



CHA

CHICAGO HOUSING
AUTHORITY

BUILDING A STRONGER

Chicago

**Reshaping Housing for
a Thriving City!**

2024 IMPACT REPORT



From the Interim CEO:

We are proud to present the Chicago Housing Authority's 2024 Impact Report, showcasing our progress and unwavering commitment to building a stronger CHA—and a stronger Chicago. As the city's largest rental property owner, CHA plays a crucial role in expanding affordable housing, ensuring that residents of all income levels have a place to call home.

In 2024, we launched a redesigned website to enhance public access to critical information, opened hundreds of new affordable apartments, and introduced the CHA Customer Experience Team to better connect with residents. This report highlights these accomplishments and more.

Looking ahead to 2025—our 'Year of Renewal'—we are building on these achievements to strengthen oversight, expand resident engagement, and rebuild trust. We recognize that meaningful change takes time, but together, we are laying the foundation for a more transparent, equitable, and inclusive future.

Thank you for your continued partnership and support.

**With gratitude,
Angela Hurlock**

Interim Chief Executive Officer
Chicago Housing Authority



Development and Preservation Highlights
Pages 6-13



Housing Choice Vouchers
Pages 14 - 17



From the Interim Chairman:

This report comes at a pivotal and exciting time for CHA. As we navigate evolving housing needs, national policy shifts, and economic changes, we see not just challenges but an incredible opportunity to redefine our future and strengthen our impact.

In this report, you'll read about the steps we've taken so far and our ambitious vision for the future. While the road before us is long, we are energized by the progress we've made and the possibilities that lie ahead.

On behalf of CHA's Board of Commissioners, I want to express my gratitude to all the dedicated CHA staff whose hard work advances our mission every day. Most of all, I want to thank the CHA residents, advocates, and partners whose engagement and passion keep us accountable and drive meaningful change.

The heart of our work goes beyond reports—it's about lives transformed. It's about residents finding security, families putting down roots, and communities thriving as we invest in inclusive housing solutions. Thank you for your continued commitment and collaboration as we shape a stronger, more vibrant Chicago together.

Matthew Brewer

Interim Chairman

Chicago Housing Authority Board of Commissioners



Resident Services
Pages 18 - 27

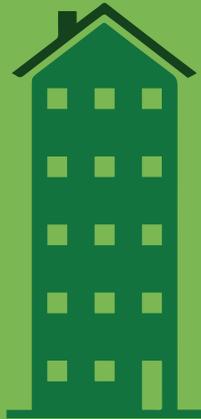


Year of Renewal and More
Pages 28 - 35

About The Chicago Housing Authority

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 operational efficiency.



LARGEST

OWNER OF RENTAL HOUSING IN CHICAGO

3RD

LARGEST

HOUSING AUTHORITY IN THE NATION



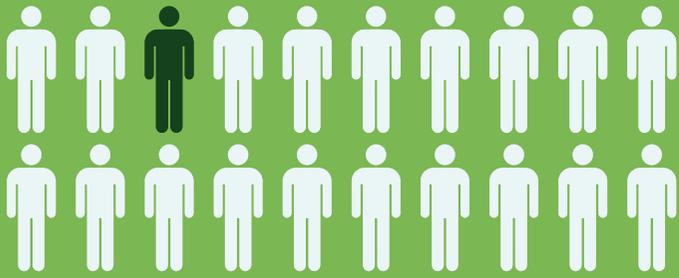
\$1.3 BILLION

OPERATING BUDGET

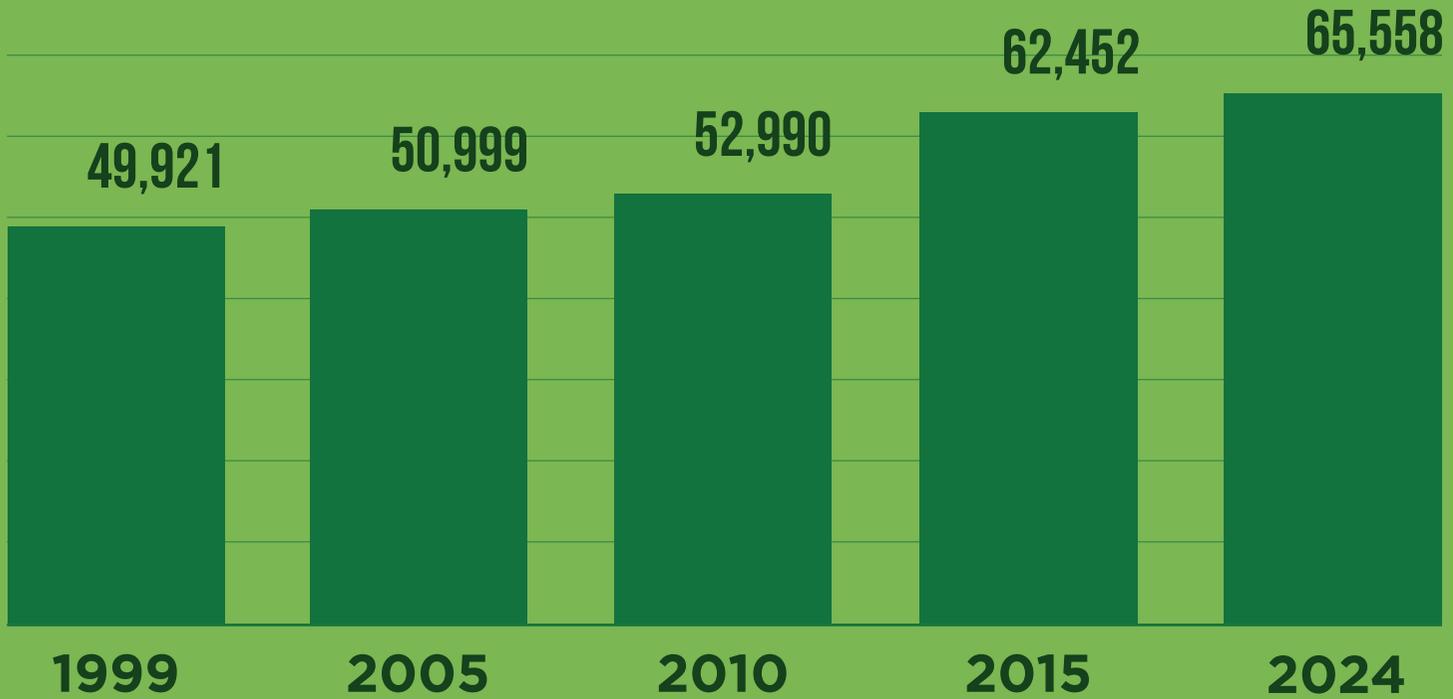
568

FULL TIME EMPLOYEES

2024



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.

Expanding Family & Senior Affordable Housing in Chicago



CHA remains dedicated to creating and preserving affordable housing opportunities that keep Chicago a city for all. In 2024, we defied the challenges of a high-interest rate environment to deliver **687 new apartments**, including **305 homes for CHA residents** at CHA legacy sites and at senior, family and supportive housing Project-Based Voucher sites across the city.

An additional **770 apartments are currently under construction** and expected to open in the coming years.

Through a combination of new construction, mixed-income housing, and project-based voucher units, we are helping more families, seniors, and individuals find stable, quality homes.

CHA's commitment to affordable housing extends beyond new development—it's about building thriving, inclusive communities that serve Chicagoans for generations to come.

Housing Delivered in 2024

9

NO. OF
DEVELOPMENTS

687

TOTAL
APARTMENTS

305

CHA
APARTMENTS

\$244 MILLION
TOTAL INVESTMENT

New Housing Delivered

2024 Development Highlights



Oakwood Shores 3-1



| | |
|------------------------------|------------------------|
| Community Area: | Oakwood |
| Total Apartments: | 51 |
| CHA Apartments: | 19 |
| Other Affordable: | 15 |
| Development Partners: | The Community Builders |
| Total Investment: | \$27 million |



Ogden Commons A1



| | |
|------------------------------|-----------------|
| Community Area: | North Lawndale |
| Total Apartments: | 92 |
| CHA Apartments: | 37 |
| Other Affordable: | 46 |
| Development Partners: | Habitat Company |
| Total Investment: | \$36 million |



The Chicago Lighthouse at The Foglia Residences



| | |
|------------------------------|---|
| Community Area: | Near West Side |
| Total Apartments: | 76 |
| CHA Apartments: | 19 |
| Other Affordable: | 57 |
| Development Partners: | The Chicago Lighthouse and Brinshore Development |
| Total Investment: | \$36 million |



Pedro Albizu Campos Apartments



| | |
|------------------------------|--------------|
| Community Area: | West Town |
| Total Apartments: | 63 |
| CHA Apartments: | 31 |
| Other Affordable: | 32 |
| Development Partners: | HHDC |
| Total Investment: | \$43 million |

More Affordable Housing Underway

2024 Development Highlights



Grace Manor



| | |
|------------------------------|---|
| Community Area: | North Lawndale |
| Total Apartments: | 65 |
| CHA Apartments: | 19 |
| Other Affordable: | 46 |
| Development Partners: | East Lake Management Corporation and Grace at Jerusalem CDC |
| Total Investment: | \$36 million |



Westhaven Park IID



| | |
|------------------------------|---|
| Community Area: | Near West Side |
| Total Apartments: | 96 |
| CHA Apartments: | 38 |
| Other Affordable: | 25 |
| Development Partners: | Brinshore Development and The Michaels Organization |
| Total Investment: | \$50 million |



Parkside 5



| | |
|------------------------------|-----------------|
| Community Area: | Near North Side |
| Total Apartments: | 99 |
| CHA Apartments: | 30 |
| Other Affordable: | 28 |
| Development Partners: | Holsten |
| Total Investment: | \$66 million |



Roosevelt NPHM Apts



| | |
|------------------------------|-----------------|
| Community Area: | Near West Side |
| Total Apartments: | 15 |
| CHA Apartments: | 5 |
| Other Affordable: | 10 |
| Development Partners: | Related Midwest |
| Total Investment: | \$15 million |

DEVELOPMENT SPOTLIGHT

A Double Milestone for Ogden Commons i



In September 2024, CHA joined Mayor Brandon Johnson, Alderman Jason Ervin, and our development partners to celebrate a major milestone in the revitalization of North Lawndale: the Grand Opening of Ogden Commons Phase A1 and the Groundbreaking for Ogden Commons Phase A2.

This moment marked a significant step forward in transforming the former Lawndale Complex/Ogden Courts site into a vibrant, mixed-use community. Ogden Commons Phase A1 now offers 92 modern apartments—including 37 CHA-subsidized apartments, along with another 46 affordable and 9 market-rate homes. It joins a 55,000-square-foot commercial building that was completed earlier.



That same day, we broke ground on Ogden Commons Phase A2, a four-story, 75-apartment building that will provide 30 additional CHA apartments, as well as another 27 affordable and 18 market-rate homes—furthering our commitment to expanding high-quality housing options in the 28th Ward.

This development, led by Ogden Commons JV LLC, represents more than just housing—it's about ensuring that North Lawndale remains a thriving community for all who call it home.

Housing Under Construction in 2024

9

NO. OF
DEVELOPMENTS

770

TOTAL
APARTMENTS

325

CHA
APARTMENTS

\$517 MILLION
TOTAL INVESTMENT

1327 - 43 W. Washburne





Preserving
Existing
Homes



Preservation

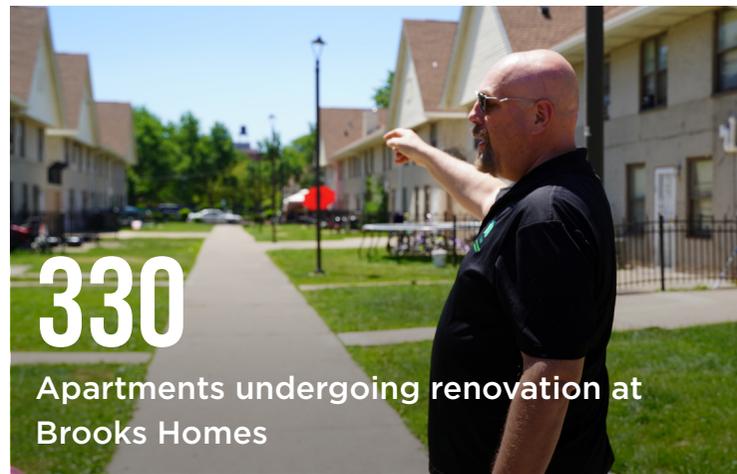
Preserving and modernizing public housing are essential to ensure that Chicago remains an affordable and inclusive city for all. These efforts are revitalizing communities, increasing housing availability, and ensuring that CHA residents have access to high-quality, sustainable homes for generations to come.

Ribbon Cutting at Albany Terrace



1050

Senior apartments renovated at Irene McCoy Gaines, Albany Terrace, and Edith Spurlock Sampson.



330

Apartments undergoing renovation at Brooks Homes



80

Family apartments added at the Sheffield Residences as part of the Edith Spurlock Sampson project



17

Buildings at Dearborn Homes with solar panels as part of the new Dearborn Microgrid



37

Formerly vacant apartments and homes renovated as part of Restore Home (as of 12/31/24)





Housing Choice Vouchers



HCV

The Housing Choice Voucher (HCV) program is CHA's largest, empowering families, seniors, and individuals with disabilities to secure stable, quality housing in the communities of their choice. By providing subsidized rent, the program opens doors to a wide range of housing options, from apartments and townhouses to single-family homes, all within the private market. Through this program, CHA fosters vibrant, diverse communities and creates lasting opportunities for individuals and families to thrive.



77
CHICAGO
NEIGHBORHOODS
WITH
HCV
RESIDENTS



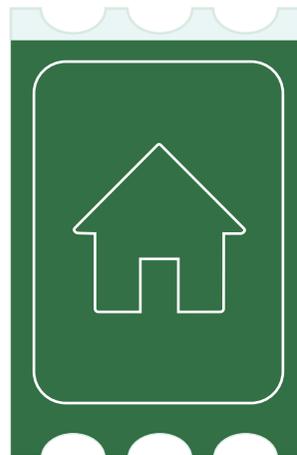
47,000 Families assisted through the HCV program



13,500 Property owners in the HCV program



\$650,000,000
Rent paid annually to private property owners



98.5%
OF
TENANT-BASED
VOUCHERS
IN
USE



A photograph of a community event. In the foreground, a young child with short dreadlocks, wearing a white t-shirt with a cartoon character, looks off to the side while holding a clear plastic water bottle. Behind them, a man in a white polo shirt and glasses, carrying a large tan messenger bag, is talking to a woman in a white t-shirt who is smiling. Other people are visible in the background, including a man in a green shirt and a woman in a red and white patterned top. The setting appears to be an indoor space with a stone wall and green display boards. A sign on the wall reads "Please use this photography & video area of the event".

Supporting Residents



Youth

CHA is committed to shaping the future of Chicago by ensuring the next generation has the support it needs to thrive. Through after-school activities and paid summer career experiences for teens, CHA's programs provide safe spaces for young people to explore their interests, develop skills, and build a strong foundation for the future.

Learn and Earn Boxing Classes



180

Residents received a \$2000 CHA scholarship



354 STUDENTS

Attended Community Colleges of Chicago at low or no cost through the Partners in Education program



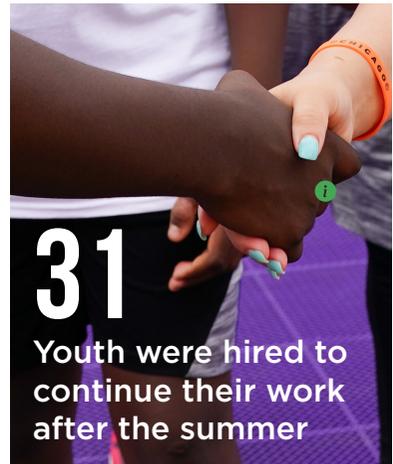
2,240

Youth connected to paid summer job opportunities



\$2.8 MILLION

Earned by youth through paid summer jobs



31

Youth were hired to continue their work after the summer



1,498

Youth engaged in Chicago Park District programming at low or no cost



80%

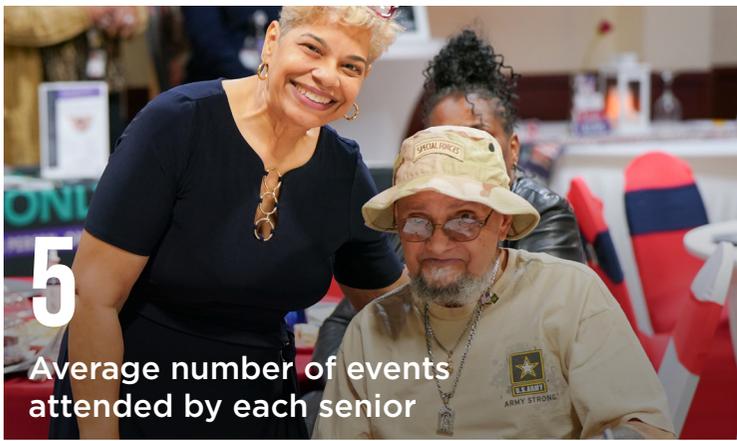
of youth report having gained new or improved skills after a paid job



Thriving Seniors

CHA supports its older residents in aging with dignity and independence by offering a variety of social events, health and wellness activities, and educational programs. In addition, CHA provides valuable assessments, referrals, and assistance with applying for benefits, ensuring seniors have the resources they need to live full and active lives.

2024 Senior Music Fest



5

Average number of events attended by each senior



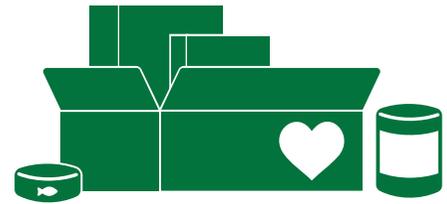
174,000

Golden Diner meals served across 19 senior buildings



1,500+

Seniors celebrated "A Funky Good Time" at CHA's 41st annual Senior Gala



1,274,502 LBS.

Of nonperishable groceries delivered to seniors monthly through the Commodity Supplemental Food Program



6,000+

Seniors received referrals through the Resident Service Coordination program



84%

of seniors report that they are happy with their health and quality of life



WORC

WORKFORCE OPPORTUNITY
RESOURCE CENTER



Economic Opportunities

CHA is dedicated to helping its residents unlock their full potential and achieve lasting economic independence. Through the Workforce Opportunity Resource Center, jobseekers and business owners gain access to essential tools and resources.



504 Residents connected to new or better jobs



72 Residents completed a training program



46 Residents graduated from CHA's Business Academy



SEVEN NEW RESIDENT OWNED BUSINESSES



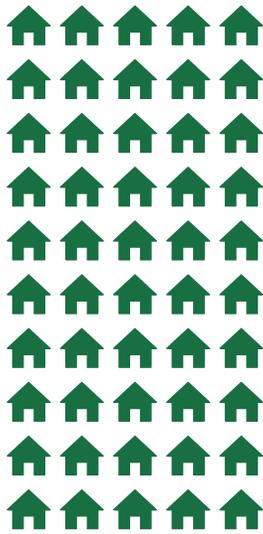
THREE BUSINESS ACADEMY GRADUATES OPENED BRICK AND MORTAR LOCATIONS



Wealth Building

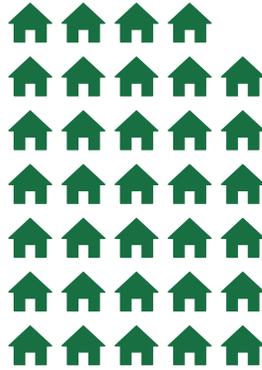
With HOME (Home Ownership Made Easy), CHA makes homeownership accessible for residents through two supportive programs: Down Payment Assistance (DPA) and Choose to Own (CTO). DPA helps first-time homebuyers with grants of up to \$20,000 for down payments and closing costs, while CTO allows participants to use their housing subsidy to help cover a portion of their monthly mortgage payments, making homeownership more achievable.

Homeownership Symposium



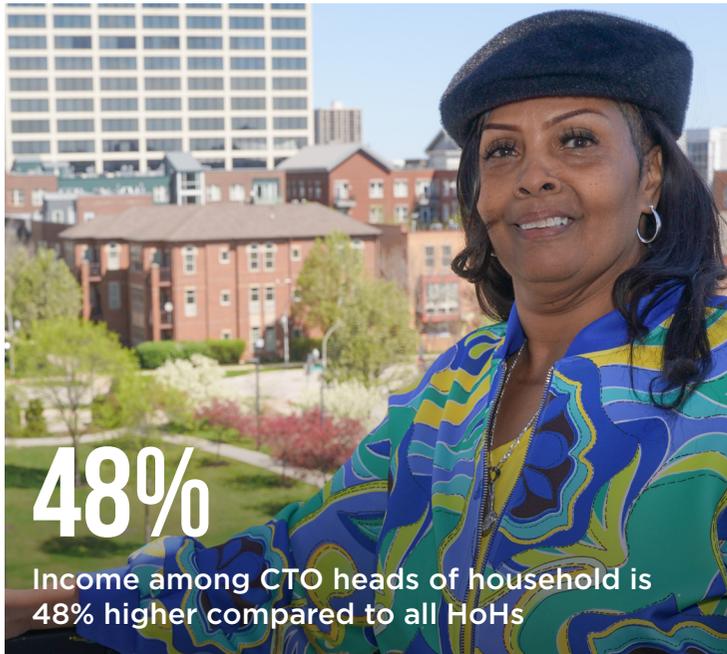
50

Homes purchased through CTO



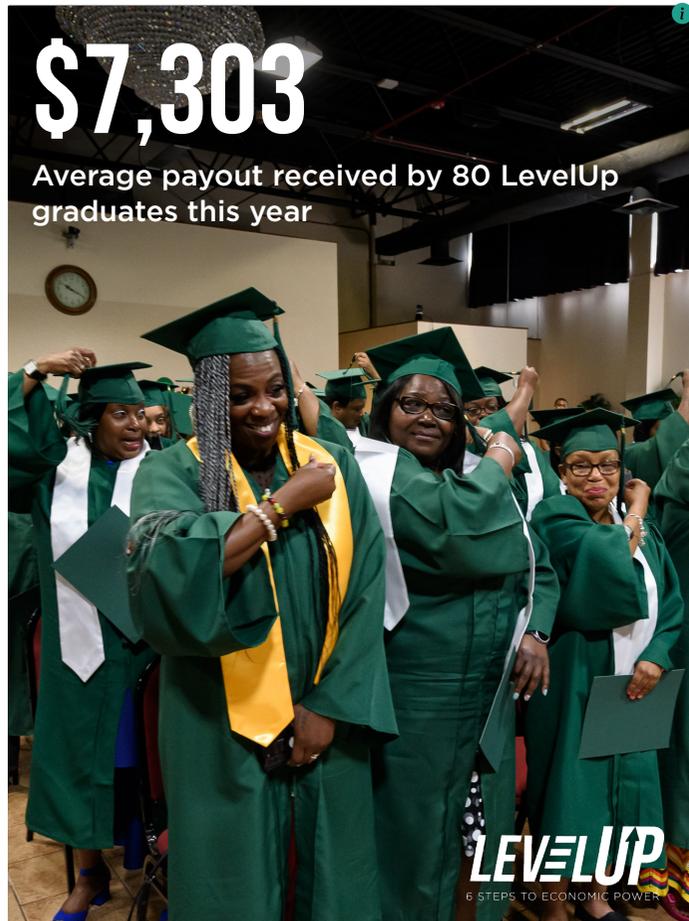
34

Homes purchased through DPA



48%

Income among CTO heads of household is 48% higher compared to all HoHs



\$7,303

Average payout received by 80 LevelUp graduates this year

LEVELUP
6 STEPS TO ECONOMIC POWER

The LevelUp program guides motivated families toward self-sufficiency, empowering them to build wealth and accomplish their financial goals.

2024 GRADUATE PLANS FOR PAYOUTS

| | |
|--------------------------|-----|
| Pay off debt | 36% |
| Go to school | 27% |
| Down payment for a house | 61% |
| Car purchase | 20% |
| Build savings | 39% |



WHAT OTHER STREET IMPROVEMENTS ARE NEEDED??

NORTH AVE

CTA STOP
MANN
SWE

SERVING PARK

Looking To Tomorrow



YEAR OF RENEWAL

What's Next?



“
**PROGRESS
MOVES AT
THE SPEED
OF TRUST**
”

In February 2025, Chicago Mayor Brandon Johnson and CHA leadership announced the agency’s “Year of Renewal”—a time for rebuilding trust through openness, collaboration, and long-term strategic planning.

Reorganizing for Accountability



CHA is reorganizing its Property and Asset Management team to increase accountability. A new division, Healthy Homes, will proactively address environmental concerns within CHA's housing. CHA is also restructuring its property management relationships to increase local partnerships and provide better oversight of contractors.

Greater Collaboration with the City of Chicago



CHA is expanding its collaboration with the City of Chicago and will play a key role in the development of the Department of Housing's 5-year Housing Plan. These strategic partnerships will help tackle the city's housing challenges more effectively and equitably.

Enhancing Resident Engagement

To ensure that resident voices are heard, CHA is deploying a comprehensive survey to assess satisfaction levels and identify areas for improvement. This survey will help shape policies and programs and foster operational excellence.



Establishing a Strategic Vision

CHA is initiating a long-term strategic planning process to align the process with the arrival of the new CEO. This planning phase will be integral in defining CHA's future trajectory and ensuring its services are responsive to resident needs.

Inclusive CEO Search Committee

CHA is using a newly formed Search Committee to guide the selection of its next CEO, with representation from CHA resident leaders, government partners, and Board members. CHA's new CEO is expected to join the agency in mid-2025 signaling a fresh direction for the agency.

Resident Voices

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

“It was the hugest thing that could’ve happened to me. It helped me graduate that semester.”

CHA resident Davora Buchanan, on being given a Chromebook by CHA and Molina Healthcare before her last semester at Western Illinois University.

“One hundred percent - you should do it. You will thank yourself later.”

Loyola University pre-med major Nazma Ali, on whether other residents should apply for the CHA/S2S Scholarship.



“And now I’m teaching my kids to be more responsible and independent, and to just do right. I don’t want them to be scared to step out there, because it’s not going to just come to you. A lot of people settle, and I’m not the settling type. You have to want it.” Marquitta Tyler, the 900th homeowner in CHA’s “Choose to Own” Homeownership Program.



“I built a lot of relationships just by going to those workshops. By year two, I had built a relationship with the staff and had learned so much on how to deal with tenants and inspections and once I developed those relationships it made it less scary.” Karen Forte, owner of Forte Property Management, on how the CHA’s Owner Symposium helped her start her business.



“When my laptop broke, I didn’t have the finances to get me another one. I was writing my paper on an iPhone 13. But I’d heard about this Molina Cares program when I did an internship at CHA. It was a blessing.” Kaliah Eison, who was able to obtain her master’s degree when she was delivered a new Chromebook by CHA through the Molina Cares program.

“I have had a connection to CHA pretty much my entire lifetime. I recently learned my grandparents met at Cabrini. I don’t know why there were on the North Side. We’re not from the North Side. But I am forever grateful to CHA and Cabrini. They have been an important part of my journey to where I am today.” Jameelah McCregg, CHA Youth Program Specialist.



2024 Financial Summary

\$ in millions

Sources

| | |
|-------------------------------|----------------|
| Housing Choice Voucher | \$805 |
| Public Housing Subsidies | \$176 |
| Administrative Fees | \$81 |
| Tenant Rent | \$68 |
| Capital Fund Grants | \$33 |
| Bond Funds & Other Borrowings | \$26 |
| Other | \$63 |
| TOTAL SOURCES | \$1,252 |

Uses

| | |
|---|----------------|
| Housing Assistance Payments | \$691 |
| Public Housing Operations & Maintenance | \$180 |
| Administrative | \$202 |
| Capital Expenditures / New Construction Loans | \$67 |
| Debt Service | \$47 |
| Protective Services | \$34 |
| Resident Services | \$31 |
| TOTAL USES | \$1,252 |

Source: 2024 Unaudited Financial Report

Sources and Uses include capital expenditures and use of reserves for development

CHA Values in Action

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 2024, CHA continued to meet its goals around spending with Minority, Women and Disadvantaged Business Enterprises (MWD BE) and Section 3 Businesses.

\$167 MILLION

Direct spending with
MWD BE Businesses

\$99 MILLION

Direct spending with
Section 3 Businesses

51%

of total CHA direct spending in 2024
went to MWD BE Businesses

66%

of Labor Hours performed
by Section 3 Workers



**MAKING
A DIFFERENCE
Together**

9% of staff advanced to higher roles through promotions

2,000 professional learning workshops and training sessions delivered

92% increase in employee participation in retirement savings program

73% of employees actively engaged in CHA wellness offerings





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