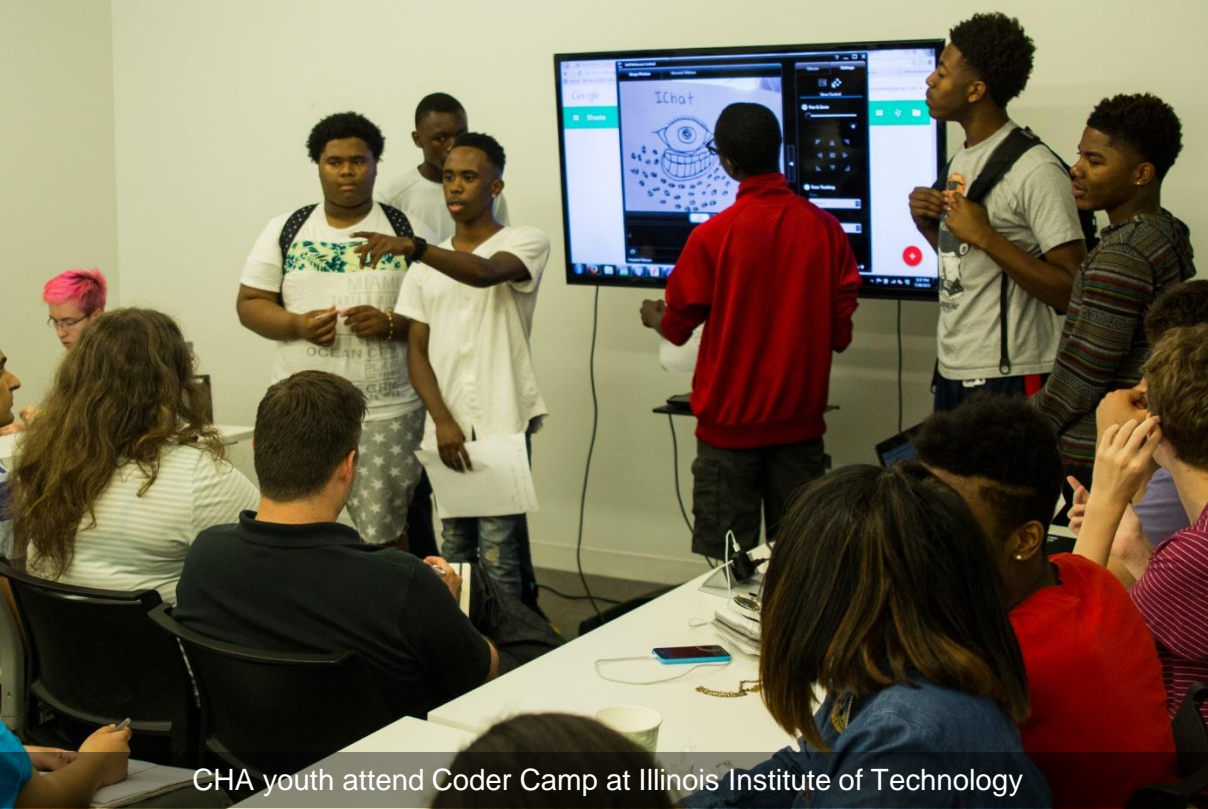




Resident Services

2015 Third Quarter Report



CHA youth attend Coder Camp at Illinois Institute of Technology

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; help seniors age in place as long as possible.



Economic Independence

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

Improve Financial Management and Literacy

133 individuals participated in the EverFi financial literacy course including youth, adults and seniors with 348 completing modules so far in 2015.

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 Q3, 28 participants graduated from CHA's Family Self-Sufficiency Program with a total of \$136,469 of escrow dispersed. ^(Y)

Year to date, 65 have graduated with a total of \$404,642 of escrow dispersed.

More info

In Q3, \$2,109,808 in escrow has been accumulated. 57% of current FSS participants are earning escrow.

Increase Investments (Homeownership)

In Q3, 16 families purchased a home through Choose to Own, bringing the year to date total to 30 families. ^(P)

91 families have begun the process of purchasing a home and 218 participants attended a homeownership workshop.

More info

A total of 474 families have purchased homes since the program began in 2002, 324 of whom are still receiving a subsidy and 93 who have assumed their own mortgage.

Decrease Reliance on Subsidy

In Q3, 19 households had a positive exit from public housing, bringing the year to date total to 51 families. ^(Y)

10,973 households (68%) 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.



Earning Power

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

Increase Job Placement/ Acquisition

959 adults obtained jobs with the help of FamilyWorks and other workforce development providers. Of these, 89% were in high-demand industries. ^(SF)

Year to date, 1,751 adults obtained permanent unsubsidized employment so far in 2015.

Highlight

During the summer, 2,649 youth ages 16-24 years participated in the One Chicago summer programs, registering 47,668 hours of training and earning more than \$2M in stipends and training wages.

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%. ¹

Improve Income Stability

55% of working families increased or maintained their income. ^(Y)

27% 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 work eligible heads of household are employed. ^(Y)

The average annual income from wages in public housing is \$21,363. ^(Y)

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 9/30/2015. 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 July 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.¹

721 scholars age 13-15 who participated in CHA's Learn & Earn program experienced zero learning loss over the summer, and on average had a 1 month gain in math!

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.³

Enable Attainment of High School Diploma/GED

In Q3, 684 youth engaged in college awareness or prep activities.^(SF) Year to date, 1,206 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.¹

More info

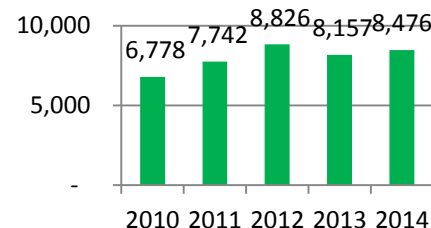
Based on 2013-14 school year data from Chapin Hall, freshman on-track rates have improved significantly for CHA youth to a current high of 75%, as compared to the CPS average of 82% in 2015⁴. The percentage of CHA seniors going on to graduate on time is 88.8% and comparable to the CPS average of 89.9%.

Increase Post-Secondary Enrollment

In Q3 247 residents attended a City Colleges of Chicago program with 512 students enrolled in 2015.^{(SF) HCV}

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

Context College enrollment over time²

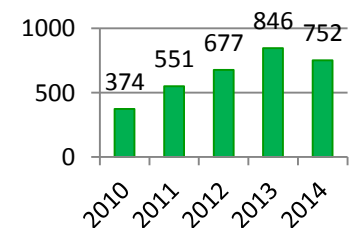


Enable Attainment of Post-Secondary Credential

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

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

Context College graduation over time²





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 Q3, 99% of lease compliance referrals were resolved successfully. ^(SF)

In Q3, 54% (4,443) of residents in public housing were compliant with the CHA work requirement, while 19% (1,558) 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 Q3, 132 youth participated in substance abuse prevention programs for a year to date total of 362.

677 residents engaged in individual or group counseling services for a year to date total of 1,002. ^(SF)

681 residents engaged in clinical wellness programming for a year to date total of 1,233. ^(SF)

More info

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

Improve Physical Well-Being

54,813 subsidized meals were served at 19 Golden Diners sites for year to date total of 165,561.

During the summer 2,080 youth ages 6-13 participated in recreation and wellness activities.

5,587 seniors have participated in 4,007 events and activities in 2015.

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.²

Increase Social and Community Engagement

In Q3, 35 families moved to an Opportunity Area, bringing the year to date total to 187 families. ^{(P) HCV}

Only 622 (3.7%) of 10/1/99 families have yet to satisfy their Right of Return. ^(Y)

In Q3, 341 residents were engaged through the Ombudsman's office, for a year to date total of 618 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.³

Partnerships and Events

- During the Summer 2015:
 - 2,649 youth age 16-24 participated in paid employment and learning experiences over the summer, earning more than \$2 Million.
 - Youth participated in 47,668 hours of training focused on 21st century skill development
 - 2,247 youth were certified in Everfi's on-line financial literacy program
 - 450 youth opened a bank account
 - 721 youth ages 13-15 participated in Learn & Earn with zero summer slide.
 - 73,743 meals were served to CHA youth as part of the Summer Food Program throughout 37 sites.
 - More than 1700 seniors participated in the summer music festivals in August 2015 and the Mayor's Senior Fest in September 2015.
- Videos featuring our youth summer activities can be found at <http://tinyurl.com/CHASummerYouth2015>



7th Annual CHA Youth Conference at University of Chicago



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.
- Update: CHA committed an additional 50 vouchers annually to the Moving On Demonstration Program through 2016. A total of 14 out of the 50 vouchers have been issued as of September 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.
- Update: CHA sent a letter to 300 households from the public housing wait list. 99 responded and were eligible. The households are now in the HCV screening process.

Reentry Demonstration Program

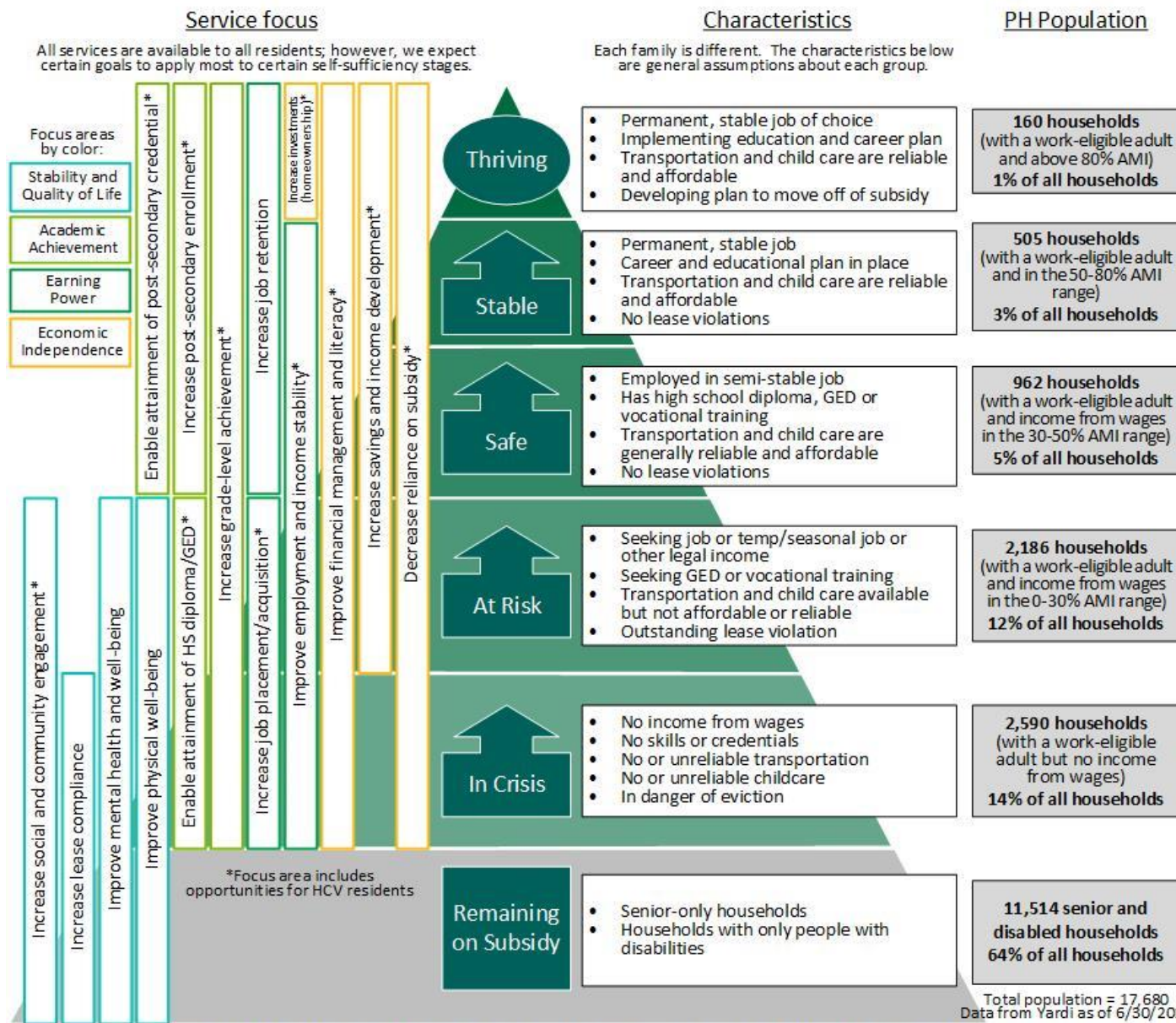
- Overview: Through the Reentry Pilot program individuals who have been convicted of crimes that would otherwise make them ineligible for CHA housing may qualify for housing. To be eligible, ex-offenders must have completed a minimum of one year in a reentry program participating Reentry Pilot service providers: Safer Foundation; Lutheran Social Services; or St. Leonard's Ministries. Participants must engage in supportive services with one of the reentry providers
- Update: The CHA Reentry program launched in 2nd quarter of 2015. CHA is now accepting applications for the program, and one HCV household is in the housing search process.

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

Jobs Plus pilot Program at Altgeld Gardens:



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.



Resident Services

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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 You Tube: <https://www.youtube.com/user/ChiHousingAuthority>.

You can also contact Resident Services by phone at: 312.935.2625

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