

1st Quarter 2017 Report Resident Services



Mission & Impact Areas

OUR MISSION

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

OUR IMPACT AREAS

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.

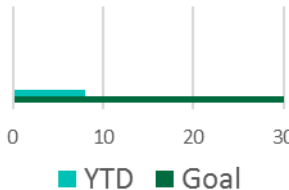


Economic Independence



8 families purchased a home through the Choose to Own Program.

27% towards meeting the goal of 30 residents purchasing a home in 2017.



10 graduates from the Family Self Sufficiency Program, with \$57,181 in escrow disbursed.

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.



857 Family Self Sufficiency participants have accumulated approximately **\$1.2 million** in escrow.

Earning Power



375 adults obtained unsubsidized employment through CHA workforce development programs. **93%** were placed in **high demand industries** with an average wage of **\$11.29**.



49 residents connected to new or better jobs via the JobsPlus grant at **Altgeld Gardens**. **JobsPlus** is a place-based workforce development strategy for public housing residents.

JobsPlus is a place-based workforce development strategy for public housing residents funded through HUD.



\$20,855 is the average income of work-able heads of households in Q1; **64%** of all work able families are employed

Academic Achievement



177 residents enrolled to date in the Partners in Education program, providing debt-free access to City Colleges of Chicago. The average cost savings for a part-time student is over \$1,200 per semester.



1,316 public housing youth 0 to 5 are enrolled in early childhood programs throughout the City of Chicago.



Over **850** CHA Residents are supported with college financial support from CHA each year. This includes awards from the CHA Scholarship Program and vouchers to attend City Colleges of Chicago through the Partners in Education program.

Stability & Quality of Life



There were over **14,000** visits to **CHA's 9 Digital Resource Centers** in Q1 2017



Over **55,000** Golden Diner meals were served to senior residents at CHA sites city wide and **10,950** commodity boxes were distributed.



There were **849** senior events in Q1 2017 at CHA senior sites.



106 families moved to an opportunity area so far in 2017, more than twice the number for Q1 2016.

A CHA Opportunity Area is defined as a census tract with less than 20% of its individuals with income below the poverty level and a low concentration of subsidized housing.

Partnerships & Events



CHA is proud to call 2017 the “**Year of the Senior.**” This year-long celebration will recognize the many important contributions that CHA senior residents make to CHA and the City of Chicago. This year will be filled with special initiatives aimed at further engaging our seniors in activities promoting healthy aging.

CHA Awarded \$452,000 **Resident Opportunities and Self Sufficiency (ROSS) Grant** to Help Public Housing Youth Towards Post-Secondary Education. This program will be facilitated through three full-time Education Navigators, each working with 250 students between the ages of 15-20. A total of 750 public housing youth will be served in the two-year demonstration program.

CHA has partnered with the Chicago City of Learning (CCOL) to host a Spring Break Coding CHallenge that allowed youth and families an opportunity to enjoy a day packed with challenges, coding exploration and gaming. Winners will be hosted later this spring for a reception at the Dearborn Homes Digital Resource Center.



50 college students attended the “Take Flight – Staying the Course” college prep event to support continuing CHA college students. The event provided college students with vital information on summer internships and employment, and information about attending City Colleges of Chicago during the summer semester at no cost to them.



CHA welcomed 5 new partners in the 1st Quarter:

- Advantage Physical Therapy Associates
- Churchview Supportive Living
- Heartland Health Center
- Oral Health America
- Sinai Urban Health Institute



On January 18, 2017 the CHA Scholarship Application went live and remained open until May 17 2017. CHA plans to award over 200 college scholarships between \$1,000-\$2,500 as part of the 2016-2017 CHA Scholarship Program



For the fourth year in a row, the American Heart Association has facilitated a four month program aimed at helping seniors to improve their blood pressure: “Check-Change-Control”.

Special Programs Update

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

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 Opportunity or General Area. Individuals who are uninterested in moving to the defined areas would be returned to the public housing wait list.

Update: As of Q1 2017 70 families out of 218 are 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 Q1 2017, 9 are housed, for a total of 88/150.

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 service providers: Safer Foundation or St. Leonard's Ministries. Participants must engage in supportive services with one of the reentry providers.

Update: 10 applicants were housed as of Q1 2017.

Survivors of Trafficking

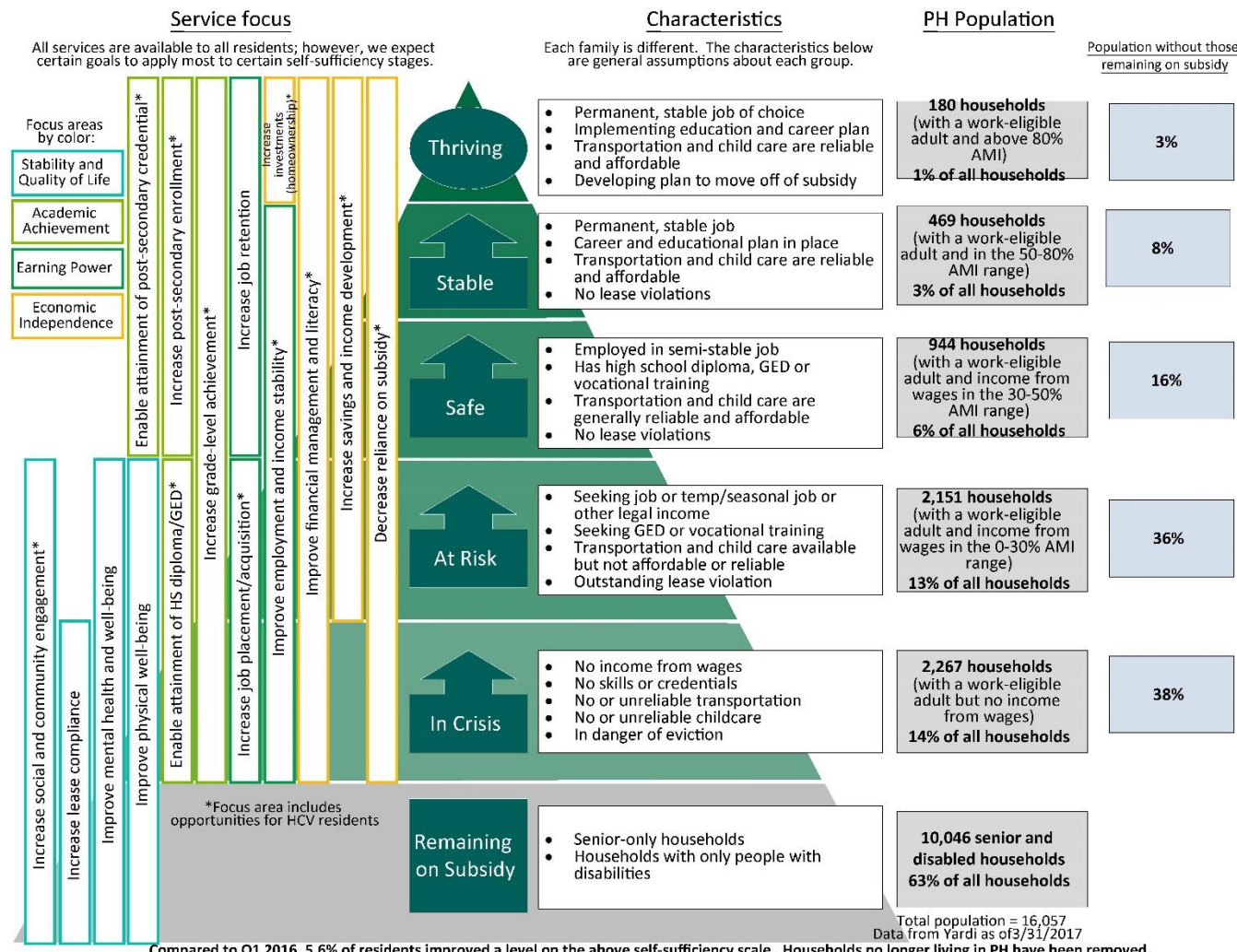
Overview: The Survivors of Trafficking pilot will provide 60 tenant based vouchers over 3 years to eligible candidates who are referred from Chicago agencies receiving federal funding to provide supportive services to victims of trafficking. This pilot program is a first of its kind in the nation, responding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

Update: The Administration of Children & Families has developed a criteria tool for referrals to the pilot program and will begin accepting referrals during Q2 2017.

Self-Sufficiency Continuum

With an increasing focus on helping residents who are able move to self-sufficiency, in 2013 Resident Services defined six steps on a self-sufficiency scale, expressed in the pyramid below. Compared to Q1 2016, 5.6% of residents improved a level on the below self-sufficiency scale. Moreover, **residents who engage in services are more likely to increase their movement on the scale than those who are not engaged.**

Q1 2017 Self Sufficiency Triangle



Contact Resident Services

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: <http://www.thecha.org/residents/services/change-makers/>

Call us by phone at: 312.786.6601

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Thank you!