



The Next Challenge for Public Housing: Serving its most vulnerable families

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Plan for Transformation

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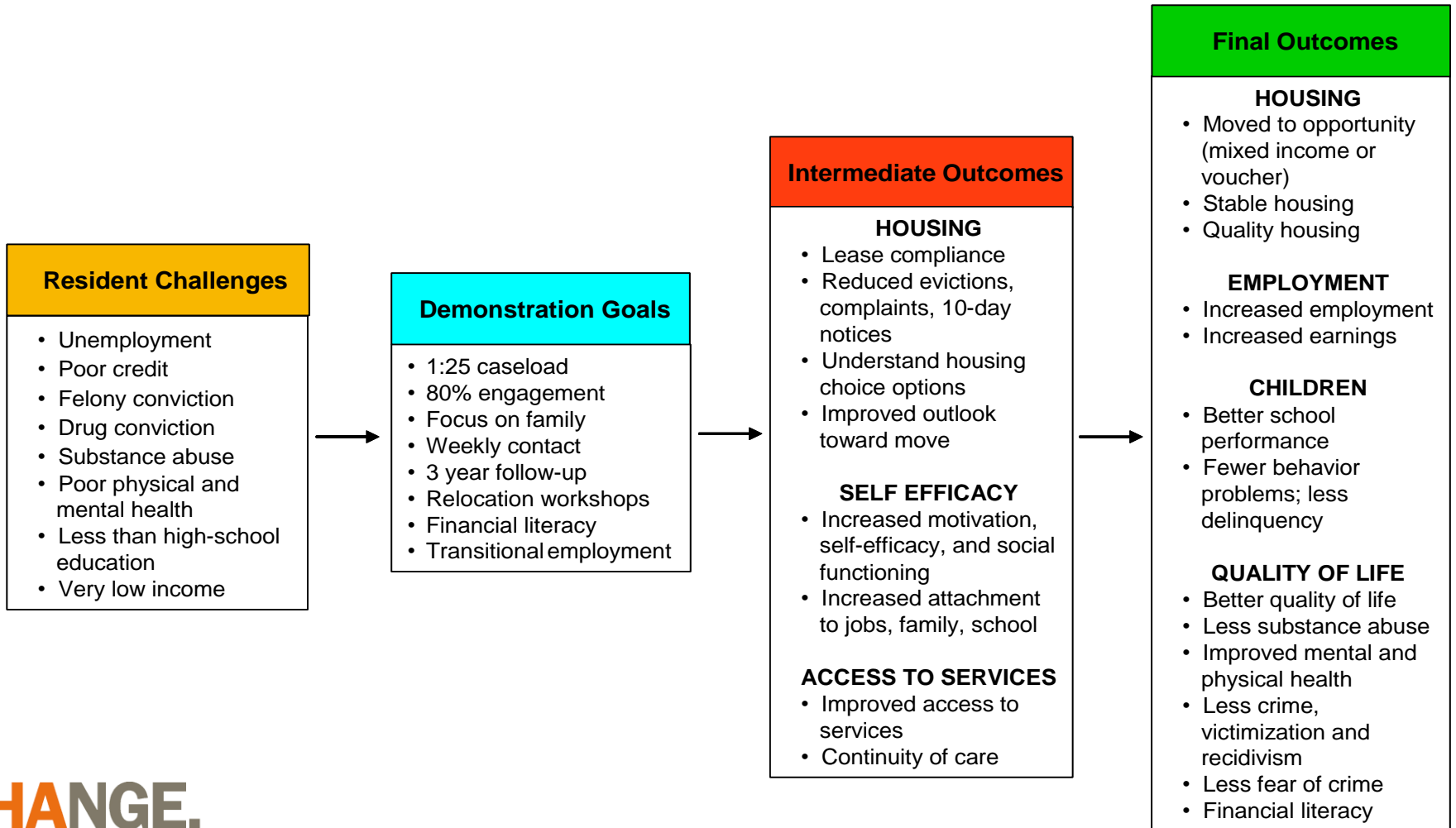
- ❑ CHA's Plan for Transformation was approved by the US Department of Housing and Urban Development (HUD) in February 2000 along with the original Moving to Work (MTW) Demonstration Agreement. While initially set to be a 10 year plan, the renegotiated end date has been set for 2015.

- ❑ Original Commitment: Replacement of 25,000 public housing units
Approximate Breakdown (FY2009 Annual Plan):
 - ❑ Family Housing Rehabilitation: 5,014 units
 - ❑ Mixed-Income Redevelopment: 7,697 units
 - ❑ Scattered Site Housing Rehabilitation: 2,543 units
 - ❑ Senior Designated Housing Rehabilitation: 9,434 units

Initial Service Delivery

- Service Connector- referral and linkage. Caseload ratio was 1:300
- Revised Service Connector- referral and linkage with case management. Caseload ratio was reduced to 1:55
- Residents were transferred to a different provider when they moved to a different location or development
- Although this ratio was better and improvements in the model were made, some believed a more intensive model was needed for families who were deemed to have multi-barriers.

Demonstration Goals



Framework & Model

- **Human rights** (dignity of every individual)
- **Strengths based** (everyone has strengths to build from)
- **Change theory** (change is a process, filled with ambivalence)
- **Case management** (focus on triage of issues & housing stability)
- **Workforce Development** (focused on TJ)
- **Asset Building** (focused on behavioral change)
- **Well-being services** (treatment on demand)
- **Lowered caseload** and continuation of same service provider

How did the demonstration shape CHA's thinking about services?

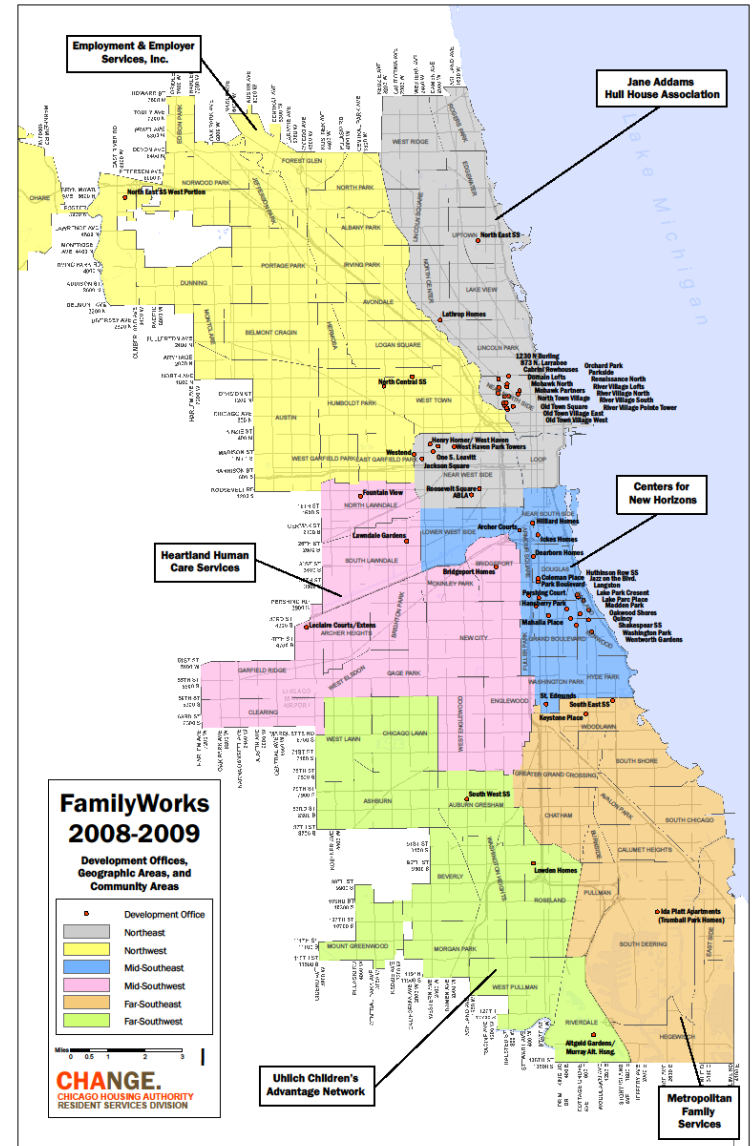
- CHA began to build its service portfolio; however not all services were integrated
- In 2008, CHA created FamilyWorks which integrated case management, workforce development, clinical/wellness, and support services
- CHA is better prepared and positioned to foster integrated services between its service providers and types of services.
- CHA's vision includes strength-based, change theory perspectives and requests that providers demonstrate this framework

Case Management Services

- FamilyWorks (FW), CabriniWorks, and the Horner Engagement Program are designed to serve approximately 10,250 families living in CHA properties or utilizing a Housing Choice Voucher temporarily.

- These programs focus on identifiable outcomes, including: permanent housing choices, lease compliance, employment preparation, and employment retention

- Service Provider under contract with CHA provide services directly to CHA families including:
 - **Employment** preparation and retention services to assist households in meeting the lease requirements.
 - **Housing Counseling** for households who have not yet made a permanent housing choice in accordance with the Relocation Rights Contract.
 - **Clinical services** for individuals who may have an undiagnosed developmental disability or are in need of mental health or substance abuse treatment.
 - **Supportive services** to assist residents in their housing and employment goals (e.g., lease compliance, financial planning, transportation, childcare, workforce supports).



Resident Services at a Glance

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Case Management and Housing

Counseling Assistance

- ❑ FamilyWorks
- ❑ CabriniWorks
- ❑ Westhaven Engagement Program
- ❑ Relocation and Housing Counseling

Workforce Development Services and Supports

- ❑ Basic job training and placement services
- ❑ Bridge Programs
- ❑ Career and Technical Education at City Colleges
- ❑ Transitional Jobs
- ❑ PNC Opportunity Chicago

Children and Youth Services

- ❑ After School Programming
- ❑ Summer Opportunities – Camps and Jobs
- ❑ Dual Enrollment program with City Colleges
- ❑ Scholarships
- ❑ Links to Early Care and Education programming (Child Care, Head Start & Pre-K)
- ❑ Recreation Activities at the Chicago Park District
- ❑ Operation Warm Coat Give Away

Other Supports

- ❑ Substance Abuse Treatment
- ❑ Utility Assistance
- ❑ Transportation
- ❑ Workforce Clothing/Uniform Assistance
- ❑ Good Neighbor and Family Obligation Training for Public Housing Residents
- ❑ Assistance Finding Child Care
- ❑ Family Self-sufficiency

What we have learned so far & hope to learn from the Demonstration

- Reinforce that integrated service delivery better prepares residents when transitioning
- The creation of a typology will assist us in tailoring services to residents
- Exploring the need to create supportive housing & assisted living alternatives