CHICAGO HOUSING AUTHORITY

SEMI-ANNUAL OMBUDSMAN LISTENING FORUM,
1434 SOUTH LOOMIS STREET
CHICAGO, ILLINOIS

REPORT OF PROCEEDINGS had in the above-entitled cause on the 8th day of June, A.D. 2022, at 6:04 p.m.

CHICAGO HOUSING AUTHORITY:
CRYSTAL PALMER, Ombudsman;
SHARON WHEELER, Program Specialist,
Resident Engagement.

REPORTED BY:
MS. CATHERINE ARMBRUST RAJCAN,
CSR, RMR, RDR, CRR, CRC.
CRYSTAL PALMER: So hello, everybody. Why don't you guys take a seat. Everybody take a seat.

Can you all come in?

Hello, everybody. My name is Crystal Palmer. I am the ombudsman for residents that live in the mixed-income community. And for the sake of this neighborhood, it's probably Roosevelt Square, Westhaven, Park Douglas, West End, Jackson Square and corner of Westhaven. But anybody can attend this meeting. Okay?

But we normally have meetings in the areas into which our mixed income -- that's the north, the south, and the central. And today we're in the central.

Does anybody need sign language?

Does anybody need Spanish interpretation?

Okay. All right. So give us -- give us -- at 6:00 -- 6:15, just to make sure if anybody keeps coming in. If not, that's it.

So hey, you guys.

We have some residents in the room, which is great. I hope more come. But if not, guess what?

We have -- we have the providers in here, and we have property management here. And it's really, really important when you get information, that you take this information back to our residents.

I think I have had several meetings where there
was only FamilyWorks and the property managers in the room. And the fair -- this is service for them, to take all the information back to the residents, and let them know all the great programs that CHA has to offer. Okay?

Don't keep it at your desk. Don't hide it. Make sure it goes out so that our residents can move towards self-sufficiency.

So as my partner in crime right there, Ms. Sharon Wheeler -- if you called our hotline, you will probably get in touch with her. Or many managers have called her. She's great. She's good at her job. I trained her.

Tell her, Jack.

Anyway --

UNIDENTIFIED INDIVIDUAL: I know.

CRYSTAL PALMER: Anyway, we going to start this meeting off with a road to self-sufficiency.

Ma'am. Ma'am, you can come right here. You can sit in front of me. I'm talking to you. I'm talking to you especially.

We have been locked down in the pandemic for over two years, and we know that there's a lot of issues that have transpired within the two years. You may not have been able to be in contact with the property managers, you may not have been able to do a lease, you
may have issues with your rent.

Well, we have property managers in this room that can help you; right?

We have other different resources in the room that will help you move towards self-sufficiency.

So I want you guys to get set -- a round of applause.

Because this was hard. This was hard road being in the room -- being in the house for two and a half years plus; right?

So it's great to see all of you guys.

Were you going to say something?

SHARON WHEELER: Ask if anybody needs Spanish interpreter.

CRYSTAL PALMER: I did.

SHARON WHEELER: Okay to go?

CRYSTAL PALMER: 15. When it's 15.

SHARON WHEELER: Okay. Sorry.

CRYSTAL PALMER: So today I like -- you know, as the ombudsman, all the programs that we have at CHA, I like to say that they are a road to self-sufficiency.

So I'm a former public housing resident. Right? I was raised in Henry Horner; I was actually raised here also.

But once I became educated, I became employed, I
got a better job, I worked in the community, and I became
a homeowner and moved myself out of public housing.

That may not help for many people -- for many
people, but there are some. So I want to go down the
road of self-sufficiency to help our families I
understand that they don't have to be stuck here, that if
they are able to, that they can move out, and we will
help and support them in that.

So where's my sheet?

First one that I'd like to bring out is our...so
the first part I'd like to start with -- okay. I like to
start with FamilyWorks. We got FamilyWorks in the room.

Do we have -- are FamilyWorks also in the room?

Come on. Tell them about FamilyWorks programming.

LATISHA BELL: All right. Good evening -- I was
going to say good morning; okay -- everybody, my name is
Latisha Bell, and I'm with the Near West Side FamilyWorks
program.

And as Crystal mentioned, there's a FamilyWorks
agency that's in this area -- I think it's Centers for
New Horizons -- who provide wrap-around service for
families. I cover families in the Westhaven, Horner,
City Garden area. So we're near by here. So I don't
know if there's any residents in the room from that
particular area.
Do we have anybody?

Yea. Welcome. Welcome.

So I'm pretty much -- FamilyWorks do, we're a subcontractor with the Chicago Housing Authority; and our job is to service you. So our goal is to work with you and your family, as Crystal mentioned several times, to help you move towards self-sufficiency.

And so what that means is if your child is looking for a job -- and I don't want to talk too much about that, because you probably have somebody talking about that -- right now we're recruiting for summer jobs. So we're looking for those youth to sign up, register, make some money, help you pay some bills, and maybe take care of their own bills.

So we also work with our seniors. We're assisting people with like CEDA, senior services, Pace services, you name it.

And so, like I said, our goal is to help you with any housing issues, woo. Got -- it's an array of services. So whatever services you need, you can definitely contact the FamilyWorks agency and say, hey, I need some help with working on these particular goals.

I did bring some little handouts from Near West Side.

Crystal, is it okay that I share?
CRYSTAL PALMER: Sure.

LETICIA BELL: And again, it talks what we do -- and it's pretty much the same for all of the agencies -- in regards to the services that we offer. And I don't want to talk too much about the other areas because I know Crystal have representatives here to kind of talk about employment and educational opportunities.

But again, my name is Latisha Bell, I'm with the Near West Side FamilyWorks program. Our information is on here. Even if you don't know who your FamilyWorks agency is, you can definitely contact us at this number here, and we will make sure that you're connected to your provider.

And again, if your provider is not available, my team is there to assist you with whatever services that you need.

Again, Latisha Bell, Near West Side FamilyWorks. Thank you.

CRYSTAL PALMER: Thank you.

Anybody here from FamilyWorks at ABLA?

All right. Let's keep it moving. So even though they not here, it's really, really important for families, if you need any other programs that we're going to be talking about today, managers, please direct them to FamilyWorks. They will help connect them to all of
the resources that CHA has.

We'll move on with youth services.

Grant, you doing youth services?

GRANT VITALE: I guess so. I can talk a little bit.

Okay. I'll start out with education first.

Good afternoon, good evening, everyone. My name is Grant Vitale; I'm an education program specialist with the Chicago Housing Authority. So I'm in charge of our scholarship program, our partnership with the City Colleges of Chicago.

So a key component to being self-sufficient is education and training; right?

So we have a wonderful program where we partner with the City Colleges of Chicago, it allows the opportunity for residents to earn basic certificate, all the way to a two-year Associate's Degree with our program called Partners in Education. When you are in that program, you basically complete those programs or earn that degree pretty much debt-free which is amazing.

For most of our precedents, it's for free. If there's any amount owed that you have when you're in that program, we cover that.

So we call it a last scholar program. So it's one of two grant aid programs that we have. So that's Partners in Education.
This post card is available in the back on the table. So if you're interested in the Partners in Education program, please take this post card. There's more information on the back including the website. And a lot of other information that's there for you.

The other grant aid program is that we have a CHA -- as to a scholarship, the scholarship cycle just closed. So everyone who just applied for the scholarship is going to be awarded that scholarship for when they start classes in the fall.

So this post card is also available at the table in the back. This is our old one. The new post card will come out later this year once the scholarship opens up again in January.

Currently that is --

UNIDENTIFIED MAN: Resident, that service for residents in building?

GRANT VITALE: It's for any CHA resident, so traditional or HCV, essentially; so yes. And right now the award is $2,000. So if you apply for the scholarship and you're awarded it, you can get a $2,000 award to put towards your education.

It is for under graduate students, or if you want to do -- or if you want to earn like a two-year associate's degree outside the City Colleges.
So I've had a couple students that have earned their Associate's Degree using the scholarship who want to study outside of the city of Chicago.

UNIDENTIFIED MAN: There's not an age limit on that.

GRANT VITALE: There's no age limit for the scholarship, there's no age limit for the Partners in Education program.

And then also in terms of youth programming, right now we are working to recruit for some of our programs that we still have available for the summer; our Summer Youth Employment program, as well as our Learn & Earn program.

So I don't see any post cards for that program on the table. I apologize for that. But if you visit the website, which is youth.theCHA.org, you can find all the information about the programs that we have currently that we're recruiting for for this summer.

So if you're interested in learning more about our education programs, please feel free to talk to me after the event, or make sure to pick up one of our post cards.

The last thing that we have also but kind of pulled back a little bit on it is a program called SOAR. Which is a traditional program that supports residents more at the individual level. So if you need assistance
with getting scholarship dollars, or if you need help completing the FAFSA, which is the preapplication for free student aid, or if you're looking to apply for college and you need support around that, we also have those services.

We also offer college tours. We -- during the pandemic we kind of had to pivot to virtual. So all that sort of like stopped; but we were able to do it online. And we also offer college information sessions.

But feel free to contact me. I'll leave some business cards on the table as well; or you can always approach me about the programs and services that we have to offer.

Thank you.

CRYSTAL PALMER: Any question for Mr. Grant?

UNIDENTIFIED MAN: No.

CRYSTAL PALMER: He omitted a couple of things.

The park district, you have youth between the age of 6 and 12 years old, you can go into any park district and register them for $15. $15. That's public housing and Section 8. All you have to do is have their social -- last four digits of their Social Security number.

Managers, you got little kids running around.

All right?
This park right here is taking kids, they're taking kids -- there's parks all around the City of Chicago.

You work somewhere way south, there's a park there. Enroll a kid there. All right?

Any park in the City of Chicago, they can enroll the kid in. And as long as there's some slots.

It's been -- in this community it's been a low rate of our families to this park. But from my understanding, percentage of the numbers, they went up because we worked really, really hard to outreach to the families to get them into this facility. It's a beautiful facility. Might want to take a tour before you leave. I'll see if they can take you guys on a tour.

Also, Take Flight. You guys familiar with Take Flight?

When our young people go off to college?

So Take Flight will be going live the week of July 4th. Take Flight is an initiative that we have that we send the young people off that's going off to college -- not in this -- in this state, in City Colleges.

We give them dorm supplies. They get towels, sheets, lights, soap, detergent, laptops. One time we gave book vouchers out. Gift cards out.
There's a --

UNIDENTIFIED MAN: What about the younger generation that -- that living in the community in this project? What kind of programs do you have for them that are going directly to college?

When you got -- giving out -- come of the younger generation.

CRYSTAL PALMER: So that's what we're talking about, talking about the younger generation. Also Grant talked about City Colleges. They don't have to go to colleges, they can go to a trade school; all right?

UNIDENTIFIED MAN: I need to know about the younger generation.

CRYSTAL PALMER: What age you talking about, sir?

UNIDENTIFIED MAN: 70-year-old, 80-year-old.

CRYSTAL PALMER: So I just talked about the park district for them.

UNIDENTIFIED MAN: You talked about the park -- I mean, I'm not trying --

CRYSTAL PALMER: I'm with you. The park districts across the City of Chicago, you can go.

If you have a youth, the age of 6 to 12, between 6 to 12, you can go to any park in the City of Chicago and register them in the park for $15. $15. Okay?

That's all. And they'll be in a program in the
summer; if you have another $15 in the fall; in the
winter -- so their kid would always have somewhere to go
after school. Okay?

13 to 16-year-old, we have summer programs like
Learn & Earn. If you have a youth that's 13, 14, and 15,
we give them a stipend up to $600 for them to go into a
school, just get some little learning, have some fun, get
some career opportunities. People come to them and talk
to them about career opportunities.

But that gives them something to do for most of
the day, and they receive $600 for just going to school.

UNIDENTIFIED MAN: And that includes a summer
program?

CRYSTAL PALMER: That's the summer program. For our
youth --

UNIDENTIFIED MAN: Just the summer program.

CRYSTAL PALMER: That's the summer.

UNIDENTIFIED MAN: Just the summer.

CRYSTAL PALMER: Yes. Yes, sir.

For those that are 16 to 24, we have sign-up
programs. They paying them $15 to $16 an hour; right?
15 to 16 dollars an hour.

When you were 15 or 16 year old, how much did
you make an hour?

UNIDENTIFIED MAN: About --
CRYSTAL PALMER: I know I made $2.10. I remember that.

UNIDENTIFIED MAN: I didn't make no money.

CRYSTAL PALMER: They make $16 an hour.

UNIDENTIFIED MAN: I mean, I'm older than you.

CRYSTAL PALMER: That's fine. But I'm saying this to everybody because we have so many young people -- we have so many young people walking around here; right?

They our kids. You see them walking around here, send them over to FamilyWorks and get them enrolled in a summer job. They getting paid. And besides, the parent may need the help. Right?

They may want some clothes to go back to school with. That's an opportunity for them to buy them some new clothes to go to school in; right? And also to help their parent off on a couple bills.

I know I had to help my mother off of that $2.10. I had to give her $35 every time I got a check. Right?

So we also teaching them responsibility at the same time. Okay?

So that's the summer stuff.

Now we going to go to our adult part of it, and that's the WORC and employment program.

Again, these are all roads to self-sufficiency.
We're going to take care of our young people first so we can go to work and not worry about their safety. We're going to put them in the park district 'til we get off work. Right?

Then in the summertime we going to make sure that we don't lose any more lives by putting our youth into programs where, if they don't have to get out here and sell bricks at the penitentiary or sell something; but they can make their own money.

Again, $16 an hour is a lot of money. Some adults don't make $16 an hour. Again, we on the road to self-sufficiency. We're going to take care of our young people. Now we're going to take care of our adults.

KEVIN BROOKS: Good afternoon, or good evening. My name is Kevin Brooks; I'm a senior manager focussed on business development with the Workforce Opportunity Resource Center. And this is --

JASON MANN: Good evening, everyone. My name is Jason Mann. I am a manager of WorkForce Development also with the Workforce Opportunity Resource Center.

KEVIN BROOKS: So we focus on workforce, and most individuals think of that in the way of jobs.

Crystal explained we're going to try and create an opportunity for the youth to actually be occupied, educated, and safe. And so that adults can work.
Well, for -- for everyone, work does not mean I'm going to a 9:00 to 5:00. Some of you all it can mean I'm being an entrepreneur. Others it can mean I'm creating a family business so we give the kids an example of what creating your own looks like.

We help with both things. For instance, focus on business development means that we have exclusive content, consulting, and training for residents, to make sure that the residents actually have something that would garner their entrepreneurial mindset and help them towards both legitimacy as well as revenue. Something that will get them to creating a business and paying themselves.

But we also have services knowing that your business may not take off immediately, and a need for revenue. And you have WorkForce Development. And that can mean a number of different things.

JASON MANN: Yes. So on my team, as Kevin said, with WorkForce Development, we assist with more traditional ways of forming careers. My team, we contract a host of contractors, and we also continuously are in partnerships, whether it's with Chicago First Workforce Partnership or St. Paul Ministries used to do apprenticeship programs. So my team assists with career pathways, everything from Employment Placement Services
to get you to direct placement within those services. We also assist with job readiness training, whether interview prep, or résumé development, or even building your social media profiles.

My team also assists with nontraditional ways, work-based learning such as trades and apprenticeships. I have a program specialist that's dedicated to building their pipelines to assist people with becoming union or nonunion laborers. And all types of trades and construction opportunities.

And so as I said, we are continuously building partnerships to assist with that. So we can always help with that.

We also have just programs for like food services. We have like Golden Diners and summer food programs. These are programs where you can come in and do subsidized training, where you're getting paid $14 an hour to get trained to work in the food service industry. And at the end of that you receive industry-recognized certificates that assists you with getting nonsubsidized employment with actual companies. And we also assist with that.

That can transition back to the Employment Placement Services that I spoke to. So as soon as you finish that training, when you get you back to going to
our contractors, and walk right into a job.

So again, these are great opportunities, whether it's trades or employment, food service training. We have a host of opportunities that we can assist with on that side. More than happy to help out.

Again, my name is Jason Mann.

And I did not bring the business cards with me, but I did bring cards for my trades and apprenticeship program. And I'm more than happy to share my information in regards to any service needs.

So again, please feel free to reach out, speak to me. I will be more than happy to help.

KEVIN BROOKS: And for many of you, some you y'all have experience with CHA; not everyone has the greatest of opinion about any of the services at that we offer. Our goal is not just limited to the contracted service providers. We also work with noncontracted service providers.

For instance, there is a hiring fest session coming up if you all have been on any of our email lists for CPS. That's including janitors, drivers, bus aides, crowd control, and a number of different things.

Even if you are looking at the crossing guards they were hiring for a while back, it was negotiated with the -- with CPS to give you two hours of work time and
four hours of pay.

So it's -- we do our best to try and find other opportunities. For instance, Jason mentioned, that the Golden Diner food service programs; that training can lead to something else.

We're also looking at third-party contractors for job opportunities outside of just the CHA contracted thing. So we want to make sure that we're creating opportunities that give you a spring board from where you are in training to revenue-generating opportunities.

I see some faces. Did you have questions, or just surprised by the information?

UNIDENTIFIED WOMAN: No. Just taking it all in.

KEVIN BROOKS: Thank you. Did anyone else have any questions?

UNIDENTIFIED MAN: Will we be able to get live -- eight hours employment?

KEVIN BROOKS: Yes. Eight-hour employment is a possibility. You'd work with Jason's team and the contractors to actually garner and desire to where you're going for the eight hours employment, and then a pathway to that.

UNIDENTIFIED MAN: We would be able to go that through the bill that we decide we want to go to and you could step up into that?
JASON MANN: It's very possible. And then if there's additional training needed, or some sort of assistance, we have services to provide in that regard as well.

KEVIN BROOKS: And I've given a spiel, Jason's given a spiel, but we also have a newsletter that's on the back table that tells a bit about what we are, who we are, what we do; some of the upcoming dates that we have going on. But it also has attached to it informational flyers for services that we have coming up as well as a couple of events that we have.

For instance, if you're in construction trades, or if you know someone in construction trades, next Monday at 10:00 a.m. we're actually doing an event, we're partnering with someone else to do an event at the FIC, the Charles Hayes Family Investment Center, which they can come and hear about hiring opportunities as a union cardholder.

If they're not a union card holder, just interested in construction, they can still come; there will be opportunities to meet with St. Paul Ministries as well as other agencies to find out how you can get into the construction trades as a union cardholder.

JASON MANN: Yes, ma'am.

MICHELLE WILLIAMS: Thank you. So as a case
manager, how would I connect clients to get your -- with your services? How to get people the roles?

JASON MANN: Okay. So case manager standpoint, there's a couple different ways. You could contact us directly, and then we can refer that individual to one of our contractors, according to the needs of our partners; or we also do have Employment Placement Services provided for Centers for New Horizons, and employee placement services. Their holding contracts to assist individuals they work with.

MICHELLE WILLIAMS: Is this the contact information?

JASON MANN: So -- yes. That would take you to our portal so they can get registered. The contact information is --

MICHELLE WILLIAMS: Okay. Good. Thank you.

JASON MANN: Give you this as well. This is Sheena Brewer, my Program Specialist with Trades and Apprenticeships. She's very helpful in that regard; someone is interested in construction or trades.

CRYSTAL PALMER: Could you all put some of your cards on the table?

There are other people in the room.

KEVIN BROOKS: And looks like we have a couple questions in the back. Ma'am?

JACKIE HUNT: Will CHA be having -- will CHA be
helping funding the young men and women to become union traders?

Because it's very expensive to be a union --

KEVIN BROOKS: That it is. We -- we aren't -- at this time we are not funding directly. However, we are working with partner agencies in the sense of Hire 360 as well as Chicago-Cook Workforce Partnership to provide barrier reduction opportunities.

Did you have a question also, ma'am?

UNIDENTIFIED WOMAN C: No. I just --

KEVIN BROOKS: Did that answer your question, or was there something else?

JACKIE HUNT: How much -- (inaudible).

KEVIN BROOKS: The -- right now I mention that because the funds are not coming from our office directly, but we are working with Hire 360, which is one of the biggest agencies and best agencies towards identifying both funders as well as resources for barrier reduction.

So it may not be that someone is just receiving finance, it's also they're receiving direct support to get their boots, hard hat, and additional accoutrements towards starting that position.

But we're also working with three apprenticeship agencies like Revolution Workshops, Chicago Women in
Trades, JARC, and Safer Foundation to make sure that as we start the training process, even going from preapprenticeship into an application for apprenticeship, that they're once again still experiencing a barrier-reduction application as well as barrier-reduction assessment. So that by the time you start getting to the opportunity for the job, there's already assessment for what you need as well as a pathway towards getting there.

JACKIE HUNT: Keep it going -- (inaudible).

KEVIN BROOKS: I -- I -- the reason -- the reason why -- the reason why I personally don't commit to statements like that is simply because we want to make sure that individuals --

JACKIE HUNT: I say to keep it going, that means to all the process that they're going to go through, they're going to get jobs and continue --

KEVIN BROOKS: Oh, yes. Yes. Yes.

JACKIE HUNT: They don't have to pay for being in the union trade.

KEVIN BROOKS: Yes; we're in the same page. The goal is to focus on creating opportunities for self-sufficiency. Yes.

Any other questions?

CRYSTAL PALMER: Thank you, guys, very much.
Moving along on the road to self-sufficiency, taking care of our babies, our little kids. We're taking care of our teenagers, sending y'all to college. Now they preparing us to go to work, to start our own businesses, and become entrepreneurs.

Now we're going to go with you might need some digital devices, you might need Internet. So we're going to bring our Digital Inclusion partner in to talk to you about all the services that we have.

CHARLENE EVANS: Good evening, everyone. How y'all doing?

I'm Charlene Evans, Program Specialist in the Resident Services Department with Digital Inclusion. My colleague Gloria McDaniel, she's also a Program Specialist. And what we do, we provide digital devices, Internet access, or just digital -- Digital Inclusion as far as what we -- what you need to be sustainable in technology and work.

So what Digital Inclusion also offers and partners with is AARP -- we just got a contract with them. They're going to be specializing basic computer classes for 50 and older adults, mainly the minority women or people looking to get back into the workforce. That program curriculum going to be like a five-year program for 180 women, or men. And this program -- after
the program is finished, and they finish the five-week program, they will be offered a laptop, they will be given like a certificate of completion.

And that's something that the AARP just started. So it's going to be more information coming out about that when we going to start sending out flyers. So whoever is interested, the FamilyWorks, or whoever it goes to, can recruit for that.

We just don't know exactly the locations. I know one of them is going to be Charles Hayes Center on 48th and Wabash.

We also have a partnership with Connect USA through HUD. I had that opportunity to go to Washington D.C. and do a three-day training with them. And this basically is bridging the digital divide, keeping people with Internet access.

We had partnered up with people where we -- CHA donated our old computers, which is the laptops and desktops -- they got refurbished -- so we was able to give those laptops to serve residents -- CHA, HCV -- who preregistered for this event that was held at the Charles Hayes Center. So they was able to get a free laptop or a desktop. Other vendors were there; they could sign up for information like FSS, or the Chicago Public Library, or whatever, until those computers were depleted.
Now the contract we have is they have opportunities to get a free desktop, but the laptops are $20 now. You can pay -- like once we have another event, we send it out to various FamilyWorks or agencies, and tell that -- we will try to register them. Because what we find out, we got bombarded, people were sending -- you know, share that information, and you might have somebody that was not a CHA resident or HCV -- which we did verify.

Also we assist with people getting Internet Essential, which is the 9.95. Let's say now that they have Affordable Connectivity program.

If you already registered for the 9.95, you can still register for the Affordable Connectivity, which is the ACP and get the $30 credit towards your Internet bill. So if the it's 9.95, it will be zero. If it's $40, it will be $10.

So we been signing people up since January before it was ACP -- I don't know if you all remember it was emergency broadband, which is a temporary fix. Now the ACP is more of a long-term fix.

We also partner with Northwestern for our summer youth programs. So it's not etched in stone what time or frame we going to start.

I know it's supposed to be sometime in July
that we going to be partnering with them with STEM and Cody and also robotics, Lego robotics. So Northwestern will be coming to our sites, like some -- maybe if a park district is available or one of our DRC locations, which is the computer labs that we have on our CHA sites. And we have a total of nine DRC locations.

Before I move on, I had a survey assessment. This is a technology digital survey assessment for residents only. It's front and back.

If you feel like filling this out, this will determine what -- if you have a need, if you need Internet access, you need anything digitally, anything basic training, we will reach out to you and set something up and come to your location, if it's feasible in an area. Like we sometimes go to the ABLA location over there, right down the street.

So we do come out to various locations, north, west, and south. We have a small team, but we been bringing in the numbers.

My colleagues can pass that out if you're interested in filling that out so we can reach out to you; and also give you a brochure of all our services that I just went over that we offer. She going to be passing that out as well.

And our post card, which I was just talking
about, the ACP, one side is Spanish, the other is English. And it's basically if you want to fill it out yourself, you can, and it gives you the website. If not, we are capable of doing it over the phone, coming to your location, and signing you up.

We also have a partnership with Chicago Connected. It's basically any -- most of these companies, agencies, it's basically trying to make sure our residents are self-sufficient and being able to have digital devices and Internet access.

Also we have connections with Microsoft; sometimes we get donations for laptops, and we -- once we get the donations, we give them out to our residents that's in need. Because I know sometimes we have residents who are CPS students that got five kids in the house, and they need -- in different grades. So if they're in a house with digital devices, and they -- the main device, the computers are running slower. So they're like, what we can do when that happened.

So AT&T, once you sign up for Affordable Connectivity program, they are offering 100 megabytes more for that $30. So that's still your price will be zero. So depending on which one you have, we affiliate with AT&T, Comcast, RCN, and now T-Mobile prepay. That's just been added maybe within a month.
So a lot of the prepay, if you have prepay Internet, unfortunately you don't qualify. But T-Mobile prepay just got on the list to be qualified.

And that's basically all I have.

Any questions?

MICHELLE WILLIAMS: So you mentioned there were certain locations.

Do you -- is there a landing page that announces those locations and the dates of where the computers would be and the -- that explains where those locations are, what's going to happen, and the dates and times?

CHARLENE EVANS: Okay. So when we decide to say -- let's say a computer distribution at the FIC, we send it out via HCV communication, you might be --

MICHELLE WILLIAMS: Listserv.

CHARLENE EVANS: -- Constant Contact or something like that. Or your FamilyWorks provider will receive a flyer from our department, and they send them out.

So we send them out via email, or actually coming into the office, they are posted all on the wall.

So you will have time to register. And like I said, it's a limited. So we only do so many per event. We don't -- because you can't obviously -- right.

So we try to accommodate everybody. We try to get all of the city. We've been up north, we -- cater to
out -- you know, west and -- that's -- our number is on that brochure. Yeah.

Any other questions?
UNIDENTIFIED MAN: Can you give the time?
CHARLENE EVANS: We just had three computers --
UNIDENTIFIED MAN: Like within the next 30 days?
CHARLENE EVANS: No; it depends on when our calendar opens up to do something like that again.
UNIDENTIFIED MAN: When does the calendar open?
CHARLENE EVANS: Well, our calendar is like ongoing. So we think some -- okay, let's have another computer distribution. We'll make sure we give people time, like to -- you know, get the word out and all that. We don't just do something next day.

We'll give you time to, you know, approve and all that. So just if you need any other information, do not hesitate, we get on the calls. We call back.
MICHELLE WILLIAMS: Okay. I'll call.
CHARLENE EVANS: Thank you all.
CRYSTAL PALMER: Thank you, Charlene.

All right. See how that road is? It's not bumpy, it's real smooth. Right?
All you got to do, all our residents have to do is follow it. We giving away free computers. We get you Internet for 9.99. And then they got the specialty
program where they give you $30. So if it's 9.99, then all you -- you get credit on your cable. Right?

I mean, on your Internet. You're getting credit. Or you can raise up your megabytes, because you know, the kids on computers, they on the phone, they on games, they on all that stuff. Right?

So all these services are free. Right?

All it takes is a little work.

We have to do a little work. We got to do a little something to get a lot of something. Okay?

So -- pardon?

MICHELLE WILLIAMS: I am so sorry, but I wanted to ask a question on -- if you tell me how to ask. The last two gentlemen that were -- that were up, is there anything for people that if -- for instance, if they're trying to take a licensure for beauty or barber, and they have trouble passing the licensure test, is there anybody or any program to help assist in the cost of that and also the preparation of that?

That's entrepreneurial in nature.

KEVIN BROOKS: It is entrepreneurial in nature, but directly not yet. We are working on business cohorts in which we'll work on both an education process for understanding what your start-up costs will be as well as just cohort participants qualifying for some start-up
funds one time only.

But with all of that, that is in the process of being approved. But not only that, we want to focus on education first before we give funding. So that's the reason I say not quite yet.

MICHELLE WILLIAMS: The learning curve for the test-taking is the issue.

KEVIN BROOKS: That I don't have an answer for. I don't want to tell you no, but I also don't have a yes that I can stand on either.

So you have my card. My name is Kevin Brooks. Send the question to me via email, and I will make sure that I run it up the chain to see whether or not there's an opportunity for you.

MICHELLE WILLIAMS: Okay.

KEVIN BROOKS: Okay?

GRANT VITALE: Also, through the City Colleges and cosmetology program you can earn that certificate or that -- you can be supported to earn the licensure through our Partners in Education program. So...that's also something to consider; the classes are offered at Truman College.

CRYSTAL PALMER: Great. Great. Let's keep it moving. Let's keep this train moving down the road.

CHARLENE EVANS: Anybody have the survey?
Can I have it back, fill it out?

SHARON WHEELER: Anybody need a pen?

CHARLENE EVANS: Fill it out.

CRYSTAL PALMER: Let's keep this train moving.

CHA has given out a lot of money. So I want to just introduce you to this program. Once we got the kids together, you know, and they -- in day camp or in camp, once we got our younger people in summer jobs and then college, and now once we go to work and we get a job, or we start our business, it's a program called Family Self-Sufficiency that I want to introduce you to that's giving away money. It's giving away free money.

CHA give away a lot of money, y'all. You all don't realize that, but they give away a lot, a lot of money. And we need our residents to take advantage of that money; because that money goes back. So we need to spend it, every penny.

CARLTON TURNER: Good evening.

ALL: Good evening.

CARLTON TURNER: My name is Carlton. I'm Asset Development Coordinator for the FSS program, which stands for the Family Self-Sufficiency program.

So as Crystal was talking about money that's being given away, the cool thing about it is it's incentivized based on things we're already doing; right?
Example being a five-year program where you get -- a volunteer program where you come at your own leisure, whatnot. And within the program we create goals; whatever those goals may be.

You may say I want to purchase a home, buy a car, increase my savings, reduce debt. Whatever it may be.

And ideally you work with the asset development, which is like a life coach where we try to help you navigate the best route for whatever that goal may be. And it's incentivized. The example being, if you were working -- for every year that you can prove that you're working, through a pay stub or verification, that's $500 that goes into an escrow savings account for you. It goes there.

If you want to open up a checking account or savings account, that's 250 that goes into the escrow savings account.

So we have annual face-to-face visits, meetings where every year, once a year you will meet with your Asset Development Coordinator to kind of go over your process, see where you are, if you want to add new goals, maybe cancel a goal, or maybe you already accomplished a goal. So within that program, there's a different incentives.
So example being, say you wanted to go back to school. Say you already have your high school diploma, you may already have an Associate's Degree. You want to get your Bachelor's, go to get your Bachelor's, accomplish that goal -- I think that is -- if you get your Bachelor's, that's $1,000 that goes into the escrow savings account. You went back to high school, GED or something, that's $500 that goes into that escrow savings.

So over the years you're constantly -- things that you were ideally probably working on already, you get incentivized for. So let's say for instance some of us, say, our credit scores are down. Right?

You may say I want to be on the path to try to increase my credit score. The cool thing about that is, say for instance, many of us, our credit score is so low, which is actually good, because if it's low, you have time to build it up. So for every 50 points that you increase your credit score, that's $100 that goes into the escrow savings account. If you increase your credit score by 200 points, 100 points, double that, that's the money you will get with that.

Other incentives are, say for instance, financial literacy. So we have financial literacy that you do once a year as well. That you're
asked to do once a year to meet your requirement. That's
$250 that goes into that escrow savings account.

So ideally if you're just doing the normal
things, ideally working, even going back to school,
meeting with your ADC, just to make sure you understand
your path, you get a chance to earn money.

Like I said, it's a five-year program. You do
not have to do the first -- the four or five years; it
can be within two years or three years; that you feel
like you've met your goals, you're working, you meet the
requirements, you can graduate early.

So let's say hypothetically speaking you are
having problem with employment. Coming up time to
graduate, and you haven't been working for a full year.
You may say, I need to get an extension. Then it could
be extended up to two years as well.

So the program is flexible enough that it works
with you wherever you are. Example being, let's say I
wanted to purchase a home. That's $2,500 that you get;
also that goes into the escrow savings just for
purchasing a home. Right?

Also, when you graduate from the program, that's
another $1,000 that goes towards for your when you
graduate from the program. And once again, once you
graduate, whatever you choose to do with your money is
what you choose to do with it. You do not have to buy a home, you do not have to buy a car. That money is your money to do whatever you like to do with it.

Once again, it's just a goal that you create. And once again, that's your path. The ADC, the life coach, is only there to help you get where you're trying to go. It's not a cookie-cutter approach where you do it the way Carlton would do it. You work with each individual person based on their skill set, their desires, their goals, and pretty much try to help them, you know, find a best path for them. Okay?

The best way to enroll, you have to attend what they call an enrollment session. And through that enrollment session, you get an opportunity to learn everything about the program. It's a quick -- like a synopsis, they kind of go over a brief overview of the program once again, talking about some of the incentives that I talked about. Ideally what it will look like in a regular day working with your ADC.

You do not have to speak with this person daily. You don't have to speak with them monthly. It's nothing like that. Like I said, it's a volunteer program. You pretty much get out of it what you put in. Okay?

There are flyers in the back -- right here -- all about investment in yourself. That's the whole
concept. You are your own asset. Once we understand that, we can create the things we want, find a way to have assistance in finding the path that's best suited for you to get where you're trying to go.

Like I said, there are flyers back there. The easiest way to reach for enrollment schedule, you can go to theCHA.org/FSS, and they have all the attendance of different dates and times for enrollment session. And they vary every month.

So you may -- some may be in afternoon, some may be in the evening. They try to be flex enough for everybody's schedule. If you don't get it this month, then it's another enrollment session in July, et cetera, et cetera, et cetera.

Are there any questions?

CRYSTAL PALMER: I have one.

CARLTON TURNER: Sure.

CRYSTAL PALMER: Can more than one member of the household take advantage of --

CARLTON TURNER: So actually, two people in the household; as long as you're 18 and the older, two people can join the program at the same time and yet still be separate. Meaning, if I was the head of my household, I'm in the program, and things I'm doing, my goals would be separate from when my daughter was also in the
program. So whatever her goals and her objectives are, the things she's earned goes into her escrow savings, and mine go in mine. Exactly. So people within the household as long as one is -- both are 18 or older.

CRYSTAL PALMER: You do not have to be head of household.

CARLTON TURNER: You do not.

CRYSTAL PALMER: I'm a senior, I got two kids in household...

CHARLTON TURNER: Those kids could be in the program, although she's head of household. Okay?

Any other questions?

Hopefully you guys take advantage of the opportunity. The flyers are back there on the back table. And I'll be here if there have any additional questions.

Thank you.

CRYSTAL PALMER: I told y'all. CHA is giving out more money. And you're doing it anyway. If you're going to school to get a degree and you taking up a trade, you trying to get your credit together, guess what? They going to pay you for it. It's free money. You're doing it already. Right?

I think you got to make contact with them maybe once a year. This is off the chain.
I wish when I was in public housing I got that.
I couldn't get it, could we Jay?
We couldn't get it.
Right?

My favorite, favorite part of the road to self-sufficiency is coming up. And the reason why I say it's my favorite -- I tell this story everywhere I go, every time I have an ombudsman meeting, I tell the story -- is because I want people to know that it's real, that it has been done. That you as a public housing resident can achieve it. And it's called the Choose to Own program.

I am a former public housing resident of Henry Horner, and a recipient of the Choose to Own program. This is dynamite, believe me.

I had opportunity to purchase my own home through the Choose to Own program. I tell people, I moved in the neighborhood that I love to live in, the same place I was raised. I bought a home that was for $90,000, got a 15 dollar -- $15,000 grant from Wells Fargo to pay towards my mortgage, which made my mortgage -- made my -- the price of my house $75,000. Right?

My rent -- my mortgage was $622 a month.
Today -- I been in that house nine years -- today my
house is worth over $400,000.

Why do I say that? Why did I bring that up?

Because he said, invest in yourself. When you purchase a home, now you're investing in yourself.

I'm sorry, Christine. Christine, she has housing that many people live in. Guess what?

You buy your own home, you don't got to worry about her sending somebody to do recertification. You ain't got to worry about them saying I -- they don't fix my work order, I got a leak. You know?

You ain't got to worry about them saying the roof is leaking because, guess what, it's your own home.

I want to make my walls a different color. I want them to be green. But I can't do it because I can't alterate the unit. Right?

That's a lease violation. Everything is a lease violation.

But when you buy your own home, you can do whatever you want to do to it. You can put a whole new bathroom in, you can knock down walls and make a room bigger. It's yours.

And the other thing is you do not have to worry about Christine and Sarah over there bothering you, what you doing in your unit. All you worry about is your neighbor. Your neighbors.
I said we like good neighbors. We like good
neighbors, working with good neighbors. We want good
neighbors to move into our community.

So I -- I let Charneice come on up and tell you
guys about this great program.

Property management. Property management, you
guys know who at that peak. Who is working consistently
and probably won't be out of a job, even through the
pandemic. Because I still have a job in the pandemic. I
still pay mortgage every month, my mortgage every month.

You guys know who those people are. Right?

Some people need this as a safety net, use as a
safety net, but sometime we got to encourage them, hey,
you can do better.

She going to tell you about it.

CHARNEICE CHATMAN: All right. Thank you, Crystal,
for setting that up for me.

Crystal is one of 754 families that we have
assisted with purchasing a home. Our goal for 2022 is to
close out the year at 800. We are 39 short of that.

So she's a witness that this program works. And
I tell people all the time, it work if you're working.
Buying the home is not easy, whether you do it the
traditional way, or through Choose to Own. It's not an
easy process.
However, if you do your part, everything else will flow.

So in the CTO program, it is applicable for Chicago Housing Authority residents only. Everyone -- all the residents here are residents -- everyone here are residents of CHA unless you are an employee or a partner.

Public housing, or HCV, it does not matter. Okay? If you are a resident of Chicago Housing Authority, you meet that first eligibility requirement.

The second requirement is that you have to be asset applicable. Meaning that your income meets the income requirement. For our senior residents, the minimum income is 8,820. That's it.

Seniors and residents that receive disability benefits, 8,820.

There's flyers in the back that have the income breakdown for the family size if you are working.

For our senior residents and families that receive disability benefits -- this is the head of the household -- we provide assistance with the mortgage for the life of the mortgage: 30 years.

CRYSTAL PALMER: Wow.

CHARNEICE CHATMAN: That's huge. Right?

That's huge. So you pay your portion, CHA will pay their portion. And you do not have to worry about
life happening. Because life happens. Right?

If you are employed, we will assist up to 15 years. Which is still a big deal. It's still a big deal.

The reason why it's up to 15 years, everyone who spoke before me has been mentioning self-sufficiency. That is the goal for CHA. That is also the goal for Choose to Own. Our objective is for our residents to reach that level of self-sufficiency. So we want you to be able to pay your mortgage on your own. However, we will assist you up to the 15 years.

You recertify every year. In that year of recertification -- and you may have gotten a raise on your job, and your income has reached a level where you are able to afford your mortgage on your own, then you would graduated from the CTO program. And guess what? You're self-sufficient. You've met the CHA goal. Okay?

There is a 640 credit requirement. The reason why -- okay, let me back up. A lot of lenders will tell you, you can purchase a home at 585 credit score. Yeah, you can, but what comes along with that?

Higher interest rates. No downpayment assistance.

When you're closing on a home, you're probably going to see a closing disclosure that says $20,000 cash
to close; right?

Who has that? Right?

So if you have that 640 or higher credit score, you set yourself up with the opportunity to be able to acquire downpayment assistance programs. Community organizations have them, and so does lenders.

Bank of America is doing like $17,000. And that's one of our partner real -- lenders that we're working with. So there's a lot of money -- Crystal has talked about free money -- there's a lot of money out here to acquire owning a home. This is for first-time homeowners only.

Here's the thing. You can -- you are considered a first-time homeowner if your name has not appeared on a mortgage or a deed within the last three years. That's huge. Right?

Because a lot of people may have lost their home during the recession in 2008. And you're probably feeling like, oh, my God, I can't do this again. Oh, my God, yes, you can. Okay?

You are considered a first-time homeowner.

If you are one of our senior residents and/or receiving disability benefits, the proof of savings that you have to show in the bank is $2,000. But you have to show the ability to continue to save. All right?
If you are one of our working families, you have to have $3,000 in the bank, and again, you must show the ability to continue to save.

This does not mean that you only need $2,000 or $3,000 to buy a home. Don't say Charneice said that. That's not what she said.

This is the starting point. Okay?

There are other costs associated with purchasing a home. But this is the starting point. This will get you rolling in this program. Okay?

Oh. The program is for the city of Chicago only. You can only purchase in the city of Chicago. So if you wanted to purchase a home in the lovely suburbs, sorry; City of Chicago only.

Oh. The properties that you can purchase are single family, townhomes, condos, and shares in a co-op. Two-flats are not applicable, and multi-units are not applicable because those are considered investment properties. Your -- you'll have tenants, and you'll make a profit off of those tenants because they're paying the rent; and you cannot receive -- you cannot receive an investment off the -- off of -- woo -- off of the subsidy of CHA. Okay?

So single family home, shares in a co-op -- excuse me.
Single family home, shares in a co-op -- thank you, Grant -- a condo, or a townhouse. That's what's applicable to purchase in the CTO program.

We do have an orientation every week.

They're usually on Thursdays. If you are interested in attending our orientation, you can send an email to CTOprogram@ -- CTOprogram -- no at -- @theCHA.org. I will respond to the email and send you an invitation.

Do you guys have any questions?

You already to purchase a home?

GRANT VITALE: If you're interested in buying a condo, sometimes condos have associations, and sometimes those associations can restrict like different types of loans you can use. Have you ever had an issue or --

CHARNEICE CHATMAN: We have. Most oftentimes those condo.

Associations are only allowing conventional loans. But the caveat to that is most of our residents are acquiring conventional loans; they're not going FHA.

GRANT VITALE: Okay. Thank you.

CHARNEICE CHATMAN: Sharon?

SHARON WHEELER: There was a rush when you were talking about home ownership, and our flyers are out.

Do you have more flyers with you?
CHARNEICE CHATMAN: No. I have my USB drive.

SHARON WHEELER: Email Charneice.

CHARNEICE CHATMAN: So again, the email address is CTOprogram@theCHA.org, if you guys are interested in attending the orientation. Even if you're not ready, you still come to the orientation and get ready. Okay?

All right. Thank you all.

CRYSTAL PALMER: That's great. I told ya. Told ya. The map to self-sufficiency. The end goal is hopefully -- we want you to, hopefully, purchase a home and show other -- your friends, your neighbors -- they came in -- the same way you came in that they too have an opportunity to purchase a home if that is something they want to do.

We're not pushing anybody out, but if you can you can -- sorry, Christine -- $1,300, and I'm paying a mortgage of 650.

What makes sense?

Makes sense to me. Sorry, again. Sorry Sarah, again. We're picking on you guys. But I'm just saying, it just makes sense if you're an able-bodied person.

So encouraging -- encourage your residents that's -- you know, that's really ready to do this. That they don't have to sit here -- I know it's a crutch if -- if the -- if the bottom falls out of COVID again, and you
can -- people lose their jobs. I mean, the federal
government have many programs that help support that.
Right?

So it's just much easier to open a door for
somebody else that came in the same way you did. That's
the whole message. That gives somebody else an
opportunity if you're able to. All right?

So we did the road to self-sufficiency. How
many people got it?

I did. I got it.

Now it's time for property management; get
ready. If you have residents that have questions,
issues, or concerns, they're in the room.

You have any -- Sharon.

Do we have any issues? Concerns? Of residents,
as Francine would say?

Any issues of the property management; or we
just here to get great information?

Do you have any cards this evening?

SHARON WHEELER: I do not have -- I have those
brochures at the back.

CRYSTAL PALMER: You have cards, comment cards?

SHARON WHEELER: Oh, comment cards.

CRYSTAL PALMER: We don't have any.

You got a question?
Come on. She can't hear you. So you --

JACKIE HUNT: You -- you have new management. We don't even know who the management is.

CRYSTAL PALMER: Okay. We got Westhaven in the building. Sharon -- come on in here.

You Westhaven? Come on. Talk, girl. Introduce yourself to -- to these --

JANA WALTON-PAGE: Hi, everybody. My name is Jana; I'm the Assistant Manager at Westhaven Park. I'm sorry; there is a new manager and assistant manager there. We haven't been able to properly introduce ourselves. So she wasn't able to come to this meeting tonight. But that is something that I will speak with her about. So --

UNIDENTIFIED WOMAN C: Who said --

JANA WALTON-PAGE: Manager? Her name is Dorinda Carr.

CRYSTAL PALMER: I'm sorry; I didn't get your name?

JANA WALTON-PAGE: Jana.

JACKIE HUNT: Thank you.

JANA WALTON-PAGE: Okay.

CRYSTAL PALMER: We'll make sure I speak with them, Jana, about having a resident meeting, introduce Ms. Carr, who's been there for a while now. Okay?

Introduce her.
Any other questions?

Any questions for property?

We got Roosevelt Square in the building. We got Westhaven in the building. We got Park Douglas in the building.

And who else we got?

Any questions for anybody?

Because if there ain't no questions -- I was at a meeting last night until almost nine o'clock. So I can get out of here 25 minutes early, that would be great.

KEVIN BROOKS: I'm sorry about that. That's partly my part.

CRYSTAL PALMER: If there's no other questions, please, guys -- please --

UNIDENTIFIED WOMAN C: My question was actually supposed to be for the soccer issue coming in ABLA. That's what they said the meeting was going to be about.

CRYSTAL PALMER: We're not talking about the soccer.

UNIDENTIFIED WOMAN C: I know.

CRYSTAL PALMER: We're not. I got nothing to do with that. I'm not talking about soccer. I'm not talking about soccer.

I'm sorry. You --

JACKIE HUNT: I want to know all of the new changes we have. Because now we have to pay for blinds, we have
to pay for mostly everything that we have in there. We used to didn't have to play for blinds, bugs, and all that stuff.

CRYSTAL PALMER: You going to say something? You can come up front. Come up front. Come on.

SHAUN HARRIS: I'll give clarity.

Shaun Harris, Resident Services Manager at Westhaven Park. Yeah.

So as far as the blinds -- correct me if I'm wrong, Jana -- so they sent letters out to all residents in the property that, if the condition of their blinds were not appealing from the outside view of the building, that they had to be taken down and new blinds put up.

So you're a resident of Westhaven and you do not have that issue, you do not have to purchase new blinds. If you do have that issue, they are asking that they be changed out.

CRYSTAL PALMER: So what normal wear and tear -- what about normal wear and tear if they've been there ten years?

It you got normal wear and tear, do they still have to pay for them?

SHAUN HARRIS: Yeah.

UNIDENTIFIED MAN: You purchase the blinds, you have to pay for them; or if you provide the blinds, do you
reimburse or how that --

SHAUN HARRIS: So if you purchase the blinds yourself, our maintenance team will come out and put them up for you if need be. There is no reimbursement from property management if you purchase them yourself. But if you do wish to purchase them from property management, I believe it's a $20 --

UNIDENTIFIED MAN: Reimburse for -- (inaudible).

SHAUN HARRIS: No.

CRYSTAL PALMER: So another question, just to add on: Are blinds supposed to be uniform?

So I can go get some brown wooden blinds, and somebody else go get some Dollar Store blinds. Are they -- do they supposed to be uniform, or everybody can put on their different type of blind?

SHAUN HARRIS: I think --

JANA WALTON-PAGE: To my knowledge, I don't think they need be to uniform. We at the property, we do buy all the same blinds. However, no, I don't necessarily think that it's -- they can be any color.

CRYSTAL PALMER: That too. Any color.

JANA WALTON-PAGE: This can be any color.

CRYSTAL PALMER: I'm going to let you all take that back. I don't think that's -- that's correct. I don't.

JACKIE HUNT: They do have to be uniform. I'm not
sure if he's a tenant of Westhaven.

CRYSTAL PALMER: No, he isn't.

JACKIE HUNT: So I don't want to give information that doesn't apply to him. Like this gentleman said, if the blinds purchased by the tenant, staff will come and put the blinds up. We encourage the tenants to purchase them themselves because it's cheaper; that's management. Because if management install the blinds, it's going to be an upcharge for it. Whereas if the tenant buys the blinds, it getting it for face value as to what it is.

And as far as the wear and tear -- and I'm speaking to this because I was at Westhaven prior to -- we did -- before where we changed out blinds throughout the entire property prior to you, Ms. Jana. And it wasn't a charge.

So now charge is -- because we already did it three years ago, but we did not charge anyone, we went through the property and changed the blinds. So now that -- it's a charge that's incurred. It just took place where we changed all of them with no charge at all.

CRYSTAL PALMER: So I -- I would say, Shaun, let's -- let's set up a meeting, see if we can get a community meeting with the residents so they can all hear the same thing.

SHAUN HARRIS: Okay.
CRYSTAL PALMER: No Roosevelt Square.

Roosevelt Square, you got something to say? You got anything to say? You can tell these great people.

Any Roosevelt Square residents here?

Okay. You off the hook.

SARAH PATTON: I'm Sarah Patton, by the way; I'm the regional manager of Roosevelt Square.

So I'm not sure how many Roosevelt Square residents are here today, but that's who I am.

CRYSTAL PALMER: Any Park Douglas residents who are here?

Okay. Jackie, you off the hook.

JACKIE HUNT: No, I can't --

CRYSTAL PALMER: All right. I think this meeting is adjourned.

There no other questions from anybody, I think this meeting is adjourned.

WHICH WERE ALL THE PROCEEDINGS HAD AT THE PUBLIC COMMENT HEARING ON THIS DATE.

(The public comment hearing was concluded at 7:12 p.m.)
STATE OF ILLINOIS ) SS:
COUNTY OF DU PAGE )

I, CATHERINE A. RAJCAN, a Certified Shorthand Reporter of the State of Illinois, do hereby certify that I reported stenographically by means of machine shorthand the proceedings had at the public comment hearing aforesaid, thereafter reduced to typewriting via computer-aided transcription under my personal direction, and that the foregoing is a true, complete and correct transcript of the proceedings of said public comment hearing as appears from my stenographic notes so taken and transcribed under my personal direction.

I further certify that my certificate attached hereto applies to the original transcript and copies thereof, signed and certified under my hand only. I assume no responsibility for the accuracy of any reproduced copies not made under my control or direction.

IN WITNESS WHEREOF, I do hereunto set my hand at Wheaton, Illinois, this 7th day of July, 2022.

____________________________
/s/ Catherine A. Rajcan
Certified Shorthand Reporter

C.S.R. Certificate No. 084-002503.