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.

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**Improve Financial Management and Literacy**

99 individuals participated in the EverFi financial literacy course including youth, adults and seniors with 25 completing the course in the Second Quarter.

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**Increase Savings and Income Development**

In Q2, 24 participants graduated from CHA’s Family Self-Sufficiency Program with a total of $190,332 of escrow dispersed. (Y)

Year to date, 37 have graduated with a total of $268,173 of escrow dispersed.

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**Increase Investments (Homeownership)**

In Q2, 10 families purchased a home through Choose to Own, bringing the year to date total to 14 families. (P)

92 families have begun the process of purchasing a home and 146 participants attended a homeownership workshop.

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**Decrease Reliance on Subsidy**

In Q2, 13 households have had a positive exit from public housing, bringing the year to date total to 22 families. (Y)

10,747 households (67%) decreased their subsidy amount over the last year. (Y)

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**Current efforts**

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

**More info**

In Q2, $2,410,782 in escrow has been accumulated. 78% of FSS participants are earning escrow up by 13% since Q1.

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**More info**

A total of 458 families have purchased homes since the program began in 2002, 309 of whom are still receiving a subsidy and 93 who have assumed their own mortgage.

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**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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¹ 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 6/30/2015.
Increase Job Placement/Acquisition

403 adults obtained jobs with the help of FamilyWorks and other workforce development providers. Of these, 86% were in high-demand industries. (SF)

Year to date, 792 adults obtained permanent unsubsidized employment so far in 2015.

Increase Job Retention

87% of residents who obtained employment with the help of CHA providers remained employed for 90 days; 76% remained employed for 180 days and 60% remained employed for a year.

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 $19,512. (Y, HCV)

Highlight

Centers for New Horizons, a CHA FamilyWorks provider has partnered with the CPS Safe Passage program to provide workforce development and placement opportunities for CHA residents. Immediate job openings will be available to residents who will safely support students on their way to and from school.

More info

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

Context

CHA’s job retention history is better than the industry standard: a study of similar programs showed that on average, 90 day retention is 66%, 180 days retention is 52% and 12-month retention is 54%. 1

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

Sources – (Y) Yardi; (SF) Salesforce; (P) program records. All CHA metrics are year-to-date as of 6/30/2015. 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

In the 2014-2015 academic year, **3,239** CHA youth ages 0-5 participated in an Early Learning Program.\(^1\)

Enable Attainment of High School Diploma/GED

In Q2, **292** youth engaged in college awareness or prep activities.\(^{(SF)}\) Year to date, **522** youth have engaged in college prep activities.

In the 2013-2014 school year, CHA high school seniors had an on-time graduation rate of **89%** from CPS schools.\(^1\)

Increase Post-Secondary Enrollment

In Q2, **207** residents attended a City Colleges of Chicago program for a year to date total of **406**.\(^{(SF)}\) HCV

In 2014, **8,476** residents were enrolled in a college/post-secondary education program.\(^2\)

Enable Attainment of Post-Secondary Credential

In 2014, **752** residents graduated from college/post – secondary education programs.\(^2\)

92% of CHA Scholarship Awardees (since 2013) remain currently enrolled in post-secondary education or have completed a degree.\(^2\)

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Context

More info

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.\(^3\)

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\(^2\)

Context

College graduation over time\(^2\)

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\(^{(SF)}\) 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 6/30/2015. 1: Statistic derived from data share agreement with DFSS and CPS. 2: National Student Clearinghouse; post-secondary enrollment and graduation only. 3: “Investing in Our Future: The Evidence Base on Preschool Education” report by the Society for Research in Child Development and the Foundation for Child Development, Oct. 2013.
# 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.

## Increase Lease Compliance

In Q2, **99%** (373 issues) of lease compliance referrals were resolved successfully. *(SF)*

In Q2, **53%** (4,435) of residents in public housing were compliant with the CHA work requirement, while **19%** (1,616) are in Safe Harbor. Others are exempt from the requirement.

More info

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

## Improve Mental Health and Mental Well-Being

In Q2, **75** youth participated in substance abuse prevention programs for a year to date total of **230**.

**189** residents engaged in individual or group counseling services for a year to date total of **325**. *(SF)*

**309** residents engaged in clinical wellness programming for a year to date total of **552**. *(SF)*

More info

Using pre and post assessments, youth had increased scores in their ability to problem solve, make decisions, and set goals.¹

## Improve Physical Well-Being

**55,535** subsidized meals were served at 19 Golden Diners sites for year to date total of **110,748**.

As of January 2015, **1,862** park district vouchers have been issued to CHA youth.

In 2015, **65** CHA seniors completed “Check, Change, Control” which screens and provides tools to control hypertension and lower blood pressure. In 2014, **50%** of all participants lowered blood pressure at some point in the program.

Context

8.6% of all adults and 40% of seniors in Chicago have a disability. In public housing, 64% of all households contain only seniors or people with disabilities.²

## Increase Social and Community Engagement

In Q2, **44** families moved to an Opportunity Area, bringing the year to date total to **152** families. *(P) HCV*

Only **3.8%** of 10/1/99 families have yet to satisfy their Right of Return. *(Y)*

In Q2, **176** residents were engaged through the Ombudsman’s office, for a year to date total of **277** residents engaged.

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.³

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¹: Data from YSAPP monthly reports.
²: American Community Survey, Five Year Estimates, 2009-2013; ACS defines seniors as 65 and older, CHA defines seniors as 62 and older.
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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**(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 6/30/2015. 1: Data from YSAPP monthly reports. 2: American Community Survey, Five Year Estimates, 2009-2013; ACS defines seniors as 65 and older, CHA defines seniors as 62 and older. 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.
Partnerships and Events

• CHA accepted a grant award from the Department of Housing and Urban Development (HUD) in the amount of $3,000,000 to implement a four year JobsPlus Pilot Program to support CHA’s efforts to improve employment and earnings outcomes for residents of Altgeld Gardens.

• CHA held its 7th Annual Youth Conference “The Connect: Knowledge for College.” 51 high school juniors and seniors attended the event held at the University of Chicago aimed at enhancing skills that make attaining a college degree possible. Workshops included: resiliency, confidence building and creating supportive networks while on campus.

• CHA held a Family Self-Sufficiency program graduation ceremony for spring graduates, which accumulated more than $140,000 in escrow savings, plus interest. There were 23 graduates in the 2015 spring class.

• Mother’s Day and Father’s Day activities were held throughout the city at various CHA developments. Father’s Day activities were sponsored by HUD and held by FamilyWorks providers which included activities at various sites such as team building, guest speakers from the National Initiatives on Poverty, BBQs, poetry readings and literacy activities.

• CHA kicked off its summer youth programs Summer Youth Employment Program and Learn and Earn and the Financial Literacy and Leadership Institute Program. Between April and June 2015, 3,950 youth applied to the summer programs using the CHA online youth portal.

• In April 2015, the Office of the Ombudsman held Listening Forums at the Charles A. Hayes Family Investment Center and Eckhart Park. A total of 22 CHA residents from mixed-income developments attended the forums. CHA staff, property management, and service providers were also present to address residents’ questions and concerns.

• CHA partnered with the Unity West Drug Free Coalition to prevent underage drinking, marijuana use, and youth gang involvement through collaboration with community residents, stakeholders and CHA youth. The coalition received a 5 year federal grant from the Substance Abuse & Mental Health Service Administration (SAMSHA) to develop and implement a strategic plan on community health and safety.
Special Programs Update

Moving On Demonstration Program

- **Overview:** Moving On targets persons living in permanent supportive housing (PSH) who are ready to move into affordable housing options in the community. Applicants with stable housing histories and who no longer need the intensive support of PSH will be able to access new affordable housing resources in the form of a CHA Housing Choice Voucher (HCV), if available. To be eligible for this project, applicants must demonstrate self-sufficiency and housing stability, as defined by the assessment tool created for the pilot. The program’s initial pilot was from May 2012-May 2014; during the pilot phase, approximately 50 individuals received tenant-based vouchers. As of August 2014, 33 of those individuals have “moved on.”

- **Update:** The CHA will commit an additional 50 vouchers annually to the Moving On Demonstration Program through 2016. A total of 28 out of the 50 vouchers have been issued as of June 30, 2015.

Mobility Demonstration Program

- **Overview:** Mobility Counseling Demonstration Program allows individuals from the Public Housing Wait List (as of December 2014) to self-select to participate in receiving a housing choice voucher to move to an Opportunity or General Area. Individuals who are uninterested in moving to the defined areas would be returned to the public housing wait list. If selected, participants will receive mobility counseling through the existing mobility counseling contractor and post-move services through the regional FamilyWorks provider for a period up to two years.

- **Update:** The CHA will begin program implementation in the 3rd Quarter of 2015.

Reentry Demonstration Program

- **Overview:** Through the Reentry Pilot program individuals who have been convicted of crimes that would otherwise make them ineligible for CHA housing may qualify for housing. Those currently on a CHA wait list may qualify for subsidy, and those whose family lives in traditional public housing may be qualified to reunite with their family. To be eligible, ex-offenders must have completed a minimum of one year in a reentry program participating Reentry Pilot service providers: Safer Foundation; Lutheran Social Services; or St. Leonard’s Ministries. Participants must engage in supportive services with one of the reentry providers listed above, including weekly contacts with the provider for the first 90 days and monthly contacts thereafter, monthly in-home visits with the provider for the first 90 days and quarterly in home visits thereafter, monthly visits from a CHA FamilyWorks representative and any additional meetings, contacts or home visits that the provider deems clinically necessary.

- **Update:** The CHA Reentry program launched in 2nd quarter of 2015. CHA will enroll a maximum of 50 families in the pilot over the two-year enrollment period.
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.

**Characteristics**

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

**PH Population**

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

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

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

- **4,169 households** (with a work-eligible adult and income from wages in the 0-30% AMI range)
  - 12% of all households

- **2,552 households** (with a work-eligible adult but no income from wages)
  - 14% of all households

- **11,508 senior and disabled households**
  - 64% of all households

Data from Yardi as of 6/30/2015

Compared to Q1 2015, 1% of residents improved a level on the above self-sufficiency scale. Households no longer living in PH have been removed.
For more information on youth and education; employment; asset building and homeownership; senior and quality of life services provided by CHA and our partners, visit us on the web at: http://www.thecha.org/residents/services/. You can also review our videos on YouTube: https://www.youtube.com/user/ChiHousingAuthority.

You can also contact Resident Services by phone at: 312.935.2625

**Resident Services Leadership Staff**
Mary Howard, Deputy Chief, Resident Services: Mhoward@thecha.org  
Cassie Brooks, Education Specialist: Cbrooks@thecha.org  
Ebony Campbell, Director, Youth Opportunities: Ecampbell@thecha.org  
Lucas Fopma, Director, Administration: LFopma@thecha.org  
Laura Gettinger, Assistant Director, Clinical Services: LGettinger@thecha.org  
Lorne Green, Director, Self-Sufficiency Programs: LGreen@thecha.org  
Kristen Hamer, Director, Corporate and Extremal Partnerships: Khamer@thecha.org  
Crystal Palmer, Assistant Director, Resident Engagement: CPalmer@thecha.org  
Andy Teitelman, Director, Senior Services & Health Initiatives: ATeitelman@thecha.org  
Bryce White, Director, Supportive Outreach & Relocation: bwhite@thecha.org