

FamilyWorks Model

Since 2008, CHA has provided a comprehensive case management model (“FamilyWorks”) for all CHA families in traditional family housing, scattered sites, mixed income and those temporarily relocated to the private market who have not yet satisfied their Right of Return based on CHA’s Relocation Rights Contract (“RRC”).

The FamilyWorks model is the cornerstone of CHA’s services. As such, it is essential for nearly all initiatives and deliverables under Goal 3 of CHA’s Strategic Plan: Plan Forward, which is to expand services to more residents, targeted to their needs, and at critical milestones in their lives. FamilyWorks goals align to impact four key areas:

- increase economic independence (e.g. transition services),
- Increase earning power (workforce development),
- academic achievement (youth services and academic services for adults); and
- increase housing stability and quality of life (clinical and wellness services, lease compliance, senior supportive services).

