OUR MISSION
Resident Services works to improve the quality of life of all residents and support those on a pathway towards self-sufficiency.

OUR GOALS
• Increase Economic Independence
  Help residents move forward on the path to self-sufficiency.
• Increase Earning Power
  Help those able to work begin or advance a career to gain long-term earning potential.
• Develop Academic Achievement
  Help youth and adults succeed throughout their academic career.
• Increase Stability and Quality of Life
  Help families remain out of crisis and meet their basic needs; for seniors, help them age in place as long as possible.
Economic Independence

Helping residents move forward on the path to self-sufficiency.

Improve Financial Management and Literacy

108 individuals participated in the EverFi financial literacy course including youth, adults and seniors with 41 completing the course in the First Quarter.

Increase Savings and Income Development

13 participants graduated from CHA’s Family Self-Sufficiency Program with a total of $77,847 of escrow dispersed. *(Y)*

65% of FSS participants are earning escrow.

Increase Investments (Homeownership)

4 families purchased a home through Choose to Own. *(HCV (P))*

59 families have begun the process of purchasing a home and 111 participants attended a homeownership workshop.

Decrease Reliance on Subsidy

9 households have had a positive exit from public housing. *(HCV (Y))*

10,650 households (65%) decreased their subsidy amount over the last year. *(Y)*

Current efforts

The EverFi financial literacy curriculum is now integrated into all CHA Economic Independence and Earning Power programs and services.

More info

In Q1 2015, 946 public housing residents are better off financially than they were in Q1 2014.

More info

A total of 448 families have purchased homes since the program began in 2002, 309 of whom are still receiving a subsidy and 88 who have assumed their own mortgage. In 2014, CHA changed the criteria for enrollment to 50% of AMI.

Context

A single adult needs to make $22,373 and a single parent with two children needs to make $53,364 to be self-sufficient in Cook County. *(1)* The average annual wage for a working head of household in CHA public housing in 2014 was $19,646.

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*(HCV)* Metrics that include both public housing and HCV families. All other metrics include only public housing families.

Sources – (Y) Yardi; (SF) Salesforce; (P) program records. All CHA metrics are year-to-date as of 3/31/2015. *(1)* Fact Sheets by County from the Social Impact Research Center: 2009 Illinois Self-Sufficiency Report
Increase Job Placement/Acquisition

389 adults obtained permanent, unsubsidized jobs with the help of FamilyWorks and other workforce development providers. Of these, 82% were in high-demand industries. (SF)

Increase Job Retention

Outcomes to come in Q2.

Improve Income Stability

56% of working families increased or maintained their income. (Y)

25% of non-working, work-eligible families gained income from wages. (Y)

Improve Employment

62% of heads of household are employed. (Y)

The average annual income from wages is $19,499. (Y) HCV

Highlight

A graduate of CHA’s Business Entrepreneurship Development Program who owns her own bakery business was selected as a supplier for the Whole Foods opening in the Englewood community in 2016.

Context

CHA’s job retention history is better than the industry standard: a study of similar programs showed that on average, three-month retention is 66%, six-month retention is 52% and 12-month retention is 54%. (1)

More info

These statistics compare current work eligible families to their status one year ago.

Context

Unemployment in Chicago is at 6.4% but that only counts people looking for a job. (2) Overall, 64.6% of adults have a job in Chicago. (3)

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Sources – (Y) Yardi; (SF) Salesforce; (P) program records. All CHA metrics are year-to-date as of 3/31/2015. 1: Apples to Apples: Making Data Work for Community-Based Workforce Development Programs, released in May 2013 by Corporation for a Skilled Workforce. 2: Bureau of Labor Statistics; data as of April 2015. 3: Illinois Department of Employment Security, Economic Information and Analysis; data as of March 2015.
Increase Grade-Level Achievement

939 children 0 to 5 are enrolled in early childhood programs.

Enable Attainment of High School Diploma/GED

230 youth engaged in college awareness or prep activities.\(^{(SF)}\)

In Q1 of 2015, CHA introduced the #IamCHA and #CHAscholar social media campaigns to raise awareness and engage youth across platforms including the CHA scholarship application.

Increase Post-Secondary Enrollment

205 residents attended a City Colleges of Chicago program. \(^{(SF)}\)

In 2014, 8,476 residents were enrolled in a college/post-secondary education program.\(^{1}\)

Enable Attainment of Post-Secondary Credential

In 2014, 752 residents graduated from college/post-secondary education programs.

Context

Rigorous evidence suggests positive short-term impacts of preschool programs on children’s academic school readiness and mixed impacts on children’s socio-emotional readiness.\(^{2}\)

More info

In 2015, CHA implemented a data share agreement with Chapin Hall Collaborative and the Thrive initiative in order to report on youth academic outcomes in more detail.

Context

College enrollment over time\(^{3}\)

Context

College graduation over time\(^{1}\)

HCV Metrics that include both public housing and HCV families. All other metrics include only public housing families.

## Stability and Quality of Life

Helping families remain out of crisis and meet their basic needs; for seniors, helping them age in place as long as possible.

<table>
<thead>
<tr>
<th>Increase Lease Compliance</th>
<th>Improve Mental Health and Mental Well-Being</th>
<th>Improve Physical Well-Being</th>
<th>Increase Social and Community Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>100%</strong> (163 issues) of lease compliance referrals were resolved successfully. (SF)</td>
<td><strong>155</strong> youth participated in substance abuse prevention programs.</td>
<td><strong>55,213</strong> subsidized meals were served at 19 Golden Diner sites.</td>
<td><strong>97</strong> families moved to an Opportunity Area. (P HCV)</td>
</tr>
<tr>
<td><strong>51%</strong> (3,957) of residents in public housing are compliant with the CHA work requirement, while <strong>23%</strong> (1,786) are in Safe Harbor.</td>
<td><strong>136</strong> residents engaged in individual or group counseling services. (SF)</td>
<td><strong>12,129</strong> commodity and food boxes were distributed to senior residents.</td>
<td><strong>4%</strong> of 10/1/99 families have yet to satisfy their Right of Return. (Y)</td>
</tr>
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<td><strong>155</strong> youth participated in substance abuse prevention programs.</td>
<td><strong>136</strong> residents engaged in individual or group counseling services. (SF)</td>
<td><strong>101</strong> residents engaged through the Ombudsman’s office.</td>
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<td><strong>46%</strong> of residents surveyed reported being confident that they will no longer need a housing subsidy in 5 years; <strong>62%</strong> reported the same for 10 years. Compared to 2014, this is a 2% decrease for 5 years and a 2% increase for 10 years. (SF 1)</td>
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### More info

- FamilyWorks providers work with families who are referred by property managers for having a lease violation.

### More info

- 385 seniors received external referrals for additional services such as DFSS community care programs, medical clinics, home health care, and physical wellness needs.

### Context

- **8.6%** of all adults and **40.2%** of seniors in Chicago have a disability. In public housing, 64% of all households contain only seniors or people with disabilities.  

### Context

- Every extra year of childhood spent in a better neighborhood improves economic and social outcomes including higher earnings and educational attainment for low-income children. 

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1. Numbers are reported annually based on Q1 responses.
3. The Impacts of Neighborhoods on Intergenerational Mobility Childhood Exposure Effects and County-Level Estimates by Raj Chetty and Nathaniel Hendren, Harvard University, April 2015.

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Partnerships and Events Update

• In the Q1 2015, CHA Resident Services worked with 13 sponsors for CHA events and activities for a total of $4,956,728, leveraging an additional $5,515,000.

• 30 public housing and Housing Choice Voucher college students returned to CHA for “Staying Power,” a retention check-in that focused on college resiliency, maximizing connections and building a professional network. Students who participated attend Morehouse, Amherst, Wisconsin, Western Illinois, SIUE, NIU and more.

• CHA in partnership with 100 Black Men and launched the first ACT prep course for 28 registered students. Students met over the course of 6 weeks to prepare for the exam.

• CHA coordinated events to support violence prevention efforts that align with the Strategic Plan for 2015 developed by the Mayor’s Commission for a Safer Chicago by participating in the “Strengthening Communities Pilot” at West Haven.

• CHA is actively engaged in the ACE Illinois Response Collaborative, which represents a broad range of organizations (academic, community, private and public) committed to expanding the understanding of adverse childhood experiences and how they impact the health and well-being of Illinois residents and communities.

• Britton Budd Senior Apartments was selected for a third year in a row by Chicago Cares to host the Queen of Hearts Senior Mixer. 61 seniors attended along with 26 volunteers who led interactive activities, including a casino-themed brunch with food, games, culturally diverse themed murals to celebrate resident backgrounds, card making, gift giveaways, and music and dancing.

• CHA’s Director of Senior Services and Health Initiatives has been appointed by Mayor Rahm Emanuel as a member of the Age-Friendly Advisory Council which will facilitate the implementation of the initiatives recommended in the Report and meet quarterly during the next three years. Additionally, CHA will be developing initiatives for public housing seniors as part of the overall Age-Friendly Chicago plan.
Self-Sufficiency Continuum

Service focus

All services are available to all residents; however, we expect certain goals to apply most to certain self-sufficiency stages.

Focus areas are as by color:
- Stability and Quality of Life
- Academic Achievement
- Earning Power
- Economic Independence

- Enable attainment of post-secondary credential
- Increase post-secondary enrollment
- Increase adult education achievement
- Increase job placement/acquisition
- Increase employment, income stability
- Increase savings and income development
- Decrease reliance on subsidy

Characteristics

Each family is different. The characteristics below are general assumptions about each group.

- Thriving
  - Permanent, stable job of choice
  - Implementing education and career plan
  - Transportation and child care are reliable and affordable
  - Developing plan to move off of subsidy

- Stable
  - Permanent, stable job
  - Career and educational plan in place
  - Transportation and child care are reliable and affordable
  - No lease violations

- Safe
  - Employed in semi-stable job
  - Has high school diploma, GED or vocational training
  - Transportation and child care generally reliable and affordable
  - No lease violations

- At Risk
  - Seeking job or temp/seasonal job or other legal income
  - Seeking GED or vocational training
  - Transportation and child care available but not affordable or reliable
  - Outstanding lease violation

- In Crisis
  - No income from wages
  - No skills or credentials
  - No or unreliable transportation
  - No or unreliable childcare
  - In danger of eviction

- Remaining on Subsidy
  - Senior-only households
  - Households with only people with disabilities

PH Population

- 161 households (with a work-eligible adult and above 80% AMI)
  - 1% of all households

- 494 households (with a work-eligible adult and in the 50-80% AMI range)
  - 3% of all households

- 955 households (with a work-eligible adult and income from wages in the 30-50% AMI range)
  - 5% of all households

- 2,186 households (with a work-eligible adult and income from wages in the 0-30% AMI range)
  - 14% of all households

- 2,576 households (with a work-eligible adult but no income from wages)
  - 14% of all households

- 11,528 senior and disabled households
  - 64% of all households

Data from Yardi as of 8/31/2015

Compared to Q1 2014, 1% of residents improved a level on the above self-sufficiency scale. Households no longer living in PH have been removed.