

The Next Challenge for Public Housing: Serving Its Most Vulnerable Families

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The Chicago Family Case Management Demonstration, launched in March of 2007, is an innovative initiative designed to meet the challenges of serving the Chicago Housing Authority's (CHA) "hard to house" residents. While HOPE VI has changed the face of public housing, it has not been a solution for the most vulnerable families. The Chicago Family Case Management Demonstration provides the "hard to house" with intensive family case management, along with relocation, employment, financial literacy, mental health, and substance use supports. As the Demonstration draws to a close, the Urban Institute is conducting a comprehensive cost-effectiveness and impact evaluation to determine the effect of intensive services on resident outcomes.

The Demonstration involves four key partners engaged in finding solutions for vulnerable families: **Urban Institute**, **Heartland Human Care Services**, **Housing Choice Partners**, and the **Chicago Housing Authority**.

A new report, "**Inclusive Public Housing: Services for the Hard to House**" (<http://www.urban.org/url.cfm?ID=412035>), focuses on one of the major challenges to serving vulnerable families: identifying which clients require the full intensive services. We develop a typology that provides a template for delivering wraparound services to public and assisted housing settings, including vouchers and units integrated into mixed-income developments.

Earlier Reports on the Chicago Family Case Management Demonstration:

- "The Chicago Family Case Management Demonstration: Developing a New Model for Serving 'Hard to House' Public Housing Families" (2008). <http://www.urban.org/url.cfm?ID=411708>.
- "The Relation of the Perceived Environment to Fear, Physical Activity, and Health in Public Housing Developments: Evidence from Chicago." (2009). *Journal of Public Health Policy*. 30(S1): 286-308.