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Resident Services Annual Report



CHA

CHICAGO HOUSING
AUTHORITY™

2019 RESIDENT SERVICES YEAR IN REVIEW

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Resident Demographics

Family

22,994 Residents
9,326 Households (HH)
2.5 Average HH Size

Population by Age Bracket



Head of Household Gender: Family Housing



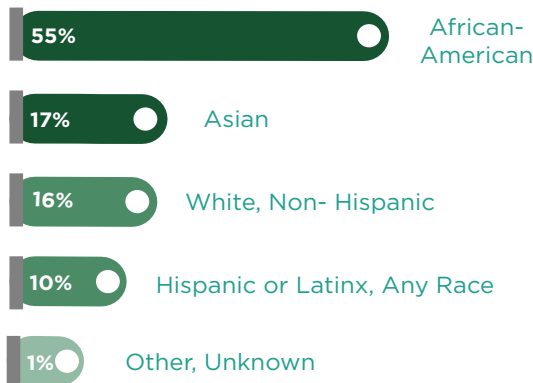
Median Family Housing Head of Household Age



Senior

9,751 Residents
8,811 Households (HH)
1.1 Average HH Size

Population by Race & Ethnicity



Head of Household Gender: Senior Housing



Median Family Housing Head of Household Age



Where We Were in 2019

April: CHA Partners with Catholic Charities on a new Resident Services Coordination Program.

Catholic Charities will now assist over 9,400 seniors living in CHA's senior designated properties, providing services and referrals to promote aging in place and achieving higher quality of life.

June: Choose to Own reaches 600 homeowners.

CHA celebrated National Homeownership Month by highlighting the more than 600 homeowners that have purchased homes through its Choose to Own (CTO) program. Approximately one quarter of all CTO participants have now taken over their mortgage, no longer needing CHA subsidy.

August: CHA celebrates National Senior Citizens Day in a big way.

CHA staff deployed across 44 senior-designated properties, going door-to-door to deliver hot meals to senior residents along with commemorative t-shirts. Lunch was followed by an activity hour coordinated by RSCs that included arts and crafts, games and prizes.

October: Operation Warm completes its 12th year.

CHA distributed 7,500 winter coats and shared critical seasonal information and resources, such as energy efficiency kits, flu shots, books and winter socks to more than 3,000 families who attended.

January: CHA & Mivka Challenge CHA at 2019 Youth Summit.

CHA youth became part of the over one million youth nationwide participating in Mivka Challenge work to increase youth engagement in civic matters. The partnership took place at CHA's third annual Youth Summit, attended by 75 youth from across Chicago.

May: Springboard 2 Success raises over \$100,000.

S2S's 4th annual fundraiser brought together nearly 150 people to raise funds for CHA youth, and their academic success, economic stability and independence programming.

July: Senior Community Ambassador Program (SCAP) completed its first cohort of ambassadors.

SCAP's initial cohort included 253 senior ambassadors across 52 senior-designated properties, who have completed their two-year commitment. Ambassadors carry out a range of duties, including performing well-being checks on neighbors, encouraging engagement in RSC-offered services and activities, and ensuring residents are aware of key building information.

September: CHA completes HUD's Jobs Plus Pilot Program at Altgeld-Murray Homes.

The three-pronged Jobs Plus approach at Altgeld combined employment-related services, earned income rent disregard and community engagement to improve employment outcomes for residents. The four-year program resulted in 979 participants connecting to new or better jobs, and \$5.7M disregarded in rent saved by participants.



2019 OVERVIEW

Stability & Quality of Life

Served over 300,000 meals citywide through Golden Diners and Summer Food

Hosted the 35th Annual Senior Gala, bringing together over 1,800 seniors from all over Chicago as well as Chicago's Mayor Lightfoot

Nearly 350 moves assisted to Mobility Areas across

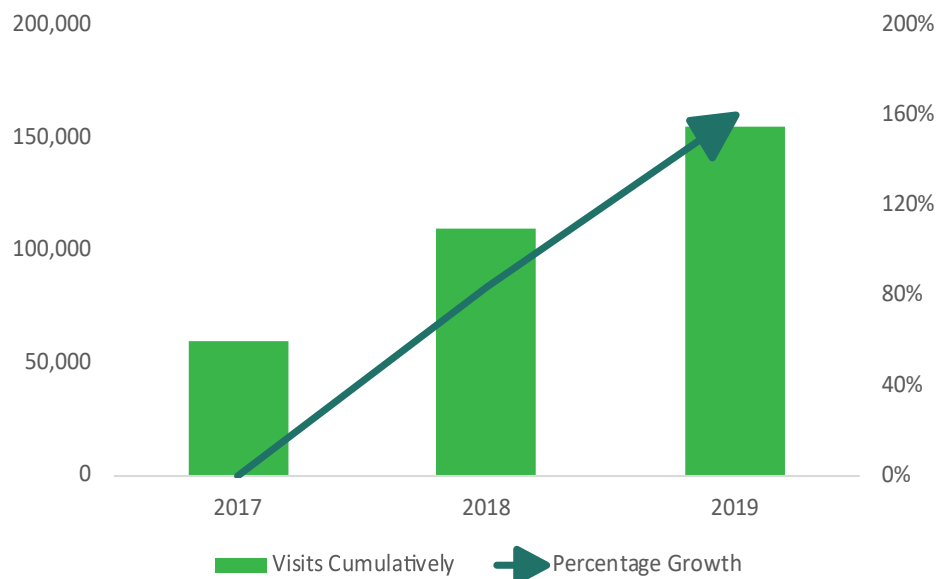
Over 98% of 10/1/99 residents have now satisfied their right of return and successfully relocated

CHA's nine Digital Resource Centers (DRCs) received over 45,000 visits during 2019

Spotlight on: Digital Inclusion

CHA operates nine digital resource centers (DRCs) all across its public housing portfolio, from Horner Westhaven to Altgeld-Murray Homes, recognizing that residents' connectivity is critical to accessing resources, information, and bringing efficiency to their households. Each DRC provides open computer time, technical support, coordinated programming for residents, and other activities that encourage all ages to utilize computers and technology. Capitalizing on these digital resources, the agency and its partners hosted 28 digital skills trainings across 24 sites in 2019, such as Introduction to Computers, Microsoft Word, Online Security Protection, utilizing mobile applications, and creating Google accounts. At year's end, CHA was pleased to announce its selection in ConnectHomeUSA, enabling CHA to access even greater resources aimed at closing the digital divide, such as free or low-cost broadband access, devices and digital literacy training.

Who's Connecting? Visits to Digital Resources Centers, 2017 - 2019



306

Youth participated in tech programs including FUSE (STEAM-related) camp & Microsoft tour

200+

Seniors proactively bridged the digital divide, attending DRC programming.

2019 Overview

Academic Achievement

The CHA Scholarship Program exceeded \$1.5M in total aid for CHA students since the program's inception

Over 40% of all CHA adults have engaged with post-secondary education, largely in the areas of business, psychology, criminal justice, nursing and education.

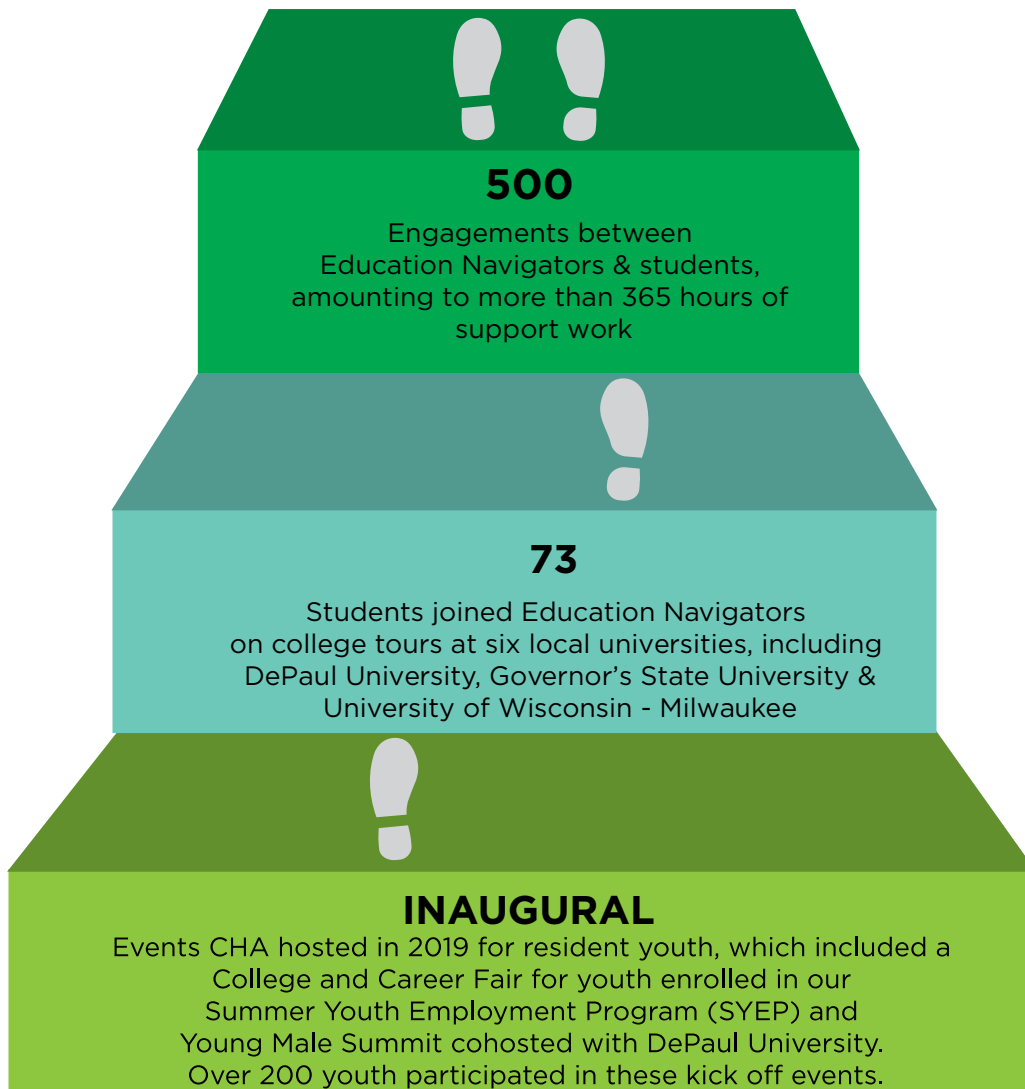
352 CHA residents enrolled at City Colleges of Chicago through the Partners in Education (PIE) Program, bringing total PIE program participation to 2,931. PIE benefits have reached nearly 3,000 CHA residents.



Spotlight On: Next Steps for SOAR

In 2019, CHA's Project S.O.A.R. (Students + Outcomes + Achievements = Results) remained a key opportunity for students as it entered its next phase beyond CHA's original HUD grant completion. CHA now carries forward the benefits of SOAR programming with its own funds and continued administration.

The initial HUD grant assigned CHA Education Program Specialists to 18 CHA properties in support of resident youth ages 15 - 20 for individually-tailored post-secondary support. Now, Program Specialists' work expands to support CHA youth ages 14-20, living in any traditional public housing, mixed income communities or a scattered site property.



Earning Power

69%, or over two-thirds, of employed households living in CHA-owned housing maintained steady incomes or saw income increases. Among these households, the average increase in combined wages for households was about 7% or 6.6% adjusted for inflation.

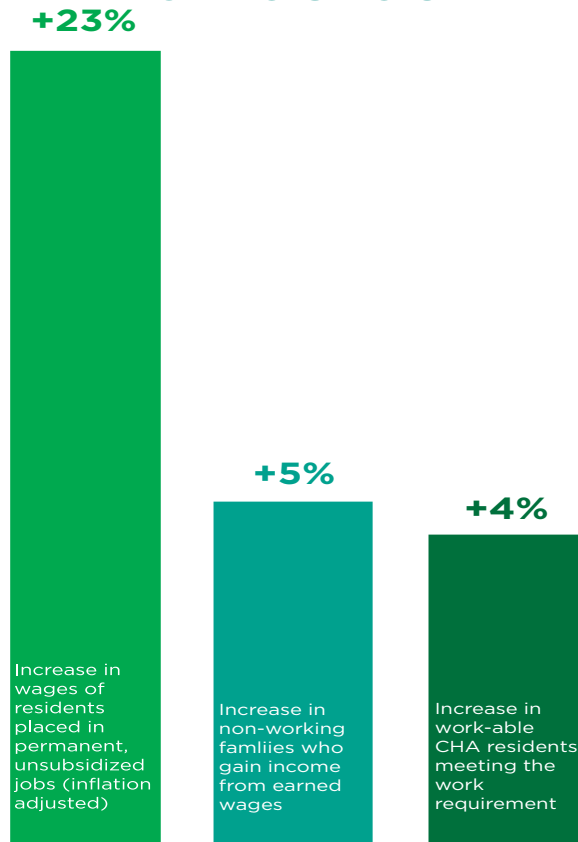
CHA's One Summer Chicago participants worked approximately 350,000 hours during summer 2019.

CHA began offering a new, next-step Employment Placement Services (EPS) program to complete its menu of programs meeting residents where they are in their employment readiness. EPS directly placed 443 residents into unsubsidized jobs in 2019.



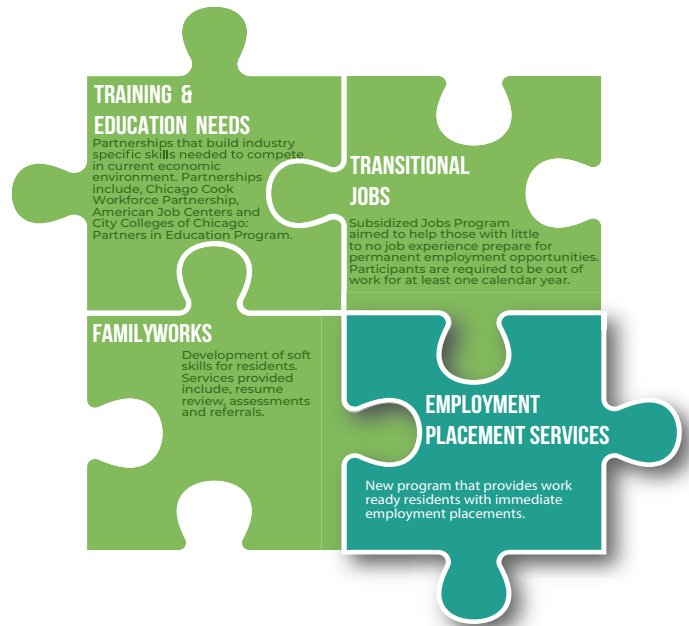
Spotlight On: Earned Income

Notable Changes in Resident Income and Job Placements from 2015-2019



Meeting Residents where they are in 2019 and into the Future

CHA added a new, final-step program to its menu of workforce offerings in 2019, **Employment Placement Services** providing direct job placement services to its CHA participants.



\$22,475

Average income from wages for work able heads of households, an all-time high for CHA households

\$2.4M
2,432

Total wages and number of youth participating in 12 unique summer internship and career-building program options across 360 sites all throughout Chicago

65%

Current employment rate for work-able heads of households in CHA Housing, keeping pace and just surpassing the Chicago metro area employment rate.

2019 Overview

Economic Independence

42 Homes Purchased through Choose To Own (CTO)

32 CTO Households assumed their mortgage payments in 2019, leaving CHA support entirely.



Family Self-Sufficiency Program (FSS) graduation reached a three year high, graduating 72 individuals in 2019.

Disbursed an average of \$6,350 to FSS Graduates.

Spotlight On: Asset Building

Family Self Sufficiency Continues its Successes

Providing an enhanced pay point model implemented beginning in 2018, FSS program participation has increased along with average savings balance, 29% higher than in 2018. Participants boast over \$1.4 million in program escrow.



CHA was proud to graduate 72 individuals from the FSS program in 2019, granting escrow payment upon program completion at about \$6,350 per person on average. In total, graduates took home upwards of \$457,000 for meeting their self sufficiency goals and overall plans. Of the 72 graduates, 9 went on to transition off of CHA subsidy. 3 of the 72 graduates purchased homes, gaining further momentum through the CHA's Choose To Own program.

Choose to Own Updates



At the end of 2019, CHA's Choose to Own Program (CTO) reached 631 homes purchased throughout the City of Chicago. Of the 631 homes purchased, 45% have been in communities with below average poverty rates and approximately 25% have been in areas designated as CHA Mobility Areas, with low poverty and crime, and high job opportunity. Moving into these communities provide youth in these households with better schooling options and parents with more employment options. At year end, CTO families' average income was twice the amount of CHA families overall. CTO families had an average income of \$26,115 while all CHA families averaged \$13,862.

Choose To Own Stats:

\$32K

Average Income from Wages for CTO Heads of Households

64

Number of Community Areas with CTO Home Purchases

32%

Almost 1/3rd of the CTO Homeowners have fully assumed their mortgage

2019 Overview

Resident Engagement

The Office of the Ombudsman resolved 185 cases in support of public housing residents

Engaged over 1,160 residents at events, meetings, and listening forums



Spotlight On: Engagement & Partnerships

Office Resident Engagement (ORE) Activities

The Office of Resident Engagement's (ORE's) efforts in 2019 in connecting to CHA's mixed-income communities leveraged the support of 35 local stakeholders—community organizations, property management, and schools, to host a variety of events at mixed-income developments and for the broader community. Several stakeholder partners joined CHA staff for multiple events throughout the year.

One such event, Westhaven Holiday Blues, included first-time partner, Suder Montessori Elementary Magnet School. Suder arrived as an educational resource for Westhaven and other local students following the closure of its area CPS elementary school. ORE recognized the need to effectively connect to Suder as local educational institutions are a community hub for many. Following initial partnership at the Holiday Blues event, ORE's and Westhaven's relationship with Suder continues grow into 2020 and beyond.

Other event ranged from a neighborhood community garden launch on the Near West Side to festive themed parties that brought seasonal cheer. In addition, ORE continued development of Trusted Space—an asset-based community building approach that focuses on creating neighbor networks—expanded to a total of 17 mixed-income developments throughout Chicago. ORE plans to maintain momentum of the program, introducing more sites in 2020.

CHA Partners with Health & Wellness Organizations for 4th Year

Since 2016, CHA has partnered with health and wellness organizations to bring presentations, general information and non-invasive screening opportunities directly to where our residents are living in order to promote resident health and well-being.

CHA's 45 partners in 2019 shared key health and wellness information with residents on a range of topics effecting participants of all ages. Partner events and presentations included heart health with corresponding screenings, substance abuse and crisis intervention, chronic pain management, the importance of preventative care among other guidelines to keep residents both informed and empowered in their health decision making.

New health partners are reviewed and approved by a Health Partnership Committee on a monthly basis, bringing new content and organizations to CHA residents all throughout the year. The Committee is composed of both CHA staff and residents engaged in health and wellness programming to ensure content is relevant and actionable. Their work vetting health and wellness presentations for residents has been recognized with over 80% of all residents who participated in health and wellness events in 2019 sharing that the content presented helped them to improve their health.

Springboard to Success



Springboard to Success (S2S), CHA's non-profit partner, continues to introduce students to new college and career programming that will provide CHA youth with increased exposure and opportunity to fulfill their potential. This year, S2S funding allowed CHA youth to participate in five summer opportunities, tour local college campuses and participate in programming aimed at preparing students for college and their subsequent professional careers. Since 2014, S2S has raised over \$1.5M to fund these opportunities for CHA residents. S2S continues to push forward to increase funding for these programs and to build new funding support for CHA-provided scholarships.



Annual Support Provided to CHA by S2S

Since 2016, our partnership with DePaul University introduced over 70 CHA high school students to college and career options. Through S2S funding, students have an opportunity to spend six-weeks of their summer on a college campus working with faculty, having access to state-of-the-art technology, and gaining experience and marketable skills.

Through S2S funding, transportation is provided for CHA students to tour local colleges and universities. These tours can be a key step in their college journeys as they visit campuses, talk with faculty and students, learn about majors, and envision themselves in that space.

The CHA Take Flight College Reception is an event that celebrates the achievements of CHA students as they begin their college careers. In 2019, over 150 students participated along with their families, and prepared to begin their college journey at over 60 schools nationwide.

S2S hosts a January check in event with CHA college students during winter break. This event provides students with information to help them persist, and connects them to recruiters hiring interns and recent graduates. There are presentations on topics such as resume development, social media presence and accessing scholarships for public housing residents.

S2S hosts an annual back-to-school event in August at the Brookfield Zoo for 400 CHA youth between the ages of 5 and 13. This fun-filled day at the zoo includes a lunch, special animal encounters, and a dolphin show. The event helps build excitement for starting the new school year with a backpack filled with school supplies.

As part of the annual CHA Operation Warm event, S2S sponsored the distribution of 12,000 new books to thousands of CHA youth at the service fair. First Book, a national nonprofit, works to help children build their personal libraries by providing them with their "first book".

The logo for S2S, consisting of the letters 'S2S' in a white, stylized font on a yellow square background.

SPRINGBOARD TO SUCCESS



Contact Resident Services

James Bebley, Acting Chief Executive Officer

Mary Howard, Chief Resident Services Officer

Lucas Fopma, Deputy Chief, Resident Services

Nekeisha Battie, Director, FamilyWorks

Cassie Brooks, Assistant Director, Education

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Lorne Green, Director, Self-Sufficiency Programs

Venis Frazier, Director, Senior Services

Kristen Hamer, Director of Corporate & External Partnerships

Anne Lehocky, Assistant Director, Clinical Services

Crystal Palmer, Assistant Director, Resident Engagement

Mark Plummer, Director, Customer Care & Community Support

Bryce White, Senior Director, Housing, Relocation & Program Support

For more information on youth and education, employment, asset building and homeownership, senior and quality of life services provided by CHA and our partners, visit us on the web at: <https://www.thecha.org/residents/services/>

You can watch our videos on You Tube: <https://www.youtube.com/user/ChihousingAuthority>

You can contact Resident Services by phone at: 312.786.6601