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RESIDENT SERVICES ANNUAL REPORT





CHA

CHICAGO HOUSING
AUTHORITY™

2018 RESIDENT SERVICES YEAR IN REVIEW

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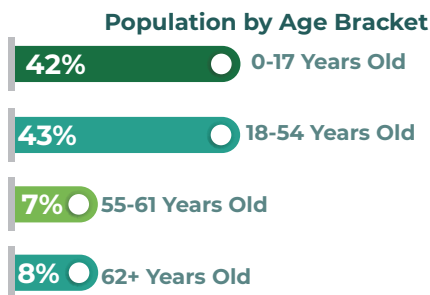
Resident Demographics

Family

23,162 Residents

9,260 Households

2.5 Average HH Size



Median Family Housing Head of Household Age:

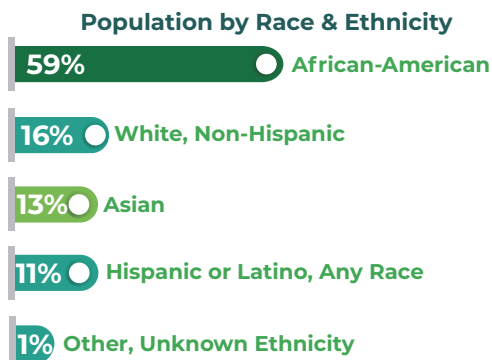
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Senior

9,871 Residents

8,902 Households

1.1 Average HH Size



Median Senior Housing Head of Household Age:

72

2018 Notable Events

January

CHA Hosts Take Flight - "Staying the Course": Previous CHA Scholarship award winners & "Take Flight" attendees were on site to network with the Chicago Bulls, AT&T, BMO Harris and Microsoft.

1

February

Launches Redesign to Family Self-Sufficiency Program: In February 2018, CHA's Family Self-Sufficiency program adopted a new escrow savings model outlined in CHA's FY2018 Moving to Work Plan.

2

March

Resident Services Hosts 4th Annual Youth Summit: CHA partnered with Youth 360° Initiative, a youth leadership group, to host their 4th Youth Summit. 2018's Summit focused on improving civic engagement among young people.

3

April

CHA Hosts Brunch for FSS Participants: Over 100 participants attended the event and socialized and networked with other participants, heard program updates, and attended a financial workshop.

4

May

CHA S.O.A.R. Team Heads to DC: CHA's S.O.A.R. Team visited DC to meet with HUD and fellow nationwide grantees implementing the SOAR Program. The program connects CHA's Education Navigators with CHA Residents ages 15-20 for post-secondary support.

5

June

CHA Partners in Education Summer Semester at City Colleges: CHA's Partners in Education program supported 214 CHA residents during summer semester. This partnership covers tuition, books and fees for CHA residents and allows students to take two classes towards graduation.

6

July

CHA Awards 220 Scholarships to Residents: Applicants were notified of their awards for the 2018-2019 academic year. This was the 6th round of awards and the program surpassed \$1M of support for CHA students.

7

August

Annual "Back to School" event at Brookfield Zoo: For the 6th year in a row, CHA hosted its "Back to School" event at Brookfield Zoo. CHA hosted 400 youth (ages 5-12) and supplied them with backpacks filled with school supplies.

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September

Senior Fest Closes Out Summer at Millennium Park: CHA collaborated with the City of Chicago for the Mayor's Senior Fest. Over 1,000 CHA seniors attended the event and enjoyed entertainment, and a resource fair.

9

October

CHA's Annual Operation Warm Delivers Again: CHA's 11th Annual Operation Warm Coat Drive provided 9,000 coats to to 3,000 families. The event also housed a resource fair that connected families to reduced priced internet service, flu shots, and over 12,000 children's books from First Book.

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November

CHA Staff Joins Forces with CPD to Deliver Thanksgiving Baskets: CHA partnered with CPD to hand out Thanksgiving baskets to victims of domestic violence at Altgeld Homes. Staff and officers spent time delivering baskets including turkeys and all the trimmings to those in need.

11

December

CHA Partners with Santa for a Day (SFD) for Holiday Season: CHA teamed up with SFD, an organization aimed at making holiday dreams come true for families in need. SFD & Resident Services coordinated the program through CHA's FamilyWorks and provided 1,600 gifts to families at eight CHA sites.

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2018 OVERVIEW

Stability & Quality of Life

Served 270,000 meals citywide through Golden Diners and Summer Food

535 residents received assistance through the Victim Assistance Program over the past five years.

Assisted approximately 600 relocation moves

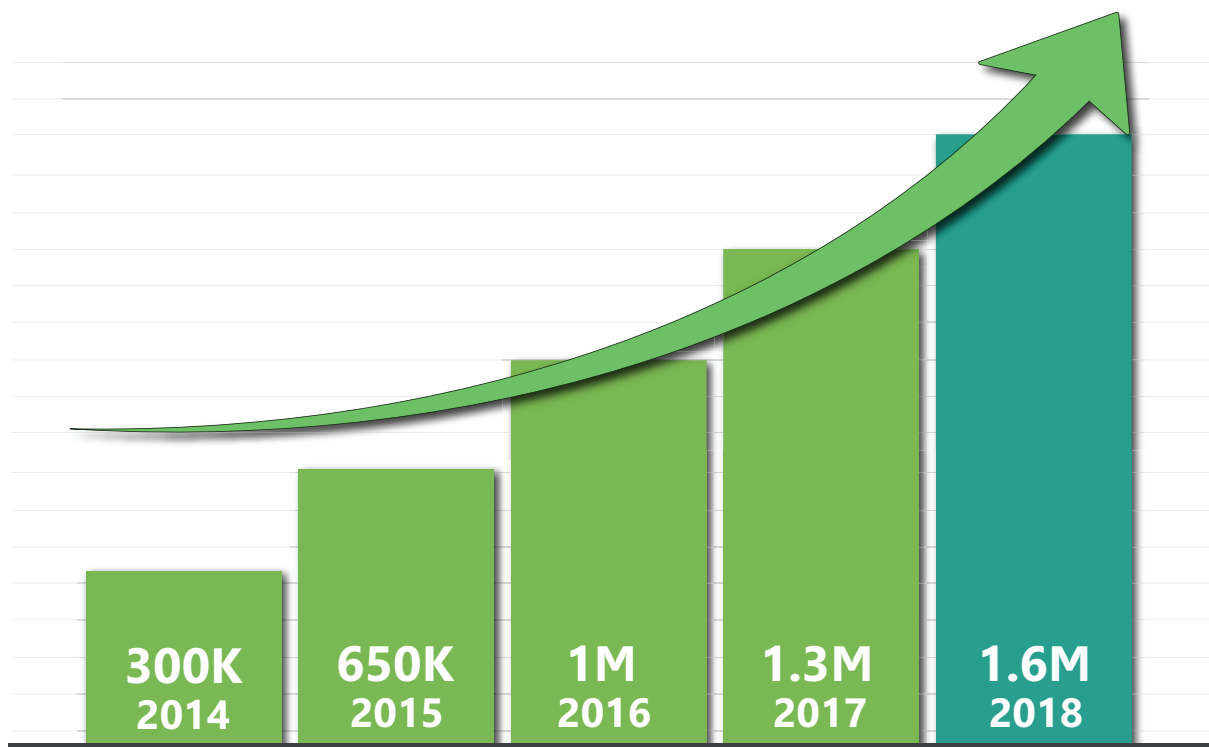
Increased engagement with 10/1/99 families by more than 50% in 2018

CHA's nine Digital Resource Centers (DRCs) received 50,000 visits during 2018

Spotlight on: Food Security

Since CHA started tracking in 2014, CHA's food security programs have distributed over 1.6M meals to CHA's residents citywide. Programs like Golden Diners, Summer Food and Catholic Charities/ Greater Chicago Food Depository's Commodities Box programs provide nutritious meals and social activities for residents in need. Golden Diners in particular provides senior residents with hot lunches at over 55 sites citywide, including 19 CHA buildings, in addition to hosting a range of activities, including health education sessions, exercise classes and speakers. The impact of these programs are immeasurable to the most vulnerable CHA residents, both young and old.

Food Security Program Meals Distributed from 2014-2018



322K
Annual Average #
of Meals Distributed
Per Year

19
Number of CHA
Senior Sites Serving
Golden Diners
in 2018

78K
Annual Average #
of Summer Meals
Distributed to CHA
Youth

2018 Overview

Academic Achievement

The CHA Scholarship Program exceeded \$1.2M in total aid for CHA students since the program's inception

Surpassed 1,200 scholarship awards over the life of the program. Those scholarships have been used at 195 school across 32 states.

442 CHA residents enrolled at City Colleges of Chicago through the Partners in Education Program



Spotlight On: Academic Achievement

In 2018, CHA's Project S.O.A.R. (Students Opportunities Achievements Results) continued to assist CHA's youth in preparing for college readiness. The program, which is funded by the U.S. Department of Housing and Urban Development's (HUD) ROSS grant, connects three Education Navigators with residents ages 15-20 for one-on-one post-secondary support. In 2018, the team engaged over 258 active participants in over 900 in-person interactions. As a result, 75% of those engaged are in the process of or have completed their post-secondary plan with their Navigator. This highlights the key role Education Navigators play as they help residents prepare for life after their high school graduation.

Other key 2018 accomplishments for the Education Navigators include:



If you have any questions about the program or are interested in enrollment, click [here](#) or email education@thecha.org.

2018 Overview

Earning Power

77% of all Public Housing employed households maintained steady incomes or saw an income increase. Among these households, the average increase in wages was \$4,100 annually.

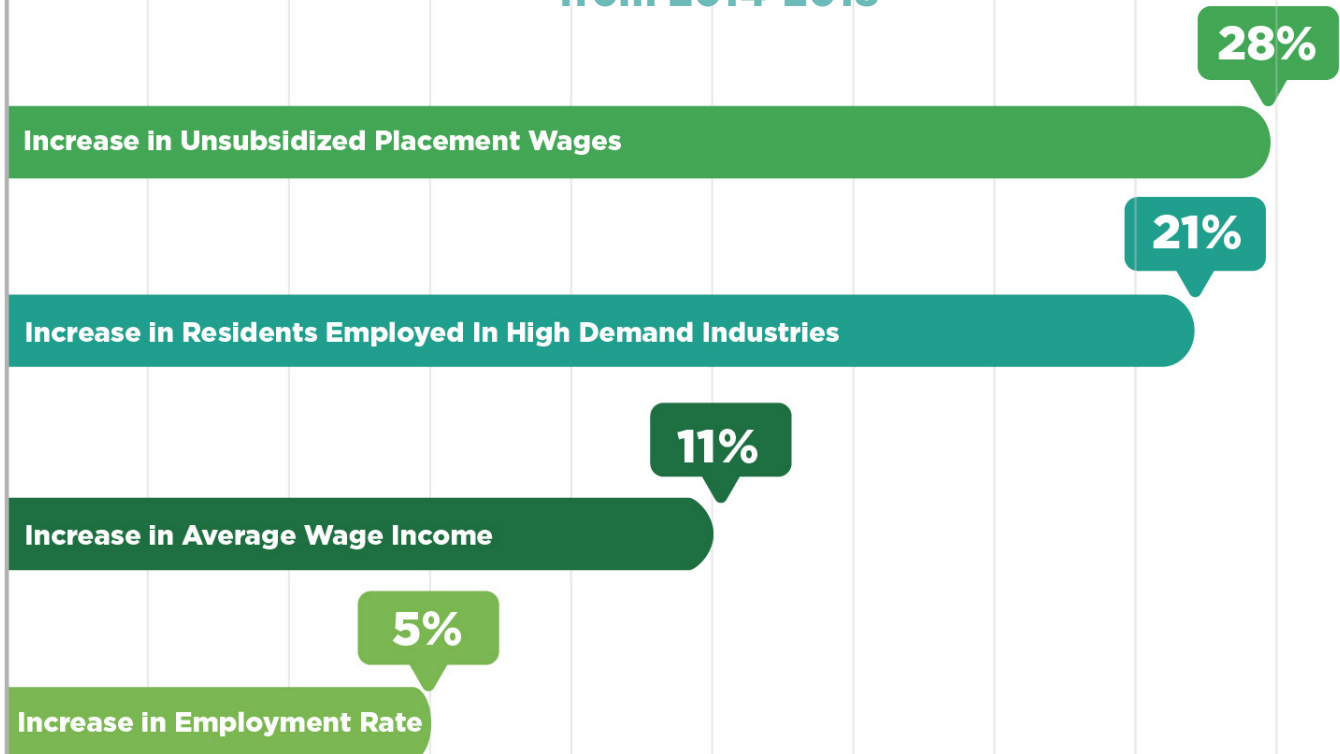
Achieved a 95% placement rate in high demand industries.

CHA's *One Summer Chicago* participants worked approximately 400,000 hours during summer 2018.



Spotlight On: Earned Income

Notable Changes in Resident Income and Job Placements from 2014-2018



\$21,787

Average Income from Wages for Work Able Households, an all-time high for CHA households.

**\$2M
2,683**

Total Wages and Number of Youth Participating in a Paid Summer Opportunity

63%

Current Employment Rate for Work Able Households in CHA Housing, matching the State-wide Labor Participation Rate for Illinois

2018 Overview

Economic Independence

41 Homes Purchased through Choose To Own

CTO Households on average, earned 60% higher wages than CHA's overall population.

Family Self-Sufficiency Program (FSS) enrollment reached a five year high under the implementation of the new pay point model.

Disbursed an average of over \$9,000 to FSS Graduates.



Spotlight On: Asset Building

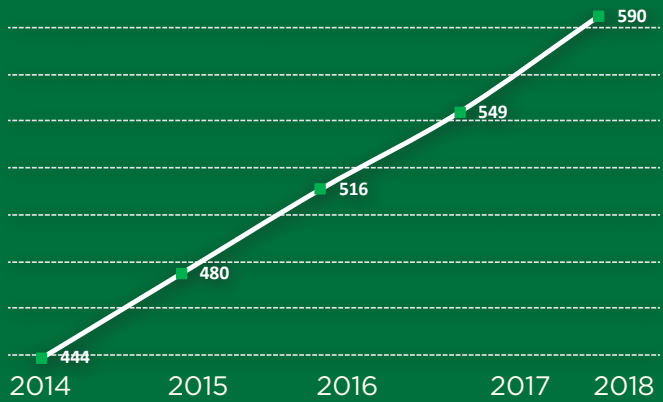
Roll-out of Revised FSS Model

During 2018, CHA rolled out a newly designed goal-oriented FSS program allowing families to move forward on an path toward self-sufficiency by accomplishing a set of personal goals. The new model boosted resident interest in the program, as evidenced by the increased enrollment of over 250 residents compared to five years ago. The transition to this new model also enabled program participants to achieve notable benchmarks, including 77% of all participants accumulating savings by the end of 2018- up from 36% at the start of the year. The significant increase of participants accumulating savings further highlights how much easier it is for residents to save compared to the old model. More information on the FSS program can be found [here](#).



Choose To Own Updates

Cumulative Choose to Own Homes Purchased Over Last Five Years



At the end of 2018, CHA's Choose to Own Program (CTO) reached 590 homes purchased throughout the City of Chicago. Of the 590 homes purchased, two-thirds have been in communities with lower poverty rates and approximately 70% have been in areas designated as CHA Mobility Areas. Moving into these communities provide youth in these households with better schooling options and parents with more employment opportunities. This is reflected in their average income from wages for participants as it exceeds the CHA average by over \$10,000 annually. This chart illustrates the consistency of the program, as it has surpassed its annual target in each of the last five years.

Choose To Own Stats:

\$31K

Average Income from Wages for CTO Heads of Households

64

Number of Community Areas with CTO Home Purchases

28%

Over 1/4th of the CTO Homeowners have fully assumed their mortgage

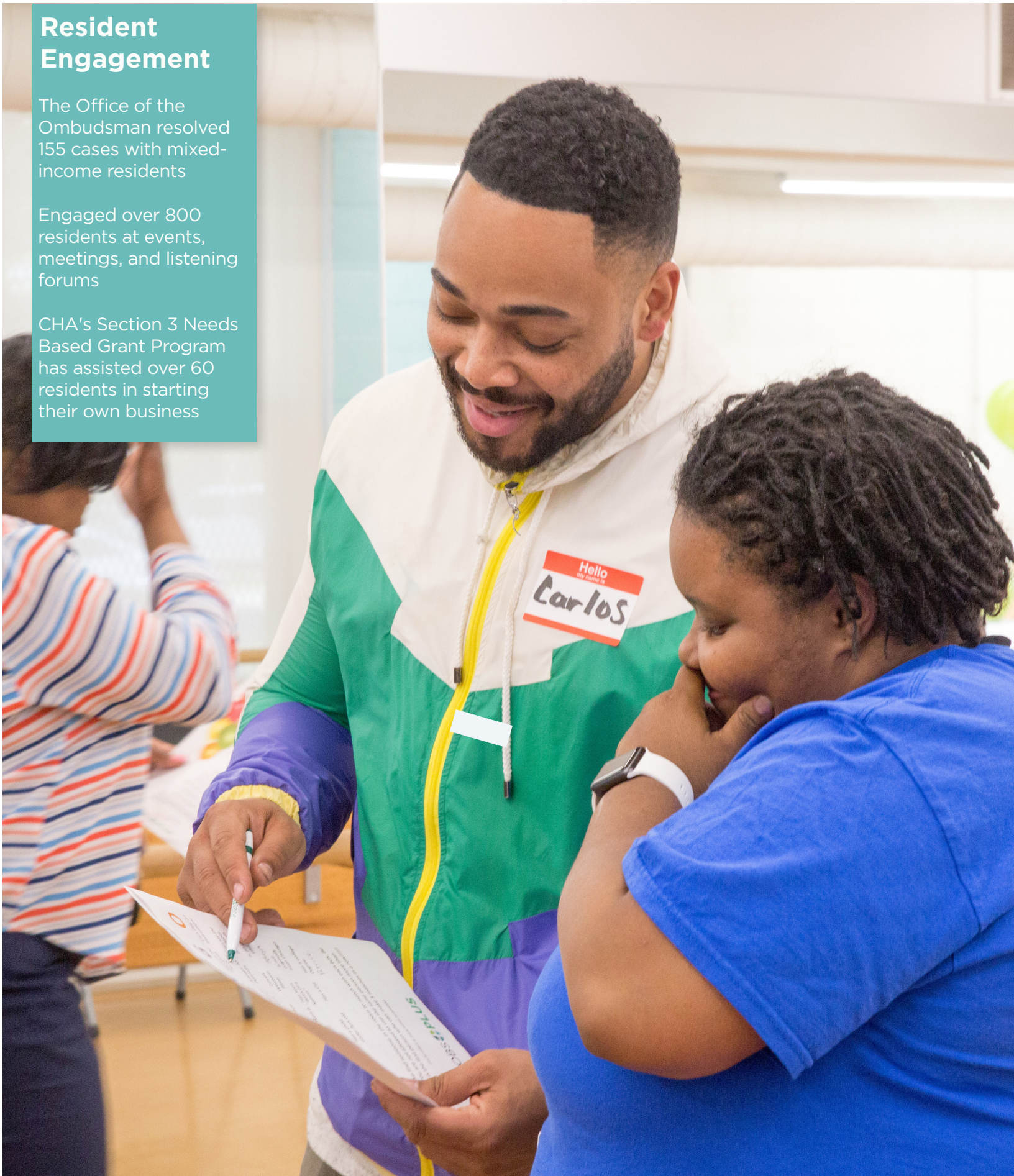
2018 Overview

Resident Engagement

The Office of the Ombudsman resolved 155 cases with mixed-income residents

Engaged over 800 residents at events, meetings, and listening forums

CHA's Section 3 Needs Based Grant Program has assisted over 60 residents in starting their own business



Spotlight On: Engagement & Partnerships

Resident Engagement Activities

In 2018, the Office Resident Engagement (ORE) partnered with local stakeholders—community organizations, property management, and universities, to host a variety of events at mixed-income developments and the broader community. Events ranged from a neighborhood Bike-a-Thon on the Near West Side to winter holiday parties that rang in the new year in style. In addition, ORE also launched Trusted Space—an asset-based community building approach that focuses on creating neighbor networks—at ten mixed-income developments throughout Chicago. ORE looks forward to introducing Trusted Space to additional sites in 2019.

Altgeld Gardens also hosted Network in the Neighborhood through the JobsPlus Program. The goal of the resident-led meeting series was to create an inclusive environment for residents to further develop a sense of community. This goal was achieved over time as residents gained familiarity with one another while holding a series of conversations about things directly impacting their households. Key topics for the group included health and wellness, community safety and beautification, and resident empowerment.

In 2018, Altgeld Gardens also hosted monthly Youth Network Nights that allowed the younger residents of the site to discuss issues impacting them at home or school. Bullying, teen relationships, and post-secondary schooling plans were common conversation topics among the youth group.

This past September, CHA's JobsPlus Program was featured at HUD's Annual JobsPlus Conference in Washington D.C. This opportunity provided CHA staffers and two resident leaders with an opportunity to highlight the impacts of the JobsPlus Program on the Altgeld Gardens community and households.

Central Advisory Council Partnership

The Central Advisory (CAC) is the duly elected leadership body to support all residents in public housing. We are proud of our partnership with the CAC and their work with residents. Two important programs that the CAC administers include:

Scattered Site Outreach: In 2017, the CAC was awarded funding through the Resident Opportunities and Self-Sufficiency (R.O.S.S.) Service Coordinators Grant Program. This grant allows the CAC to hire and maintain a service coordinator to further expand the programs and resources available to CHA residents. In 2018, the CAC R.O.S.S. hosted multiple employment fairs, assisted youth in registering for summer jobs, assisted in "Toys for Tots" drives at 15 sites and helped youth participate in several back-to-school events. Throughout 2018, more than 200 CHA residents were the beneficiaries of this program.

Entrepreneurial Training Program: In 2018 the CAC continued the program for CHA residents for the third year. CAC conducted an Entrepreneurship Boot Camp and attracted 67 CHA residents who enhanced their business knowledge and skills. CAC also supported 32 resident entrepreneurs with small business grants (up to \$5,000) to jump start their businesses. CAC has supported resident-owned businesses in a broad range of industries including construction, transportation, day care, and cleaning services.

Springboard to Success: Continuing Flight



Springboard to Success (S2S), CHA's non-profit partner, continues to introduce students to new college and career programming that will provide CHA youth with increased exposure and opportunity to fulfill their potential. This year, S2S funding allowed CHA youth to participate in five summer opportunities, tour local college campuses and participate in programming aimed at preparing students for college and their subsequent professional careers. Since 2014, S2S has raised over \$1.5M to fund these opportunities for CHA residents. S2S continues to push forward to increase funding for these programs, to provide CHA residents with opportunities to develop 21st Century Learning Skills needed to achieve success in college, career and life.

Annual Support Provided to CHA by S2S

Since 2016, our partnership with DePaul University introduced over 70 CHA high school students to college and career options. Through S2S funding, students have an opportunity to spend six-weeks of their summer on a college campus working with faculty, having access to state-of-the-art technology, and gaining experience and marketable skills.

Through S2S funding, transportation is provided for CHA students to tour local colleges and universities. These tours can be a key step in their college journeys as they visit campuses, talk with faculty and students, learn about majors, and envision themselves in that space.

The CHA Take Flight College Reception is an event that celebrates the achievements of CHA students as they begin their college careers. In 2018, over 150 students participated along with their families, and prepared to begin their college journey at over 60 schools nationwide.

S2S hosts a January check in event with CHA college students during winter break. This event provides students with information to help them persist, and connects them to recruiters hiring interns and recent graduates. There are presentations on topics such as resume development, social media presence and accessing scholarships for public housing residents.

S2S hosts an annual back-to-school event in August at the Brookfield Zoo for 400 CHA youth between the ages of 5 and 13. This fun-filled day at the zoo includes a lunch, special animal encounters, and a dolphin show. The event helps build excitement for starting the new school year with a backpack filled with school supplies.

As part of the annual CHA Operation Warm event, S2S sponsored the distribution of 12,000 new books to thousands of CHA youth at the service fair. First Book, a national nonprofit, works to help children build their personal libraries by providing them with their "first book".



Contact **Resident Services**

Eugene E. Jones, Jr., Chief Executive Officer

Mary Howard, Chief Resident Services Officer

Lucas Fopma, Deputy Chief, Resident Services

Paula Basta, Director, Senior Services & Health Initiatives

Nekeisha Battie, Asst. Director, FamilyWorks

Cassie Brooks, Education Specialist

Ebony Campbell, Director, Youth Opportunities

Lorne Green, Director, Self-Sufficiency Programs

Kristen Hamer, Director of Corporate & External Partnerships

Shawn Kendrick, Project Manager

Anne Lehocky, Asst. Director, Clinical Services

Crystal Palmer, Asst. Director, Resident Engagement

Mark Plummer, Director, Customer Care & Community Support

Bryce White, Sr. Director, Housing, Relocation & Program Support

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 watch our videos on You Tube: <https://www.youtube.com/user/ChiHousingAuthority>

You can contact Resident Services by phone at: 312.786.6601