



# Q3 2018

## CHA RESIDENT SERVICES QUARTERLY REPORT

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# EARNING POWER



**62%** of all public housing work-able families are employed and have an average income of **\$21,408** as of the third quarter of 2018 (Q3 2018).

*\*Sept 2018: The Bureau of Labor Statistics reported that the Employment Participation rate in Illinois was 61.8%. CHA resident labor participation aligns with the statewide rate.*

This summer CHA offered **11 paid programs** to youth and engaged over **2,600** youth in summer programming. The youth earned **\$2.9M** in wages and worked almost **400,000** hours collectively.



Work able heads of households that maintained employment from 2017 through 2018 had an average wage increase of almost **\$1,600** annually. On average households earned almost **\$23,000** annually, which is 6% higher than the population average.

In 2014, CHA's Resident Services established a goal of **60%** of all workable families earning income from wages. Since Q4 2014, CHA's families have **achieved this goal every quarter for the last 15 quarters.**



GOAL





In 2018, **32** families purchased a home through CHA's Choose to Own (CTO) Program, reaching the annual goal before the end of the Q3 2018. Since 2002, CTO participants have purchased over **581** homes in the City of Chicago, with 25% moving off subsidy.

By the end of Q3, CHA residents surpassed the annual goal of purchasing 30 homes during the calendar year.



Work-able heads of households participating in the CTO & Family Self-Sufficiency (FSS) programs had significantly higher wages than those not in the programs. With an average income of approximately **\$24,000**, these households exceeded the average income of all CHA work able households (HCV & PH) by **22%**.



As of Q3 2018, CHA's FSS Program had **32 graduates** who earned an average of **\$9,200** payout in escrow. Furthermore, the program enrolled over 150 new participants in 2018 and almost 60% of participants have accrued escrow - up from 36% at the start of the year.

In the last calendar year, over **4,000** CHA public housing households have increased their total tenant payment due to a result of higher wages and earnings, resulting in \$475,000 in decreased monthly subsidies.

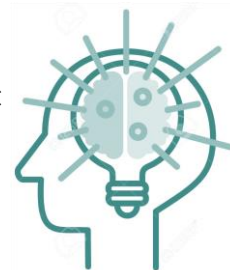




# ACADEMIC ACHIEVEMENT

## Learn and Earn Sites Showcase Summer Learning Gains for 2018

Many students returning to school from summer break suffer from “Summer Learning Loss”, which occurs when students start the academic year with achievement levels lower than they were at the beginning of summer. CHA’s summer programming seeks to minimize this loss. This year, Learn & Earn students posted summer learning gains in 2018. **Learn & Earn sites ended the summer two months further along in reading and nine months further along in math!**



IDEA

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## CHA Scholarship Award Winners Notified during Q3 2018!



Last summer, award decision emails were sent to the 2018-2019 CHA Scholarship applicants by ISTS, our scholarship management provider. CHA awarded **220** scholarships, including **20 awards at the \$2,500 level & 200 awards at the \$1,000 level** for a total of **\$250,000** in awards.

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## CHA College Students Using Summer Courses to “Stay the Course”!

Last summer, **204** CHA Residents were registered at City Colleges of Chicago (CCC) during Summer Semester 2018 through the Partners in Education program:

- **52** enrollees were students ages 24 and younger who utilized the program for credit hours to transfer back to another institution.
- **33** enrollees at CCC were current and previous scholarship winners, thus maximizing the college support available from CHA and demonstrating their persistence to finish college.







# STABILITY & QUALITY OF LIFE

As of Q3 2018, approximately **350 CHA families** moved into mobility areas through CHA's mobility program, **surpassing the total for all of 2017!** Mobility areas are communities throughout the city with lower poverty and crime, and have a higher concentration of jobs.



In an effort to improve residents' food security, **CHA's Golden Diners** programs served over **200,000** meals to residents, while **Summer Food Sites** added **63,000** at 35 sites citywide. In addition to the healthy meals, these programs also offer nutritional education and exercise classes at various locations.

This year CHA launched the Customer Care Satisfaction Survey in the Client Center at 60 E. Van Buren St., to measure the satisfaction of residents visiting the Client Center. As of Q3 2018, **97% of all visitors reported that the client center staff resolved their issues during their visit.**



customer service



So far this year, CHA's Family and Senior Community Ambassador Program engaged over **800** residents and logged a total of more than **60,000 work hours!**

# PARTNERSHIPS, PROGRAMS & EVENTS



## **CHA and Springboard 2 Success (S2S) hosted the Sixth Annual “Back to School” event at Brookfield Zoo**

For the sixth year in a row, CHA hosted its “Back to School” event at Brookfield Zoo in early August.

CHA invited youth ages 5-12 and supplied the 400 CHA Youth with back pack and school supplies. The 400 CHA kids started at the Swan Pavilion before touring the zoo exhibits, in addition to receiving lunches.

CHA and its nonprofit partner S2S would like to extend a major thanks to its corporate sponsor, Pangea, for a great event.

## **8<sup>th</sup> Annual Take Flight College Send-Off Party for CHA Students**

CHA's annual trunk party took place on Wednesday August 1<sup>st</sup> in the Harold Washington Downtown Library's Winter Garden. 175 youth representing 60 schools were given essential dorm room items, such as towels, linens and toiletries as they prepared to attend college. This year, CHA youth were headed to notable schools such as Brown University, Howard University, University of Michigan, Michigan State University, and University of Illinois-Urbana.



## **CHA Closes Out Summer with three Senior Fest Parties Citywide!**

This summer, CHA has hosted three Senior Fests at sites on the North, South and West sides. Three fests welcomed over 1,000 seniors to an afternoon of celebration, food, dance contests and prizes. Mayor Rahm Emanuel attended two of the three events.







# SPECIAL PROGRAMS UPDATE

## Mobility Demonstration Program

**Overview:** The 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 receive a Housing Choice Voucher (HCV) and move to Mobility or General Areas.

**Update:** As of Q3 2018, 133 families have been housed.

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## Moving On Demonstration Program

**Overview:** Moving On targets persons living in permanent supportive housing (PSH) who are ready to move to affordable housing options in the community. Applicants with stable housing histories and who no longer need the intensive support of PSH can access new affordable housing resources via HCV if available. CHA has a total of 150 vouchers available for the Moving on demonstration program.

**Update:** During of Q3 2018 21 were housed, for a cumulative total of 139.

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## 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 program with service providers Safer Foundation or St. Leonard's Ministries. Participants must engage in supportive services with a provider.

**Update:** As of Q3 2018, 48 of 50 applicants have been housed since the program started in 2016.

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## Survivors of Trafficking

**Overview:** The Survivors of Trafficking pilot will provide 60 tenant-based vouchers over 3 years to eligible candidates referred from Chicago agencies receiving federal funding to provide supportive services to victims of trafficking. This pilot program is the first of its kind in the nation and responds to President Obama's call to improve access to victim services by removing systemic barriers.

**Update:** The Administration of Children & Families began accepting referrals in 2017 and as of Q3 2018, 20 have been housed.

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# STAFF CONTACTS & SOCIAL MEDIA

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/>.

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Review our videos on You Tube:

<https://www.youtube.com/user/ChiHousingAuthority/featured>

See our resident CHange Makers:

<http://www.thecha.org/residents/services/changemakers>

Call us by phone at: 312.786.6601

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