



2020 RESIDENT SERVICES MID-YEAR REPORT: MAKING CHANGE THROUGH CHALLENGE



**In March 2020, Resident Services staff and program participants began adhering to CDC recommendations to assist in stopping the spread of COVID-19. Note, Resident Services Mid-Year Report includes photographs taken prior to March 2020 and prior to implementing those recommendations.*

WHERE WE MAKE AN IMPACT

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*A note from our Chief
Resident Services Officer*

Everyone had high hopes for 2020. A new decade, a new FamilyWorks model, other programs in full swing. And then, an unprecedented pandemic hit. Although taking us by surprise, nevertheless, we persisted. This phrase, adapted from political rhetoric, demonstrates our ability to come together as community and overcome adversity.

Programs quickly moved to a virtual platform. Staff and contractors mobilized to contact seniors daily for wellness checks. In fact, on average **more than 3,000 calls took place to seniors every single day.**

New and current partners delivered masks and meals to our residents to make sure they had food and were protected. **We welcomed Tracey Scott, as CHA's new CEO.** Residents participated in Zoom bingo, peace rides, census outreach, and remote learning. Together we worked to limit the exposure of the virus on our residents and affirmed that Black Lives do indeed matter.

As we moved into summer, we witnessed firsthand how all of us could come together to ensure that our youth continued to participate in programming. **Thanks to our staff, LAC/CAC, residents, contractors and partners, more than 2,000 youth engaged in summer programming.**

This semi-annual report provides an overview of services and impact for the first half of 2020.

Together, we persisted.

Mary Howard
Chief Resident Services Officer

DEMOGRAPHICS: FAMILIES & INDIVIDUALS UTILIZING RESIDENT SERVICES

In 2020, one in three CHA household members took advantage of one or more resources, services and programs offered by Resident Services. Here, we focus on the one in four family housing households below, demonstrating that our outreach or simply successful *connection* has already converted 38% of these households into *engaged* program participants, targeting critical improvements in family self-sufficiency.

CONNECTIONS

33,391 Residents Reached

12,043 Households Reached

2.8 Average Household Size

50% - 50% Voucher - PH Reached

Head of Household Gender



Median Head of Household Age



ENGAGEMENTS

12,265 Residents Engaged

4,556 Households Engaged

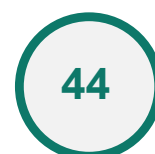
2.7 Average Household Size

70% - 30% Voucher - PH Engaged

Head of Household Gender



Median Head of Household Age



*Engagements are defined by participation in Resident Services programs aimed to make change at the family level (Mobility, Choose to Own, Family Self-Sufficiency programs as well as FamilyWorks engagement). Connections include all Resident Services outreach regardless of intensity, which could benefit individual family members or represent a brief check in, such as CHA

DEMOGRAPHICS: SENIORS UTILIZING RESIDENT SERVICES

Senior connections and deeper engagements focused more on wellness checks as 2020 began and our senior population became especially vulnerable to the public health crisis. Resident Service Coordination was able to reach out to all seniors to proactively offer supports during this time, while still providing 2,862 assessments for seniors' service and referral needs.

CONNECTIONS

9,106 Residents Reached

8,252 Households Reached

1.1 Average Household Size

Head of Household Gender



47%

53%

Median Head of Household Age

72

ENGAGEMENTS

2,862 Residents Engaged

2,564 Households Engaged

1.1 Average Household Size

Head of Household Gender



47%

53%

Median Head of Household Age

72

**Engagements for seniors are defined by participation in Resident Services programming aimed to make change beginning with a senior assessment. Connections include all Resident Services outreach regardless of intensity, which could benefit individual family members or represent a brief check in, such as receiving a wellness call or attending a social event.*

In addition to meaningfully engaging nearly 15% of all CHA families in 2020 alone, Resident Services continues to make great strides in reaching its self-sufficiency goals for CHA residents and participants:



17% Increase in wages earned by workable residents over the past 5 years

Nearly 10% of CHA Households moved up an AMI bracket in one year alone.



27% Increase in home purchases through the Choose to Own program over the past 5 years

223 families were assisted in satisfying their Right to Return over the past 5 years, leaving 251 or 1% of all families awaiting a Right to Return.



Enrolled over 1,200 CHA students in the CHA-CCC Partners in Education program over the past 5 years.



Resident engagement, support and referrals adapted to fit the need created by public health emergency.

Still, 1,310 households engaged with FamilyWorks. While most engaged for lease compliance resolution, almost 20% of family members were working with FamilyWorks to complete employment action plans or on youth development activities.

Partners enhanced CHA residents and staff efforts, numbering near 45 who have already collaborated with CHA in 2020.

Some of these new and strengthened partnerships include Greater Chicago Food Depository, World Central Kitchen, Lyft and Catholic Charities.



A total of 161,769 daily wellness check calls were made to seniors across CHA's 47 senior-designated developments. An additional 44,954 calls were made to CHA's family properties. This amounts to over 2,000 wellness checks per day.

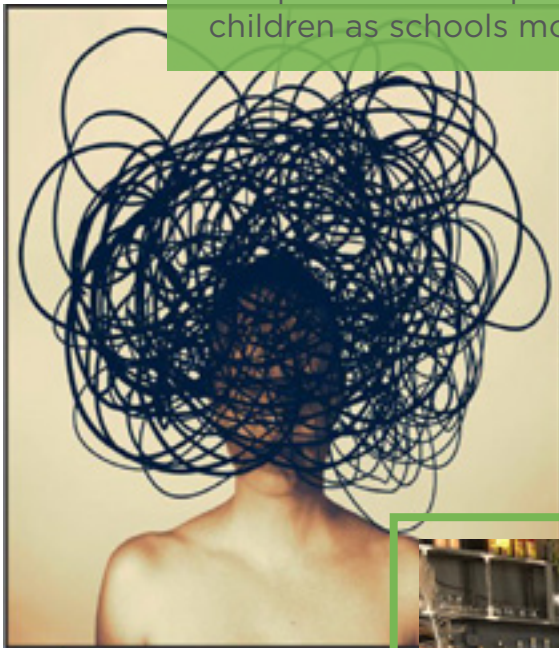
106,214 meals were distributed and/or served at all 50 senior-serving buildings.

Face masks were delivered to all senior residents to support the public health effort in reducing coronavirus transmission among Chicagoans.



107 residents engaged in clinical wellness programming offered by the CHA in the first six months of 2020, which has represented a continuity of service, recognizing and supporting the challenges our residents continue to face.

With Digital Resource Centers closed during the pandemic, ConnectHome USA has adapted its work, sharing resource information on low-cost internet and computer benefits particularly for families of school-aged children as schools moved to remote learning.



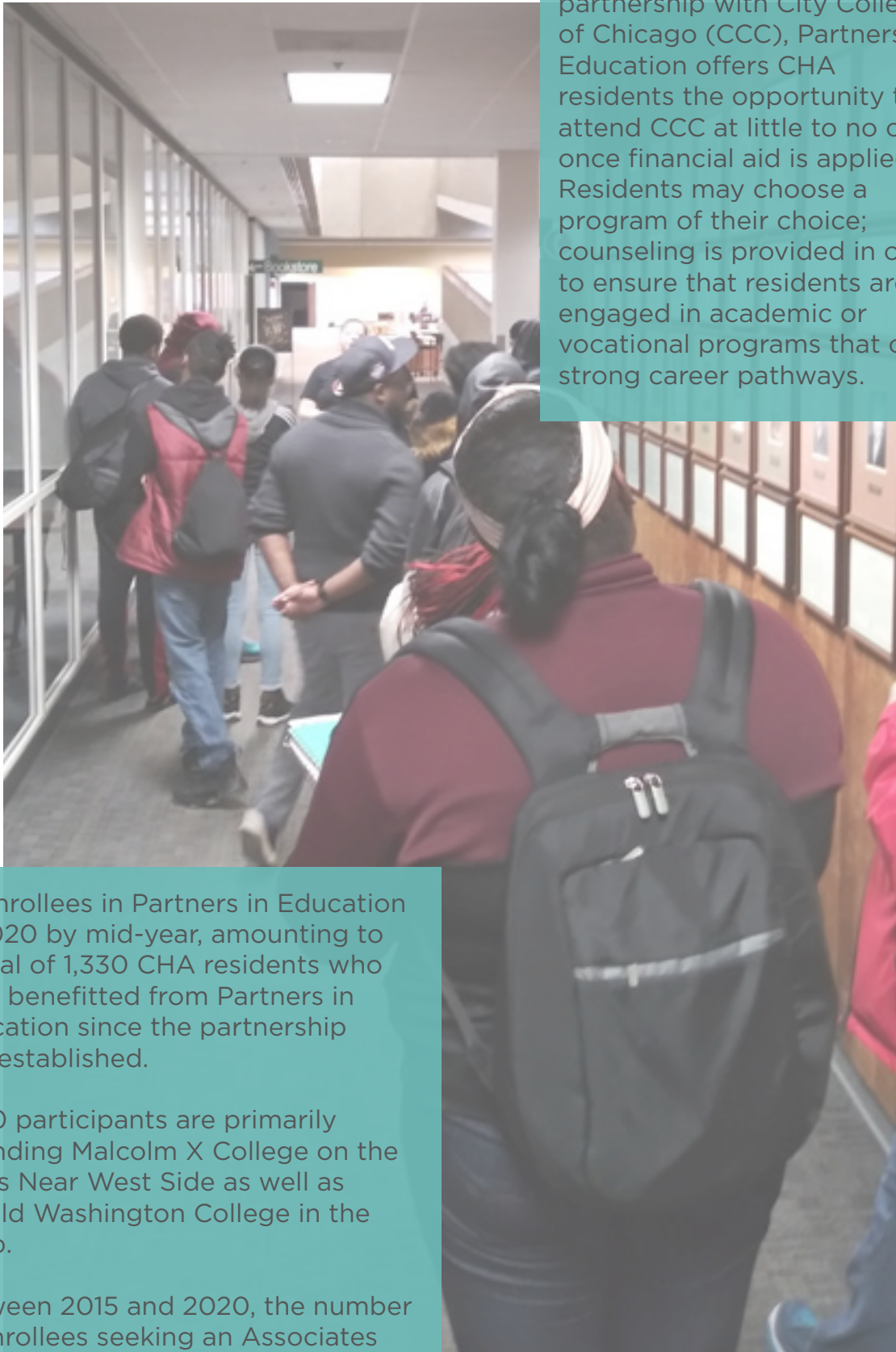
A Guide to Understanding Depression and Anxiety

E&ES Wellness Webinar



114 moves to Mobility Areas through the Mobility Counseling Program.

The Office of the Ombudsman continued to engage residents living in mixed-income properties. Almost 100 residents tenancy issues resolved. Prior to virtual adaptation, the Office of the Ombudsman was able to connect community members through various Coffee with a Cop resident conversations.



Now in its 15th year, CHA's partnership with City Colleges of Chicago (CCC), Partners in Education offers CHA residents the opportunity to attend CCC at little to no cost once financial aid is applied. Residents may choose a program of their choice; counseling is provided in order to ensure that residents are engaged in academic or vocational programs that offer strong career pathways.

73 enrollees in Partners in Education in 2020 by mid-year, amounting to a total of 1,330 CHA residents who have benefitted from Partners in Education since the partnership was established.

2020 participants are primarily attending Malcolm X College on the City's Near West Side as well as Harold Washington College in the Loop.

Between 2015 and 2020, the number of enrollees seeking an Associates Degree rather than a Basic Certification has increased by 50%.



Now in its 9th year, the CHA Scholarship aims to fill the gap between existing funding sources for students that focus on tuition, and the need for supplies, and housing and transportation supports.

For the 2020-21 school year, 248 residents applied for the CHA Scholarship and 223 were awarded a total of \$223,000.

Students ranged in age from 17 years old to 66 years old, emphasizing it is never too late and support is always available to continue learning.

In total, we have a 7% post-secondary enrollment among CHA residents. This has remained fairly stable over recent years.

While primary and secondary education quickly turned virtual for CHA youth, we are happy to share:

Chromebooks were distributed in partnership with Molina Health and Springboard 2 Success to quickly support CHA students without reliable technology access to complete their Spring 2020 semesters.

37% of CHA traditional public housing youth enrolled in CPS schools are receiving their education at level 1 or 1+ schools. CPS School Quality Rating Policy (SQRP) is the District's policy for measuring annual school performance. Levels 1 and 1+ represent the highest performing tiers.



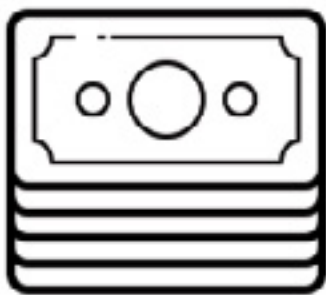
CHA's Education team hosted its first-ever virtual college tours in conjunction with Eastern Illinois University.



150 Unsubsidized Job Placements

Given unprecedented employment challenges faced by Chicagoans and residents across the state of Illinois, CHA work-able heads of household maintained 61% employment. This represents a 5% increase in unemployment from mid-year 2019, undoubtedly effected by the economic conditions associated with pandemic, but remains on track for the State of Illinois, which saw a more sizeable 10% increase over the year.

Despite these barriers to employment opportunities, CHA workforce programs made 150 unsubsidized job placements.



76% of Residents Increased or Maintained their Annual Earnings since 2nd Quarter 2019.

59% of families with a work-able member are employed and have an average earned income of \$24,344 as of Q2 2020.

80% of these families increased or maintained their income in 2020.

CHA Heads of Household engaged in Resident Services programming earned on average \$2,400 more than those who did not engage with these supportive services.



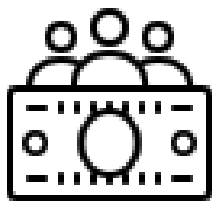
\$2,400 greater income of households that engage in Resident Services asset building programs.



**282 Connected to
New or Better Jobs**

282 adults were connected to new or better jobs, including subsidized placements like Transitional Jobs and Golden Diner/Summer Food, as of Q2 2020.

Since the Employment Placement Services (EPS) program began in March 2019, 1,176 CHA residents have come to program orientation to pursue an array of opportunities through EPS. EPS offers job readiness skill development, job search support, vocational training and ultimately unsubsidized employment placement.

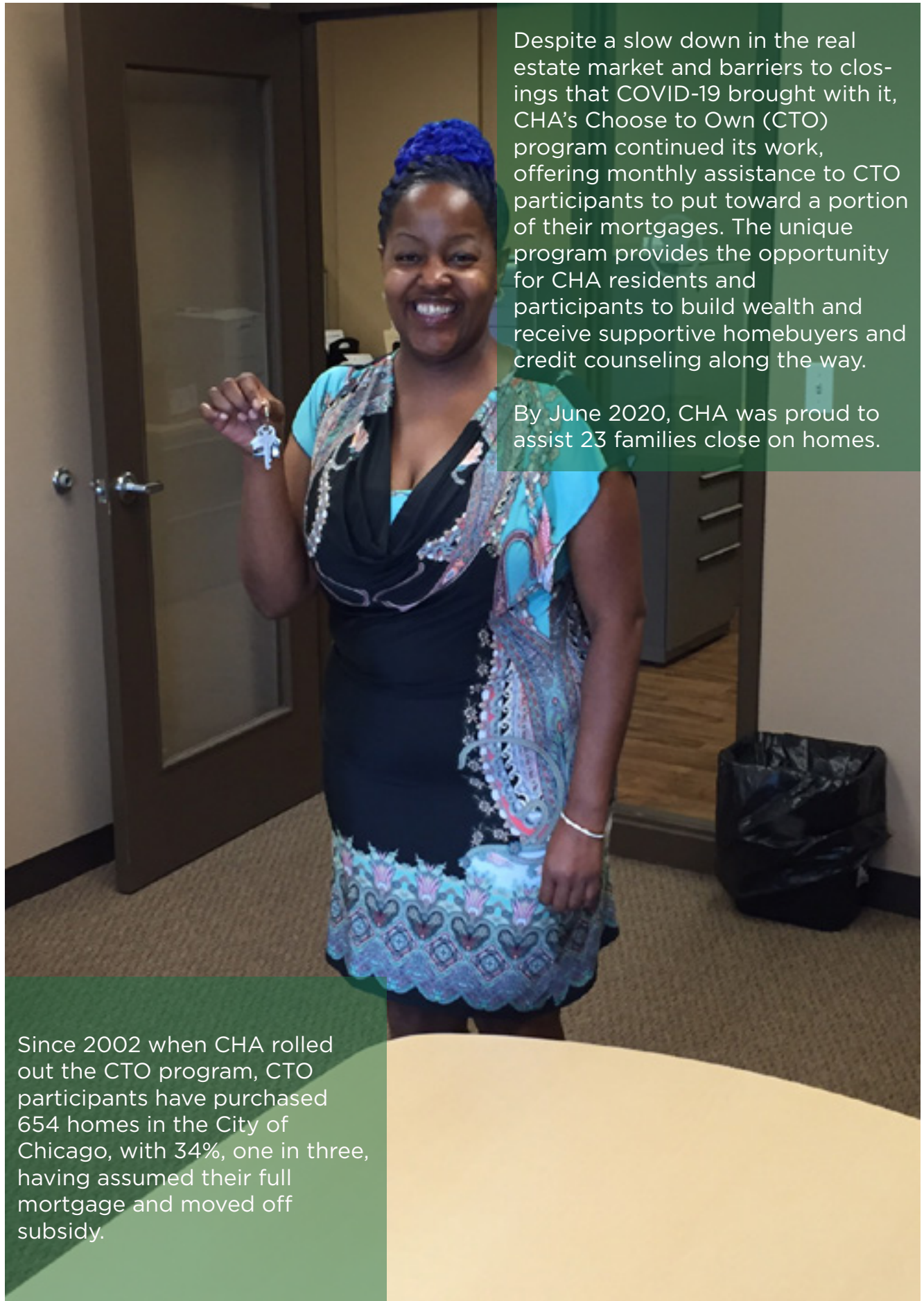


**\$2.8M granted to Jobs
Plus program at
Dearborn Homes**

JobsPlus Dearborn is geared to kick off in early 2021 following CHA's receipt of \$2.8 million grant from the HUD to continue its Jobs Plus program at Dearborn Homes.

The Job Plus program at Dearborn will connect Dearborn residents in need of employment with peer Community Coaches whose existing lines of communication among Dearborn residents will ensure job opportunities are known to local job seekers.

As in the Jobs Plus Pilot program at Altgeld-Murray Homes, residents at Dearborn Homes can take advantage of the rent disregard incentive known as JPEID through their participation in Dearborn Homes' Jobs Plus program.

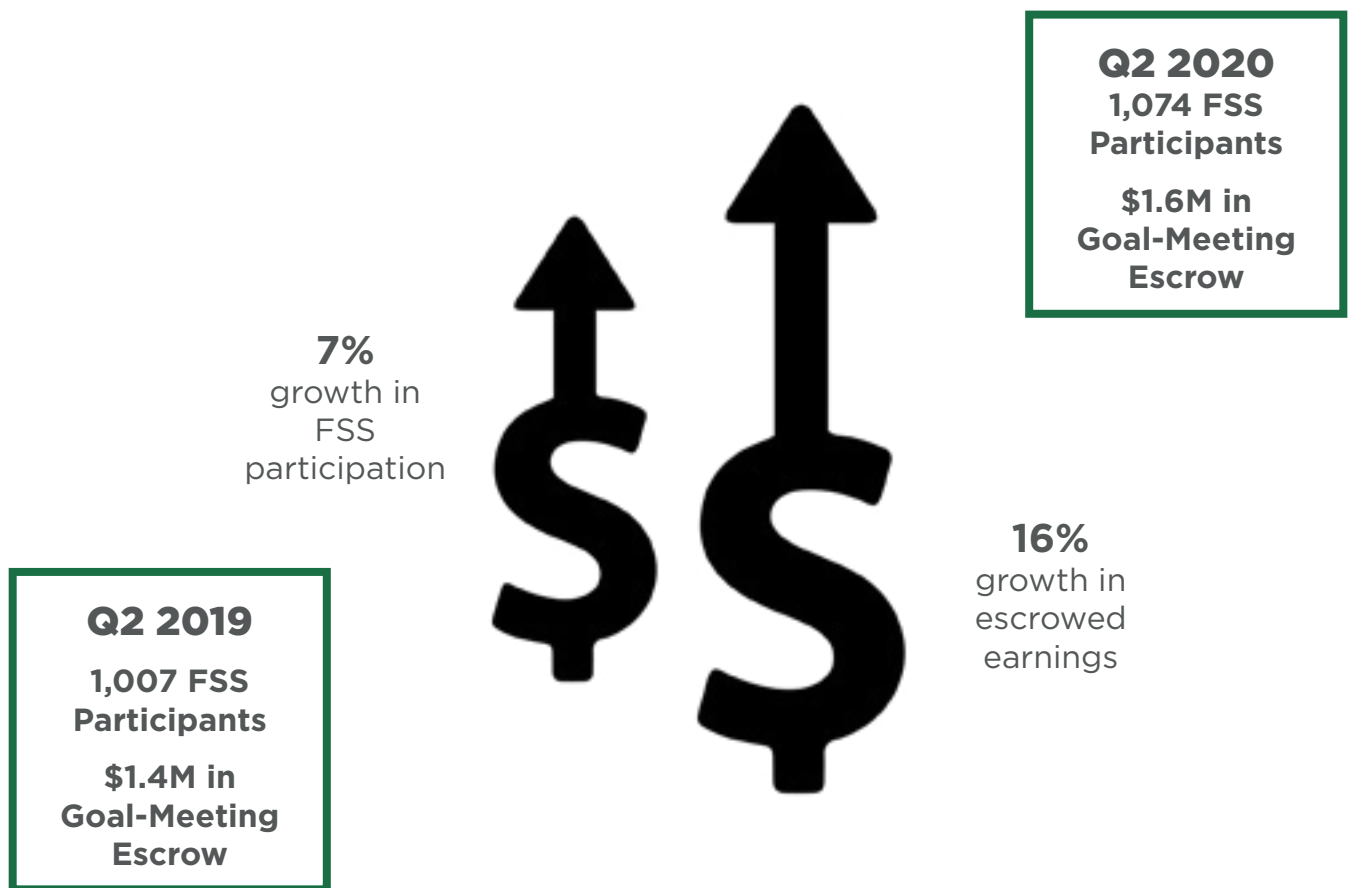


Despite a slow down in the real estate market and barriers to closings that COVID-19 brought with it, CHA's Choose to Own (CTO) program continued its work, offering monthly assistance to CTO participants to put toward a portion of their mortgages. The unique program provides the opportunity for CHA residents and participants to build wealth and receive supportive homebuyers and credit counseling along the way.

By June 2020, CHA was proud to assist 23 families close on homes.

Since 2002 when CHA rolled out the CTO program, CTO participants have purchased 654 homes in the City of Chicago, with 34%, one in three, having assumed their full mortgage and moved off subsidy.

As of Q2 2020 CHA's Family Self-Sufficiency (FSS) Program, utilizing an escrow model to assist CHA's participating families in building wealth while incentivizing the reaching of educational, professional, and personal goals, had 31 graduates who collectively earned approximately \$211,500 in escrow and received an average payout of \$6,800.



Work-able heads of households participating in the CTO and FSS programs had an average earned income of over \$25,158 in Q2 2020, which is 18% higher than the average earned income for CHA heads of households overall.

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FOR MORE INFORMATION ABOUT RESIDENT SERVICES PROGRAMS, VISIT US ON THE WEB AT:

[HTTPS://WWW.THECHA.ORG/RESIDENTS/SERVICES](https://www.thecha.org/residents/services)



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You've heard a lot about the Census but why does it matter to you?

Information gathered in the Census is used to determine federal funding for programs and resources such as:

- SNAP
- School lunches
- Schools and education funding
- Head Start
- Special education
- Healthcare
- Mental health services

If these programs matter to you, it's important that you and your family get counted by filling out the Census forms.

It has never been easier to respond to the Census, whether online, over the phone or by mail—all without having to meet a Census taker.

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