



2nd Quarter 2016 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.

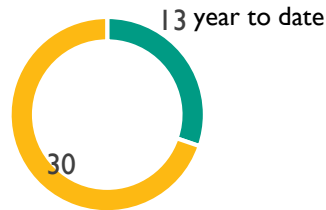


Economic Independence



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

43% towards meeting the goal of 30 residents purchasing a home in 2016. CHA is on track to complete its 500th closing in the third quarter.



27 graduates from the Family Self Sufficiency Program, with an average escrow of **\$7,858** paid out per graduate.

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.



803 Family Self Sufficiency participants have accumulated a total of **\$1.88 million** in escrow.

Earning Power



450 adults obtained unsubsidized employment through CHA workforce development programs, for a year to date total of **791** jobs. **88% were placed in high demand industries** with an average wage of **\$10.94**.



30 residents connected to new or better jobs via the JobsPlus grant at Altgeld Gardens. So far there has been a total of **132 placements**.

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



\$19,776 is the average income of work-able heads of households; **57%** of all working families increased or maintained their income.

Academic Achievement



235 residents were enrolled in the Partners in Education program, providing debt-free access to City Colleges of Chicago. The average estimated cost savings per student is \$1,600 in tuition for one 3 credit-hour course.



1,304 youth engaged in CHA education and college prep activities, for a year to date total of **3,724**.



3,068 CHA youth 0 to 5 are enrolled in early childhood programs (both public housing and Housing Choice Voucher).



28 families enrolled in the Altgeld Home Visiting Pilot to ensure developmental readiness for early childhood education by combining home visits with clinical support.

Stability & Quality of Life



1,104 residents visited computer labs at **8** CHA developments.



56,511 Golden Diner meals were served to senior residents at CHA sites city wide and **11,157** commodity boxes were distributed.



654 adults and seniors engaged in health and wellness activities for a year to date total of **849**.



27 families moved to an opportunity area, for a year to date total of **30** families.

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 2016 the “**Year of the Youth.**” This year-long youth engagement campaign includes unique business partnerships, internship programs and youth-related programs that focus on mentoring young people and placing them on a strong career path to college and jobs.

Launched in 2016, the **CHA Health Partnership** application is now available online. Health Partnerships provide free health services to CHA residents. To become a CHA Health Partner, partners should fill out the form and return to CHA: <http://www.thecha.org/residents/services/health-wellness>.

CHA welcomes all 2016 Second Quarter Partners:

Advanced Medical Associates
Advocate Illinois Masonic Medical Center
Amazing Medical Care
Cigna HealthSpring
Citywide Home Health Services

Comfort Hospice
David Gordon, health care ambassador
Ideal Care Home Health, Inc.
Let's Move
McCormick Chamber of Commerce

New Horizons Healthcare, Inc.
Premier Medicare Benefits
XCelRx
Walgreens, Region 10 Chicago
WellCare Inc.



CHA hosted “**Success from the Start,**” a college transition workshop focused on financial decisions. Students were represented from Illinois State, Alabama A&M, North Carolina A&T, City Colleges of Chicago, Western Illinois University, Arrupe College, and Capella University.



“Flu fighters” a collaboration with CHA and various health partners including **Walgreens, Blue Cross Blue Shield, EverThrive, Telligen, and Centers for Medicaid and Medicare Services** resulted in the vaccination of **1,500** CHA seniors



CHA inaugurated the first **Youth Council** in partnership with the **Mikva Challenge** to increase engagement of CHA youth by providing a space to address issues and work with CHA executive leadership on solutions. The inaugural council is made up of **20 high school students.**



CHA launched the **Summer Food Program** at **29 public housing sites** and **7 Learn and Earn** program sites. The Greater Chicago Food Depository provides FREE nutritional meals to youth ages 18 and younger and to persons 18 – 21 who have a mental or physical disability.

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 June 30, 2016, 82 vouchers have been issued and 32 families 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 June 30, 2016, 22 vouchers have been issued and 61 families are housed.

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: CHA is now accepting applications for the program.

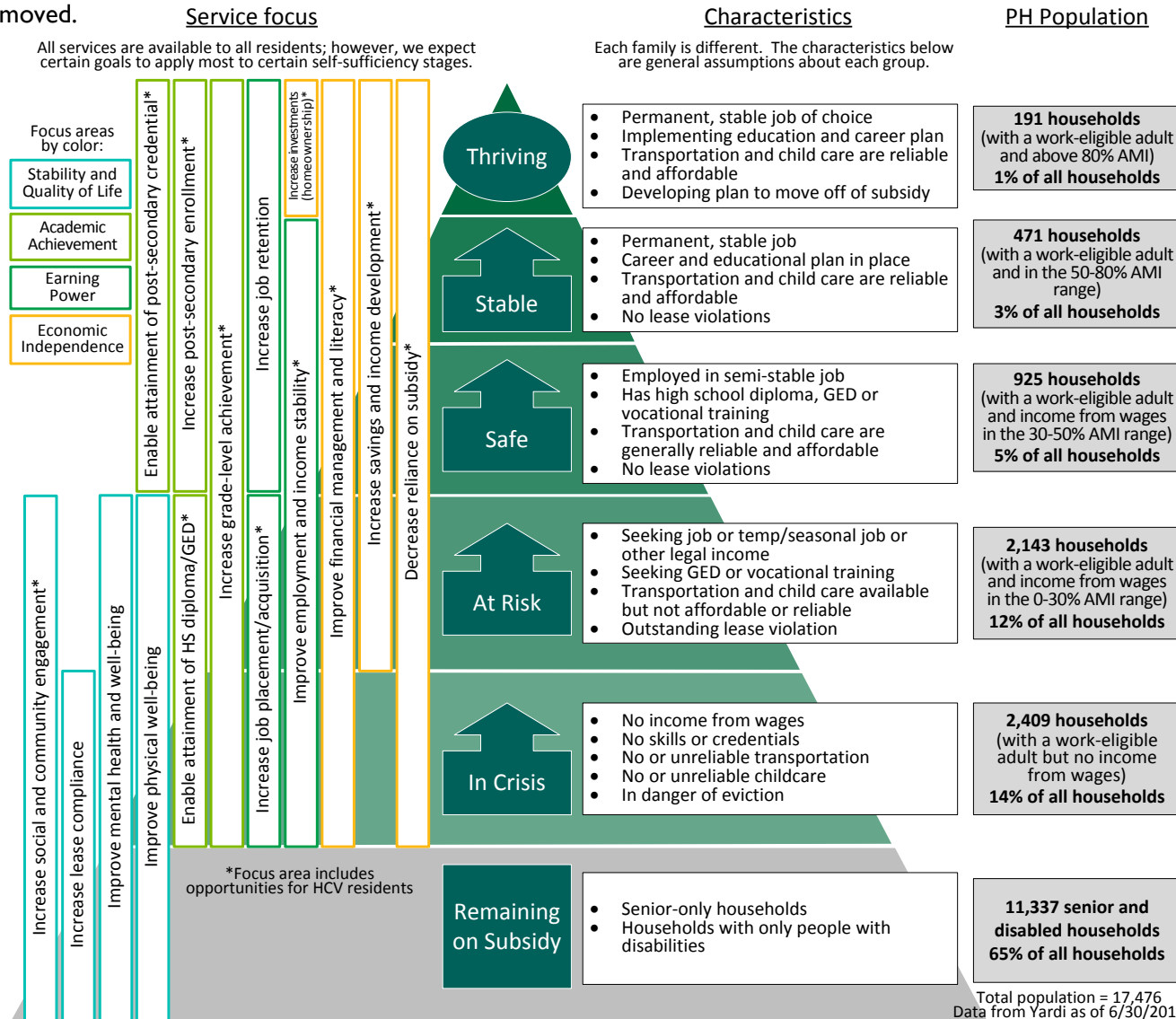
Sponsor Based Voucher Program

Overview: The Sponsor Based program, a subset of CHA's Property Rental Assistance (PRA) program, enables entities to master lease units from owners in order to house low income individuals and families who require supportive services for those who have experienced homelessness, mental illness, veteran homelessness, and transition aged youth. CHA has 350 Sponsor Based Vouchers (SBV) that it will utilize for this program, 100 of which are to be utilized for a supportive services partnership program with the Chicago Department of Family & Support Services (DFSS). 50 vouchers will be used for Transition Aged Youth (age 18-24) and 50 will be used to provide housing services for homeless families. Sponsoring Agencies will apply to use the vouchers to master lease units for 2-7 years.

Update: 4 agencies have been approved by DFSS and are now seeking units for participants.

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 Q2 2015, 2.8% of residents improved a level on the below self-sufficiency scale. Households no longer living in PH have been removed.





CHICAGO HOUSING
AUTHORITY™

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>

Call us by phone at: 312.935.2625

Chief Executive Officer

Eugene E. Jones, Jr.: Ejones@thecha.org

Resident Services Leadership Staff

Mary Howard, Chief, Resident Services: Mhoward@thecha.org

Cassie Brooks, Education Specialist: Cbrooks@thecha.org

Ebony Campbell, Director, Youth Opportunities: Ecampbell@thecha.org

Lucas Fopma, Director, Administration: LFopma@thecha.org

Lorne Green, Director, Self-Sufficiency Programs: LCGreen@thecha.org

Jessica Nepomiachi, Senior Advisor: JNepomiachi@thecha.org

Anne Lehocky, Assistant Director, Clinical Services: alehocky@thecha.org

Crystal Palmer, Assistant Director, Resident Engagement: CPalmer@thecha.org

Andrew Teitelman, Director, Senior Services & Health Initiatives: ATeitelman@thecha.org

Bryce White, Director, Supportive Outreach & Relocation: Bwhite@thecha.org



Thank you!