



# Resident Services

2015 Second 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

**99** individuals participated in the EverFi financial literacy course including youth, adults and seniors with 25 completing the course in the Second 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

In Q2, **24** participants graduated from CHA's Family Self-Sufficiency Program with a total of **\$190,332** of escrow dispersed.<sup>(Y)</sup>

Year to date, **37** have graduated with a total of **\$268,173** of escrow dispersed.

### More info

In Q2, \$2,410,782 in escrow has been accumulated. **78%** of FSS participants are earning escrow up by 13% since Q1.

## Increase Investments (Homeownership)

In Q2, **10** families purchased a home through Choose to Own, bringing the year to date total to **14** families.<sup>(P)</sup>

**92** families have begun the process of purchasing a home and **146** participants attended a homeownership workshop.

### More info

A total of 458 families have purchased homes since the program began in 2002, 309 of whom are still receiving a subsidy and 93 who have assumed their own mortgage.

## Decrease Reliance on Subsidy

In Q2, **13** households have had a positive exit from public housing, bringing the year to date total to **22** families.<sup>(Y)</sup>

**10,747** households (67%) decreased their subsidy amount over the last year.<sup>(Y)</sup>

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



# Earning Power

Helping those able to work begin or advance a career to gain long-term earning potential.

## Increase Job Placement/ Acquisition

**403** adults obtained jobs with the help of FamilyWorks and other workforce development providers. Of these, **86%** were in high-demand industries. <sup>(SF)</sup>

Year to date, **792** adults obtained permanent unsubsidized employment so far in 2015.

### Highlight

Centers for New Horizons, a CHA FamilyWorks provider has partnered with the CPS Safe Passage program to provide workforce development and placement opportunities for CHA residents. Immediate job openings will be available to residents who will safely support students on their way to and from school.

## Increase Job Retention

**87%** of residents who obtained employment with the help of CHA providers remained employed for 90 days; **76%** remained employed for 180 days and **60%** remained employed for a year.

### Context

CHA's job retention history is better than the industry standard: a study of similar programs showed that on average, 90 day retention is 66%, 180 days retention is 52% and 12-month retention is 54%. <sup>1</sup>

## Improve Income Stability

**56%** of working families increased or maintained their income. <sup>(Y)</sup>

**25%** of non-working, work-eligible families gained income from wages. <sup>(Y)</sup>

### More info

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

## Improve Employment

**62%** of heads of household are employed. <sup>(Y)</sup>

The average annual income from wages is **\$19,512**. <sup>(Y) HCV</sup>

### Context

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

<sup>HCV</sup> 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 6/30/2015. 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.





CHA students attend a college transitions workshop

# Academic Achievement

Helping youth and adults succeed throughout their academic career.

## Increase Grade-Level Achievement

In the 2014-2015 academic year, **3,239** CHA youth ages 0-5 participated in an Early Learning Program.<sup>1</sup>

### 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.<sup>3</sup>

## Enable Attainment of High School Diploma/GED

In Q2, **292** youth engaged in college awareness or prep activities.<sup>(SF)</sup> Year to date, **522** youth have engaged in college prep activities.

In the 2013-2014 school year, CHA high school seniors had an on-time graduation rate of **89%** from CPS schools.<sup>1</sup>

### More info

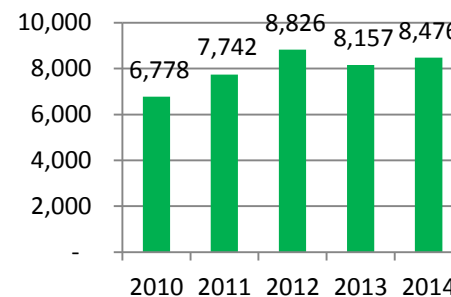
In 2015, CHA implemented a data share agreement with Chapin Hall Collaborative and the Thrive Initiative in order to report on youth academic outcomes in more detail.

## Increase Post-Secondary Enrollment

In Q2, **207** residents attended a City Colleges of Chicago program for a year to date total of **406**.<sup>(SF)</sup>  
HCV

In 2014, **8,476** residents were enrolled in a college/post – secondary education program.<sup>2</sup>

### Context College enrollment over time<sup>2</sup>

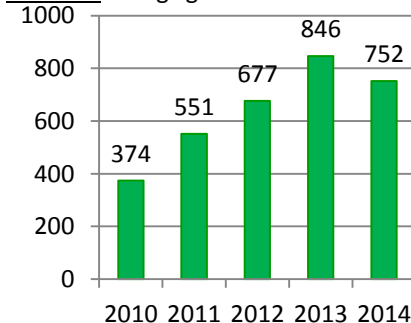


## Enable Attainment of Post-Secondary Credential

In 2014, **752** residents graduated from college/post – secondary education programs.<sup>2</sup>

**92% of CHA Scholarship Awardees** (since 2013) remain currently enrolled in post-secondary education or have completed a degree.<sup>2</sup>

### Context College graduation over time<sup>2</sup>



<sup>HCV</sup> 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 6/30/2015. 1: Statistic derived from data share agreement with DFSS and CPS. 2: National Student Clearinghouse; post-secondary enrollment and graduation only. 3: "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

In Q2, **99%** (373 issues) of lease compliance referrals were resolved successfully. <sup>(SF)</sup>

In Q2, **53%** (4,435) of residents in public housing were compliant with the CHA work requirement, while **19%** (1,616) are in Safe Harbor. Others are exempt from the requirement.

### 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

In Q2, **75** youth participated in substance abuse prevention programs for a year to date total of **230**.

**189** residents engaged in individual or group counseling services for a year to date total of **325**. <sup>(SF)</sup>

**309** residents engaged in clinical wellness programming for a year to date total of **552**. <sup>(SF)</sup>

### More info

Using pre and post assessments, youth had increased scores in their ability to problem solve, make decisions, and set goals. <sup>1</sup>

## Improve Physical Well-Being

**55,535** subsidized meals were served at 19 Golden Diners sites for year to date total of **110,748**.

As of January 2015, **1,862** park district vouchers have been issued to CHA youth.

In 2015, **65** CHA seniors completed “**Check, Change, Control**” which screens and provides tools to control hypertension and lower blood pressure. In 2014, **50%** of all participants lowered blood pressure at some point in the program.

### Context

8.6 % of all adults and 40% of seniors in Chicago have a disability. In public housing, 64% of all households contain only seniors or people with disabilities. <sup>2</sup>

## Increase Social and Community Engagement

In Q2, **44** families moved to an Opportunity Area, bringing the year to date total to **152** families. <sup>(P) HCV</sup>

Only **3.8%** of 10/1/99 families have yet to satisfy their Right of Return. <sup>(Y)</sup>

In Q2, **176** residents were engaged through the Ombudsman’s office, for a year to date total of **277** residents engaged.

### 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. <sup>3</sup>

<sup>HCV</sup> 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 6/30/2015. 1: Data from YSAPP monthly reports. 2: American Community Survey, Five Year Estimates, 2009-2013; ACS defines seniors as 65 and older, CHA defines seniors as 62 and older. 3: The Impacts of Neighborhoods on Intergenerational Mobility Childhood Exposure Effects and County-Level Estimates by Raj Chetty and Nathaniel Hendren, Harvard University. April 2015.

# Partnerships and Events

- CHA accepted a grant award from the Department of Housing and Urban Development (HUD) in the amount of **\$3,000,000** to implement a four year **JobsPlus Pilot Program** to support CHA's efforts to improve employment and earnings outcomes for residents of Altgeld Gardens
- CHA held its **7<sup>th</sup> Annual Youth Conference** "The Connect: Knowledge for College." **51** high school juniors and seniors attended the event held at the University of Chicago aimed at enhancing skills that make attaining a college degree possible Workshops included: resiliency, confidence building and creating supportive networks while on campus.
- CHA held a **Family Self-Sufficiency** program graduation ceremony for spring graduates, which accumulated more than **\$140,000** in escrow savings, plus interest. There were **23 graduates** in the 2015 spring class.
- **Mother's Day** and **Father's Day** activities were held throughout the city at various CHA developments. Father's Day activities were sponsored by HUD and held by FamilyWorks providers which included activities at various sites such as team building, guest speakers from the National Initiatives on Poverty, BBQs, poetry readings and literacy activities.
- CHA kicked off its summer youth programs Summer Youth Employment Program and Learn and Earn and the Financial Literacy and Leadership Institute Program. Between April and June 2015, **3,950 youth applied to the summer programs using the CHA online youth portal.**
- In April 2015, the **Office of the Ombudsman** held Listening Forums at the Charles A. Hayes Family Investment Center and Eckhart Park. A total of **22** CHA residents from mixed-income developments attended the forums. CHA staff, property management, and service providers were also present to address residents' questions and concerns.
- CHA partnered with the **Unity West Drug Free Coalition** to prevent underage drinking, marijuana use, and youth gang involvement through collaboration with community residents, stakeholders and CHA youth. The coalition received a 5 year federal grant from the Substance Abuse & Mental Health Service Administration (SAMSHA) to develop and implement a strategic plan on community health and safety.



Enjoying a Mothers Day lunch



Park District Counselor In-Training program for CHA youth



# Special Programs Update

## 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. To be eligible for this project, applicants must demonstrate self-sufficiency and housing stability, as defined by the assessment tool created for the pilot. The program's initial pilot was from May 2012-May 2014; during the pilot phase, approximately 50 individuals received tenant-based vouchers. As of August 2014, 33 of those individuals have "moved on."
- **Update:** The CHA will commit an additional 50 vouchers annually to the Moving On Demonstration Program through 2016. A total of 28 out of the 50 vouchers have been issued as of June 30, 2015.

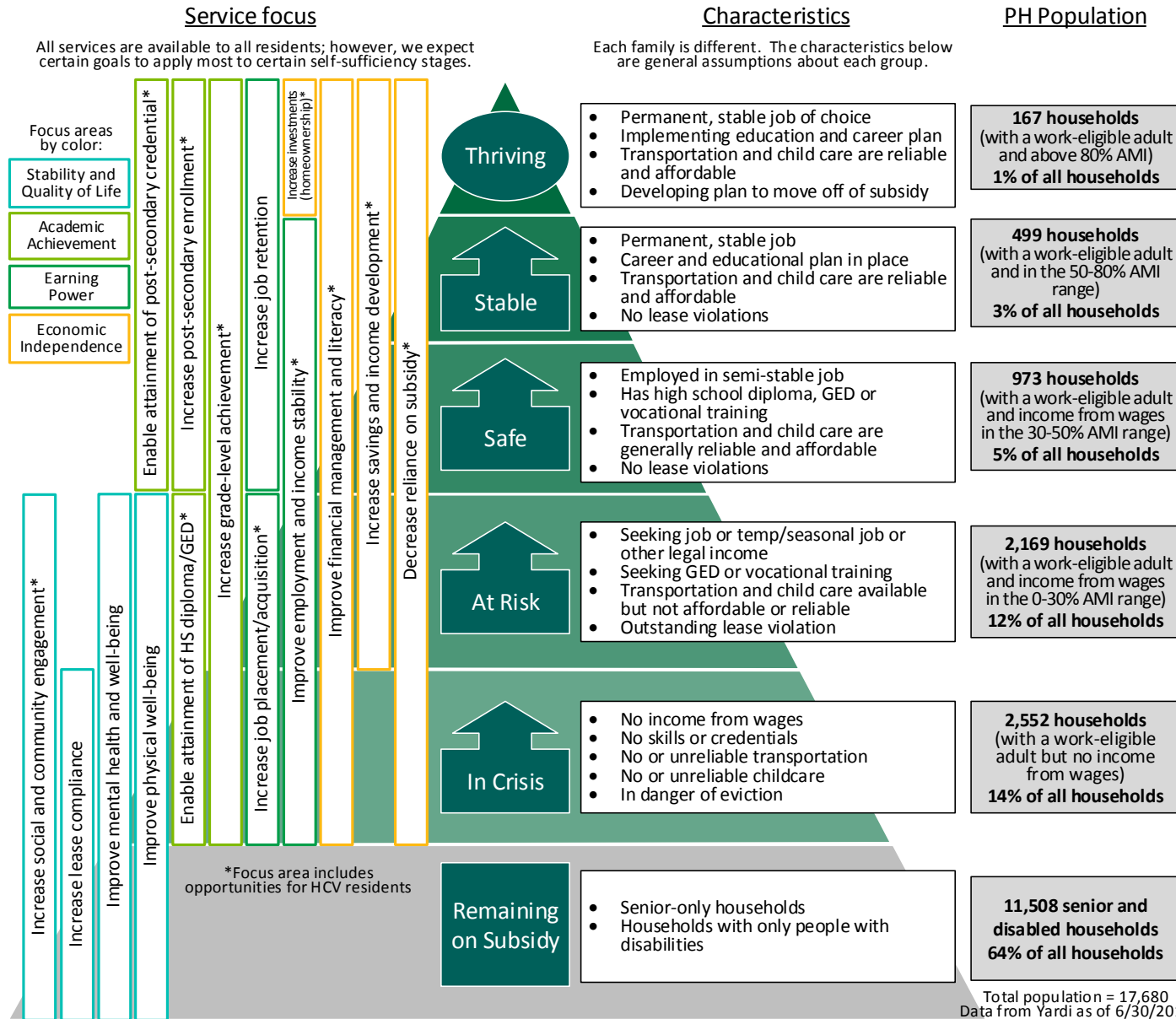
## Mobility Demonstration Program

- **Overview:** Mobility Counseling Demonstration Program allows individuals from the Public Housing Wait List (as of December 2014) 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. If selected, participants will receive mobility counseling through the existing mobility counseling contractor and post-move services through the regional FamilyWorks provider for a period up to two years.
- **Update:** The CHA will begin program implementation in the 3<sup>rd</sup> Quarter of 2015.

## Reentry Demonstration Program

- **Overview:** Through the Reentry Pilot program individuals who have been convicted of crimes that would otherwise make them ineligible for CHA housing may qualify for housing. Those currently on a CHA wait list may qualify for subsidy, and those whose family lives in traditional public housing may be qualified to reunite with their family. To be eligible, ex-offenders must have completed a minimum of one year in a reentry program participating Reentry Pilot service providers: Safer Foundation; Lutheran Social Services; or St. Leonard's Ministries. Participants must engage in supportive services with one of the reentry providers listed above, including weekly contacts with the provider for the first 90 days and monthly contacts thereafter, monthly in-home visits with the provider for the first 90 days and quarterly in home visits thereafter, monthly visits from a CHA FamilyWorks representative and any additional meetings, contacts or home visits that the provider deems clinically necessary.
- **Update:** The CHA Reentry program launched in 2<sup>nd</sup> quarter of 2015. CHA will enroll a maximum of 50 families in the pilot over the two-year enrollment period.

# Self-Sufficiency Continuum



Compared to Q1 2015, 1% of residents improved a level on the above self-sufficiency scale. Households no longer living in PH have been removed.



# 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/>. You can also review our videos on YouTube: <https://www.youtube.com/user/ChiHousingAuthority>.

You can also contact Resident Services by phone at: 312.935.2625

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