



CHA RESIDENT
SERVICES
QUARTERLY REPORT

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EARNING POWER



CHA work-able families continued their upward trajectory. Average income increased by **5% since the start of 2017 to \$21,787—an all-time high.**

During Q4 2018, the average wage was **\$12.55 per hour — up 10% over the last year, with 95%** of placements in high-demand industries.



Over the last year, the CHA's public housing work-able households that were continuously **employed from 2017 through 2018 saw a 7% increase in wages.** These households have an average income from wages exceeding **\$25,000.**

81% of all work-able public housing households saw their incomes rise from Q4 2017 through Q4 2018.

58% of those previously working saw their incomes rise and 23% of those not working in 2017 earned income from wages in 2018.



ECONOMIC INDEPENDENCE



In 2018, **41** families purchased a home through CHA's Choose to Own (CTO) Program. Since 2002, CTO participants have purchased over **590** homes in the City of Chicago, with **28%** having assumed their full mortgage and moved off subsidy.

By the end of 2018, CHA achieved 137% of the annual goal by purchasing 41 homes during the calendar year.



As of Q4 2018, CHA's Family Self-Sufficiency (FSS) Program had **65 graduates** who collectively earned approximately **\$600,000** in escrow and received an average payout of **\$9,300**.



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.



At the end of 2018, **77%** of current FSS participants accumulated savings. More than doubling the rate over the previous year, from 36% to 77%.

As of Q4 2018, over **3,000** public housing households **decreased their reliance on CHA subsidy** over the past calendar year by contributing more towards their rent.



ACADEMIC ACHIEVEMENT

First Book Gives 12,000 Books to CHA Families at Operation Warm!

- First Book provides brand-new books to children in under-resourced homes to help build a child's personal library.
- The partnership, now in its third year, brought more than 30,000 books to CHA households.
- In addition to the books, CHA children were given a backpack to carry the books.



CHA Families are Getting a Head Start!

In 2018, **73%** of CHA children ages 0 to 5 were enrolled in Pre-K, Head Start or Early Head Start programming, outpacing the statewide average (**55%**¹).

1. <http://www.voices4kids.org/wp-content/uploads/2018/06/KIDS-COUNT-2108-768x478.png>

CHA Students Take Advantage of Out-of-School Time Offerings

During 2018:

- **2,900** students living in CHA housing were referred to out-of-school programming through FamilyWorks providers.
- Over **700** youth completed at least one school performance activity
- Over **300** completed college preparation activities



STABILITY & QUALITY OF LIFE

As of Q4 2018, the Family & Senior Community Ambassadors have **worked 150,000 hours** at family sites and senior buildings citywide. The ambassador programs give residents an opportunity to make a positive change in their communities, through assisting with well-being checks, promoting participation in services and activities, and assisting with community events.



At the end of 2018, CHA senior buildings provided over **200,000** meals at the **19** CHA Golden Diners program sites, averaging over **10,000** meals per site.

The connection between living in mobility areas and earning higher wages continues show results. In 2018, **21%** of all HCV households resided in mobility areas and **earned over \$1,000** more annually compared to the overall HCV population.



During 2018, the Office of the Ombudsman engaged with **800** residents citywide, solved **155** cases and met with over **300** residents face-to-face at listening forums.

PARTNERSHIPS, PROGRAMS & EVENTS

On December 15th, 1,800 seniors from CHA senior buildings and neighborhoods across the city convened for CHA's annual Senior Holiday Gala at the Hyatt Regency. Seniors were treated to lunch, a performance from comedian George Wallace, dancing with the band Chicago Catz, and a gift bag filled with holiday treats. The 2018 gala sponsors included Oak St. Health and Comcast.



CHA's 11th Annual Operation Warm

The CHA hosted its 11th Annual Operation Warm at the UIC Forum on October 27. The event provided 9,000 coats to 3,000 families in attendance. In addition to the coats, residents attended a resource fair that connected families from all over the city to needs such as reduced priced high-speed internet service, flu shots for families, energy efficient kits from CEDA (2,000), LED light bulb give away from ComED (2,000) and much more from the 30 vendors in attendance.

CHA Partners with Santa for a Day for Holiday Season

This past holiday season, CHA partnered with Santa for a Day (SFD), a charitable organization aimed at making holiday dreams come true for families in need. SFD and Resident Services coordinated the program through CHA's FamilyWorks service providers. The program received letters from children ages 5-12 asking Santa for gifts. SFD delivered the gifts to 8 CHA locations where **1,600** gifts were distributed to families by FamilyWorks agencies.



SPECIAL PROGRAMS UPDATE

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 Mobility or General Area.

Update: As of Q4 2018, 135 families were 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 Q4 2018, 23 participants were housed, for a cumulative total of 141

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 one of the providers

Update: As of Q4 2018, 48 of the 50 applicants were housed since the program started in 2016.

Survivors of Trafficking

Overview: The Survivors of Trafficking pilot will provide 60 tenant based vouchers over three 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: As of Q4 2018, 27 participants were housed.



CHICAGO HOUSING
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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/>.

Review our videos on You Tube:

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

See our resident CHange Makers:

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

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