

CHICAGO HOUSING AUTHORITY OFFICE OF THE INSPECTOR GENERAL

2025 QUARTER 2 REPORT





**CHICAGO HOUSING AUTHORITY
OFFICE OF THE INSPECTOR GENERAL
INSPECTOR GENERAL KATHRYN B. RICHARDS
60 E. VAN BUREN, 7th FLOOR, CHICAGO, IL 60605**

July 8, 2025

To Interim Chairman Brewer and Distinguished Members of the Finance and Audit Committee:

Enclosed is the 2025 Second Quarter Report on the activities of the Chicago Housing Authority (CHA) Office of the Inspector General (OIG) from April 1, 2025, through June 30, 2025. This quarter, the OIG continued to see an increase in complaints to our hotline while actively investigating and auditing critical issues for the CHA. Highlights of this quarter include the following:

- **Assistant Property Manager Convicted of Stealing Rent Payments** – A former property management employee working for a CHA contractor at Trumbull Park Homes was sentenced to two years in prison for stealing more than \$18,000 in tenants' rent payments and depositing them into her own account. The individual also admitted to fraudulently obtaining more than \$41,000 in Paycheck Protection Program (PPP) loans by falsely claiming that she owned a business.
- **Indictment of Former HCV Participant for Fraud** – In April 2025, a former HCV participant and his girlfriend were charged with defrauding the CHA of approximately \$176,747.00 in housing assistance. The OIG's investigation found the individual failed to report various sources of income and had, in fact, never lived in the subsidized housing. Instead, he lived in his girlfriend's house in Lynwood, Illinois.
- **Record Number of Complaints Received, Again** – This quarter, the OIG received 335 complaints, setting another record for the most received in a single quarter for the past 7 years. The steady increase in complaints reflects a growing willingness of CHA's stakeholders to speak up and report concerns.
- **Nine Investigations Closed** – OIG Investigators were very busy this quarter, bringing nine unique investigations to their respective, rightful conclusions, based on the facts in each case. Seven investigations were sustained for wrongdoing, one was not sustained, and another closed with no further action warranted.

- **Promoting Careers in Investigation & Oversight** – The OIG is hosting a summer intern through the CHA Student Internship program, which provides professional development opportunities for college students from CHA households. The OIG Intern will learn about government oversight through writing, research, and community outreach. And in April, the OIG team participated in the CHA's Bring Your Kids to Work Day by leading young people through a fun, mock investigation of alleged housing fraud, in which they examined evidence and interviewed witnesses.
- **OIG Staff Transitions** – In May, the OIG welcomed Anna Wirth as our newest Investigator. Anna previously worked in the investigations unit of U.S. Pretrial Services here in the Northern District of Illinois. She holds a master's degree in criminal justice from Loyola University, where she also served as President of the FBI Students Academy. The OIG also said farewell to Senior Auditor Ellaye Accoh, who retired after 27 years with the CHA OIG. Ellaye's auditing expertise and immense contributions to the OIG and the CHA will be greatly missed, but we all wish him well in his next chapter.

Finally, this quarter, I was pleased to meet with the CHA's newly hired **Healthy Homes Team** and the new **Director of Internal Audit**. The CHA has appropriately invested in staff with extensive expertise in these critical fields: internal audit, risk, and controls and environmental health and safety. These professionals have each identified the need for additional internal systems, policies, and procedures to guide CHA's work, regardless of turnover at executive levels. I encourage the Board of Commissioners to continue to invest in these key areas so that we may weave safety, integrity, and accountability throughout everything the CHA does.

As always, please feel free to contact me directly at krichards@thecha.org with questions or suggestions, or report a complaint by emailing fraud@thecha.org.

Respectfully submitted,



Kathryn B. Richards
Inspector General

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Mission

The OIG is an independent oversight agency, created by the CHA Board of Commissioners, to promote economy, efficiency, and integrity in the administration of programs and operations of the CHA. The OIG achieves this mission through:

- Criminal and Administrative Investigations
- Investigative Support to Partner Agencies
- Performance Audits
- Management Advisories & Memos
- Training and Fraud Prevention
- Communications and Outreach

The OIG partners with law enforcement agencies to pursue criminal prosecutions of fraud or other crimes affecting the CHA. In administrative matters, the OIG issues reports of findings and recommendations to ensure CHA participants comply with program requirements and that officers, employees, and vendors are held accountable. Through audits and analytics, the OIG seeks to prevent, detect, and eliminate fraud, waste, abuse, and misconduct in CHA's programs and operations. Finally, through training and outreach, the OIG seeks to prevent fraud and other misconduct, raise awareness of common fraud indicators, and provide multiple avenues for reporting such concerns.

Ultimately, the OIG seeks to ensure the CHA is best equipped to serve its overarching mission to provide affordable housing and "create and sustain strong communities where seniors thrive and everyone can unlock their economic power."

CHA OIG Investigations and Audits have been consistently found to meet the Principles and Standards for Offices of Inspector General in peer reviews by the national Association of Inspectors General.

Complaints

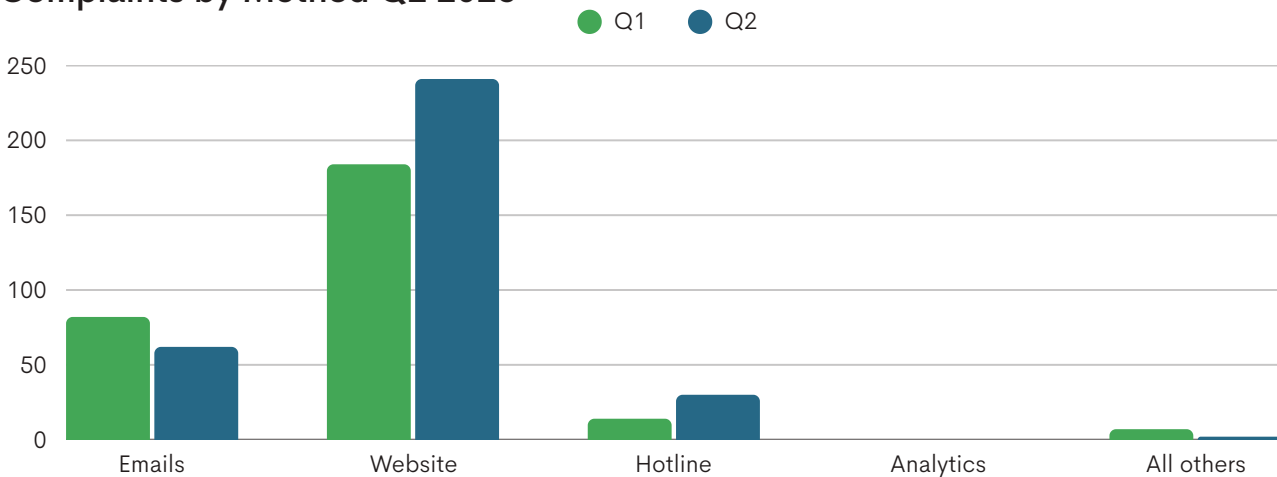
The OIG accepts complaints through its online web portal, by email, telephone hotline, employee complaint drop boxes, and in-person reports. Complainants may choose to remain anonymous. The OIG initiates investigations, reviews, and audits in response to complaints it receives or upon the OIG's own initiative. Following a preliminary review and assessment, OIG staff make a determination on whether to open an investigation. Matters may be declined for a variety of reasons including but not limited to: insufficient information, lack of jurisdiction, or no violation presented.

The OIG received **335** complaints in the second quarter of 2025, a record high in the last 7 years. Of those complaints, the OIG referred **135** to various relevant CHA departments and outside agencies; provided investigative support for **7** matters, and declined **146**. The OIG opened **5** investigations. At the end of the quarter, **24** complaints received in Q2 remained pending for evaluation, and an additional **18** remained processing, for a total of **42** pending complaints. Below are tables showing statistical information on complaints received this quarter.

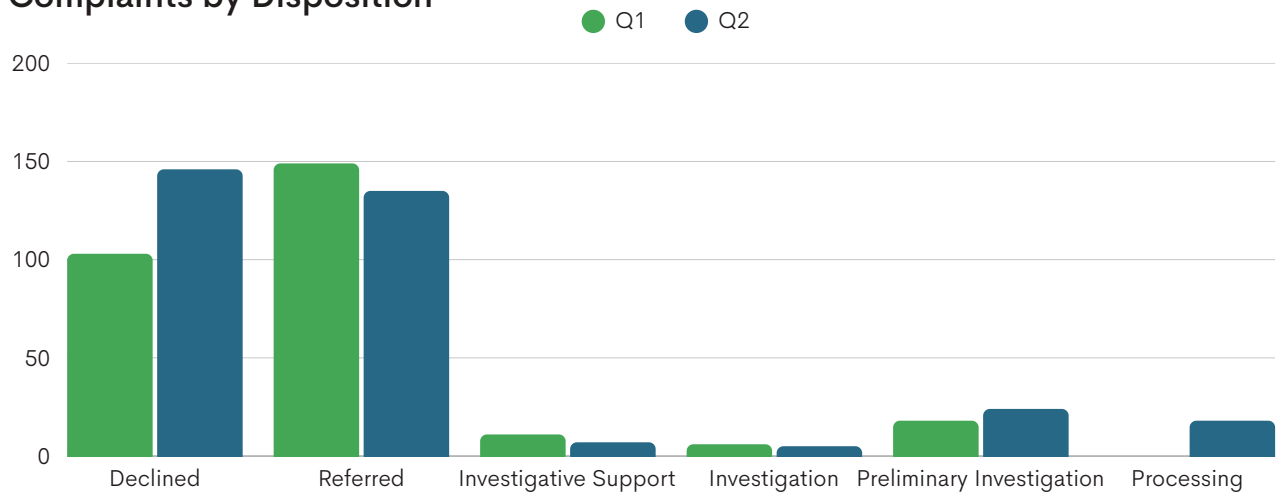
Total Complaints by Quarter



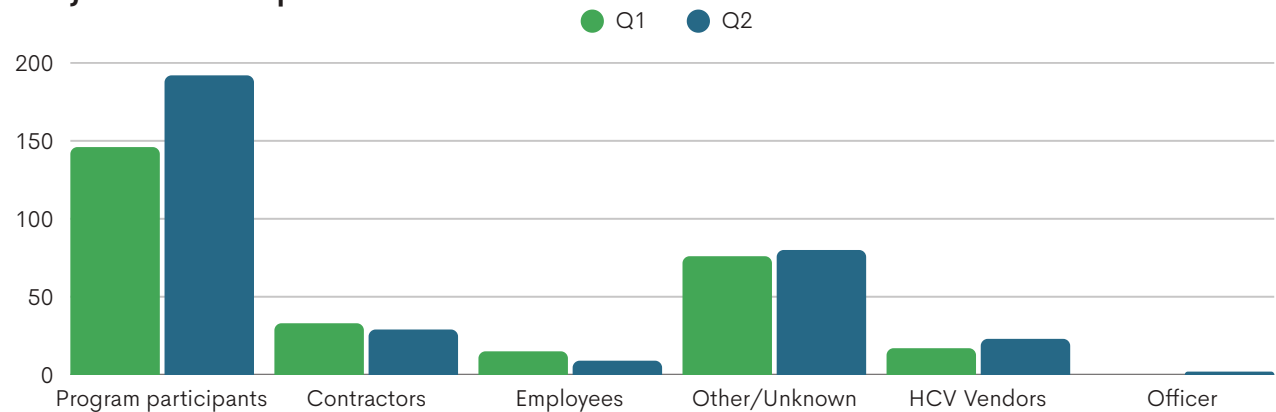
Complaints by Method Q2 2025



Complaints by Disposition

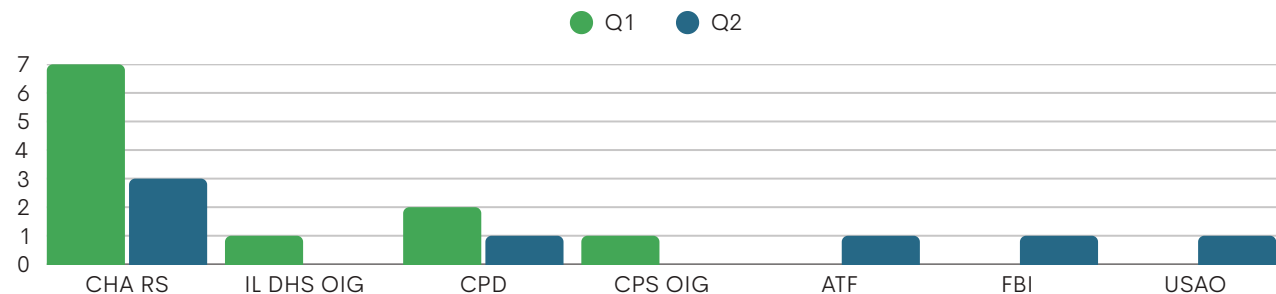


Subjects of Complaints



Investigative Support

The OIG regularly receives requests for information or support from external and internal partners on investigative matters within the OIG's jurisdiction. In the second quarter of 2025, the OIG responded to **7** requests from the following partners: CHA Resident Services (RS), Healthcare Partnerships; Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF); Chicago Police Department (CPD); Federal Bureau of Investigations (FBI), and US Attorney's Office (USAO).



Investigations

An OIG investigation may be administrative, criminal, or both. Administrative investigations generally involve violations of HUD regulations and/or CHA rules, policies, or procedures. An administrative case is sustained if the preponderance of the evidence establishes a violation or the case identifies a particular issue that warrants an advisory to CHA management. For sustained administrative investigations, the OIG produces either an advisory or summary report of investigation with findings and recommendations for appropriate disciplinary, administrative, or other action to the CEO and the impacted department. The OIG will report management's response in each quarterly report.

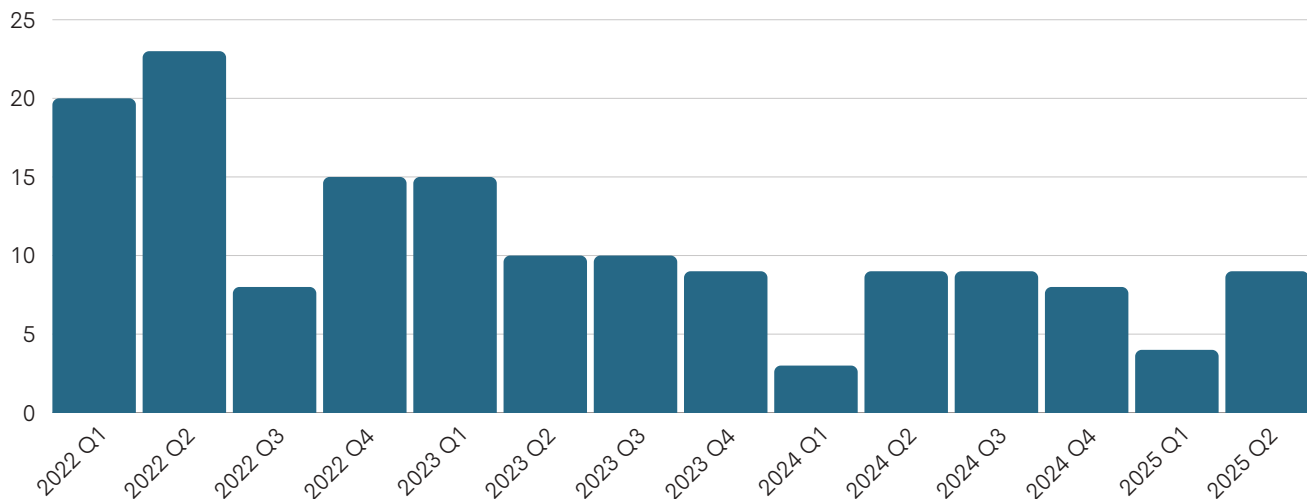
In criminal investigations, if there is sufficient evidence for potential prosecution, the OIG presents the evidence to a prosecuting agency for review. Investigations that result in criminal charges are reported to CHA management and the Finance and Audit Committee. A criminal matter that results in a final criminal conviction is closed sustained.

A case is not sustained when the OIG concludes that the available evidence is insufficient to prove a violation under applicable burdens of proof. A case is closed with no further action warranted ("closed-NFA") when, in OIG's assessment, the matter has been or is being appropriately addressed by another agency or department, the matter was consolidated with another investigation, or, the OIG determines that no further investigative action is warranted based on the specific circumstances presented.

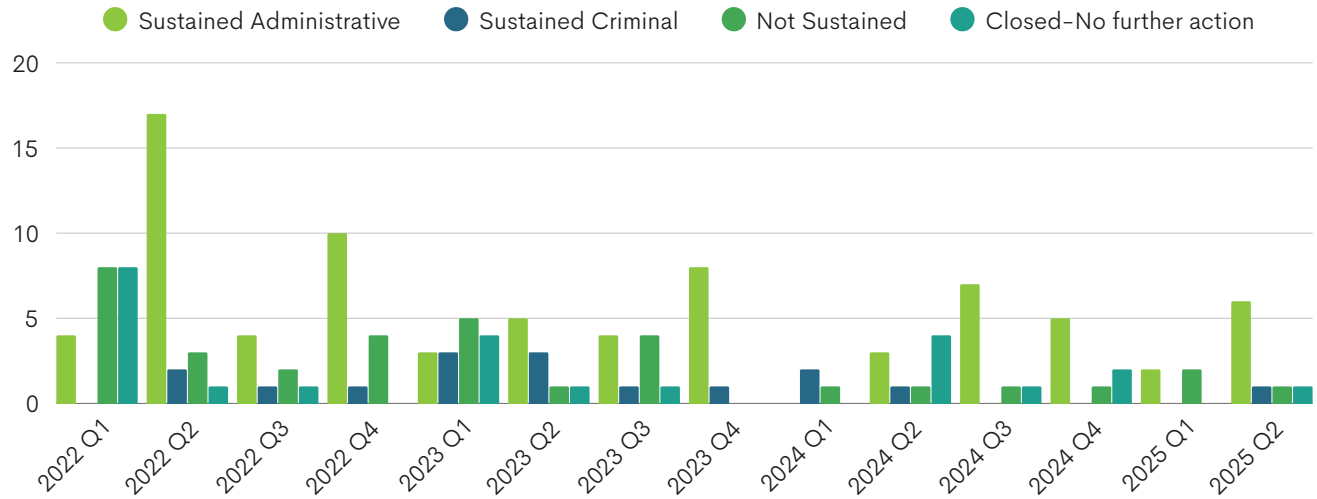
Investigations Closed This Quarter

In the second quarter of 2025, the OIG closed **9** investigations; **7** were sustained, **1** was not sustained, and **1** was closed needing no further action. Of the closed cases, **8** were administrative, and **1** was criminal.

Closed Investigations by Quarter

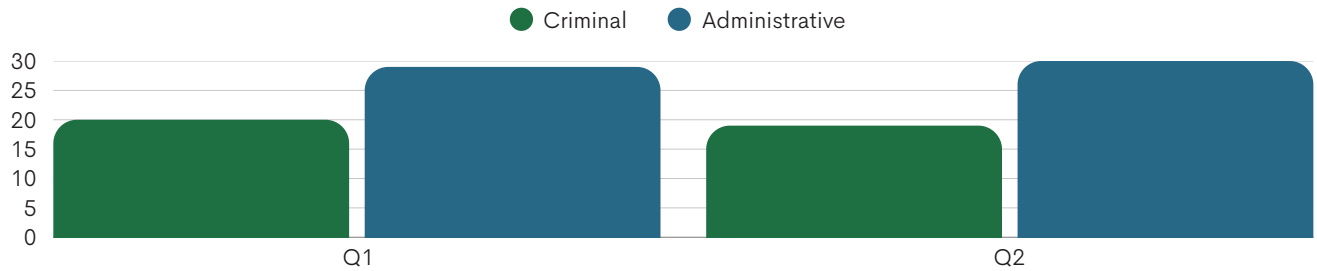


Disposition of Closed Investigations



Pending Criminal and Administrative Investigations

At the close of the first quarter, the OIG had **49** pending investigations, including **30** administrative and **19** criminal investigations.



Investigations Not Concluded Within Six Months

Per the OIG Charter, the OIG must report on pending matters open for more than six months. Of the **49** open investigations, **35** have been open for at least six months. The following table shows the reasons why these matters remain open.

Complex or under review by prosecuting agency	16
Indicted but no criminal disposition	4
On-hold or delayed	15
Total	35

Criminal Cases

Indictments

Indictment of Former HCV Participant Anton Netter and his Partner Rasheedah Williams

On April 30, 2025, the Grand Jury sitting in the Circuit Court of Cook County returned indictments charging former HCV participant Anton Netter and Rasheedah Williams, Netter's partner and the mother of his children, with multiple criminal charges for defrauding the CHA. The couple were arraigned on Wednesday May 14, 2025.

A CHA OIG investigation found that for over eight years, Netter received housing assistance from the CHA to rent housing in Chicago, but instead, lived with Williams and their children in a property she owns in Lynwood, Illinois. He never resided in the subsidized housing. In addition, Netter failed to report various sources of income from employment and a business he co-owned with Williams. As a result, from June 2015 through January 2024, Netter fraudulently obtained housing benefits totaling approximately \$176,747.00 from the CHA.

The indictment of Netter includes one count of Theft of Governmental Property exceeding \$100,000.00 (Class X Felony), one count of Theft of Governmental Property exceeding \$500.00, but less than \$10,000.00 (Class 2 Felony), four counts of Forgery (Class 3 Felony), one count of Wire Fraud (Class 3 Felony), and one count of State Benefits Fraud (Class 3 Felony), relative to his scheme to defraud the CHA.

A separate four-count indictment charges Williams with two counts of Theft of Governmental Property Exceeding \$100,000.00 (Class X Felony) and two counts of Forgery (Class 3 Felony), for her role in facilitating the theft.

Prosecution of the matter is being handled by the Illinois Attorney General's Office, Public Integrity Bureau. The OIG investigation will remain open pending the outcome of the criminal court proceedings.

Criminal Case Updates and Sentencings

Convictions

Conviction of Delvya Harris, Former Assistant Community Manager for the Habitat Company, 2023-03-00077

On June 30, 2025, Delvya Harris was sentenced to two years in prison for stealing more than \$18,000 in rent payments while employed by a property management company contracted by the CHA. Harris, of South Holland, Illinois, also admitted to fraudulently obtaining more than \$41,000 in Paycheck Protection Program (PPP) loans by falsely claiming that she owned a business. Harris was sentenced by Cook County Circuit Court Judge Laura Ayala-Gonzalez after pleading guilty to a Class 3 felony theft charge.

Harris was employed by the Habitat Company as an assistant community manager at the CHA's Trumbull Park Homes in Chicago's South Deering neighborhood when she stole 50 money orders. Harris admitted to depositing money orders CHA tenants used to pay, worth \$18,215, into her personal bank account between December 2022 and March 2023. Harris also fraudulently applied for two PPP loans from the U.S. Small Business Administration by falsely claiming that she owned a retail business that did not exist. Harris received a total of just over \$41,000 in February and May 2021 from two fraudulent applications. Harris also applied for and received an advance on a COVID-19 Economic Injury Disaster Loan (EIDL) for a business that did not exist.

The CHA OIG investigated the matter and worked closely with the Habitat Company to identify all affected tenant ledgers so they could be appropriately credited with the stolen funds. Harris was terminated from Habitat in early 2023. The Illinois Attorney General's Public Integrity Bureau prosecuted the case.

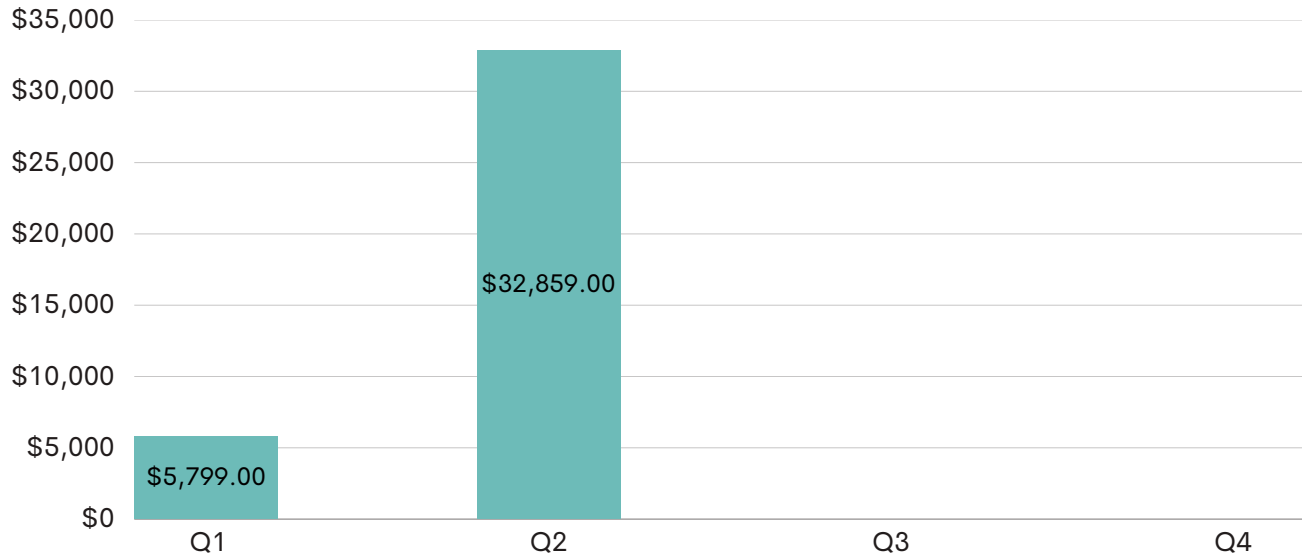


Criminal Case Recoveries

No new orders for restitution in Q2 2025.

The OIG tracks convicted defendants' restitution payments to ensure court orders are followed. This quarter the OIG received funds from **6** defendants, totaling **\$32,859.91** returned to the CHA.

Restitution Received



OIG Criminal Cases Pending in Court

At the end of Q2 2025, the OIG had 6 criminal cases pending in court, stemming from 4 OIG investigations.

Case Name	Indictment	Summary of Charges	Scheme	Updates
People v. Hogans 24 CR 0205601 (Cook County Cir. Ct.)	2/21/2024	Class X felony theft, state benefits fraud, forgery	HCV Fraud	Status hearing July 10, 2025
People v. Cartagena 24 CR 0205401 (Cook County Cir. Ct.)	2/21/2024	Class X felony theft, forgery	HCV Fraud	Plea hearing August 1, 2025
People v. Roman 24 CR 0205501 (Cook County Cir. Ct.)	2/21/2024	Class X felony theft, forgery	HCV Fraud	Plea hearing August 1, 2025
People v. Martin 24 CR 0473301 24 CR 0473401 24 CR 0473501 (Cook County Cir. Ct.)	5/8/2024	Class X felony theft, wire fraud, forgery, loan fraud, income tax fraud	HCV Fraud	Bench trial September 9, 2025
People v. Amos 24 CR 0473201 24 CR 0473601 (Cook County Cir. Ct.)	5/8/2024	Class X felony theft, wire fraud, forgery, loan fraud, income tax fraud	HCV Fraud	Bench trial September 9, 2025
People v. Netter 25 CR 0530401 (Cook County Cir. Ct.)	4/30/2025	Class X felony theft, wire fraud, forgery, and state benefit fraud	HCV Fraud	Status hearing July 17, 2025
People v. Williams 25 CR 0530301 (Cook County Cir. Ct.)	4/30/2025	Class X felony theft and forgery	HCV Fraud	Status hearing August 7, 2025

Sustained Administrative Cases

The following summaries provide information regarding sustained administrative investigations and management's responses.

Office of General Counsel, Management of HCV Hearings and Email Security **OIG #2025-0178**

An investigation found that employees in the Office of General Counsel (OGC) violated CHA's Information Security Policy by allowing one or more employees to access and send emails from an individual's CHA Outlook account while the individual was out on leave. Additionally, OGC staff failed to ensure HCV hearing business processes could continue during that employee's absence without such actions. Several mitigating factors, however, prevented the OIG from recommending individual discipline.

Instead, the OIG recommended that OGC review its HCV hearing business processes related to the generic HCV hearings email account, calendar, and access to hearing recordings. This incident highlighted the risks involved in the lack of redundancy and cross training for mission-critical work on HCV administrative hearings.

Additionally, the OIG recommended that ITS review the report for consideration of any additional action deemed appropriate, to enhance CHA's IT security and best practices, such as training on password protection, best practices for use of generic email accounts and calendars, and any additional privacy protections that may be available for the necessary transmission of sensitive health information for human resources purposes.

In response, the OGC noted that prior to the OIG's report, it had taken several steps to eliminate the need to access one individual's computer system and work area to conduct HCV hearing duties. Specifically, the OGC moved equipment to a file room, obtained an additional laptop for use when participants arrive in person by mistake for an online hearing, changed the HCV Hotline telephone number to bounce to other staff phones if unanswered, and directed any voicemail recordings to a separate HCV email address. The OGC further changed its procedure to ensure all hearings are scheduled using the HCV hearings email account and calendar, and that all hearing recordings are saved to a centralized cloud storage. The OGC reported that it will continue to monitor the ongoing evolution of HCV Hearing processes/protocols and make changes as needed.

HCV Participant Fraud, Abandonment of Unit, OIG #2022-06-00005

An OIG investigation found that a current HCV participant had abandoned their HCV unit, and since approximately 2017, had lived and worked in Indiana. Moreover, while in Indiana, the individual had had multiple felony arrests and was incarcerated for a significant period of time in Indiana. The OIG recommended that HCV terminate the voucher.

HCV agreed and issued a notice of intent to terminate the voucher.

HCV Participant Fraud, Underreported Income, OIG #2024-0197

An OIG investigation found that a current HCV participant has underreported earned income from employment and likely failed to report income from a non-profit organization they founded and operate in Calumet City, Illinois. The non-profit appears to have received substantial grants to provide community based assistance.

The OIG recommended that HCV review the investigative findings and take administrative enforcement action, as appropriate.

HCV initiated enforcement proceedings and, after the participant failed to produce required documentation of income, issued a notice of intent to terminate the voucher.

Management Advisories and Memos

OIG management advisories and memos seek to notify the CHA of various management and operational issues identified by OIG through analytics, audits, or investigations. This quarter, the OIG issued no management memos or advisories.

Audits and Reviews

Pending Audits

This quarter the OIG initiated an audit of Public Housing Work Orders. The audit will 1. Review PPMs' Work Order processing to ensure compliance with CHA's PPM Agreement, PPM Procedural Manual, and HUD's maintenance regulations; and 2. Evaluate the risk environment and controls in place to mitigate fraud, waste, and abuse in project execution.

The OIG had two audits pending at the close of the second quarter, the Contractors System Access Audit and the CHA Unit Turn Process Audit.



The Office of the Inspector General (OIG) is an independent body within the Chicago Housing Authority (CHA). Its purpose is to investigate and audit matters concerning fraud, theft, waste, abuse, and misconduct within or affecting CHA. The OIG promotes economy, efficiency, and integrity in the administration of programs and operations of CHA. The OIG ensures that violations are investigated and prosecuted, as they relate to CHA residents and employees, contractors, subcontractors, or any entity receiving funds from CHA.

For more information regarding this report, please contact
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