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; help seniors age in place as long as possible.

OUR MISSION

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

CHA youth attend Coder Camp at Illinois Institute of Technology
## Economic Independence

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

<table>
<thead>
<tr>
<th>Improve Financial Management and Literacy</th>
<th>Increase Savings and Income Development</th>
<th>Increase Investments (Homeownership)</th>
<th>Decrease Reliance on Subsidy</th>
</tr>
</thead>
<tbody>
<tr>
<td>133 individuals participated in the EverFi financial literacy course including youth, adults and seniors with 348 completing modules so far in 2015.</td>
<td>In Q3, 28 participants graduated from CHA’s Family Self-Sufficiency Program with a total of $136,469 of escrow dispersed. (Y) Year to date, 65 have graduated with a total of $404,642 of escrow dispersed.</td>
<td>In Q3, 16 families purchased a home through Choose to Own, bringing the year to date total to 30 families. (P) 91 families have begun the process of purchasing a home and 218 participants attended a homeownership workshop.</td>
<td>In Q3, 19 households had a positive exit from public housing, bringing the year to date total to 51 families. (Y) 10,973 households (68%) decreased their subsidy amount over the last year.</td>
</tr>
</tbody>
</table>

### Current efforts

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

### More info

In Q3, $2,109,808 in escrow has been accumulated. 57% of current FSS participants are earning escrow.

### More info

A total of 474 families have purchased homes since the program began in 2002, 324 of whom are still receiving a subsidy and 93 who have assumed their own mortgage.

### 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. 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 9/30/2015. 1: Fact Sheets by County from the Social Impact Research Center: 2009 Illinois Self-Sufficiency Report
**Earning Power**

Helping those able to work begin or advance a career to gain long-term earning potential.

### Increase Job Placement/ Acquisition

<table>
<thead>
<tr>
<th>Highlight</th>
<th>Context</th>
<th>More info</th>
<th>Improve Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>959 adults obtained jobs with the help of FamilyWorks and other workforce development providers. Of these, 89% were in high-demand industries. (SF)</td>
<td>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%.</td>
<td>These statistics compare current work eligible families to their status one year ago.</td>
<td>62% of work eligible heads of household are employed. (Y)</td>
</tr>
<tr>
<td>Year to date, 1,751 adults obtained permanent unsubsidized employment so far in 2015.</td>
<td></td>
<td></td>
<td>The average annual income from wages in public housing is $21,363. (Y)</td>
</tr>
</tbody>
</table>

### Increase Job Retention

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Improve Income Stability

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>55% of working families increased or maintained their income. (Y)</td>
<td></td>
<td>These statistics compare current work eligible families to their status one year ago.</td>
</tr>
<tr>
<td>27% of non-working, work-eligible families gained income from wages. (Y)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Improve Employment

<table>
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<tr>
<td>62% of work eligible heads of household are employed. (Y)</td>
<td>Unemployment in Chicago is at 6.4% but that only counts people looking for a job. Overall, 64.6% of adults have a job in Chicago.</td>
</tr>
</tbody>
</table>

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**Footnotes**

1. **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 9/30/2015. 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 July 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

721 scholars age 13-15 who participated in CHA’s Learn & Earn program experienced zero learning loss over the summer, and on average had a 1 month gain in math!

Enable Attainment of High School Diploma/GED

In Q3, 684 youth engaged in college awareness or prep activities.¹ Year to date, 1,206 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 Q3 247 residents attended a City Colleges of Chicago program with 512 students enrolled in 2015.²

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

Context

More info

Based on 2013-14 school year data from Chapin Hall, freshman on-track rates have improved significantly for CHA youth to a current high of 75%, as compared to the CPS average of 82% in 2015.² The percentage of CHA seniors going on to graduate on time is 88.8% and comparable to the CPS average of 89.9%.

Context

College enrollment over time²

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>6,778</td>
<td>7,742</td>
<td>8,826</td>
<td>8,157</td>
<td>8,476</td>
</tr>
</tbody>
</table>

Context

College graduation over time²

<table>
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<tr>
<th>Year</th>
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<th>2014</th>
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</thead>
<tbody>
<tr>
<td>Value</td>
<td>374</td>
<td>551</td>
<td>677</td>
<td>846</td>
<td>752</td>
</tr>
</tbody>
</table>

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 9/30/2015. 1: Statistic derived from data share agreement with DFSS & Chapin Hall Collaborative. 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. 4: Chapin Hall Collaborative, 2015.
### 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>In Q3, 99% of lease compliance referrals were resolved successfully. (SF)</td>
<td>In Q3, 132 youth participated in substance abuse prevention programs for a year to date total of 362. 677 residents engaged in individual or group counseling services for a year to date total of 1,002. (SF)</td>
<td>54,813 subsidized meals were served at 19 Golden Diners sites for year to date total of 165,561. During the summer 2,080 youth ages 6-13 participated in recreation and wellness activities. 5,587 seniors have participated in 4,007 events and activities in 2015.</td>
<td>In Q3, 35 families moved to an Opportunity Area, bringing the year to date total to 187 families. (P) HCV Only 622 (3.7%) of 10/1/99 families have yet to satisfy their Right of Return. (Y) In Q3, 341 residents were engaged through the Ombudsman’s office, for a year to date total of 618 residents engaged.</td>
</tr>
</tbody>
</table>

**More info**

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

**More info**

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

**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

**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 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

• During the Summer 2015:
  • 2,649 youth age 16-24 participated in paid employment and learning experiences over the summer, earning more than $2 Million.
  • Youth participated in 47,668 hours of training focused on 21st century skill development
  • 2,247 youth were certified in Everfi’s on-line financial literacy program
  • 450 youth opened a bank account
  • 721 youth ages 13-15 participated in Learn & Earn with zero summer slide.
  • 73,743 meals were served to CHA youth as part of the Summer Food Program throughout 37 sites.
  • More than 1700 seniors participated in the summer music festivals in August 2015 and the Mayor’s Senior Fest in September 2015.

• Videos featuring our youth summer activities can be found at http://tinyurl.com/CHASummerYouth2015
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.
• Update: CHA committed an additional 50 vouchers annually to the Moving On Demonstration Program through 2016. A total of 14 out of the 50 vouchers have been issued as of September 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.
• Update: CHA sent a letter to 300 households from the public housing wait list. 99 responded and were eligible. The households are now in the HCV screening process.

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. 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
• Update: The CHA Reentry program launched in 2nd quarter of 2015. CHA is now accepting applications for the program, and one HCV household is in the housing search process.

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

Jobs Plus pilot Program at Altgeld Gardens:
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**:
  - 160 households (with a work-eligible adult and above 80% AMI): 1% of all households
  - 50% households (with a work-eligible adult and in the 50-80% AMI range): 3% of all households
  - 962 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): 12% of all households
  - 2,590 households (with a work-eligible adult but no income from wages): 14% of all households
  - 11,514 senior and disabled households: 64% of all households

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

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

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