I hope you all have had a safe and healthy spring. Thanks to the hard work of so many residents, Chicago was able to fully and safely reopen. And, thanks to the passing of the American Rescue Plan Act of 2021, CHA and our partners can now offer additional affordable housing resources to communities that continue to be deeply impacted by the pandemic, specifically those facing homelessness and survivors of domestic violence seeking shelter.

On May 11, the U.S. Department of Housing and Urban Development (HUD) allocated 1,097 special Emergency Housing Vouchers (EHVs) to CHA, allowing us to address these challenges head-on by providing critical rental assistance to those in need. For more information, including eligibility requirements, visit www.thecha.org/ehv.

In this issue of Going Places, you will find an introduction to your new Participant Advisory Council, FAQs about moving with your voucher and information on Chicago's reopening plan. Plus, make sure to check out the HCV workshops starting in July.

As always, thank you for your continued support. With summer ahead of us, I hope you all remain safe and well.

Regards,

Cheryl L. Burns
Chief Housing Choice Voucher Officer

During this time, CHA’s offices remain closed to the public. However, CHA is still working diligently to provide essential services to our families, seniors and community partners. Please continue to utilize the online resources available to you and if you should need to drop off supporting documentation, you can do so at any of the “no contact” drop boxes located at each of the HCV Regional Offices.

For the most up-to-date information regarding HCV Program operations, including any updates as to when the offices will reopen to the public, visit the CHA's website at www.thecha.org or the Participant Portal at cha.participantportal.org.

In-Person Annual and Biennial Inspections
Beginning June 1, CHA is back in the field conducting in-person annual and biennial inspections. Rest assured that CHA inspectors continue to follow COVID-19 protocols to ensure a safe inspection, both virtually (still available on a case-by-case basis) and in-person. CHA asks that any persons present for the inspection over the age of two (2) wear a face covering and maintain a distance of at least six (6) feet from the CHA inspector, wherever possible. If you have an in-person inspection, the inspector will wear a mask and gloves during the inspection. Gloves will be changed between each inspection.

Digital Inclusion Services
Did you know CHA offers digital literacy services and resources in communities throughout Chicago? CHA residents now have access to training, digital devices and services that help support daily life activities, including employment, education and online banking. For more information, email digitalinclusion@thecha.org or call 312-913-7979.
Introducing the New HCV Participant Advisory Council

CHA is excited to announce the formation of a new HCV Participant Advisory Council. Established in March 2021, Advisory Council Members, Ashley Coats, L’Dora Lomax, Roquella Preston, Julia Selvie and Stacey True, are tasked with providing feedback on proposed changes to the CHA Annual Plan, CHA HCV Administrative Plan and other policies and procedures that may affect the HCV Program.

All of us at CHA would like to extend a heartfelt thank you to these Participant Advisory Council Members for volunteering their time, sharing their experiences and helping make the HCV Program even more successful.

Frequently Asked Questions about Moving

Do you have questions about moving with your voucher? We’re here to help! Here are the answers to the most common questions and concerns when it comes to moving with your voucher:

How do I request a move?

There are three ways to request a move:

1. Visit the Participant Portal at cha.participantportal.org. Under the MOVES menu, click on “Request a Move”, then follow the prompts.
2. Contact the CHA Customer Call Center at 312-935-2600.
3. Email hcv@thecha.org and include “MOVES REQUEST” in the subject line.

Note: To request a move, you must be within 60 days of your lease expiration date.

I’m struggling to find a unit. Can I get an extension on my moving papers?

An HCV participant family can request a one-time extension of up to 60 days on the voucher. CHA will typically grant extensions due to a reasonable accommodation, serious illness or death in the family, obstacles due to employment, family size and special requirements.

How long does it take CHA to process my move?

It takes approximately 36 business days, or seven (7) weeks, for CHA to process a move from the date that the RTA packet is submitted. If you have questions about your move, you can contact CHA for status updates at 312-935-2600 or hcv@thecha.org. Additionally, you also can utilize the Moves Tracker feature on the Participant Portal at cha.participantportal.org.

What is DocuSign? How do I use it to receive my moving papers?

DocuSign is an online tool that CHA uses to collect client signatures and send documents securely via email. When you receive the email containing your moving packet, make sure to carefully read the instructions and set your digital signature. Read each page carefully and sign using your digital signature. Your moving papers are not valid until you open the document, sign, submit and then download the completed packet!

If you have any additional questions regarding moving with your voucher, please contact the CHA Customer Call Center at 312-935-2600 or hcv@thecha.org.
Chicago Reopening Plan

On June 11, the city of Chicago entered Phase 5 of the Restore Illinois reopening plan, the final phase in Chicago’s reopening plan. Under Phase 5, all sectors of the economy can reopen — businesses, schools and recreation can resume normal operations with new safety guidelines but without capacity limits; conventions, festivals and large events can take place.

If there is a resurgence of the virus, there are four factors that could cause Illinois to revert to a previous stage:

1. An upward trend of hospital admissions for COVID-19 like illness that exceeds a daily average of 150.
2. An upward trend of COVID-19 patients in the hospital that exceeds a 750 daily census.
3. Mortality rate trend increasing and above a daily average of 0.1.
4. Availability of ICU beds at less than 20%.

If you still need to get your COVID-19 vaccine, there are vaccination sites available throughout the city of Chicago. To find a location or learn more about vaccine distribution, visit chicago.gov/protect-chicago.

Neighborhood Spotlight: Mount Greenwood

Mount Greenwood is bound by 103rd (99th) Street to the North, 115th (117th) Street to the South, the railroad tracks at Sacramento to the East and Pulaski (Cicero) to the West.

The first settlers in Mount Greenwood were Dutch and German farmers in 1860. It was named Mount Greenwood because it was a long, wooded area along the ridge. It was once called the Seven Holy Tombs because of the many cemeteries in the neighborhood. Following the establishment of cemeteries, restaurants and taverns were built with the intention to lift the spirits of the mourners.
Upcoming HCV Participant Workshops

**RENTCafé 101**
Join us to learn how HCV participant families can use RENTCafé to complete their Re-Examinations and Interim Re-Examinations online, including making changes to household composition, uploading verification documents, signing forms electronically and more!

Tuesday, July 13, 2021  |  1:00 – 2:30 p.m.
Online Webinar
Your Phone, Tablet or Computer

**How to Build Credit**
Credit can play a major role in your financial life and having a good credit score may be essential for renting property, purchasing a car or applying for loans. Hear from a credit expert on simple strategies for building your credit and maintaining a good score.

Tuesday, July 27, 2021  |  1:00 – 2:30 p.m.
Online Webinar
Your Phone, Tablet or Computer

To see the full schedule of HCV participant workshops and to register for these or any other upcoming sessions, visit CHA-HCVevents.eventbrite.com. Online registration is required.

**Disclaimer:** All HCV participant workshops are free and open to all Program participants and property owners, as well as family, friends, neighbors, etc. However, material covered in these workshops is intended specifically for HCV Program participants and may not apply to all audiences. For more information, please contact hcvmarketing@thecha.org.