



3rd 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.

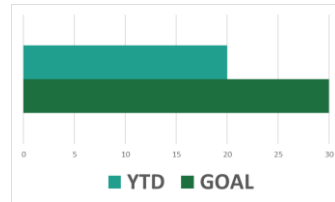


Economic Independence



20 families purchased a home through the Choose to Own Program this year.

67% towards meeting the goal of 30 residents purchasing a home in 2017.



14 graduates during Q3 from the Family Self Sufficiency Program, with \$56,055 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.



987 Family Self Sufficiency participants have accumulated approximately **\$1.5 million** in escrow this year.

Earning Power



262 adults obtained unsubsidized employment through CHA workforce development programs during Q3 2017. **93%** were placed in **high demand industries** with an average wage of **\$11.67**



59% of all work-able public housing households saw their income from wages increase over a one year period from Q3 2016 to Q3 2017. The average household income increased by approximately 7% since Q3 2016.



63% of all work-able families are employed and have an average income of **\$21,051** as of Q3 2017.

Academic Achievement



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



100% of Learn and Earn participants demonstrated 'No Learning Loss' at the end of the summer in Math and Reading.



During the Summer of 2017, **51 current CHA college students attended CCC** through the Partners in Education program and received vouchers to cover tuition, books and fees.

Stability & Quality of Life



There were almost **16,000** visits to **CHA's 9 Digital Resource Centers** in Q3 2017.



During 2017, CHA has served over **230,000** meals to CHA residents through the Golden Diners and Summer Food Programs at sites citywide.



There were over **200** residents engaged with the office of the Ombudsman in Q3 2017.



235 families moved to an opportunity area so far in 2017.

Partnerships & Events



CHA is proud to call 2017 the “**Year of the Senior.**” This year-long celebration recognizes the many important contributions that CHA senior residents make to CHA and the City of Chicago. This summer CHA staff went door to door during **CHA’s Day of Service** to deliver lunches and invite them to enjoy activities in their buildings. Overall, CHA staff visited **44 buildings** and over **9,000 residents**.

This summer, the **CHA** supported the **Mayor’s Senior Fest!** CHA assisted with transportation and provided over 50 volunteers to host over 1,000 CHA seniors at Millennium Park. CHA also hosted a table in the resource tent that promoted CHA senior housing opportunities and assisted interested seniors with housing applications.

CHA Held its Inaugural Senior Symposium, on Sept. 26th at McCormick Place:

The Senior Symposium brought nearly 1,000 CHA Seniors together for a day of learning and fun at McCormick Place that included workshops, exhibitors, and a keynote luncheon address from local broadcasting legend Merri Dee. The event was free to residents and included meals and transportation. Major sponsors included Walgreens, New City Supportive Living and Comcast.



For the third year in a row, CHA has partnered with multiple public and private health partners to conduct a flu prevention campaign entitled “Flu Fighters!”. Partners include the City’s Public Health Dept. (CDPH) and Walgreens, both of which will be on hand to offer free flu shots during Operation Warm 2017 to CHA Residents.



CHA welcomed 4 new health partners in the 3rd Quarter:

- Humana-Helen Buss
- Wellspring Healthcare Services, Inc.
- Dr. Peter Hancock, D.P.M.
- Spectrum Home Health Care, Inc



CHA continues to partner with ComEd to for the All Clear Program! This year, funds targeted CHA families with school age children and paid special attention to those who have had an income reduction during the year. Overall, ComEd provided a total of \$470,000 to more than 1,400 households.



CHA partnered with the Brookfield Zoo for “Brookfield Back to School”, which was a back to school event for CHA youth. It was a fun-filled day at the Brookfield Zoo, that provided CHA’s public housing youth with over 400 backpacks full of school supplies.

Partnerships & Events Cont.



CHA Celebrates the Contributions of Tenant Safety Patrol Program Participants

CHA's Tenant Safety Patrol Program had been in effect for many years. In light of changing times and practices, CHA determined it could no longer approve a resident's involvement in security functions and phased out the program. CHA gratefully acknowledges current and past Tenant Patrollers and their contributions and dedication to ensuring that all residents receive a quality of life within the community served. A special celebration was held on July 26 attended by more than 150 current and former Tenant Patrollers with a luncheon, certificates of appreciation and remarks by CHA's CEO, Eugene Jones, Jr.

CHA Launches New Resident Community Ambassador Program for Senior and Family Sites

A new initiative, the **Community Ambassador Program**, was developed in collaboration with the Central Advisory Council and Senior Housing Advisory Council to replace the Tenant Safety Patrol Program. The purpose of the program is for interested residents to provide meaningful community service within their building or development and earn a rent credit. Serving their community will include (but will not be limited to) well-being checks, community networking, community building/development and organizing. Family Community Ambassadors (FCAs) will work under the supervision of CHA employees in the Resident Services Division, while Senior Community Ambassadors (SCAs) are working under the supervision of Resident Services Coordinators (RSCs) at each senior building. The first phase of the Community Ambassador Program was launched in June when 254 SCAs began serving their communities. The second phase of the program will launch in early 2018 when FCAs will start. All participants earn a monthly rent credit contingent on the assigned role and meeting monthly commitments to the program.



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 Q32017, 85 families out of 218 have been 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 Q32017, 15 are housed, for a total of 97.

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: As of Q32017, 17 applicants have been housed since the program started in 2016.

Survivors of Trafficking

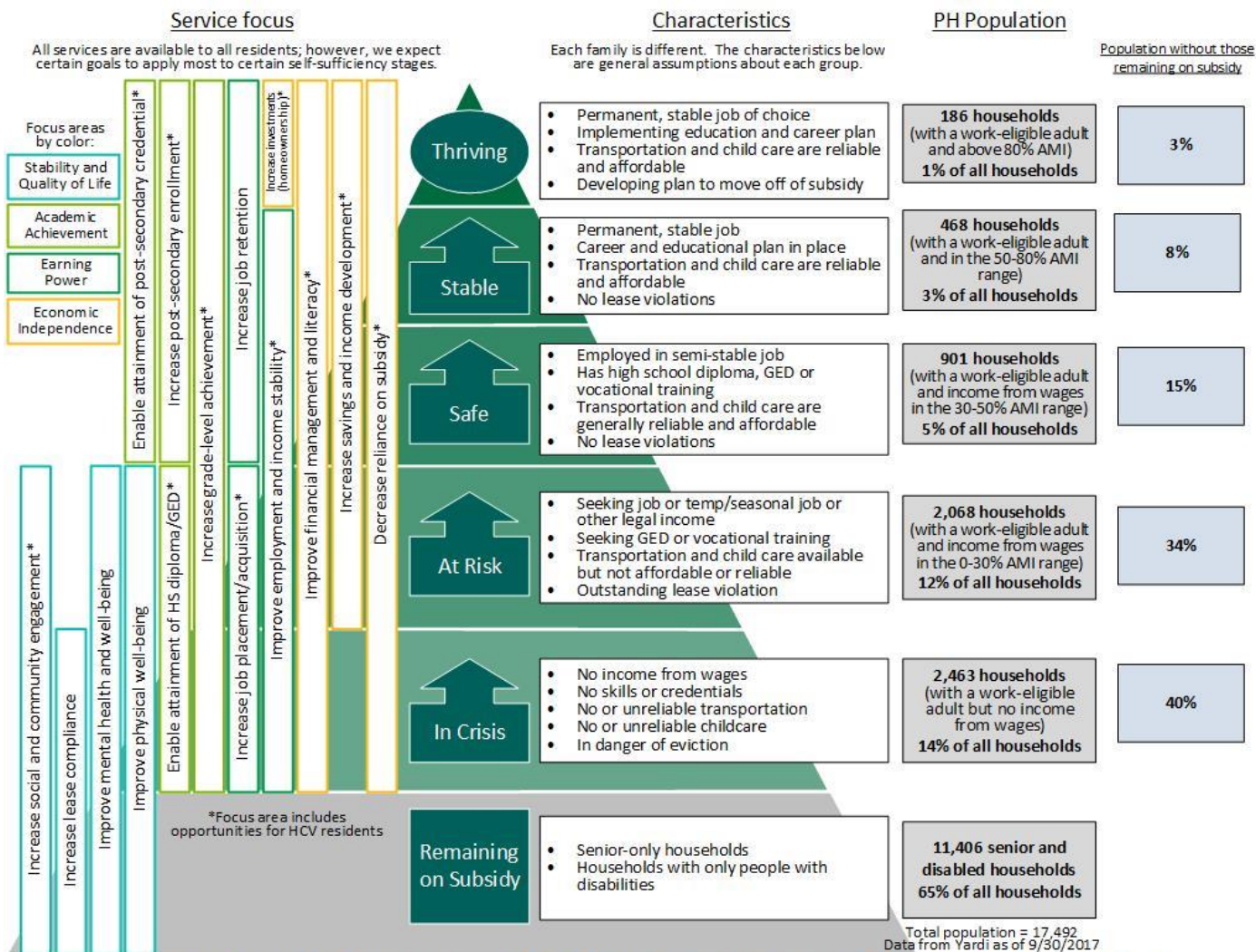
Overview: The Survivors of Trafficking pilot will provide 60 tenant based vouchers over 3 years to eligible candidates who are referred from Chicago agencies receiving federal funding to provide supportive services to victims of trafficking. This pilot program is a first of its kind in the nation, responding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

Update: The Administration of Children & Families began accepting referrals in 2017 and as of Q30217, 4 have been housed and another 6 are in the housing search process.

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 Q3 2016, 2.2% 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.**

Q3 2017 Self Sufficiency Triangle



Compared to Q3 2016, 2.2% 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!