

Numbers to Know

Resident Services Information Line
(312) 786-6601

Ombudsman Hotline

(312) 913-7899

Central Advisory Council (CAC)

(312) 913-7828

Choose to Own Homeownership Program

(312) 786-6601 and enter prompt #4

City Colleges of Chicago

(312) 553-2830

Family Self-Sufficiency (FSS) Program

(312) 786-6601 and enter prompt #4

FamilyWorks (CHA family coaching program)

(312) 786-6601 and enter prompt #1

HCV Customer Service Center

(312) 935-2600

Occupancy Customer Service Center

(312) 913-7266

Section 3 Employment and Business Development Program

(312) 542-8802

Senior Services Hotline

(312) 786-6601 and enter prompt #2

Victim Assistance Program

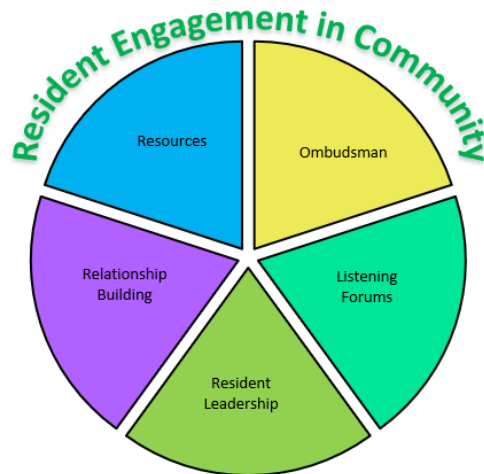
(312) 913-7396

Workforce and Employment Programs

(312) 786-6601 and enter prompt #6

Youth Information Line

(312) 786-6601 and enter prompt #3



Services available under Resident Engagement in Community:

CHA Ombudsman

· CHA established the Ombudsman role in 2009 to address the concerns of CHA residents living in mixed-income developments to provide a liaison between residents in mixed-income developments, property management and CHA staff.

Ombudsman Listening Forums

· Semi-Annual events that provides a forum for residents to learn about unique opportunities in mixed-income communities. <https://youtu.be/gPMddwP6yxQ>

Resident Leadership

· Serves as a liaison between the Central Advisory Council (CAC) and CHA leadership to communicate issues, items for review, and attend meetings. Also serves as liaison between residents, property management and Local Advisory Councils (LACs) in traditional public housing by request.

Relationship Building

· CHA families are an integral part of each Chicago neighborhood. The Resident Engagement in Community team has created relationships with area partners to bring engagement events to our families. We have been very fortunate to work with members of the Chicago Police Districts, Chicago Public Schools, Chicago Park District, Aldermen, Bulls, Black Hawks and non-profit organizations such as Together Chicago, Near North Unity Program, My Block, My Hood, My City and the Bronzeville Community Action Council (CAC).

Resources

· One aspect of the Resident Engagement in Community team is to focus on connecting our families to community resources and building relationships with all community members to support self-sufficiency to further CHA's goal of creating vibrant communities.



RESIDENT ENGAGEMENT IN COMMUNITY

Connecting you to resources and solutions.



FALL 2021

Who We Are

Crystal Palmer

Assistant Director of Resident Engagement in Community



Ms. Palmer, a former public housing resident, serves as the CHA's liaison to the residents' Central Advisory Council and the Ombudsman. Before joining the CHA staff, Ms. Palmer served on the CAC as President of the Henry Horner Homes-Westhaven Local Advisory Council. Among the honors Ms. Palmer has received

are being named one of the "Ten Most Influential Women on the West Side", a "Community Hero" by LISC/Chicago and BPI's "Champion of the Public Interest 2014". Ms. Palmer also serves as Vice Chair of the National Public Housing Museum's Board of Directors.

Sharon Wheeler

Resident Engagement in Community Specialist



As a specialist, Ms. Wheeler collaborates with residents and local stakeholders on community building efforts in mixed-income housing developments that arose under CHA's Plan for Transformation. Prior to joining CHA, she was the Program Manager for the Near North Unity

Program (NNUP) in the Cabrini Green community working with residents and stakeholders concerning safety, employment, housing and youth & families issues. In 2014 Ms. Wheeler received NNUP's Community Advocate Award.

Resident Engagement in Community is What We Do!

CHA's Resident Engagement in Community team, goals are to partner with residents **and** local stakeholders to achieve **their** vision of a healthy and vibrant community. Residents' relationships are neighborly and built on shared values.

- Residents are fully integrated into the mixed-income developments and larger community.
- Residents feel empowered to make their community a better place to live and work.
- Community building and engagement efforts result in collaboration and a shared community vision amongst all residents.



Contact Us

(312) 913-7899 phone

(312) 786-6981 fax

REincommunity@thecha.org

www.thecha.org/residents/services/



About the Resident Engagement in Community Team

Our vision is to encourage more participation and gatherings of **all** community members to develop better relationships among these communities.

Working alongside the Resident Engagement in Community (REC) team, residents feel empowered to make their community a better place to live and work. We provide the vehicle which the CHA families, market rate renters, homeowners and other community members engage in community-driven activities **together**.

Our team partners with several community organizations including Chicago Police Department districts, area libraries, area fire departments, local schools, local businesses and restaurants, condo boards and condo members to make meaningful connections and provide valuable resources.

CHA's involvement in facilitating community engagement decreases as residents take on advocacy and/or leadership roles to make their vision of their community a reality.