Targeted Services to Help with What You Need Most

Resident Services partners with a range of providers who work with your family to achieve your goals. Through these services and programs, we can help with your:

- **Housing Stability and Enhance Your Quality of Life**—Access resources to stay healthy and engaged in your community; remain lease compliant.
- **Academic Achievement**—Engage in programs for both youth and adults to support your education.
- **Earning Power**—Find, keep, and advance in a job and career.
- **Economic Independence**—Build wealth; invest in homeownership

**Our Mission:** CHA’s Resident Services Division works to increase the quality of life of all residents and support those on a pathway towards economic independence.

**FamilyWorks**
FamilyWorks is CHA’s **family centered coaching** program, offering targeted, wrap-around supports to families who enroll in the program. Residents can contact their provider directly to learn about services available to them. Call CHA’s Resident Services Info Line at 312.786.6601 and enter prompt #1 if you’re not sure how to get in touch with FamilyWorks.

**HCV Participants**
Although not all Resident Services programs are open to families living in the private market with a Housing Choice Voucher, families can take advantage of programs and services that are marked with this symbol: 
HCV families can access services through their HCV office or contact a program directly.
**Enhance Your Family’s Quality of Life**

Resident Services can support residents to remain lease compliant, have access to resources to stay mentally and physically healthy, and are engaged in their communities.

If you need help staying compliant with your lease, you can:

- **Get help with lease issues.** All public housing residents and a limited number of HCV participants can contact their FamilyWorks provider* for assistance.

- **Get help with issues specific to mixed-income developments.** Public housing residents in mixed-income developments should contact CHA’s Ombudsman’s Office at 312.913.7899.

If you want to satisfy your Right of Return, you can:

- **Get support from CHA’s Housing Team.** Residents who occupied a CHA unit as of October 1, 1999 and still have a Right to Return can contact CHA’s Housing team via the CHA Residents Services Info. Line at 312.786.6601.

If you need mental health support, you can:

- **Access counseling services.** All public housing residents can contact their FamilyWorks provider* for individual or group wellness counseling.

If you have been the victim of a targeted crime, you can:

- **Get help from the Victim Assistance program.** Public housing residents can get referrals to counseling services. Those who have been victims of violent crimes or trauma and who need to move for safety reasons may be relocated, according to provisions of the Admissions and Continued Occupancy Policy (ACOP). Contact 312.913.7396.

- **Community Ambassador Program.** Residents who desire to do meaningful community service within the building/development can earn rent credit monthly. Serving as a Community Ambassador will satisfy the HUD Community Service requirement.

- **Find programs, events and resources for seniors.** Seniors living in senior-designated housing should contact their Resident Service Coordinator to connect to services and opportunities. Seniors living in other housing types should contact their FamilyWorks provider*.

- **Find other programs and services in your neighborhood.** Public housing residents can contact their FamilyWorks provider about services offered by CHA and other organizations in their neighborhood.

If you want to learn about moving to a new neighborhood, you can:

- **Enroll in the Mobility Counseling program.** HCV families can learn about finding housing in a neighborhood that may give your family access to better opportunities. Call Housing Choice Partners at 312-386-1009.

*Call CHA’s Resident Services Info Line at 312.786.6601 if you’re not sure how to get in touch with FamilyWorks. Find further information at [http://www.thecha.org/residents/services/](http://www.thecha.org/residents/services/).
Support Your Academic Achievement

Resident Services has programs and partnerships that can help both youth and adults advance their education.

If youth in your household need summer or after school academic programs, you can:

- **Find youth academic programs.** Public housing residents can contact their FamilyWorks provider* for help finding youth programs offered by CHA or its partners. You can also call the CHA info line at 312.786.6601 and enter prompt #3.

If you have a young child, you can:

- **Find an early learning program.** Anyone in Chicago can go to www.chicagoearlylearning.org to find information on early learning programs.

- **Enroll youth in summer and after school programs.** Public housing residents can contact their FamilyWorks provider* for help finding youth programs offered by CHA or its partners. Over the summer, all CHA youth can go to https://youth.thecha.org/

If you want to go to college, you can:

- **Attend one of the City Colleges of Chicago at little to no cost.** All CHA residents can enroll in a certificate or degree program at the City Colleges of Chicago for no cost after financial aid is applied. For information about City Colleges programs, call 312.553.2830 or visit www.thecha.org/residents/partners-in-education-program.

- **Apply for a CHA Scholarship.** CHA awards scholarships of $1,000 to youth and adults attending post-secondary education. Applications are accepted during mid-January to mid-May. Check www.thecha.org/residents/chicago-housing-authority-scholarship-program for more information.

- **Learn about how to apply for college.** Public housing residents can contact their FamilyWorks provider* for help with the college application process, including applying for financial aid.

**Opportunities for Youth**

Resident Services and its partners offer a wide range of summer and out of school time opportunities for youth including:

- Specialized summer programs for youth and young adults interested in art and design, filmmaking, college, careers and more.
- After school programs through Chicago’s Department of Family and Support Services.
- Chicago Park District camps during the school year and over the summer at a discounted rate.
- The Summer Youth Employment program, which allows participants to explore careers, & build skills.
- A summer internship program for CHA residents enrolled in college or university.

*Call CHA’s Resident Services Info Line at 312.786.6601 and press prompt #1 if you’re not sure how to get in touch with FamilyWorks. Find further information at http://www.thecha.org/residents/services/.
## Increase Your Earning Power

Resident Services has a number of resources to help residents find, keep, and advance in a job or career:

- **Talk to your family coach.** Public housing residents can work with their family coach at their FamilyWorks provider* to get help preparing for employment and obtain referrals.

- **If you have limited or no job experience, enrolling in Transitional Jobs may be right for you.** CHA residents who are interested can contact their FamilyWorks provider* for a referral to TJ or contact one of three providers directly:
  - **Center for New Horizons:** 773.373.5700
  - **Employment & Employer Services:** 312.629.5627
  - **Safer Foundation:** 773.826.6323

- **If you are job ready, contact the Employment Placement Services.**
  All CHA residents who would like assistance with job placement can contact one of three Employment placement providers:
  - **Centers for New Horizons:** 773.373.5700
  - **Employment & Employer Services:** 312.429.5930
  - **Phalanx:** 773.291.1086

Call CHA’s workforce line **312.786.6601** and press prompt #3 to learn more about these programs.

Residents may also see City Colleges of Chicago (page 3) for occupational training programs.

### Did you know?

In 2020, pre-pandemic, 62% of residents 18-54 had income from employment. In addition, more than 2,000 youth were engaged in paid summer opportunities.

- **Visit an American Jobs Center.** Anyone in Chicago can go to [www.chicookworks.org/job-seekers/](http://www.chicookworks.org/job-seekers/) to find locations of workforce centers and learn about other resources.

- **The S3 Resource Center** offers training and resources, business development and technical assistance to Section 3 eligible residents and businesses.

  If you want to **find a Section 3 job:**

  - Residents seeking jobs with CHA contractors through the Section 3 Resource Center should call 312.542.8802 to learn about Section 3 opportunities.

    If you want to **start your own business:**

    - Residents wanting to start or enhance their business should call 312.542.8802 to learn more about CHA’s new Business Development program.

**Website:** [http://thecha.org/section3](http://thecha.org/section3)

*Call CHA’s Resident Services Info Line at 312.786.6601 and press prompt #1 if you’re not sure how to get in touch with FamilyWorks. Find further information at [http://www.thecha.org/residents/services/](http://www.thecha.org/residents/services/).
Foster Your Economic Independence

Resident Services offers programs that can help you build wealth or buy a home.

If you want to buy a home, you can:

- **Participate in the Choose To Own Program:** All residents can learn about what it takes to buy a home, and those who qualify can get homebuyer counseling and other support. For information on the Choose to Own program, contact at 312.786.3196 or 312.786.6601 and press prompt #4.

If you want to save money in an FSS account, you can:

- **Participate in the Family Self-Sufficiency Program:** All residents can join the Family Self-Sufficiency program to set and work toward self-sufficiency goals, including earning money in a program savings account. For information about this program, contact Heartland Human Care Services at 773.358.3838 ext.2654.

**DID YOU KNOW?**

In 2020, 102 households graduated from FSS, earning an average escrow of approximately $7,900, while 55 households from the HCV and Public Housing Programs purchased their own home through the Choose To Own Program, joining over 600 participants in the program!

For additional information at [http://www.thecha.org/residents/services/](http://www.thecha.org/residents/services/).
HOW WE CAN HELP

Resident Services provides access to computers at nine CHA Digital Resource Centers located in the following developments and community centers. To find out more, contact the individual Digital Resource Center at the phone number listed below:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone #</th>
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</thead>
<tbody>
<tr>
<td>Altgeld Gardens – CYC</td>
<td>951 E. 132nd Pl., Chicago, IL 60627</td>
<td>773.928.4116</td>
</tr>
<tr>
<td>Charles Hayes FIC</td>
<td>4859 S. Wabash Ave., Chicago, IL 60615</td>
<td>312.913.7132</td>
</tr>
<tr>
<td>Dearborn Homes</td>
<td>2910 S. Dearborn, Chicago, IL 60616</td>
<td>312.225.0310</td>
</tr>
<tr>
<td>Jane Addams Family Resource Center</td>
<td>1234 S. Loomis Ave, Chicago, IL 60608</td>
<td>312.913.7428</td>
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<tr>
<td>Lake Parc Place</td>
<td>3938 S. Lake Park, Chicago, IL 60653</td>
<td>773.924.8138</td>
</tr>
<tr>
<td>Lawndale Gardens</td>
<td>2527 S. California Ave., Chicago, IL 60623</td>
<td>773.847.4287</td>
</tr>
<tr>
<td>Lowden Homes</td>
<td>200 W. 95th St., Chicago, IL 60628</td>
<td>773.660.1940</td>
</tr>
<tr>
<td>Major Adams Community Ctr</td>
<td>125 N. Hoyne Ave., Chicago, IL 60612</td>
<td>312.243.0895</td>
</tr>
<tr>
<td>Wentworth Gardens</td>
<td>3757 S. Wells St., Chicago, IL 60609</td>
<td>773.285.8753</td>
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Each center has on-site staffing, technical support, open computer time and coordinated programming for residents. Days and hours of operation vary by location; be sure to call or visit the Center.

Resident Representation

Public housing residents living in traditional family developments, including senior designated buildings are represented by elected resident leaders in Local Advisory Councils (LACs) and the Central Advisory Council (CAC).

Public housing residents living in mixed-income developments are represented by the Office of the Ombudsman.

Important phone numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone #</th>
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<tbody>
<tr>
<td>Central Advisory Council</td>
<td>312.913.7828</td>
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<tr>
<td>City Colleges of Chicago</td>
<td>773.COLLEGE (773.265.5343) or 312-553-2830</td>
</tr>
<tr>
<td>Choose To Own Program</td>
<td>312.786.3196 or 312.786.3404</td>
</tr>
<tr>
<td>Family Self-Sufficiency Program</td>
<td>773.358.3838 ext.2654 (Heartland Human Care Services)</td>
</tr>
<tr>
<td>HCV Customer Service Center</td>
<td>312.935.2600</td>
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<tr>
<td>Mobility Counseling Program</td>
<td>312.386.1009 (Housing Choice Partners)</td>
</tr>
<tr>
<td>Office of the Ombudsman</td>
<td>312.913.7899</td>
</tr>
<tr>
<td>Resident Services Info. Line</td>
<td>312.786.6601</td>
</tr>
<tr>
<td>Relocation Rights Contract / Relocation Line</td>
<td>312.786.3104</td>
</tr>
<tr>
<td>Section 3 Resource Center</td>
<td>312.542.8802</td>
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<tr>
<td>Senior Services Info. Line</td>
<td>312.913.7164 or 312.786.6601 (Prompt #2)</td>
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<tr>
<td>Victim Assistance Program</td>
<td>312.913.7396</td>
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<tr>
<td>Workforce and Employment Programs</td>
<td>312.786.6601 (Prompt #6)</td>
</tr>
<tr>
<td>Youth &amp; Education Programs</td>
<td>312.786.6601 (Prompt #3)</td>
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