Mission & Impact Areas

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

Our Impact Areas

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.
April – June 2016

**Economic Independence**

- **8 families** purchased a home though the Choose to Own Program.
  - 43% towards meeting the goal of 30 residents purchasing a home in 2016. CHA is on track to complete its 500th closing in the third quarter.

- **27 graduates** from the Family Self Sufficiency Program, with an average escrow of **$7,858** paid out per graduate.
  - 49% of families in Chicago are asset poor and do not have enough savings to live above the poverty line for 3 months. FSS supports CHA families working towards long term financial security through escrow savings.

**Earning Power**

- **450 adults** obtained unsubsidized employment through CHA workforce development programs, for a year to date total of **791 jobs**. **88% were placed in high demand industries** with an average wage of **$10.94**.

- **30 residents** connected to new or better jobs via the JobsPlus grant at Altgeld Gardens. So far there has been a total of **132 placements**.

  *JobsPlus is a place-based workforce development strategy for public housing residents funded through HUD.*

- **803 Family Self Sufficiency participants** have accumulated a total of **$1.88 million** in escrow.

- **$19,776** is the average income of work-able heads of households; **57% of all working families increased or maintained their income.**
235 residents were enrolled in the Partners in Education program, providing debt-free access to City Colleges of Chicago. The average estimated cost savings per student is $1,600 in tuition for one 3 credit-hour course.

1,304 youth engaged in CHA education and college prep activities, for a year to date total of 3,724.

3,068 CHA youth 0 to 5 are enrolled in early childhood programs (both public housing and Housing Choice Voucher).

28 families enrolled in the Altgeld Home Visiting Pilot to ensure developmental readiness for early childhood education by combining home visits with clinical support.

1,104 residents visited computer labs at 8 CHA developments.

56,511 Golden Diner meals were served to senior residents at CHA sites city wide and 11,157 commodity boxes were distributed.

654 adults and seniors engaged in health and wellness activities for a year to date total of 849.

27 families moved to an opportunity area, for a year to date total of 30 families.

A CHA Opportunity Area is defined as a census tract with less than 20% of its individuals with income below the poverty level and a low concentration of subsidized housing.
Partnerships & Events

CHA is proud to call 2016 the “Year of the Youth.” This year-long youth engagement campaign includes unique business partnerships, internship programs and youth-related programs that focus on mentoring young people and placing them on a strong career path to college and jobs.

Launched in 2016, the CHA Health Partnership application is now available online. Health Partnerships provide free health services to CHA residents. To become a CHA Health Partner, partners should fill out the form and return to CHA: http://www.thecha.org/residents/services/health-wellness.

CHA welcomes all 2016 Second Quarter Partners:

- Advanced Medical Associates
- Advocate Illinois Masonic Medical Center
- Amazing Medical Care
- Cigna HealthSpring
- Citywide Home Health Services
- Comfort Hospice
- David Gordon, health care ambassador
- Ideal Care Home Health, Inc.
- Let’s Move
- McCormick Chamber of Commerce
- New Horizons Healthcare, Inc.
- Premier Medicare Benefits
- XcelRx
- Walgreens, Region 10 Chicago
- WellCare Inc.

CHA hosted “Success from the Start,” a college transition workshop focused on financial decisions. Students were represented from Illinois State, Alabama A&M, North Carolina A&T, City Colleges of Chicago, Western Illinois University, Arrupe College, and Capella University.

CHA inaugurated the first Youth Council in partnership with the Mikva Challenge to increase engagement of CHA youth by providing a space to address issues and work with CHA executive leadership on solutions. The inaugural council is made up of 20 high school students.

“Flu fighters” a collaboration with CHA and various health partners including Walgreens, Blue Cross Blue Shield, EverThrive, Telligen, and Centers for Medicaid and Medicare Services resulted in the vaccination of 1,500 CHA seniors.

CHA launched the Summer Food Program at 29 public housing sites and 7 Learn and Earn program sites. The Greater Chicago Food Depository provides FREE nutritional meals to youth ages 18 and younger and to persons 18 – 21 who have a mental or physical disability.
Partnerships & Events

Special Programs Update

A complete list of CHA’s Demonstration & Special Initiative programs can be found online at: www.thecha.org/about/plans-reports-and-policies/.

**Mobility Demonstration Program**
**Overview:** Mobility Counseling Demonstration Program allows individuals from the Public Housing Wait List (as of December 2014), with children 13 years of age or younger 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.

**Update:** As of June 30, 2016, 82 vouchers have been issued and 32 families are housed.

**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. CHA has a total of 150 vouchers available for the Moving on demonstration program.

**Update:** As of June 30, 2016, 22 vouchers have been issued and 61 families are housed.

**Reentry Demonstration Program**
**Overview:** Through the Reentry Pilot program, 50 individuals who have been convicted of crimes that would otherwise make them ineligible for CHA housing may qualify for housing. To be eligible, ex-offenders must have completed a minimum of six months in a participating Reentry Pilot service providers: Safer Foundation or St. Leonard’s Ministries. Participants must engage in supportive services with one of the reentry providers.

**Update:** CHA is now accepting applications for the program.

**Sponsor Based Voucher Program**
**Overview:** The Sponsor Based program, a subset of CHA’s Property Rental Assistance (PRA) program, enables entities to master lease units from owners in order to house low income individuals and families who require supportive services for those who have experienced homelessness, mental illness, veteran homelessness, and transition aged youth. CHA has 350 Sponsor Based Vouchers (SBV) that it will utilize for this program, 100 of which are to be utilized for a supportive services partnership program with the Chicago Department of Family & Support Services (DFSS). 50 vouchers will be used for Transition Aged Youth (age 18-24) and 50 will be used to provide housing services for homeless families. Sponsoring Agencies will apply to use the vouchers to master lease units for 2-7 years.

**Update:** 4 agencies have been approved by DFSS and are now seeking units for participants.
With an increasing focus on helping residents who are able move to self-sufficiency, in 2013 Resident Services defined six steps on a self-sufficiency scale, expressed in the pyramid below. Compared to Q2 2015, 2.8% of residents improved a level on the below self-sufficiency scale. Households no longer living in PH have been removed.

### Service focus

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

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

### Characteristics

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

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

- **At Risk**
  - No income from wages
  - No skills or credentials
  - No or unreliable transportation
  - In danger of eviction

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

- **Stable**
  - Career and educational plan in place
  - Transportation and child care are reliable and affordable
  - No lease violations

- **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

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

### PH Population

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

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

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

- **2,143 households** (with a work-eligible adult and income from wages in the 0-30% AMI range)
  - 12% of all households

- **2,409 households** (with a work-eligible adult but no income from wages)
  - 14% of all households

- **11,337 senior and disabled households**
  - 65% of all households

Data from Yardi as of 6/30/2016
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/.

Review our videos on You Tube: https://www.youtube.com/user/ChiHousingAuthority/featured

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Thank you!