As the Chicago Housing Authority (CHA) contemplates the next phase of the Plan for Transformation through its recalibration effort (Plan 2.0), the Central Advisory Council (CAC) acknowledges that this effort will be extremely challenging. Given the current economic crisis and its impact on the housing market, CHA is facing increasing demand for affordable housing in the midst of declining financial resources. The agency must also operate in a policy environment that is promoting a shift in the provision of public housing to a private real estate market model and an asset management approach.

The CAC is encouraged that CHA has chosen to seek input from a broad spectrum of stakeholders, partners, and residents in this planning effort. Residents, who are the primary users of CHA services, can provide critical and valuable input into the planning process. Based upon our extensive experience, the CAC supports a number of proposed strategies being considered by the CHA as part of the recalibration.

The 2012 Strategies and Recommendations Report features a list of recommendations that CAC hopes to be incorporated in the CHA Plan 2.0. The list covers the areas of real estate/development, housing reform/program operations, funding/choice neighborhoods, social services/workforce development/education, and internal/external communications.

The CAC shares with each tenant the list of recommendations in the 2013 Tenant Resource Calendar. As a companion piece to the calendar, this Resource Guide continue in the CAC tradition by providing valuable information at your finger tips. It contains advice and useful tips to help you keep your family safe, decrease your utility cost, and provide you with essential information as it relates to your tenancy in CHA/HUD subsidized housing programs.
Dear Tenants:

It is our pleasure to present to you the 2013 Tenant Resource Guide, the companion piece to the 2013 Tenant Resource Calendar. As you know much has been said about the Chicago Housing Authority’s Recalibration Plan for the historic 2000 Plan for Transformation. Thanks to a grant from the CHA, we worked with consultants to develop a plan from the resident’s perspective which is be highlighted in our 2013 calendar. Our plan is entitled “2012 Strategies and Recommendations Report” and was presented to the CHA in August of 2012.

This resource guide contains advice, useful tips and critical information specific to your residency with the Chicago Housing Authority’s subsidized housing program.

We are at a critical time in the history of the Plan for Transformation, therefore the Central Advisory Council will continue to advocate for the rights and benefits of those citizens residing in subsidized housing throughout the city of Chicago. We would like to welcome the Section 8 (HCV) Resident Advisory Board who was recently formed as co-advocates in this effort. We would like to leave you with a quote that we feel expresses our sentiments moving forward.

“I know of no safe depository of the ultimate powers of the society but the people themselves; and if we think them not enlightened enough to exercise their control with wholesome discretion, the remedy is not to take it from them, but inform their discretion”

-Thomas Jefferson

It has been our pleasure to serve you as your LAC Presidents since 2009. An election for new CAC and LAC leaders will be in the spring of 2013. We encourage each of you to vote and to run for the various elected LAC offices in your communities. We would also like to thank our anonymous donor for your continued support in our calendar and resource guide.

The Central Advisory Council and the Local Advisory Councils will need your continued support as residents. Have a great year.

Sincerely
The Board of Directors of the Central Advisory Council and the Presidents-at-Large.
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WHAT IS COUNTED AS INCOME?
Annual income is the anticipated total income from all sources received by the family head and spouse (even if temporarily absent) and by each additional member of the family over 18 and not a full-time student. This includes all income derived from assets for the 12-month period following the effective date of certification of income.

WHAT IS EIV?
The Employment Income Verification (EIV) system is a web-based computer system that contains employment and income information of individuals who participate in HUD rental assistance programs. All Public Housing Agencies (PHAs) are required to use HUD’s EIV system.

Protect yourself, follow HUD reporting requirements
When completing applications and recertifications, you must include all sources of income received in the household. Some examples of these sources of income include:
- Income from wages
- Veteran benefits
- Public Assistance
- Pension, retirement, etc.
- Unemployment benefits
- Income from assets
- Social Security (SS) or Supplemental Security Income (SSI) benefits
- Monies received on behalf of a child such as:
  - Child support
  - AFDC Payments
  - Social Security for children, etc.
**CHA WORK REQUIREMENT**

Every adult authorized member of a public housing unit, age 18 up to age 54, is required to be in school, employed or volunteering 20 hours a week.

An exemption will be provided for residents and/or adult authorized members of the resident’s household who are:

1. 55 years of age or older
2. Blind or disabled and certifies that he/she is unable to comply with the work requirement
3. The primary caretaker of a blind or person with a disability
4. Retired and receiving a retirement annuity or pension
5. Single parent serving as the primary, full-time caretaker for children age one and under
6. Receiving TANF and have an active Responsibility and Service Plan (RSP)
7. When residents and/or adult authorized family members of the resident’s household are unable to comply with the work requirements, they may request Safe Harbor consideration.

**WHAT ARE THE PENALTIES FOR PROVIDING FALSE INFORMATION?**

Knowingly providing false, inaccurate, or incomplete information is FRAUD and a CRIME. If you commit fraud, you and your family may be subject to any of the following penalties:

1. Eviction
2. Termination of assistance
3. Repayment of rent that you should have paid had you reported your income correctly
4. Prohibited from receiving future rental assistance for a period of up to 10 years
5. Prosecution by the local, state, or federal agency, which may result in you being fined up to $10,000 and/or serving time in jail.

Protect yourself by following HUD reporting requirements. When completing applications and reexaminations, you must include all sources of income you or any member of your household receives. If you have any questions on whether money received should be counted as income or how your rent is determined, ask your Public Housing Authority (PHA). When changes occur in your household income, contact your PHA immediately to determine if this will affect your rental assistance.
HOW IS RENT CALCULATED?
There are two ways to calculate your monthly rent to CHA or PM. One is generally based on 30 percent of a resident's adjusted overall income. The other is a flat or fixed rent that is based on market rentals in the community.

In order to rent a unit, you must sign a lease. It shows the amount of rent you must pay, what management will provide, and what you are expected to do. CHA's minimum rent is $75.00.

WHEN DO YOU HAVE TO PAY RENT?
Your rent is due on the first day of the month. If you do not pay promptly, you will have a late charge added to your account, and CHA or PM may begin legal proceedings to collect the money you owe and/or regain possession of your apartment.

HOW AND WHERE DO YOU PAY RENT?
CHA or PM does not accept cash. You are urged to make your rent payment by MAILING a CHECK or MONEY ORDER to:

• You pay your rent at your Property Management Office or be sure to put your address and account or client number on the Check or Money Order.

FLAT RENTS
For each public housing unit, the CHA must establish a flat rent that is based on the market rent charged for comparable units in the private unassisted rental market. A resident has the choice of paying income-based rent and flat rent.

A. Flat Rents
1. Flat rents are market-based rents and vary by unit size, unit type, as well as by unit location.
2. Flat rents do not include a utility allowance.
3. The CHA flat rent is based on a market study.
B. Periodic Update of Flat Rents
1. The CHA shall periodically review the flat rent schedule and adjust the rents as needed.
2. Flat rents may either be increased or decreased based on the most recent market study.
3. When the CHA updates its flat rent schedule, a resident’s flat rent shall be adjusted at the next re-examination.

C. Choice of Rent
Each year, beginning at admission, the CHA will offer each resident the choice between paying the income-based rent or the flat rent applicable to the unit the resident will occupy. The choice of flat rent may only be offered at admission and annual re-examination.

EARNED INCOME DISREGARD
Earned Income Disregard (EID) for people living in public housing is a federal law. According to the law, incremental earnings from your employment should be disregarded when calculating your rent so that it should not increase for 12 months after you start earning money and, if you continue to work, 50% of your incremental income would be disregarded in the calculation of your rent for a second 12 month period.

Minimum Rent Hardship Suspension/Exemption
A minimum rent hardship exemption shall be granted to residents who can document that due to a financial hardship they are unable to pay the minimum rent. Examples of financial hardship for which a family would qualify for an exemption of minimum rent include, but are not limited to: (1) The family has lost eligibility for or is applying for an eligibility determination for a federal, state or local assistance program; (2) The family would be evicted as a result of being unable to pay the minimum rent; (3) The income of the family has decreased because of changed circumstances, including loss of employment; or (4) A death occurred in the family.
WHO SHOULD I CALL FOR REPAIRS?
If something needs to be fixed, don’t wait. Report the problem by calling your property management office, have a pencil in hand, and always request a work order number. You may also call the CHA emergency line, if you can not contact your property management office. The CHA emergency telephone number is 312-745-4700.

WILL I BE CHARGED TO GET SOMETHING FIXED IN MY HOME?
You will not be charged for repairs due to normal wear and tear. You will be charged when you cause damage to your unit or appliances.

WHAT IS CONSIDERED A MAINTENANCE EMERGENCY?
An emergency problem:
• threatens someone’s health or safety immediately, or will cause severe property damage if not corrected right away.

Some examples of true emergencies are:
• leaking gas
• sewer backups
• fallen electrical lines
• flooding
• smoke detector problems

These type of emergencies should be (abated) taken care of within 24 hours. All other maintenance issues should be addressed within 5 - 7 days.
WHAT SHALL I DO ABOUT A MAINTENANCE EMERGENCY?
Every property management office has an emergency service to respond to emergencies. Please contact your respective management office for this information.

WHO IS RESPONSIBLE FOR TAKING CARE OF YARDS, SIDEWALKS, AND PORCHES?
When you rent a housing unit, you also rent its yard area. It is yours to enjoy. You are expected to keep trash picked up, to sweep your sidewalks, porches and steps, and to keep common areas clean. Porches and yards must always be neat. They should not be used to store tires, appliances, car batteries, bicycle parts, indoor furniture, etc. If the management or maintenance staff observes these items, you will be notified to remove them.

WHERE DO I TAKE MY HOUSEHOLD TRASH AND GARBAGE?
When you dispose of trash properly, less litter is scattered around the neighborhood. Each complex provides a method for disposing of household waste:
- If your complex provides individual containers, be sure to place your container at the curb on the day assigned to your address for disposal.
- If your complex provides dumpsters, place your trash in bags and deposit them in the dumpster, not on the ground.
- Don’t send small children to empty trash in these dumpsters. They cannot reach dumpsters properly and may get hurt.
WHAT IS CONSIDERED GOOD HOUSEKEEPING?
CHA expects you to keep a neat and clean home. A clean house helps keep your family healthy, sets a good example for children, keeps away pests, makes it easier to find things, helps to prevent fires, and increases overall home safety.

You are expected to:
- Clean grease and spilled food from your oven and stovetop after cooking.
- Clean your dishes and clothes regularly so they don’t pile up in your apartment.
- Keep your floors, windows, counters and cabinets clean.
- Keep the inside and outside of your refrigerator clean by wiping it with a damp cloth regularly.
- Scrub your tub, shower, and toilet as needed to keep them clean. Throw away your kitchen garbage and household trash every day.

Cleaning tips for residents
Your oven, stove, and range hood should be cleaned at least once a week. Wiping spills as they occur will make this much easier. If you are not sure how to clean your stove and oven, ask CHA staff. Keep moisture to a minimum in your bathrooms to prevent mold.

Tips include:
- use exhaust fans when showering
- open the bathroom window or open the door after showering
- report any leaks to maintenance
- clean up spills or any standing water promptly
- remove condensation from windows.
Bathroom sinks, tubs, and toilets should also be cleaned regularly. Do not flush any objects such as hairbrushes, sanitary napkins, tampons, or diapers down the toilet. If articles have to be removed from your sewer line, you could be charged accordingly.

**WHAT IF I’M A POOR HOUSEKEEPER?**
If your home is dirty, cluttered, or shows poor housekeeping, you will be forwarned to correct the problems right away. You may also be required to attend special classes to enhance housekeeping skills. If the problem continues, you may be evicted under your lease agreement for failure to maintain your unit in a sanitary condition. If your unit has been damaged or abused, you will be charged for repairs and may be evicted.

**MAY I HAVE A PET?**
Certain types of pets are allowed, but this depends on the specific complex. A $50.00 pet deposit will be charged for each pet. Persons with disabilities who require a service animal may be exempt from the pet deposit and monthly fee. For the safety of all residents, there are strict rules regarding a pet’s size, weight, and neutering or spading. Each pet must also have all required shots. Please contact your property manager.
HOW CAN I SAVE MONEY ON ELECTRICITY AND GAS?

The most important thing is to use gas and electricity wisely:

• Turn off lights when they are not needed.
• Keep light bulbs clean so they stay bright.
• Don’t leave your TV, stereo, or computer turned on all day long when not in use.

In cold weather you should:

• Dress warmly in your home.
• Open window covering on the sunny side of your home during the day and let the sun give you “free heat.”
• Close window coverings on cloudy days or as soon as the sun sets.
• Keep drapes, furniture, and floor coverings from blocking air vents.
• Use several light blankets to trap more warm air, rather than one heavy blanket.
• Washing machines: use cold water to wash a full load.
• Turn the thermostat down at night and during the day when you are away from home.

Note: Never turn off your thermostats. Freezing pipe damage can occur.

HOW CAN I SAVE ON WATER?

• Don’t leave water running while brushing your teeth, shaving, or washing your face.
• Take short showers instead of baths.
• Fill the sink to wash dishes and fill to rinse instead of letting the water run. This will save about five gallons for an average load of dishes.
• Wash only full loads of laundry.
• Report leaking faucets and constantly running toilets to maintenance.
• Don’t leave home when you are watering your lawn.
• Wash your car at a self-service carwash, that recycles water.
CEDA SERVICES

Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP is designed to assist income-eligible households with winter energy services, in the form of one-time payments to utility companies that are applied directly to the household’s energy bills. The amount of the payment is determined by income, household size, and fuel type.

Upcoming LIHEAP Enrollment Dates:
Senior & Residents with Disabilities - September 4, 2013
Families with children under 5 years of age and disconnected households - October 2, 2012
General Enrollment - November 1, 2013

Eligible applicants may receive a one-time bill payment toward your gas or propane and electric utility bills. Applicants may receive one grant per household per program year.
HOW CAN I PROTECT MY HOME AND FAMILY FROM FIRE?
Most apartment fires are caused by grease on stoves, unsupervised children, or careless smoking. Tragedy can be prevented by practicing these home fire safety tips everyday:
• Clean your stove of grease, so it can’t catch fire while you are cooking.
• Do not leave food cooking if you can’t be there to watch it.
• Never store flammable or combustible products in your unit.
• Never use ovens or burners on gas stoves to heat your home.
• Never smoke in bed.
• Keep matches, lighters, and grill lighters out of reach of children.
• Keep lit candles away from children and other flammable materials out of reach of children.
• Do not burn candles while sleeping.
• Visit ready.gov for fire safety tips.
• Discuss an emergency exit plan with family and a meeting place in the event of an emergency.

HOW DO I AVOID HIDDEN FIRE DANGERS AROUND MY HOME?
Fires can be prevented by identifying dangerous items around your apartment and taking action to make them safe. Here are a few suggestions about common hazards:
• Keep your TV, stereo, kitchen appliances, switches, and electrical outlets in safe condition. Replace frayed or broken plugs and cords. Do not run electrical cords under your rugs or where people walk.
• Move rags, paper, trash, and other materials that burn easily away from stoves, room heaters, water heaters, TVs, and other appliances that get hot.
• Avoid leaving children alone at home where they can start fires by playing with matches, lighters, and candles.
• Do not overload electrical outlets. Each outlet is designed to safely handle only one lamp or appliance at a time. Overloaded circuits often cause fires.
• Do not store ANYTHING in the water heater or furnace closets.
• Do not block access to the water heater or furnace closets.

SMOKE DETECTORS HELP PROTECT YOUR FAMILY
All apartments have smoke detector alarms that are inspected at least annually for fire hazards. The alarm sometimes make a loud, annoying noise during cooking or other normal activities. If this happens, open your windows and doors to let in fresh air. Do NOT disconnect the smoke detector since this is grounds for terminating your lease!!

HOW DO I GET OUT OF MY HOME IN CASE OF A FIRE?
All exits must be clear so you can get out in case of a fire. The sliding side of bedroom windows must not be blocked by any furniture or obstructions that cannot be moved easily.
WHY ARE SOME RESIDENTS EVICTED?
The majority of residents follow the rules. However, when residents fail to pay rent, destroy property, or violate their lease, CHA must seek eviction to keep housing in decent condition for the other residents.

There are two types of evictions:
- Serious or repeated lease (violations) non-compliance
- Non-payment of rent
- One strike

WHAT ABOUT ILLEGAL DRUG USE OR ALCOHOL ABUSE?
CHA will evict residents who engage in illegal drug usage or drug-related criminal activity. Residents who violate their lease in this manner will be notified of their violation in writing and will receive either a 30-day notice of lease termination or, in most cases, a three-day notice of lease termination.

WHAT ARE SERIOUS LEASE VIOLATIONS?
Failure to report changes in income or family size accurately and/or timely, destruction of CHA property, having unauthorized boarders, keeping unauthorized pets, poor housekeeping habits, fighting, displaying weapons, or threatening the health and safety of other residents and staff are all serious lease violations that can result in eviction.

WHAT HAPPENS IF I DON’T PAY MY RENT?
Rent is due on the first day of the month. After the expiration of the 5-day grace period, CHA sends a notice of lease termination to all residents who have not paid their rent and/or other charges on time. This is called a 14-day notice.
The 14-day notice will clearly state the date that a five-day notice, as required by law, will be served to you. The five-day notice explains what is necessary to correct the notice.

If management is given a judgement for possession of the housing unit, CHA has the right to have the Sheriff remove the resident from the apartment. Don’t let this happen to you! Please pay all rent and charges promptly so that you do not have to go to court and pay extra charges.
UPHOLDING YOUR FAMILY’S OBLIGATION

Did you know that each of the partners in the Housing Choice Voucher Program have specific responsibilities? They do, each partner—the CHA, the building Owners and the Participants—signs an agreement outlining their rights and responsibilities. It is essential that you, as a Participant, know what is expected of you and your family as part of this important ‘contract’.

**Resident Obligations**

- Request and receive both the CHA’s and Owner’s written approval prior to allowing any individual not identified on your lease to reside in your home.
- Request and receive prior written approval from the CHA to change the name of the head of household.
- Notify the CHA of any changes in household composition including birth, adoption, or court-awarded custody of a child.
- Notify the CHA in writing within 30 days if any family member no longer lives in the unit, including a death of any member of the household.
- Do not permit unauthorized guests to reside with you.
- Do not assign the lease or transfer the unit.
- Do not sublease or sublet the unit.

**Relief for Tenants Experiencing Building Foreclosure**

The CHA wants you to be informed about the current foreclosure laws, available resources, and your rights and responsibilities if your unit or building is in foreclosure. As long as you keep paying rent, your legal rights include the following:

- Minimum of 90 days notice to vacate the property.
- No eviction on the tenant’s credit record.
- Protection from threats or any attempt to lock a tenant or their possessions out of their unit.
Remember, only tenants who continue to pay rent or have at least made good faith attempts to pay the rent will be eligible to receive the protections outlined above. It is important to make sure you do all you can to protect yourself if your building is in foreclosure.

Tenants’ responsibilities include the following:
- Maintain good records, including copies of the lease, proof of security deposit, and proof of rent payments/receipts.
- Pay the rent on time with a money order or check. Document attempts to make payments.
- Be alert for warning signs that the building may be in foreclosure (utilities shut off, landlord not collecting rent).
- Keep identification and proof of tenancy handy in the event of an eviction order.
- Open all mail even if it says “occupant” or “unknown occupant”.
- Seek legal assistance or advice to understand your rights.
- Be aware of unscrupulous people claiming to be the “new landlord”. Seek legal help and/or contact law enforcement authorities if you suspect a scam.
- Upon receiving notice of foreclosure, immediately bring the foreclosure documents to your CHA Satellite Office to begin the moving process.

Resources for Tenants Encountering Foreclosure
Legal:
- Lawyers Committee for Better Housing
  Free legal representation for low-income renters. (312) 347-7600 or www.lcbh.org
- The Legal Assistance Foundation of Metropolitan Chicago
  Free legal representation for low-income renters. Contact the Central Office to be directed to the office nearest you. (312) 341-1070 or www.lafchicago.org

Financial:
- Limited funds are available to assist income-eligible households with emergency relocation rental assistance. Dial 311 and request “short-term help”.
- If you are a CHA Housing Choice Voucher Holder and assistance due to foreclosure, contact the CHA Call Center. (312) 935-2600

Other:
- Metropolitan Tenants Organization
  Provides information regarding tenants’ rights. (773) 292-4988 or www.tenant-rights.org
- The CHA HCV Call Resource Center (312) 935-2600

For additional info go to the CHA Website at www.thecha.org
OVERVIEW OF CAREERS
It is becoming increasingly important that you prepare yourself for employment. The United States Bureau of Labor Statistics has a website where you can get information on the most promising careers, the education/training that will be needed for that career and the salary that you will make. It is divided by regions and states and many metropolitan areas. It covers over 800 occupations and over 400 industries. Do your research before you embark on spending those precious education and training dollars. The website is www.bls.gov/bls/wage.

YOUTH OPPORTUNITIES
CHA has a variety of opportunities available for youth throughout the year. For more information, review the programs below or call CHA’s Youth Hotline at 312-786-3621.

The Chicago Department of Family and Support Services (DCFS)
The Chicago Department of Family and Support Services has increased slots for CHA youth in existing After-School Programs in various areas throughout Chicago.

Chicago Park District
The Chicago Park District (Park District) provides recreational programs for the benefit of City of Chicago residents. CHA has partnered with the Park District to provide safe, positive and structured activities during the summer months.

Youth Scholarships
CHA partners with colleges, universities and other entities to secure post-secondary scholarships dedicated to CHA residents. Windows of Opportunity (CHA’s non-profit partner) provides supplementary scholarships. Applications are available through June 15.

Chicago Department of Family and Support Services Youth Ready Chicago Summer Job Initiative
The Chicago Housing Authority and the Chicago Department of Family and Support Services will be providing job readiness training and job placement to CHA youth ages 14-24.
Chicago Department of Family and Support Services Learn and Earn Program for Youth Ages 13-15
The Learn and Earn Program is available for teens ages 13 to 15 living in CHA housing.

After School Matters Youth Employment Programs
After School Matters (ASM) administers a summer pre-apprenticeship employment program for teenagers aged 14-15. Participants receive a combination of academic training and professional skills development from skilled instructors. Programs offered in Spring, Fall and Winter.

Summer Food Program
Through a partnership with the Department of Family and Support Services, the Summer Food Program distributes breakfast and lunches through more than 500 sites, including 40 CHA development sites. Children up to age 18 may eat at any of these open sites. Locations are listed on CHA’s web site during the summer.

EMPLOYMENT AND EMPLOYMENT PREPARATION SERVICES

Opportunity Chicago
Opportunity Chicago, a collaborative workforce development effort convened by the Partnership for New Communities offers a range of innovative employment and training program options for residents.

Transitional Jobs Programs
Transitional Jobs Programs are a workforce strategy designed for residents with little to no work history. The programs use time-limited, subsidized jobs and combine on-the-job skill development and supportive services to transition participants into unsubsidized positions within the labor market.

Workforce Investment Act Services
Workforce Investment Act (WIA) services provide training to residents with the goal of finding and retaining quality employment.

PROJECT SCATTERED SITES
Armed the motto “Through collaborative partnerships, we strengthen families and build communities, the CAC Project Scattered Sites strive towards the improvement of the quality of life for all residents. As former and current residents of the CHA, the project participants understand and are available to assist with the unique challenges and barriers in achieving all of the residents’ goals from the largest to the smallest.
SENIOR SERVICES
CHA provides funds to property management companies to provide Resident Services Coordination Programs (RSC) for senior residents. These funds go toward hiring staff, purchasing computers and providing life enrichment programs for residents living in these buildings.

The main goal of the program is to significantly improve the residents’ quality of life, ensuring access to services they need, while fostering an enjoyable community with recreational and cultural activities within the building. Through these services for senior citizens, public housing residents are able to “age in peace” while remaining independent.

CASE MANAGEMENT SERVICES
FamilyWorks
FamilyWorks focuses on identifiable outcomes with an intensive concentration on permanent housing choices, lease compliance, employment preparation and employment retention. The current FamilyWorks providers are:

CENTERS FOR NEW HORIZONS
South Side
226 East 43rd Street, Chicago, Illinois 60653
(773) 373-8263

4150 South Lake Park Avenue, Chicago Illinois 60653
(773) 373-5700

3939 South Lake Park Avenue, Chicago, Illinois 60653
(773) 924-5384

EMPLOYMENT AND EMPLOYER SERVICES
South Side
5058 South Halsted Street, Chicago, Illinois 60609
(312) 929-1750

North Side
4855 West Irving Park Road, Chicago, Illinois 60641
(773) 494-8585

3500 West Grand Avenue, Chicago, Illinois 60651
(773) 537-7900

1279 North Milwaukee Avenue, Chicago, Illinois 60622
(773) 276-3670
HEARTLAND HUMAN CARE SERVICES  
**South Side**  
400 West 76th Street, Chicago, Illinois 60621  
(773) 358-3847/3838

**North Side**  
33 West Grand Avenue, Chicago, Illinois 60621  
(312) 870-4922

HOLSTEN HUMAN CAPITAL  
**North Side**  
545 West Division Street, Chicago, Illinois 60613  
(312) 475-9144

1333 North Kingsbury Street #305, Chicago, Illinois 60642  
(312) 337-5339

1026 West Montrose Avenue, Chicago, Illinois 60613  
(773) 857-2897

METROPOLITAN FAMILY SERVICES  
**South Side**  
235 East 103rd Street, Chicago, Illinois 60628  
(773) 371-3600

3062 East 91st Street, Chicago, Illinois 60617  
(773) 221-4573

**North Side**  
1414 North Talman Avenue, Chicago, Illinois 60622  
(773) 360-1540

3239 North Central Avenue, Chicago, Illinois 60634  
(773) 371-3700

NEAR WEST SIDE COMMUNITY  
**North Side**  
123 North Hoyne Avenue, Chicago, Illinois 60612  
(312) 633-9217

216 South Hoyne Avenue, Chicago, Illinois 60612  
(312) 738-2279

STATEWAY COMMUNITY PARTNERS  
**South Side**  
3619 South State Street Suite #300, Chicago, Illinois 60609  
(312) 794-5047
Here is a brief summary of the eviction process: Call a lawyer immediately. Even if you cannot afford an attorney, you may be able to get free legal representation from the Legal Assistance Foundation. Call 312/341-1070 to find out.

**CHA Eviction Process**

- CHA gives you a written termination notice explaining why CHA wants to terminate your tenancy.
- The notice will state when your tenancy ends.
- Unless you are facing eviction for certain crimes, you can ask for a grievance hearing. (The grievance hearing is not a trial, and it takes place at your property manager's office, not in court.) If you are entitled to a grievance hearing, request one before the date on which your tenancy ends.
- You can also try to "cure" the reason you are facing eviction -- for example, by paying the rent you owe -- but you must do this before the date on which your tenancy ends.
- After the date on which your tenancy ends, CHA may go to court and file an eviction action against you.
- A Sheriff will then serve you with court papers. One paper -- called "the summons" -- will tell you where and when to appear in court.
- Get to court at least 15 minutes early.
- Outside the courtroom, you will see a large sheet of paper that lists all the cases that will be heard that day. Find your case. Next to your case will be a number. Go into the courtroom and check in with the clerk by giving her your "line number." Tell the clerk you are "the defendant." Then wait for your case to be called.
- Before your case is called, CHA's attorney may want to speak to you. He may try to convince you to agree to move out of your apartment by a certain date. DON'T AGREE UNLESS YOU REALLY WANT TO MOVE AND GIVE UP YOUR RIGHT TO PAY A REDUCED RENT. You have the right to a trial, and to ask the court for time to get an attorney. (Remember, if you cannot afford an attorney, call the Legal Assistance Foundation at 312/341-1070.)
- When your case is called, walk up to the judge and introduce yourself. If you want a lawyer, ask the judge for a one-week continuance so you can get an attorney. (Remember that you can call the Legal Assistance Foundation at 312/347-1070 to see if you can get free legal services.)
• If you do not ask for a continuance, the judge will hold a trial by asking CHA’s attorney some questions and giving you a chance to briefly explain your side of the story.
• The judge will then make a decision. If he rules in favor of CHA, he will sign what is called an "order for possession" and give you some time to move (probably 7-21 days). If you owe rent, the order might state the amount you owe.
• If you do not move out of your apartment by the time the judge told you to move, CHA will pay the Sheriff to evict you. The Sheriff evicts you by changing the locks on your apartment doors.
• It typically takes the Sheriff 2-3 weeks to make it out to your apartment to change the locks.

Remember, you stand a much better chance of preventing your eviction if you get an attorney. As soon as you learn that you're facing eviction, call the Legal Assistance Foundation at 312/347-1070.

• If you receive a ten day notice, you don’t have to move, only a judge can order you to move.

• Always have a lawyer with you.

• To receive the waiver fee for a jury trial, you must go to the seventh floor of the Daley Center

• Never talk to Management’s Lawyer without your lawyer being present.

• When at court never sign an order of possession or any documents without your lawyer present.

• Always read all documents and never give anyone your originals.

• If you lose your case remember you must file an appeal immediately within thirty days.
<table>
<thead>
<tr>
<th>DEVELOPMENT</th>
<th>ADDRESS</th>
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<tbody>
<tr>
<td>ABLA</td>
<td>1254 S. Loomis, 60608</td>
</tr>
<tr>
<td>Altgeld-Murray</td>
<td>1047 East 132nd Street, 60827</td>
</tr>
<tr>
<td>Cabrini-Green</td>
<td>530 West Locust, 60610</td>
</tr>
<tr>
<td>Dearborn Homes</td>
<td>2710 S. State Street, 60616</td>
</tr>
<tr>
<td>Henry Horner</td>
<td>123 North Hoyne, 60612</td>
</tr>
<tr>
<td>Lathrop Homes</td>
<td>2962 N. Clybourne, 60618</td>
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<tr>
<td>Lawndale Area</td>
<td>1325 S. Kedzie, 60623</td>
</tr>
<tr>
<td>North Central S.S.</td>
<td>3351 W. Palmer, 60647</td>
</tr>
<tr>
<td>North East S.S.</td>
<td>4429 N. Clifton, 60640</td>
</tr>
<tr>
<td>Senior Central</td>
<td>3030 West 21st Place, 60623</td>
</tr>
<tr>
<td>Senior North</td>
<td>1845 N. Larrabee, 60614</td>
</tr>
<tr>
<td>Senior South</td>
<td>6401 S. Yale, 60621</td>
</tr>
<tr>
<td>Trumbull/Lowden</td>
<td>2455 East 106th Street, 60617</td>
</tr>
<tr>
<td>Washington Park</td>
<td>3934 S. Prairie, 60653</td>
</tr>
<tr>
<td>Wentworth Gardens</td>
<td>3770 S. Wentworth, 60609</td>
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</tbody>
</table>

To contact the following former LAC Presidents: Mildred Dennis (Robert Taylor B), Mary Baldwin (Rockwell), Gloria Williams (Ickes), Natalie Saffold (LeClaire), Shahshak Levi (Robert Taylor A), Maner Wiley (Hillard), Claudice Ware (Wells) call the CAC at 312-913-7828.
<table>
<thead>
<tr>
<th>TELEPHONE NUMBER</th>
<th>FAX NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>(312) 786-3620/3454</td>
<td>(312) 455-1871(Fax)</td>
</tr>
<tr>
<td>(312) 786-3430/(312) 913-7647</td>
<td>(312) 913-7992 (Fax)</td>
</tr>
<tr>
<td>(312) 786-4070/3288</td>
<td>(312) 787-2296 (Fax)</td>
</tr>
<tr>
<td>(312) 786-6632/(312) 913-7284</td>
<td>(312) 949-0409 (Fax)</td>
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<tr>
<td>(312) 786-3146/3616</td>
<td>(312) 913-7866 (Fax)</td>
</tr>
<tr>
<td>(312) 786-3234/(312) 913-5822</td>
<td>(773) 296-0210 (Fax)</td>
</tr>
<tr>
<td>(312) 913-7736/7734</td>
<td>(773) 277-4629 (Fax)</td>
</tr>
<tr>
<td>(312) 913-7844</td>
<td>(312) 913-7271 (Fax)</td>
</tr>
<tr>
<td>(312) 786-3440/3272</td>
<td>(312) 786-3141 (Fax)</td>
</tr>
<tr>
<td>(312) 913-7394/(312) 786-4086</td>
<td>(773) 762-1389 (Fax)</td>
</tr>
<tr>
<td>(312) 913-5892/7432</td>
<td>(312) 337-1294 (Fax)</td>
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<tr>
<td>(312) 913-7920/(312) 786-3416</td>
<td>(773) 488-5024 (Fax)</td>
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<tr>
<td>(312) 786-3148</td>
<td>(312) 745-2153 (Fax)</td>
</tr>
<tr>
<td>(773) 913-7919</td>
<td>(773) 924-5360 (Fax)</td>
</tr>
<tr>
<td>(312) 913-7562/7564</td>
<td>(773) 373-3162 (Fax)</td>
</tr>
</tbody>
</table>

**LOCAL ADVISORY COUNCIL MEETINGS**

- **Abla** - 2nd Tuesday - LAC Office 5:00pm
- **Altgeld** - 4th Tuesday - LAC Office 1:00pm
- **Dearborn** - 4th Thursday - LAC Office 4:00pm
- **Cabrini** - 4th Monday - LAC Office 6:00pm
- **Horner** - 3rd Wednesday - LAC Office 5:30pm

*Washington Park* - 2nd Thursday - LAC Office 10:00am/2:00pm

*Trumbull* - 2nd Wednesday - 2436 East 106th Street 5:00pm

*Lowden* - 2nd Friday - 200 West 95th Street 6:00pm

*Wentworth* - 1st Tuesday - Park District 5:00pm

*Lawndale* - 3rd Wednesday - LAC Office 11:00am

*Lathrop* - 2nd Tuesday - LAC Office 10:00am

*Northeast SS* - 3rd Thursday - LAC Office 6:00pm

*Senior South* - 2nd Tuesday - LAC Office 1:30pm

*Senior North* - 3rd Thursday - 4645 Sheridan 1:00pm

*Senior Central* - 1st Tuesday - LAC Office 2:30

*North Central SS meeting TBD by new president. Contact the CAC.*

*Meeting times and dates are subject to change. Please contact that respective office.*
2012 FamilyWorks Service Provider Contact Information

Centers for New Horizons
(773) 538-2388
226 E. 43rd St.
Chicago, IL 60653
www.cnh.org

Ulrich’s Children Advantage Network
(773) 429-9315
10046 S. Western Ave.
Chicago, IL 60627
www.ucanchicago.org

Employment & Employer Services
(312) 929-1750
5058 S. Halsted St.
Chicago, IL 60639
www.eesforjobs.com

Heartland Human Care Services
(312) 660-1430
1325 W. Washburne Ave.
Chicago, IL 60628
www.heartlandalliance.org

Holsten Human Capital Development
(312) 337-5339
1333 N. Kingsbury, Ste. 200
Chicago, IL 60622
www.holstenchicago.com

Heartland Human Care Service (Roosevelt Square)
(312) 863-4040
1200 W. Roosevelt Rd.
Chicago, IL 60608
www.heartlandalliance.org

Near West Side Community Development Corp.
(312) 633-9217
125 N. Hoyne Ave., Ste. 144
Chicago, IL 60612
www.nearwestsidcdc.org

Metropolitan Family Services
(773) 371-3600
235 E. 103rd St.
Chicago, IL 60628
www.metrofamily.org

Stateway Community Partners
(312) 794-5047
3619 S. State St., Ste. 300
Chicago, IL 60609
www.stateway.org

Do you know who your FamilyWorks provider is? If not, call our CHA FamilyWorks Information Line at: (312) 935-2625