**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**

**Foster Economic Independence**
Help residents gain greater economic independence.

**Increase Earning Power**
Help residents begin or advance their work lives to increase earnings.

**Enhance Academic Achievement**
Help youth and adults engage and succeed in academic endeavors.

**Improve Stability and Quality of Life**
Help residents access opportunities and services; help seniors age in place.
15 families purchased a home through the Choose to Own Program.

50% towards meeting the goal of 30 residents purchasing a home in 2017.

14 graduates from the Family Self Sufficiency Program, with $53,382 in escrow disbursed.

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.

936 Family Self Sufficiency participants have accumulated approximately $1.3 million in escrow.

396 adults obtained unsubsidized employment through CHA workforce development programs. 93% were placed in high demand industries with an average wage of $11.48.

58% of all work-able public housing households saw their income from wages increase over a one year period from Q2 2016 to Q2 2017.

64% of all work-able families are employed and have an average income of $21,071 as of Q2 2017, which represents and all-time high for CHA households.
148 residents enrolled to date in the Partners in Education program, providing debt-free access to City Colleges of Chicago. The average cost savings for a part-time student is over $1,200 per semester.

235 residents were awarded a scholarship through CHA’s scholarship program.

Over 850 CHA Residents are supported with college financial support from CHA each year. This includes awards from the CHA Scholarship Program and vouchers to attend City Colleges of Chicago through the Partners in Education program.

There were almost 17,000 visits to CHA’s 9 Digital Resource Centers in Q2 2017.

Over 53,000 Golden Diner meals were served to senior residents at CHA sites city wide and 7,800 commodity boxes were distributed.

There were over 2,000 senior events in Q2 2017 at CHA senior sites.

177 families moved to an opportunity area so far in 2017.

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 2017 the “Year of the Senior.” This year-long celebration will recognize the many important contributions that CHA senior residents make to CHA and the City of Chicago. This year will be filled with special initiatives aimed at further engaging our seniors in activities promoting healthy aging.

This summer, the Summer Food program started on June 22nd and provided meals at 37 sites across the city of Chicago. In partnership with the Greater Chicago Food Depository, CHA continues its fight against Childhood Hunger by hosting the program at 37 sites in or near CHA developments. Last year, the program served over 80,000 meals to Chicagoans across the city.

This summer, the CHA Youth submitted over 3,500 applications for employment via the CHA Youth Application Portal. The program, which targets CHA youth between the ages of 16-24, aids the youth in gaining workplace experience at a variety of public and private sector business throughout the city. Program participants explore possible career paths, while the program also focuses on building workplace skills and financial literacy over the course of the paid seven-week summer program.

CHA Seniors continued to show strong results in partnership with the American Heart Association’s ‘Check-Change-Control’ program. This summer 77% of CHA’s participants completed the program, which is the highest overall completion rate since the program started.

The CHA Scholarship closed on May 17th 2017, with the highest number of applications submitted since the program’s inception three years ago. 472 current and future college students submitted applications to receive one of 220 awards ranging between $1,000-$2,500 for the 2017-18 School Year.

CHA welcomed 4 new partners in the 2nd Quarter:
• Airhelp, Inc.
• Chicago Hope and Palliative Healthcare Inc.
• Heritage Woods of Chicago
• OMNI Healthcare

This May, about 80 youth and seniors gathered for an “On The Table” discussion at CHA’s main office downtown as part of the Chicago Community Trust’s “On the Table” series. These conversations are intended to inspire new ways to make communities stronger, safer and more dynamic.
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 Q2 2017 80 families out of 218 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 Q2 2017, 15 are housed, for a total of 94/150.

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: 11 applicants were housed as of Q2 2017.

Survivors of Trafficking
Overview: The Survivors of Trafficking pilot will provide 60 tenant based vouchers over 3 years to eligible candidates who are referred from Chicago agencies receiving federal funding to provide supportive services to victims of trafficking. This pilot program is a first of its kind in the nation, responding to President Obama’s call to improve access to victim services by removing systemic barriers.
Update: The Administration of Children & Families has developed a criteria tool for referrals to the pilot program and will begin accepting referrals during Q2 2017.
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 2016, 3.2% of residents improved a level on the below self-sufficiency scale. Moreover, residents who engage in services are more likely to increase their movement on the scale than those who are not engaged.

**Self-Sufficiency Continuum**

- **Q2 2017 Self Sufficiency Triangle**

  - **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 are 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**

- 156 households (with a work-eligible adult and above 80% AMI)
  - 2% of all households
- 470 households (with a work-eligible adult and in the 50-80% AMI range)
  - 8% of all households
- 968 households (with a work-eligible adult and income from wages in the 30-50% AMI range)
  - 16% of all households
- 2,190 households (with a work-eligible adult and income from wages in the 0-30% AMI range)
  - 36% of all households
- 2,299 households (with a work-eligible adult but no income from wages)
  - 38% of all households
- 10,146 senior and disabled households
  - 63% of all households

Total population = 16,229

Data from Yardi as of 6/30/2017

Compared to Q2 2017, 3.2% 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/.

Review our videos on You Tube: https://www.youtube.com/user/ChiHousingAuthority/featured
See our resident CHAnge Makers: http://www.thecha.org/residents/services/change-makers/

Call us by phone at: 312.786.6601

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