



CHICAGO HOUSING  
AUTHORITY™

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Service Offerings  
Effective January 2025

## Resident Services HOW WE CAN HELP



### Targeted Services to Help with What You Need Most

Resident Services partners with a range of providers who work with your family to achieve *your* goals. Through these services and programs, we can help with your:

**Housing Stability and Enhance Quality of Life**—Access resources to stay healthy and engaged in your community; remain lease compliant.

**Education**—Engage in programs for both youth and adults to support your education.

**Economic Power**—Find, keep, and advance in a job and career. Build wealth; invest in homeownership

**Our Mission:** *CHA's Resident Services Division works to increase the quality of life of all residents and support those on a pathway towards economic power.*

#### FamilyWorks

FamilyWorks is CHA's case coordination program offering targeted, wrap-around supports to CHA families. Residents can contact their provider directly to learn about services available to them. Call 312-935-2625 if you're not sure how to get in touch with FamilyWorks.

Some FamilyWorks locations are staffed by CHA Service Coordination Specialists who are able to provide immediate support and connect you with a variety of internal and external resources.

#### HCV Participants

Although not all Resident Services programs are open to families living in the private market with a Housing Choice Voucher, families can take advantage of programs and services that are marked with this symbol: HCV families can access services through their HCV office or contact a program directly.



## HOW WE CAN HELP

### Enhance Your Family's Quality of Life

Resident Services can support residents to remain lease compliant, have access to resources to stay mentally and physically healthy, and to be engaged in their communities.

If you need help staying compliant with your lease, you can:


- ▶ **Get help with lease issues.** All public housing residents can contact their **FamilyWorks** provider\* for assistance.
- ▶ **Get help with issues specific to mixed-income developments.** Public housing residents in mixed-income developments should contact CHA's Ombudsman's Office at 312.913.7899.



If you want to satisfy your Right of Return, you can:

- ▶ **Get support from CHA's Housing Team.** Residents who occupied a CHA unit as of October 1, 1999 and still have a Right of Return can contact CHA's Housing team via the CHA Residents Services Info. Line at 312.786.3104.

If you need mental health support, you can:

- ▶ **Access counseling services.** All public housing residents can contact their **FamilyWorks** provider\* for individual or group wellness counseling. 

If you have been the victim of a targeted crime, you can:

- ▶ **Get help from the Victim Assistance program.** Public housing residents can get referrals to counseling services. Those who have been victims of violent crimes or trauma and who need to move for safety reasons may be relocated, according to provisions of the Admissions and Continued Occupancy Policy (ACOP). Contact 312.913.7396.

- ▶ **Community Ambassador Program.** Residents who desire to do meaningful community service within the building/development can earn rent credit monthly. Serving as a Community Ambassador will satisfy HUD's Community Service requirement.
- ▶ **Find programs, events and resources for seniors.** Seniors living in senior-designated housing should contact their Resident Service Coordinator to connect to services and opportunities. Seniors living in other housing types should contact their provider\*.
- ▶ **Find other programs and services in your neighborhood.** Public housing residents can contact their **FamilyWorks** provider or Service Coordination Specialist about services offered by CHA and other organizations in their neighborhood\*.

If you want to learn about moving to a new neighborhood, you can:

- ▶ **Enroll in the Mobility Counseling program.** HCV families can learn about finding housing in a neighborhood that may give your family access to better opportunities. Call Housing Choice Partners at 312.386.1009.

 HCV only

## HOW WE CAN HELP

### Support Your Education

Resident Services has programs and partnerships that can help both youth and adults advance their education.

HCV



- ▶ Over the summer, all CHA youth can go to <https://youth.thecha.org/>
- ▶ Call 312.786.6930 to learn about CHA summer programs, or go to [onesummerchicago.org](https://onesummerchicago.org) to learn about summer opportunities across the city.

If you want to go to college, you can:

- ▶ **Attend one of the City Colleges of Chicago at little to no cost.** All CHA residents can enroll in a certificate or degree program at the City Colleges of Chicago for no cost after financial aid is applied. For information about City Colleges programs, call 312.553.2830 or visit [www.thecha.org/residents/partners-in-education-program](https://www.thecha.org/residents/partners-in-education-program).
- ▶ **Apply for a CHA Scholarship.** CHA awards scholarships of \$2,000 to youth and adults attending post-secondary education. Applications are accepted during mid-January to mid-May. Check [www.thecha.org/residents/chicago-housing-authority-scholarship-program](https://www.thecha.org/residents/chicago-housing-authority-scholarship-program) for more information.
- ▶ **Learn about how to apply for college.** Public housing residents can contact their FamilyWorks provider\* for help with the college application process, including applying for financial aid.

If youth in your household need summer or after school academic programs, you can:

- ▶ **Find youth academic programs.** Public housing residents can contact their FamilyWorks provider\* for help finding youth programs offered by CHA or its partners.  
You can also call the CHA info line at 312.786.6601 and enter prompt #3.

If you have a young child, you can:

- ▶ **Find an early learning program.** Anyone in Chicago can go to [www.chicagoearlylearning.org](https://www.chicagoearlylearning.org) to find information on early learning programs.
- ▶ **Enroll youth in summer and after school programs.** Public housing residents can contact their FamilyWorks provider\* for help finding youth programs offered by CHA or its partners.

#### Opportunities for Youth

Resident Services and its partners offer a wide range of summer and out of school time opportunities for youth including.:

- ◆ Specialized summer programs for youth and young adults interested in art and design, filmmaking, college, careers and more.
- ◆ After school programs through Chicago's Department of Family and Support Services.
- ◆ Chicago Park District camps during the school year and over the summer at a discounted rate.
- ◆ The Summer Youth Employment program, which allows participants to explore careers, & build skills.
- ◆ A summer internship program for CHA residents enrolled in college or university

\*Call FamilyWorks at 312.935.2625 if you're not sure how to get in touch with your service provider.

Find further information at [http://www.thecha.org/residents/services/](https://www.thecha.org/residents/services/).

## HOW WE CAN HELP

### Increase Your Economic Power HCV

Resident Services has a number of resources to help residents find, keep, and advance in a job or career.

- ▶ **Talk to your family coach.** Public housing residents can work with their family coach when engaged in FamilyWorks\* to get help preparing for employment and obtain referrals.
- ▶ **If you are job ready, contact the Employment Placement Services.**  
All CHA residents who would like assistance with job placement can contact one of two Employment placement providers:

**UCAN:** 773.588.0180 extension 53784 or 53029  
**Employment & Employer Services:** 312.429.5930

- ▶ Call the **Workforce Opportunity Resource Center (WORC)** at 773.342.9672 to learn more about these programs.

*Residents may also see City Colleges of Chicago on page 3 for occupational training programs.*

- ▶ **Visit an American Jobs Center.** Anyone in Chicago can go to [www.chicookworks.org/job-seekers/](http://www.chicookworks.org/job-seekers/) to find locations of workforce centers and learn about other resources.

#### DID YOU KNOW?

54% of residents 18-54 in public housing have income from employment. In addition, more than 2,000 youth were engaged in paid summer opportunities.



- ▶ The **Workforce Opportunity Resource Center (WORC)** offers training, business development and technical assistance to Section 3 eligible residents and businesses.

If you want to **find a Section 3 opportunity:**

- ▶ Residents seeking jobs with CHA contractors through WORC should call 773.342.9672 to learn about Section 3 opportunities.

If you want to **start your own business:**

- ▶ Residents wanting to start or enhance their business should call 773.342.9672 to learn more about CHA's Business Development Academy.

**Website:** <https://www.thecha.org/residents/workforce-opportunity-resource-center>

## HOW WE CAN HELP

### Increase Your Economic Power

Resident Services offers programs that can help you build wealth or buy a home.



#### If you want to buy a home, you can:

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- ▶ **Participate one of CHA's homeownership programs:** All residents can learn about what it takes to buy a home, and those who qualify can get homebuyer counseling and other support. For information, contact us at 312.913.7453 or 312.786.3404.

#### If you want to earn money by completing goals can:

HCV

- ▶ **Participate in LevelUp:** All residents can join the LevelUp program to set and work toward economic independence goals, including earning money in a program savings account. For information about this program, contact the team at 312.742-8500.

### DID YOU KNOW?

In 2024 XXX households graduated from LevelUp, earning an average escrow of approximately \$6,432 and XXhouseholds from the HCV and Public Housing Programs purchased their own home through homeownership programs joining over **800** participants in the program!

Our Digital Inclusion services includes providing access to computers and internet at nine CHA Digital Resource Centers:

Location	Address	Phone #
Altgeld Gardens – CYC	951 E. 132 <sup>nd</sup> Pl., Chicago, IL 60827	773.928.4116
Charles Hayes FIC	4859 S. Wabash Ave., Chicago, IL 60615	312.913.7132
Dearborn Homes	2910 S. Dearborn, Chicago, IL 60616	312.225.0310
Jane Addams Family Resource Center	1234 S. Loomis Ave, Chicago, IL 60608	312.913.7428
Lake Parc Place	3983 S. Lake Park, Chicago, IL 60653	773.924.8138
Lawndale Gardens	2527 S. California Ave., Chicago, IL 60623	773.847.4287
Lowden Homes	200 W. 95 <sup>th</sup> St., Chicago, IL 60628	773.660.1940
Major Adams Community Ctr	125 N. Hoyne Ave., Chicago, IL 60612	312.243.0895
Wentworth Gardens	3757 S. Wells St., Chicago, IL 60609	773.285.8753

Each center has on-site staffing, technical support, open computer time and coordinated programming for residents. Days and hours of operation varies by location; be sure to call or visit the Center. Our Digital Inclusion initiatives also increase our residents’ access to low-cost internet services, digital devices and skills training.

## Resident Representation

Public housing residents living in traditional family developments, including senior designated buildings are represented by elected resident leaders in Local Advisory Councils (LACs) and the **Central Advisory Council (CAC)**.

Public housing residents living in mixed-income developments are represented by the **Office of the Ombudsman**.

## Important phone numbers

Central Advisory Council	312.913.7828
City Colleges of Chicago	773.COLLEGE (773.265.5343) or 312-553-2830
Homeownership	312.913.7453 or 312.786.3404
Digital Inclusion	312.913.9797
FamilyWorks Program	312-935-2625
LevelUp	312.786.3188
HCV Customer Service Center	312.935.2600
Mobility Counseling Program	312.386.1009 (Housing Choice Partners)
Ombudsman	312.913.7899
Resident Services Info. Line	312.786.6601
Relocation Rights Contract / Relocation Line	312.786.3104
Senior Services Info. Line	312.742-8500
Victim Assistance Program	312.913.7396
Work Opportunity Resource Center (WORC)	773.342.9672
Youth & Education Programs	312.786.6930