



RESIDENT SERVICES

HOW WE CAN HELP

Service Offerings Effective January 2025



Programs & Services for What Matters Most

Our Mission: CHA's Resident Services Division works to increase the quality of life of all residents and support those on a pathway towards economic power.

FamilyWorks

- The FamilyWorks program helps connects **family public housing residents** with resources to support your goals. Families can get help with goal setting, coaching, and referrals to important services like child care, health care, and youth programs.
- CHA's **Service Coordination Specialists** provide services to residents living in **scattered site and mixed-income properties**.
- FamilyWorks providers and Service Coordination Specialists can also assist with any **lease compliance** challenges residents may face.
- Call **(312) 935-2625** to get in touch with a [FamilyWorks provider](#) or Service Coordination Specialist.

Senior Services

- **Residents in senior housing** can contact their [Resident Service Coordinator](#) to learn about programs, services, and community events.
- For seniors, the [Golden Diners Program](#) provides a healthy meal each day and the chance to enjoy the company of friends.
- Call (312) 742-8500 to learn more about CHA's senior services.

Community Ambassador Programs

- Residents in family and senior housing can engage in meaningful community service in their building and **earn a monthly rent credit of up to \$100 each month**.
- **Community Ambassadors** play an important role by checking in on residents' well-being, encouraging participation in services and activities, distributing flyers, and assisting with events.
- Contact a [FamilyWorks provider](#) or [Resident Service Coordinator](#) for more information.

Resident Representation

- **Public housing residents** living in traditional family developments, including senior designated buildings, are represented by elected resident leaders that form Local Advisory Councils (LACs) and the [Central Advisory Council \(CAC\)](#).
- Public housing residents living in **mixed-income** developments are represented by an [Ombudsman](#).



Support Your Education

Resident Services has programs and partnerships that can help both youth and adults advance their education.

Visit thecha.org/education or call (312) 786-6930 to learn more.

Ready to take your education to the next level?

- **Attend one of the City Colleges of Chicago at little to no cost.** Through the [Partners in Education](#) program, CHA residents can enroll in a certificate or degree program at the City Colleges of Chicago for no cost after financial aid is applied.
- **Apply for the CHA Scholarship.** CHA awards [scholarships of \\$2,000](#) to residents attending post-secondary education. Applications are open from mid-January to mid-May.

Did you know? *For the 2024-2025 school year, **180 CHA residents** were given \$2,000 scholarships toward their post-secondary education.*

- **Learn how to apply for college.** Public housing residents can contact their [FamilyWorks provider](#) for help with college applications, including applying for financial aid. HCV residents can email education@thecha.org for assistance.
- **Join the SOAR program.** CHA youth or young adults, ages 14-24, can get free, one-on-one support from our Education Program Specialists to help you plan for life after high school. Call (312) 786-3409 or email education@thecha.org to connect with an Education Specialist and take the first step toward your future success!

Calling all CHA youth!

Visit thecha.org/youth or call (312) 786-6930 to learn more.

- **Find year-round youth programs.** Public housing residents can contact their [FamilyWorks provider](#) for help finding youth programs offered by CHA or its partners. HCV youth can email youthopportunities@thecha.org or call (312) 786-6930.
- **Find an early learning program.** Anyone in Chicago can go to chicagoearlylearning.org to find information on early learning programs.
- **Find summer employment opportunities.** CHA's [paid summer programs](#) give young people a chance to work and earn money for six to eight weeks. It usually starts in June and goes until early August. Participants can work up to 20 hours each week.
- **Get a Chicago Park District membership.** CHA teams up with the Chicago Park District to [give memberships to CHA residents](#) ages 6-12. Park memberships allow CHA residents to join programs at low to no cost.

Increasing Economic Power

Resident Services has a number of resources to help residents find, keep, and advance in a job or career.

Visit thecha.org/worc or call (773) 342-WORC (9672) to learn more.



Workforce Opportunity Resource Center (WORC)

WORC offers technical assistance, workforce development, and support for resident-owned businesses through a variety of programs and services:

Residents who need help developing their career can connect with WORC to be referred to jobs, trades, and apprenticeships.

- **Employment Placement Services** assists residents with resume building, interview skills, and job placement.
- WORC supports career pathways training in high-demand fields, such as **solar/energy, healthcare, and food service**. Certain training programs even offer wages or stipends to participants. Sign up for a **WORC information session** to learn more.

The WORC Business Academy is a program that 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.

Technology Access and Education

We live in a world that's more online than ever. We're here to help with:

- **Technology classes** that meet residents where they are.
- **Digital Resources Centers (DRCs)** with open computer time and support.
- Help finding and applying for affordable internet.

Location	Address	Phone
Altgeld Gardens – CYC	951 E. 132nd Pl., Chicago, IL 60827	(773) 928-4116
Charles Hayes FIC	4859 S. Wabash Ave., Chicago, IL 60615	(312) 913-7132
Dearborn Homes	2910 S. Dearborn, Chicago, IL 60616	(312) 225-0310
Jane Addams Family Resource Center	1234 S. Loomis Ave, Chicago, IL 60608	(312) 913-7428
Lake Parc Place	3983 S. Lake Park, Chicago, IL 60653	(773) 924-8138
Lawndale Gardens	2527 S. California Ave., Chicago, IL 60623	(773) 847-4287
Lowden Homes	200 W. 95th St., Chicago, IL 60628	(773) 660-1940
Major Adams Community Center	125 N. Hoyne Ave., Chicago, IL 60612	(312) 243-0895
Wentworth Gardens	3757 S. Wells St., Chicago, IL 60609	(773) 285-8753

Paths to Homeownership

For more information, visit thecha.org/homeownership.



CHA's HOME (Home Ownership Made Easy) program makes it easier to buy your own home with two helpful options:

1. **The Choose to Own Homeownership Program (CTO)** allows **qualifying Housing Choice Voucher (HCV) and Public Housing families** to use their housing subsidy to purchase a home. Participants receive monthly assistance to help with part of their mortgage payments for up to 15 years (up to 30 years for head of households who are elderly or disabled).
2. **The Down Payment Assistance Program (DPA)** helps families with upfront costs of buying a home. CHA residents are eligible for a \$20,000 grant. CHA residents who receive a grant will be transitioned off of their subsidy.



LevelUp

Visit thecha.org/levelup or call (312) 742-8500 for more information.

LevelUp helps residents achieve financial stability while working towards their educational, professional, and personal goals.

- The program is designed to assist participants on a personalized path toward economic independence and overall well-being.
- When participants meet their goals, CHA deposits money in a CHA-managed savings account. Once participants graduate from the program, they receive the full balance of their savings account.
- People usually spend 3 to 5 years in the program, but you may stay longer if you need more time to finish your goals.

Did you know? In 2024, **80 LevelUp graduates** received an **average payout of \$7,303!** These payouts can be used towards a down payment on a home, going back to school, building savings, and more.

Health, Wellness, and Food Security

Support to access resources for mental and physical well-being.

Looking for counseling services?

- **HCV families** can [access counseling services](#) by calling **312-935-2634** or emailing clinicalsupport@thecha.org. Please include your name and voucher number in your message.
- **All public housing residents** can contact their [FamilyWorks provider](#) for individual or group wellness counseling.

If you have been the victim of violence:

- **Public housing residents** can contact the [Victim Assistance Program](#) information line at **(312) 913-7396** for information on available services.
- **HCV residents** who have been [victims of violent crimes or trauma](#) may call **(312) 935-2600** to be connected with a designated VAWA housing specialist.

Want to learn about moving to a new neighborhood?

- [Enroll in the Mobility Counseling Program](#). **HCV families** can learn about finding housing in a neighborhood that may give your family access to better opportunities.
- Call Housing Choice Partners at **(312) 386-1009**.

Find food programs:

- [CHA's Summer Food Service Program](#) offers FREE breakfast and lunch during the summer. **All summer meals are FREE for kids 18 and younger and for young adults 18-21 with a mental or physical disability.** This program usually runs from mid-June to the end of August.
- **For seniors**, the [Golden Diners Program](#) provides a healthy meal each day and the chance to enjoy the company of friends.
- Visit [our website](#) to learn more about local food programs.

Important Phone Numbers

CHA Main Office	(312) 742-8500
Victim Assistance Program	(312) 913-7396
Work Opportunity Resource Center	(773) 342-WORC
Central Advisory Council	(312) 913-7828
Housing Choice Voucher	(312) 935-2600

