

# 2012 Resident Survey

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**Prepared by We The People Media**

**8/4/2012**

## **Executive Summary**

### **Methodology**

The following survey of public housing residents was conducted both on-line and in print from May 7 through June 1. The Central Advisory Council of Chicago commissioned the survey from We The People Media, a not-for-profit organization which conducts research and operates an on-line news outlet for articles written by residents of low-income communities. Local Advisory Councils in Oakwood Shores, Cabrini-Green Row Houses, Dearborn Homes, Princeton Park, Altgeld Gardens, Lathrop Homes, Trumbull Park, Lowden Homes, Wentworth Gardens, ABLA Homes, West Haven Homes, Washington Park Homes, Scattered Sites and senior buildings throughout the South, West and North sides assisted with distribution and collection of the print version. The on-line marketing strategy included making multiple postings on the Facebook pages for current and former residents from Robert Taylor Homes (6,000 members), Cabrini-Green (1,800 members), Lathrop Homes (600 members), Ickes Homes (590 members) and Ida B Wells Homes (130 members). The marketing campaign received a major boost when Salim Muwakkil urged his listeners on the “Salim Muwakkil Show” on WVON AM to fill out the survey. The survey offered two prizes – a laptop computer and a cash award – to entrants; one resident of a family public housing development and one resident of a senior building were selected in a random drawing conducted on July 12 in We The People Media’s office.

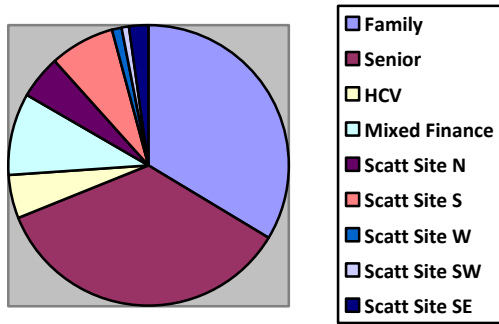
### **The Respondents**

Five hundred and forty-two (542) respondents completed the survey. The overwhelming majority of respondents were public housing residents or former residents from family, senior and scattered site public housing developments as well as mixed-finance developments on the North, South and West sides. A small number of Housing Choice Voucher holders participated in the survey as well. Maps are attached to this summary to show the distribution of respondents.

- The average age of the respondents was 56.8 years.
- 78.0% of respondents were women.

- At Least 79.6% of respondents **were** public housing residents.

The high response rate, geographic distribution, correlation between the demographics of the respondents and the general profile of CHA residents all indicate the survey is an authentic snapshot of the opinions and perspectives of the public housing resident population.



## The Plan for Transformation

A major section of the survey was dedicated to the Chicago Housing Authority's Plan for Transformation and its goals for the city. More than 12 years after the Plan for Transformation was initiated, public housing residents have a vague but positive impression of its effects. On the other hand, residents strongly support the creation of more subsidized housing and more home ownership in the city:

- A surprisingly low number – just 60.0% of respondents – indicated they had heard of CHA's Plan for Transformation.
- Respondents continue to believe the city will benefit from more subsidized housing and more homeownership – scoring more subsidized housing at 7.9 and more home ownership at 7.6 on a scale of 1 to 10 with 1 representing “terrible for the city” and 10 representing “great for the city.”
- Respondents are open-minded about the potential uses of public housing land. Overwhelming majorities indicated support for using the land to create more affordable housing (78%) or to train and employ residents (74.8%) and there was even a majority (60.2%) who agreed that public housing land should be used for commercial businesses. Minorities supported using the land for market-rate rentals (44.4%) and for-sale housing (43.7%).

## Services and Training

Respondents were asked a number of questions about services, training and employment. These data challenge prevailing stereotypes and show that residents are motivated to seek out services and proactively create their own opportunities.

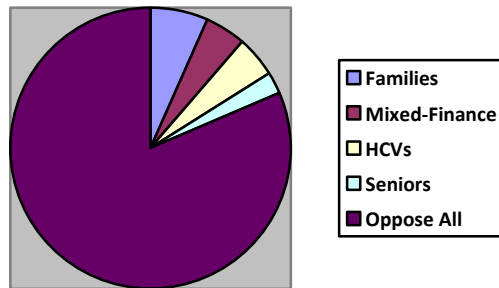
- A strong majority, 60.1%, of resident respondents indicated they wanted CHA services, with 44.8 % of those wanting services reporting that they need help with transportation and 34.4% requesting job search services. Residents also expressed interest in getting help with health care, educational programs, legal services, money management assistance and help starting a business.
- 53.2% of the respondents who identified themselves as women with children in their household indicated they had looked for work in the past year. The average age for these respondents was 41.98 years.
- Just 35.5% of resident respondents indicated they had received CHA services. Almost all of the respondents who received services participated in the Family Works program.
- Residents strongly support the idea of requiring CHA's contractors to hire residents or partner with resident-owned businesses – 77.1% of respondents agreed with this concept.
- Transportation is a major obstacle for respondents seeking employment. Most respondents indicated they were willing to travel reasonable distances to a job but a large majority, 58.9%, indicated they must work close to a bus line or other CTA facilities.

## CHA Policies

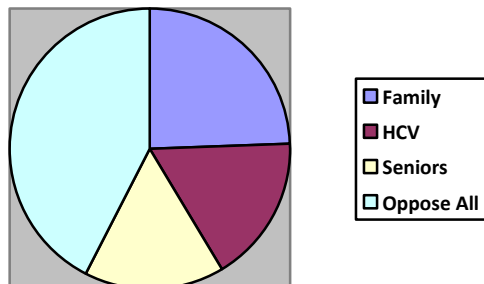
The Central Advisory Council asked We The People Media to gauge residents' reactions to a number of policies that are being used by the CHA as well as other public housing agencies around the country. In particular, the CAC chartered We The People Media to ask respondents about the potential expansion of drug testing and work/education rules – both of which are currently being used in CHA's mixed-income developments. In 2011, CHA staff announced plans to expand drug testing and work/education rule requirements beyond mixed-income areas, but the move provoked public protests from residents and

was ultimately rejected by the CHA Board. Resident leaders also wanted to measure reactions to an idea which has not yet been tried in Chicago – term limits, by which public housing residents would have to move out after a set number of years.

- Asked whether public housing residents should be “Required to work or go to school a certain number of hours per month,” respondents gave a mixed review. Close to a majority of respondents, 47.8%, support work/education rules for Family Public Housing residents and 35.2%, support work/education rules for HCV holders, but a large proportion of respondents, 43.9%, oppose work/education requirements for any CHA population.
- The prospect of term limits for any public housing type is extremely unpopular with the respondents. 86.4 % of respondents do not support term limits for any CHA population.



- Drug testing remains a contentious but mostly unpopular policy. Just over one-third of respondents, 33.7%, agree that residents of family public housing should be tested but a strong majority of respondents, 58.2%, do not support drug testing for any resident population.



## **Conclusion**

The results of this survey are being shared with key actors shaping the public housing world – residents, elected officials, business leaders, philanthropies and academic institutions as well as media outlets. Resident leaders will use the results to represent their constituencies and inform their conversations with officials at the Chicago Housing Authority, the U.S. Department of Housing and Urban Development and other relevant entities.

# Full Report

## Methodology

The survey was designed in April by We The People Media with committee members of the Central Advisory Council as well as the consultants team led by Lucas Greene Associates. The online version was launched on May 7, 2012. On-line marketing consisted of flyer distribution at public locations throughout the Near South Side as well as public libraries throughout the South and West sides, in the Altgeld Gardens, Trumbull Park, Lowden Homes, Washington Park and Wentworth Gardens developments as well as the Cabrini-Green Row Houses and selected senior buildings throughout the city. E-mail notices of the survey were distributed to We The People Media's electronic list weekly and were posted on [wethepeoplemedia.org](http://wethepeoplemedia.org). Messages were posted multiple times daily on We The People Media's Facebook and Twitter pages as well as on Facebook pages for Robert Taylor Homes (6,000 members), Tray Five Posse 5135 S. Federal Reunion (200 members), Cabrini-Green 'Our History' (1,800 members), Lathrop Homes Alumni (600 members), Ickes Homes (590 members), Ida B Wells Fam-Low End or No End (130 members), Ida B. Wells Project (40 members), Henry Horner Homes Reunion (500 members) and Westhaven/Henry Horner LAC (990 members). Individual site administrators for all of the Facebook pages endorsed the survey and urged their members to complete it.

Copies of the print edition were also released on May 7 and bulk distribution began that day. CAC President Myra King announced the survey's release at the May 9 Tenant Services meeting, where hundreds of copies were distributed by We The People Media staff to LAC presidents as well as individual attendees. Subsequently, bulk copies were also distributed to interested LAC groups and other resident organizations at Oakwood Shores, Cabrini-Green Row Houses, Dearborn Homes, Princeton Park, Altgeld Gardens, Lathrop Homes, Trumbull Park, Lowden Homes, Wentworth Gardens, ABLA Homes, West Haven Homes, Washington Park Homes and senior buildings throughout the South, West and North sides. Staff at the Central Advisory Council and the Local Advisory Councils distributed hundreds of copies as well and served as the collection point for the overwhelming majority of completed surveys. Approximately 100 copies

arrived by mail and 50 copies were delivered by hand to We The People Media's office in the Charles Hayes Center, 4859 S. Wabash Ave.

The marketing campaign received a major boost when Salim Muwakkil urged his listeners on the "Salim Muwakkil Show" on WVON AM to fill out the survey.

The survey closed on-line on Friday, June 1, and all print surveys were completed by that date and delivered to the CAC then or shortly thereafter. Copies that were mailed to We The People Media's office with a postmark of June 1 or earlier were also included in the final results.

We The People Media staff immediately began combing through the individual surveys and constructing data bases to record and analyze the results. The task required staff to construct four separate data bases to accommodate the on-line version of the survey as well as the three print versions which were distributed. The language in the questions was identical across the different surveys or differed only slightly, even if the order of questions was not the same. Copies of the individual survey types are included in this report and differences are recorded in the 'Notes' section.

A small number of surveys were discarded because they were incomplete; surveys were included if the overwhelming majority of questions were completed. A very small number of corrections were made to individual surveys only if an obvious contradiction could be resolved or if the survey respondents' intent was clear. Staff recorded all changes made in the 'Notes' section of this report.

## **Survey Prize Drawings**

An incentive was included in both the print and on-line surveys – respondents were promised that two prizes – a laptop computer and a cash award – would be awarded to two individuals selected at random. The incentive had several purposes: 1. Motivate a higher response rate. 2. Ensure that entrants would enter correct name and address information. 3. Prevent multiple entries. Once all surveys were deposited to We The People Media's office, a single identification number was assigned to each survey respondent and two were selected in a random drawing conducted on July 12 in We The People Media's office:

- Deborah Thigpen, 3807 S. Cottage Grove Ave.



- Mable L. Carter, 5670 W. Lake St. Apt # 420.

Both Ms. Thigpen and Ms. Carter accepted their prizes from President/Commissioner Myra King at the Tenant Services Meeting on August 8 at the Charles Hayes Center. We The People Media staff were on hand to take photographs of the awards presentation and posted an article about the event on [wethepeoplemedia.org](http://wethepeoplemedia.org).

## Survey Results

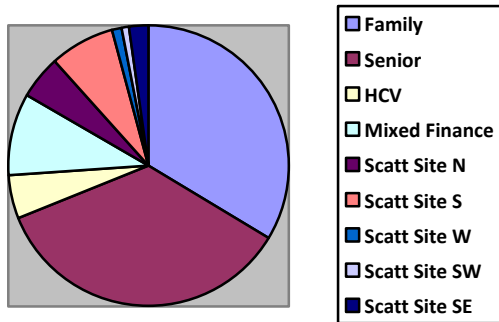
**Basic Demographic Information:** All survey respondents were asked for personal information and to indicate whether they were public housing residents or not. Respondents who indicated they were residents were asked to indicate in which type of public housing they lived. Additionally, voucher-holders were asked whether they had relocated from a CHA development and if so, whether they had relocated temporarily and planned to return to a mixed-finance development or had relocated permanently.

- The total number of completed surveys was 542.
- The average age of the respondents was 56.8 years.
- 78.0% of respondents were women.
- 12.0% of respondents were men.
- The average household of respondents had 1.5 children.
- At Least 79.6% of respondents **were** public housing residents.
- Less Than 20.4% of respondents **were not** public housing residents.

### **Where Resident Respondents Live: (See Also Maps Following the Survey)**

- 33.8% lived in Family public housing.
- 35.4% lived in Senior housing.
- 5.1% had Housing Choice Vouchers.
- 9.5% lived in Mixed-Finance developments.
- 5.1% lived in Scattered Sites North.
- 7.4% lived in Scattered Sites South.
- 1% lived in Scattered Sites West.
- >1% lived in Scattered Sites Southwest.

- 2.2% lived in Scattered Sites Southeast.



#### **Additional Information about Voucher Holders:**

- 40.8% of respondents indicated they had relocated permanently.
- 23.7% of respondents indicated they had relocated temporarily and planned to return to a CHA mixed-finance development.
- 35.5% of respondents indicated they had not relocated from CHA.

**Analysis:** The general demographics of the survey match the available population statistics for public housing communities; for example, CHA’s own figures show that a large majority of its heads of households are women as well. Please note the survey did not ask for information on race or ethnicity. The figures for the resident respondents reflect the geographic distribution of solid public housing units in the city. The proportion of residents of Senior housing as compared with residents of Family, Scattered Site and Mixed Finance units reflects the proportions within CHA’s stock of solid public housing units.

The survey attracted a very high number of respondents, the overwhelming majority of whom were public housing residents or former residents. A concerted and consistent on-line marketing campaign generated 79 completed surveys while the LAC-led efforts generated 463 completed print surveys. Regarding the on-line surveys, one-half were from non-residents but even among these, a majority came from former residents. With respect to the completed print surveys, almost all were from public housing residents, which should be expected since the LAC led the efforts to distribute them. Perhaps

because there does not exist an organization similar to an LAC among of HCV-holders, a small number participated in this survey.

**Conclusion:** The high response rate, geographic distribution of the surveys, correlation between the demographics of the survey respondents and the general profile of CHA residents all indicate the survey is an authentic snapshot of the opinions and perspectives of the public housing resident population. The high response rate also indicates that CAC as well as the individual LACs retain considerable capacity to reach out to residents and that resident leaders retain recognition and basic respect.

**Receiving CHA Services:** All survey respondents who indicated they were public housing residents were asked to answer the following question: “Have you received any kind of social service from the CHA or from an organization that has a contract with CHA to provide services?” Respondents could select “Yes” or “No.” Respondents who chose “Yes” were presented with a new menu and asked to choose from a variety of responses. Respondents were allowed to choose multiple options.

- 35.5% of resident respondents indicated they received CHA services.
- 65.5% of respondents have not received CHA services.
- 98% of respondents who received CHA services used Family Works.
- 45.4% of respondents reported using the Service Connector program.
- Just 11% of respondents reported using community colleges.
- 15.6% of respondents reported using a community organization.
- 28.6% reported using CHA's job placement services.
- Just 7.8% of respondents reported using youth services.
- 16.2% of respondents reported using senior services.
- 27.9% of respondents reported using other services.

**Analysis:** While a large majority of resident respondents indicated they have not used CHA services, nearly all of those who did report using services used the Family Works

program. The second most popular program was the Service Connector, the predecessor program to Family Works.

**Conclusions:** These results – coupled with the much smaller numbers for all other programs – suggest CHA has been effective in funneling residents into its comprehensive programs but less effective in meeting residents’ actual needs. Given the results of this series of questions as well as later questions about the need for services among a large majority of residents, leaders can advocate strongly for CHA to refine its offerings with programs that are better suited to residents’ needs.

**Workforce:** Respondents were asked to react to a number of statements designed to gain an understanding of any issues residents had entering or staying in the workforce. All respondents who self-identified as public housing residents and who said they had received CHA services were asked for their reaction to the statement, “All CHA social services are supposed to help their clients find jobs.” Respondents were asked to rate CHA’s social services on a scale of 1 to 10, with one representing “terrible at helping me find a job” five representing “no difference in my job search” and ten representing “great at helping me find a job. These respondents also could indicate that they were retired. All resident respondents, those who had not received services as well as those who had not, were asked, “Have you looked for a job in the last year?” and asked to indicate which methods they had used in their job search. Respondents also could indicate they were retired or students.

- Resident respondents who have received CHA services rated those services an average of 5.8 on how helpful they were finding the respondents jobs.
- A solid majority, 54.6%, of resident respondents who were neither students nor retired reported looking for work in the last year.
- A minority, 45.4%, of resident respondents who were neither students nor retired indicated they had not looked for work in the last year.
- Less than one-third of the total number of resident respondents, 32.3%, indicated they were retired.
- Less than 1% of respondents were students.

**For those who reported they had looked for work in the past year:**

- 76.9% of respondents used the Internet.
- 40.5% of respondents looking for work used newspapers.
- 55.9% of respondents used a CHA jobs program.
- 49% stopped in a business.
- 66.4% asked a friend, neighbor or family member for help.
- 46.2% used a community- or faith-based organization.
- Just 3% used another method in their job search.

**Women with Children:** A special effort was made to focus on two data points regarding women with children – average age and whether they were actively seeking employment. Sixty-two surveys were drawn out for women with children.

- The average age for these respondents was 41.98 years.
- 53.2% of these respondents indicated they had looked for work in the past year.
- 20.1% of these respondents indicated they had not looked for work in the past years.
- 11.3% of those who indicated they were women with children in the household indicated they were retired.
- Less than 2% of these respondents indicated they were already employed.
- 13.7% of those who identified themselves as women with children in their households did not respond to the question on whether they had looked for work in the past year.

**Analysis:** Any analysis of workforce issues will be complicated by the current economic scenario as well as the fact that the number of people who reported not searching for work almost certainly includes individuals with disabilities and those who are caring for persons with disabilities, numbers that were beyond the scope of this survey. Non-respondents may be working. Nevertheless, some obvious issues arise from the data: the rating for CHA social services' efficacy at help finding residents jobs is low considering the high priority placed on that objective. On the other hand, CHA social services staff can be encouraged that their services were more utilized than newspapers or community-

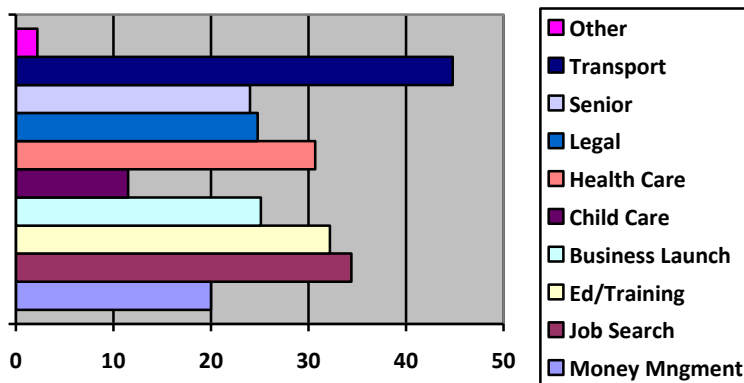
and faith-based organizations, and were only slightly behind personal contacts. Internet access was, by far, the most popular means of looking for employment.

**Conclusions:** The data indicates that CHA social services are relied upon by many residents, but that there is room to improve in key areas: residents' awareness of the programs, their perception of the programs and the capacity of the programs themselves. Resident leaders can urge CHA to take steps to improve their ratings by conducting their own research into the needs of residents – particularly to discover what is needed by those who are looking for work. CHA staff should rely on research that answers questions raised by this data to modify their programming accordingly. Resident leaders also can cite this data to insist on Internet access – whether in open computer labs or through subsidies of equipment and subscription rates – as a necessary pre-condition of any workforce development initiative. Additional data on CHA's role in workforce development can be found in the next section.

**CHA Services:** All survey respondents who indicated they were public housing residents were asked whether they wanted CHA services. For those who wanted services, they were asked what kind of services interested them. The first question in this series was “Would you like to receive any kind of social service from the CHA or from an organization that has a contract with CHA to provide services?” Respondents were asked to select “Yes” or “No.” Those who chose “Yes” were then asked to select from a menu of services and were allowed to make multiple choices.

- A strong majority, 60.1%, of resident respondents indicated they wanted CHA services.
- 39.9% of resident respondents indicated they DID NOT want CHA services.
- 20.0% of those wanting services reported wanting help managing money.
- The second-largest plurality, 34.4%, of those wanting services requested job search assistance.
- 32.2% wanted education or training programs.
- 25.1% wanted help starting a business.
- 11.5% wanted help with child care.

- 30.7% wanted help with health care.
- Nearly one-quarter, 24.8%, wanted legal services.
- Slightly less than one quarter, 24.0%, wanted senior services.
- The largest plurality, 44.8 %, of those wanting services reported needing transportation help.
- Just 2.2% reported wanting other services.



**Analysis:** CHA services remain in high demand, particularly job search and transportation services with health care and educational programs ranking close behind. Legal services, money management assistance and help starting a business were also requested by sizeable numbers of respondents. Surprisingly small numbers of respondents indicated they needed help with child care. A smaller number of respondents indicated they wanted senior services than reported living in senior housing, suggesting that the need for services among seniors may be lower than among residents in other public housing types.

**Conclusions:** Resident leaders can comfortably advocate for CHA to provide more services, better market their services, and prioritize those services which are most needed, particularly transportation and job search services.

**Transportation Issues:** Respondents who indicated they wanted transportation services were presented with an additional menu of statements to determine how much

transportation was an obstacle to finding employment. These respondents were asked to select every statement that applied to them and were allowed to choose multiple statements:

- More than one quarter, 26.1%, of those needing transportation services indicated they must work in their neighborhoods.
- A large majority, 58.9%, must work close to a bus line or other CTA facilities.
- Less than one of every five respondents, 19.6 %, reported that they are able to drive within the region to a job.
- A tiny minority, 8.4%, reported that they are able to drive anywhere for a job.
- A tiny minority, 9.3%, reported that it was essential for a job to be proximate to their child's school.
- A large minority, 43.0%, indicated a job must be proximate to public transportation.

**Analysis:** Transportation is indeed a major obstacle for respondents seeking employment. Most respondents indicated they were willing to travel reasonable distances to a job. But large percentages apparently do not have regular access to an automobile and depend on public transportation to reach employment.

**Conclusions:** Resident leaders should advocate for redevelopment activity and CHA job training programs to be coordinated with CTA and other public transit systems. Training programs could include transportation components to maximize their success. Given the results of these surveys, moreover, resident leaders can argue persuasively that jobs programs or redevelopment activities will not succeed unless they have transportation components.

**Non-Residents:** All respondents who did not self-identify as public housing residents were asked if they were former residents. Then, former residents were asked if they had left before 1999, when CHA's Plan for Transformation began, or after the Plan began, when they would have the right to return under an agreement with the CHA. Those who left after 1999 were asked about their interest in returning. Non-residents next were asked



if they receive another form of housing assistance and those who chose “Yes” were asked to select their housing type. Finally, non-residents were asked if they wanted to live in public housing as a means of lowering their rent burden, and if they selected “Yes,” to select types they preferred. In this last menu, they could choose multiple housing types:

- 41.0% of non-resident respondents indicated they were NOT former public housing residents.
- 59.0% of non-resident respondents indicated they *were* former residents of public housing.
- 39.1% of former residents indicated they left CHA before 1999.
- 60.9% of former residents indicated they left after 1999.
- 28.6% left with CHA's help and plan to return.
- 14.3% left with CHA's help but do not plan to return.
- 28.6% left on their own and will not return.
- 7.1% reported being forced to leave.
- 21.4% plan to return to family or senior housing.
- Just 8% of non-residents receive another form of housing subsidy.
- 52.3% of non-resident respondents said they wanted to live in CHA.
- 47.6% would like to have a Housing Choice Voucher.
- 27.8% would live in Family Housing.
- 13.9% would live in Senior Housing.
- 30.6% would live in a Mixed-Finance development.
- 41.7% wanted another form of subsidy.

**Analysis:** This sample is drawn exclusively from on-line respondents (see notes) and among these respondents, a large majority are former residents. A majority of the former residents left after the Plan for Transformation began. Of these, 42% are choosing not to exercise their right to return to CHA while exactly one-half, 50%, plan to return to senior housing, family housing or a mixed-finance community.

**Conclusions:** The bonds of community are strong among former residents. Even among former residents who do not have Housing Choice Vouchers or other subsidies, many of whom must have left CHA years ago, nearly a majority plan to return. Certainly much of the interest in returning to CHA can be attributed to the need for rental assistance but the fact that many former residents want to return – when the stereotypical description of public housing is of a place residents try to escape – is significant in and of itself.

**The Plan for Transformation:** All survey respondents were asked a number of questions on the Plan for Transformation and its goals for the city. The first question in this series was stated, “Had you heard of the Chicago Housing Authority’s Plan for Transformation before reading about it in this survey?” Respondents were asked to select either “Yes” or “No.”

The second question in the series asked, “Do you think the CHA is doing a better job today than it was before the Plan for Transformation began in 1999?” Respondents were asked to rate their response on a scale of 1 to 10, with one representing “worse today,” five representing “same as in 1999” and ten representing “much better than in 1999.” The next question asked, “Do you think the city would benefit from more subsidized rental housing?” Respondents were asked to rate their response on a scale of 1 to 10, with one representing “terrible for the city,” five representing “no change for the city” and ten representing “great for the city.”

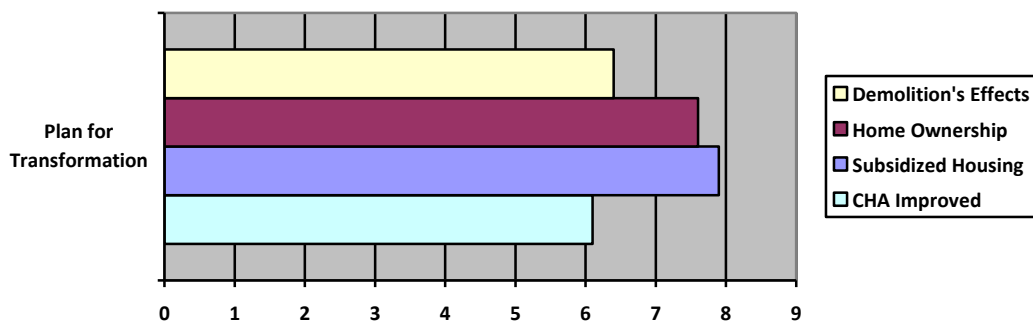
The next question asked, “Do you think that the city would benefit if the CHA provided more home-ownership opportunities?” Respondents were asked to rate their response on a scale of 1 to 10, with one representing “terrible for the city,” five representing “no change for the city” and ten representing “great for the city.”

The final question of this series asked, “Do you think that overall, the demolition of public housing developments in the city was good for your particular neighborhood?” Respondents were asked to rate their response on a scale of 1 to 10, with one representing “terrible for my neighborhood,” five representing “no change for my neighborhood” and ten representing “great for my neighborhood.”

Here are the results for the Plan for Transformation questions:

- 60.0% of Respondents have heard of CHA's Plan for Transformation.

- 40.0% of Respondents have NOT heard of the Plan for Transformation.
- Respondents gave an average rating of 6.1 on whether CHA’s performance had improved since the Plan began.
- Respondents gave an average rating of 7.9 on the benefits of more subsidized housing.
- Respondents gave an average rating of 7.6 on the benefits of more home ownership.
- Respondents gave an average rating of 6.4 on the effects of demolition.



**Analysis:** A surprising number of respondents did not recognize the Plan for Transformation, suggesting that the CHA needs to refresh its marketing efforts. Respondents gave very high ratings to the benefits of building more subsidized housing and providing more home ownership opportunities.

**Conclusions:** More than 12 years after the Plan for Transformation began, public housing residents have a vague impression of its effects.

**Benefits of Mixed Finance:** All survey respondents were asked a number of questions on mixed finance developments. The first question in this series was stated, “The CHA’s Plan for Transformation aims to create mixed-finance communities, meaning communities where people of varied incomes live together, such as low-income families, seniors and middle-income families. Do you think mixed-finance communities are a good thing, overall, for the city?”

Respondents were asked to rate their response on a scale of 1 to 10, with one representing “terrible for the city,” five representing “no change for the city” and 10 representing “great for the city.”

The next question in this series asked, “Do you think that mixed-finance communities would be a good thing for your neighborhood?” Respondents were asked to rate their response on a scale of 1 to 10, with one representing “terrible for my neighborhood,” five representing “no change for my neighborhood” and ten representing “great for my neighborhood.”

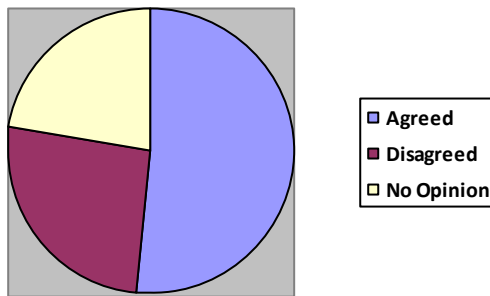
The third question in this series asked, “Do you think that living in a mixed-finance would be a good thing for you and your family?” Respondents were asked to rate their response on a scale of 1 to 10, with one representing “terrible for my family,” five representing “no change for my family” and ten representing “great for my family.”

Finally, respondents were asked to answer the following question: “The CHA believes that living in mixed-finance communities will help residents improve their economic status. Do you agree that living in a mixed-finance community will help residents improve their economic status?” Respondents were asked to choose from one of three options – “Yes,” “No” and “No Opinion.”

The responses to these questions are as follows:

- Respondents gave an average rating of 6.7 on mixed-finance developments' benefits for the city.
- Respondents gave an average rating of 7.2 on mixed-finance developments' benefits for their neighborhood.
- Respondents gave an average rating of 7.2 on mixed-finance developments' benefits for their families.
- 51.4% of respondents agreed that living in a mixed-finance development would benefit residents financially.
- Just 26% of respondents did not think living in a mixed-finance development would benefit residents financially.
- 22.5% of respondents had no opinion.

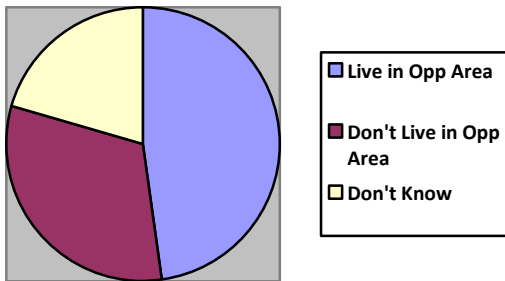
**Analysis:** The concept of mixed-finance developments got a mixed review from residents. The average answers to whether mixed-finance developments would benefit the city as a whole, the respondents' particular neighborhoods and the respondents' own families are consistent with each other and together average over 7, a relatively high number. This response also is corroborated by the final question, to which 73.9% indicated they agreed that living in a mixed-finance community will help residents financially or had no opinion. Just over a quarter of respondents disagreed that living in a mixed-finance community will help residents financially, suggesting significant opposition to mixed-finance developments.



**Conclusion:** Many are open-minded toward the mixed-finance concept but are wary of the 'mix' that will allow residents to remain in the mixed-finance community for an extended period – with confidence.

**Opportunity Areas:** All respondents were presented with the following statement: "The CHA hopes that former residents of the high-rises will move into 'Opportunity Areas,' where there are more jobs, better schools and more services available. Do you consider the neighborhood where you live now an 'Opportunity Area?'" The respondents were asked to choose only one of three options: "Yes," "No" or "No opinion/Don't know":

- A large plurality, 47.9%, indicated they live in an 'Opportunity Area.'
- Less than one-third, 31.7%, said they Did Not live in an 'Opportunity Area.'
- Just 20.5% had No Opinion.



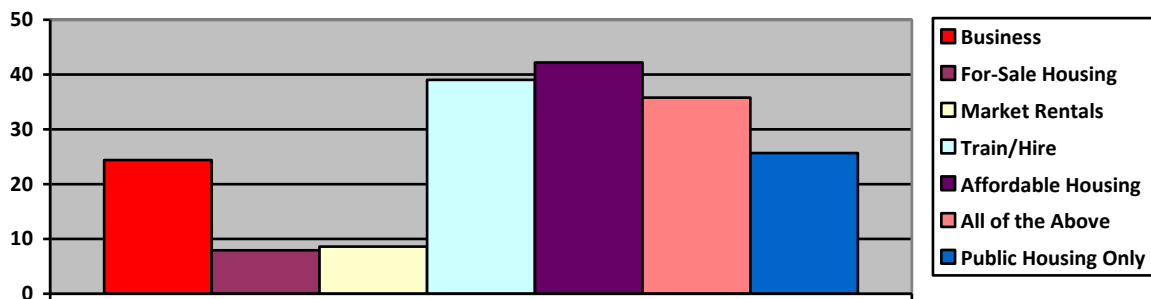
**Analysis:** By combining the figure for those who believe they Do live in an ‘Opportunity Area’ with those who had No Opinion, it seems a super-majority of respondents (68.4%) do not feel that their neighborhood prevents them from accessing jobs, good schools and services while less than one-third felt they could not access those items from their current neighborhoods.

**Conclusion:** Considering that other data in this survey show that the overwhelming majority of respondents live in traditional public housing developments and that residents want jobs, educational programs and services, it is logical to conclude that large proportions of public housing residents feel they can access all of those items from their current neighborhoods. Resident leaders, therefore, can confidently underscore the assets that do exist in their immediate areas and simultaneously advocate for improved access to other parts of the city or suburbs which offer particular ‘opportunities.’

**Use of Public Housing Land:** Survey respondents were asked to answer the following question: “Under the Plan for Transformation, CHA leases land it owns to private developers who use it to build housing for sale and to private businesses. Which of the following do you think is a good use of CHA’s land?” Respondents were asked to choose from a variety of responses and were allowed to choose multiple options.

- Less than one-quarter, 24.4%, agree that public housing land should be used for commercial businesses.

- A small minority, 7.9%, agreed that public housing land should be used for for-sale housing.
- A small minority, 8.6%, agreed that public housing land should be used for market-rate apartments.
- A plurality, 39.0%, agreed public housing land should be used to train and employ residents.
- A strong plurality, 42.2%, agreed land should be for affordable housing.
- More than one-third, 35.8%, agreed with all of the above uses.
- More than one-quarter of respondents, 25.7%, agreed public housing land should be used for public housing only.



**Analysis:** Respondents are open-minded about the potential uses of public housing land. Strong pluralities indicated that public housing land should be used to create more affordable housing or to train and employ residents. The least popular proposed uses for the land were for the construction of market-rate rentals and for-sale housing, but even these small numbers, when combined with the large number who selected “all of the above” options, suggest strong constituencies of support.

**Conclusion:** Residents are open-minded about how public housing land, but they have a clear priority of using the land for the economic improvement of residents.

**Resident Stakeholders:** All respondents were asked, “Do you think current residents of the CHA are the primary stakeholders in the future of their developments?” Respondents could choose “Yes” or “No.”

- A plurality of 41.2% agreed that residents are the Primary Stakeholders in CHA’s future.
- Just 28.3 % of respondents indicated residents WERE NOT CHA's Primary Stakeholders.
- 30.5 % had no opinion on this issue.

**Analysis:** Respondents had a mixed response to whether or not residents were ‘Primary Stakeholders.’ While the largest single percentage of respondents agreed with the statement, more than a quarter did not and an even larger number had no opinion, for a combined majority of respondents who did not support the idea.

**Conclusion:** Other data from this survey indicate that respondents support policies that would allow residents to benefit from redevelopment activity as well as policies which restrict the use of CHA land to provide housing and services for residents. Therefore, it seems likely that the term “stakeholders” is drawing a negative response, rather than policies by which residents benefit from redevelopment activity.

**Hiring Residents/Resident-Owned Businesses:** All respondents were asked, “Do you think that businesses who get contracts from the CHA should be required to hire residents or partner with resident-owned businesses?” Respondents could choose “Yes” or “No.”

- 77.1% of respondents said CHA should be required to hire residents/ROBs.
- A tiny minority, 6.6%, did not agree CHA should be required to hire residents/ROBs.
- A small minority, 16.2%, had no opinion on this issue.

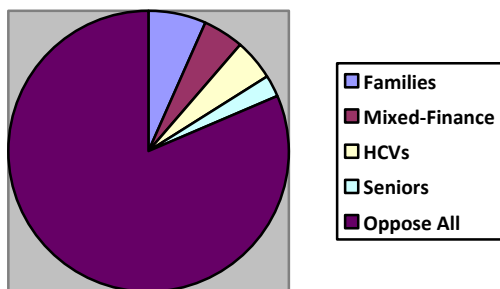


**Analysis:** Support for requiring CHA contractors to hire Residents and Resident-Owned Businesses is very strong. There is very little opposition to requiring CHA contractors to hire residents and Resident-Owned Businesses.

**Conclusion:** Residents strongly support policies requiring CHA contractors to hire residents and Resident-Owned Businesses.

**Term Limits:** Survey respondents were asked to respond to the following statement: “We want to hear your reaction to a policy that other public housing agencies around the country have put in place. In some places, housing authorities have installed term limits for residents of public housing, meaning that a family or an individual who lives in public housing or has a voucher would have to move out after a set number of years.” Respondents were asked to choose from a variety of responses and were allowed to choose multiple options.

- A tiny percentage supports term limits for Family Housing residents: 7.0%.
- 5.0% support term limits for Mixed-Finance residents.
- 5.0% support term limits for Housing Choice Voucher-holders.
- 2.8% support term for Senior Housing residents.
- 86.4 % of respondents do not support term limits for any CHA population.



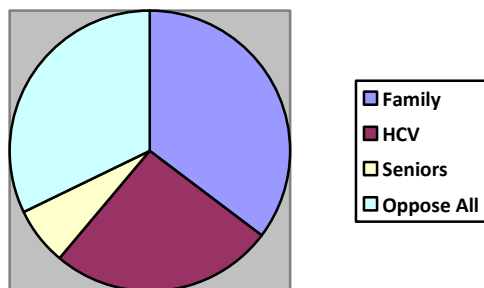
**Analysis:** The prospect of term limits for any public housing type is extremely unpopular with the respondents. Term limits for senior housing were the least popular idea, as one

would expect, given the perception of seniors as needing long-term housing assistance because they are retired and not expected to increase their incomes. The prospect of term limits for Family Public Housing, Mixed-Finance and Housing Choice Vouchers were only slightly more popular – none of these options scored above 7% approval.

**Conclusion:** Residents strongly oppose term limits and leaders who oppose term limits can expect sustained, long-term support from their constituents.

**Work/Education Requirements:** Respondents were asked to respond to the following statement: “Residents of many CHA mixed-finance communities and traditional public housing are required to work or go to school a certain number of hours per month.” Respondents were asked to choose from a variety of responses and were allowed to choose multiple options.

- Close to a majority of respondents, 47.8%, support work/education rules for Family Public Housing residents.
- More than one-third of respondents, 35.2%, support work/education rules for HCV holders.
- Just 9 % of respondents support work/education requirements for seniors.
- A large proportion of respondents, 43.9%, oppose work/education requirements for any CHA population.



**Analysis:** Respondents were mixed on whether they support work/education requirements. Large percentages of respondents support work/education rules for

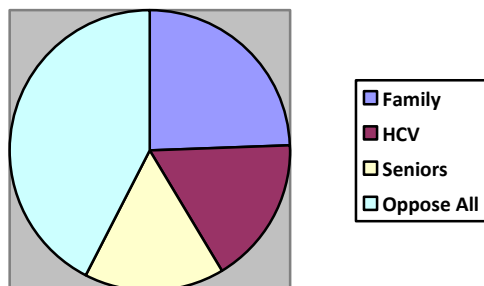
residents of Family developments and HCV-holders but a large proportion also oppose work/education rules for residents of any public housing type. Just a tiny percentage of respondents support work/education rules for senior housing residents, as one would expect.

**Conclusion:** Work or education rules do have some real base of support, especially for Family developments and for HCV-holders.

**Drug Testing:** Respondents were asked to respond to the following statement:

“Currently, many residents of CHA mixed-finance communities are required to pass regular drug tests as a condition of their tenancy. Do you think other subsidized housing residents should also be required to pass regular drug tests?” Respondents were asked to choose from a variety of responses and were allowed to choose multiple options. Please note that respondents were not asked their opinion on the existing drug-testing policy in mixed-finance developments.

- Just over one-third of respondents, 33.7%, agree that residents of Family public housing should be tested.
- A minority, 23.2%, agree that HCV holders should be drug-tested.
- A minority, 22.23%, agree that Senior residents should be tested.
- A strong majority of respondents, 58.2%, oppose drug testing for any resident population.



**Analysis:** Drug testing remains a contentious but mostly unpopular policy. While more than one-third of respondents agree with the prospect of drug-testing tenants of Family Housing, a strong majority oppose drug testing for any CHA population. A small percentage supports drug-testing for residents of Senior developments, as one would expect. One might have expected that drug-testing for HCV holders could have generated equal support to drug-testing in Family developments, given similar populations in each, but the policy scored a significantly smaller percentage, suggesting that respondents do not perceive drug abuse among HCV holders to be a significant problem. The prospect of expanding drug testing has historically been very unpopular, generating vociferous protests from tenants and ultimately getting rejected by the CHA Board in spring 2011 when it was proposed by CHA.

**Conclusion:** Residents oppose any expansion of the drug testing policy but a relatively large proportion of their population considers drug abuse to be a problem. Alternative policies that address drug abuse, such as counseling, are likely to find a strong base of support.

**Contacting Respondents:** Respondents were asked, “Do you want to receive e-mail updates from the CAC Resident Leadership, such as information about programs, opportunities and the upcoming elections?” Respondents could choose “Yes” or “No.” Please note that on-line respondents were not asked this question.

- 47.6% of respondents indicated they wanted communication from the CAC.
- 52.4% of respondents indicated they DID NOT Want Information from the CAC.

All Respondents were asked, “Do you want to receive text messages from the CAC Resident Leadership, such as information about programs, opportunities and the upcoming elections?” Respondents could choose “Yes” or “No.”

- 37.5% of respondents indicated they wanted text messages from CAC.
- 50.3% of respondents indicated they DID NOT want text messages from CAC.

**Analysis:** Majorities of respondents did not want communication, either in text or e-mail format, from the CAC, possibly suggesting that respondents are not interested in basic participation in resident government or that they have a negative impression of the LACs. Sizable numbers of respondents, however, DID WANT communication from the CAC and to truly gauge the popularity of the CAC, this response rate should be compared with response rates from other elected officials, such as aldermen or state legislators or even condominium boards. Best of all, this response rate should be considered a benchmark for future surveys. The slightly lower positive response rate to the question about text messages, in particular, may be due to the fact that some respondents may be charged for receiving text messages.

**Conclusion:** CAC members and staff should not necessarily be discouraged by the response rate to these questions but should do more surveying, anecdotally and formally, to determine the popularity of individual LACs as well as the CAC as a whole. Beginning with those respondents who indicated they did want contact, the CAC should conduct an outreach/public relations campaign using print-based materials, phone-based applications and a variety of web-based approaches, including social media services like Facebook and Twitter.

## Notes

- There were four versions of the survey, an online version and three print versions which differed only in the order of the questions and with slight other differences as indicated below.
- For data on non-residents, only the on-line respondents were used to ensure the integrity of the ratios.

## On-Line Version

- 70 surveys were counted as ‘complete’ by the software.
- 9 surveys were counted as ‘incomplete’ by the software but were included because they had filled out the overwhelming number of questions.
- 20 ‘incomplete’ surveys were eliminated because they had few answers or had duplicate names to completed surveys.
- This version did not offer Scattered SW as an option for public housing residence.
- This version offered ‘other’ as an option for job search methods, other survey versions did not.
- This version offered ‘other’ as an option for CHA services, other survey methods did not.
- A program glitch erased data for transportation issues.
- For questions that required a rating from 1-10, the lowest ranking was assigned 1, going up increments of 2 to the highest ranking of 10.

## Survey I

- A minority did not fill out the age section.
- A minority did not fill out gender.
- A minority did not fill out name.
- This version did not ask about senior or youth services.
- This version did not ask yes/no about looking for a job.
- This version did not offer ‘senior services’ as an option on the menu of CHA services.

- Question 19 has no “E.”
- Question 20 has no “D” or “E.”
- Question 21 is missing “D” and “E.”

## **Survey II**

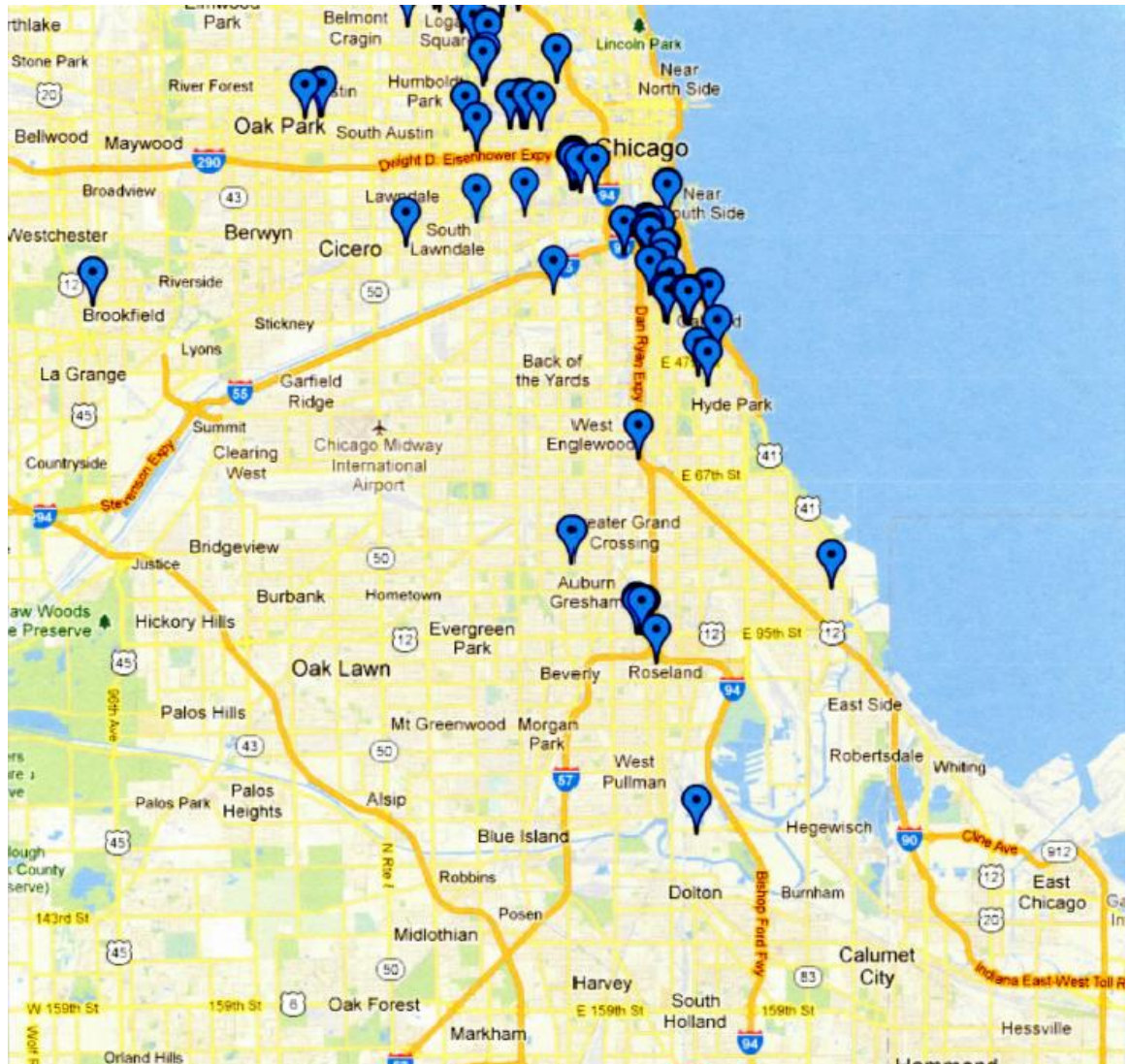
- For number 1, 12 persons said they were not residents but 2 then answered they lived in family public housing and ten then indicated that they lived in senior public housing. Their responses were changed to ‘yes’ when it came to being residents.
- Some people said they were retired but gave rating to CHA job services anyway. Their results were included.
- One person chose 1 and 5 for question 6, where only one option was allowed. Both selections were counted.
- One person didn’t say whether they wanted CHA or not, but checked b for senior housing, so they were counted as a ‘Yes’ for wanting CHA services.
- Survey II asked about the ‘Recalibration.’ Other surveys did not.

## **Survey III**

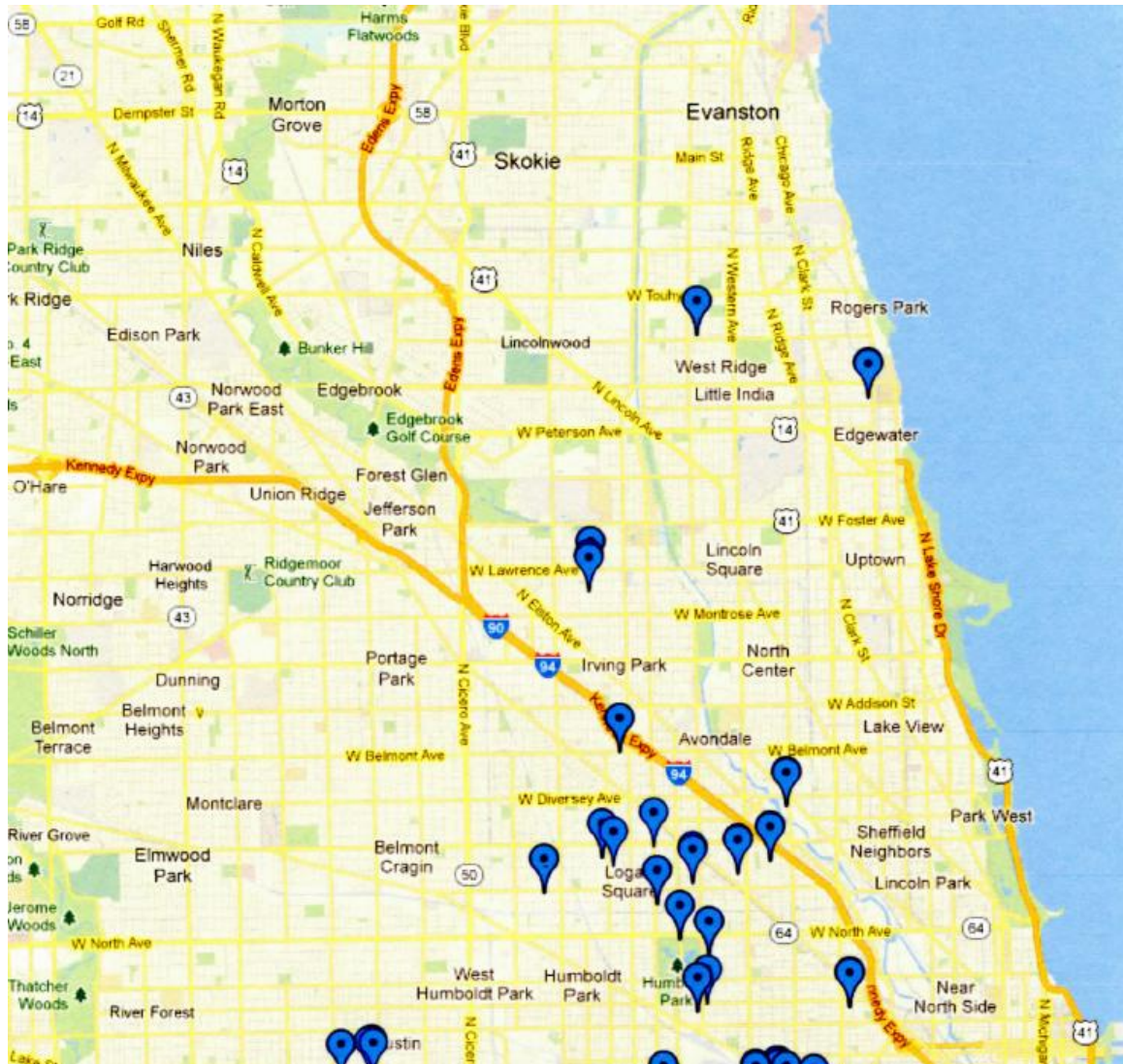
- The question on the use of public housing land didn’t offer the option of using the land for affordable housing.
- 2 tenants live in a public housing building but checked a mixed income community. This was changed.
- 2 respondents left “Gender” blank but this was changed to female based on the names given.
- 1 respondent chose services but left the yes/no question about wanting services blank. This was changed to “yes.”
- 4 respondents chose HUD Housing as their housing type but left the yes/no section about whether they lived in subsidized housing blank. This was changed to “yes.”

- 5 respondents, on the services question, made choices, but didn't select yes to wanting CHA services. Their answers were changed to "yes."
- 3 respondents left gender blank and it was changed to male based on the name given.
- 2 respondents selected options for wanting housing but did left the yes/no section about wanting housing blank. Their answers were changed to "yes."
- 1 respondent indicated that he was a Housing Choice Voucher-holder but left the yes/no question about whether they are a public housing resident or not blank. This was changed to "yes."
- This survey also did not ask the yes/no prerequisite for looking for work.



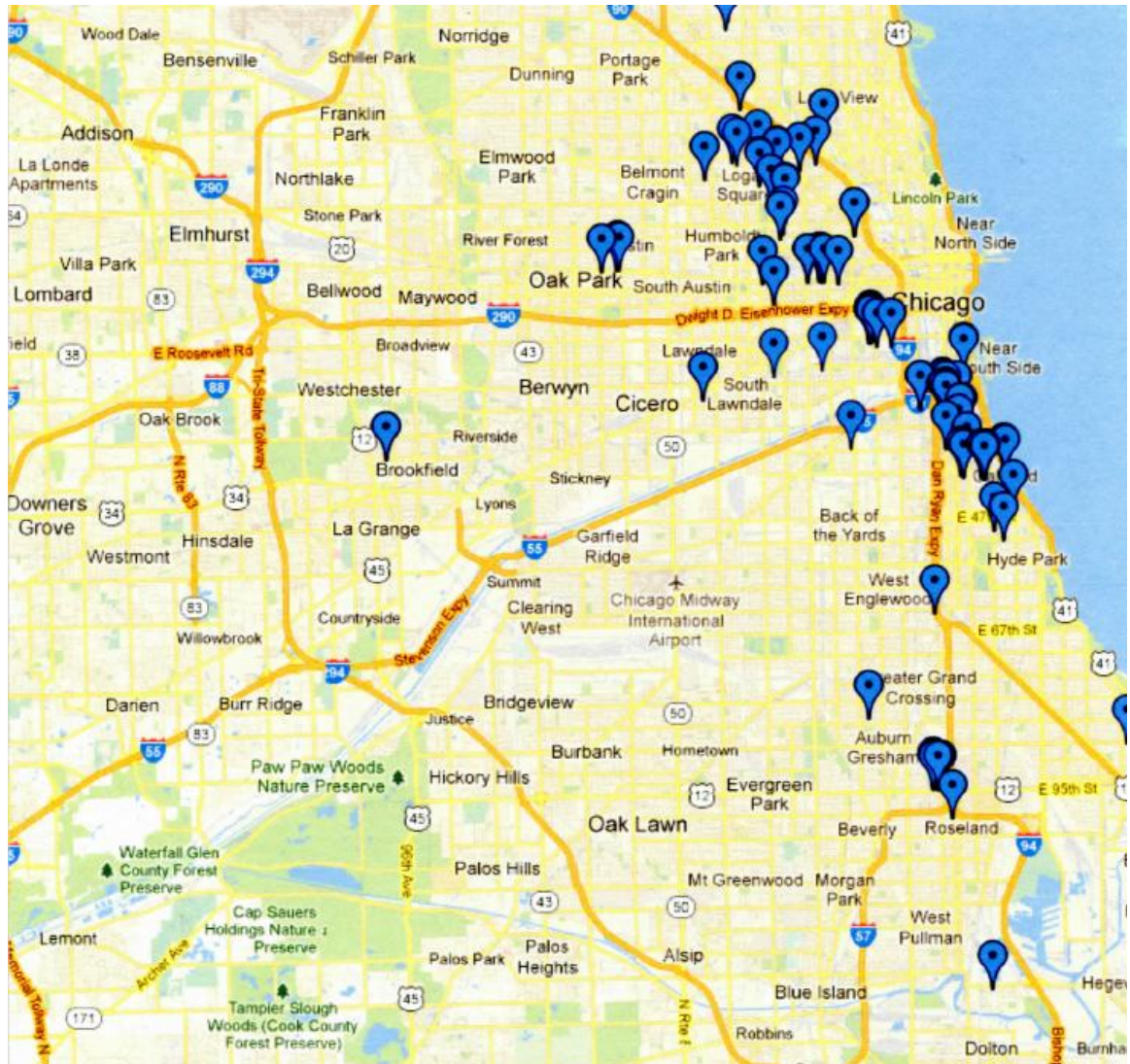


Survey Respondents' Locations – Far South



Survey Respondents' Locations – North/ Northwest





### Survey Respondents' Locations – South



Survey Respondents' Locations - West





Survey Respondents' Locations