



#IamCHA



Resident Services

2015 Fourth 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.

White Sox second baseman Micah Johnson delivers Thanksgiving turkeys to seniors at Lincoln Perry Apartments

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.



Family Self Sufficiency Program Graduation Ceremony

Improve Financial Management and Literacy

In Q4, 56 individuals participated in the EverFi financial literacy course including youth, adults and seniors for a total of 457 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 Q4, 20 families graduated from the program for a year to date total of 85.

54% of FSS participants are earning escrow.

FSS graduates received more than \$1,807,000 in escrow. ^{HCV (P)}

More info

450 youth opened a bank account in 2015.

91% of 755 youth surveyed understand the benefits of using a bank to manage money versus a currency exchange.

Increase Investments (Homeownership)

In Q4, 6 families purchased a home through the Choose to Own program, for a year to date total of 36 families ^{HCV (P)}

Of the 36, 22 families were from the HCV program, while 14 from the public housing program.

More info

A total of 480 families have purchased homes since the program began in 2002, 322 of whom are still receiving a subsidy and 104 who have assumed their own mortgage.

Decrease Reliance on Subsidy

50 households have had a positive exit from public housing. ^(Y)

11,347 households (59%) 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 2015 was \$20,046.



Earning Power

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

Increase Job Placement/ Acquisition

In Q4, 412 adults obtained permanent, unsubsidized jobs with the help of FamilyWorks and other workforce development providers, for a year to date total of 2,163 jobs in 2015. Of these, 89% were in high-demand industries. ^(SF)

Highlight

Providers placed 2,600 youth in summer employment and other paid learning opportunities, who earned a total of more than \$2 million in wages.

Increase Job Retention

In Q4, 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. ¹

Context

CHA's job retention is better than the industry standard: a study of similar programs showed that on average, three-month retention is 66%, six-month retention is 52% and 12-month retention is 54%. ²

Improve Income Stability

In Q4, 74% of working families increased or maintained their income. ^(Y)
21% 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

In Q4, 62% of heads of household are employed, a slight increase from last year. ^(Y)
The average annual income from wages increased to \$19,812, above the goal of \$18,000. ^{(Y) HCV}

Context

Unemployment in Chicago is at 5.8% but that only counts people looking for a job. ³
132,566 total jobs posted between October – December 2015. ⁴

^{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 12/31/15 unless otherwise noted. 1: As of 6/30/15 (metric calculated once per year). 2: Apples to Apples: Making Data Work for Community-Based Workforce Development Programs, released in May 2013 by Corporation for a Skilled Workforce. 3: Bureau of Labor Statistics; data as of December 2015. 4: Quarterly "Where Are the Jobs" report, released in December 2015 by the Cook County Workforce Partnership.



College Prep Activity

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!

Current efforts

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

Based on 2014-15 school year data from Chapin Hall, freshman on-track rates have improved significantly for CHA youth to a current high of 80%, as compared to the CPS average of 85.9%.⁴

More info

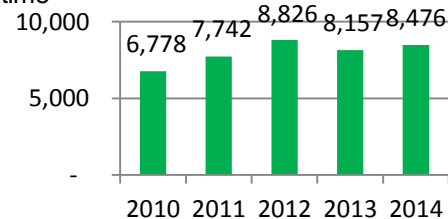
In 2015, 47,668 hours of training for youth focused on 21st century skill development. This includes verbal communication, personal mindset and problem solving.

Increase Post-Secondary Enrollment

CHA awarded 220 scholarships from \$1,000 to \$2,500 through its new scholarship program.^(P)

94% of scholarship awardees in the 2014-2015 maintained enrollment for both semesters of their award year.⁵

Context College enrollment over time²

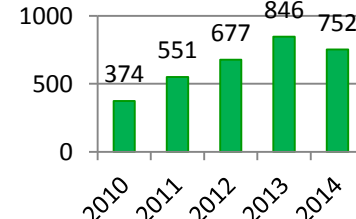


Enable Attainment of Post-Secondary Credential

In 2015, 716 enrollments in a City Colleges of Chicago program.^{(SF) HCV}

In 2015, 92 CHA youth (ages 17-24) enrolled and completed a Summer course with CCC. 45 of these youth are current college students attending another university year-round. By taking CCC classes in the summer, they get closer to graduation with less debt.

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.



CHA seniors play games to keep their minds active and stay healthy

Increase Lease Compliance

97% of lease compliance referrals were resolved successfully. ^(SF)

53% (4,417) of residents in public housing were compliant with the CHA work requirement, while 18% (1,526) are in Safe Harbor. Others are exempt from the work requirement.

Current efforts

FamilyWorks providers work with families who are referred by property managers for having a lease violation.

Improve Mental Health and Mental Well-Being

In Q4, 151 youth participated in substance abuse prevention programs for a year to date total of 513.

153 residents engaged in individual or group counseling services for a year to date total of 830. ^(SF)

284 residents engaged in clinical wellness programming for a year to date total of 1,274. ^(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

In Q4, 56,775 subsidized meals were served at 19 Golden Diners sites for year to date total of 222,336.

6,536 seniors have participated in 3,867 events and activities in 2015.

Year to date, 8,841 youth have been engaged in programming.

Context

19.2% of all Chicagoans are seniors or adults with a disability. In public housing, 64% of all households contain only seniors or people with disabilities. ²

Increase Social and Community Engagement

In Q4, 66 families moved to an Opportunity Area, bringing the year to date total to 253 families. ^{(P) HCV}

Only 611 (3.6%) of 10/1/99 families have yet to satisfy their Right of Return. ^(Y)

In Q4, 133 residents were engaged through the Ombudsman's office, for a year to date total of 536 residents engaged.

More info

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

- Grants and partnerships with HUD, Chicago Department of Family & Support Services, Chicago Park District, City Colleges of Chicago, Chicago Public Schools, and the Urban Institute provide residents of all ages with a wide range of resources for employment and training, activity and education.
- National non-profit Operation Warm provided CHA youth with new winter coats, accompanied by a service fair with about 35 vendors. In 2015, 7,614 coats were distributed and 3,433 families attended the event.
- CHA youth from Wentworth Gardens participated in the Chicago White Sox annual holiday party for children. the party.
- Senior luncheon at Navy Pier on December 12, 2015 had over 900 CHA seniors in attendance.
- Flu fighters initiative informed CHA residents of flu vaccines by education and improved access points Partners included:
 - CDPH and their delegate agency, EverThrive Illinois
 - Center for Medicare and Medicaid Services (CMS) and their delegate agency, Telligen, Inc.
 - Blue Cross/Blue Shield Care Van. More than 1,000 residents received flu and pneumonia shots through the van
 - Walgreens



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/

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 7 out of the 50 vouchers have been issued as of December 31, 2015.

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:** CHA sent a letter to 300 households from the public housing wait list. One hundred responded and were eligible. The households are now in the HCV screening process.

Sponsor Based Voucher Program

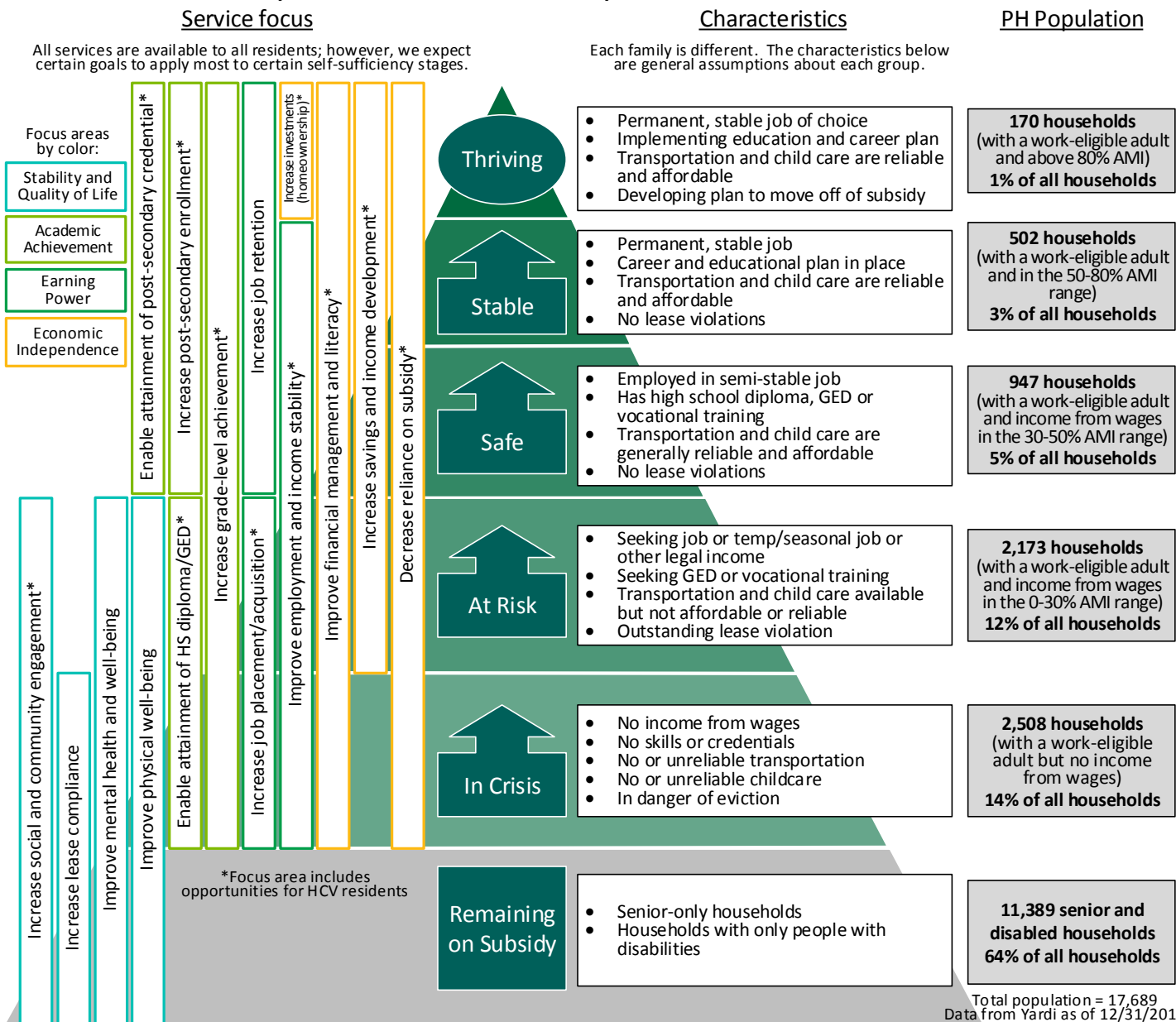
- **Overview:** The Sponsor Based program, a subset of CHA's Property Rental Assistance (PRA) program, enables entities to master lease units from owners in order to house low income individuals and families who require supportive services for those who have experienced homelessness, mental illness, 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:** The program was approved by CHA's Board in 2015. CHA is now accepting applications for the program.

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.

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. **In 2015, there was a net improvement on the scale of 2% compared to 2014.**



Total population = 17,689
Data from Yardi as of 12/31/2015



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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