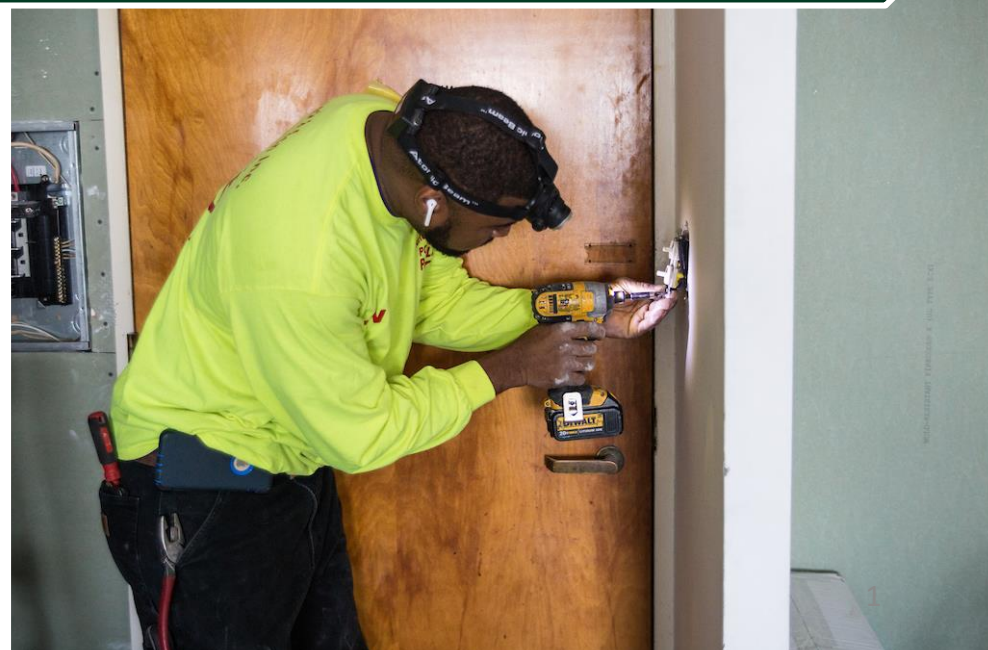




4th Quarter 2017 Report Resident Services



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.

Support 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.

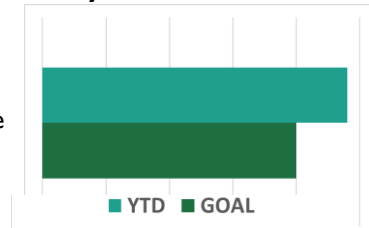


Economic Independence



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

The annual goal of 30 residents purchasing a home in 2017 was exceeded for the calendar year.



There were **49** graduates in 2017 from the Family Self Sufficiency Program, with almost \$250,000 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.



1,115 Family Self Sufficiency participants have accumulated approximately **\$1.3 million** in escrow this year.

Earning Power



1,405 adults obtained unsubsidized employment through CHA workforce development programs during 2017. **93%** were placed in **high demand industries** with an average wage of **\$11.70**



59% of all work-able public housing households saw their income from wages increase over a one year period from Q4 2016 to Q4 2017.



64% of all work-able families are employed and have an average income of **\$21,072** as of Q4 2017.

As of December 2017, the Chicago Jobs Council reported that the Labor Participation rate in Illinois was 63.9%. CHA resident labor participation is consistent with that percentage.

Academic Achievement



In 2017, **414** 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.



76% of CHA children 0 to 5 were enrolled in Pre-K, Head Start or Early Head Start during 2017.



During 2017, **FamilyWorks providers held 564 college support sessions** with CHA youth. Topics included tours, ACT/SAT prep, FASFA assistance, etc.

Stability & Quality of Life



There were almost **60,000** visits to **CHA's 9 Digital Resource Centers** throughout 2017



During 2017, CHA served over **280,000** meals to CHA residents through the Golden Diners and Summer Food Programs at sites citywide.



Approximately **800** residents attended Ombudsman listening forums and events during 2017.



Over **300** families moved to an opportunity area during 2017.

Partnerships & Events



Operation Warm – In October of 2017 the Chicago Housing Authority held its **10th Annual Operation Warm** event. **Over the years 90,000 coats** have been distributed to an estimated **21, 000 CHA families**. CHA would like to thank the 300 plus partners who make the events service fair possible. This event allows families to not only receive warm coats for the winter, but gain access to other critical resources.

CHA Held its Annual Senior Holiday Gala on December 9

CHA's Senior Holiday Gala was held December 9th at the Hyatt Regency in Downtown Chicago. The Gala was the culminating event in CHA's year-long celebration of seniors: **"The Year of the Senior"**. This year's theme was **"It's All the Way Live! In a Winter Wonderland"** and features entertainment from comedian George Wallace and music from Vance Kelly & the Backstreet Blues Band. **CHA's 1,700 seniors** in attendance also enjoyed free transportation to the event, gifts and a plated luncheon.



Throughout the month of November, CHA hosted several events to celebrate its CHA seniors who served as veterans in the US Military. This effort recognized over 80 former service men and women that are currently residing in senior housing. These veterans were invited to a lunch where CEO Eugene Jones personally thanked them for their service.



CHA partnered with the Chicago Department of Public Health and "Enroll Chicago" to support resident enrollment in health insurance plans. The effort included additional promotions for the Affordable Healthcare Act on CHA's web page, email blasts and further partnerships with health service providers.



CHA welcomed 6 new health partners in the 4th Quarter:

- Health Care USA Inc/New Age Home Health
- European Foot and Ankle Clinic
- Oak Street Health
- On Site Health Care
- Ultimate Home Health Care
- New Visions Home Healthcare, Inc.



CHA partnered with Mikva Challenge to host its 2017 Youth Summit at Roosevelt University on Dec. 2nd. Youth came together for a variety of events, including a resource fair, youth workshops and entertainment. More than 100 youth attended the event.

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 Q42017, 107 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 Q42017, 35 are housed, for a total of 114.

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 Q42017, 23 applicants have been housed since the program started in 2016 & another 26 are in the housing search process.

Survivors of Trafficking

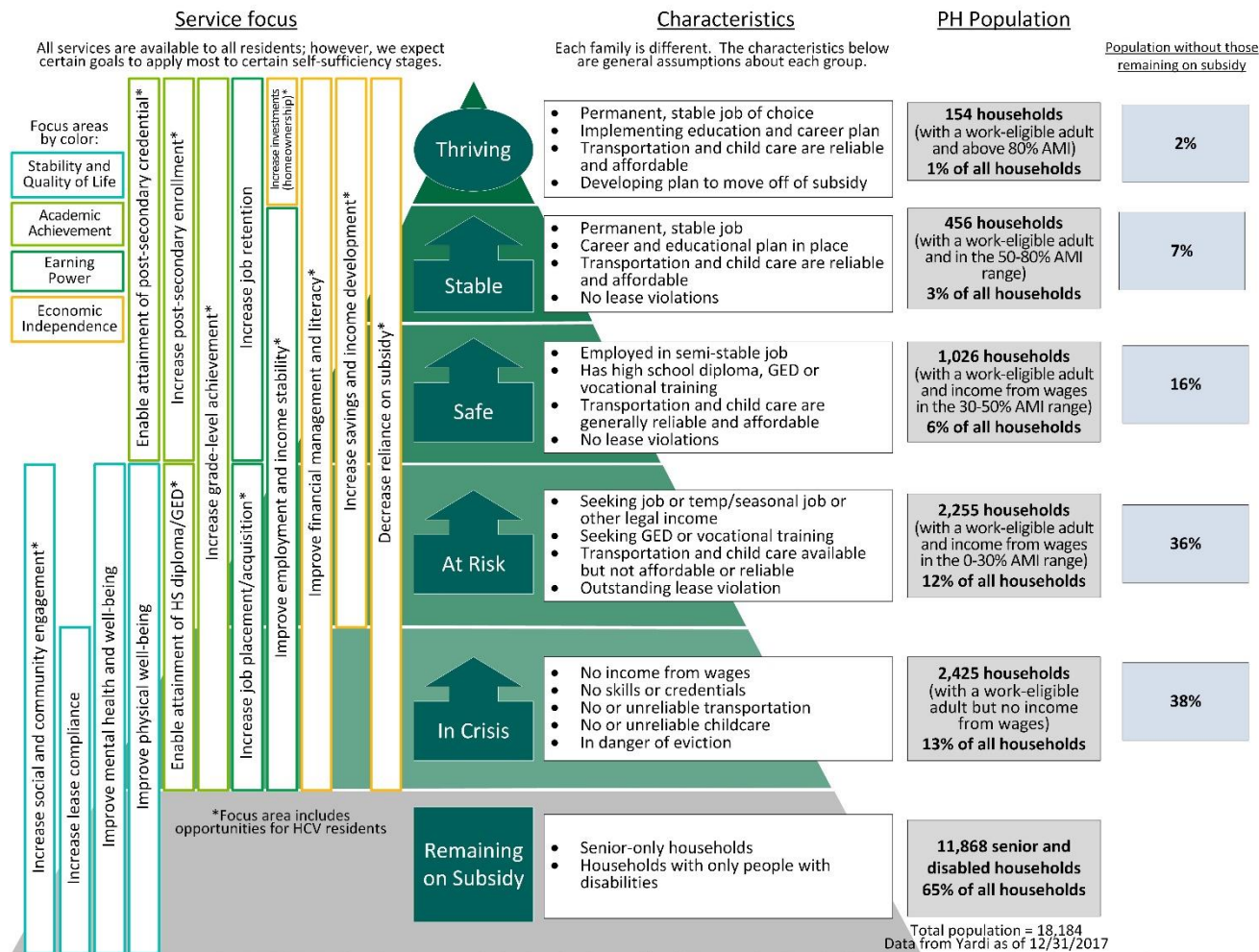
Overview: The Survivors of Trafficking pilot will provide 60 tenant based vouchers over 3 years to eligible candidates who are referred from Chicago agencies receiving federal funding to provide supportive services to victims of trafficking. This pilot program is a first of its kind in the nation, responding 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 Q40217, 5 have been housed and another 7 are in the housing search process.

Self-Sufficiency Continuum

CHA families rely on the foundational stability provided to them by CHA housing as they continue to maintain employment and earn wages at higher levels than CHA families in the past. In addition to the housing, CHA's programmatic offerings and services allow residents to improve their overall prospects and quality of life. Furthermore, the families that remain engaged with CHA's services **are more likely to increase their movement on the scale than those who are not engaged**. In the last calendar year, approximately 1% of all CHA public housing families have increased one or more steps on the graphic below.

Q4 2017 Self Sufficiency Triangle



Compared to Q4 2016, 1% of residents improved a level on the above self-sufficiency scale. Households no longer living in PH have been removed. Totals include households from PH properties that were converted to Rental Assistance Demonstration (RAD) Properties.

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!