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# Victim Assistance for Public Housing Residents

**Contact the Victim Assistance Program (VAP) at [312-913-7396](tel:312-913-7396). This line is not for emergencies, if in immediate danger call [911](tel:911).**

CHA offers support for residents affected by violence in accordance with the Violence Against Women Act (VAWA), which covers violence against women and men. This includes helping them relocate if eligible. The two main transfer types are:

1. **VAWA Emergency Transfer:** For victims of domestic violence, dating violence, sexual assault, or stalking.
2. **Victim Assistance Program (VAP) Mandatory Administrative Transfer:** For victims of targeted, life threatening violence, that occurred on CHA property.

## Availability of the Program:

- The Victim Assistance Program is available to all residents in the following housing programs:
  - Public Housing (traditional, scattered sites, and mixed income)
  - Rental Assistance Demonstration (RAD) Project-Based Voucher (PBV)
  - Project Based Rental Assistance (PBRA)
- Participants in the Housing Choice Voucher Program (HCV) must use the HCV program's call center for assistance at [312-935-2600](tel:312-935-2600).

## Request Process:

- Contact the Victim Assistance Program (VAP) at [312-913-7396](tel:312-913-7396). This line is not for emergencies, if in immediate danger call [911](tel:911).
- VAP Service Coordinators meet with residents to assist with initial safety planning, offer support services, and complete paperwork necessary to requesting a VAWA Emergency or VAP

Mandatory Administrative Transfer.

**Relocation Team and Move Process:**

- If a resident has been approved for a VAWA or VAP transfer, then a potential unit is identified considering factors like household size and areas to avoid.
- The CHA Relocation Team helps with moving logistics, such as providing moving boxes and scheduling movers. The CHA covers the moving expenses for approved transfers.

**Grievance Process if a Request is Denied:**

- If a transfer is denied, residents receive a letter explaining why.
- Residents can submit a grievance letter within 30 days of the denial, including any new supporting documentation or information.
- Grievances are reviewed and a final decision provided within 10 business days.

**Chicago Housing Authority**

Victim Assistance Program  
60 East Van Buren, 10th Floor  
Chicago, IL 60605

- For questions, contact Victim Assistance Program Review Committee at:
  - VAP Information Line: [312-913-7396](tel:312-913-7396)
  - VAP Email: [VictimAssistance@thecha.org](mailto:VictimAssistance@thecha.org)

[CHA Public Housing Victim Assistance Program Transfer Plan](#)

Additional Help:

- City of Chicago Domestic Violence Hotline: 1-877-863-6338
- Chicago Alliance Against Sexual Exploitation: 773-244-2230
- Domestic Violence Legal Clinic: 312-325-9155