*at or after 7:00am*). If the call is unanswered, leave a detailed voicemail. Wait ten (10) minutes and call again if the Supervisor has not called back.

**STEP 2 (if necessary):** If after two attempts Staff have been unable to reach their supervisor, they should CALL a Margarita manager (Keegan Olson, Malik Muhammad or Tina White). If the call is unanswered, leave a detailed voicemail.

**STEP 3:** CALL the on-site phone at work location (Margarita: 224.422.7969). Staff should inform co-worker(s) that they will not be in and if they have been able to reach Management.

**STEP 4:** Input PTO request into Paychex within 24 hours.

### ALL SHIFTS: LATE ARRIVALS

In the event Staff is going to arrive late to their shift, the following procedure is to be followed.

#### If arriving less than 10 minutes after start of Shift:

- **STEP 1:** CALL the on-site phone at work location (Margarita: 224.422.7969 || Our House: 224.531.3607) no less than five (5) minutes prior to the start time of their Shift. Staff should inform co-worker(s) that they will be late and the approximate time of arrival.
- **STEP 2:** Send a Teams message to Immediate Supervisor informing them of late arrival and reason.

#### If arriving more than 10 minutes after the start of Shift:

Staff is to use the Call Off procedure outlined on the previous page to inform Management and co-worker(s) of late arrival. These calls should be initiated as soon as possible in the event that alternate coverage has to be found.

## PROGRAM OPERATIONS SHIFT EXPECTATIONS/DUTIES

### 1ST SHIFT OVERNIGHT (12:00AM – 8:00AM)

---

#### Position 1

- Stationed inside the front door on the Entry Landing
  - May not be sitting at the Bar or in the 2<sup>nd</sup> Floor Lobby
  - Front door required to be always staffed until Front Desk staff arrives
  - Responsible for letting participants in the front door
  - When enforcing curfew (11:00p – 5:00am), an Incident Report must be submitted for any Participant denied entry into the building
  - Responsible for securing the Courtyard Door and allowing participants re-entry
- Responsible for monitoring:
  - Participants entering/exiting the Shelter
  - Participants in the Courtyard
  - General behavior on the 1<sup>st</sup> + 2<sup>nd</sup> Floors

#### Position 2

- Responsible for completing:
  - Laundry pick-up (Sun + Tues)
  - Milk delivery (Mon)
  - Hourly rounds through the entire building, including the back stairwell
    - Hourly rounds outside the building
    - When not doing the above or on break, stationed on the 3<sup>rd</sup> or 4<sup>th</sup> Floor
- Responsible for monitoring general behavior on the 3<sup>rd</sup>, 4<sup>th</sup>, + 5<sup>th</sup> Floors
- Responsible for responding to participant issues throughout the building as needed
- Staff will not be in the Office except when on their designated break.
  - When in the Office, the door must remain open unless in the restroom.

### 2ND SHIFT: DAYTIME (8:00AM – 4:00PM)

---

#### Position 1

- Responsible for preparation, distribution, and clean-up of Breakfast (8:30a – 10:00a)
  - Take out the kitchen trash after the meal
  - Clean and organize the fridge
  - Toss any perishable leftovers that are dated more than 2 days old
  - Put away any leftovers after breakfast, mark the date on any leftover food
  - Sanitize surfaces (e.g., kitchen counters used during meal prep/distribution)
  - Mop kitchen
- Responsible for tracking and inputting AM attendance in the Shelter Census
- Responsible for checking trash on each floor and emptying, as needed, at 11:00am
- Responsible for delivering returned laundry to participants (Tues + Thurs)
- Responsible for hourly rounds outside the building from 12:30p – 3:30p

#### Position 2

- Responsible for hourly rounds outside the building from 8:30a – 11:30a
- Responsible for the outgoing and incoming laundry pick-ups and deliveries (Mon, Tue, Wed, Thurs)
  - Including the processing of returned laundry (Tues + Thurs)
- Responsible for receiving lunch deliveries and recording on Lunch Log
- Responsible for the preparation, distribution, and clean-up of Lunch (12:30p – 2:00p)
  - Take out the kitchen trash after the meal

- Clean and organize the fridge
- Clean out the coffee pot and put it away
- Put away any leftovers after lunch, mark the date on any leftover food
- Sanitize surfaces (e.g., kitchen counters used during meal prep/distribution)
- Mop kitchen
- Responsible for tracking and inputting NOON attendance in the Shelter Census
- Responsible for checking trash on each floor and emptying, as needed, at 3:00pm

### **Shared responsibility for overall monitoring of participant behavior throughout the building, including the Courtyard**

#### **3RD SHIFT: EVENING (4:00PM – 12:00AM)**

---

##### **Position 1**

- Responsible for receiving dinner deliveries and recording on Dinner Log
- Responsible for the preparation, distribution, and clean-up of dinner (5:45p – 7:15p)
  - Including purging any leftover perishable dinner foods from the day before
- Responsible for tracking and inputting PM attendance in the Shelter Census
- Responsible for notifying Management of any Ptps absent more than 48 hours
- Responsible for checking trash on each floor and emptying, as needed, at 11:00pm
- Responsible for hourly rounds outside the building from 8:30p – 11:30p
- After 9:00pm, when not doing the above, stationed on the 3<sup>rd</sup> or 4<sup>th</sup> Floor
- Responsible for monitoring general behavior on the 3<sup>rd</sup>, 4<sup>th</sup>, + 5<sup>th</sup> Floors
- Responsible for responding to Ptp issues throughout the building as needed

##### **Position 2**

- Responsible for hourly rounds outside the building from 4:30p – 7:30p
- Responsible for checking trash on each floor and emptying, as needed, at 7:00pm
- Responsible for receiving breakfast deliveries
- After 9:00pm, stationed inside the front door on the Entry Landing
- Responsible for letting Participants in the Front Door once Front Desk staff leaves
- When enforcing curfew (11:00p – 5:00am), an Incident Report must be submitted for any Ptp denied entry into the building
- Responsible for monitoring:
  - Pts entering/exiting the Shelter
  - Ptps in the Courtyard
  - General behavior on the 1<sup>st</sup> + 2<sup>nd</sup> Floors

### **From 4:00p – 9:00p, shared responsibility for overall monitoring of participant behavior throughout the building, including the Courtyard**

#### **ALL SHIFTS**

---

- Respond to Behavioral, Health, and Operational issues that arise throughout the building, as well as on the exterior property
- Notify MOD of all Level 1 Incidents

- Assist Ptps with accessing basic needs, including clothes, food, hygiene products, etc. Record on designated log forms, when required
- Verbally de-escalate situations with and between Ptps
- Ensure the maintenance of a clean environment, both in general communal areas and individual participant rooms, as well as the exterior property
- Ensure that the environment is safe and community-oriented by helping the Ptps adhere to general and program-specific rules
- Engage and collaborate with Ptps to explore their case management needs and make appropriate referrals
- Responsible for completing room checks
- Responsible for maintaining required documentation and records (e.g., room check logs, shift logs). This additionally includes submitting comprehensive and detailed Incident Reports for all Ptp Behavioral and Health issues and/or Operational issues.
  - Level 1 Incidents to be reported immediately, once it is safe to do so
  - Level 2 + 3 Incidents to be reported within one (1) hour of the incident

### SHELTER RADIO COMMUNICATION PROTOCOLS

Radios are used to facilitate better and more efficient communication between staff throughout the building.

#### Radio Locations:

- Front Desk
- Operations Staff x 2
- Shelter Supervisor
- Shelter Manager

#### Protocols:

Staff will operate with the understanding that the radios act not as a telephone, but rather as a loudspeaker throughout the shelter. Therefore, the radios will be strictly used as follows:

- Radios are for business use only. Personal conversations should be conducted via phone, text, or in person.
- Participants shall be referred to by room number only whenever possible. If names are essential, only first names are to be used.
- The nature of the issue will be kept as brief and generic as possible.
- If an issue requires a lengthy discussion and/or explicit details, the staff involved should move the conversation to the phone or in person after connecting on the radio.
- Once the radio call has been concluded, one staff member will say “293 clear” to indicate that the conversation has completed, and a new call may be initiated.
- Staff will have the radio always turned on and in their possession during their shift. This includes when going out to the exterior of the shelter.
- Volume will be kept at a reasonable level, ensuring that staff can easily monitor calls but without broadcasting any louder than necessary.
- Radios will always operate on Channel 1, unless otherwise directed by the Operations Supervisor/Manager.
- Radios do not leave the shelter property at any time.
- Staff may be held liable for any damage and/or loss caused to the radio while it is in their possession.

## CONGREGATE FLOOR POLICY

The first-floor participant rooms of the Margarita Inn (i.e., 105, 106, 107, and 108) comprise our “Congregate Floor” space and are reserved participants who have a recent history of health or safety incidences such as overdose, property damage, or other higher risk concerns. Staff must conduct daily scheduled room checks on all participants who are housed on the Congregate Floor for health and safety reasons.

Participants roomed on the congregate floor for health or safety reasons always have the following room check schedule:

Time of inspection	Inspection type*
11am	Visual Room Inspection & Wellbeing Check
3pm	Wellbeing Check
7pm	Wellbeing Check
11pm	Afterhours Wellbeing Check
3am	Afterhours Wellbeing Check
7am	Afterhours Wellbeing Check

- \*Note: Participants are not required to be present during any inspection.

On occasion, participants on other floors may also require the same schedule of inspections. Please review the “Room Check Policy” below for a detailed description of the procedures.

Currently, our Congregate Floor rooms are additionally reserved for participants who use wheelchairs or who otherwise cannot navigate the elevator or stairs until we can expand the accessibility of the building. Participants who are housed on the Congregate Floor solely for accessibility reasons (e.g., they use a wheelchair) do not require room checks unless there are additional health or safety concerns and room checks have been specifically requested for them by management.

## MENTAL HEALTH EMERGENCIES

### SUICIDAL IDEATION:

---

If someone expresses thoughts of suicide staff should complete a [Suicide Risk Assessment June, 2022](#)

in addition to immediately consulting with a manager or a member of the Health Team. If the incident occurs outside of regular business hours call the Manager on Duty at (847) 404-0445. After the incident, the form should be given to the Behavioral Health Specialist at the Margarita for follow up and an incident report completed.

### PETITIONING PARTICIPANTS:

---

Psychiatric petitioning is the process in which a person hospitalizes another person against their will. This occurs because the individual is (a) deemed as a potential harm to themselves or others; or (b) because their mental

illness prevents them from taking care of themselves. The person being petitioned must have current symptoms of a mental illness; however, it does not have to be diagnosed. To petition a participant, the petitioning individual must witness behaviors that indicate potential harm and must complete a petition immediately.

### EXAMPLES OF BEHAVIORS WHICH MIGHT GIVE RISE TO PETITIONING:

- Comments or behaviors that indicate someone may cause harm to themselves. For example, an individual who makes suicidal comments.
- Comments or behaviors that indicate someone may cause harm to someone else. For example, an individual who makes comments about wanting to hurt or kill another person or group of people.
- Behaviors that indicate that someone with a mental illness is unable to care for themselves because of their mental illness. For example, an individual who stops taking their insulin for diabetes because they think it is poison.

For behavioral health issues that are NOT emergencies complete an Internal Referral Form for Margarita's Behavioral Health Specialist to further assess the individual and provide appropriate follow up.

See [Emergency Procedures](#) for information on how to petition someone and a link to the forms.

## MEDICAL EMERGENCIES

### 9-1-1 EMERGENCY SERVICES SHOULD BE CALLED FOR THE FOLLOWING MEDICAL EMERGENCIES:

- Chest pain
- Loss of consciousness
- Difficulty breathing or shortness of breath
- Severe bleeding or unable to stop bleeding
- Signs of Stroke
- Seizure
- Falls where head, neck, back involved
- Suicidal thoughts/plan
- Medication/Drug Overdose- overly sedated, not responding to attempts to call name.

For medical issues that are NOT emergencies complete an Internal Referral Form for Connections' Nurse to follow-up with the participant to assess the medical issue and link to appropriate care.

## OVERDOSES / USE OF NARCAN

Narcan blocks or reverses the effects of opioids, including extreme drowsiness, slowed breathing, or loss of consciousness. It is used to treat a narcotic overdose in an emergency. It is only effective for opioid overdoses (heroin, fentanyl, and certain prescription pain medications).

**Multiple doses of nasal Narcan are kept in a red bag in the Health + Operations office (Fabbri room) at the Margarita.** All CFTH staff are trained at the new employee orientation on how to administer Narcan. if you did not receive the training contact the Margarita Health program staff for a brief overview on how to use Narcan. instructions are also found on the packaging. You will not harm someone by administering Narcan even if it turns out that they are not experiencing an opiate overdose at that time. Always call 911 and complete an incident report when you utilize Narcan at the Margarita.

## SIGNS OF AN OPIOID OVERDOSE INCLUDE:

---

- Slow or weak breathing
- Gradual increase in breathing followed by a decrease in breathing and airflow
- Trouble breathing or not breathing
- Deep snoring or gurgling noises
- Dizziness, confusion, drowsiness including extreme drowsiness
- Passing out
- Collapse and coma
- Unable to be woken up by touch, shaking of shoulders or shouting
- Slow or no heartbeat
- Cold, pale, clammy skin
- Very small pupils, like a pinpoint

## FACILITY EMERGENCIES

### FIRE/FIRE ALARM

---

In the event of a fire alarm, all participants should be directed to the stairwells to exit the building and gather across the street. The elevator should not be used. Once the building has been cleared, staff should go outside to wait for the fire department to arrive. Upon arrival, staff should inform the Fire Department of any Participants known to be unable to exit via the stairs due to physical handicap.

If there is an active fire in the building, the staff member at the front door should contact the Manager on Duty once participants are safely gathered outside the hotel.

### INCLEMENT WEATHER/TORNADO WARNING

---

Participants should be encouraged to remain inside the building until the weather passes. Any participants waiting outside for services should be brought into the building until the weather passes.

In the event of a tornado warning, participants and staff should shelter away from any exterior windows and doors. If a tornado is sighted, all persons should shelter in the lower-level area of the building.

### FLOODING

---

If there is flooding, the Operations Manager should be called immediately as well as completing an incident report. If the Operations Manager is not available, contact the MOD number.

## DE-ESCALATION

*Definition: Reduction of the intensity of a conflict or a potentially violent situation using verbal and non-verbal techniques. Primary goal in reducing a conflict is using these techniques to build rapport/trust and a sense of connection with the agitated person.*

All Margarita staff receive an initial de-escalation training overview during the new employee orientation in addition to attending and completing a Handle with Care certification class within 90 days of their employment with the agency. Staff should first try to deescalate a non-emergency situation before contacting police. If possible, pull in another staff member and Manager or contact the MOD number if additional assistance is needed.

See [Emergency Procedures](#) for more information on de-escalation techniques and [Niche Academy](#) for additional on-demand training on de-escalation.

### CALLING LAW ENFORCEMENT

CFTH seeks to have a constructive working relationship with the Evanston Policy Department to mutually serve our community. At the same time, participants have a right to privacy and CFTH has an obligation to protect participant confidentiality. To this end police will not be allowed past the entrance with the following exceptions:

- If MI staff have contacted the police or emergency responders for assistance for an on-site incident
- If a participant has requested police or emergency responders for assistance
- The officer(s) presents a subpoena and/or warrant authorizing access to the-site.

When the police are called, please meet the police outside to brief them on the concern and stay present with the police throughout their time on site. If you feel the police are screening for other criminal activity in the space beyond the reason you called them, please advocate for them to focus on the issue at hand or ask a co-worker to assist if you do not feel safe doing so. **An incident report must be completed any time police is called by both staff and participants.**

### EXAMPLES OF WHEN TO CALL 9-1-1 (THIS LIST IS NOT EXHAUSTIVE):

- Imminent safety risk on site such as a participant threatening to harm another resident or staff-person and person is unable to be de-escalated by staff
- Medical or behavioral health emergency/psychiatric emergencies when there is a threat to harm self or someone else
- Overdose

See [Emergency Procedures](#) for more guidance on working with law enforcement and ICE

### MANDATED REPORTING

Staff providing services at Connections for the Homeless are mandated reporters for both minors (children aged 17 and younger) AND adults aged 60 or older and people with disabilities aged 18-59. Mandated reporters are required to call the appropriate Hotline to make a report if they suspect, or if there is evidence of, abuse or neglect by a caretaker. The Hotline worker or agency will determine if the information given by the reporter meets the legal requirements to initiate an investigation. In addition to making a hotline report you should also complete an incident report and let your direct supervisor know or the MOD if it is not during regular business hours.

### MINORS/CHILDREN

**Illinois Child Abuse Hotline: 1-800-25-ABUSE (1-800-252-2873)**

See [Emergency Procedures](#) for additional information on mandated reporting requirements and child abuse and neglect.

### SENIORS

**24-HOUR ADULT PROTECTIVE SERVICES HOTLINE: 1-866-800-1409, 1-888-206-1327 (TTY).**



## **MEDIA INQUIRIES**

Per the Connections Employee handbook all media inquiries should be directed to the Director of Development. If the Director of Development is not available, the inquiry should be directed to a Development staff member, or in their absence, the Executive Director. If there is no one available at the time of the call/visit by person representing a media outlet, inform the person that you will pass along their contact information, and someone will get back to them as soon as possible. This process will assure that Connections has a clear and coordinated response to any incoming inquiries.

**APPENDIX 1**



**SHELTER INTAKE CHECKLIST**

**Date:**

**Name:**

**Referring Program:**

- 1) Sex offender registry was checked. Anyone currently on the sex offender registry will not be able to be served at the Margarita Inn.
- 2) Background check was completed. If any findings summarize below:
- 3) Drop-In Incident Reporting Log reviewed. If any findings summarize below:
- 4) Health Screening Completed. If any issues summarize below:

**Outcome:**

If not approved for move in or if more information is needed summarize below:

**Person Completing Form:**

**APPENDIX 2**

SUICIDE RISK  
ASSESSMENT

If someone expresses thoughts of suicide this tool should be completed in addition to immediately consulting w/ a manager or member of the health team. For after-hours consultation call the MOD # at (847) 404-0445. After the incident, the form should be given to the Behavioral Health Specialist for your program and an incident report completed.

NAME:

DATE:

PROGRAM:

- Recent Suicidal threats
- Recent Suicidal Ideation
- Has a plan for how to commit suicide
- Has access to firearms, drugs, or other common means of suicide
- Previous suicide attempts
- Current substance use
  - If yes, substance use has recently increased
- Recent Stressors (e.g., loss of relationship, illness, etc.)

Depression				
1	2	3	4	5
Not at all depressed				Very depressed
Hopelessness				
1	2	3	4	5
Optimistic				Hopeless

<b>Social Support</b>				
1	2	3	4	5
High social support				No social support
<b>Impulse Control</b>				
1	2	3	4	5
Calm				Highly agitated/anxious

**EXHIBIT B: PLAT OF SURVEY**

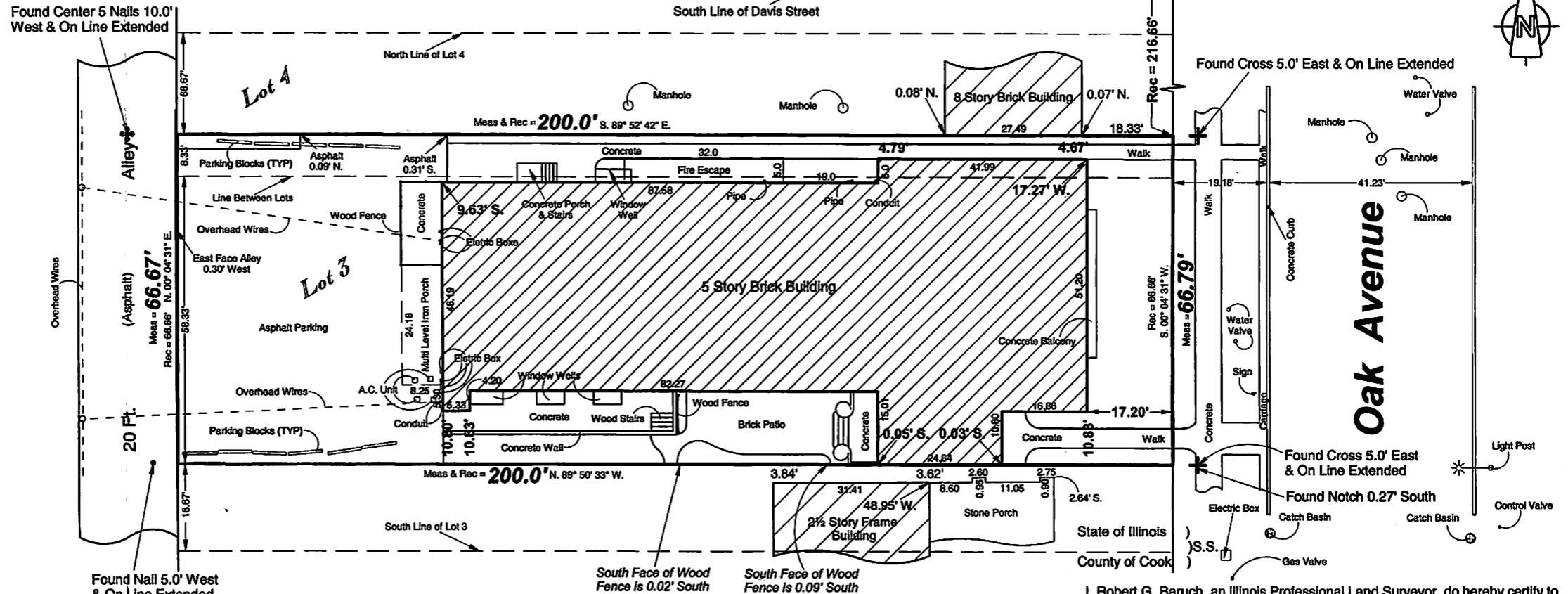
6415 N. Caldwell Ave.  
Chicago, Il. 60646

# ALTA/ACSM Land Title Survey

by Central Survey Company, Inc.

Phone (773) 631-5285  
Fax (773) 792-0879  
www.Centralsurvey.com

**Legal Description**  
The North 58 1/3 feet of Lot 3 and the South 8 1/3 feet of Lot 4 in Block 61 in Evanston in Section 18, Township 41 North, Range 14 East of the Third Principal Meridian, in Cook County, Illinois  
Commonly Known as: 1566 Oak Ave., Evanston, Illinois  
Area of Land Described: 13,346.13 Sq. Ft.



**Legend**

- N. = North
- S. = South
- E. = East
- W. = West
- (TYP) = Typical
- Rec = Record
- Meas = Measure
- St. = Street
- Ave. = Avenue

Scale: 1 inch equals 15 Feet.

Ordered By: Aronberg

Order Number: 1566

Assume no dimension from scaling upon this plat. Compare all points before building and report any difference at once. For building restrictions refer to your abstract, deed, contract and local ordinances.



This professional service conforms to current Illinois minimum standards for a boundary survey.

I, Robert G. Baruch, an Illinois Professional Land Surveyor, do hereby certify to 1566 Oak Avenue, LLC; First Equity Bank and Chicago Title Insurance Corporation that I made an on the ground survey per record description of the land shown hereon on October 18, 2006 and that this map or plat and the survey on which it is based were made in accordance with the "Minimum Standard Detail Requirements for ALTA/ACSM Land Title Surveys," jointly established and adopted by ALTA and NSPS in 2005 and includes items 1, 4, 7(a), 8, 9, 10, 11(a) and 14 of Table A thereof Pursuant to the Accuracy Standards as adopted by ALTA and NSPS, and in effect on the date of this certification, I further certify that in my professional opinion, as a land surveyor registered in the State of Illinois the Relative Positional Accuracy of this survey does not exceed that which is specified therein. This survey reflects matters of title as found in Chicago Title Insurance Corporation, case #1401, dated June 21, 2006.

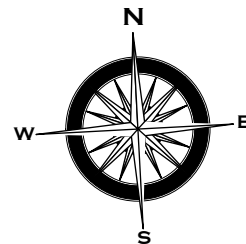
Dated this 18th day of October 2006

*Robert G. Baruch*

Robert G. Baruch P.L.S. #2366  
Professional Design Firm Land Surveying Corporation

(expires November 30, 2008)  
(License Number 184-004113)

**EXHIBIT C: SITE PLAN**



**COMPASS ROSE  
DESIGN**

10024 S PROSPECT AVENUE  
CHICAGO ILLINOIS 60643  
312.209.3111

**MARGARITA INN  
1566 OAK AVENUE  
EVANSTON, IL**

**ARCHITECT'S CERT.**

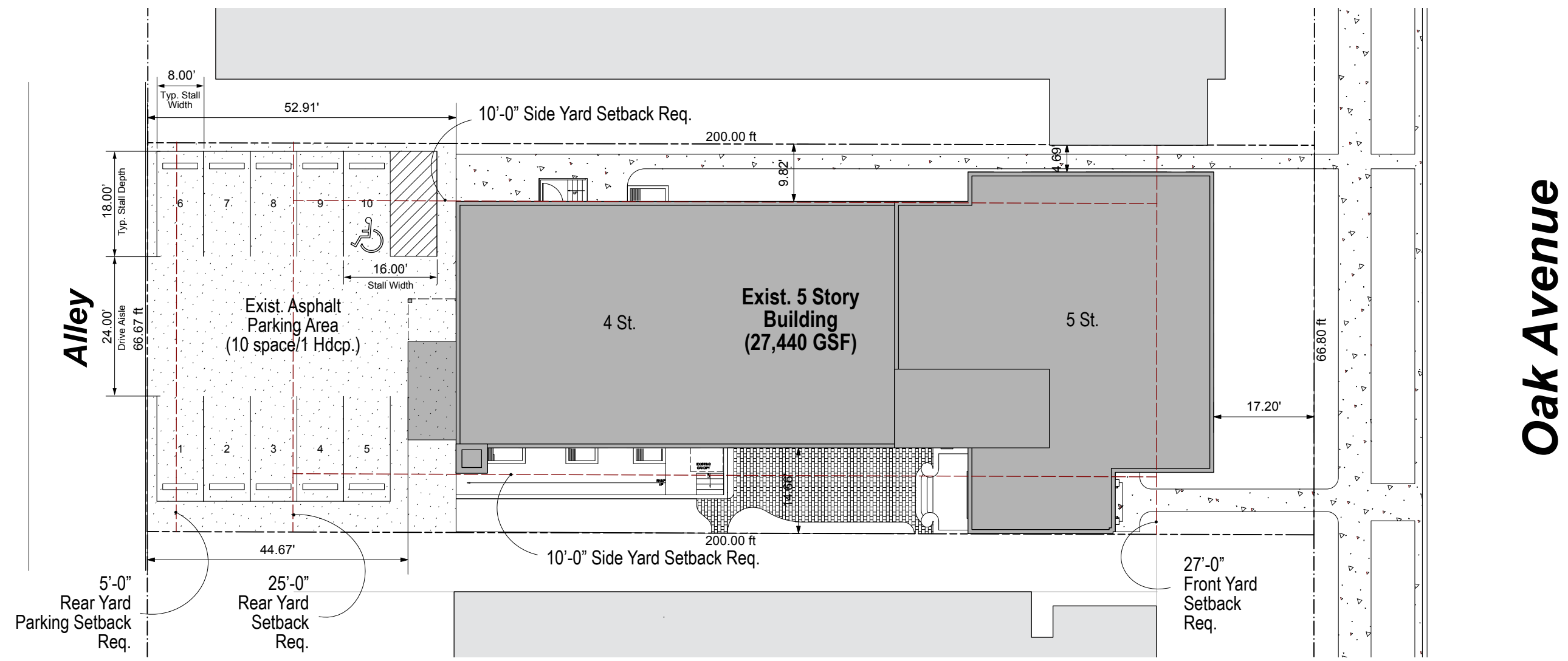
I certify that these drawings have been prepared under my supervision and to the best of my knowledge comply with applicable state and local ordinances.  
(seal)

**GEORGE V. KISIEL** DATE  
I.L.C. NO. 001-014012 EXP. DATE: 11-30-2022

This drawing is the property of **COMPASS ROSE DESIGN, INC.** and is not to be used for any purpose other than the specific project and site named herein. Drawings are not to be scaled. The Owner and Architect assume no responsibility for errors occurring from scaling drawings or occurring during the transmission of electronic files. Electronic files may not reflect final design conditions. This document may not be reproduced or published without prior written consent.

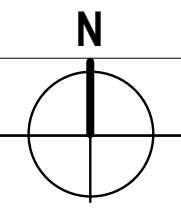
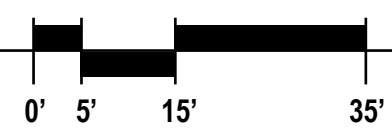
**ISSUE**

NO.	DATE	DESCRIPTION
1	9/15/22	Zoning
<b>JOB NO.</b>		<b>CRD NO.</b>



**Existing Site Plan**

1" = 20'





**EXHIBIT D: GRAPHIC OF PROPOSAL**



## **EXHIBIT E: ZONING ANALYSIS**



Melissa Klotz  
Planning & Zoning Division  
Community Development  
Dept.  
2100 Ridge Avenue  
Evanston, Illinois 60201  
T 847-448-8153  
TTY 847-448-8052  
[www.cityofevanston.org](http://www.cityofevanston.org)

March 17, 2022

Connections for the Homeless  
C/O Donna Pugh  
Foley & Lardner LLP  
2121 Dewey Ave.  
Evanston, IL 60201

**RE: Zoning Analysis for a Determination of Use for operations at 1566 Oak Ave., Evanston, IL, commonly known as the Margarita Inn**

Dear Ms. Pugh,

The review of the Zoning Analysis for a Determination of Use submitted by Connections for the Homeless for permanent use of the Margarita Inn at 1566 Oak Ave., submitted in full on February 24, 2022, indicates the following:


1. Current operations by Connections for the Homeless do comply with the zoning definition for a Rooming House.
2. Special use ordinance 51-O-74, granted in 1974 for 63 rooming units at the premises and including 6 conditions required for ongoing special use status, is deemed invalid and expired for the following reasons:
  - a) The use ceased to operate for a period of more than 2 consecutive years when it operated as a Hotel so the special use expired.
  - b) Structural changes were made to the building (specifically in 1993-1994 and 2013 by permit issued by the City) which invalidates the special use approval per condition 1.
  - c) Required off-site parking was not consistently leased and is not currently leased which invalidates the special use approval per condition 1.

It is clear that, in general, the facility operated as a Hotel, potentially from 1994 - 2020. It is also clear that building permits issued in both 1993-1994 and 2013 were reviewed by the City in detail and approved. However, zoning records during this time are nearly non-existent and only provide approval by brief mention of the existing special use approval for the Rooming House use based on the 1974 ordinance. Full zoning reviews were not done, which is highly unusual. A Hotel use at 1566 Oak Ave. is not an eligible permitted or special use.

For Connections to proceed with a Rooming House use at 1566 Oak Ave., a new special use is required that includes a public hearing with the Land Use Commission and a final determination by the City Council. If the Applicant so chooses, an accompanying parking variation request may be made to reduce or eliminate the off-site parking requirement.

The City of Evanston appreciates your ongoing willingness to work together to resolve this issue. Please contact me with any questions or concerns at [mklotz@cityofevanston.org](mailto:mklotz@cityofevanston.org) or if you would like to meet to discuss next steps in the zoning process.

Sincerely,

A handwritten signature in cursive script that reads "Melissa Klotz".

Melissa Klotz  
Zoning Administrator

CC: Betty Bogg, Connections for the Homeless Executive Director  
Johanna Nyden, Community Development Director  
David Stoneback, Acting Deputy City Manager  
Nicholas Cummings, Corporation Counsel  
Kelley Gandurski, Interim City Manager  
Jonathan Nieuwsma, Councilmember

Enclosure: Findings of Fact, Timeline of Zoning Records, Historic City Documents

## Findings of Fact for Determination of Use, 1566 Oak Ave.

All Standards below must be met in order to appropriately interpret a zoning use and find it compliant with the zoning district in which it exists or is proposed. Connections for the Homeless' operations at the Margarita Inn, 1566 Oak Ave., documentation provided, and City records, indicate the following Findings based on 6-3-9-5 Standards for Use Interpretations:

1. Any use defined in Chapter 18 of this Title shall be interpreted as therein defined.
  - Rooming House is a defined use in Chapter 18, defined as: A building or portion thereof containing lodging rooms that accommodate more than three (3) persons who are not members of the keeper's family, and where lodging, excluding food service, is provided for compensation, whether direct or indirect.
2. No use interpretation shall permit any use in any district unless evidence shall be presented that demonstrates that it will comply with the general district regulations established for that particular district.
  - R6 Purpose Statement (6-8-8-1): The R6 general residential district is intended to provide for high density residential development of primarily multiple-family dwellings particularly in and around the downtown area.
  - General Residential Requirements: Land Use Interpretation (6-8-1-1) with procedures for Administrative Interpretations.
  - General Residential Requirements: Accessory Uses and Structures (6-8-1-2) - No accessory uses or structures in question; NA.
  - General Residential Requirements: Site Plan Review (6-8-1-3) - site plan is substantially similar to other/surrounding R6 sites; no changes proposed.
  - General Residential Requirements: Off-Street Parking & Loading (6-8-1-4) - minimal parking is provided on-site as an existing condition and is not proposed to further reduce. Documentation indicates 16 off-site parking spaces are also required within 500 of the site by the current property owner. It appears those 16 spaces have not been provided in recent years. The Applicant states the 16 spaces will be leased to meet the regulation if necessary.
  - General Residential Requirements: Landscaping & Screening (6-8-1-5) - front yard open area is landscaped.
  - General Residential Requirements: Signs (6-8-1-6) - Existing identification signage for "The Margarita European Inn" is located above the front building entrance and has existed for decades. Signage was previously "The Margarita Club" and was permitted via 1979 special use for a canopy and 3 identification signs to distinguish between the Rooming House and the public Restaurant use at the property.
  - General Residential Requirements: Historic Preservation (6-8-1-7) - the property is not located within an Historic District and is not a designated Landmark. It does hold significant Evanston history as it was originally constructed as lodging for working women or "ladies".
  - General Residential Requirements: Dormers (6-8-1-8) - NA

- General Residential Requirements: Circular Driveways (6-8-1-9) - NA
  - General Residential Requirements: Planned Developments (6-8-1-10) - NA unless triggered by substantial construction or rehabilitation of the existing structure or a change in use to +24 (+30 with zoning bonuses) dwelling units that include full bathrooms and kitchens in each unit.
  - General Residential Requirements: Special Conditions for Office Uses (6-8-1-11) - NA
  - General Residential Requirements: Townhouse Orientation (6-8-1-12) - NA
  - General Residential Requirements: Inclusionary Housing Bonuses (6-8-1-13) - Dwelling units are not proposed; NA
  - General Residential Requirements: Efficiency Homes - lot is already developed; NA
  - R6 General Residential District: complies with Lot Size (6-8-8-4), Lot Width (6-8-8-5), Lot coverage (6-8-8-6) appears compliant, front and rear setbacks appear compliant while interior side yard setbacks more closely comply with the residential setbacks (3' required) than the nonresidential (10' required) (6-8-8-7).
  - R6 General Residential District: Mean Building Height (6-8-8-8) appears compliant.
  - R6 General Residential District: Impervious Surface (6-8-8-9) appears noncompliant. Regulation established in 2003 long after the building and hardscape areas were established and is legally nonconforming; may not be further increased unless approved by variation - NA
3. No use interpretation shall permit any use in a particular district unless such use is substantially similar to other uses permitted in such district and is more similar to such other uses than to uses permitted or specially permitted in a more restrictive district.
- If analyzed as an eligible R6 uses such as:
    - Multiple-family Dwelling: no, units do not have kitchens and therefore do not meet the definition of dwelling.
    - Shelter for Abused Persons: no, past or current use was/is not residential accommodations that are provided on an emergency basis for persons who are victims of abusive treatment. No documentation provided by the Applicant stating occupants are victims of abusive treatment. Housing accommodations are not provided on an emergency basis - there is a wait-list and the average occupant stay is 9 months.
  - If analyzed similar to other uses in more restrictive districts (lower density residential districts) such as:
    - Residential Care Home, Type 1: no, the property does not function as “a family type environment as a single housekeeping unit” of 4-8 occupants.
    - Residential Care Home, Type 2: no, the property does not function as “a family type environment as a single housekeeping unit” of 9-15 occupants.
  - If analyzed as other potential zoning uses:

- Hotel: A Hotel by zoning definition is intended specifically for transient guests. A Guest, Transient by zoning definition is a guest who does not have a lease and occupies an apartment, lodging room, or other living quarters on a daily or weekly basis. Since lodging at the property is not on an emergency basis and the average occupant stay is 9 months, the use is not currently a Hotel.
  - Transitional Shelter: By zoning definition, a Transitional Shelter is a building, or portion thereof, in which sleeping accommodations are provided on an emergency basis for the temporarily homeless. Current operations are not providing sleeping accommodations on an emergency basis, there is a waitlist, and the average stay is 9 months. Current operations substantially match operations at other Rooming Houses such as the YMCA. The use is not currently a Transitional Shelter.
4. If the proposed use is most similar to a use permitted only as a special use in the district in which it is proposed to be located, then any use interpretation permitting such use shall be conditioned on the issuance of a special use permit for such use pursuant to Section 6-3-5.
- Rooming House is an eligible special use in the R6 District. When special use ordinance 51-O-74 was applied for and granted, the property was within the R7 District and Rooming House was an eligible special use in the R7 District at the time (rezoned to R6 in 1993). The facility currently operates in compliance with the Rooming House definition because it features lodging rooms (no kitchens) that accommodate more than three persons who are not members of the keeper's family, and where lodging, excluding food service, is provided for compensation, whether direct or indirect (currently indirect compensation from occupants to Connections). Of note, the average occupant stay is 9 months and is therefore not considered “emergency” (shelter) nor “transient” (hotel).
  - **Existing special use ordinance 51-O-74 is no longer a valid special use.** Although the property functioned as a Rooming House following the 1974 special use approval, and today functions as a Rooming House, the existing special use ordinance is no longer valid because:
    - The use did not consistently operate from 1974 to the present, and lapsed for more than 2 years when the property operated as a Hotel. Operations as a Hotel are substantiated through City records (but no zoning records) including the Hotel Tax, as well as Google, Yelp, Ascend Hotel Collection website, and general community knowledge. The exact date of Hotel use is unclear but likely began either following the 1993-1994 remodel or 2013 remodel. 6-3-5-15 states a special use expires once the approved use ceases to operate for 2 consecutive years.
    - Condition 1 of special use ordinance 51-O-74 states “The variation and special use permit herein granted are to be valid for so long as no structural alterations, as that term is defined in the Zoning Ordinance,



are undertaken on the premises, except for plans approved by the Planning and Development Committee, or if parking required in Condition 4 is not supplied.” Structural alterations were made by approved permits throughout the years, but most notably in substantial construction in 1993-1994 and 2013 and included the addition of bathrooms to most or all units with construction/demolition of walls.

- Condition 4 of special use ordinance 51-O-74 states “A total of 26 off-street parking spaces shall be provided, 16 of which may be supplied upon land owned or leased by the property owner herein within 500 feet of the subject property, and the remainder located on the property.” The Applicant states the property currently has ten onsite spaces, and “could arrange for a shared parking agreement to provide the additional sixteen spaces within the required 500 feet. However, the additional spaces were required to accommodate patrons of the restaurant, which is no longer operating. The existing ten spaces provided have been sufficient for the current operations and there has been no demand for any additional parking.” The parking requirement is specifically noted in the special use ordinance and Covenant, but no documentation exists that the parking spaces were intended for the restaurant use or that those spaces cease to be required if/when the restaurant ceased to operate. As such, all 26 parking spaces are still required if the special use ordinance is in effect. However, since the applicant indicates the off-site parking is not currently leased, and no documentation exists with the City regarding off-site parking leases since 1974-1979. Therefore, per Condition 1 that states “or if parking required in Condition 4 is not supplied,” the special use is no longer valid.
  - In the event special use ordinance 51-O-74 is deemed currently valid for any reason, historic documentation clearly states the number of units was reduced over time to 42. An increase in the number of units (or back to the original 63 units) is an increase of intensity beyond the current operations and would therefore require a new special use.
5. No use interpretation shall permit the establishment of any use that would be inconsistent with the statement of purpose of the district in question.
- R6 Purpose Statement (6-8-8-1): The R6 general residential district is intended to provide for high density residential development of primarily multiple-family dwellings particularly in and around the downtown area. Standard met
  - Interpretation of the use as it currently exists and is described is a Rooming House, which is an eligible special use in the R6 District.

Timeline of 1566 Oak Ave. zoning based on the Applicant's documentation, historic documents, and permit records:

- The building was originally constructed in 1927 and approved as a Rooming House/Boarding House. No documentation exists regarding this but it is mentioned briefly in the 1974 special use application. Original Rooming House approval lapsed when the property owner accidentally did not renew the approval with the City.
- 1974: The property sold to a new owner, who was required to obtain a new special use. The applicant requests to reinstate the same approval that was previously granted. Special use Ordinance 51-O-74 for the Margarita Club in the R7 District was granted, and included a use variation to allow a restaurant open to the public on the ground floor. The restaurant was previously for the Rooming House occupants but over time occupants used the restaurant less. The special use approval included a required covenant to be recorded against the property that restates conditions listed in the special use ordinance. Conditions include a requirement for off-site parking, no structural alterations allowed without approval by the Planning & Development Committee, and payment in lieu of taxes if the building is ever removed from the property tax roll. **The ordinance specifically states that failure to comply with the structural or parking requirement will invalidate the special use approval.**
- 1979: Special use requested for a canopy and identification signage for the restaurant to distinguish the private residence entrance/area from the restaurant entrance/area that was open to the public. Special use 22-O-80 was granted, but the canopy was not installed (restaurant closed or changed hands) and expired in 1981.
- 1974-1979: Documentation of off-site parking provided as required by 1974 special use ordinance. Parking leases existed at 1016-1022 Davis St. and at NU's Dryden Hall.
- 1974-1992: Zoning documentation repeatedly states approval for a Rooming House and Restaurant per the 1974 special use. Various documents (from zoning and other divisions/departments) indicate the property was used for housing purposes consistently throughout that time and was not used for transient guests or in any form of a typical Hotel type of use.
- 1984: Property Standards violation inspection report details indicate property is operating as a traditional Rooming House and not a Hotel for transient occupancy.
- 1986: The City provided a document stating the 1974 Special Use runs with the land and not a specific owner, and insinuated the special use was still valid at that time.
- 1987-1988: Structural alterations were made to the building via approved permits. Any structural alterations to the restaurant space feature documentation of zoning approval per the 1974 special use ordinance. Restaurant Va'Pensiero is established at the property.
- 1989: Liquor license request by Va'Pensiero to the City Council notes the Rooming House occupants largely do not use the restaurant so something more (liquor) is needed to entice the public to patronize the establishment or it will close.
- 1993: City adopts a new zoning ordinance and zoning map. The property is rezoned from R7 to R6. Rooming House is still an eligible special use; Hotel is still not an eligible use.

- 1993-1994: Substantial remodel of entire building. Remodel included adding bathrooms to most units which reduced the number of Rooming House units from 63 to 44. Significant documentation and approvals by other divisions and departments exist. No zoning records exist.
- 2001: Further reduced from 44 Rooming House units to 42.
- 2013: Substantial remodel of entire building. Significant documentation and approvals by other divisions and departments exist. Zoning approval is minimal, and only states “SUBJECT TO PROVIDING 18 OFF-STREET PARKING SPACES WITHIN 500’ OF MARGARITA INN (ORD 51-O-74)”. To discern the parking requirement, the Special Use ordinance had to be read, but the condition that the special use expires if the parking is not provided or if structural alterations are made was not noted or enforced. **There is no record of the off-site parking provided after 1979, and significant documentation of structural alterations (including the 2013 permit) exist.**
- The Margarita European Inn is still listed as an Ascend Hotel on the Ascend website, features Yelp reviews that reflect a boutique hotel use (48 reviews and 72 photos over the last few years prior to Connections’ use of the property). Interior photos verify the use appears to look like a Hotel use for transient occupants rather than a Rooming House with longer occupancy. The City has collected a Hotel tax on the property in recent years and Property Standards licenses the property as a Rooming House as it does all other Hotels in Evanston. (Note: In Property Standards (different uses than Zoning), all Hotels are licensed and inspected as Rooming Houses. However, not all Rooming Houses are Hotels).

8. d. Describe existing buildings or other improvements on the property, and the use and occupancy of said buildings.

Built in 1927 as a "genuine home for respectable young girls in Evanston.....", this building was VERY well built--brick, with Bedford Stone trim and of fireproof construction.

It was built to house 100 girls and in addition to the rooms for individuals, there is a recreation room (27 x 50) with a stage and a wood-burning fireplace, a large parlor off the lobby (fireplace, too), a library, 4 suites for managers and housekeepers, laundry room, trunk and storage rooms, a sewing room, a roof terrace of quarry tile, living quarters on the first floor (rear) for maintenance help and complete facilities for food preparation and service for 100 people.

The dining room is no longer being used but the rest of the building was continued through all these years to be used for the purpose for which it was built--to provide housing for ladies.

Introduced as Revised 6-3-74

Adopted as Amended 6-24-74

51-0-74

AN ORDINANCE

Granting a Variation From the  
Use and Off-Street Parking  
Provisions of the Zoning Ordinance  
and a Special Use Permit to the  
Catholic Bishop of Chicago, Inc.,  
and Patricia and Richard Barnes  
Relating to 1566 Oak Avenue

WHEREAS on April 16, 1974, the Zoning Board of Appeals conducted a public hearing upon the application of the Catholic Bishop of Chicago, Inc., and Patricia and Richard Barnes for a variation from the use and off-street parking provisions of the Evanston Zoning Ordinance adopted November 1, 1960, and a special use permit to allow use of the premises located at 1566 Oak Avenue, Evanston, Illinois, as a rooming house in an R-7 general residence district, said public hearing having been conducted pursuant to notice and publication thereof as provided by law; and

WHEREAS, the Zoning Board of Appeals has recommended that such relief be granted;

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF EVANSTON, COOK COUNTY, ILLINOIS:

SECTION 1: That the application of the Catholic Bishop of Chicago, Inc., and Patricia and Richard Barnes for a variation from the use and off-street parking provisions of the Evanston Zoning Ordinance, adopted November 1, 1960, and for a special use permit to allow the use of the building as a rooming house insofar as the provisions of the Evanston Zoning Ordinance

pertain to the property located at 1566 Oak Avenue, and legally described as:

The north 58-1/3 feet of Lot 3 and the south 8-1/3 feet of Lot 4 in Block 61 in Section 18, Township 41 North, Range 14 East of the Third Principal Meridian in Evanston, Cook County, Illinois,

is hereby granted so as to permit the following:

1. Use of the building as a rooming house;
2. Use of the premises as a restaurant open to the public in a residential district;
3. To permit the establishment of a restaurant open to the public and to operate a rooming house without supplying the required off-street parking,

subject to compliance with all other provisions of the Zoning Ordinance, other applicable laws and the following conditions:

1. The variation and special use permit herein granted are to be valid for so long as no structural alterations, as that term is defined in the Zoning Ordinance, are undertaken on the premises, except for plans approved by the Planning and Development Committee, or if parking required in Condition 4 is not supplied;
2. That the restaurant established pursuant to this variation shall be restricted to the floor of the building identified as first floor in Exhibit 3 submitted to the Zoning Board of Appeals;

3. The special use to operate the premises as a rooming house shall be limited to a maximum occupancy of 63 roomers;
4. A total of twenty-six (26) off-street parking spaces shall be provided, sixteen (16) of which may be supplied upon land owned or leased by the property owner herein within 500 feet of the subject property, and the remainder located on the property;
5. That the owner make an annual payment in lieu of taxes if the property is ever exempted from taxation pursuant to the provisions of Chapter 120 of the Illinois Revised Statutes, as now or hereafter amended, at the rate the property would have been taxed had it been subject to levies only by School Districts 65 and 202 and the City of Evanston and those corporate taxing bodies whose boundaries do not extend beyond the geographical limits of the City of Evanston; and
6. That a covenant of agreement to the above conditions shall be submitted in recordable form by the applicants;

all in accordance with the recommendations of the Zoning Board of Appeals.

SECTION 2: The Director of Inspections and Permits is hereby ordered and directed to grant such permits as shall be required to effectuate the provisions of this ordinance.

SECTION 3: This ordinance shall be in full force and effect

from and after its passage and approval in the manner provided by law.

Introduced JUNE 3, 1974

Adopted JUNE 24, 1974

~~APPROVED~~ JUNE 24, 1974

[Signature]  
Mayor

Attest:

Marianne P. Krum

City Clerk

Approved as to form: Jack M. Siegel  
Corporation Counsel



22 951 716

DECLARATION OF COVENANTS

ARTICLES OF DECLARATION made this 21st of November, 1974,  
by the First National Bank & Trust Company of Evanston,<sup>NOT PERSONALLY BUT</sup> as trustee  
under trust agreement dated July 19, 1974, and known as trust  
number R-1759, (hereinafter called the "Owner") being the owner of  
record of the following described land (hereinafter called "subject  
land") situated in the City of Evanston, Cook County, Illinois:

The North 58-1/3 feet of Lot 3 and the  
South 8-1/3 feet of Lot 4 in R. 61  
in Section 18, Township 41 Range 14  
East, in Cook County, Illinois

W I T N E S S E T H

WHEREAS, upon the application of the Catholic Bishop of  
Chicago, Inc., and Richard S. Barnes and Patricia N. Barnes, the  
City of Evanston has granted variations from the use provisions in  
off-street parking requirements of its zoning ordinance to allow  
a restaurant open to the public in the building on subject land, and  
also for a special use permit to allow use of the building as a room-  
ing house; and

WHEREAS, as a condition to the aforesaid zoning variations  
and the special use permit by the City of Evanston, the Owner of  
subject land has consented and agreed to make this DECLARATION OF  
COVENANTS and to cause the same to be recorded;

NOW, THEREFORE, the Owner hereby declares, covenants and  
agrees as follows:

1. The Owner will not make to the building on subject land  
any "structural alterations" as defined in the Evanston Zoning Ordinance on the date hereof, without first applying to the Evanston

22 951 716

Planning and Development Committee for permission to do so.

2. The Owner will not operate a restaurant serving meals to the public in the building on subject land except upon the first floor thereof without the prior approval of the proper municipal officials.

3. The Owner will not allow more than 63 roomers to live in the existing building on the subject land.

4. The Owner will provide 26 off-street parking places for said building, 16 of which may be supplied within 500 feet of subject land on land owned or leased by the Owner with the remaining 10 places to be on subject land.

5. The Owner will make an annual payment in lieu of taxes if the subject land is ever exempted from taxation pursuant to the provisions of Chapter 120 of the Illinois Revised Statute as now or hereafter amended at the rate the property would have been taxed had it been subject to levies only by School Districts 65, 202 and the City of Evanston and the corporate taxing bodies whose boundaries do not extend beyond the geographical limits of the City of Evanston.

6. The covenants herein set forth shall run with the subject land and shall bind the Owner and its grantees, successors and assigns. The City of Evanston is intended to be benefited by the covenants here in set forth and may enforce compliance thereof in any equity court of competent jurisdiction. The provisions of this Declaration may be changed, modified or rescinded by an instrument in writing setting forth such change, modification or rescission and signed and approved by the then Owner of subject land and the City of Evanston. Nothing in this Declaration, expressed or implied, is intended or shall be construed to confer upon, or to give to any person or persons, other than the City of Evanston, any right, remedy or claim under or by reason of this Declaration or any covenant, condition or stipulation.

951 716

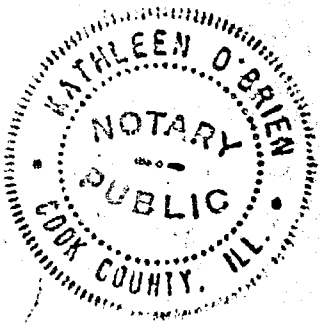


to said instrument as his own free and voluntary act and as the free and voluntary act of said Bank, as Trustee aforesaid, for the uses and purposes therein set forth.

GIVEN under my hand and notarial seal, this 25th day of November, 1974.

[Signature]  
Notary Public

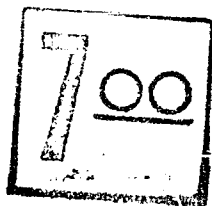
My Commission Expires June 20, 1977



22 951 716

This instrument was prepared by:  
Robert O. Wienke, Esq.  
Hubachek, Kelly, Rauch & Kirby  
3100 Prudential Plaza  
Chicago, Illinois 60601

REC'D BY CH 12 30  
924436 • 22951716 A



MAIL

22951716

CITY OF EVANSTON  
EVANSTON, ILLINOIS

July 3, 1974

Richard Ungaretti  
Kirkland and Ellis  
2700 Prudential Plaza  
Chicago, Ill. 60601

Re: Zoning Board Case  
11-78-17 & SU(R), for the  
property at 1566 Oak Avenue

Dear Mr. Ungaretti:

The City Council, at a meeting held on June 28, 1974, substantially in accordance with the recommendation of the Zoning Board of Appeals, granted the application of the Catholic Bishop of Chicago, Inc., and Richard and Patricia Barnes for variations from the use provisions and the off-street parking requirements of the zoning ordinance to allow a restaurant open to the public, and also for a special use permit to allow use of the building as a rooming house on the property at 1566 Oak Avenue, subject to compliance with all other provisions of the zoning ordinance, other applicable laws, and the following conditions:

1. The variation and special use permit herein granted are to be valid for so long as no, structural alterations as that term is defined in the zoning ordinance, are undertaken on the premises, except for plans approved by the Planning and Development Committee, or if parking required in condition 4 is not supplied.
2. that the variation to allow a restaurant open to the public shall be limited to the floor of the building identified as the first floor in exhibit 3 submitted to the Zoning Board of Appeals;
3. the special use for a rooming house shall be limited to a maximum occupancy of sixty-three roomers;

C  
O  
P  
Y

CITY OF EVANSTON

EVANSTON, ILLINOIS

-2-

4. that twenty-six off-street parking spaces shall be provided, sixteen of which may be supplied within five hundred feet of the subject property on land owned or leased by the property owner, and the remainder located on the property;
5. that the owner make an annual payment in lieu of taxes if the property is ever exempted from taxation, pursuant to the provisions of Chapter 120 of the Illinois Revised Statutes, as now or hereafter amended, at the rate the property would have been taxed had it been subject to levies only by School Districts 25, 202, and the City of Evanston and those corporate taxing bodies whose boundaries do not extend beyond the geographical limits of the City of Evanston; and
6. that a covenant of agreement to the above conditions shall be submitted on recordable form by the applicants.

Ordinance 51-9-74, confirming this action, was adopted by the City Council on June 24, 1974.

Any variation or special use granted by the City Council is subject to Section XII.C.4.c. which is quoted below for your information.

A variation or special use permit approved by the City Council by ordinance shall not be valid after a period of one (1) year, except for planned developments as otherwise set forth in the zoning ordinance, unless during such period such variation or special use shall be established or unless any required building, development or erection permit for an approved variation or special use is obtained within this period, after which construction shall proceed to completion within a reasonable time. Said one (1) year period may be extended in writing for good cause by the Director of Inspections and Permits or the City Manager or his authorized representative for up to an additional one year, if no other zoning changes affecting the property have been made or

C  
O  
P  
Y

CITY OF EVANSTON

EVANSTON, ILLINOIS

-3-

are formally pending before the City Council or Zoning Amendment Committee; or said period may be extended by the Council for such time as it shall determine, for good cause shown and without further hearing before the Board.

Sincerely yours,

*David N. Rasmussen*

David N. Rasmussen  
Secretary, Zoning Board of Appeals

CC: Richard A. Beyer  
Property Standards Div.  
Technical Codes Div.  
File

DNR:jb

C  
O  
P  
Y

1566 OAK STREET, EVANSTON

BASEMENT

Furnace Room  
Coal Storage  
Pantry  
Generator  
Stairs  
Cleaning Room

FIRST FLOOR

Foyer, bath, elevator, recreation room, stage, 2 storage rooms, TV room, 2nd kitchen, china storage. Dining room, kitchen, pantry, employees' dining room, security guard room, freezer room, pantry room, bath, cook's sitting room, stairs.

SECOND FLOOR

Room 200-207. Manager's 2 rooms and bath. 1 large dormitory bathroom with showers, toilets, sinks & tubs. Living room, reception telephone, library, 2 fire escapes.

THIRD FLOOR

Room 300-318. ~~4 large bedrooms~~, 1 large dormitory bathroom with showers, <sup>6</sup>toilets, <sup>8</sup>sinks & <sup>3</sup>tubs. 1 room with bath. 2 stairways & 2 fire escapes.

FOURTH FLOOR

Room 401-419. ~~4 large bedrooms~~, 1 large dormitory bathroom with showers, <sup>6</sup>toilets, <sup>8</sup>sinks and <sup>3</sup>tubs. 1 room with bath. 2 stairways and 2 fire escapes.

FIFTH FLOOR

Room 501-506. 1 stairway and 1 fire escape. 1 large dormitory bathroom with showers, toilets, sinks and tubs. Laundry room, trunk room.

At one time it housed 100 girls.



22-0-80

AN ORDINANCE

Granting a Variation and a Special Use  
for the Property Located  
at 1566 Oak Avenue

WHEREAS, the Evanston Zoning Board of Appeals conducted public hearings on December 18, 1979, January 15, 1980 and February 19, 1980 upon the application of the First National Bank and Trust Co. of Evanston as trustee under trust R-1759 and Patricia N. Barnes and Richard S. Barnes, beneficiaries, for a variation from the yard obstruction regulations of the Evanston Zoning Ordinance to permit erection of a canopy in the front and side yard; and for a special use to allow identification signs as a part of said canopy on the property commonly known as 1566 Oak Avenue, property located in an R-7 General Residence District; said public hearing having been conducted pursuant to notice and publication thereof in the manner prescribed by law; and

WHEREAS, the Zoning Board of Appeals has recommended that such variation and special use permit be granted;

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF EVANSTON, COOK COUNTY, ILLINOIS:

SECTION 1: That the application of the First National Bank, Patricia N. Barnes and Richard S. Barnes for a variation from the yard obstruction regulations to permit erection of a canopy partially located in the required side and front yards, and for a special use to allow three identification signs on the premises as a part of said canopy on the property located at 1566 Oak Avenue, Evanston, Illinois and legally described as follows:

The North 58 1/3 feet of Lot 3 and the South 8 1/3 feet of Lot 4 in Block 61 in Evanston, in Section 18, Township 41 North, Range 14, East of the Third Principal Meridian, in Cook County, Illinois

be and hereby is granted subject to compliance with all other provisions of the Evanston Zoning Ordinance and other applicable laws and the condition that said canopy and signs be installed in conformity with the site plan and drawings submitted with the application and identified by the date stamp of the appeals officer of November 16, 1979, with the following modifications thereto:

1. The characters used for the three signs shall be limited to a maximum height of 8 inches; and
2. The two identification signs which are to be printed on each of the side curtains of the canopy may identify any one lawfully established, non-residential use located on the premises.

SECTION 2: The Director of Inspections and Permits is hereby directed to issue such permit pursuant to the terms of this ordinance.

SECTION 3: This ordinance shall be in full force and effect from and after its passage and approval in the manner provided by the law.

Adopted April 8, 1980

Introduced March 24, 1980

Approved April 10, 1980

[Signature]  
Mayor

ATTEST: [Signature]  
City Clerk

Approved as to form: [Signature]  
Corporation Counsel

Civic Center

2100 Ridge Avenue  
Evanston, Illinois  
60204

Telephone  
312/328-2100

# City of Evanston

May 19, 1981

Mr. and Mrs. Richard S. Barnes  
225 Hamilton Avenue  
Evanston, Illinois

Re: Zoning Board Case 79-26-V & SU(R)  
for the property at  
1566 Oak Avenue.

Dear Mr. and Mrs. Barnes:

Please be advised that the variations granted by the City Council, by adoption of Ordinance 22-0-80, following a hearing before the Zoning Board of Appeals of the above cited case, became invalid on April 8, 1981, under the terms of Section 6-12-4(C) of the Zoning Ordinance which is quoted below for your guidance.

A variation or special use permit approved by the City Council by ordinance shall not be valid after a period of one year, except for planned developments as otherwise set forth in the Zoning Ordinance, unless during such period such variation or special use shall be established or unless any required building, development or erection permit for an approved variation or special use is obtained within this period, after which construction shall proceed to completion within a reasonable time. Said one year period may be extended in writing for good cause by the Director of Amendments and Appeals or, in the event of a vacancy in that office, by the City Manager or his authorized representative for up to an additional one year, if no other zoning changes affecting the property have been made or are formally pending before the City Council or Zoning Amendment Committee, or said period may be extended by the Council for such time as it shall determine, for good cause shown and without further hearing before the Board. (Ords. 28-0-65, 22-0-68, 4-0-72, 49-0-79)

Mr. and Mrs. Richard S. Barnes -2-

May 19, 1981

If I may be of any assistance to you with respect to this matter, please contact me.

Sincerely yours,

*David N. Rasmussen*

David N. Rasmussen, Appeals Officer  
Department of Amendments & Appeals

DNR:gbs

cc: Frank Clark, Director of Building & Zoning  
Nancy Grimmer, Director of Property Standards  
Central Records, Property Standards Department

FIELD INSPECTION REPORT  
 DEPT. OF INSPECTION AND PERMITS  
 2100 RIDGE AVE.  
 EVANSTON, IL 60204  
 (312) 328-2100 EXT. 2170



ADDRESS 1566 OAK ST.

TYPE OF INSPECTION STRUCTURAL

PERMIT NO. BUSINESS LICENSE

COMMENTS: NEW OWNER

STRUCTURAL -

O.K FOR LICENSE (BUT -

EXIT SIGN IN PRIVATE DINING

ROOM MUST BE LOCATED OVER

NEW EXIT DOOR - ALSO STEPS

MUST HAVE HAND RAILINGS (BOTH

SIDES). CALL FOR INSPECTION

WHEN THESE ITEMS ARE COMPLETED.

[Signature] 5-4-81 [Signature]  
 INSPECTOR'S SIGNATURE DATE OF INSPECTION OCCUPANT OR BUILDER  
 SIGNATURE

RE-INSPECTION DATE INSPECTOR'S SIGNATURE

CITY OF EVANSTON

January 18, 1984

Margarita Club  
1566 Oak Avenue  
Evanston, Illinois 60201  
Attn: Mr. Brown

Re: 1566 Oak Avenue

Dear Mr. Brown:

Date Our visit to the subject address revealed the following  
Approved violations of the Ordinances enforced by the City of Evanston,  
as administered by the Property Standards Department.

11-8-84

1 HOUSING CODE: Section 5-1-5-1(A)  
Repair or replace the entire water damaged roof that has caused interior damage to rear common hallway between the fifth and sixth floor.

2-4-85

2 HOUSING CODE: Section 5-1-5-1(A)  
Repair or replaster the entire ceiling and walls to the rear interior stairwell between the fifth and sixth floors where moisture has penetrated from the damaged roof. Paint after repairs.

12-10-84

3 HOUSING CODE: Section 5-1-5-3(D)  
Properly cap open junction box to ceiling in the sixth floor rear interior common hallway where wires are exposed.

Room Number 406

2-29-84

4 R.U. 5-1-1  
Remove toaster broiler.

Room Number 407

2-29-84

5 R.U. 5-1-1  
Remove toaster broiler.

2-29-84

6 R.U. 5-1-1  
Remove coffee maker.

Margarita Club  
Re: 1566 Oak Avenue

-2-

January 18, 1984

Room Number 409

- 2-29-84 7 R.U. 5-1-1  
Remove hot plate.
- 2-29-84 8 R.U. 5-1-1  
Remove coffee maker.
- 2-29-84 9 R.U. 5-1-1  
Remove toaster broiler.

Room Number 408

- 2-29-84 10 R.U. 5-1-1  
Remove coffee maker.

Room Number 404

- 2-29-84 11 R.U. 5-1-1  
Remove toaster broiler.
- 2-29-84 12 R.U. 5-1-1  
Remove coffee maker.

Room Number 411

- 2-29-84 13 R.U. 5-1-1  
Remove hot pot.

Room Number 414

- 2-29-84 14 R.U. 5-1-1  
Remove electric skilker.

Room Number 417

- 2-29-84 15 R.U. 5-1-1  
Remove skilker.
- 2-29-84 16 R.U. 5-1-1  
Remove blender.
- 2-29-84 17 R.U. 5-1-1  
Remove hot plate.

Room Number 418

- 2-29-84 18 R.U. 5-1-1

Margarita Club  
Re: 1566 Oak Avenue

-3-

January 18, 1984

Remove hot plate.

Room Number 419

11-8-84<sup>OK</sup> 19

HOUSING CODE: Section 5-1-5-1(A)  
Repair or replaster the entire ceiling and west wall where plaster damage has occurred. Paint after repairs.

Fourth Floor Womens' Washroom

11-8-84<sup>OK</sup> 20

HOUSING CODE: Section 5-1-5-1(A)  
Repair or replaster the entire ceiling and west walls in washroom where plaster damage has occurred. Paint after repairs.

Room Number 312

2-29-84 21

R.U. 5-1-1  
Remove skillet.

Room Number 300

2-29-84 22

R.U. 5-1-1  
Remove hot plate.

Room Number 305

2-29-84 23

R.U. 5-1-1  
Remove popcorn popper.

2-29-84 24

R.U. 5-1-1  
Remove toaster broiler.

2-29-84 25

R.U. 5-1-1  
Remove hot pot.

2-29-84 26

R.U. 5-1-1  
Remove electric skillet.

Room Number 208

2-29-84 27

R.U. 5-1-1  
Remove electric skillet.

Room Number 204

4-5-84<sup>6/8</sup> 28

HOUSING CODE: Section 5-1-5-1(A)  
Find cause of moisture that has deteriorated the south wall in this room and repair room.



Civic Center

2100 Ridge Avenue  
Evanston, Illinois  
60204

Telephone  
312/328-2100



# City of Evanston

December 18, 1986

Richard Barnes  
225 Hamilton St.  
Evanston, Illinois  
60202

Re: Restaurant and Rooming House Use at 1566 Oak Avenue

Dear Mr. Barnes:

Per our conversation of December 17, 1986, the above captioned property was granted a variation to operate a restaurant and a special use for a rooming house. Ordinance 51-0-74, which granted these uses, does not limit the restaurant or rooming house to a specific owner or operator and therefore, runs with the land as long as the other conditions contained therein are met.

Enclosed please find a copy of Ordinance 51-0-74 as adopted on June 24, 1974.

If you have any questions regarding this matter, contact me at 866-2930.

Sincerely,

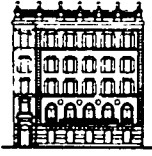
A handwritten signature in cursive script that reads "Frank Aguado".

Frank Aguado  
Zoning Officer II  
Building and Zoning Department

FA:jm

Enclosure

cc: Robert Rudd  
David Rasmussen  
Central Records



*The Margarita  
European Inn*

1566 Oak Avenue  
Evanston, Illinois 60201  
(847) 869-2273  
FAX (847) 869-2353

**RECEIVED**  
COMMUNITY DEVELOPMENT

OCT 25 2001

October 22, 2001

Mr. Eugene Wharton  
City of Evanston  
Community Development Department  
2100 Ridge Avenue  
Evanston, IL 60201

RE: Margarita European Inn  
1566 Oak Avenue, Evanston 60201  
License # C-407

Dear Mr. Wharton:

*1566 - 01RHC - 00016*

This is in response to your request for written verification of the current number of "roomers" in the Margarita European Inn so you can revise our "Rooming House Invoice Fee".

The number of "roomers" in the Inn has been decreased from forty-four {44} to forty-two {42}.

Yours very truly,

*Barbara Gorham*  
Barbara Gorham



---

## City of Evanston, Illinois

---

# CERTIFICATE OF ZONING COMPLIANCE

---

*APPROVED*

**ZONING CERTIFICATE NUMBER: 13ZONA-0016**

**DATE ISSUED:**

---

In accordance with Section 6-3-2 of the Zoning Ordinance, the building, structure, and/or use described below complies with the provisions of the Zoning Ordinance governing the proposed use.

**PROPERTY ADDRESS:** 1566 OAK AVE

**ZONING DISTRICT:**

**OVERLAY DISTRICT:**

**USE:**

**CONDITIONS OR  
COMMENTS:**

SUBJECT TO PROVIDING 18 OFF-STREET PARKING SPACES WITHIN 500' OF MARGARITA  
(ORD 51-O-74)

**CERTIFICATE BASED ON:** Plans Prepared As:

Plans Dated:

Plans Prepared By:

Plat of Survey Dated:

Plans Originating As:

Related Application ID:

Miscellaneous:

THIS ZONING  
CERTIFICATE IS NOT A  
BUILDING PERMIT.

**ISSUED BY:**

---

Zoning Officer

**EXHIBIT F: PROOF OF OWNERSHIP**

**TRUSTEE'S DEED**

Return to:

Paul A. Gilman  
Aronberg Goldgehn Davis & Garmisa  
330 N. Wabash, Suite 3000  
Chicago, IL 60611



Doc#: 0807931016 Fee: \$38.00  
Eugene "Gene" Moore RH&P Fee: \$10.00  
Cook County Recorder of Deeds  
Date: 03/19/2008 09:59 AM Pg: 1 of 2

**NAME & ADDRESS OF TAXPAYER:**

1566 Oak Avenue, LLC  
232 Deerfield Road  
Deerfield, IL 60015

THIS INDENTURE, made this 17<sup>th</sup>  
day of March, 2008,

between Barbara S. Gorham, as Trustee or the Successor Trustee of the Barbara Gorham Declaration of Trust dated January 26, 2005, Grantor, and 1566 Oak Avenue, LLC, an Illinois limited liability company, of 232 Deerfield Road, Deerfield, IL 60015, Grantee.

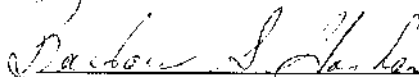
WITNESSETH, that Grantor, in consideration of the sum of Ten Dollars (\$10.00), receipt whereof is hereby acknowledged, and in pursuance of the power and authority vested in the Grantor, as trustee of said trust, and of every other power and authority the Grantor hereunto enabling, does hereby convey and quitclaim unto the Grantee, the following described Real Estate situated in the County of Cook, State of Illinois, together with the tenements, hereditaments and appurtenances thereunto belonging or in any wise appertaining, to wit:

THE NORTH 58 1/3 FEET OF LOT 3 AND THE SOUTH 8 1/3 FEET OF LOT 4 IN BLOCK 61 IN EVANSTON IN SECTION 18, TOWNSHIP 41 NORTH, RANGE 14, EAST OF THE THIRD PRINCIPAL MERIDIAN, IN COOK COUNTY, ILLINOIS.

Subject only to the following, if any: (a) covenants, conditions, and restrictions of record, provided same do not prohibit use of the property for Grantee's intended use; (b) easements of record for the benefit of private parties and the public, for the following uses: utilities, drainage, and roads and highways, provided same do not prohibit use of the property for Grantee's intended use; (c) party wall rights and easements; (d) existing leases and tenancies (if any), which leases shall be assigned by grantor to Grantee and assumed by Grantee at closing of the sale of the property; (e) special taxes or assessments for improvements not yet completed and for improvements already completed; (f) general taxes for the year 2007 and subsequent years; hereby releasing and waiving all rights under and by virtue of the Homestead Exemption Laws of the State of Illinois.

Permanent Real Estate Index Numbers: 11-18-308-009-0000  
Address of property: 1566 Oak Avenue, Evanston, IL 60201

IN WITNESS WHEREOF, the Grantor, as said trustee as aforesaid, have hereunto set her hand and seal the day and year first above written.

  
\_\_\_\_\_  
Barbara S. Gorham, as Trustee or the Successor Trustee of the Barbara Gorham Declaration of Trust dated January 26, 2005

Box 334

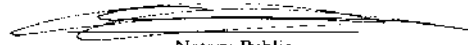
2pgs

275  
Ass  
231

STATE OF ILLINOIS )  
 ) SS.  
COUNTY OF COOK )

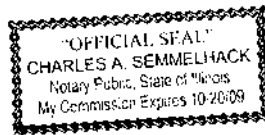
I, the undersigned, a Notary Public in and for said County, in the State aforesaid, DO HEREBY CERTIFY that Barbara S. Gorham, as Trustee or the Successor Trustee of the Barbara Gorham Declaration of Trust dated January 26, 2005, personally known to me to be the same person whose name is subscribed to the foregoing instrument, appeared before me this day in person and acknowledged that she signed, sealed and delivered said instrument as her free and voluntary act, as trustee under said trust agreement, for the uses and purposes therein set forth.

Given under my hand and official seal this 17<sup>th</sup> day of March, 2008.

  
Notary Public

This instrument was prepared by:

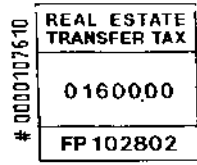
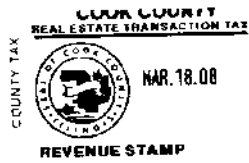
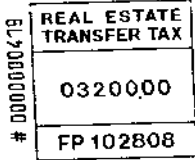
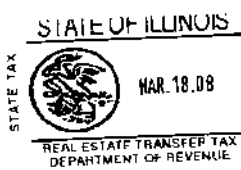
Charles A. Semmelhack  
Defrees & Fiske  
200 South Michigan Avenue  
Suite 1100  
Chicago, Illinois 60604



**CITY OF EVANSTON 021937**  
Real Estate Transfer Tax  
City Clerk's Office

PAID MAR 14 2008 AMOUNT \$ 16,000.00

Agent 



**EXHIBIT G: LETTER FROM CONNECTIONS BOARD PRESIDENT PAUL KALIL;  
ADDITIONAL EMAILS OF SUPPORT**



2121 Dewey Avenue  
Evanston, IL 60201  
847.475.7070

## Letter from Connections Board of Directors to City Council and Land Use Commission

Dear City Council and Commission Members,

As the Board of Directors for Connections for the Homeless, we submit this letter in support of Connections' Special Use Permit application for the operation at the Margarita Inn.

The strength of the application comes from the Margarita's proven record of success, and the professionalism and experience of the Connections' staff. Their case for approval of the Special Use Permit is based not only on nationally acclaimed best practices, but also on the learnings gained from having operated the hotel as a shelter for more than two years. There is little guesswork involved regarding future results as the Margarita has a proven track record and the quantitative data to demonstrate the positive impact this critical service has had on the Evanston community.

From March 2020 until September 2022, nearly 60% of the Margarita's residents transitioned into stable housing. That is a remarkable level of success, outpacing the national average of less than 40% achieved by similar programs. And when you hear the stories of the people behind the numbers, the results are even more compelling.

*"Marybeth"<sup>1</sup> was the executive director of an Evanston arts organization when she was raising her children here in the early 2000's. After her kids graduated from ETHS, she moved to Iowa to care for her elderly mother. After her mother passed, Marybeth and her partner lost their housing in Iowa and moved back to the community she loved the most, Evanston.*

*But when their temporary housing with friends fell through, Marybeth and her partner found themselves sleeping on Evanston beaches, having nowhere else to go. Connections' Street Outreach team began meeting with Marybeth and her partner regularly and added them to the Margarita Inn waiting list. They eventually moved into the Margarita and began working with a Housing Case Manager, as is required of all participants in the program. With this intensive support, they eventually secured a long-term housing voucher. With a housing voucher in hand, they continue to work with their Case Manager through the lengthy, onerous processes of securing a rental unit. Simultaneously, they have also taken full advantage of the other services offered at the Margarita Inn, participating in Art Therapy groups, receiving care from the healthcare team, participating in resident advocacy meetings, rebuilding their resumes and looking for work.*

The reason this program is so successful is directly due to the skill, training and experience of Connections and its staff based at the Margarita Inn. The team includes:

- Trained operations and security staff, and case managers with decades of experience providing services to people experiencing homelessness
- A Certified Nursing Assistant and Registered Nurse
- Licensed behavioral and mental health specialists
- Skilled and experienced management staff who oversee programming, monitor results and who support the team through hands-on teaching, mentoring and training

---

<sup>1</sup> Name changed to protect participant anonymity



Finally, Connections is supported by the community, as evidenced by the many letters of support attached to our application. As with any community contemplating the placement of a shelter, be it relatively large, like our partners at the nearly 200-bed Hased House shelter in neighboring Aurora, or the much more modestly sized Margarita Inn, there is discussion of the potential for negative impacts of that shelter in the community. But as community leaders, we, the Connections for the Homeless Board of Directors, know how critical this service is, are fully confident in Connections' expertise, effectiveness and nearly 40-year track record, and are certain that the whole of Evanston is better off for having such an innovative, well-run, and impactful operation in its midst.

Sincerely,



Paul Kalil, President of the Board of Directors

On behalf of:

Pastor Monte L.G. Dillard, Sr.	Vice President
Sheryl Bartol	Secretary
Karen Hunt	Treasurer
Vickie Horn	Executive Committee Member-At-Large
Dan Cox	Director
Betsy Gutstein	Director
Chef Q. Ibraheem	Director
Jill Greer	Director
Kevin Kane	Director
Kim Perutz	Director
Betty Phillips	Director
Gene Combs	Director
Robin Rue Simmons	Director
Abigail Aziza Stone	Director
Elena Navas-Nacher	Director
Alex Plakas	Director

## Elle Ullum

---

**From:** Stephen Wilke <wilke.stephen@gmail.com>  
**Sent:** Thursday, September 22, 2022 7:58 PM  
**To:** Elle Ullum; Max Seeley  
**Subject:** Supporting Margarita Inn

Hello,

I am an Evanston resident and would like to support CFTH's operating the Margarita Inn. I'd like to mobilize more people in my church community to write community letters of support for the project. Sadly, I missed Wednesday night's "lessons learned" meeting to discuss the findings from the listening groups. Do you have a summary document from that meeting, which I could use to help educate folks in my network so they can write more well-informed letters?

Thank you,  
Stephen Wilke

## Elle Ullum

---

**From:** Mr. G <clgillock@yahoo.com>  
**Sent:** Thursday, September 22, 2022 3:53 PM  
**To:** Elle Ullum  
**Subject:** Margarita Inn

Hi there - I'm responding to your email regarding the Margarita Inn. I live near St. Francis Hospital, so I do not have the day-to-day experience of living near the residents of the building. It's possible that I would be irritated by the neighborhood changes; I have noticed nothing when I am in that area. With that caveat, I do have some general thoughts:

To Whom It May Concern:

I am a long-time Evanston resident - I arrived in 1976, left in 1984 and returned in 1992 for good. I have lived primarily in the southern part of town, between Greenleaf and Howard (4th, 8th and 9th Wards). I have been a financial supporter of Connections for the Homeless and have occasionally volunteered for the organization for over 20 years. It seems to me that the number of unhoused people has increased markedly through the years, and the pandemic has led to a spike in people with no roof over their heads. Evanston now has panhandlers in front of many grocery stores and restaurants; we are now seeing people begging at stoplights, walking in the middle of the street. While some of these folks may not be homeless, a significant portion are without stable housing.

Connections for the Homeless has been striving to mitigate this crisis in the communities it serves. I have been an occasional volunteer, preparing dinners for folks that receive services from Connections. I believe Connections to be a positive force in our community that has helped many people stabilize their housing, which is a prerequisite for stabilizing their lives.

Housing costs in Evanston and other north shore communities have spiked. When the pandemic hit, many people struggled - I remember the lines of cars at James Park during the food bank days in the parking lot. Connections for the Homeless took action immediately when the pandemic hit, enlisting local hotels and restaurants in the effort to house and feed people that were displaced by the crisis. This organization is compassionate but pragmatic. Connections has embraced the Housing First approach - in order to effectively address the issues that cause homelessness, unhoused people need to have a home.

The short-term housing offered by the Connections program at the Margarita Inn is a key component to addressing homelessness in our community. It takes political will to address these issues. It is tempting to push these folks out of our town and make them "someone else's problem." A quick drive past Touhy Park on Chicago's far north side demonstrates the outcome of this approach - tent cities and public health hazards. Well-managed, decent shelter ultimately serves the best interests of our community, including the people that live close to the Margarita Inn.

With proper management and a sensible "good neighbor" policy, a permanent short-term housing facility at the Margarita Inn will be an asset to Evanston.

Regards, Chris Gillock

Christopher L. Gillock  
1126 South Blvd.  
Evanston IL 60202  
847-612-4896

## Elle Ullum

---

**From:** Libby Ester <birchpoint@comcast.net>  
**Sent:** Thursday, September 22, 2022 3:16 PM  
**To:** Elle Ullum  
**Subject:** Fwd: The Margarita Inn

----- Forwarded message -----

From: **Libby Ester** <[birchpoint@comcast.net](mailto:birchpoint@comcast.net)>  
Date: Thu, Sep 22, 2022 at 3:13 PM  
Subject: The Margarita Inn  
To: <eulum@connect2home.or>

I have been a resident of northwest Evanston for 36 years, and I have been connected with Connections for the Homeless for 33 of those years. Thirty three years ago, I helped out at Hilda's Place every Friday for a few hours by folding blankets that had been washed by Evanston Hospital for the shelter beds. I began making annual donations to Hilda's Place about that time and have been a donor ever since. I have devoted both my time and my funds to what is now Connections because they have provided, and continue to provide, not just homes but also *hope* for people in our community without homes. I sleep better in my own home every night knowing that Connections is providing not just safe and comfortable housing for people but also a wide array of services to help them stay in that housing.

The Margarita Inn plays an important part in the options Connections has for people in our community who, but for Connections, would not have a place to put their heads at night. I strongly support the renewal of the special use permit for Connections to continue to use the Margarita Inn. Using its Housing First principles, Connections has had a great success rate in keeping people housed; we need to make sure it can keep being successful by continuing to use the Margarita Inn.

Thank you for keeping Evanston at the cutting edge of services for people in our community who need those services most by approving the special use permit for Connections to use the Margarita Inn.

Sincerely,  
Elizabeth Ester  
2324 Hartzell St.  
Evanston 60201  
847-525-1457

## Elle Ullum

---

**From:** Letitia Mann <katnat1220@gmail.com>  
**Sent:** Thursday, September 22, 2022 11:13 AM  
**To:** Elle Ullum  
**Cc:** Jeffrey Michael Mann; Sheryl Bartol; Nia Tavoularis  
**Subject:** Margarita Inn support

Dear CFTH,

My husband and I have lived in Evanston for over 20 years, and our kids are ETHS graduates. We feel very connected to the people and the issues in our community. We are a special community who cares about making a difference for those who need support, and there are many examples of our community helping to making life-long changes for those who need care.

CFTH's plans for the Margarita Inn will help people and families at their most vulnerable state - being housing insecure. Before the pandemic, we were supporters of CFTH's mission to find housing for those who needed it, and our interaction with the leadership team (with Betty Bogg as Exec. Director) has shown us again and again that CFTH finds ways to ensure that the housing solutions fit within the neighborhood, and that they take a collaborative approach with neighbors. One of the first projects to demonstrate this was CFTH's "Our House" in Evanston, which is a home for young adult men in an established single family neighborhood, supervised by CFTH clinical support and on-site mentorship. We were involved in the beginning of that project (and remain involved) through the establishment of the service and know from experience that CFTH cares not only about their mission, but also about how their solution works for the neighbors over the years.

We wholly support the conversation of the Margarita Inn to a residential site managed by CFTH, and urge the City and Council members to grant the permissions needed to do so.

Sincerely,

Letitia and Jeff Mann

## Elle Ullum

---

**From:** Kristine L <ehansmom@hotmail.com>  
**Sent:** Friday, September 23, 2022 10:58 PM  
**To:** eulum@connect2home.or  
**Subject:** Letter in Support of Margarita Inn

I'm writing today in support of the special use permit for the Margarita Inn. My name is Kristine Lofquist. I have been a volunteer at Connections for the Homeless for several years now. I have mainly been involved in meal making, including breakfast for residents of the Margarita Inn.

The Margarita Inn is an important part of our community, as it provides transitional housing for those who are experiencing chronic homelessness. Utilizing places like the Inn is a creative way to help alleviate the increased homelessness in our community, caused mainly by a lack of affordable housing.

Until we as a community can figure out how to provide more affordable housing in our community, we will need to continue to support creative ideas for reducing homelessness. The Margarita Inn is a perfect example.

Thank you for your time and please grant the special use permit for the Margarita Inn for the good of our community.

Best regards,

Kristine Lofquist  
Get [Outlook for Android](#)

## Elle Ullum

---

**From:** Jori Kovarsky <kovarsky.jori@gmail.com>  
**Sent:** Wednesday, September 21, 2022 11:47 AM  
**To:** Elle Ullum  
**Subject:** Email/Letter for Margarita Support

Hi Elle,

I hope all is well - here is my letter/email in support for the Margarita.

=====

To Whom It May Concern:

I am an Evanstonian and have lived in the 4th Ward for the past five years. I am writing in support of the proposal for Connections for the Homeless to assume ownership of the Margarita Inn to continue offering transitional housing services.

During 2019, I started volunteering at Connections, specifically working with participants in need of transitional housing. When the COVID-19 pandemic struck, I was hired in a full-time role to serve that same community, including residents of the Margarita Inn. There, they are able to get case management, therapeutic services, and a dignified living space while they wait for available permanent housing. There are careful intake procedures in place to determine demonstrated need, as well as to ensure the safety of Margarita residents and of the 4th Ward community.

Providing support to some of the most vulnerable members of our community makes it more possible for them to get back on their feet. Blocking Connections' ability to provide care will not eliminate the needs of the Margarita Inn's 200 residents or the increasing need for affordable housing and supportive services.

Best,  
Jori Kovarsky

--  
Jori Kovarsky  
[kovarsky.jori@gmail.com](mailto:kovarsky.jori@gmail.com)



## Elle Ullum

---

**From:** Jessica Lieberman <jessilieberman@yahoo.com>  
**Sent:** Thursday, September 22, 2022 12:36 PM  
**To:** Elle Ullum  
**Subject:** Letter of Support

To Whom it May Concern,

My name is Jessica Lieberman. I'm a life long resident of Evanston, originally from the Northeast neighborhood, and am now located in the Southeast neighborhood for 15 years.

Given my current location, the number of people who are homeless and visible in our community is staggering. This marginalized population is in desperate need of shelters and support, such as the Margarita Inn and Connections. To date I haven't been directly involved with this effort, however, after learning more about their mission and its efficacy, I fully support the continuation of its existence, along with the intention to become personally involved. My stance is also fueled by the recent article ("Enough," which I believe was shared in Evanston Now) and the supporting comments it evoked, most simply stated as insensitive and intolerant.

Thank you for the opportunity to share my thoughts.

Best,  
Jessica

## Elle Ullum

---

**From:** Ellen Zemel <ezemel@sbcglobal.net>  
**Sent:** Thursday, September 22, 2022 10:33 AM  
**To:** Elle Ullum  
**Cc:** eullum@connect2home.or  
**Subject:** Support for the Margarita to continue to support

Dear Connections for the Homeless,

The services you provide are worth millions both in physical security for people unhoused, but also emotional and mental well being. Most of us may never have to experience being unhoused and have no place to live. But for the people who do, it is painful and hard to get back on your feet without the help of the community and agencies like yourself.

My name is Ellen Zemel and I have been a lucky Evanston resident with a roof over my head for the last 30 plus years. But I still have much empathy for those who are not as lucky. So when I heard that the Margarita was going to be a place to give people a place to live, i was thrilled. I go by the Margarita house often on my way to the YMCA. I am proud to say that Evanston has different programs, providing housing for people are unhoused and working to get people back on their feet. I really like the location of the Margarita especially as it is near the YMCA where many services can be of use helping people feel a sense of belonging and support.

I hope we can keep the Margarita, this source of great support, for those otherwise not having any place to go. It is comforting knowing they are not in nightly shelters and needing to get out every morning and wondering if they will have a place to stay the next night.

Thanks for your commitment in helping us, giving others a place to call home.  
Ellen

**Elle Ullum**

---

**Subject:** CFTH: We Need Your Voice

---

**From:** Richard O'Brien <[dickobrien@me.com](mailto:dickobrien@me.com)>

**Sent:** Thursday, September 22, 2022 10:30 AM

**To:** Communications <[communications@connect2home.org](mailto:communications@connect2home.org)>

**Subject:** Re: CFTH: We Need Your Voice

I have lived at 1212 Noyes Street for 30 years. I have raised two children in Evanston and am in the process of raising a third. Homelessness is one of our most serious social problems, along with untreated mental health issues. It is inexcusable and embarrassing that the wealthiest nation in the history of the world does not adequately address these issues. The work of The Margarita Inn and Connections is an extremely valuable and important contribution to addressing our pernicious homelessness problem. It should be allowed to continue its work with the full support of the community.

Dick O'Brien

[dickobrien@me.com](mailto:dickobrien@me.com)

## Elle Ullum

---

**Subject:** CFTH: We Need Your Voice

---

**From:** Megan Lutz <[mlutz@allchicago.org](mailto:mlutz@allchicago.org)>  
**Sent:** Thursday, September 22, 2022 12:04 PM  
**To:** Communications <[communications@connect2home.org](mailto:communications@connect2home.org)>  
**Subject:** Re: CFTH: We Need Your Voice

Hi CFTH,

I am an Evanston resident of over 30 years and live in the Sixth Ward.

I support Connections for the Homeless' efforts to renew the Special Use Permit for Margarita Inn. Evanston prides itself on being an inclusive community and we need to extend that support to those who are at risk or have experienced homelessness. The work that CFTH has done to use Housing First practices and stabilize over a hundred households is something that Evanston should be proud of.

Evanston Staff, Economic Development, and the Council constantly approve and grant Special Use permits for all kinds of business uses. It's time that they also apply those exceptions to support human services.

I will also reach out to my council member to give my support.

I saw the Roundtable article about the meeting last night and I'm sorry that I missed it!

**Megan Lutz** | Director of Technology Operations

Pronouns: she/hers/her



**All Chicago**

651 W. Washington, Suite 504 Chicago, IL 60661  
**Direct/Text:** 872-291-1229 | [mlutz@allchicago.org](mailto:mlutz@allchicago.org)

**Main Number:** 312-379-0301  
[www.allchicago.org](http://www.allchicago.org)

**Subject:** CFTH: We Need Your Voice

---

**From:** Marybeth Schroeder <[mbschroeder@comcast.net](mailto:mbschroeder@comcast.net)>  
**Sent:** Thursday, September 22, 2022 12:13 PM  
**To:** Communications <[communications@connect2home.org](mailto:communications@connect2home.org)>  
**Subject:** Re: CFTH: We Need Your Voice

To Evanston City Council and Evanston community,

Growing up in another suburb, my first involvement in advocacy was working for affordable housing to be part of the plans for land sold by a religious order. We didn't win that fight. At the same time, as the editor of my high school newspaper, I got to know Evanston through a newspaper exchange. I vowed then that I wanted to move to Evanston when I grew up because it seemed to be a community committed to being open to everyone and to caring about its residents.

I eventually got to move to Evanston 31 years ago and became immersed in the community, especially through my work in the nonprofit community. Through my involvement, it has been clear that housing is the central challenge of our beloved community. Without affordable housing options, we will never be the community we say we want to be - equitable and inclusive and diverse in many ways.

When Covid arrived in 2020, it illuminated our community's strengths and challenges that already existed. I'm very proud of how the nonprofit community and individuals came together to compassionately and creatively address those challenges. My biggest pandemic heroes are the staff and board of Connections for the Homeless, who worked tirelessly to gather financial support and provide housing for our vulnerable neighbors.

We can't go back now and tell those neighbors that we don't care about them and that we as a community can't accommodate housing for them. That would be breaking not just our commitments to them but to Evanston's own vision for itself. The Margarita Inn needs to remain part of the housing solution. Connections can be proud of how it has organized and managed the facility. I pass it often at many times of day as I visit downtown and have never seen any kind of disturbance or problem.

I strongly support the Margarita Inn's use by Connections for the Homeless and sincerely hope that Evanston will do the right thing and approve its ongoing use.

**Marybeth Schroeder**  
**Nonprofit consultant**  
**2734 Asbury, Evanston**  
**847.650.8086**

*Because survival is insufficient. -- Station Eleven*

On 09/22/2022 10:12 AM Connections for the Homeless  
<[communications@connect2home.org](mailto:communications@connect2home.org)> wrote:

## Elle Ullum

---

**Subject:** FCFTH: We Need Your Voice

---

**From:** Cortney Lederer <[cortney@cortneylederer.com](mailto:cortney@cortneylederer.com)>  
**Sent:** Thursday, September 22, 2022 3:37 PM  
**To:** Communications <[communications@connect2home.org](mailto:communications@connect2home.org)>  
**Subject:** Re: CFTH: We Need Your Voice

Hello,

I live in Northeast Evanston and have been here for over 5 years. While I have not had significant interaction with Margarita Inn, I believe that we need more permanent housing for our homeless population and that Connection for the Homeless has built trust in this community by offering the right resources to help find solutions and aid in the care, health and support of the houseless population in Evanston. I believe in the the mission and vision of Connection for the Homeless and would like to see it establish a permanent home for houseless folks as it would help create a positive, secure and direct impact on the lives of so many. We need solutions for our homeless population and this is a critical first step.

Sincerely,

Cortney

----

Cortney Lederer

CNL Projects | CNL Art Consulting  
Consultant | Project Manager | Arts Advocate  
Adjunct Assistant Professor, School of the Art Institute of Chicago  
773.726.4346  
[cortney@cortneylederer.com](mailto:cortney@cortneylederer.com)  
[cnlprojects.org](http://cnlprojects.org)

personal pronouns: she/her/hers

## Elle Ullum

---

**Subject:** CFTH: We Need Your Voice

---

**From:** Ann Raney <[ARaney@tpoint.org](mailto:ARaney@tpoint.org)>

**Sent:** Thursday, September 22, 2022 5:09 PM

**To:** Communications <[communications@connect2home.org](mailto:communications@connect2home.org)>

**Subject:** RE: CFTH: We Need Your Voice

I am happy to send this letter of support for the renewal of the Margarita's special use permit.

I have been a resident of NW Evanston for five years and a resident of SE Evanston for 20 years before that. I've also been the CEO of Turning Point for the last 21 years. In both roles, I have been impressed by the professionalism and compassion shown by Connections for the Homeless. They have supported our programs and services and we have worked together to address the many needs of our deserving clients for decades.

Housing First makes sense and it should be a right for all our residents. Without permanent housing, progress toward recovery is very difficult, if not impossible.

When Housing First principles of choice, autonomy and control are extended to our homeless residents and they can accept an invitation to establish their homes in Evanston, our community will be stronger. This is not only the right thing to do, but when individuals are treated with respect and invited to become actively involved in their recovery, everyone benefits.

Please let me know how I can help.

Ann Fisher Raney, LCSW  
Chief Executive Officer  
(she, her, hers)

Turning Point Behavioral Health Care Center  
Solid Support. When you need it most.  
8324 Skokie Blvd.  
Skokie, IL 60077

(O) 847-933-0051 ext. 414  
(F) 847-933-0058  
[araney@tpoint.org](mailto:araney@tpoint.org)

[www.tpoint.org](http://www.tpoint.org)

Find us on Facebook: [www.facebook.com/TurningPointBHCC](https://www.facebook.com/TurningPointBHCC)

Follow us on Twitter: @TurningPointBHC

IMPORTANT: Any client information contained in this email message is considered confidential under Illinois and Federal Law. If you have received this communication in error, please notify us immediately by replying to the message (or by phone at 847-933-0051) and deleting it from your computer. Thank you.

## Elle Ullum

---

**Subject:** CFTH: We Need Your Voice

---

**From:** Jane Syh <[janesyh@gmail.com](mailto:janesyh@gmail.com)>

**Sent:** Friday, September 23, 2022 9:42 AM

**To:** Communications <[communications@connect2home.org](mailto:communications@connect2home.org)>; Elle Ullum <[eulum@connect2home.org](mailto:eulum@connect2home.org)>

**Subject:** Re: CFTH: We Need Your Voice

To Whom It May Concern,

I am writing to voice my support for the renewal of the special permit re: CFTH and their continued operations at the Margarita Inn. I have been a resident of Evanston since 2015, currently living near St. Francis Hospital, but have rented units on the Main-Dempster mile as well as further north, close to NU campus.

I'm a social worker, currently employed with Lutheran Social Services of Illinois and assigned to a program advocating for residents of nursing facilities to be able to live a higher quality of life and to advocate for an appropriate level of care; however, in the past--during the summer season of 2020, right as operations at the Margarita were rolling out--I also worked as a housing locator and case manager at Connections. I've seen the impact Connections makes on our local community. I've witnessed the staff's commitment to this seemingly idealistic goal to end homelessness...and yet I've seen how tirelessly and passionately they pursue this goal to the benefits of the individuals and families they serve. In my current job position, I interact with nursing facility residents in the North Shore suburbs, including in Evanston, and I meet many people who were once homeless and without shelter for many years, to the point where their physical and mental health symptoms intensified, leading to hospitalizations, surgeries, and stagnation in state-funded facilities where they no longer need to be and yet are stuck due to lack of resources and supports. Connections and the Margarita Inn are both great resources to step into that pipeline before health diagnoses worsen to that point, and for this shelter to shut down or not allowed to continue to flourish would be a step backwards for the Evanston community as a whole.

To reiterate, as a 7 year resident of Evanston (with zero intent to leave), I fully support the renewal of the Margarita's special use permit!

Thank you,

Jane Syh



## Elle Ullum


---

**From:** Catherine Leonard <catherine.leonard@bairdwarner.com>  
**Sent:** Thursday, September 22, 2022 2:01 PM  
**To:** Elle Ullum  
**Subject:** Connections

Thoughts on Connections for the Homeless and the margarita Inn-

This shouldn't be complex, in my opinion. People need homes, people have a right to safe shelter, and here is an opportunity right in front of us to help. Having a home leads to mental, emotional and financial stability. Period. I have lived in Evanston for 22 years, and know that this initiative to house people in the Margarita Inn would alleviate homelessness for many people. I do not understand the resistance to it-- would we rather step over people on the sidewalk? This is the right thing to do, and I applaud Connections for their work.

- Catherine  
Designated Managing Broker  
Baird Warner Evanston  
2926 Central St Evanston IL 60201

 Sent via [Cloze](#)

## Elle Ullum

---

**Subject:** Support Statement

---

**From:** Monique Parsons

**Sent:** Thursday, September 22, 2022 2:52 PM

**To:** [eulum@connect2home.or](mailto:eulum@connect2home.or)

**Subject:** Support Statement

My name is Monique Parsons.

For the last four years, I have led McGaw YMCA as their President/CEO and been at McGaw for eighteen years. Like McGaw, Connections is known for its dedication to our community and helping our most vulnerable during difficult life transitions. It is because of their resiliency and commitment – their stance on the frontline - that I fully support Connections' goal to move through the application process to occupy the Margarita Inn.

In solidarity,

**Monique Parsons** (she, her)

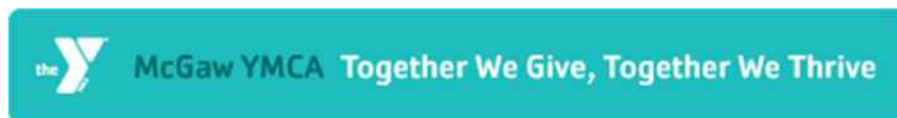
President/CEO

MCGAW YMCA 1000 Grove Street, Evanston, IL 60201

847.475.7400 x 223 | [moniquep@mcgawymca.org](mailto:moniquep@mcgawymca.org) | [www.mcgawymca.org](http://www.mcgawymca.org)

[Facebook](#) | [Instagram](#) | [LinkedIn](#) | [Twitter](#) | [YouTube](#)

**The Y.™ For a better us.**



## Elle Ullum

---

**From:** Cate Cahan <catecahan@gmail.com>  
**Sent:** Wednesday, September 21, 2022 4:31 PM  
**To:** Elle Ullum

To Connections for the Homeless:

This note is in robust support of your organization's request for rezoning so the Margarita Inn can be used to help provide shelter for people who are unhoused. I applaud your work to create housing for people who are in need.

I've lived in Evanston for eight years, on Greenwood near Chicago Avenue.

I spend a lot of time walking around downtown and neighborhoods in Evanston. I often ask people who ask for help if they know about shelters and food service. When it comes to shelter, many people tell me they've tried and there is no room. That is their reality. I do not know whether that's accurate, but I do know that when I walk through parks and by the lake in the mornings and I see people sleeping on park benches.

Thank you again for your work.  
Sincerely,

Cate Cahan

--

**Cate Cahan**  
*Independent Editor*  
[catecahan@gmail.com](mailto:catecahan@gmail.com)  
847.722.9245

## Elle Ullum

---

**From:** Sharon Pines <sharonlpines@gmail.com>  
**Sent:** Wednesday, September 21, 2022 4:24 PM  
**To:** Elle Ullum  
**Subject:** Why I support Connections

My name is Sharon Pines, and I live in a building diagonally across the alley from the Margarita Inn. Never have I seen evidence of illegal or nuisance activity in the alley.

I do not have a car and, consequently, I walk back and forth through downtown streets daily, often two or three times a day, on my way to shop for groceries, go to the library or go to the el station. I also run to the lake three or four times a week and come back home late at night after going to a play or concert in the City. All this to say that I am extremely familiar with the type of panhandling that exists in Evanston, who panhandles, how often, where and when. I am also familiar with the behavior of those in the streets from early morning to late at night.

I see a lot of the same people hanging out and/or panhandling on the same corners or in front of the same stores, day after day after day. I am familiar with these folks and they with me. In fact, we greet each other and often chat a bit.

Almost none of the panhandlers or those who hang out on the sidewalks are residents of the Margarita Inn. And, by the way, there is no "aggressive panhandling". There is a three or four word or one sentence ask and then silence if the ask is ignored. I have witnessed these interactions literally hundreds of times over the past three and a half years that I have lived in this area.

Margarita Inn, in offering wrap-around services to its residents: physical care, mental health screenings and therapy, financial counseling, help finding permanent shelter, etc. in addition to the basic human right of housing is doing our community a huge service. We should be grateful for the fact that Evanston has such a professional, evidence-based, compassionate organization offering its crucial services here. Without them, 65 people would be out on the street without supportive help.

I thoroughly support Connections for the Homeless and the wonderful and necessary work they do in our community. If Evanston wants to live up to its reputation as a welcoming, caring community, all residents should thank them, and City Council should ensure that they can continue providing services at the Margarita Inn.

Sincerely,  
Sharon Pines

## Elle Ullum

---

**From:** Alex Piper <piperseed@gmail.com>  
**Sent:** Tuesday, September 20, 2022 9:24 PM  
**To:** Elle Ullum  
**Subject:** Connections for the Homeless and the opportunity of the Margarita Inn

I have been an Evanston resident for 22 years. I raised my family in the 3rd ward for 20 years, then downsized in 2021 to a coach house in the 4th ward.

I started my relationship with Connections back around 2008. I learned about Hilda's Place and signed up to cook meals for the residents. It was the only place I had ever found that would allow whole families to volunteer together. My family and I were so proud to provide home cooked meals. I was able to connect our school, Chiaravalle Montessori School, with Connections and we did drives and had a regular rotation for cooking at Hilda's. The community coordinator was an amazing advocate for the organization and engaged with the kids and the adults on the importance of our help and the realities of homelessness in Evanston. It always stuck with me that a person needs to make at least \$17 an hour (this was 2008 so much has probably changed) to afford living in Evanston. We loved our connection with Hilda's and had clothing drives, can drives, shelter cooking, cooking classes....we built community with Connections.

During the pandemic, I was able to give my time to help cook and deliver breakfasts to the individuals housed at Margarita Inn. As I dropped off the meals, it was not transactional, it was a community experience. Connections coordinated support for their clients, engaging community partners to help in an immediate and organic way. I was proud to be a small part of the solution.

Connections is an amazing organization. People give of their whole hearts to minister to those in need. Evanston is lucky to have such an incredible organization healing those who have deep needs and structural losses. I am so proud of Connections. Having a home like Margarita Inn to help house those in need is crucial to help people overcome the burdens and bumps that they have encountered. Connections is there to provide nurturing and supportive help on so many levels to help heal people, families and communities.

I cannot say enough about my admiration of Connections. I am 100% supportive of their work, for over 15 years, and am constantly amazed at how they keep supporting and inventing new pathways to help. Having the Margarita Inn as an anchor for their work is crucial. I would love Evanston to be a town that commits to this work, in a world that is combating "NIMBY" issues in their neighborhoods. Evanston is better than that and Connections is absolutely the right organization to carry on this incredible work.

Please reach out with any questions or to talk more.

Alex Piper

1220 Sherman

Evanston, IL 60202

847 691 3704

**From:** [Jon Seed](#)  
**To:** [Elle Ullum](#)  
**Subject:** In Support of The Margarita Inn Helping the Housing Disadvantaged  
**Date:** Tuesday, September 20, 2022 9:11:48 PM

---

Dear Alderman Nieuwsma,

As a twenty year resident of Evanston (mostly in our mutual friend Melissa Wynn's 3rd Ward but in the last 2 years, yours), I'm proud of the support the city has provided to the many worthy non-profits. In my opinion, Connections For The Homeless' efforts to provide a safe and secure place for those displaced at Margarita Inn is one of the most worthy and important. Their efforts in helping the disadvantaged are a reflection of us and who we strive to be.

Yes, questions should and have been asked about the adequacy of Connections support for their clients. I'm confident you'll agree Connections have been taken those concerns seriously and have adequately addressed each question specifically.

Sincerely,

Jon Seed  
1220 Sherman Ave

## Elle Ullum

---

**Subject:** Connections for the Homeless Margarita Inn Updates Inbox

----- Forwarded message -----

From: **Newland Smith** <[farnssn@gmail.com](mailto:farnssn@gmail.com)>

Date: Tue, Sep 20, 2022 at 4:10 PM

Subject: Re: Connections for the Homeless Margarita Inn Updates Inbox

To: Jacqueline Eddy <[jmeddy2@gmail.com](mailto:jmeddy2@gmail.com)>

To whom it may concern:

I have lived in Evanston between 1963 and 1966 and 1969 to the present. I remember the early years of the homeless shelter in the lower level of the then First Baptist Church and would volunteer occasionally for a night shift. Extending hospitality and shelter to the homeless in our midst is an essential part of the Gospel. I remember attending Seabury-Western Theological Seminary events at the Margarita Inn in the 1990s. It would be most appropriate for the Margarita Inn to be able to be a place to shelter homeless persons.

Newland F. Smith, 3rd  
2323 McDaniel Ave., Apt. 3133  
Evanston, IL 60201  
847 530 3818



## Elle Ullum

---

**From:** Evelyn McGowan <em4mail@gmail.com>  
**Sent:** Sunday, September 18, 2022 8:03 AM  
**To:** Elle Ullum  
**Subject:** Margarita Inn special use permit support

I moved to Evanston as an adult and have lived here for nearly 25 years. I was immediately impressed with our actions to assist homeless and hungry people. I first learned of the work of Interfaith Action providing communal meals. Then I learned of Connections for the Homeless and volunteered sorting donations, which included a tour of their shelter. A few years ago they gave Margarita Inn (floundering as a hotel) a renewed life and also gave people a home, which is the first step in renewing their lives with employment and stability. I support renewing the special use permit.

-Evelyn McGowan

## Elle Ullum

---

**From:** Sheran Fiedler <fiedlers1947@gmail.com>  
**Sent:** Friday, September 16, 2022 7:14 PM  
**To:** Elle Ullum  
**Subject:** I Support the Margarita Inn As A Shelter

Dear Ms. Ullum:

I am writing this note to let you know of my support of *Connections for Homeless*. I am one of the many people in an Evanston faith community who volunteer to bring food to the shelter and I also volunteer at the day center at St. Marks Episcopal. I am a member of First Congregational Church of Evanston, UCC and have been a volunteer at the Interfaith Action sack lunch program hosted by my church and I have been a volunteer dinner provider for the homeless at the Margarita Inn for the last two years. *Connections for the Homeless* has done an excellent job in providing housing these past few years. I strongly support the special use permit application for the Margarita Inn. The program at the Margarita Inn is a win for Evanston. The building is right in the middle of town, it is near good transportation, and it is an older building that fits right in the neighborhood.

Evanston definitely needs a permanent homeless shelter and the Margarita Inn has proved to be an effective housing alternative for homeless people during the Covid crisis. *Connections for the Homeless* has done a wonderful job organizing volunteers, providing support for those who need it and has provided a stable environment for homeless people until they get back on their feet. This program is working well and the City of Evanston needs to support it. Why reinvent the wheel?

I have lived in Evanston for 48 years and people who are homeless seem to increase every year. We now have a program that works, we have dedicated volunteers providing meals, and we have an organization that is instrumental in helping homeless people to get their lives back together and get into permanent housing. The City needs to support this proven program!

Sincerely,

Sheran Fiedler  
2720 Central St. 5B  
Evanston, ILL 60201

**From:** [Jenni Suvari](#)  
**To:** [Elle Ullum](#)  
**Subject:** Letter of Support for The Margarita Inn  
**Date:** Friday, September 16, 2022 11:35:44 AM

---

I have resided in Evanston for 24 years and a 4th Ward resident for 16 years.

As a donor and volunteer at Connections since 2013 with authority I can say it is a well run, professional organization. I have personally seen their experienced, highly-trained, dedicated staff in action at The Margarita Inn, Hilda's Place and the Dewey Drop-in center. I know first-hand that they are doing their work well and effectively.

The pandemic has increased poverty and homelessness in our community. Connections for the Homeless is a service provider that works to create solutions that end homelessness. They don't manufacture homelessness and the Margarita Inn doesn't attract homelessness. 86% of the people served at the Margarita Inn are Evanstonians. People are made homeless by a lack of affordable housing, a lack of physical and mental health care, the criminalization of poverty and the intersection of poverty and race, deep inequities in our schools.

My husband and I purposefully moved back to Evanston after graduating from Northwestern to raise our three children here - a diverse, equitable and inclusive environment. I hope the City will put into action the values it claims to hold.

Jenni Suvari

**Subject:** Connections for the Homeless Margarita Inn Updates Inbox

**From:** Tom Mulhern <[tom.mulhern@gmail.com](mailto:tom.mulhern@gmail.com)>

**Date:** September 15, 2022 at 9:10:16 PM CDT

**To:** Jacqueline Eddy <[jmeddy2@gmail.com](mailto:jmeddy2@gmail.com)>

**Subject: Re: Connections for the Homeless Margarita Inn Updates Inbox**

Dear Jacqueline,

I am writing to register strong support for the re-purposing the Margarita Inn as a site for transitional supportive housing for unhoused people in our community.

My wife and I have lived in Evanston for over 25 years. We are residents and homeowners in the 8<sup>th</sup> Ward. Our children attended and graduated from Evanston Public Schools. Dawes, Chute, ETHS. We are also long-time members and supporters of the McGaw YMCA and other community institutions, including more recently Connections for the Homeless.

I am often in the neighborhood of the Margarita site when I go to work out at the Y or patronize LeMoi Hardware, Bennison's Bakery, and other nearby businesses or the post office. I have not experienced any concerns for safety or public order in the time when the Inn began to serve its new, higher purpose.

The model applied in the Margarita conversion is evidence-based, successful on many levels, and above-all it is aligned to the values of our family and many families in Evanston.

We live in a society that has allowed capitalism to dictate how we live and treat one another. Housing (like healthcare and education) has become a commodity instead of a fundamental right. And as we have shifted to the market-based approach to housing, we have abandoned our responsibility to our fellow citizens.

I urge the City to approve the special use permit, and to not just enable but CELEBRATE the leadership and hard work of the Connections team in making this happen.

Respectfully,

Tom Mulhern  
115 Florence Ave. Evanston 60202  
847-219-4337

## Elle Ullum

---

**From:** Annette Braden-Rozier <roziera@gmail.com>  
**Sent:** Thursday, September 15, 2022 4:25 PM  
**To:** Elle Ullum  
**Subject:** In support of the Margarita Inn

To Whom it May Concern:

I'm adding my voice of strong support for maintaining the Margarita Inn as a transitional shelter. The location in the center of Evanston is perfect.

I'm an Evanston resident, homeowner on Mulford Street since 2014. I'm leasing two apartments for under-the-market price, because I feel the rents are too high in this area. I'm also a member of Lake Street Church and occasional volunteer for Interfaith Action.

I've gotten to know many homeless people in Evanston since I first volunteered at the Hospitality Center in 2015. I've come to admire the work that the Connection and Interfaith Action are doing.

The Margarita Inn came in for me personally as a godsend two years ago. At the time I tried to help a mentally ill friend of mine, whose immense needs were way beyond my capabilities. The Connection was there for him, and after many months of in-and-and-out of places (including my own) and living on the street in the cold, he was eventually housed in the Margarita Inn. What a relief to know him safe! Another homeless friend found a room at the Margarita Inn while recuperating from major surgery.

Homelessness is such a huge and growing problem in this country!!!  
Evanston is doing its share and should keep doing it and support this perfect shelter.  
I trust that the concerns of those neighbors, who are opposed, will be addressed.

Annette Braden-Rozier

September 15, 2022

TO: Members of the Land Commission  
From: Suzanne Calder  
RE: Margarita Inn

My family has lived about three blocks from the Margarita Inn for the past 43 years. In earlier years we enjoyed dining there and were disappointed when financial hardships closed those facilities and the owners became behind in maintaining the beautiful building.

I have been a member of the board of Connections and chair of the Evanston Alliance on Homelessness, thus gaining much knowledge of the issues that surround homelessness. The Margarita Inn facility houses men and women; and for the first time here, houses families. Housing families is a big deal – most other facilities that house families accommodate only mothers and their children, and boys would have to leave when they turned ten; Dads were not allowed. Keeping a family intact provides these children with unmeasurable security and will help them grow up to be better adults. What more could we ask for?

I urge you to recommend to Council that Connections receives a special permit use permit to continue operating this program at the Margareta Inn. This type of facility can be challenging to operate, but Connections provides trained staff and professionals to help our neighbors in need and make Evanston a leader in addressing the needs of our needy neighbors.

**From:** [Jacqueline Eddy](#)  
**To:** [Elle Ullum](#)  
**Subject:** Re: Connections for the Homeless Margarita Inn Updates  
**Date:** Thursday, September 15, 2022 1:28:56 PM  
**Attachments:** [image001.png](#)

---

Hi Elle, Here's my letter of support to send to the council...

Dear City staff and City Council Members,

I have been an Evanston resident for over 40 years, and currently live in the First Ward. I moved to Evanston because I believed what the community says about itself on the city website:

*"With a vision to create the most livable city in America, Evanston celebrates the diversity of the City's opportunities and residents. Evanston is diverse in many ways, much to the delight of its visitors and residents. Stretching north from Howard Street and west from Lake Michigan, Evanston is a vibrant community comprising many strong neighborhoods, races, religions and levels of income. The City of Evanston welcomes diversity and believes that all individuals living in or visiting the city of Evanston should be treated fairly and with respect and dignity."*

While we have not totally lived this vision, many citizens in our community have joined hands and worked toward it over the years.

I am proud to live in the city that created the first model of reparations for African Americans. While there are issues with the model, it is a beginning. No amount of money will ever be enough to repair the damage done to people of color in this country, and so much more needs to be done at all levels – by individuals, institutions, and government entities.

The wealth-gap from years of bias against people of color in this country, the insanely low federal minimum wage of \$7.25/hr or state minimums that are not livable wages, the skyrocketing housing prices and lack of any affordable housing, combined with shrinking resources devoted to addressing mental health and substance abuse issues has increased poverty and homelessness across the country. Our way of life is unjust and our systems of support are broken.

I am a person of faith who believes that all people have a right to a safe, secure home. And from that place of stability, individuals are more successful at finding work and getting the medical and emotional support they need. I also celebrate community...how we are part of and responsible for each other. That is why I endorse the work that Connections for the Homeless does as they walk alongside those they support, and the other social service organizations across the Evanston Community working with persons experiencing hunger and homelessness in our midst.

Stabilizing people through shelter, moving them into permanent housing, and implementing assistance programs to keep them in their housing, cannot only reduce, but eliminate, homelessness. With the resources available in Evanston (institutional,

financial, intellectual, creative) we can certainly work to reduce and even eliminate homelessness in our community. Establishing the Margarita Inn run by Connections as bridge housing is a great step toward that goal.

Jacqueline Eddy,  
First Ward Resident  
Member of Northminster Presbyterian Church

On Tue, Sep 13, 2022 at 9:42 AM Elle Ullum <[eulum@connect2home.org](mailto:eulum@connect2home.org)> wrote:

Hello!

You're receiving this email because you expressed interest in the work Connections for the Homeless is doing at the Margarita Inn. You may have recently received an email from Max to invite you to the public meeting scheduled for September 21 at 6:00 pm to review the findings from our community listening sessions. You can find [more details and RSVP here](#).

The Margarita Inn and Connections are entering a crucial time in our history. In the next few weeks, we'll be able to officially begin the application process to renew the Margarita's special use permit – a huge step toward ending homelessness in Evanston. This is where we will make our case for the Margarita to continue operations. After two years of running the Margarita, a new cutting-edge model for providing shelter, using Housing First principles, we've successfully transitioned people off the street and into stable housing. These results are higher than the national average. Once again, Evanston is leading the way.

An essential part of this application process is the voice of the community. We need letters from supporters to help us tell our story through your words and experiences. A typical letter would include the following: Where do you live in Evanston? For how long? How have you interacted with the Margarita? Why do you believe in our mission and in helping the homeless? It doesn't have to be formal or on letterhead or anything like that. Just write down your thoughts and email it to us at [eulum@connect2home.org](mailto:eulum@connect2home.org) or reply to this email. We'll be sure to include it in our submission.

And if you have other ideas on how to help, send them our way. We're so close to achieving our goal, but we need our supporters to help us get there. Attending the meeting on September 21 and emailing us letters of support for the special use permit application are two easy yet important ways to acknowledge the success of the Margarita and its importance in addressing homelessness in Evanston. Thank you so much for being a part of the solution.

Thank you!





**Elle M. Ullum**

*Associate Director of Development*

*Communications & Donor Engagement*

*(she/her/hers)*

**p:** 847.475.7070 x 141

**a:** 2121 Dewey Ave, Evanston, IL 60201-3057

**e:** [ellum@connect2home.org](mailto:ellum@connect2home.org) | [connect2home.org](http://connect2home.org)

***CLICK TO HELP US END HOMELESSNESS. ONE PERSON AT A TIME***

Ellen Waggoner Roeder  
1130 Michigan Avenue  
Evanston, Illinois  
[ellenwroeder@gmail.com](mailto:ellenwroeder@gmail.com)

September 15, 2022

To whom it may concern:

I am a longtime resident of Evanston and have lived in both the Northern and Southern areas of the city throughout my time here. I lived here from birth until the age of 18 (2011) and attended preschool, elementary school, middle school, and high school here. I then returned home in 2019. I have lived a very privileged life in Evanston and was struck at the widespread disparities that exist in our town from an early age. I grew up with classmates who sometimes lacked clean clothes, food, or stable housing, and who at times existed in states of homelessness. While some resources existed for these peers, they were usually band-aids on larger systemic issues that have existed in Evanston since its inception.

I am also a lifelong member of Lake Street Church who has been in partnership with Connections for the Homeless for many years. I currently serve on the church's Peace & Justice committee and was made aware of Margarita Inn's work through the group. I am in full support of the renewal of Margarita Inn's special use permit, as their services are absolutely critical for a multitude of reasons:

- 1) There has been a very visible shift in the housing crisis that can be seen on every street corner in Evanston. Without proper access to the resources Margarita Inn and their partners provide, underserved populations will exist under absolutely untenable and inhumane circumstances.
- 2) Homelessness is not a product of individual failure but rather a collective failure in addressing systems of dehumanization enacted through unfair zoning laws, predatory lending schemes, unlivable wage and benefit structures, lack of a quality healthcare, and generalized discrimination.
- 3) Margarita Inn's model is unique in that its ultimate goal is not just to provide temporary housing support but also find long term housing placement for its beneficiaries.
- 4) To not renew the license would be an acknowledgement by the city that they would rather vulnerable populations rot in the prison system or die in order to protect wealthier residents from being mildly inconvenienced by the presence of individuals they have chosen to stigmatize. There is simply no other interpretation that could be derived from a non-renewal.

I understand there are concerns amongst wealthier Evanstonians that having shelters would welcome a greater population of homeless individuals to the city. They should be reminded that their wealth was largely created by and through the systems of social and economic exclusion that lead to homelessness to begin with. If visible poverty causes some residents discomfort, they should be doing everything they can to lift those individuals out of poverty. Step one would involve supporting Margarita Inn and their partners.

Sincerely,

Ellen Waggoner Roeder

**Elle Ullum**

---

**Subject:** Connections for the Homeless Margarita Inn Updates Inbox

----- Forwarded message -----

From: **Thekla Metz** <[thekla1014@aol.com](mailto:thekla1014@aol.com)>

Date: Thu, Sep 15, 2022 at 11:51 AM

Subject: Re: Connections for the Homeless Margarita Inn Updates Inbox

To: Jacqueline Eddy <[jmeddy2@gmail.com](mailto:jmeddy2@gmail.com)>

I am an Evanston resident (4th ward) and a supporter of Connections plans for the Margarita Inn. My church, First Congregational Church of Evanston, has joined Interfaith Action in providing meals on a monthly basis. This has been a very positive experience. Connections is a well run organization that does an excellent, much needed job. We are all better for having them in our community. Thekla Metz

Sent from my iPad

**From:** [JEFFREY FORGASH](#)  
**To:** [Elle Ullum](#)  
**Subject:** Margarita Inn  
**Date:** Thursday, September 15, 2022 10:23:22 AM

---

Reaching out in support of the continued housing at the Margarita Inn provided by CFTH. The housing has provided a significant benefit to both Evanston and the residents who were without housing and generally lived on the street. I have volunteered and been engaged with CFTH for approximately 20 years and know several housed clients that have been able to re enter the workforce and improve their lives as a result of staying at the Margarita Inn. I also reside a few blocks away and go past the Margarita Inn almost daily. The property is maintained well and the residents respect the neighborhood and neighbors.

Jeff Forgash  
847 867 5695

## Elle Ullum

---

**From:** Fran Wiechart <fran.wiechart@gmail.com>  
**Sent:** Wednesday, September 14, 2022 12:51 PM  
**To:** Elle Ullum  
**Subject:** Letter in Support of Margarita Inn

My name is Fran Wiechart and I live in SE Evanston. As a resident for 24 years, I have had the pleasure of working with numerous organizations in Evanston, Connections for the Homeless is absolutely my favorite local organization for so many reasons - inclusive community engagement, utmost professionalism, mobilizing others, and a clear vision and purpose to their work. Everything they do, they do well. I know that Connections will be an excellent neighbor and help so many of our most vulnerable neighbors. Please support their application for a special use permit.

Best,  
Fran Wiechart

**From:** [Anna Grant-Bolton](#)  
**To:** [Elle Ullum](#)  
**Cc:** [Grant, Kathryn](#)  
**Subject:** Greatest support for Margarita Inn  
**Date:** Wednesday, September 14, 2022 11:57:51 AM

---

Dear Elle,

I am writing to express my great support for the incredible, much-needed human rights work being done at the Margarita Inn. I have lived in Evanston for 19 years and live in the 2nd ward. Throughout my time in Evanston, I have spoken to countless homeless or housing-insecure community members who unfortunately had to suffer through incredibly harsh conditions living outside. It is absolutely critical to justice in Evanston that the Margarita Inn exists and continues to take in our most marginalized community members. Thank you so much for taking such an important step to advance housing justice in Evanston.

In community,  
Anna Grant-Bolton

**From:** [MK Halston](#)  
**To:** [Elle Ullum](#)  
**Subject:** Letter of support  
**Date:** Tuesday, September 13, 2022 8:46:22 PM

---

We have lived in the 1st Ward for 22 years and have raised/are raising two sons here, Evanston is our family home. Others have not been as fortunate as we are; yet, everyone deserves a home. At the very least, everyone deserves shelter, basic needs, respect and their dignity. Connections for the Homeless comes in at times of great need for families and individuals. I have been a part of the organization as a volunteer for over 10 years and I know their work is a blessing to our community, the whole community. And, what they have achieved and will achieve to end homelessness is not a miracle. It is the result of extremely hard work and great vision, to say the least. I recommend the council approve their special use permit for The Margarita Inn. It's the good choice for Evanston.

-MK  
MKHalston

**September 13, 2022**

**To Whom It May Concern:**

**My name is Patricia Blumen. I have lived at 1720 Maple Avenue, Evanston since 2004.**

**I support the Special Use Permit for Margarita Inn. There is a great need for this wonderful transition housing as is evidenced by the waiting list of over 50 people. The need will only increase as the weather turns cold. In addition, there is a substantial risk that Albany Care may be forced to close leaving over 200 more Evanston residents in need of emergency housing of some kind.**

**I understand the concerns of the neighbors and citizens, but I think Evanston as a community is working to address the issues. Our strength as a community is our ability to face the tough issues head-on, often in a pioneering way, eg. Reparations.**

**I am proud to live in this wonderful community and love it warts and all.**

**Sincerely,**

**Patricia Blumen**



## Elle Ullum

---

**From:** Robin Brown <rbrown1016@gmail.com>  
**Sent:** Tuesday, September 13, 2022 4:17 PM  
**To:** Elle Ullum  
**Subject:** Support for the Margarita Inn

To Whom It May Concern:

We have lived in the 4th Ward for 8 years. When deciding where to raise our family, we chose Evanston due to our belief that the community and city aligned with our values, primarily of justice. Over the past 8 years, we have supported Connections in many ways including donating funds, lunches, clothes, and hygiene products. All of these donations have been given from somewhat of a distance; meaning we haven't interacted with the Connections residents. We value the shelter services that have been in place for years and understand the limitations. However, we have always felt like the residents of Connections shelters have lived in the shadows. While church basements provide basic shelter, this environment lacks dignity.

We were thrilled to hear of the services provided at the Margarita Inn at the beginning of the pandemic. We recently attended a "listening session" and tour of the facility and were even more impressed. This is quality and dignified care that every person deserves.

Residents with unstable housing are our neighbors and should not be relegated back to the shadows. Any resistance to the Margarita Inn project is clearly based on fear and prejudice.

The current Margarita Inn services are a model for all communities. We strongly support the special use permit and ongoing Connections services at the Inn.

Sincerely,  
Robin and Aaron Brown

**Elle Ullum**

---

**Subject:** [EXT] Connections for the Homeless Margarita Inn Updates

---

**From:** Grant, Kathryn <KGRANT@depaul.edu>

**Sent:** Tuesday, September 13, 2022 3:12 PM

**To:** Elle Ullum <eulum@connect2home.org>

**Cc:** anna gb <anna.grant.bolton@gmail.com>; mattgrantbolton@gmail.com; Grant, Gaylia <ggrant@nslsilus.org>; Doug Bolton <dbolton@fpschicago.com>

**Subject:** Re: [EXT] Connections for the Homeless Margarita Inn Updates

Dear Elle,

I am writing to offer my most enthusiastic support for the Connections to the Homeless work at the Margarita Inn. I live at 1415 Dewey Avenue in Evanston and am heartbroken by the fact that not all Evanstonians have a place to sleep at night or a place to stay warm and feel safe. There is nothing more important than a home. So, there is no mission more important than your mission to end homelessness. And, the innovative work at the Margarita Inn is a bold, exciting, giant step in that direction. It makes me proud to be an Evanstonian.

Gratefully,

Kathy Grant-Bolton

## Elle Ullum

---

**Subject:** FW: Connections for the Homeless Margarita Inn Updates

---

**From:** christina calderon <chrisald34@gmail.com>

**Sent:** Tuesday, September 13, 2022 12:00 PM

**To:** Elle Ullum <eulum@connect2home.org>

**Subject:** Re: Connections for the Homeless Margarita Inn Updates

I would love to help however I can! Hope this helps:

I have lived on Elmwood Avenue, off Main Street, in Evanston for about 13 years. During the beginning of the pandemic, I met a woman that was homeless in Evanston. My friend and I would bring her food and most of all, just listen and be a friend to her. Often we would pick her up and bring her back to the Margarita Inn. I was amazed to learn how much Connections was helping this woman. It wasn't just a place for her to sleep, there were actual activities happening and people there providing help with resources! Our friend got the help she needed and ended up being transferred to permanent supportive housing. I haven't seen her since but I'm so glad to know that Connections helped in more ways than one during a very difficult time in her life.

I believe everyone deserves housing no matter the situation they are in. I have met many homeless families and individuals that actually work full-time minimum wage jobs and still have to sleep in their cars, or on the streets, because they can't find affordable housing in our city. Many homeless people I meet are shocked and never thought they'd be homeless. They are traumatized and looking for someone to take a chance on them - to start a new life - and need temporary shelter and support to get out of the situation they are in. These people deserve dignity and hope. As a community, we should be taking care of each other especially when one of our members is going through a hard time in their life and seeking help. No matter their situation, we should stand with them. To know that individuals who are scared, feeling hopeless, and alone, might be able to stay at the Margarita Inn, a place that's safe, supportive, AND beautiful, brings so much joy to me.

**From:** [Deanna Langle](#)  
**To:** [Elle Ullum](#)  
**Cc:** [Leandra Hawkins](#); [Anika Velasco](#); [Nandi Siluma](#); [Garrett Short](#); [Charlotte Glanville](#); [Glory Lyatuu](#); [Rosa Gerner](#); [Rachel Spahn](#); [Tyler Heyl](#); [Oliver Yocum](#); [Laura Simmons](#)  
**Subject:** Letter of Support for Margarita Inn  
**Date:** Sunday, September 25, 2022 1:39:32 PM

---

To Connections for the Homeless,

The Lutheran Campus Ministry at Northwestern University, located at 2204 Orrington Avenue, where this ministry has been housed for over 50 years, would like to offer our support and encouragement in your efforts to secure a special use permit for the Margarita Inn.

Our campus ministry has had a relationship with Connections for the Homeless for over 20 years. We have worked with Connections for the Homeless (particularly through Hilda's Place transitional shelter, the Bridges to Home program, and the Margarita Inn) supporting their mission and efforts with financial donations, monthly suppers, bag lunches, clothing drives, and our volunteer time. Before the pandemic, we had first-hand experience of serving dinner and sitting down to eat with the residents at the Connections' transitional shelter where we heard the residents speak of their daily lives -- looking for jobs, going to jobs, searching for an apartment, preparing to move to their own apartment, the challenges of health and medical needs, navigating paperwork and the "system," and, then, of course, we also got to hear the stories of their families, their life experiences beyond being homeless, their goals and hopes. We've heard their stories and challenges directly from them, and we've also heard the concrete differences that Connections for the Homeless was making in their lives. During the pandemic, we saw how quickly Evanston could house and feed homeless people if we wanted to, and Connections for the Homeless was the agency who effectively implemented shelter. We have witnessed the difference that Connections for the Homeless and their Housing First principles have made with the use of the Margarita Inn, and we support its ongoing purpose as a shelter that can lead to stable housing which leads to a higher quality of life and more stability in our community.

As a faith community, we believe that we are to love and serve our neighbors and to care for the most vulnerable in our midst. We continue to provide bag lunches and monthly meals to the Margarita Inn residents, and, even though we miss interacting with the residents, we are grateful that they now have shelter that includes their own space in which they are eating these meals. We are grateful that we can support our neighbors as they seek to live on their own, and we know they have to be happier having their own space and place to call *home*.

Our ministry is in a historic and upper-class housing district in Evanston, and we occasionally have people who are homeless show up at our ministry asking for support. We do not provide cash support nor are we equipped to provide the support they need. However, we do direct them to Connections, and then we support the work of Connections as much as we are able as a student ministry because we believe in helping the homeless, and we believe the mission of Connections for the Homeless accomplishes this life-giving work.

With appreciation and admiration for the work you do,

The LCMNU Student Community, Student Leadership Board, and Pastor Deanna Langle

**EXHIBIT H: APPLICATION FEE**  
**(to be paid by credit card at time of filing)**