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## INTRODUCTION

On February 6, 2000, the U.S. Department of Housing and Urban Development (HUD) approved the Chicago Housing Authority's (CHA) Plan for Transformation (Plan), which called for sweeping changes in the administration and operation of the CHA. The executed Moving to Work (MTW) Demonstration Agreement and its amendments provide a description of the CHA's process for accomplishing the Plan for Transformation's objectives. The Authority submitted its Annual Plan on November 1, 2002 to provide its stakeholders with the goals and activities planned for FY2003. This document represents the CHA's Annual Report for FY2003 and provides the results of the fourth year of the Plan for Transformation's implementation.

### HIGHLIGHTS OF FY2003

The CHA's Plan for Transformation is the most ambitious effort to improve public housing in the country. The ten-year plan requires continual coordination and planning efforts from all of the CHA's internal and external stakeholders, and in FY2003, the people of Chicago began to see significant and visible results from those efforts. As a result of the Plan, CHA residents are now working toward economic self-sufficiency, making informed decisions about where to live, and becoming an active part of Chicago's neighborhoods.

#### **Renewal of Chicago's Public Housing: Redevelopment and Rehabilitation**

- The CHA completed construction of 3,780 units during FY2003, bringing the cumulative total of completed units to 44.9% of the 25,000 revitalized units planned for the Plan for Transformation. Of the completed units, 174 are mixed-income, 2,911 are senior housing, 654 are scattered site, and 41 are rehabilitated family units.
- CHA residents made history when they moved into redeveloped public housing, located on the site of former high-rises.
- A total of nine real estate transactions were closed for mixed-income communities in FY2003, more than in any other single year of the Plan.



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### **Achieving Economic & Social Self-Sufficiency**

- The Service Connector System managed 69,000 cases with residents in family developments during FY2003.
- 883 residents were connected to full-time jobs during the first three quarters of FY2003. This brings the total number of residents connected to employment since the Plan's inception to 4,021, exceeding the Plan for Transformation's original goal of placing 3,000 residents to full-time jobs by FY2005.
- The CHA won the Publicity Club of Chicago's Silver Trumpet Award for producing its cable television show, "CHA: Building a Better Place."

### **Supporting Residents through Relocation**

- 92 families moved into their permanent home in the private market with a Housing Choice Voucher, and 101 families moved into their permanent rehabilitated or redeveloped CHA unit, totaling 193 permanent moves in FY2003.
- 931 families moved out of non-revitalized public housing units in FY2003 and into temporary housing during revitalization.
- The Supportive Service system was re-engineered to help residents moving out of non-revitalized public housing units with a range of service needs, such as enrolling in school, finding units in the private market, and preparing residents to meet site-specific criteria.

### **Enhancing Affordable Housing Opportunities**

- More than 35,000 low-income families leased private housing units of their choice through the Housing Choice Voucher program in FY2003.
- Since the inception of the CHA's Choose to Own Program, 55 families have been able to purchase their first home, including 39 families who purchased their first home in FY2003.
- As a result of the CHA's outreach efforts, 993 new landlords and 1,511 new units in low-poverty areas were added to the Housing Choice Voucher Program in FY2003.
- 1,543 participants were enrolled in the Family Self-Sufficiency Program in FY2003, a five-year program designed to help participants achieve financial independence via education and job training, self-help workshops, and business development assistance.



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### **Operation of Chicago's Public Housing**

- Six of the CHA's seven property management performance benchmarks were met or exceeded in FY2003, including those for unit inspections, building system inspections, rent collection, recertification completions, percentage of completed non-emergency work orders, and number of days for non-emergency work order response.
- The CHA adopted a new Admissions and Continued Occupancy Policy, Residential Lease Agreement and Contract, and Pet Policy in FY2003.

### **Sustaining Safe Communities**

- The Chicago Police Department's Public Housing Section conducted foot patrols in and around CHA developments and coordinated a number of anti-crime strategies at CHA properties during FY2003.
- 99 Resident Outreach Service groups conducted 36,175 building safety checks and 95 public safety meetings during the year.

### **Advancing the Vision for CHAnge**

- The Government Finance Officers Association awarded the CHA's Finance Department a Certificate of Achievement for Excellence in Financial Reporting for the sixth consecutive year and the Distinguished Budget Presentation Award for the third consecutive year.
- \$11.88 million in new resources were leveraged during FY2003, exceeding the CHA's fundraising goal for FY2003 by more than 18%. The grand total of new resources accumulated since the Plan's inception is \$52.41 million.

### **Promoting Economic Opportunities**

- The CHA was able to expose more than 800 MBE/WBE/DBE businesses to potential contract work and partnership opportunities in FY2003 through small business trainings, roundtables, and employment fairs.
- Over \$396,800 in alternative procurements were awarded to resident-owned businesses in FY2003.