



## 2nd 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

### Foster Economic Independence

Help residents gain greater economic independence.

### Increase Earning Power

Help residents begin or advance their work lives to increase earnings.

### Enhance Academic Achievement

Help youth and adults engage and succeed in academic endeavors.

### Improve Stability and Quality of Life

Help residents access opportunities and services; help seniors age in place.



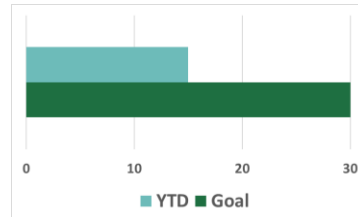


## Economic Independence



**15** families purchased a home through the Choose to Own Program.

50% towards meeting the goal of 30 residents purchasing a home in 2017.



**14** graduates from the Family Self Sufficiency Program, with \$53,382 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.



**936** Family Self Sufficiency participants have accumulated approximately **\$1.3 million** in escrow.

## Earning Power



**396** adults obtained unsubsidized employment through CHA workforce development programs. **93%** were placed in **high demand industries** with an average wage of **\$11.48**



**58%** of all work-able public housing households saw their income from wages increase over a one year period from Q2 2016 to Q2 2017.



**64%** of all work-able families are employed and have an average income of **\$21,071** as of Q2 2017, which represents an all-time high for CHA households.

## Academic Achievement



**148** 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.



**235** residents were awarded a scholarship through CHA's scholarship program.



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 almost **17,000** visits to **CHA's 9 Digital Resource Centers** in Q2 2017



Over **53,000** Golden Diner meals were served to senior residents at CHA sites city wide and **7,800** commodity boxes were distributed.



There were over **2,000** senior events in Q2 2017 at CHA senior sites.



**177** families moved to an opportunity area so far in 2017.

*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.

This summer, the Summer Food program started on June 22<sup>nd</sup> and provided meals at 37 sites across the city of Chicago. In partnership with the Greater Chicago Food Depository, CHA continues its fight against Childhood Hunger by hosting the program at 37 sites in or near CHA developments. Last year, the program served over 80,000 meals to Chicagoans across the city.

**This summer, the CHA Youth submitted over 3,500 applications for employment via the CHA Youth Application Portal. The program, which targets CHA youth between the ages of 16-24, aids the youth in gaining workplace experience at a variety of public and private sector business throughout the city. Program participants explore possible career paths, while the program also focuses on building work place skills and financial literacy over the course of the paid seven-week summer program.**



CHA Seniors continued to show strong results in partnership with the American Heart Association’s ‘Check-Change-Control’ program. This summer 77% of CHA’s participants completed the program, which is the highest overall completion rate since the program started.



The CHA Scholarship closed on May 17th 2017, with the highest number of applications submitted since the program’s inception three years ago. 472 current and future college students submitted applications to receive one of 220 awards ranging between \$1,000-\$2,500 for the 2017-18 School Year.



CHA welcomed 4 new partners in the 2<sup>nd</sup> Quarter:

- Airhelp, Inc.
- Chicago Hope and Palliative Healthcare Inc.
- Heritage Woods of Chicago
- OMNI Healthcare



This May, about 80 youth and seniors gathered for an “On The Table” discussion at CHA’s main office downtown as part of the Chicago Community Trust’s “On the Table” series. These conversations are intended to inspire new ways to make communities stronger, safer and more dynamic.

# 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/](http://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 Q2 2017 80 families out of 218 are housed.

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## **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 Q2 2017, 15 are housed, for a total of 94/150.

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## **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:** 11 applicants were housed as of Q2 2017.

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## **Survivors of Trafficking**

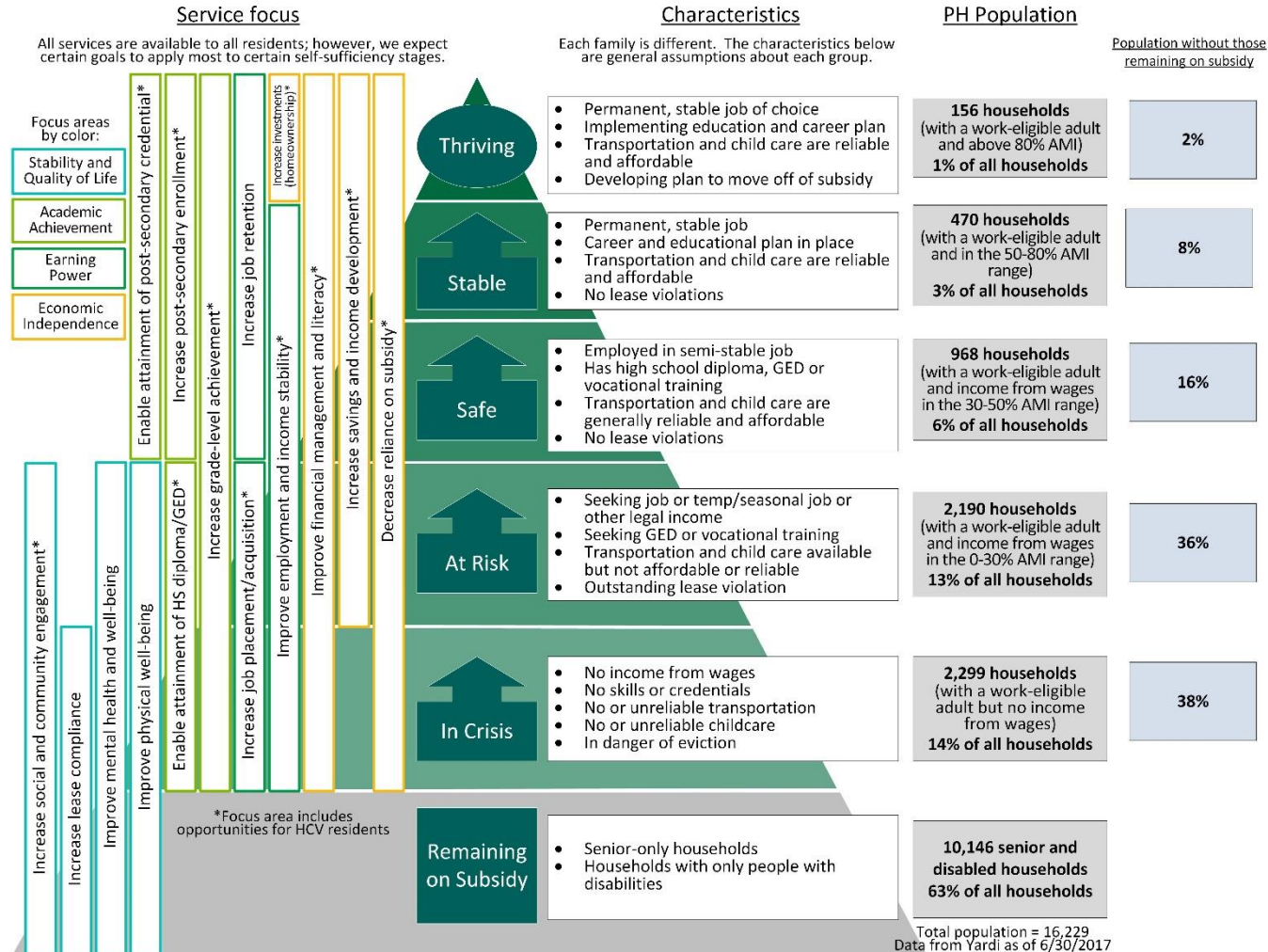
**Overview:** The Survivors of Trafficking pilot will provide 60 tenant based vouchers over 3 years to eligible candidates who are referred from Chicago agencies receiving federal funding to provide supportive services to victims of trafficking. This pilot program is a first of its kind in the nation, 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 Q2 2016, 3.2% 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.**

## Q2 2017 Self Sufficiency Triangle



Compared to Q2 2017, 3.2% of residents improved a level on the above self-sufficiency scale. Households no longer living in PH have been removed.



CHA

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# 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!