

RESIDENT SERVICES

A Year in Review

**20
24**



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Resident Services Accomplishments		Measuring Impact
Youth & Education	During summer, 2,240 youth worked 218,000 hours earning \$2.8 million .	80% of youth reported having gained new skills or improving existing skills.
	180 residents received \$2000 scholarships, 354 residents attended City Colleges of Chicago at low or no cost, and 800 youth engaged with education support specialists.	Average of 16% higher 4-year graduation rates for scholarship recipients compared to non-scholarship CHA students since 2017.
	84 homes purchased: 50 through the Choose to Own program, and 34 through the Down Payment Assistance program.	48% higher income among CTO heads of household compared to non-CTO heads of household.
	Residents made 12,165 visits to Digital Resource Centers, 515 devices were distributed, and 99 senior residents completed a digital skills course.	100% of surveyed seniors completing a digital skills course reported increased confidence.
Wealth Building	Reached full enrollment of 1,250 residents , including 242 new participants . 80 participants graduated, earning an average payout of \$7,303 .	61% of surveyed graduates plan to use their payout for a home down-payment.
	504 residents were connected to new or better jobs and 72 residents completed training programs. 387 residents attending hiring events.	11% higher income among WORC-placed residents compared to all employed residents.
	46 residents graduated from the Business Academy, seven graduates started new businesses, and three graduates opened brick-and-mortar locations.	98% of surveyed graduates would recommend the Business Academy to a friend or family member.
Quality of Life	On average, each senior attended five events . 6,022 seniors received referrals, and 173,958 Golden Diner meals were served at senior buildings.	84% of surveyed residents reported they feel happy with their health and quality of life.
	272 households moved to Mobility Areas in 2024 through the Mobility Counseling Program	95% of families remained in a mobility area one year after initial move.
	Through FamilyWorks, 7,533 households were connected to services. 32,932 summer meals were served to youth at 26 sites.	94% of surveyed residents feel confident they can achieve their personal goals.
	265 community ambassadors worked 126,600 hours .	\$286,020 saved in rent.

DEMOGRAPHICS (2024 Q4)

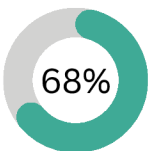
Public Housing



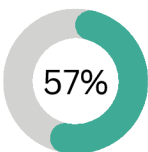
18,237 households



32,484 residents



Female Heads of Household (HoH)



Employment among work-able HoHs

\$28,876

Average income for working HoHs

HCV



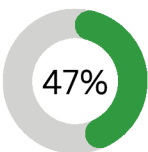
47,321 households



102,365 residents



Female Heads of Household (HoH)



Employment among work-able HoHs

\$27,552

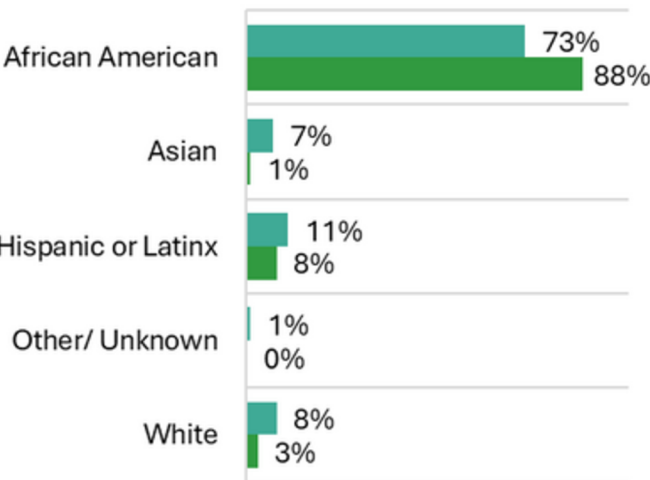
Average income for working HoHs

Resident Ages



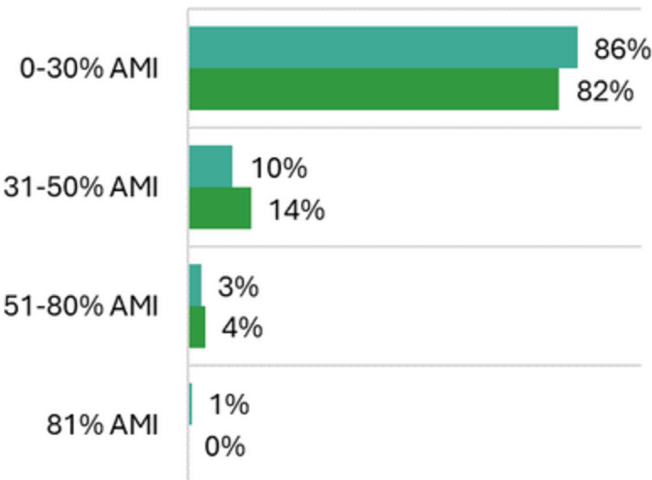
Race and Ethnicity

PH HCV



AMI Bracket

PH HCV



Summer Youth Opportunities

CHA youth benefit from year-round learning opportunities, including the Summer Youth Employment Program, which provides paid summer opportunities in fields such as the arts, aviation, and coding.

2,240

youth connected to paid summer job opportunities

218,000

hours worked by youth in paid summer job opportunities

\$2.8 Million

earned by youth through paid summer job opportunities



NEW PROGRAMS SPOTLIGHT

Based on youth feedback, CHA introduced new programs to align with participants' interests. These include PeacePlayers, a basketball leadership program for youth ages 13-15, which concluded with a clinic at Kobe Courts. The Boxing and STEM program combined boxing skills with scientific learning, while a separate dance program offered a creative outlet for self-expression.



CHA staff hosted eight “kickback events” across Chicago, where youth received one-on-one application assistance. 337 applications were submitted by attending youth.

Measuring Impact

80%

of summer employment program youth reported gaining new skills or improving existing skills



YOUTH SUCCESSES

31 youth were hired to continue their work after the summer. Two Learn and Earn program participants received a \$1,000 prize to invest in their businesses, and Summer of Code participants showcased their app, Pair 65, at the 2024 Everyone Can Code Showcase.

Education Programs

High school students can access post-graduation guidance and support from education specialists. Residents interested in pursuing higher education can apply for the CHA scholarship or enroll at City Colleges of Chicago at low or no cost.

180

residents received a \$2000 CHA scholarship

354

residents attended CCC at low or no cost through the Partners in Education program

800

youth engaged with CHA's education support specialists



Take Flight Events

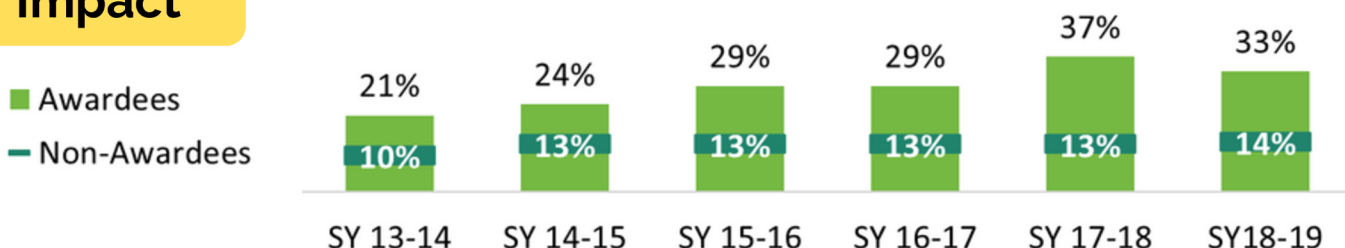
On January 4th, 45 CHA college students who were home for winter break attended an annual Take Flight Networking & Recruitment event. The students took professional headshots, received resume assistance, and participated in a corporate networking session with Chase Bank, the Obama Foundation, Northwestern Hospital, and others.



On August 6th, 200 CHA high school seniors were celebrated at Guaranteed Rate Field during the Take Flight College Reception. Several students from this record-breaking class earned full scholarships. Students received dorm essentials, from linens and toiletries to school supplies and laptops, thanks to donations from partners AT&T, Molina Healthcare, Meijer, Enterprise, and Snapchat.

Measuring Impact

4-year graduation rates higher among scholarship awardees.



Homeownership

CHA's HOME (Home Ownership Made Easy) programs help make homeownership a reality for CHA families.



50 Homes

purchased through CTO

The **Choose to Own (CTO)** program allows eligible residents to use their housing subsidy to buy a home.



34 Homes

purchased through DPA

The **Down Payment Assistance (DPA)** program provides grants to help families with the upfront costs of buying a home.



2nd Annual Homeownership Symposium

Over 200 attendees took part in the 2nd Annual CHA Homeownership Symposium on June 8th at the UIC Student Center.

Breakout sessions covered DIY home improvement, asset protection, and home emergency preparedness. Exhibitors including banks, real estate professionals, and government agencies, offered expert advice and resources to support attendees' homeownership journey.



"I wanted to have a place for my family to celebrate the holidays and spend time together under one roof. Becoming a first-time homebuyer is a wonderful experience. It has been seven months for me now and I wake up every morning and thank God."

- A CTO participant

Measuring Impact

48%

higher income among CTO heads of household compared to all heads of household.

86%

of surveyed Homeownership Fair attendees reported increased knowledge and preparedness for homeownership.

LevelUp

CHA's LevelUp program rewards participants with savings deposits as they make progress toward their education, career, and personal goals—funds they receive in full when they graduate the program.

\$7,303

Average payout received by 80 LevelUp graduates this year

100%

Fully enrolled at end of year

242

New LevelUp participants enrolled



On July 27, Traceye Butler and her daughter Shannell graduated from LevelUp, along with 71 other participants. Supported by their LevelUp savings payout, the Butlers are ready to tackle their next chapter: homeownership.

"We've completed the first step. Now it's on to the next step of becoming a homeowner." Traceye said. "LevelUp is a wonderful program."

Career Foundations with Women Employed

On November 7th, LevelUp partnered with Women Employed to host a Career Foundations training at CHA Headquarters. 17 LevelUp participants joined this session, which focused on overcoming employment barriers by identifying skills, exploring career pathways, and creating personalized plans for entering the workforce or enrolling in college.



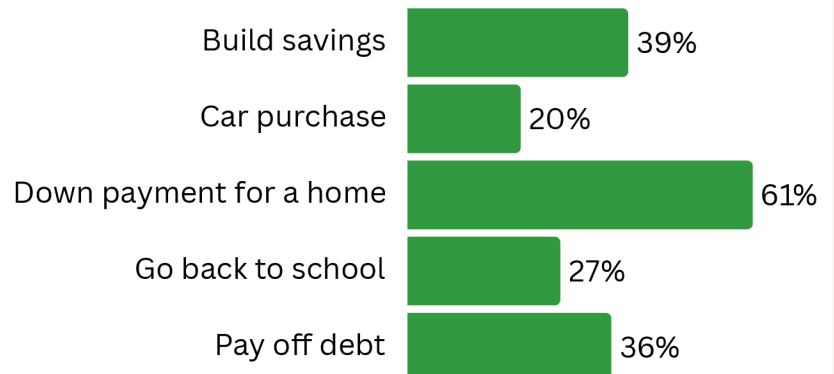
Measuring Impact

89%

"I feel more confident that I can achieve my personal goals."

(survey of 244 current participants/2024 graduates)

How 2024 graduates plan to use their payout*



*respondents could select multiple options

Digital Inclusion

Digital inclusion efforts build economic independence by increasing access to education, employment, and online services.



12,165

visits to Digital Resource Centers

515

laptop and desktop computers distributed

99

seniors completed a digital skills course



Graduation ceremonies for **20 seniors** in April and **25 seniors** in June, each following a 5-week AARP digital skills course to earn a certificate and laptop.

Tech and Tea Computer Distribution & Resource Fair

With Cook County Digital Equity and Compudopt, the Digital Inclusion team hosted the Tech and Tea Computer Distribution & Resource Fair on October 10th for Digital Inclusion Week. The event welcomed **86 residents**, each of whom received a free laptop and connected with CHA departments, the Chicago Public Library, and five local Internet Service Providers offering affordable internet options.



Measuring Impact

100% of surveyed AARP digital skills graduates reported increased confidence.

Work Opportunity Resource Center (WORC)

CHA's Work Opportunity Resource Center (WORC) serves as home base for all workforce and resident business-focused programming. In 2024, CHA's Workforce Development staff supported residents through employment placement services, training programs, and hiring events.

504

residents connected
to new or better jobs

72

residents graduated from
training programs

387

residents attended
hiring events

2024 Construction Trades & Apprenticeship Hands-On Expo



On July 25th, over 250 attendees participated in the 2024 Construction Trades & Apprenticeship Hands-On Expo, exploring career pathways and gaining hands-on experience in apprenticeship and pre-apprenticeship programs.

Four Years of the Jobs Plus Grant at Dearborn Homes

The Jobs Plus grant at Dearborn Homes allowed residents to lock in a baseline rent for the four-year program, even as their income increased. This stability helped families save over \$1.6 million in rent during that time.

541

Dearborn residents
enrolled in Jobs Plus

99

Dearborn residents
obtained new jobs

\$1.6 million

saved in rent by Dearborn families
through earned income disregard

Measuring Impact

Among the 504 residents connected to new or better jobs...

\$18.21

average hourly
salary

\$30,069

average salary
(part- and full-time)

11.3%

higher income compared to all
work-able employed residents

Supporting Resident-Owned Business

Now in its third year, the Business Academy helps CHA residents start or grow their own business. The academy offers a 12-week program where participants learn important skills like how to plan a business, understand finances, and market their products.

46

residents completed the Business Academy (2024)

70

residents completed the Business Academy (all-time)



Celebrating 32 Business Academy graduates at the All-Cohorts Graduation on September 17th.

Measuring Impact

Seven

new resident-owned businesses

Three

graduates opened brick-and-mortar locations

98%

of surveyed graduates (n = 56) would recommend the Business Academy to a friend or family member.

Community First Accelerate Grant Recipients



With support from WORC, two CHA resident-owned-businesses secured \$15,000 Community First Accelerate for Small Business grants from the Federal Home Loan Bank. The two ROB's are Stalwart Market LLC, a sustainable urban farm, and Naturally Divine Organics LLC, specializing in plant-based products and made-to-order meals.

Seniors

Resident Service Coordinators provide services, events, and education designed to enhance the quality of life of CHA senior residents.

46,731

attendance count
for all senior events

5

events attended on
average by each
senior

173,958

Golden Diner meals
served

6,022

seniors received
referrals

Senior Services Events

On December 14th, over 1,500 seniors celebrated “A Funky Good Time” at CHA’s 41st annual Senior Gala. Hosted by NBC5’s Evrod Cassimy at the Hyatt Regency Ballroom, the event featured a catered lunch, live music, dancing, and holiday cheer.



At the annual Senior Music Festival, themed “Music Around the World,” more than 760 seniors danced the day away, grooving to salsa music, African drummers, a mariachi band, and a DJ performance.

1,274,502 pounds of nonperishable groceries delivered to seniors monthly through the Commodity Supplemental Food Program.

Among surveyed seniors...

Measuring Impact

84% reported they feel happy with their health and quality of life.

74% reported they feel connected to their community.

Resident Engagement

The Resident Engagement team works together with residents and local groups to build a healthy and connected community.

2,157

residents engaged

247

mixed-income residents referred to CHA programs

97%

satisfaction with assistance for property management issues

Resource Fairs

On April 25th, more than 90 residents attended a resource fair at Seward Park. 80 attendees received a City Key ID and 23 youth completed summer employment applications. Vendors included US Armed Forces, Illinois Action for Children, Chicago Park District, Chicago Transit Authority, the offices of Alderman Walter Burnett and Senator Lakesia Collins, CPD 18th District, Chicago Public Library, and After School Matters.



Measuring Impact

27 referred residents attended a LevelUp orientation.

9 referred residents attended a WORC information session.

Safety Net Pipeline

The Safety Net program connects residents who are on track to graduate from CHA housing—often because their income is rising—with services and programs they can tap into before becoming ineligible for assistance.

889

residents contacted about the Safety Net program

93

contacted residents connected to services & programs

Measuring Impact

74% of surveyed pipeline residents stated that they would be interested in joining the CHA Alumni Network after graduating from CHA.

Mobility Counseling Program

The Mobility Counseling Program (MCP) helps families find housing Mobility Areas. Counselors support families to plan a move, find and apply for housing, and build a support network.

272

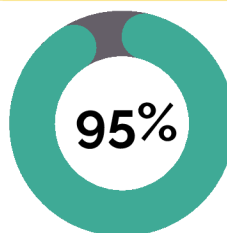
households moved to Mobility Areas in 2024 through the MCP

Relocation support grant increased to \$1,000 from \$500

What's a mobility area?

Mobility Areas are neighborhoods with low poverty (less than 20%) and low crime rates. Families may choose to move to these areas for better schools, safer streets, and more job opportunities.

Measuring Impact



of families remained in a mobility area one year after initial move

Victim Assistance Program

Public Housing residents who have been a victim of violent crimes or trauma may be eligible for relocation under the Victim Assistance Program (VAP).

91

families relocated under VAP

98%

of relocations completed within 6 months

Health and Wellness

63

participants referred to new HCV Health & Wellness program

230

therapy sessions attended by 18 residents

886

event attendees educated on behavioral health

FamilyWorks

FamilyWorks is the cornerstone of Resident Services, acting as the referral conduit to programming and direct services.

In 2024, FamilyWorks' Service Coordination Specialists began preparations to provide direct services to mixed-income and scattered site communities in 2025.

32,932

Summer Food meals served
at 26 sites

7,533

households connected
to services



In partnership with Santa for a Day, 913 children wrote letters to Santa at events across family developments and scattered sites. On December 16th, Service Coordination Specialists delivered gifts to every child who wrote a letter.



20 CHA families participated in the Christmas in the Wards program. Each deserving family received \$200 in gifts from Walmart, which were distributed during the Christmas Spectacular event at McCormick Place on December 14th.

Measuring Impact

Among 1,795 surveyed FamilyWorks residents...

89% reported that they feel happy with their health and quality of life.

94% reported feeling confident that they can achieve their personal goals.

LAC Support Team

CHA public housing residents elect leaders to represent their developments every three years. These leaders serve on Local Advisory Councils (LACs). The LAC Support Team provides administrative and event support for the LACs.

Resident Support & Services

Through Senior Housing Advisory Council (SHAC) and Tenant Service meetings, the LAC Support Team helped resolve over 250 resident complaints.

Housing Support

Partnering with HCV, the LAC Support Team assisted over 100 residents with moving paperwork, housing searches, transitioning between housing authorities, landlord concerns, and more, ensuring smooth transitions for families.

Resource Fairs

The LAC Support team hosted four resource fairs with more than 20 vendors at Wentworth Gardens, Altgeld Gardens, ABLA Homes, and Cabrini Green Homes.

Holiday Initiatives

Hosted holiday events in collaboration with community partners and CHA departments, providing gifts, food, and entertainment for over 1,000 residents.

Back to School for CHA Families

LAC Fun Days offered family-friendly activities like bouncy houses, petting zoos, and live entertainment. Students received much-needed school supplies, including book bags and uniforms, along with household prizes like TVs and laptops.



Customer Experience Team

17,559
Calls

3,802
Voicemails

22,858
Emails

2,624
Client Center
visits

1,724
Headquarter
visits

"There were two young ladies there (client center) who were just fantastic. They were so ultra-professional, and just really wanted to help people. I had been down to the client center about 9 months ago, and I did not find that to be the experience."

"What a wonderful experience it was when visiting the client center."

Community Ambassador Programs

Community Ambassadors (CAs) serve as a liaison between residents, property management and CHA. CAs earn a rent credit based upon the number of hours committed to the program.

Family Community Ambassadors

52
community
ambassadors (Q4)

22,518
hours worked

1,999
school patrols

86,986
flyers distributed

5,137
well-being checks
completed

6,399
community
walkthroughs

1,086
safety concerns
reported

188
events assisted



On November 15th, CHA staff hosted a Recognition Ceremony to honor our Family Community Ambassadors for their numerous accomplishments over 2024.

Measuring Impact

\$45,339 saved in rent

Senior Community Ambassadors

213
community
ambassadors (Q4)

54
buildings served

104,082
hours worked

3
refresher trainings
held in 2024



Measuring Impact

\$240,681 saved in rent

Three refresher trainings were held for Senior Community Ambassadors in 2024.

S2S

Springboard2Success (S2S) supports programs and partners that enable CHA youth to advance their education and professional development.

245

youth attendees at Take Flight events

\$360,000

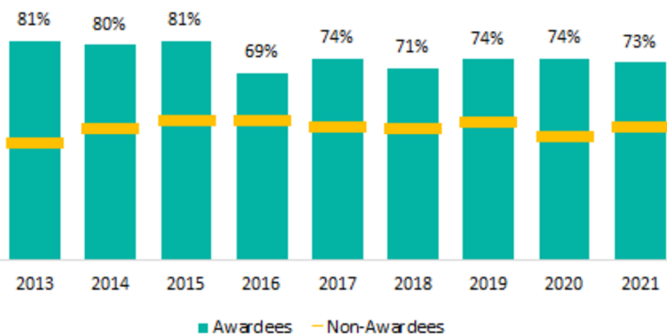
awarded in scholarships

290

applied for DePaul summer programs

Measuring Impact

Freshman retention higher among scholarship recipients



Grants

\$4,737,108 awarded in total grant funding

Federal Grants

Resident Services secured several federal grants that fund staff positions, including:

- *ROSS/VAP (\$815,750)*: Three-year funding that supports the Victim Assistance Program (VAP) by covering salaries and fringe benefits for Service Coordinator positions.
- *FSS/LevelUp (\$1,345,710)*: One-year funding to support 20 full-time LevelUp Coaches who support families working toward economic independence.

HUD Community Project Funding (\$1.7M): Supports infrastructure and affordable housing, including an early childhood center, at two CHA developments.

HUD – Foster Youth to Independence initiative (HCV grant)(\$703,104): Funds housing and support services to help prevent homelessness among eligible youth ages 18–24 who are transitioning out of foster care.

Private/Community Partner Grants

Two grants secured to support resident wellness and tech access:

- *Partnership for a Healthier America (\$15,000)*: Fresh produce for CHA families.
- *AARP Foundation (\$16,000)*: Digital literacy training for older adults.

Federal Home Loan Bank - Community First Accelerate for Small Business (\$30,000): Two resident-owned businesses each received a \$15,000 grant to grow their operations.