



CHICAGO HOUSING  
AUTHORITY™

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# 2017 YEAR-END REPORT

RESIDENT  
SERVICES  
DIVISION



## **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 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.

### **Support Academic Achievement**

- Help youth and adults succeed throughout their academic career.

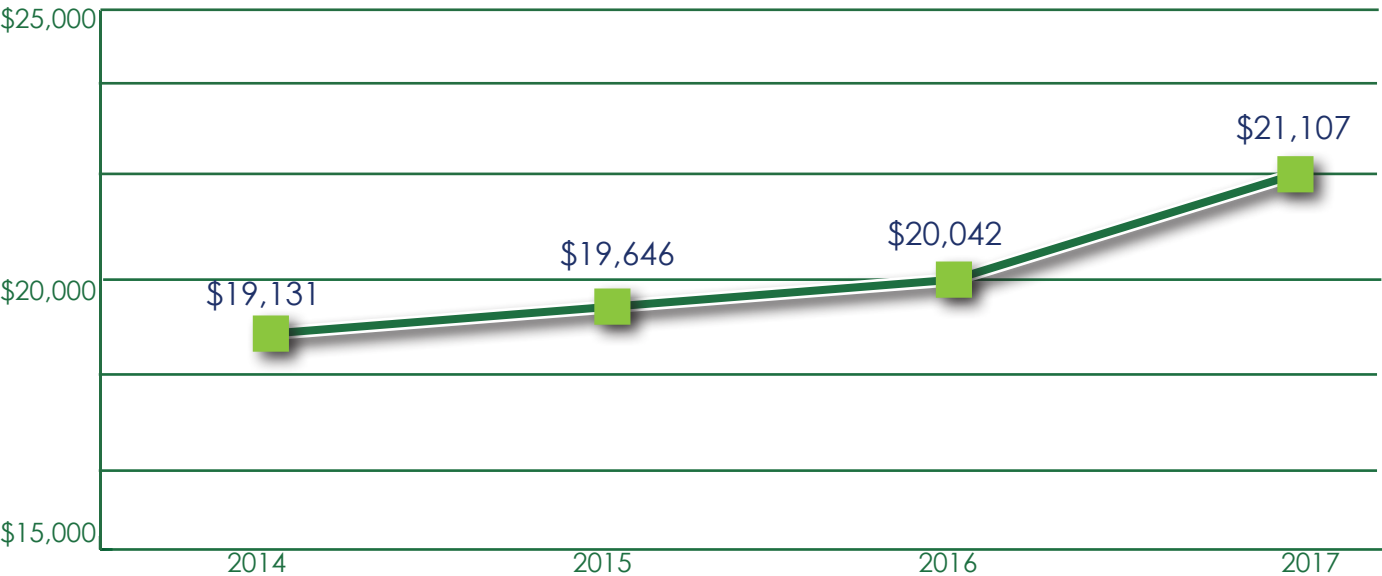
### **Enhance Stability and Quality of Life**

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

*A Special Thanks to the Central Advisory Council  
for their Partnership and Support*

# RESIDENT DEMOGRAPHICS FOR PUBLIC HOUSING

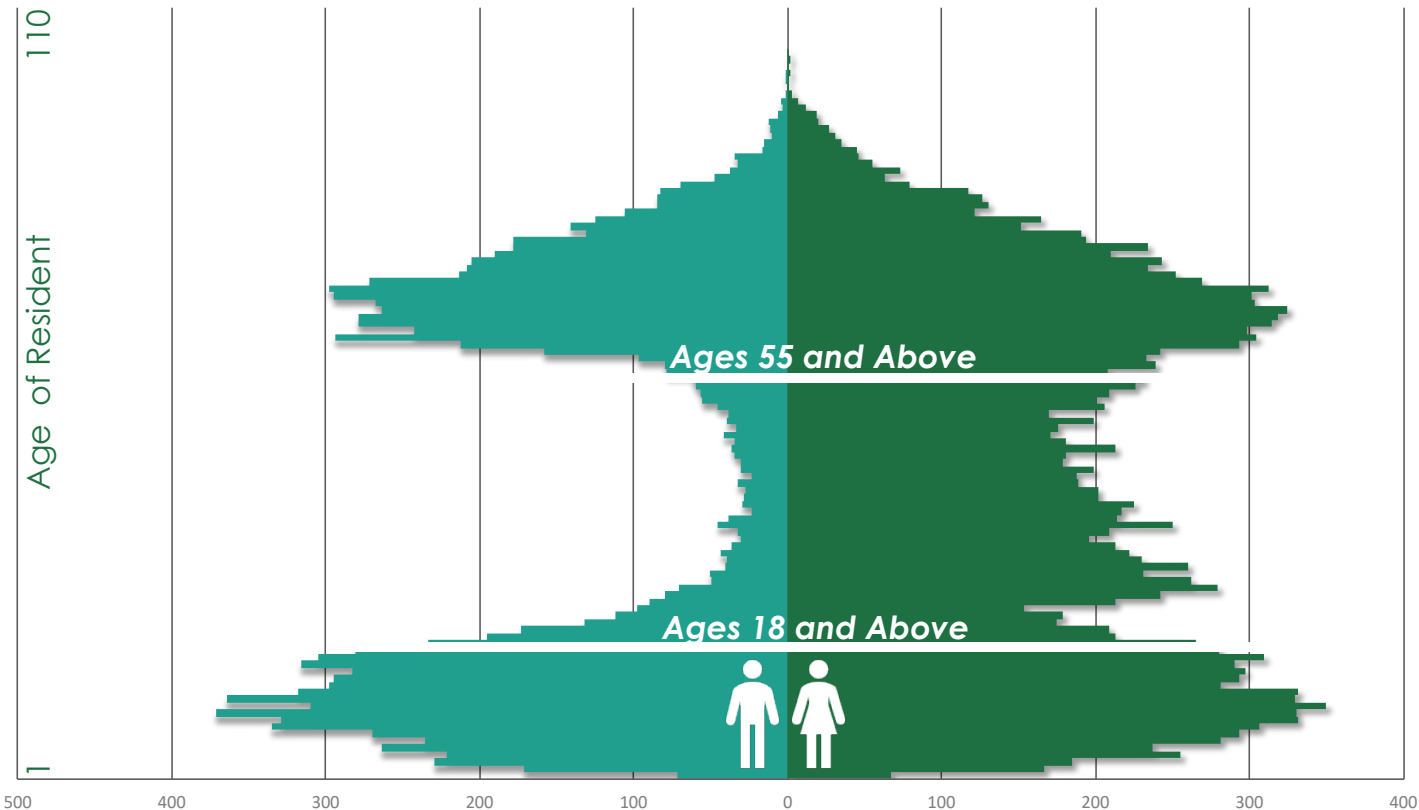
## Head of Household Income from Wages



- In 2017, over 64% of all CHA work-able heads of households were employed with an average wage of over \$21,000 - an all-time high for CHA households.
- Furthermore, 60% of CHA's working families saw their wages remain steady or increase from the end of 2016.

## Population Pyramid

### *Resident Count by Age & Gender*



- The population share of residents remains fairly even until the age of 23, where the male population drops below 40% of the gender share for the first time.
- From age 18 onward, the number of male residents living in CHA Public Housing are outnumbered approximately 2:1.



## IMPACT: FOSTER ECONOMIC INDEPENDENCE

### HOW ARE WE FOSTERING ECONOMIC INDEPENDENCE?

2017 marked the 15th Anniversary for CHA's Choose to Own (CTO) homeownership program. Over the past fifteen years, CHA residents have purchased 550 homes throughout the City of Chicago while moving to self-sufficiency.

During 2017, CHA's Family Self-Sufficiency Program enrolled 381 new families, while assisting current participants by helping them gain employment, purchase homes, and earn bachelor's degrees. By the end of 2017, program graduates had an average increase in earned income of over \$17,000 from the time they enrolled.

Over 800 CHA residents took part in financial literacy education during 2017 an 25% increase from 2016's year-end total.

### CONTEXT

CHA households continue to achieve higher income and employment levels than ever before. In the last year CHA Public Housing Heads of Households saw their annual wage increase to an average of \$21,072, while maintaining an employment rate of 64% for those who are work eligible. Overall, CHA's Public Housing Heads of Household employment rate compares favorably to the State of Illinois' overall labor participation rate, which was also 64% in 2017<sup>1</sup>.

### 2017 KEY OUTCOMES

- 33 total households from the Housing Choice Voucher (HCV) and Public Housing (PH) programs purchased their own home through CTO.
- 49 residents graduated from the Family Self-Sufficiency program, and earned an average of \$5,000 in escrow.
- Net 16% (824 families) increased areas of self-sufficiency by improving on the continuum of self-sufficiency dimensions.
- 41% of residents in public housing had a decrease in subsidy.

### 2017 HIGHLIGHTS

- Over 870 CHA PH residents and HCV participants attended a CTO homeownership workshop, with over 470 electing to enter the CTO pipeline.
- 838 adults and seniors completed a financial literacy activity and exceeded the year-end goal by almost 200 individuals.
- This past year, 59% of all work-eligible CHA public housing families with income from wages saw their incomes increase from 2016.

<sup>1</sup> Chicago Jobs Council Dec. 2017 - Labor Force Participation Rate: <http://wire.cjc.net/related-data/unemployment/>





## IMPACT: INCREASE EARNING POWER

### HOW ARE WE INCREASING RESIDENTS EARNING POWER?

#### **Jobs Plus:**

During 2017, CHA moved into the third year of the \$3,000,000 JobsPlus Pilot Program. The program aims to improve employment and earnings for residents of Altgeld Gardens. Over the course of the program, 86% of participating residents have completed a training or certification program and approximately 250 households have begun new full or part-time employment.

#### **Transitional Jobs**

CHA's Transitional Jobs (TJ) Program combines wage-paid work, skills training, and supportive services to help individuals facing barriers to employment. The program specifically targets residents that have not been employed for four or more consecutive quarters. In 2017, over 90% of program participants were employed in high-demand industries and 75% remained employed at the end of the year. CHA offers three TJ programs and one in hospitality for Summer Food/Golden Diners Programs.

#### **Cook County Workforce Partnership**

CHA's agreement with the Chicago Cook Workforce Partnership (CCWP) allows CHA residents to receive employment training and placement services at one of five workforce centers throughout the City of Chicago. At these centers, residents can access skilled vocational counseling, utilize computers to conduct their job search, and participate in workshops on interviewing skills, resume writing, and labor market research. In 2017, 65% of CHA residents participated in programming at CCWP were employed in a high demand industry with residents earning an average wage of \$12.68 per hour.

### **2017 KEY OUTCOMES**

- Over 1,400 adults were connected to new or better jobs through CHA workforce development programs.
- 2,689 youth were engaged in paid summer opportunities, earning more than \$2.7 million in wages.
- Youth program participants worked in excess of 366,000 hours during the summer of 2017.
- 59% of households who were working last year increased or maintained their wages.
- 27% of households who were not working last year gained income from wages.

### **2017 HIGHLIGHTS**

93% 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. Of the residents employed in high demand industries, 82% retained employment through the end of 2017.



## IMPACT: SUPPORT ACADEMIC ACHIEVEMENT

### HOW IS CHA SUPPORTING ACADEMIC ACHIEVEMENT?

#### **CHA Scholarship Program**

In 2017, 235 students were awarded \$265,000 in scholarship money through CHA's college scholarship program. Each year, CHA awards over 200 scholarships ranging from \$1,000 to \$2,500 based on academic merit, community involvement and essay submission. A GPA of 2.5 or higher is recommended for applicants and students can receive sustained support if they remain enrolled in school and continue their studies. These scholarships play a key role in college persistence for CHA recipients, as recipients were significantly more likely than non-recipients to persist throughout college enrollment.

#### **Partners in Education**

CHA's Partners in Education partnership with City Colleges of Chicago allows CHA PH & HCV residents to attend any City College for little to no cost. The aid provided by Partners in Education covers all unmet costs after financial aid for tuition, uniforms, books, and fees. Over the last five years, the CHA Partners in Education program has annually sent an average of approximately 600 residents to City Colleges.

#### **ROSS for Education Program**

In 2017, CHA began the implementation of the ROSS for Education program (also known as Project SOAR) awarded to CHA by HUD in late 2016. This two-year demonstration program supports three education navigators to assist public housing youth between the ages of 15-20 in the completion of FASFA forms, financial literacy and college readiness. CHA aims to work with 750 youth in an effort to increase enrollment and college persistence through graduation.

### **2017 KEY OUTCOMES**

- 235 students were awarded \$265,000 in scholarship money through CHA's college scholarship program.
- 76% of children ages 0-5 enrolled in early childhood education programs for the 2016-2017 year.
- During 2017, over 800 adult residents (18+) completed a financial literacy activity with one of CHA's Family-Works agencies.

### **2017 HIGHLIGHTS**

- CHA youth living in Mobility Areas have been consistently scoring better on a variety of standardized tests (NWEA, ISAT, PSAT & ACT) than their non-Mobility Area peers.
- A recap of Summer 2017 Youth Programming can be found here: [http://www.thecha.org/assets/1/6/2017\\_Summer\\_Opportunities\\_Recap.pdf](http://www.thecha.org/assets/1/6/2017_Summer_Opportunities_Recap.pdf)

# IMPACT: ENHANCE STABILITY & QUALITY OF LIFE

## **HOW ARE WE ENHANCING STABILITY AND QUALITY OF LIFE FOR RESIDENTS?**

### **Mobility Moves**

CHA continues to offer residents an ever-expanding choice of housing options throughout the City of Chicago. In 2017, CHA's mobility contractor (Housing Choice Partners) counseled over 1,000 HCV participants, conducted tours of Opportunity Areas with 350 households moving into low-poverty communities. Since CHA established the current Opportunity Areas in 2012, resident retention has remained above 85%.

### **New Community Ambassador Program**

CHA established the Family and Senior Community Ambassador Programs to replace the Tenant Safety Patrol Program. The programs provide residents an opportunity to do meaningful community service and earn a rent credit. The Senior Community Ambassadors Program launched in 2017 with 250 participants. Family ambassadors are slated to launch in Q1 2018.

### **10-1-99 Population Continues to Satisfy Their Right of Return**

Throughout 2017 CHA's Right of Return population continued to find permanent housing as the remaining number of households awaiting their right of return was reduced to 512, or 3% of the original 16,846 households.

### **CHA Continues Digital Literacy Engagement and Outreach**

CHA's Digital Resources Centers (DRCs) utilization rates continued to increase in 2017, with visitation totals approaching 60,000! CHA also provides a Mobile Technology Van during the summer months to teach coding to youth. CHA works in partnership with the Digital Youth Network and FUSE to bring STEAM challenges to CHA's DRCs and further engage youth in design and coding challenges.

### **CHA Provides Access to Food Security**

In 2017, CHA's two meal service programs, Summer Food and Golden Diners, served 283,000 meals throughout the City of Chicago. In addition, CHA through its partners delivered over 35,000 food boxes to seniors citywide.

## **2017 HIGHLIGHTS**

- Operation Warm, which celebrated its 10th anniversary in 2017, has provided cumulatively nearly 100,000 coats to 24,000 families.
- Over 8,000 youth were engaged in out-of-school programming.
- 418 youth engaged in substance abuse prevention programs.
- 52 residents received counseling through the Victim Assistance program.
- 1,935 residents engaged in clinical wellness programming.
- The Office of the Ombudsman engaged over 900 residents in mixed-income communities via listening forums, community events, and community improvement resolutions.





MAYOR'S SENIOR FEST 2017

## CHA YEAR OF THE SENIOR **WRAP-UP**

CHA celebrated 2017 as “**Year of the Senior**”, which recognized the many important contributions that CHA senior residents have made and continue to make to CHA and the City of Chicago. More than 20 major initiatives and events were held with total participation topping 19,000, including the Senior Symposium, Day of Service, and the Senior Holiday Gala. Additionally, the Senior Community Ambassador Program launched in 2017 and engaged more than 250 seniors in ongoing community service within their buildings to encourage resident engagement and check on residents’ well-being. CHA also celebrated Older Americans Month in May by hosting special events in each CHA senior building, Summer Music Fests, and expanded the CHA employees’ Day of Service to all senior buildings in August.

At the Inaugural Symposium for CHA seniors, local broadcasting legend Merri Dee welcomed 917 seniors to a day filled with workshops, exhibits, and a keynote luncheon. The event was free for residents and CHA was joined by partners Comcast, Walgreens, and New City Supportive Living. Other City Departments on hand included the Mayor’s Office of People with Disabilities, the Chicago Department of Family & Support Services, the Department of Public Health, and the Chicago Police Department.

During the CHA’s Day of Service, staff members were present in all CHA senior buildings to engage with seniors. At each building, staff members went door-to-door to provide a box lunch, gifts, and engage in activities. Overall, 9,000 seniors in 44 buildings citywide participated. CHA was joined in this initiative by the Chicago Police Department, and Chicago Department of Family & Support Services, which assisted with the over 9,000 meals that seniors were treated to during the event.

CHA’s annual Senior Holiday Gala functioned as the de facto closeout for the Year of the Senior festivities for 2017. This year, 1,800 seniors attended to celebrate all of 2017’s accomplishments. Mayor Rahm Emanuel was on hand to welcome residents and celebrate with them. The year’s event took place at the Hyatt Regency with entertainment provided by legendary comedian George Wallace. Residents were also treated to the music of Vance Kelly & the Backstreet Blues Band. A big thanks to Oak Street Health for their generous sponsorship of the Gala.



**OAK  
STREET  
HEALTH**





# SPRINGBOARD TO SUCCESS

CHA's non-profit affiliate, Springboard to Success (S2S) was established in 2014 with a strategic focus on assisting younger residents on a pathway to academic success, economic stability and independence. Education, especially a college degree, is a proven pathway out of poverty and opens many opportunities for future economic stability. Over the last three and half years, S2S has raised over \$1M to support programs aimed at helping residents via the "To and Through" college pathway.

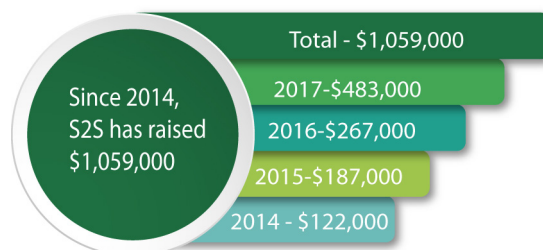
- 1. Exposure:** Introducing CHA high school youth to college and career options through summer programs on local campuses that include the following:
  - BMO Harris "Be Your Own Boss" Program at DePaul University
  - CHA Program in Documentary Filmmaking at DePaul University
  - CHA Program in Game and Graphic Design at DePaul University
  - Museum and Public Art Internship at the University of Chicago Smart Museum
- 2. Enrollment:** Assisting CHA youth heading to college with college counseling services, supporting local college tours, and providing dorm room supplies through the Take Flight College Reception, held each August for 150 CHA youth heading off to colleges and universities across the country.
- 3. Persistence:** Supporting CHA youth through the completion of their degree with the CHA Scholarship Program
- 4. Employment:** Connecting CHA youth to internship and job opportunities in their fields of study to help them obtain their first job post-graduation through the "Take Flight: Staying the Course" event that includes a corporate networking session with college recruiters.

## S2S also supports other important CHA resident events such as:

- The annual Back-to-School event at Brookfield Zoo for 400 CHA youth
- The annual Senior Holiday Gala for 1,800 seniors at the Hyatt Regency

## FUNDRAISING HIGHLIGHTS

- S2S has increased its year-to-year fundraising by an average of \$120,000 each year since 2014, marking an annual increase of almost 60%.
- In 2017 alone, S2S's fundraising increased over 80% from 2016.



**Springboard to Success (S2S)**, the CHA's non-profit affiliate, funds programs and initiatives that support CHA communities with a focus on assisting younger residents on a pathway to academic success, economic stability and independence. S2S identifies funding and resources to augment and support Resident Services programming, events and special initiatives.

# SPECIAL PROGRAMS UPDATE

## **MOVING ON DEMONSTRATION PROGRAM**

• **Overview:** Moving On targets persons living in permanent supportive housing (PSH) who are ready to move to affordable housing options in the community. Applicants with stable housing histories and who no longer need PSH's intensive support can access new affordable housing resources in the form of a CHA Housing Choice Voucher, if available.

• **Update:** During 2017, CHA housed 35 participants in the Moving on Demonstration Program for an overall total of 114 housed through the 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:** As of Q42017, 107 families out of the 218 have been housed.

## **REENTRY DEMONSTRATION PROGRAM**

• **Overview:** Through the Reentry Pilot program individuals who were 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 at 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 mentioned reentry providers.

• **Update:** As of Q42017, 23 applicants have been housed since the program started in 2016 and another 26 are in the housing search process.

## **SURVIVORS OF TRAFFICKING**

• **Overview:** The Survivors of Trafficking pilot will provide 60 Housing Choice Vouchers over three 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 the 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 and Families began accepting referrals in 2017 and as of Q42017, five households have been housed and another seven are 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/demonstration-programs-special-initiatives/](http://www.thecha.org/about/plans-reports/demonstration-programs-special-initiatives/)**



# CONTACT 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 watch our videos on You Tube: <https://www.youtube.com/user/ChiHousingAuthority>.

You can contact Resident Services by phone at: **[312.786.6601](tel:312.786.6601)**

