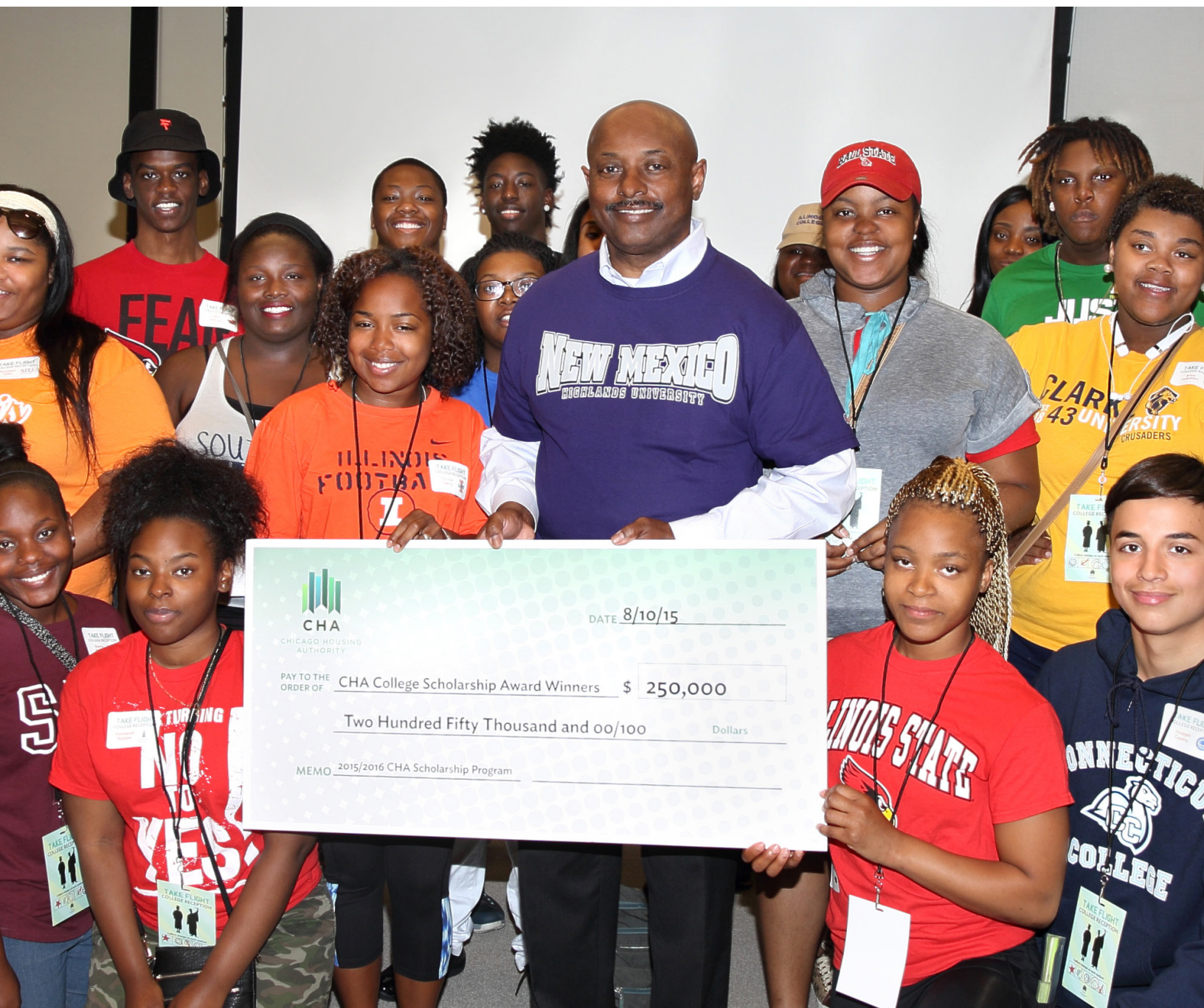




CHICAGO HOUSING
AUTHORITY™

RESIDENT SERVICES 2015 YEAR-END REPORT



WWW.THECHA.ORG



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

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; for seniors, help them age in place as long as possible.



IMPACT: INCREASE ECONOMIC INDEPENDENCE



WHAT DO WE MEAN BY INCREASING ECONOMIC INDEPENDENCE?

Resident Services is working on four components of economic independence: decreasing reliance on subsidy, improving financial management and literacy, increasing savings and income development, and increasing investments (such as homeownership)

HOW WILL RESIDENTS' LIVES CHANGE IF THEY INCREASE THEIR ECONOMIC INDEPENDENCE?

With greater financial literacy and responsible asset management, residents can grow their personal assets, increase their savings, and ultimately increase their investments including pursuing home ownership.

CONTEXT

A single adult needs to make **\$22,373** a year to be self-sufficient.¹

A family of three with a parent, preschooler and school-age child needs to make **\$53,364** a year to be self-sufficient.¹

The average annual wage income for a working head of household in CHA public housing in 2015 was **\$19, 812**.

2015 KEY OUTCOMES

- 50 families in public housing transitioned off of subsidy.
- 36 total households from HCV and PH purchased their own home through Choose to Own.
- 85 residents graduated from the Family Self-Sufficiency program, earning a total of more than \$1,807,492 in escrow.
- Net 2% (1,084 families) increased their self-sufficiency by moving up on the self-sufficiency scale.
- 59% of residents in public housing had a decrease in subsidy.

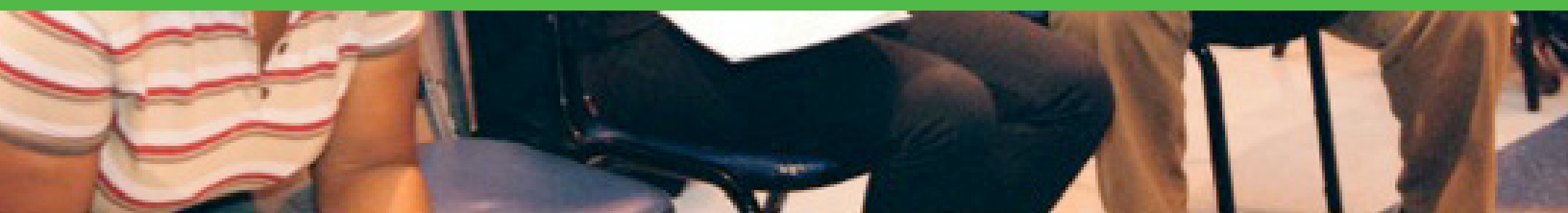
2015 HIGHLIGHTS

- 578 prospective homeowners attended CTO homeownership workshops; 480 families have purchased a home since the CTO program's inception.
- 87% of residents remain in their jobs for 90 days following job placement.
- 457 adults, and seniors participated in the EverFi financial literacy course.

¹ Statistics for Cook County from Fact Sheets by County from the Social Impact Research Center: 2009 Illinois Self-Sufficiency Report



IMPACT: INCREASE EARNING POWER



WHAT DO WE MEAN BY INCREASING EARNING POWER?

Resident Services is working on four components of earning power: increasing job placement and job acquisition, improving job retention, improving income stability and improving employment.

HOW WILL RESIDENTS' LIVES CHANGE IF THEY INCREASE THEIR EARNING POWER?

Residents who are able to acquire and retain a job are better able to meet their basic needs. Those who have stable income through wages are on a path to increase their economic independence.

CONTEXT

Unemployment in Chicago is at 5.8% measured by people looking for a job.¹

18% of CHA residents are in Safe Harbor, or have a temporary exemption from the work requirement due to loss of a job, a medical condition or other extenuating circumstances.

2015 KEY OUTCOMES

- 2,163 adults were connected to new or better jobs.
- 2,649 youth were engaged in paid summer opportunities, earning more than \$2 Million.
- 62% of eligible the heads of household are employed, a 1% increase from 2014.
- 74% of households who were working last year increased or maintained their wages.
- 21% of households who were not working last year gained income from wages.
- 66 residents completed the business development program through the Chicago Urban League, and 7 started their own business.

2015 HIGHLIGHTS

- CHA accepted a grant award of \$3,000,000 from the Department of Housing and Urban Development to implement a four year JobsPlus Pilot Program to improve employment and earnings outcomes for residents of Altgeld Gardens.
- 89% of residents who obtained a job through a CHA provider were placed in high demand industries, including hospitality/tourism, child care, retail, customer service, information technology, security, transportation and health care.

¹ Bureau of Labor Statistics; data as of December 2015



IMPACT: DEVELOP ACADEMIC ACHIEVEMENT

WHAT DO WE MEAN BY DEVELOPING ACADEMIC ACHIEVEMENT?

Resident Services is working on four components of academic achievement: increasing grade-level achievement, enabling attainment of a high school diploma or GED, increasing post-secondary enrollment and enabling attainment of post-secondary credentials.

HOW WILL RESIDENTS' LIVES CHANGE IF THEY DEVELOP THEIR ACADEMIC ACHIEVEMENT?

Youth who succeed in school are much more likely to achieve stability, have higher earning power, and achieve economic independence. Residents of all ages who achieve academically will have access to better employment and a higher quality of life.

CONTEXT

The CPS graduation rate has improved more than the most comparable large city, which increased from 73% in 2006 to 81% in 2012.¹

College graduates ages 25-31 who are working full time earn more annually – about \$17,500 more – than employed young adults holding only a high school diploma.²

2015 KEY OUTCOMES

- 716 enrollments in a City Colleges of Chicago program, an 18% increase from 2014.
- 220 students were awarded a scholarship through CHA's college scholarship program.
- 1,423 youth engaged in college awareness or college prep activities.
- 3,239 children ages 0-5 enrolled in early childhood education programs for the 2014-2015 year.
- 2,247 youth were certified in Everfi's on-line financial literacy program.

2015 HIGHLIGHTS

- 92% of all scholarship recipients since 2013 are currently enrolled or have graduated from college.
- CHA youth living in Opportunity Areas have been consistently scoring better on a variety of standardized tests (NWEA, ISAT, PSAT & ACT) than their non-Opportunity Area peers.
- 47,668 hours of training for youth focused on 21st century skill development including verbal communication, personal mindset and problem solving skills.
- Videos featuring CHA youth summer activities can be found at <http://tinyurl.com/CHASummerYouth2015>

¹ University of Chicago Consortium on Chicago School Research (UChicago CCSR)

² Pew Research Center, February, 2014, "The Rising Cost of Not Going to College"



IMPACT: INCREASE STABILITY & QUALITY OF LIFE

WHAT DO WE MEAN BY INCREASING STABILITY AND QUALITY OF LIFE?

Resident Services is working on four components of this goal: increasing lease compliance, improving mental health and well-being, improving physical well-being and increasing social and community engagement.

HOW WILL RESIDENTS’ LIVES CHANGE IF THEY INCREASE THEIR STABILITY AND QUALITY OF LIFE?

Individuals and households will be out of crisis and have greater ability to meet their basic physical and emotional needs. Senior residents will have greater ability to age in place and continue to live independently.

CONTEXT

10.3% of all Chicagoans are seniors and 8.7% of non-senior adults have a disability.¹

CHA seniors represent 4% of Chicago seniors. In public housing, **64%** of all households contain only seniors or people with disabilities.²

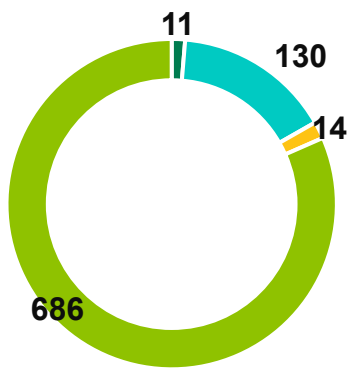
2015 KEY OUTCOMES

- 253 families moved to an Opportunity Area.
- 8,841 youth were engaged in out-of-school programming.
- 513 youth engaged in substance abuse prevention programs.
- 129 residents received services through the Victim Assistance program.
- 1,274 residents engaged in clinical wellness programming.
- The number of 10/1/99 families with a Right of Return outstanding was reduced to 3.6% of the original 16,846 households.
- 2,938 seniors completed a senior assessment measuring independent living skills.
- The Office of the Ombudsman engaged 536 residents in housing and community issues, program inquiries, property management concerns and other issues.

2015 HIGHLIGHTS

- 5,587 seniors have participated in 4,007 events and activities in 2015.
- A total of 222,336 meals were served at Golden Diners sites.
- 73,743 meals were served at Summer Food sites.
- 13 residents work in CHA computer labs, utilized by 2,346 individuals.

NUMBER OF RESIDENT MOVES BY CATEGORY, 2015



- Relocation Rights Moves
- Public Housing/Mixed Income Transfers
- Victim Assistance Moves
- Construction/Rehab Moves

¹ American Community Survey, 2012; seniors are defined as 65 and older
² CHA defines seniors as 62 and older
³ As of 12/31/2015



PARTNERSHIPS AND **EVENTS UPDATE**

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.

Resident Services launched a health and wellness partnership application and screening protocol in 2015. Approved partners work with property management, service providers and resident leadership to create and participate in events. 15 health partners have been approved with services ranging from organizing health fairs, providing prevention education on such topics as diabetes, heart health, asthma, HIV and fall prevention, informing residents about health resources and the Patient Protection and Affordable Care Act. More information and a list of health partners is available at

<http://www.thecha.org/residents/services/health-wellness/>

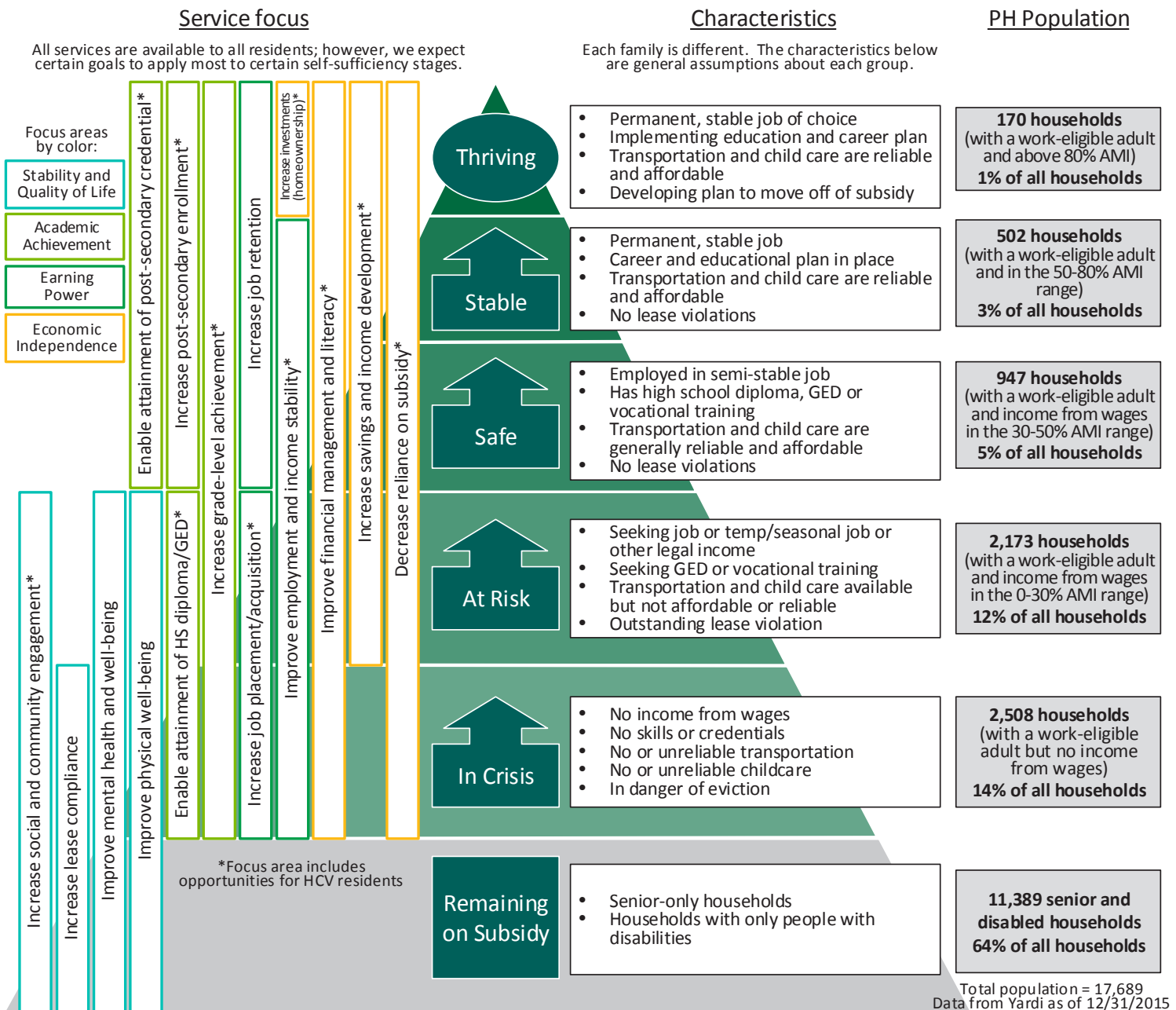
National non-profit Operation Warm provided CHA youth with new winter coats, accompanied by a service fair with about 35 vendors. In 2015, 7,614 coats were distributed and 3,433 families attended the event.

CHA held it's 7th Annual Youth Conference "The Connect: Knowledge for College." 51 high school juniors and seniors attended the event held at the University of Chicago aimed at enhancing skills that make attaining a college degree possible. Workshops included: resiliency, confidence building and creating supportive networks while on campus.

More than 1,700 seniors participated in the summer music festivals in August 2015 and the Mayor's Senior Fest in September 2015.

SELF-SUFFICIENCY PYRAMID

With an increasing focus on helping resident 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 of 2% compared to 2014.**



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 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) 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.

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

PLAN FORWARD SCORECARD

Plan Forward Goal & Initiative Number	Metric	2015
Goal # 1 – Initiative 1-4	Development of a pilot program for a time-limited locally administered subsidy program to help move families toward self-sufficiency while learning more about the factors that lead to success.	Completed. Sponsor Based Voucher program created through existing PRA program.
Goal #3 – Initiative 3-1	A reimagined service model designed to tailor services to families based on need. New service model FamilyWorks implemented	Completed. New service model FamilyWorks implemented.
Goal #3 – Initiative 3-2	Evidence-based employment programs, such as Transitional Jobs, to provide workforce preparation and experience. 6,000 over 3 years	Completed. Over 6,500 residents connected to new or better jobs.
Goal #3 – Initiative 3-4	Improved access to Internet services and digital literacy training.	Completed. 8 computer labs complete, giving nearly 8,000 residents on-site access to a lab.
Goal #3 – Initiative 3-6	A pilot entrepreneurship program to provide business training and guidance.	Completed. The program continues to enroll residents in a business entrepreneurship pilot program. 13 Section 3 businesses have been created by CHA residents since the Chicago Urban League program began in 2012.
Goal #3 – Initiatives 3-7 and 3-8	Improved connections for young children to Early Head Start, Head Start, pre-K and child care programs through City partners.	Completed and ongoing. Continue to surpass annual goal of 1,500. 3,239 children enrolled in 2015.
Goal #3 – Initiative 3-9	Expanded out-of-school-time engagement for school-aged youth, including mentoring and tutoring.	Completed and ongoing. Each year, surpass annual goal of 5,000. 8,305 youth engaged in 2015
Goal #3 – Initiative 3-10	Development of an endowment or other mechanism in partnership with a community foundation to provide high school and college scholarships.	Completed and ongoing. 220 students are awarded a scholarship through CHA's college scholarship program. Created the non-profit "Springboard to Success to work towards an endowment.
Goal #3 – Initiatives 3-11 and 3-12	An enhanced relationship with the City Colleges of Chicago and the Chicago Public Schools.	Completed and ongoing participation in Thrive Collaborative. 716 adults enrolled in City Colleges of Chicago in 2015.
Goal #3 – Initiative 3-15	Adult basic education services, including literacy support.	Completed.
Goal #3 – Initiative 3-16	Connections to clinical services to address the challenges of mental illness and substance abuse, and to address long-term barriers for vulnerable residents.	Ongoing. 830 residents engaged in clinical counseling services; 513 youth engaged in evidence-based youth prevention programs in 2015.



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/>. 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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