



**CHA**

CHICAGO HOUSING  
AUTHORITY™

# CREATING STRONG COMMUNITIES

## 2023 IMPACT REPORT

## OUR MISSION

Create and sustain strong communities where seniors thrive and everyone can unlock their economic power.

## OUR VISION

A thriving city where every neighborhood has quality affordable housing and everyone feels welcome.

## WE BELIEVE

People first.

Public-private partnerships extend our impact.

We are stewards of the public trust.

Diversity makes us stronger.

We measure what we value.



### From the CEO

It has been quite a year at CHA. Together with our partners, we delivered more than 1,000 new apartments in 2023, with another 1,100 under construction. These housing development projects represent \$1.5 billion worth of investment in affordable housing in Chicago. And that's just the beginning. We received 473 new vouchers in 2023, the largest new allotment in many years. And, we launched a new Down Payment Assistance program, helping families achieve generational wealth through homeownership.

You will read about all these accomplishments and more in this 2023 Impact Report. But our work at CHA is about more than a list of numbers. It's about people. To truly understand CHA and how we *"Make the Difference,"* we must go beyond the data. That's why this report also shares the stories of residents who are using the tools and resources that CHA provides to achieve their dreams.

Our mission is to create and sustain strong communities where seniors thrive and everyone can unlock their economic power. The families and seniors who live in CHA-subsidized housing are our "why" - the reason we do the work we do. The entire CHA team is focused, committed and intentional about creating a brighter future. We look forward to continuing this work in 2024.

**Tracey Scott,**  
Chief Executive Officer

### From the Chair

The Board of Commissioners is excited to share highlights of a successful 2023. Last year, we saw young CHA filmmakers travel to France for the Cannes Film Festival; a new coat initiative for seniors; new vouchers for those experiencing homelessness and those with disabilities; and, of course, a flurry of construction and development activity.

Throughout the year, the Board supported meaningful initiatives while also cheering on residents as they strove for great heights by participating in programs like LevelUp, Take Flight and our Summer Youth Employment opportunities. We made memories and celebrated together at events including the Senior Holiday Gala, our Mother's Day makeover and the Summer Music Festival. It was truly a memorable year as you'll see from the pictures in this Impact Report.

To CEO Scott, to the Executive Leadership Team and to every CHA staff member who contributed to making 2023 a success: thank you for your continuing leadership and hard work. To our residents and community stakeholders: thank you for your continued partnership with us. Keep challenging us to do better! We are here to serve you and the mission and vision of the CHA.

**Angela Hurlock,**  
Chairperson





**CHA**

CHICAGO HOUSING  
AUTHORITY™

### About CHA

CHA is the primary municipal agency responsible for providing housing assistance to low-income families and individuals in Chicago.

As a HUD-designated Moving to Work agency, CHA has regulatory and funding flexibility to design locally-driven programs that help residents thrive, expand housing options and increase our operational efficiency.

# LARGEST

**OWNER OF RENTAL HOUSING IN CHICAGO**



# 3RD

**LARGEST HOUSING AUTHORITY IN THE NATION**

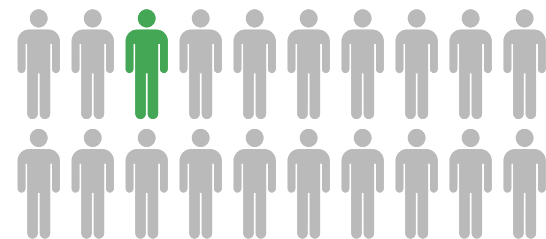


# \$1.2 BILLION

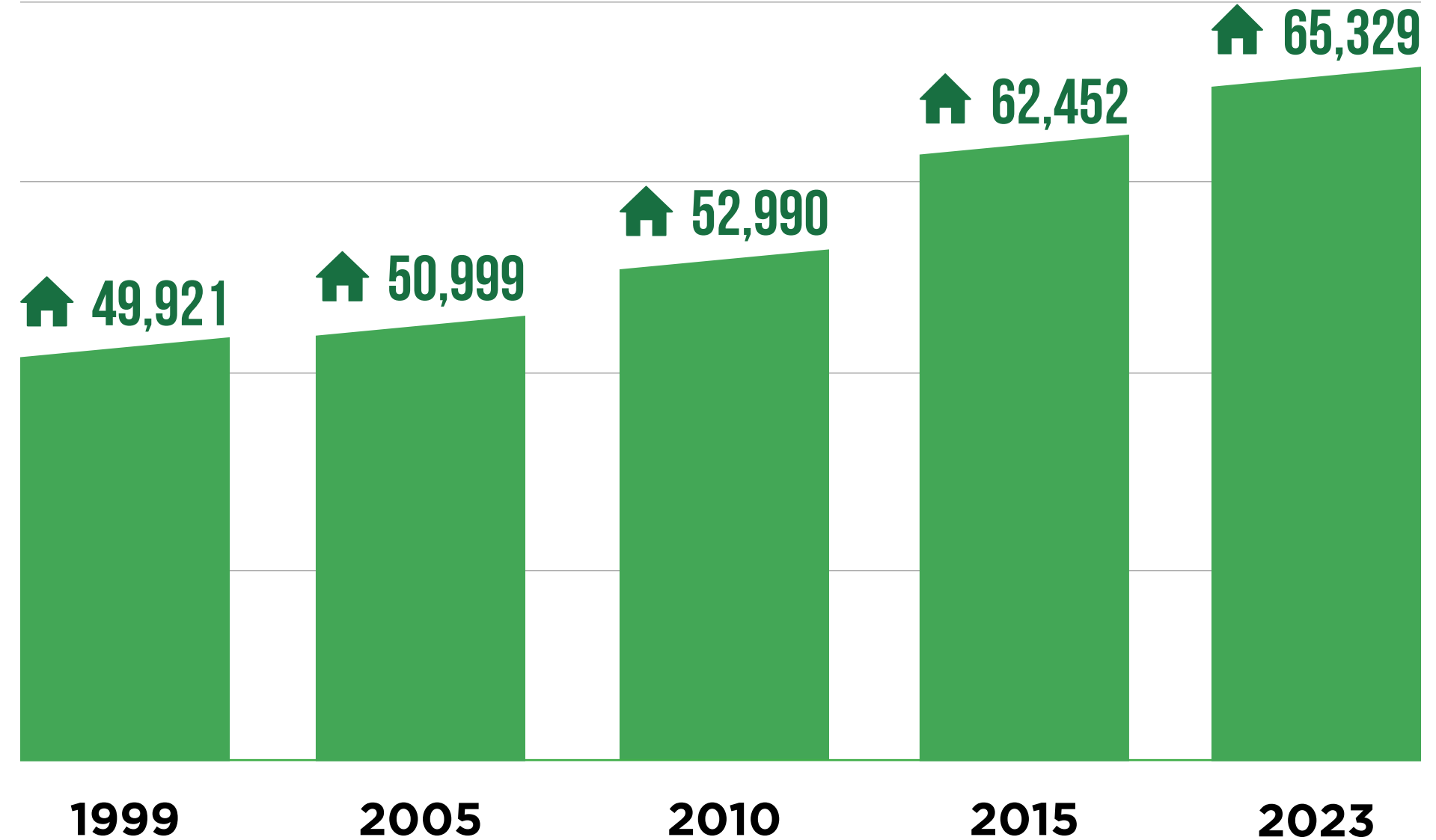
**OPERATING BUDGET**

# 572

**FULL TIME EMPLOYEES**



**1 IN EVERY 20 CHICAGOANS RECEIVES CHA SUPPORT**



### Number of Households Served

Providing secure and stable housing for more than 135,000 people in more than 65,000 households in all 77 community areas



# 2023 ACCOMPLISHMENTS

# More Affordable Housing for Chicago

1,026

APARTMENTS DELIVERED



1,115

APARTMENTS UNDER CONSTRUCTION



LAWSON HOUSE  
Kai Brown Photography

# Delivering Results

Creating new mixed-income & family housing



## Southbridge 1A\*

Community	Near South Side
Total Apartments	12
CHA Apartments	12
Other Affordable	0
Development Partner	The Community Builders
Total Investment	\$96 (A&B) million

## Paseo Boricua

Community	Humboldt Park
Total Apartments	24
CHA Apartments	6
Other Affordable	18
Development Partners	Brinshore, Puerto Rican Cultural Center
Total Investment	\$19 million

## Sheffield Residences

Community	Lincoln Park
Total Apartments	80
CHA Apartments	50
Other Affordable	10
Development Partners	CHA, PIRHL
Total Investment	\$110 million

## BJ Wright\*\*

Community	Near West
Total Apartments	19
CHA Apartments	19
Other Affordable	0
Development Partner	Jonathan Rose Companies
Total Investment	See Pg. 12

## North Park Village\*

Community	North Park
Total Apartments:	144
CHA Apartments	45
Other Affordable	99
Development Partner	Elderly Housing Development Corp.
Total Investment	\$68 million

## Lathrop 1B\*

Community	Lincoln Park
Total Apartments	12
CHA Apartments	12
Other Affordable	0
Development Partners	Related Midwest, Bickerdike
Total Investment	\$41 million

## Park Boulevard

Community	Douglas
Total Apartments	80
CHA Apartments	36
Other Affordable	32
Development Partner	Stateway Associates
Total Investment	\$53 million

## The Raven

Community	Lincoln Square
Total Apartments:	166
CHA Apartments	17
Other Affordable	0
Development Partner	Harlem Irving Companies
Total Investment	\$67 million

# 537

TOTAL APARTMENTS

# 197

CHA APARTMENTS

# 159

OTHER AFFORDABLE APARTMENTS

# \$454

MILLION  
TOTAL INVESTMENT

## DEVELOPMENT SPOTLIGHT



## Park Boulevard

Situated just minutes away from downtown Chicago between State and LaSalle Streets, Park Boulevard is a mixed-income, mixed-use community with easy access to public transportation, the lakefront, the world-renowned Illinois Institute of Technology, City Colleges, Guaranteed Rate Field and all the amenities of the vibrant Bronzeville neighborhood.

In 2023, CHA and its development partner Stateway Associates LLC completed Phase 3B of Park Boulevard, which is located on the site of the former Stateway Gardens. Phase 3B added 80 mixed-income apartments, bringing the total number of apartments and for-sale homes in the community to 475, plus 80 apartments across State Street and 18,000 square feet of retail.

“CHA is thrilled to be part of this newest phase at Park Boulevard, which is adding even more options for families to live in the thriving and historic Bronzeville community,” said CHA Chief Development Officer Ann McKenzie. “It’s not everywhere that you can find such easy access to multiple transit stops, colleges and universities, jobs and retail – and even a professional sports team.”

\* These projects delivered apartments in 2022 and 2023. For the purposes of this report, only CHA apartments that delivered in 2023 are included; however, the total project investment is listed here.

\*\* These apartments were delivered in 2023 but the project is still under construction. The project investment is included on page 12.

# What's Next

## Mixed-Income & Family Apartments Under Construction



### Oakwood Shores 3-1

Community	Oakland
Total Apartments:	51
CHA Apartments	19
Other Affordable Apt.	15
Development Partner	The Community Builders
Total Investment	\$33 million

### Westhaven ID

Community	Near West
Total Apartments:	93
CHA Apartments	38
Other Affordable	25
Development Partners	Brinshore, Michaels
Total Investment	\$63 million

### Ogden Commons A1

Community	North Lawndale
Total Apartments:	92
CHA Apartments	37
Other Affordable	46
Development Partners	The Habit Company, Sinai
Total Investment	\$45 million

### 4715 N Western

Community	Lincoln Square
Total Apartments	63
CHA Apartments	16
Other Affordable	47
Development Partner	The Community Builders
Total Investment	\$61 million

### Pedro Albizu Campos Apartments

Community	Humboldt Park
Total Apartments	63
CHA Apartments	31
Other Affordable	32
Development Partner	Hispanic Housing
Total Investment	\$65 million

### National Public Housing Museum

Community	Near West
Total Apartments	15
CHA Apartments	5
Other Affordable	10
Development Partner	Related Midwest
Total Investment	\$20 million

### Encuentro Square

Community	Logan Square
Total Apartments	89
CHA Apartments	55
Other Affordable	34
Development Partners	LUCHA, Evergreen
Total Investment	\$89 million

### Grace Manor

Community	North Lawndale
Total Apartments	64
CHA Apartments	19
Other Affordable	45
Development Partners	Grace at Jerusalem CDC, East Lake Management
Total Investment	\$41 million

### BJ Wright\*

Community	Near West
Total Apartments	253
CHA Apartments	63
Other Affordable	169
Development Partner	Jonathan Rose Companies
Total Investment	\$86 million

### Roosevelt Square 3B

Community	Near West
Total Apartments	207
CHA Apartments	75
Other Affordable	40
Development Partner	Related Midwest
Total Investment	\$193 million

**990**  
TOTAL APARTMENTS

**358**  
CHA APARTMENTS

**463**  
OTHER AFFORDABLE APARTMENTS

**\$696**  
MILLION  
TOTAL INVESTMENT

## DEVELOPMENT SPOTLIGHT



### Encuentro Square

In August, CHA joined partners, including Evergreen Real Estate and the City of Chicago, for the groundbreaking of Encuentro Square, an 89-apartment development anchoring the 606 Trail in Logan Square. CHA is providing Project-Based Vouchers for 55 of the apartments, an investment of more than \$20 million. Notably, almost all the apartments will be family-sized, with two or more bedrooms. The project is expected to be complete by the end of 2024.

“Encuentro Square demonstrates what can be accomplished when public and private sector stakeholders join together to ensure affordable housing in a rapidly gentrifying community like Logan Square. Thanks to CHA’s funding support, 55 of the 89 families in these new buildings will have the security of long-term housing stability. With this rental assistance, families who live in Logan Square -- and who love Logan Square -- can remain in this thriving community for years to come,” said CHA CEO Tracey Scott.

\*19 CHA apartments were also delivered in 2023 and are reflected in the total unit count on page 11.

# Helpful Housing

New Supportive Housing Delivered



**Hope Manor**

<b>Community</b>	Humboldt Park
<b>Total Apartments</b>	50
<b>CHA Apartments</b>	10
<b>Other Affordable</b>	40*
<b>Development Partner</b>	Volunteers of America-Illinois
<b>Total Investment</b>	\$2 million

\* Includes 30 existing CHA apartments



**Lawson House**

<b>Community</b>	Near North
<b>Total Apartments</b>	409
<b>CHA Apartments</b>	130
<b>Other Affordable</b>	279
<b>Development Partner</b>	Holsten Real Estate Development
<b>Total Investment</b>	\$216 million



**Covent House**

<b>Community</b>	Lincoln Park
<b>Total Apartments</b>	30
<b>CHA Apartments</b>	30
<b>Other Affordable</b>	0
<b>Development Partner</b>	NHP Foundation
<b>Total Investment</b>	\$40 million

# 489

TOTAL APARTMENTS

# 170

CHA APARTMENTS

# 319

OTHER AFFORDABLE APARTMENTS

# \$258 MILLION

TOTAL INVESTMENT

DEVELOPMENT SPOTLIGHT



**Lawson House**

In 1931, the 24-story Victor F. Lawson House YMCA at 30 W. Chicago opened as a refuge for thousands of young immigrants coming to Chicago to follow their dreams. More than 90 years later, what was once the largest Single Room Occupancy (SRO) building in the city is paying tribute to its compassionate past and has been transformed into 409 affordable studio apartments in the Gold Coast.

Twenty-five percent of the apartments are fully accessible, and residents have access to onsite social services and ground floor retail. CHA is providing 130 Project Based Vouchers, guaranteeing \$72 million in rental assistance over 30 years.

“With this building, the people who live here are being shown the care and dignity they deserve,” CHA CEO Tracey Scott said. “Healthy, thriving communities are for everyone. The Gold Coast isn’t just for those with gold.”



# More Resources Ahead

Creating More Housing with Supportive Services



## Englewood Family Homes

Community	West Englewood
Total Apartments	13
CHA Apartments	7
Other Affordable	6
Development Partner	Chicago House and Social Service Agency
Total Investment	\$9 million



## Foglia Residences at the Chicago Lighthouse

Community	Near West
Total Apartments	76
CHA Apartments	19
Other Affordable	57
Development Partners	Chicago Lighthouse for the Blind, Brinshore
Total Investment	\$42 million



## Sarah's Lakeside

Community	Uptown
Total Apartments	24
CHA Apartments	24
Other Affordable	0
Development Partners	Sarah's Circle, Brinshore
Total Investment	\$29 million

**113**  
TOTAL APARTMENTS

**50**  
CHA APARTMENTS

**63**  
OTHER AFFORDABLE APARTMENTS

**\$80**  
**MILLION**  
TOTAL INVESTMENT

### DEVELOPMENT SPOTLIGHT



## Foglia Residences at the Chicago Lighthouse

Brinshore Development has built more than 10,000 apartments in 20 states. But one affordable housing property holds special significance for one of Brinshore's co-founders.

The Foglia Residences at The Chicago Lighthouse is the first project in the United States to be financed through low-income housing tax credits designed specifically to accommodate people who are blind or visually impaired. Brinshore co-founder and principal David Brint was inspired by his youngest son, 25-year-old Alan, who has been blind since birth.

"Fortunately, it's something that I know a little bit about," Brint told *Novogradac's Journal of Tax Credits*. "I have a son that I used to bring in when he was younger and have him walk our buildings and touch all of the braille signs to make sure they were all accurate."

The Foglia Residences at The Chicago Lighthouse - named after the Foglia family that provided a donation through its foundation - will include 76 studio, one-bedroom and two-bedroom apartments. CHA is providing Project-Based Vouchers for 19 of the apartments.



VIVIAN GORDON HARSH  
APARTMENTS

# Preserving Existing Housing

# Investing in Our Homes

Renovating CHA-Owned Buildings and Apartments

8  **SENIOR HIGHRISES FULLY REHABBED**

350  **APARTMENTS RENOVATED**

 **15 ROOFING PROJECTS**

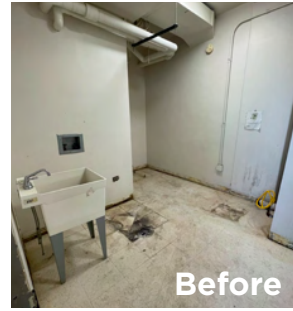
## SPOTLIGHT

### Laundry Improvements

When Dorrelle Burnett first moved into the Patrick Sullivan Apartments several years ago, he said the laundry facilities were sporadic. At any given time, a washer could be out-of-service on one floor, or a dryer could be broken on another. He called it an “inconvenience”.

Things have changed dramatically at Patrick Sullivan and elsewhere as CHA made major improvements to laundry facilities across its senior portfolio. New commercial grade washers and dryers were added, as was new flooring, lighting and paint.

“It’s amazing for two primary reasons. First, these facilities are in place and it didn’t cost us anything at all,” Burnett said. “And two, it’s high-end equipment that we can rely on. We’re getting a good wash out of these machines. I’m a happy camper!”



### Improving Life for Seniors

Renovations underway at Irene McCoy Gaines, Edith Spurlock Sampson and Albany Terrace



**\$300 MILLION  
COMBINED INVESTMENT**

**1,050 SENIOR  
APARTMENTS BEING RENOVATED**

## SPOTLIGHT



Electric Vehicle charging station at Park Boulevard

### CHA Joins the Better Climate Challenge

The importance of reducing carbon emissions is profound in Chicago and elsewhere. Understanding that – and its position as the largest rental property owner in Chicago – CHA signed onto the U.S. Department of Energy’s Better Climate Challenge in 2023, committing to a 50 percent reduction in greenhouse gas emissions and 15 percent energy use reduction over the next 10 years. CHA is the largest public housing authority in the nation to sign onto the Challenge.

To reach its emissions reduction goal, CHA will continue to utilize energy savings and weatherization assistance programs while using data to integrate sustainability into capital planning. CHA is also piloting several building electrification projects and seeking opportunities to increase its renewable energy usage.

“We are committed to transitioning to clean energy,” Eric Garrett, CHA’s Chief Operating Officer, said. “And, while we’re doing it, we will share our carbon reduction progress and strategies with the broader market to help others build on our success.”



CHA college students attend the annual Take Flight send-off event

# Supporting Residents



# Youth

CHA's future is Chicago's future. The agency is dedicated to ensuring that the next generation of Chicago leaders has access to the programs and services they need to thrive. CHA and its non-profit partner Springboard to Success support youth through partnerships with City agencies like the Chicago Park District, City Colleges of Chicago and the Department of Family and Support Services, summer employment opportunities, college scholarships and college persistence events and more.

**5,000**  
NEW WINTER COATS  
FOR KIDS AT  
OPERATION WARM



**1,700**  
Youth enrolled in discounted programs through the Chicago Park District

**30,000**  
Meals distributed at Summer Food Service Program sites

**32,000**  
Free books given away from the National Book Foundation

## Summer Jobs for Teenagers & Emerging Adults:

**78%**  
Reported increased confidence and 79% reported new improved skills

**65%**  
Opened a bank account to help them with saving

**160,000**  
HOURS WORKED

**2,350**  
CHA youth and emerging adults employed

**11**  
Paid summer program opportunities

**\$2.9**  
MILLIONS IN WAGES EARNED



## SPOTLIGHT



### Lloyd Matheny

When Lloyd Matheny was six days old, he was introduced to his foster mom, who adopted him after caring for him for a year. He grew up in an attentive, loving family on Chicago's South Side – overcoming a congenital foot ailment. Today, he is a student at National Louis University studying social work, with a passion for poetry and helping others.

Lloyd used to dream of being the next LeBron James or Michael Jordan, but participating in the Counselor in Training (CIT) summer program offered by the Chicago Park District and CHA helped him discover another path.

“Once I started interacting with the kids, I could see the gift I had,” he said. “I was able to easily interact, be engaged and be helpful and kind. I fell in love with it.” Now Lloyd is sure what he wants to do with the rest of his life, targeting a career in social work at a major school district.



**\$374,000**

In scholarships awarded to 187 CHA college students



**267**

Students enrolled in classes at City Colleges of Chicago at no cost



**\$300,000**

In tuition, books and materials granted to CHA residents at City Colleges of Chicago

**SPOTLIGHT**



**CHA Filmmakers travel to Cannes**

Three CHA students participating in DePaul's "Become a Filmmaker" program got the chance of a lifetime in 2023 - traveling to the Cannes (France) Film Festival - thanks to the generosity of Chicago businesswoman Chaz Ebert, who funded the trip.

But before students Isis Gulette, Unique Moore and Christal Westmoreland walked the red carpet, they appeared on NBC5, were fitted for dresses by renowned Chicago designer Barbara Bates, and showed their short film, "I Am Not Your Token," at the Springboard to Success (S2S) fundraising event.

"I really hope that when Black girls see us, they smile and see these kids going to France, being able to do things they probably didn't think were possible," Westmoreland said. "Especially coming from a low-income neighborhood. So it's really refreshing to be a part of this journey."



# Thriving Seniors



**170,000**

Meals served through Golden Diners



**1,000**

Coats given away to seniors through the new Senior Coat drive



**56%**

Of seniors attended social events

## SPOTLIGHT



### Warmer Winter for Seniors

No one knows the seniors at Armour Square better than Zhuo Jun Yu, who has been living there for 18 years and serves as building president. So when CHA distributed winter coats to residents as part of a new pilot initiative in 2023, he heard about it.

“The winter coats provided great help to keep the seniors warm, especially when going outside,” Yu said.

The seniors at Armour Square were part of the 1,000 CHA seniors who received coats thanks to a new initiative from the senior LAC Presidents and CHA’s Senior Services. In partnership with The Reva & David Logan Foundation, residents living in nine senior-designated buildings received new coats. It was an answer to several requests from seniors wanting to be part of the annual Operation Warm coat giveaway for children.

“All of the residents were tremendously happy and truly appreciated the donations,” Yu said. CHA hopes to make the Senior Coat Giveaway an annual event.



**117**

Seniors gained digital skills needed for a thriving future by participating in AARP trainings



**110,000**

Hours served by seniors as community ambassadors

## SPOTLIGHT



### New CHAmps Network Keeps CHA Seniors in the Loop

CHA launched the new CHAmps News Network in 2023, playing on digital monitors in all 54 CHA senior buildings. The CHAmps Network keeps seniors in the loop, displaying property-specific events, maintenance updates, weather reports, photo slideshows, inspirational quotes and more.

Venis Frazier, CHA’s Director of Senior Services, said the new CHAmps Network does more than just flash photos. She said it strengthens the relationship between CHA and residents.

“With these new monitors we can keep our senior residents better informed in real time about what’s happening in their buildings and beyond,” Frazier said. “We are able to put reminders about upcoming resident meetings and notify them of office closures, emergency outages, safety tips and inclement weather.”

“It brings me joy whenever I see someone watching the monitors to wait to see their picture from a recent event,” Frazier said.

# Unlocking Economic Power



LevelUp is designed to move motivated families toward economic independence, including asset building through a LevelUp escrow account. LevelUp participants work with a coach to set personal and professional goals, participate in financial coaching and earn LevelUp savings as they engage in services and complete their goals.

In 2023:

**67 LEVELUP GRADUATES**    **3 GRADUATED FROM FROM HOUSING SUBSIDY**    **8 OBTAINED A COLLEGE DEGREE**  
**19 COMPLETED A TRAINING PROGRAM**    **ALL MAINTAINED EMPLOYMENT FOR A YEAR**

## SPOTLIGHT



### Cassandra Bernard

Cassandra Bernard was a star participant of the LevelUp program. She graduated early - earning \$8,250 - and immediately transitioned off housing subsidy. In 2019, she started a career at BNSF Railway Company, where she remains today.

At the Summer 2023 LevelUp graduation ceremony, she delivered a stirring keynote speech.

“You have to want better for yourself and your family,” Bernard said. “You have to surround yourself with people that force you to level up. I didn’t realize that the LevelUp program was preparing me for the next chapter in my life. Who would’ve known that a few small goals would have made my life change for the better?”





# Building Wealth



## Home Ownership Made Easy

Homeownership is a known pathway for families to unlock their economic power. It can lift people out of poverty and create generational wealth that reinvigorates communities.

In 2023, CHA expanded homeownership options by launching the new Down Payment Assistance (DPA) program which offers CHA residents and qualified first time low-income buyers a forgivable grant of up to \$20,000. DPA supplements Choose to Own (CTO), which allows qualified CHA residents to use their subsidy toward a mortgage for up to 15 years.

CHA provides families in both programs with the knowledge and tools necessary to overcome financial barriers and achieve sustainable homeownership through expert guidance and a supportive community, including credit counseling, home buying education, financial coaching and more.



15

Families purchased a new home through the Down Payment Assistance program.



43

Families closed on a home through the Choose to Own program in 2023.



850

People have purchased homes since CTO began in 2002.



300

Participants have assumed their own mortgage and graduated off of CHA subsidy since the inception of CTO.



1,300

Families attended homeownership workshops and events including CHA's inaugural Homeowner Fair at BMO Towers where participants received valuable advice on home maintenance, financial capability, estate planning and more.

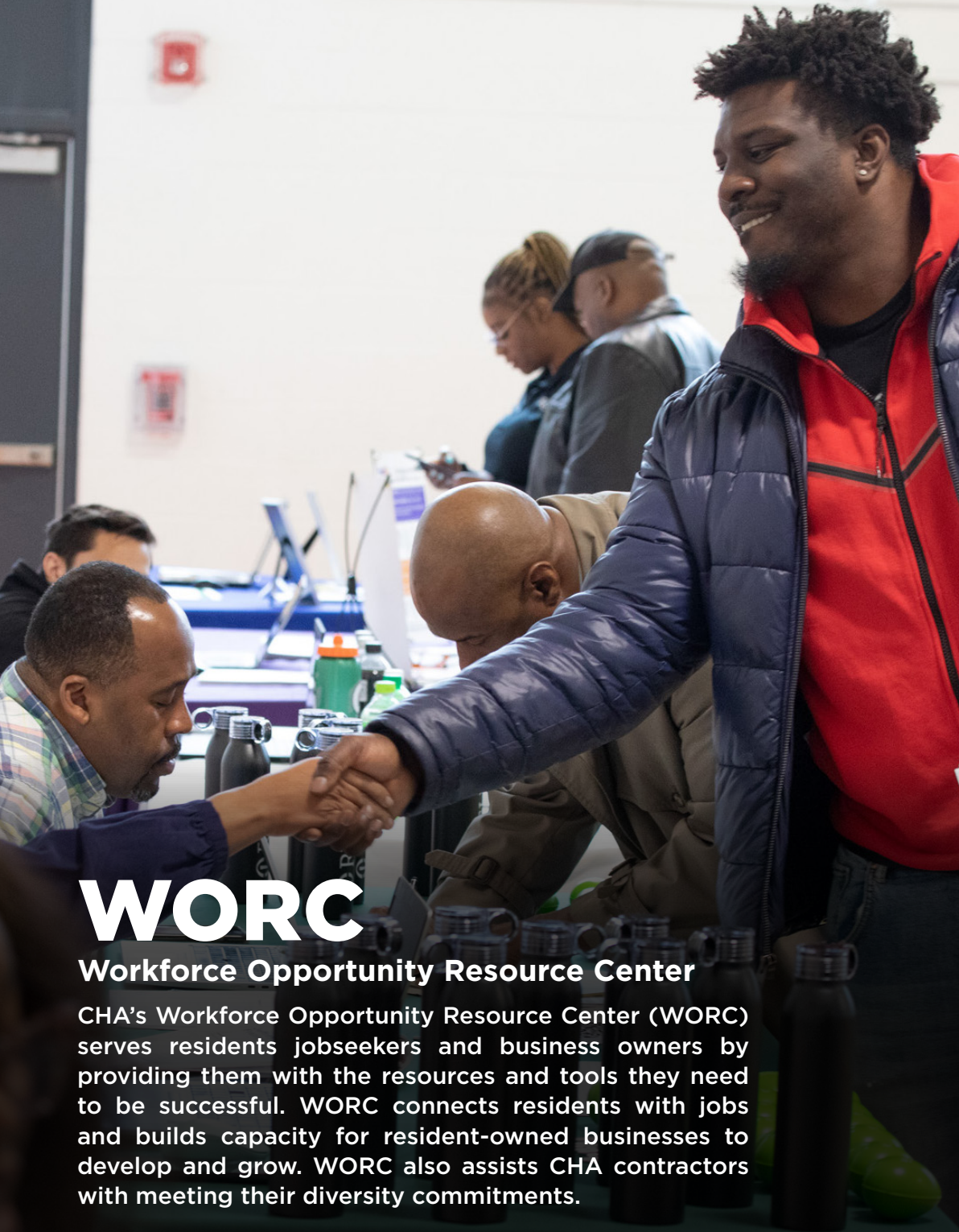
## SPOTLIGHT



## Samantha Stokes

Former Housing Choice Voucher holder Samantha Stokes grew up one of four children living under the roof of hard-working parents. Ends didn't always meet, and she remembers being evicted as a child - something she vowed never to experience as an adult. With the assistance of CHA's new Down Payment Assistance program, Stokes was the first CHA resident to close on her new home.

Stokes praised the program, saying "I'm a little more than low-income, and there aren't a lot of resources out there for this group of people. We don't qualify for certain benefits, but we do need some assistance. That's where the DPA comes in handy. You just need that little bit of push and assistance that will help you get to where you want to be in life."

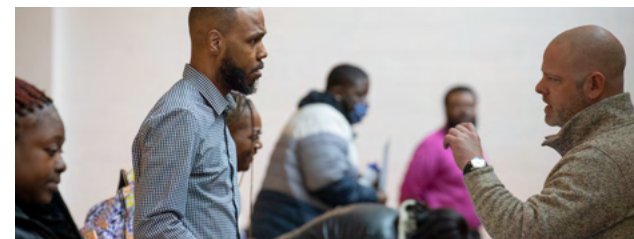


# WORC

## Workforce Opportunity Resource Center

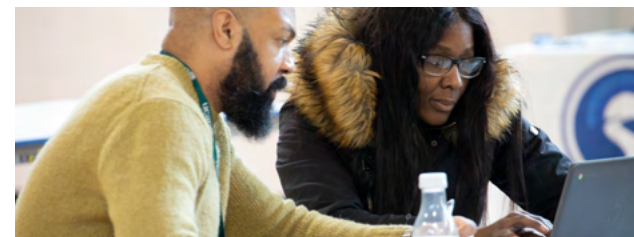
CHA's Workforce Opportunity Resource Center (WORC) serves residents jobseekers and business owners by providing them with the resources and tools they need to be successful. WORC connects residents with jobs and builds capacity for resident-owned businesses to develop and grow. WORC also assists CHA contractors with meeting their diversity commitments.

### In 2023:



# 404

Residents connected to new or better jobs



# 11

Residents enrolled in apprenticeship or pre-apprenticeship programs



# 4

Hiring events at off-site locations



# 391

Residents attended hiring events



# 41

Members participated in CHA's Business Academy



# 70

Businesses attending "Doing Business with CHA Forums"

### SPOTLIGHT



## CHA Hiring Event Leads to a Job Working on the Redevelopment of Lawson House

Jamara Fleming had been going through a rough time. She had a crisis with her infant son and didn't have a stable job. That's when she decided to attend a Metropolitan Family Services job-ready program that led to a carpentry certification. A pivotal conversation with her cousin convinced her to attend a CHA hiring event that ultimately led to a job as a Project Safety Manager's Assistant at Walsh Construction. Fleming was assigned to work on a major affordable housing project - the redevelopment of Lawson House (see Pg. 15 for more details).

When CHA CEO Scott met Fleming on a tour of Lawson House in spring 2023, she had been on the job for seven months, her situation with her son was stabilized, and she was about to move into a new West Side apartment with a Housing Choice Voucher. "I see myself becoming a Regional Manager one day, working at multiple sites and bringing more people together," she said.

When Scott caught up with her again at the opening of Lawson House in spring 2024, Fleming was still employed at Walsh, and had recently been promoted into an expanded role.



# Finding Home: Renting with Choice

# Housing Choice Vouchers

The Housing Choice Voucher (HCV) program is CHA's largest housing program, playing a vital role in housing families with children, the elderly and people with disabilities across Chicago.

Through Housing Choice Vouchers, CHA-subsidized rent allows eligible families to secure quality housing in the private market, such as apartments, duplexes, condominiums, townhouses and single-family homes. Housing Choice Vouchers give residents more choices about where they live.

Some 14,000 private property owners currently participate in the program. CHA offers a variety of incentives and supports to encourage greater participation, including the annual Owner Symposium.

# 102,000

**Total People Assisted through HCV**



**98%**  
Utilization of  
tenant-based vouchers

**34%**  
Of families with a  
disabled family member

**35%**  
Under 18 years old

**13%**  
Over 62 years old



**77**  
Chicago neighborhoods  
housing CHA families

# \$605 MILLION

**IN RENT PAID ANNUALLY**



**13,800**  
Property owners contracted

# 44,000 FAMILIES

**RECEIVING ASSISTANCE THROUGH TENANT-BASED VOUCHERS**

## SPOTLIGHT



### CHA's Owner Symposium Helps Property Owners Strengthen their Businesses

Freddie Jones-Smith is an HCV property owner in Chicago who owns two three-flat buildings and a single-family home. She has been able to understand the rules and regulations of a complex industry because of the information she received at the CHA Owner Symposium.

"The people who were speaking, the different lectures - it was awesome," she said.

Jones-Smith was one of 1,000 real estate professionals representing some 10,000 rental units who attended the 14th annual Owner Symposium in 2023.

The Owner Symposium is an education and networking event designed to equip property owners, managers, realtors, brokers, investors and other residential rental housing professionals with timely tools and knowledge they need to strengthen their communities and grow their business.

"Why is this important?" CHA Chief Housing Choice Voucher Officer Cheryl Burns asked. "Because stable housing is the backbone of healthy communities."

# Reducing Homelessness

## Specific population vouchers and services

CHA supports Chicagoans who are experiencing or at risk of experiencing homelessness with more than 4,750 vouchers that provide rental assistance to specific high-risk populations, including veterans, foster youth, people with disabilities, victims of domestic violence and human trafficking, and others. Using a whole of government approach, CHA works hand in hand with Chicago's Continuum of Care and other partners to administer homelessness reduction programs.



**1,308**

Veteran's Affairs Supportive Housing (VASH) vouchers issued

## 951 FAMILY UNIFICATION VOUCHERS FOR PEOPLE INVOLVED IN THE FOSTER CARE SYSTEM



**316**

Mainstream Vouchers for people with disabilities or seniors



**1,165**

Emergency Housing Vouchers issued for people who are experiencing or at risk of experiencing homelessness



## CHA received 473 New Vouchers in 2023

For the first time in many years, CHA received hundreds of new vouchers from the US Department of Housing and Urban Development (HUD) in 2023.

**165**

New stability vouchers for people currently experiencing homelessness

**155**

New vouchers to support young adults transitioning out of foster care

**103**

New incremental vouchers for individuals at risk of homelessness

**50**

New mainstream vouchers for residents with disabilities

### SPOTLIGHT



## New HCV Health and Wellness Program Represents a Fresh Focus for the agency

CHA's new HCV Health and Wellness Program offers support to participants who are experiencing life stressors that place them at risk of housing instability or other situations that create difficulties in their daily lives. While public housing residents have historically had access to mental health support services through the agency's third-party service providers, this program is a first for the agency's HCV participants. It represents a fresh focus for CHA that addresses mental health issues and utilizes trauma-informed counseling that is intentional and strategic specifically for those in the HCV program.

Participant Thomas King credits the program with getting him back on track after a rough spell that followed the isolation of the pandemic. "I'm so glad I found it," he said. "For me it's the reinforcing ideas of mindfulness and allowing me to talk about things that are going on. It's really important to have someone to talk with about things that we're not necessarily comfortable talking about."



# WHAT'S NEXT



Dedication Ceremony for Pedro Albizu Campos Apartments

# LOOKING AHEAD: 2024 GOALS



**Goal 1:  
House  
More  
People**



**Goal 2:  
Increase  
Participation  
in Programs &  
Services**



**Goal 3:  
Improve  
Customer  
Experience**

# Goal 1: House More People

## SPOTLIGHT



### More Housing at Lathrop

In 2024, Lathrop Community Partners (Related Midwest, Bickerdike) will break ground on Phase 1C of the historic Lathrop redevelopment project. This next phase will add 309 new and renovated mixed-income apartments to the campus located south of Diversey Avenue. The redevelopment activities will address all remaining vacant buildings on the Lathrop campus. The project is expected to be complete in 2026.

“We are now months away from launching the next major phase of Lathrop’s redevelopment,” said CHA CEO Tracey Scott. “It is exciting knowing that our vision for a new Lathrop – a vibrant and sustainable mixed-income, mixed-use community where all families can thrive – is now at hand.”

As part of Phase 1C, Lathrop Community Partners will rehabilitate seven existing historic buildings on the site, including rowhomes. Three existing buildings will be demolished to add a new construction elevator building with accessible units, additional parking and open space. The exterior of the “Powerhouse” building will also be renovated.

## SPOTLIGHT

### Restore Home

In late 2023, CHA announced its new “Restore Home” initiative. Under Restore Home, CHA will invest up to \$50 million to renovate and rehabilitate approximately 36 vacant small and medium-sized apartment buildings, bringing more than 175 apartments back into leasable condition. CHA will also renovate approximately 40 vacant single-family homes and make them available for affordable homeownership opportunities.

“Since 2022, CHA has been assessing vacant properties in our small and medium-sized portfolio. We’ve identified funding and created an approach. The pieces are in place for this major undertaking to begin,” said CHA CEO Tracey Scott. “Over the next twelve to eighteen months, our staff and Section 3 contractors will be laser focused on restoring these apartments and getting families into homes. This is another way we are achieving our mission of preserving and creating more housing.”



# Goal 2: Increase Participation in Programs & Services

## SPOTLIGHT



### Launch Alumni Network

In 1989, Jose Serrano was desperate. He was recently married and had two young daughters. He had a manufacturing job but wasn’t making ends meet. He needed a lifeline. He got one in the form of the Chicago Housing Authority, first with a Housing Choice Voucher (HCV), and then as a participant in the Choose to Own (CTO) program.

Today, Serrano is years removed from a CHA subsidy, having transitioned off the program and established a successful property management career. “CHA is the one who moved everything forward for me,” he said.

In 2024, CHA will officially launch its new Alumni Network, designed to support residents who are graduating or have already transitioned off CHA subsidy, like Serrano. The Alumni Network is exploring a career support network, special events, an emergency relief fund, advisory council and a business directory.

“Our goal is to support former CHA residents so they can thrive in their communities,” said CHA Chief Administrative and Resident Services Officer Mary Howard.

## SPOTLIGHT

### Increased Summer Jobs for Youth

After another successful 2023, CHA will increase its paid summer youth opportunities by 10% in 2024 – giving even more young people positive experiences through paid summer employment. CHA will expand three summer youth programs: the Chicago Park District Counselor in Training program, Learn and Earn: Career Connections (in partnership with After School Matters) and the Summer Youth Employment Program. In addition, new opportunities like PeacePlayers and Summer of Code will provide transformative experiences in helping youth solve important problems, address conflict, and strengthen relationships.

CHA also anticipates piloting its youth employment initiatives to year-round activities.





# Goal 3: Improve Customer Experience

**SPOTLIGHT**

## New CHA Website in 2024

For the first time in nearly a decade, CHA is updating its website to enhance its outreach and impact and improve the customer experience. As an organization dedicated to providing affordable housing solutions to the residents of Chicago, CHA recognizes the critical importance of having an up-to-date and user-friendly online presence that addresses the needs of all of its audiences.

The project goes beyond just improving the aesthetic look and feel of CHA's website. Armed with extensive data, including first-hand user research, CHA's new website will make it easier for both current and future CHA residents to find information quickly and accomplish their goals. The website will improve a broad range of areas, including:

- Maximizing accessibility for people with disabilities
- Enhancing property listings
- Making it easier and more intuitive to apply for CHA housing
- Better functionality for mobile users

It is one of many steps that CHA is taking to demonstrate its commitment to putting people first.



**SPOTLIGHT**



## Q&A with CHA's new Customer Service Expert

CHA recently established the Call Center and Client Center Operations Team. This department is tasked with better ensuring a consistent and helpful customer service experience for residents, stakeholders, and employees.

- Q What are the top priorities for improving CHA's customers experience?**  
**A** Our top priority is to standardize processes and procedures so that the experience we provide our customers aligns with our vision and mission as an organization. We want to create an environment in which our standard of customer service is modeled internally and externally. We are also exploring new technology that will allow us to centralize all of our call, email, chat, and digital customer interactions in one location.
- Q What do you hope to accomplish?**  
**A** We hope to build a customer-centric team that operates from a place of empathy and urgency to address the needs of our current and potential future residents. We need to help the perception of CHA when it comes to the customer experience. While this won't happen overnight, we will be working together to lay the foundation in 2024.

# 2023 Financial Summary

\$ in millions

**Sources**

Housing Choice Voucher	\$757
Public Housing Subsidies	\$163
Administrative Fees	\$76
Tenant Rent	\$47
Capital Fund Grants	\$77
Bond Funds & Other Borrowings	\$30
Other	\$25
<b>TOTAL SOURCES</b>	<b>\$1,175</b>

**Uses**

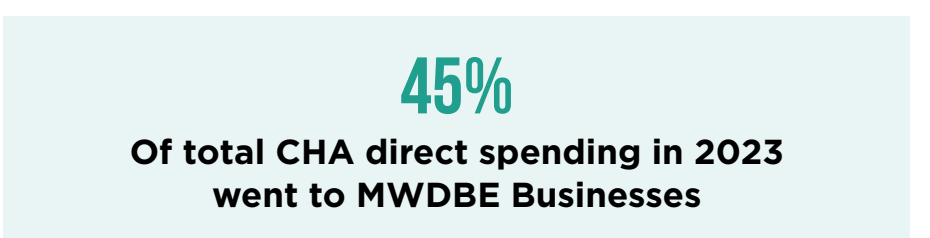
Housing Assistance Payments	\$656
Public Housing Operations & Maintenance	\$170
Administrative	\$116
Protective Services	\$33
Resident Services	\$28
Capital Expenditures / New Construction Loans	\$132
Debt Service	\$40
<b>TOTAL USES</b>	<b>\$1,175</b>

Source: 2023 unaudited financial report  
 Sources and Uses include capital expenditures and use of reserves for development

# CHA Values in Action

**Contracting Diversity**

CHA is committed to contracting with vendors who share our values for inclusive and equitable contracting opportunities. CHA strives to be fair, transparent and practical, and to optimize the use of public funds through purchasing decisions. In 2023, CHA streamlined its processes and increased requirements for spending with Minority, Women and Disadvantaged Business Enterprises (MWDDBE) and Section 3 Businesses.



# Resident Voices

CHA is first and foremost a people-first agency. Over the course of the last several years, CHA residents shared how the agency has *Made the Difference* in their lives.

“A former CHA summer intern, Deon Johnson said: *“CHA has made a difference in my life since I was 13 years old. It has provided a job for me and even helped me go to college. It has given me an internship that gave me a better understanding of how I can use my degree, which I wouldn’t have had being a first-generation college student.”*

At CHA’s November 2023 Board Meeting, senior leader Jennie Newsome shared her gratitude for CHA, saying: *“I would like thank everyone at Chicago Housing Authority for the coat drive....It was wonderful. The seniors were so grateful - you cannot imagine how thrilled they were. It just lifted my heart and made me feel so much better.”*



“Shanell Davis appeared at a press event hosted by NBC-5 Anchor Evrod Cassimy. She thanked CHA, saying: *“We have been through a lot and we just love, love our neighborhood... My kids would not have a future if it wasn’t for CHA because they provided my child with resources to put him through college... I did not see that at all before I met these people and I just want to thank them.”*

“Towanda Stange, owner of Ms. B’s Kitchen and Catering and a WORC participant, catered an event at CHA’s Charles Hayes Center. She said: *“I happened to run into (CHA contractor) Juana Pollard, who was the property manager for Henry Horner when I moved in. When I met her, I respected her professionalism and demeanor instantly. I hadn’t seen her in 20 years. She went above and beyond her job duties. She showed me so many things. She made an impact that even she doesn’t know.”*

“Samantha Stokes was the first CHA resident to close on a home in the new Down Payment Assistance - or DPA - program. When CHA spoke with her, it was evident that CHA’s support changed her life - and the life of her teenaged daughter, who now lives in a home with a backyard for the first time. She said: *“I appreciate it every day. Every single day. I just can’t believe I’m a homeowner now.”*

“During a public meeting at Lincoln Perry Apartments, resident Adell Davis thanked CHA, saying: *“CHA has been there for me.”*



“Shawnie Jones is a CHA former resident and Section 3 business owner who catered CHA’s 2023 all-staff meeting. Ms. Jones spoke before the meeting and recognized all that CHA and its employees have done to help her be successful. She said: *“I am your mission... I want you to know that I am your why.”*



## Board of Commissioners



**Angela Hurlock**  
Chairperson



**Matthew Brewer**  
Vice Chairperson



**Luis Gutierrez**



**Dr. Mildred C. Harris**



**Meghan Harte**



**James Matanky**



**Debra Parker**



**Francine Washington**

## Executive Leadership Team

**Tracey Scott**  
Chief Executive Officer

**Cheryl Burns**  
Chief Housing  
Choice Officer

**Anna Chen**  
Chief Information Officer

**Daniel Cruz**  
Chief of Staff

**Eric Garrett**  
Chief Operating Officer

**Ellen Harris**  
Chief Legal Officer

**Mary Howard**  
Chief Administrative and  
Resident Services Officer

**Jennifer Hoyle**  
Deputy Chief of Staff

**Dominick Maniscalco**  
Deputy Chief,  
Human Resources

**Ann McKenzie**  
Chief Development Officer

**Michael Moran**  
Chief Financial Officer

**Karen Vaughan**  
Deputy Chief,  
Marketing and Communications



## CHA TEAM AT WORK



## THANK YOU!





CHA


CHICAGO HOUSING  
AUTHORITY™

60 E. Van Buren St. • Chicago, IL • (312) 742-8500 • [www.thecha.org](http://www.thecha.org)

 Chicago Housing Authority

 theCHATweets

 Chicago Housing Authority

 ChiHousingAuthority

 Chicago Housing Authority