



City Colleges of Chicago Facilitates a Dialogue During a Workshop on Accessing Student Services at the 2015 CHA Youth Conference



Resident Services

2015 First Quarter Report

OUR MISSION

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

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; for seniors, help them age in place as long as possible.



Latrice Tucker, signing the closing documents for her new home

Economic Independence

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

Improve Financial Management and Literacy

108 individuals participated in the EverFi financial literacy course including youth, adults and seniors with 41 completing the course in the First Quarter.

Current efforts

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

Increase Savings and Income Development

13 participants graduated from CHA's Family Self-Sufficiency Program with a total of \$77,847 of escrow dispersed. ^(Y)

65% of FSS participants are earning escrow.

More info

In Q1 2015, 946 public housing residents are better off financially than they were in Q1 2014.

Increase Investments (Homeownership)

4 families purchased a home through Choose to Own. ^{HCV (P)}

59 families have begun the process of purchasing a home and 111 participants attended a homeownership workshop.

More info

A total of 448 families have purchased homes since the program began in 2002, 309 of whom are still receiving a subsidy and 88 who have assumed their own mortgage. In 2014, CHA changed the criteria for enrollment to 50% of AMI.

Decrease Reliance on Subsidy

9 households have had a positive exit from public housing. ^{HCV (Y)}

10,650 households (65%) decreased their subsidy amount over the last year. ^(Y)

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.¹ The average annual wage for a working head of household in CHA public housing in 2014 was \$19,646.

^{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 3/31/2015. 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

389 adults obtained permanent, unsubsidized jobs with the help of FamilyWorks and other workforce development providers. Of these, **82%** were in high-demand industries. ^(SF)

Highlight

A graduate of CHA's Business Entrepreneurship Development Program who owns her own bakery business was selected as a supplier for the Whole Foods opening in the Englewood community in 2016.

Increase Job Retention

Outcomes to come in Q2.

Context

CHA's job retention history is better than the industry standard: a study of similar programs showed that on average, three-month retention is 66%, six-month retention is 52% and 12-month retention is 54%. ¹

Improve Income Stability

56% of working families increased or maintained their income. ^(Y)

25% of non-working, work-eligible families gained income from wages. ^(Y)

More info

These statistics compare current work eligible families to their status one year ago.

Improve Employment

62% of heads of household are employed. ^(Y)

The average annual income from wages is **\$19,499**. ^{(Y) HCV}

Context

Unemployment in Chicago is at 6.4% but that only counts people looking for a job. ² Overall, 64.6% of adults have a job in Chicago. ³

^{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 3/31/2015. 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 April 2015. 3: Illinois Department of Employment Security, Economic Information and Analysis; data as of March 2015.

Academic Achievement

Helping youth and adults succeed throughout their academic career.

Increase Grade-Level Achievement

939 children 0 to 5 are enrolled in early childhood programs.

Context

Rigorous evidence suggests positive short-term impacts of preschool programs on children's academic school readiness and mixed impacts on children's socio-emotional readiness.²

Enable Attainment of High School Diploma/GED

230 youth engaged in college awareness or prep activities.^(SF)

In Q1 of 2015, CHA introduced the **#IamCHA** and **#CHAscholar** social media campaigns to raise awareness and engage youth across platforms including the CHA scholarship application.

More info

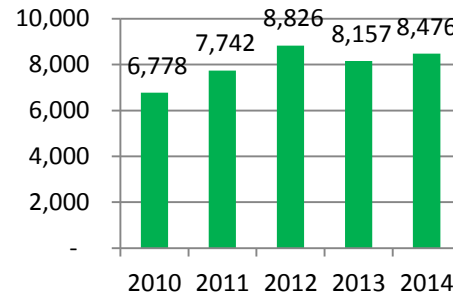
In 2015, CHA implemented a data share agreement with Chapin Hall Collaborative and the Thrive initiative in order to report on youth academic outcomes in more detail.

Increase Post-Secondary Enrollment

205 residents attended a City Colleges of Chicago program.^(SF)
HCV

In 2014, **8,476** residents were enrolled in a college/post-secondary education program.¹

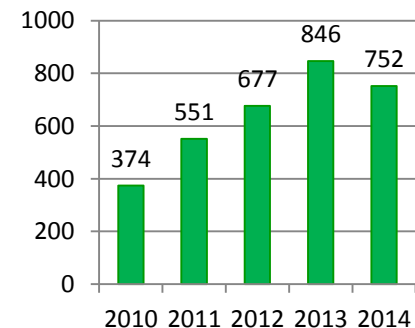
Context College enrollment over time¹



Enable Attainment of Post-Secondary Credential

In 2014, **752** residents graduated from college/post-secondary education programs.

Context College graduation over time¹



^{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 3/31/2015. 1: National Student Clearinghouse; post-secondary enrollment and graduation only. 2: “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.



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.

Increase Lease Compliance

100% (163 issues) of lease compliance referrals were resolved successfully. ^(SF)

51% (3,957) of residents in public housing are compliant with the CHA work requirement, while **23%** (1,786) are in Safe Harbor.

More info

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

Improve Mental Health and Mental Well-Being

155 youth participated in substance abuse prevention programs.

136 residents engaged in individual or group counseling services. ^(SF)

46% of residents surveyed reported being confident that they will no longer need a housing subsidy in 5 years; **62%** reported the same for 10 years. Compared to 2014, this is a 2% decrease for 5 years and a 2% increase for 10 years. ^{(SF) 1}

More info

385 seniors received external referrals for additional services such as DFSS community care programs, medical clinics, home health care, and physical wellness needs.

Improve Physical Well-Being

55,213 subsidized meals were served at 19 Golden Diner sites.

12,129 commodity and food boxes were distributed to senior residents.

Context

8.6 % of all adults and 40.2% of seniors in Chicago have a disability. In public housing, 64% of all households contain only seniors or people with disabilities.²

Increase Social and Community Engagement

97 families moved to an Opportunity Area. ^{(P) HCV}

4% of 10/1/99 families have yet to satisfy their Right of Return. ^(Y)

101 residents engaged through the Ombudsman's office.

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

Partnerships and Events Update

- In the Q1 2015, CHA Resident Services worked with 13 sponsors for CHA events and activities for a total of \$4,956,728, leveraging an additional \$5,515,000.
- 30 public housing and Housing Choice Voucher college students returned to CHA for “Staying Power,” a retention check-in that focused on college resiliency, maximizing connections and building a professional network. Students who participated attend Morehouse, Amherst, Wisconsin, Western Illinois, SIUE, NIU and more.
- CHA in partnership with 100 Black Men and launched the first ACT prep course for 28 registered students. Students met over the course of 6 weeks to prepare for the exam.
- CHA coordinated events to support violence prevention efforts that align with the Strategic Plan for 2015 developed by the Mayor’s Commission for a Safer Chicago by participating in the “Strengthening Communities Pilot” at West Haven.
- CHA is actively engaged in the ACE Illinois Response Collaborative, which represents a broad range of organizations (academic, community, private and public) committed to expanding the understanding of adverse childhood experiences and how they impact the health and well-being of Illinois residents and communities.
- Britton Budd Senior Apartments was selected for a third year in a row by Chicago Cares to host the Queen of Hearts Senior Mixer. 61 seniors attended along with 26 volunteers who led interactive activities, including a casino-themed brunch with food, games, culturally diverse themed murals to celebrate resident backgrounds, card making, gift giveaways, and music and dancing.
- CHA’s Director of Senior Services and Health Initiatives has been appointed by Mayor Rahm Emanuel as a member of the Age-Friendly Advisory Council which will facilitate the implementation of the initiatives recommended in the Report and meet quarterly during the next three years. Additionally, CHA will be developing initiatives for public housing seniors as part of the overall Age-Friendly Chicago plan.

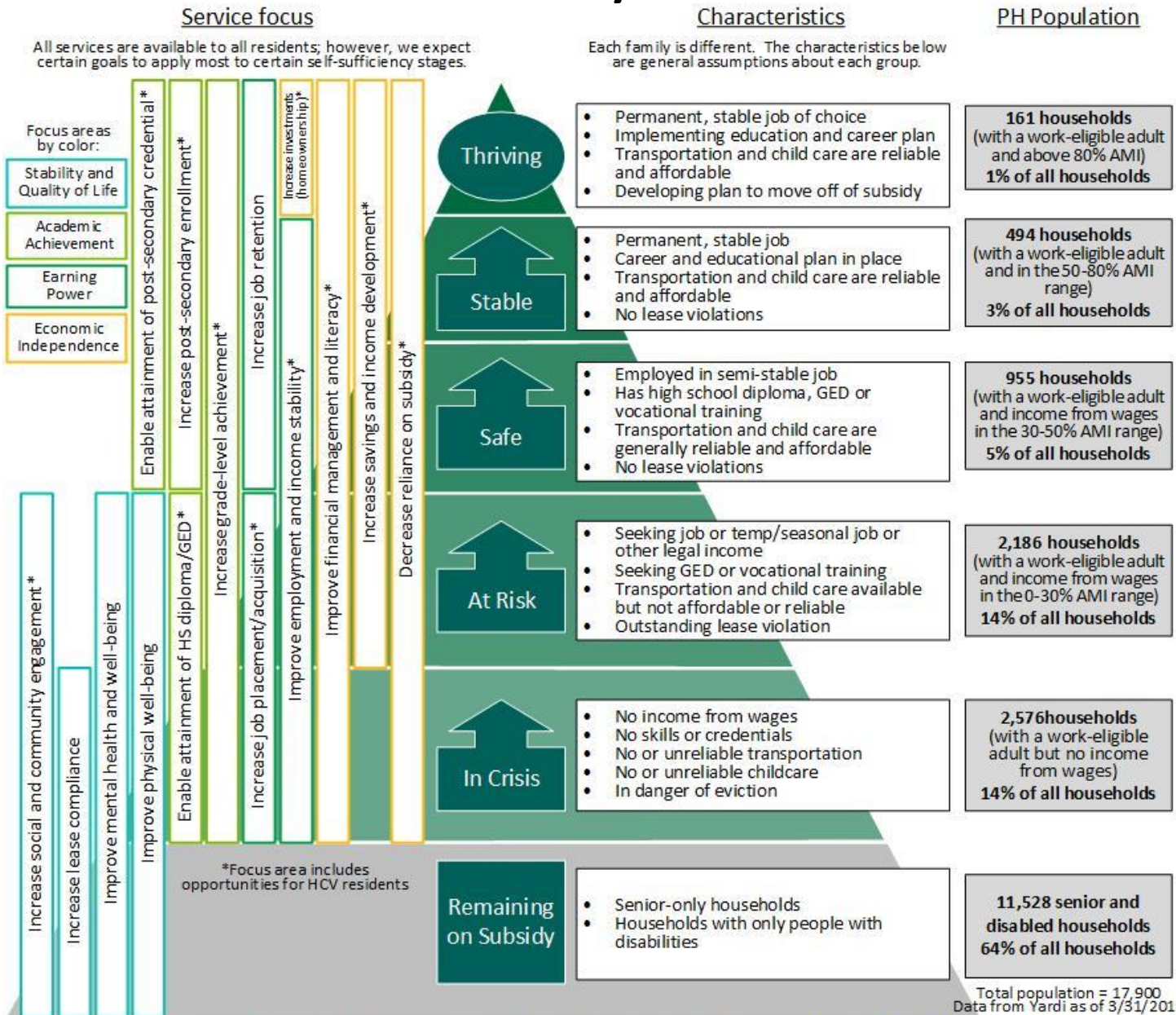


Seniors dancing at the Bud Britton Queen of Hearts Mixer



College students return to CHA for the “Staying Power” check in

Self-Sufficiency Continuum



Compared to Q12014, 1% of residents improved a level on the above self-sufficiency scale. Households no longer living in PH have been removed.