



**Chicago Housing Authority
Board of Commissioners Public Session
May 18, 2021 – CHA Central Office, 60 E. Van Buren**

	Name	Question/Comment	Response
1	Angela Parker	<p>My concern is in regards to the JOC Program, former JOC Program, known as Section 3. Do you have a definitive date of when it will actually start? The JOC Program serves as a panacea for the rejection we received through the years and it has been very successful. I am the founder and CEO of a cleaning services company and I have hired residents and had five residents who gave up government assistance because of JOC and moved on to pay market rate rent now. I am wondering if we will have the same opportunity moving forward because the program has not been started as of yet. I have residents on the payroll who were looking forward to getting out of CHA. The JOC Program provided a great deal of assistance to a lot of the residents. So I am trying to find out when will it get started and what is the date?</p>	<p>Thank you for your comment. The CHA is committed to fulfilling HUD'S Section 3 requirements and, in particular, to supporting resident-owned small businesses. Our new Section 3 pre-qualified vendor pool includes many vendors who have previously had contracting relationships with our agency. Work has been assigned to vendors in this pool since the beginning of the year, and we continue to make more opportunities available.</p> <p>In addition, Section 3 vendors that are not part of the pre-qualified vendor pool also have opportunities for contracts. These are posted on CHA's website. CHA values the role minority, small, and resident-owned businesses play in helping us deliver quality, affordable housing, and we will continue working with these businesses to ensure they have access to opportunities.</p>
2	Jackie Paige	<p>Many of the issues facing CHA concern voucher holders. I am a voucher holder and object strongly to my voice being chosen for me. I feel we are being stifled and controlled. The last council was disbanded three times during the three years of last administration. No other sector under the CHA purview has had to endure this kind of disruption. Voucher holders are forced to join outside forces to get their demands grieved. Generally, while looking for one thing one often finds another. CHA has too many bones in its closets to invite inspection. Do right by the voucher holders. Let us choose our own representation. A self-elected council board is crucial to the progression of the voucher holder community.</p>	<p>The CHA reestablished the HCV Participant Advisory Council in March of 2021 with a focus on aligning it with HUD regulations. The new council was selected by a cross section of staff across CHA following eight weeks of public outreach (including e-blasts and info. sessions) and submission of applications by interested voucher participants. The Participant Advisory Council meets quarterly to assist and make recommendations regarding the development of the CHA Annual Plan and any significant amendment or modification to the PHA Plan. In addition, CHA will also solicit feedback on changes to the Administrative Plan and other policies and procedures that may impact the HCV Program.</p>

3	Carla Jackson	<p>My concern is for the last year or so I have been having serious problems reaching certain people who work for CHA. Every time I call someone it takes them two or three months to get back to me and by the time they do, the problem is resolved. I am really frustrated by it and I am tired of calling and not getting any answers. I feel like the rules need to be laid out, and if you're giving us rules that we need to follow, I feel like there needs to be rules laid out for CHA employees as well because I think the pandemic is being used as an excuse. If there is a problem reaching back out to other residents than you need to hire some other people. I have been impacted by this every time I try to call about a problem I can never reach anyone and I am really fed up with that.</p>	<p>Soon after the Board meeting CHA staff spoke with Ms. Jackson over the phone, and then sent Ms. Jackson a follow up email, addressing her specific concerns.</p>
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