



Resident Services 2016 Year-End Report

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**

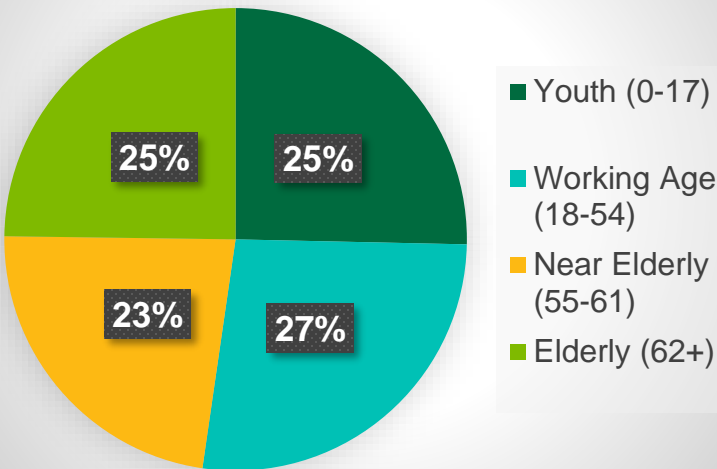
Help youth and adults succeed throughout their academic career.

- **Increase Stability and Quality of Life**

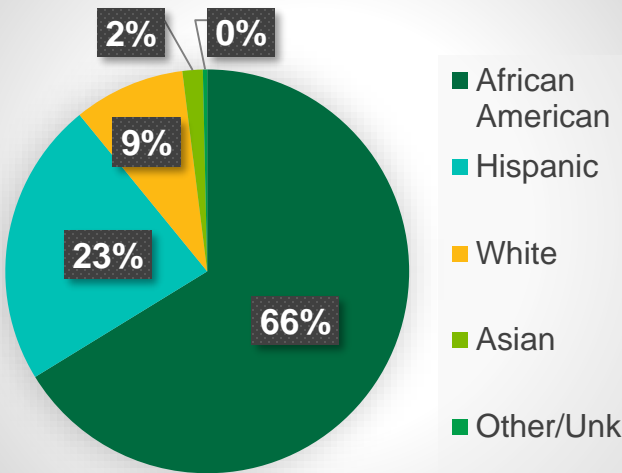
Help families remain out of crisis and meet their basic needs; for seniors, help them age in place as long as possible.

RESIDENT DEMOGRAPHICS FOR PUBLIC HOUSING

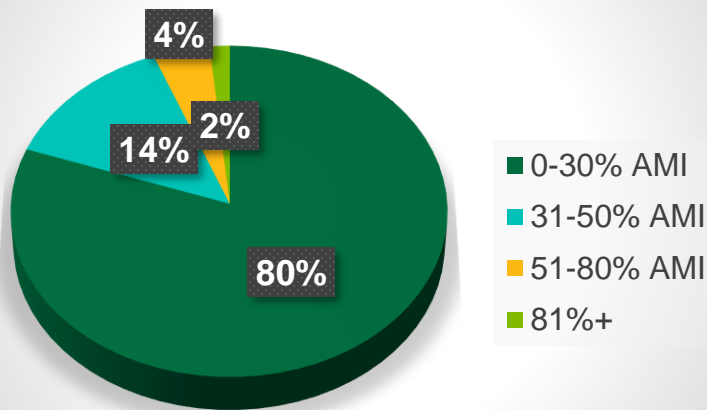
Residents



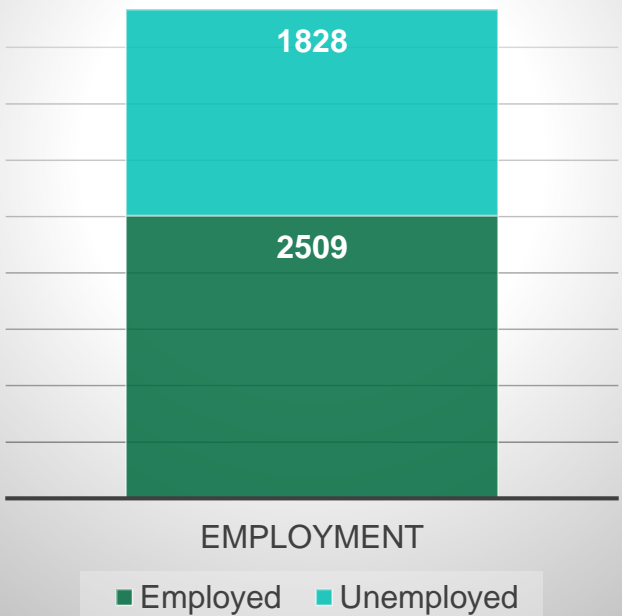
Race/Ethnicity



Household Income



Employment: Eligible Heads of Households



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.

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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 2016 was **\$20,042**.

2016 Key Outcomes

- 78 residents graduated from the Family Self-Sufficiency program, receiving an average of \$6,300 in escrow.
- 280 households moved to an Opportunity Area through the Mobility Counseling Program
- CTO celebrated its **500th** home owner. At the end of 2016, **516** families have purchased a home since the program's inception.

IMPACT

- **64%** of work able adults receive income from employment-up 3% since 2015.
- Households living in Opportunity areas earn about \$1000 more per year than those who do not
- 68% of those assessed reported that they are somewhat or very confident that they will no longer need a housing subsidy in 10 years.
- Net 4.4% (1,065 families) increased their self-sufficiency by moving up on the self-sufficiency scale.
- The average annual income from wages increased to \$20,042- a **4% increase** over 2015 wages.

Impact: Increase Earning Power



Mariano's Bronzeville Grand Opening

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.

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

20% 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.

2016 Key Outcomes

- 1,518 adults were connected to new or better jobs.
- 2,956 youth were engaged in paid summer opportunities, earning more than \$2.9 Million- an 11.5% increase in youth and a **45% increase in wages** over 2015 totals.
- Jobs Plus continues at Altgeld Gardens, where placements are now at 50% of the four year goal.
- Average hourly wage increased to 8.6% to \$11.35 from 2015 average.

IMPACT

- Residents participating in Transitional Jobs have earned wages at times over \$1,000 higher than non-TJ participants.²
- 55% of households who were working last year increased or maintained their wages.
- 26% of households who were not working last year gained income from wages.
- Nearly 8 out of 10 residents worked continuously Q1 to Q4 of 2015 (retention of 79.7%).²
- African American and Hispanic residents living in Opportunity Areas earn significantly more than their counterparts who do not live in an Opportunity Area. Earnings continue to be about \$1,000 more in wages annually.³

1 Bureau of Labor Statistics; data as of December 2016

2 Illinois Department of Employment Security 2015 data, CHA Planning & Reporting analysis 2016.

3 CHA Planning & Reporting analysis 2016

Impact: Develop Academic Achievement



CHA youth learn about coding during a Code 60+

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

Researchers suggest that the amount of financial aid awarded to a student has an impact on college persistence; the higher the amount of support, the greater persistence.¹

CHA College scholarship awardees in 2014-2015 have a 73% persistence rate compared to 52% of applicants who were not awarded a CHA scholarship

2016 Key Outcomes

- 7,538 residents were enrolled in college, 637 received support to attend City Colleges of Chicago through the Partners in Education program.
- 230 students were awarded a scholarship through CHA's college scholarship program.
- 1,423 youth engaged in college awareness or college prep activities.
- 3,068 children ages 0-5 enrolled in early childhood education programs for the 2015-2016 year.
- 44 families with children 0-3 enrolled in Home Visiting pilot.

IMPACT

- More than 8,200 youth were engaged in programming for Year of the Youth (see page 8).
- 86% of all scholarship recipients since 2013 are currently enrolled or have graduated from college.
- Zero summer slide (no learning loss) for participants in CHA's Learn & Earn Program
- The number of CHA college graduates has grown year-over-year since 2010. In 2015 a total of 894 CHA residents graduated college, a significant gain from 2013 when 700 residents graduated. The most significant increase being the number of CHA graduates under age 25, up 65% over 2013.

1 Indiana University (2009). Student Aid and its role in encouraging persistence.

Impact: Increase Stability and Quality of Life



CHA Senior Holiday Gala

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.

13.7% of all Chicagoans are seniors.¹

CHA seniors represent 5% of Chicago seniors. In public housing, 63% of all head of households are seniors or people with disabilities.²

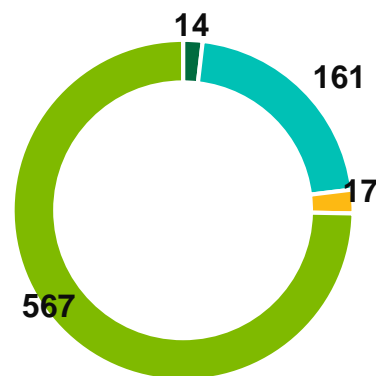
2016 Key Outcomes

- 342 families moved to an Opportunity Area.
- 175 residents received services through the Victim Assistance program.
- 1,240 residents engaged in clinical wellness programming.
- The number of 10/1/99 families with a Right of Return outstanding was reduced to 3.2% of the original 16,846 households.³
- 2,938 seniors completed a senior assessment measuring independent living skills.
- The Office of the Ombudsman engaged 490 residents in housing and community issues, program inquiries, property management concerns and other issues.

IMPACT

- 86% of households living in an Opportunity Area remained.
- The number of seniors participating in events for socialization or learning increased **17%** over 2015, with 6,564 participating.
- Residents had access to nutritious meals through Senior Diners, food boxes, and summer food program for youth (226,263, 44,214, and 83,382)
- There was an increase of **148%** in computer lab utilization going from 2,346 to 5,831 visits.
- 88% of seniors participating in a six week diabetes class led by Telligen showed improvement in coping skills, and 64% reported that they changed their behavior as a result of the class.

Number of Resident Moves by Category, 2016



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

¹ American Community Survey, 2015; seniors are defined as 62 and older

² CHA defines seniors as 62 and older

³ As of 12/31/2016

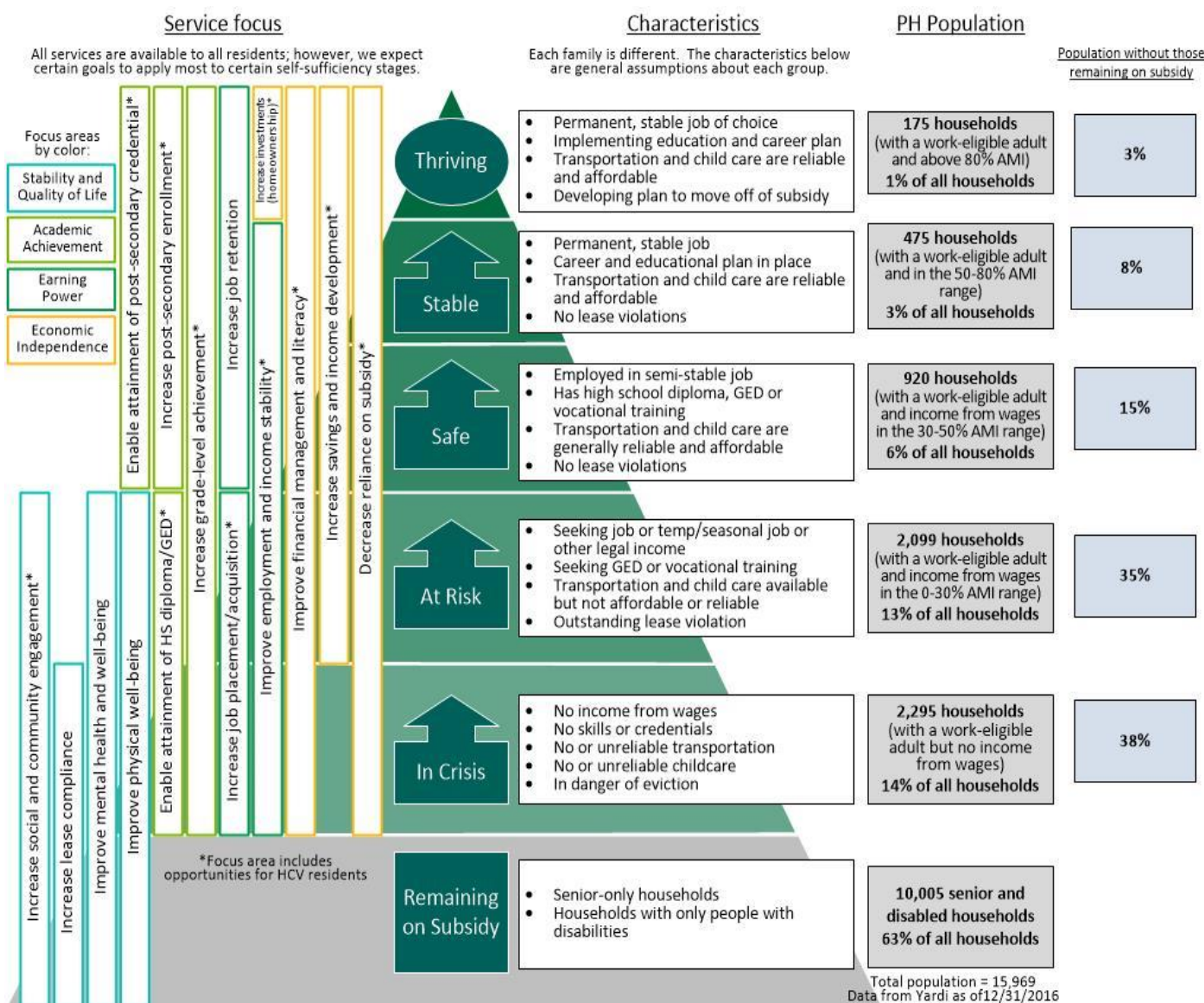
Partnerships and Events Update

- Grants and partnerships with HUD, Chicago Department of Family & Support Services, Chicago Park District, City Colleges of Chicago, Chicago Public Schools, and After School Matters, 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. Since this time, 55 entities have been approved as partners to create opportunities and participate in events. 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 than 120 events were created in 2016. 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 2016, over 7,500 coats were distributed to 3,050 families who attended the event.
- CHA launched its first Youth Council, facilitated by Mikva Challenge. The Youth Council hosted their first summit- "YOUth Rule Chicago"
- More than 1,600 seniors participated in the annual Senior Gala Holiday Gala, with George Wallace and the Gentleman of Leisure band.
- CHA worked with health partners on the promotion of flu and pneumonia vaccinations. The "Flu Fighters" provided 793 senior residents protection for the winter season.
- In 2016 CHA co-sponsored Men's and Women's health fairs with 188 participants.



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 2016, there was a net improvement of 4% compared to 2015.**



Compared to Q4 2015, 4.4% of residents improved a level on the above self-sufficiency scale. Households no longer living in PH have been removed.

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:** 95 residents have participated in the Moving On Demonstration program

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:** 62 residents participated in the program in 2016 (28%)

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 six months participating in a program with one of two Reentry Pilot service providers: Safer Foundation and St. Leonard's Ministries. Participants must engage in supportive services with one of the reentry providers, but may be referred to these agencies if working with a different Reentry provider.
- **Update:** 3 participants were housed in 2016 with many more in the housing process. Applications are received and reviewed on a monthly basis.

Housing for Veterans Experiencing Homelessness

- **Overview:** In addition to VASH and project based VASH assisted housing, CHA implemented a demonstration program allocating 450 housing choice vouchers over 3 years to veterans referred to the program from SSVF providers (Supportive Housing for Veteran Families). This program contributes to the City's Ending Veteran Homelessness Initiative (EVHI).
- **Update:** In 2016, 96 veterans were housed through the program, with an additional 69 who received vouchers and were in housing search.

A complete list of CHA's Demonstration & Special Initiative programs can be found online at:
<http://www.thecha.org/about/plans-reports/demonstration-programs-special-initiatives/>

Year of the Youth Highlights



In addition to on-going youth programming, CHA implemented special initiatives geared towards our youngest residents as part of Year of the Youth. These included:

- **Inaugural Youth Council:** 21 young CHA residents participated in leadership and civic development culminating in CHA's first ever youth summit "YOUth Rule Chicago."
- **Special events** to support college youth:
 - **Take Flight:** Staying the course hosted 72 college youth home for winter break to check in and receive information for the summer months
 - **Take Flight:** provides a send off to 150 college bound youth who are leaving Chicago to start their post secondary education
- **CHA Internship:** CHA provided summer internship opportunities to 87 youth.
- **Big Brothers/Big Sisters:** CHA participated in BBBS workplace mentoring program and mentored 19 elementary school kids throughout the year.
- **On the Table:** CHA convened leaders throughout Chicago to discuss strategies for engaging young people in mentoring and employment. On the Table is part of Chicago Community Trusts initiative designed to elevate civic conversation.

Contact Resident Services



CHA youth enjoying an afternoon of fun at the Chicago Bull's Holiday Party

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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