

I. Introduction

In March of 2000, the Center for Urban Research and Learning (CURL) at Loyola University Chicago, entered into a partnership with the Chicago Housing Authority (CHA) in a collaborative project to identify a baseline of social service usage and consumer evaluation of services within or near public housing. This data can help CHA and its service providers plan for future service provision and also presents the findings from service use and satisfaction evaluations at Lathrop Homes and Henry Horner Homes.

CURL conducted this research under its Participatory Research Evaluation and Training (PERT) umbrella of projects, which funded the training aspects of the project with a grant from the Department of Education.¹ All other aspects of the project were funded by CHA. PERT projects involve community partners in the research while providing training to those partners on the research process. Consistent with this approach, CURL involved residents of public housing in the data collection and survey development. Members of the CURL research team met with local advisory councils (LAC) at Lathrop and Horner Homes to identify programs important to CHA residents. The LACs identified services and providers in the area. They also identified services that may be needed in or near the housing project.

The LAC Offices and CHA selected and hired Lathrop and Horner residents to be interviewers. CURL researchers trained the residents to administer the survey to their neighbors, which resulted in two key benefits for the project. Trained residents benefited by learning a new skill and being a part of the research process. In addition, the researchers assumed that CHA residents would be more likely to complete a survey administered by one of their neighbors than

¹ PERT projects are funded by a grant from the Fund for the Improvement of Secondary Education (FIPSE), a program of the Department of Education.

a survey administered by a stranger and obvious outsider to the community. As a result, the research benefited from higher response rates.

II. Methods

The basic approach of the research was to survey a random sample of residents at both developments. CURL took steps to ensure that survey samples were representative of the resident population. The sample for each of the housing developments was randomly selected from a list of resident names and addresses that was provided by CHA. Researchers began from a randomly selected point in the list of names and address and selected every fifth name, resulting in a list that was divided up and distributed to residents. As surveyers completed their lists, more names and addresses were randomly selected by choosing every third name from the remaining list. Steps were taken to protect the confidentiality of the survey respondents during the survey process.²

Lathrop homes had a significant number of Spanish speaking residents. To secure a sample that accurately represented the Spanish-speaking population at Lathrop, researchers and LAC members separated the names of residents with Spanish surnames from the population list. Then researchers selected every fifth name from the Spanish list and distributed them to bi-lingual surveyers. As with the main list, when more names were needed, every third name was selected from the remaining list and distributed to bi-lingual surveyers.

A. Survey Development

² The lists did not provide names to surveyers, nor did the surveys ask the name of the individual being surveyed. To protect the confidentiality of survey respondents, the data as presented in this report cannot be traced back any address or individual survey respondent.

The survey instruments developed for each site had similar formats, but asked a series of questions about specific programs available on-site or near each development. Researchers designed the survey as a one page (front and back at Lathrop) table on a 10 by 17 sheet of paper to allow surveyors to complete the survey as quickly as possible. The survey instruments used at each site are included in Figures A1 and B1 in Appendices A and B respectively.

Both surveys asked whether anyone in the household needed childcare and/or kids activities, educational services for kids and adults, employment services, and family support services. The Horner survey included medical or clinical services in the main section of the survey. The Lathrop LAC indicated that health services were lacking in the Lathrop area, so the Lathrop survey included an additional section that specifically addressed medical services for Lathrop residents. The main section of the Lathrop survey also asked about drug awareness programs that were available to residents. Respondents were asked about the provider from whom they received service. Members of the local advisory council identified service providers included in the survey.

In addition to the providers listed by the LAC at each location, respondents were also given the option of naming another service provider if the one they were using was not specifically mentioned in the survey. The Lathrop survey included an additional section of the survey to assess the need for specific health services on-site or in the area. Respondents were asked, "If the following services became available to your household on site, would you use them?" Surveyors then read off the following list of services: general health information or medical services, clinic, emergency services, pregnancy prevention, sex education, prenatal care, infant/pediatrician, cardiac services, OB/GYN, asthma, and other. For each service, respondents were also asked where they get those services now, why they like their current service provider

and why they dislike their current service provider. Surveyors were also given the opportunity to list any additional services, health related or otherwise, that residents wanted at the end of the survey.

Surveyors at Lathrop completed the surveys during November and the first two weeks of December, of 2000. Surveyors at Horner completed surveys during April and May of 2001. Researchers collected the completed surveys from surveyors. To ensure the quality and accuracy of the surveys, a member of the research team reviewed and "certified" all completed surveys. If the surveys were incorrectly completed or were unclear, the surveyor was sent back to the address to clear up the problem before a survey was certified. CURL researchers then entered data from the certified surveys into a database using SPSS, a statistical software package.

B. Measures and Analysis

The data is analyzed with a focus on those indicators that relate to the overall project goal of identifying a baseline of social service usage and consumer evaluation of services at or near the two developments. To determine a baseline level of use, the analysis focuses on number of survey respondents who needed and used a particular service, the types of services needed and used by respondents, and the providers that offer the services needed and used by respondents. The analysis of resident satisfaction of services focuses on length of service use, whether respondents would recommend the service to a friend, and the number of positive comments versus the number of critical comments about a particular service provider.

C. Sample Size and Reliability

Trained CHA residents completed 278 surveys at Lathrop, while a total of 317 surveys were completed by trained CHA residents at Horner. With total populations of 1,603 at Lathrop, and 1,897 at Horner, these sample sizes allow the findings presented here to be generalized to the population with a 90-95% level of accuracy.³ There is always some error possible when generalizing samples to populations; however, these samples are large enough to provide a good sense of the responses of the general population at both sites.

III. Findings

The findings are presented in several sections, including: use of services, how residents learned of available services, length of use, satisfaction with services used, health services at Lathrop, and other services. Each section analyzes data that relates to its associated indicators.

A. Use of Services

There is a wide range of services available to residents of Lathrop and Horner Homes. Tables 1 and 2 show the service providers and the types of services they provide, as identified by LAC members of Lathrop and Horner.

³ It should be noted that the total population figures were provided to CURL by CHA at the start of the research in March of 2000.

Table 1. Service Providers and Services They Offer to Lathrop residents.

Lathrop Service Provider	Type of Service Provided				
	Childcare and kids activities	Educational (youth and adult)	Employment	Family Support	Drug awareness
Mary Crane Center	X	X			
Christopher House	X	X		X	
The Boys and Girls Club	X				
Logan Square Neigh. Assn.			X		
Earnfare			X		
LEED Council			X		
New City YMCA			X		
DePaul Urban Systeams				X	
Church of Good News				X	X
LAC Office				X	
CADRE					X
Other providers	X	X	X	X	X

Table 2. Service providers and the services they offer to Horner residents.

Horner Service Provider	Type of Service Provided				
	Childcare and kids activities	Educational (youth and adult)	Employment	Family Support	Drug awareness
Major Adams	X	X	X	X	
Chicago Public Schools	X	X			
CHA Daycare Center	X			X	
Westside Futures	X		X		
Chicago Commons	X	X			
Malcom X			X	X	
Miles Square			X	X	X
Pilgrim's Rest				X	
St. Stevens				X	
Metropolitan Missionary				X	
LAC office				X	
CADRE					X
Prebyterian-St. Luke					X
Other service providers	X	X	X	X	X

The data shows that most of the people who needed services were receiving them. Table 3 shows the number of people who utilized each category of service, the number who needed those services and the percent of those who needed that were receiving a particular service. The service usage rates are fairly high at both sites. The use of drug awareness services at Lathrop is much lower than the usage rates of other services, however this rate and all others should be compared against service usage rates at other CHA sites.

Table 3. Rate of Use of Services Available to Residents at Lathrop and Horner.

	Number who needed	Number who used	Percentage who used of those who needed
Services at Lathrop Homes			
Childcare and kids activities	118	112	94.9
Educational services	56	49	87.5
Employment services	50	45	90.0
Family support services	127	125	98.4
Drug awareness programs	27	19	70.4
Services at Horner Homes			
Childcare and/or kids activities	191	190	99.5
Educational Services	164	164	100.0
Employment Services	133	118	88.7
Family Support Services	60	60	100.0
Medical Referrals/Clinical Services	212	212	100.0

Some service providers offered several different types of services. For example, Major Adams at Horner Homes offered childcare, employment, education, and family support services. There are often a variety of specific programs offered by a particular provider. For example, respondents who used Major Adams at Horner indicated using a variety of programs such as childcare and kids activities, educational programs, employment programs, and family support services. The specific kinds of services each provider offers are summarized in Tables 4 and 5. Tables A7 and B8 in the Appendices outline the use of programs at each provider in more detail. These tables demonstrate that many of the needs of community residents are being met by a group of service providers that offer a wide range of programs and services.

Table 4. Agencies that Offer Services to Lathrop Residents.

Service Provider	Type of Services Offered	No. of Respondents Who Used
Mary Crane Center	Childcare and/or kids activities	58
Christopher House	Childcare and/or kids activities	6
	Educational programs for kids and/or adults	6
	Family Support services	47
Boys & Girls Club	Educational Services for kids and/or adults	25
	Childcare and/or kids activities	67
Logan Square Neighborhood Association	Employment Services	6
Earnfare	Employment Services	11
LEED Council	Employment Services	15
New City YMCA	Employment Services	3
DePaul Urban Systems	Family Support Services	9
Church of Good News	Family support Services	63
	Drug Awareness Programs	4
LAC Office	Family Support Services	67
CADRE	Drug Awareness Programs	8

Table 5. Agencies that Offer Services to Horner Residents.

Service Provider	Type of Services Offered	# of Clients Who Used
Major Adams	Childcare and/or kids activities	122
	Educational Services for kids and/or adults	53
	Employment Services for kids and/or adults	80
	Family Support for kids and/or adults	16
Chicago Public Schools	Childcare and /or kids activities	83
	Educational Services for kids and/or adults	81
CHA Daycare Center	Childcare and/or kids activities	12
Westside Futures	Childcare and/or kids activities	9
	Employment Services for kids and/or adults	2
	Family Support for kids and/or adults	7
	Medical Referral/ Clinical Services	1
Chicago Commons	Childcare and/or kids activities	34
Malcolm X	Educational Services for kids and/or adults	38
	Employment Services for kids and/or adults	12
	Family Support for kids and/or adults	2
Miles Square	Employment Services for kids and/or adults	2
	Family Support for kids and/or adults	3
	Medical Referrals/ Clinical Services	179
Pilgrim's Rest	Family Support for kids and/or adults	7
St. Stevens	Family Support for kids and/or adults	8
Metropolitan Missionary	Family Support for kids and/or adults	4
LAC Office	Family Support for kids and/or adults	29
Presbyterian-St. Luke	Medical Referral/ Clinical Services	15
James Jordan	Childcare and/or kids activities	24
	Educational Services for kids and/or adults	17
	Employment Services for kids and/or adults	1
St. Malacay	Childcare and/or kids activities	2
	Educational Services for kids and/or adults	3
	Family Support for kids and/or adults	3

Table 5 (continued). Agencies that Provide Services to Horner Residents.

Service Provider	Type of Services Offered	# of Clients Who Used
YWCA	Childcare and/or kids activities	1
College of Office Technology	Educational Services for kids and/or adults	1
Suder	Educational Services for kids and/or adults	1
Women’s Treatment Center	Family Support for kids and/or adults	1
CADRE Cook County Hospital	Medical Referral/ Clinical Services	3
	Medical Referral/ Clinical Services	23
	Family Support for kids and/or adults	1
Michael Reese Hospital	Medical Referral/ Clinical Services	1
Rush Hospital	Medical Referral/ Clinical Services	1
U.I.C. Hospital	Medical Referral/ Clinical Services	2
Warren Clinic	Medical Referral/ Clinical Services	1
Western Nursing	Medical Referral/ Clinical Services	1
Warren Family Center	Medical Referral/ Clinical Services	4
Western/ Washington	Medical Referral/ Clinical Services	1
WIC	Medical Referral/ Clinical Services	1
Women’s Treatment Program	Medical Referral/ Clinical Services	1

B. How Respondents Learned of Available Services

One factor that contributes to the usage rates of services at or near the developments is the extent to which residents know the services are available. Table 6 shows that word of mouth is the most common way that residents learn about available services. This is not to say, however, that word of mouth is the only way that residents learn of available services. For example 33% of those that had used the drug awareness services and 36% of those that had used

employment services at Lathrop learned of those services by way of an agency referral. At Horner, 28% of those that had used employment services and 27% of those that had used family support services learned of those services by way of an ad or flyer. This shows that while these other methods do reach residents, they are not as effective as word of mouth.

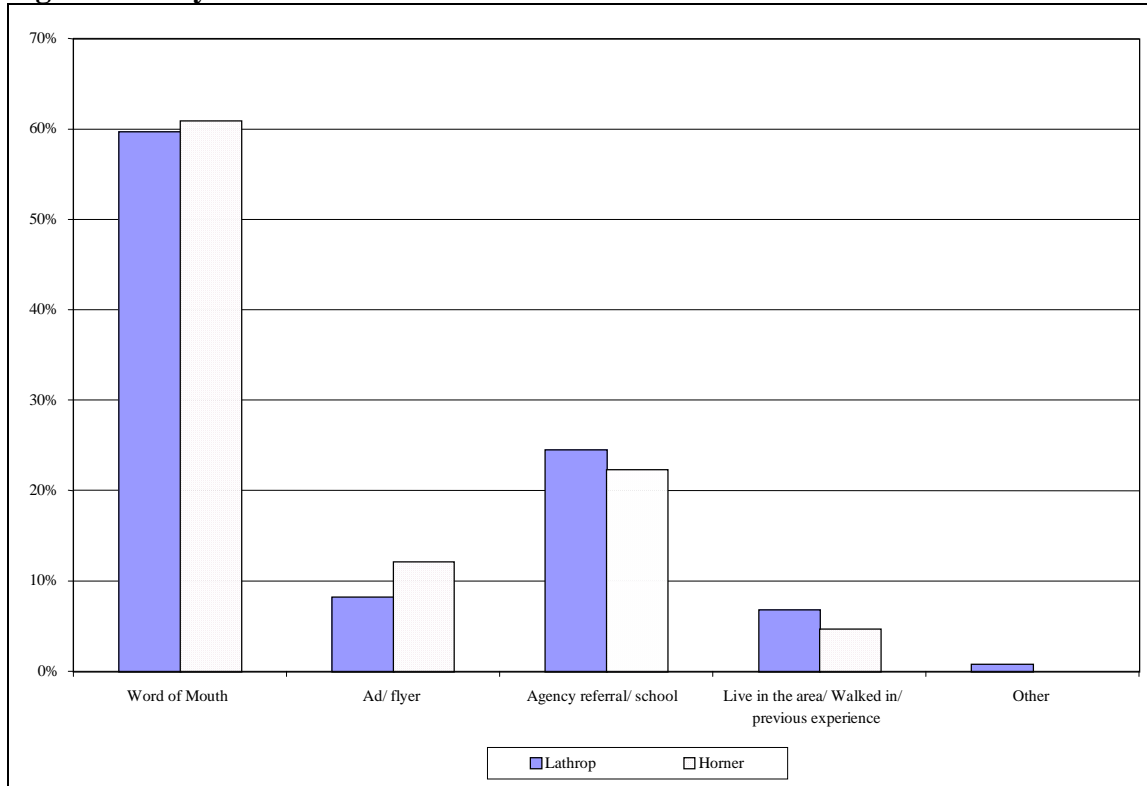
Table 6. Ways that Respondents Learned about Available Services.

	Word of Mouth	Ad/ flyer	Agency referral /school	Live in the area/ Walked in/ previous experience	Other	Total # of respondents
Services at Lathrop Homes						
Childcare and kids activities	61.5%	3.7%	18.0%	16.7%		161
Educational services for kids and/or adults	54.5	10.9	27.3	7.3		55
Employment services	50.0	10.7	35.7		3.6%	56
Family support services	63.8	8.6	24.9	1.8	.9	221
Drug awareness services	38.9	27.8	33.3			18
Services at Horner Homes						
Childcare and kids activities	62.5	7.5	27.0	3.0		267
Educational services for kids and/or adults	51.1	8.2	37.6	2.9		170
Employment services	47.1	27.6	21.1	4.0		123
Family support services	60.0	26.7	13.3			75
Medical referral/ Clinical services	74.7	6.9	8.3	10.1		217

Figure 1 aggregates this data across type of service. It is apparent that word of mouth was twice as likely to occur as a source than the next closest source. Agency referral was the next most common source of information about available services. Relatively few residents learned about services through advertising. This would be of particular interest for developments that have a gap in residents needing a particular service and residents using that service, such as drug awareness programs at Lathrop and employment services at Horner (see Table 3). Perhaps service providers could boost their usage by increasing their advertising, or using low-cost methods, such as improved signage or by sending staff to community meetings to make announcements of available services. This finding also has implications for a non-geographic

service provision model for outreach and referral, and perhaps the LAC at both developments would be a good starting point for verbal referrals.

Figure 1. Ways that Service Users Learned about Available Services.



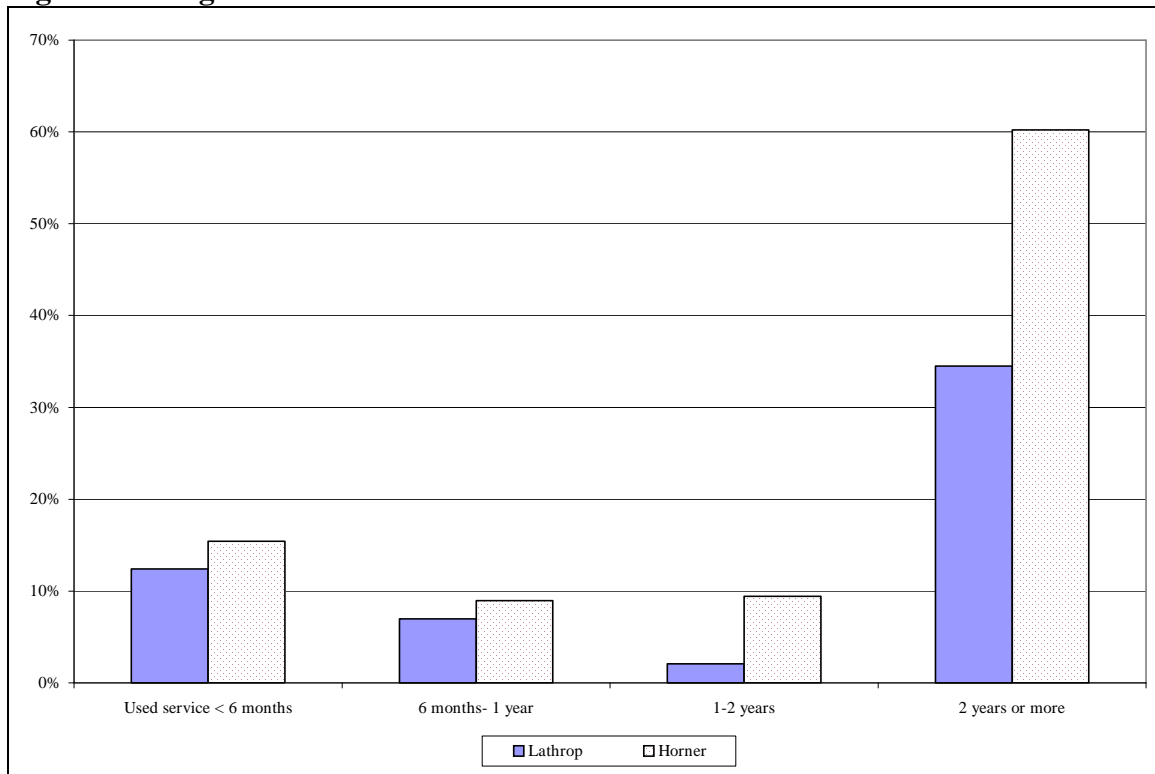
C. Length of Service Use

Length of service usage can be a good indicator of satisfaction with the service provided. Table 7 shows the percentages of residents who used each service for less than 6 months, 6 months-1 year, 1-2 years, or 2 years or more. Those respondents who did not use a particular program or who did not respond to the question have been eliminated from this table. Figure 2 aggregates the length of use data across types of service for Lathrop and Horner.

Table 7. Length of Service Use by Type of Service.⁴

	Used service < 6 mo.	6 mo. - 1 year	1-2 years	2 years or more	Total # of people who have used this service
Services at Lathrop Homes					
Childcare and kids activities	.6%	1.3%	2.0%	46.6%	148
Educational services for kids and/or adults	19.6	23.5	5.9	37.3	51
Employment services	61.2	6.1	2.0	18.4	49
Family support services	7.8	5.9	1.4	28.8	219
Drug awareness programs	11.8	23.5		41.2	17
Services at Horner Homes					
Childcare and kids activities	13.1	6.3	9.0	64.6	268
Educational services for kids and/or adults	15.7	12.8	12.2	52.9	172
Employment services	43.5	12.2	13.0	27.8	115
Family support services	5.9	4.4	7.4	73.5	68
Medical referrals/Clinical services	6.1	8.9	6.5	73.8	214

Figure 2. Length of Service Use.



⁴ Respondents who indicated they are still using the service are not included in this table, resulting in total percentages that do not add up to 100%.

Table 7 and Figure 2 clearly highlight some interesting results. The length of service use tends to vary with service, but the greatest percentages of respondents at both sites have used a particular service for 2 years or more. Childcare is a service often needed for several years, so it comes as no surprise that 47% of Lathrop residents and 65% of Horner residents who used childcare services did so for longer than 2 years. In contrast, employment services may be needed or used only as long as it takes to find a job or to complete training, and as expected a higher percentages of respondents at both developments report using employment services for less than 6 months.

The data from other categories also indicate long-term usage, particularly the data from Horner. As Figure 2 shows, nearly 60% of residents who used a service at Horner used it for 2 years or longer. Almost all services at Horner, including childcare, educational services, family supports, and medical referrals were used for 2 years or more. This is only offset by employment services, which as noted above are more likely to have a short-term usage. These patterns of long-term usage indicate a high level of satisfaction with services, particularly at Horner.

D. Direct Indicators of Satisfaction

While level of satisfaction may be inferred from length of use, direct indicators are more useful in determining satisfaction. The survey asked questions about whether the respondent would recommend the service to a friend, why the respondent stopped using a particular service, and open-ended comments about why the respondent may have liked and/or disliked the service. When asked whether they would recommend a particular service to a friend, most of the

respondents who had used any service said they would recommend the service to a friend, as shown in Tables 8 and 9.

Table 8. Percentage of Lathrop Respondents Who Would Recommend Service to a Friend.

	Yes	No	Don't know	Total # of respondents
Childcare and kids activities				
Mary Crane Center	98.4%	1.6%		61
Christopher House	100.0			10
Boys & Girls Club	98.8	1.2		86
Other childcare and kids activities	100.0			5
Educational activities for kids and/or adults				
Christopher House	100.0			11
Boys & Girls Club	93.5	3.2	3.2%	31
Other educational services	100.0			10
Employment services				
Logan Square Neighborhood Association	100.0			10
Earnfare	87.5	12.5		16
LEED Council	88.9	11.1		18
New City YMCA	66.7	33.3		3
Other employment services	80.0	20.0		5
Family support services				
DePaul Urban Systems	90.0	10.0		10
Church of Good News	97.1	1.4	1.4	70
LAC Office	98.5	1.5		68
Christopher House	100.0			58
Other family support services	90.9	9.1		11
Drug awareness programs				
CADRE	81.8	18.2		11
Church of Good News	100.0			2
Other drug awareness programs	66.7	33.3		3

Table 9. Percentage of Horner Respondents Who Would Recommend Services to a Friend.

	Yes	No	Total # of respondents
Childcare and kids activities			
Major Adams	99.1%	.9%	116
Chicago Public Schools	97.5	2.5	79
CHA Daycare Center	100.0		11
Westside Futures	100.0		9
Chicago Commons	100.0		32
Other Childcare Providers	100.0		28
Educational Services			
Major Adams	93.6	6.4	47
Chicago Public Schools	96.1	3.9	77
Malcolm X	92.1	7.9	38
Other Educational Service Providers	100.0		22
Employment Services			
Major Adams	94.9	5.1	79
Malcolm X	85.7	14.3	7
Miles Square	100.0		2
Westside Futures	100.0		2
Other Employment Service Providers	91.2	8.8	34
Family Support			
Major Adams	100.0		16
Malcolm X	100.0		2
Miles Square	100.0		3
Westside Futures	100.0		7
Pilgrim's Rest	100.0		6
St. Stevens	100.0		8
Metropolitan Missionary	75.0	25.0	4
LAC Office	100.0		29
Other Family Support Providers	80.0	20.0	5
Medical Referrals/Clinical Services			
CADRE	100.0		1
Miles Square	100.0		174
Presbyterian-St. Luke	100.0		15
Other Medical/Clinical Service Providers	91.4	8.6	35

The reasons that respondents left services in Lathrop and Horner could indicate satisfaction or dissatisfaction with the program. This data is detailed in Tables A3 and B5 in the Appendices. Many respondents said they left services because they were aged out, no longer needed the service, no longer qualified for the service or completed the program. Few respondents indicated they left services because they did not like them. The responses regarding

CADRE, a drug awareness and clinical program, stood out at both sites. In both locations, CADRE service users indicated they had to leave the program because it closed. Some people made comments on their surveys that they would use CADRE again if it would reopen. This is an especially important finding for Lathrop homes, where only 70 percent of residents who said they needed drug awareness programs were getting them.

Table 10 shows the number of people who had positive and critical comments about services in each of the service categories at each site. Specific positive and critical comments are shown in Tables A4, A5, B6, and B7 in the Appendices. People reported liking and disliking particular services for varied reasons. When residents were asked why they liked each program, the most cited reasons were that they needed the service; it was useful; the staff was nice; and that the services were good. Residents also said that they appreciated their children being safe at the Mary Crane Center and the Boys and Girls Club in Lathrop. Many also reported that they liked the opportunity to meet people and interact through the family support services. Ten Lathrop residents mentioned that the educational services at the Boys and Girls Club improved their own or their children's performance in school.

Table 10. Positive and Critical Comments about Services.

	Positive responses	Critical responses	Total who used program
Lathrop Services			
Childcare/kids activities			
Mary Crane Center	59	20	65
Christopher House	7	5	9
Boys & Girls Club	83	26	86
Educational services			
Christopher House	9	3	10
Boys & Girls Club	30	2	33
Employment services			
Logan Square Nhd. Ass.	9	2	9
Earnfare	13	4	18
LEED Council	16	3	18
New City YMCA	2	2	3
Family support services			
DePaul Urban Systems	10	4	13
Church of Good News	69	14	76
LAC office	69	14	81
Christopher House	60	16	64
Drug awareness			
CADRE	11	4	13
Church of Good News	3	1	5
Horner Services			
Childcare/kids activities			
Major Adams	115	5	122
Chicago Public Schools	78	2	83
CHA Daycare Center	11	0	12
Westside Futures	9	0	9
Chicago Commons	31	1	34
Educational services			
Major Adams	48	1	53
Chicago Public Schools	76	2	81
Malcolm X	35	5	38
Employment services			
Major Adams	75	9	80
Malcolm X	8	3	12
Miles Square	2	0	3
Westside Futures	2	0	3
Family support services			
Major Adams	16	0	16
Malcolm X	1	1	2
Miles Square	2	0	4
Westside Futures	7	0	7
Pilgrim's Rest	6	0	7
St. Stevens	8	1	8
Metropolitan Academy	3	1	4
LAC Office	29	0	29
Medical			
CADRE	1	0	3
Miles Square	164	8	179
Presbyterian- St. Luke	13	0	15

E. Health Services

The Lathrop Homes LAC requested that a separate section of the survey to be devoted to health care needs and services in their development because they felt there was a gap in service providers for health and clinical services in the immediate area. Respondents were asked, "If the following services became available to your household on site, would you use them?" Surveyors then read off the following list of services: general health information or medical services, clinic, emergency services, pregnancy prevention, sex education, prenatal care, infant/pediatrician, cardiac services, OB/GYN, asthma, and other. For each service, respondents were also asked where they get those services now, why they like their current service provider and why they dislike their current service provider. Surveyors were also given the opportunity to list any additional services, health related or otherwise, that residents wanted at the end of the survey.

The health services section of the Lathrop survey indicated that a number of residents would support having health services available on-site or near Lathrop Homes. Table 11 shows residents' responses to the question: Would you use (health service) if it were available on site?

Table 11. Respondents Who Would Use Services if Available at Lathrop.

	Yes	No	Don't Know	N/A	Total # of respondents
General health information/medical services	73.2%	13.7%		13.1%	153
Clinic	68.4	19.1		12.5	272
Emergency services	64.3	12.9	.8%	22.1	263
Pregnancy prevention services	30.7	18.1	2.4	48.8	254
Sex education	34.6	17.7	2.8	44.9	254
Prenatal Care	26.4	19.3	2.8	51.6	254
Infant/pediatrician	35.1	17.8	3.1	44.0	259
Cardiac specialist	35.0	17.7	2.8	44.5	254
OB/GYN specialist	43.5	15.3	2.7	38.4	255
Asthma specialist	31.1	19.3	2.4	46.9	254
Other health services	42.1	16.3	3.5	38.1	202

Currently, Lathrop residents are receiving medical services from a variety of providers. Many residents indicated receiving services from the county hospital and Illinois Masonic Hospital, which seemed to provide free or low-cost services to individuals without insurance. Many residents also utilized the services of a Dr. Latricia, who apparently works in the community. In addition to these common answers, many residents received services from unspecified family doctors or clinics. These responses were grouped under “other hospital/doctor” because the name or location of the clinic/doctor could not be determined from the response. Responses that indicated residents got services and information from a source such as the internet, family, or the library were grouped under the category “Non-doctor/hospital/clinic provider.” A small but critical percent of people also indicated that they were not receiving particular medical services. These findings are summarized in Table 12.

In addition to supporting services that were mentioned in the survey, several residents wanted other medical services to be available on site or nearby. Some of the common services mentioned were unspecified specialists, foot specialists, arthritis specialists, allergists, ear/nose/throat specialists, back pain specialists, oncologists, migraine specialists, dentists, opticians, mental health services and a women’s clinic. Table 13 shows the number of respondents who mentioned each of the services.

Table 12. Providers Where Respondents Received Medical Services.

	County Hospital	Illinois Masonic	St. Elizabeth's	UIC	Dr. Latricia	Other hospital/doctor	Not receiving service	Multiple hospitals/doctors/clinics	Non-doctor/hospital/clinic provider	Total # of respondents
General health information/medical services	27.2%	18.4%	4.8%	.8%	12.8%	32.0%	1.6%	1.6%	.8%	125
Clinic	20.7	16.2	3.2		17.6	38.3	2.3	1.4	.5	222
Emergency services	22.7	31.9	2.2		5.0	18.7	3.2	1.8		185
Pregnancy prevention services	17.4	22.1	2.3		12.8	39.5	3.5	1.2	1.2	86
Sex education	22.4	18.8	2.4		11.8	32.9	9.4	1.2	1.2	85
Prenatal Care	18.3	23.9	2.8		12.7	38.0	2.8	1.4		71
Infant/pediatrician	17.6	23.5	2.0		13.7	42.2		1.0		102
Cardiac specialist	30.9	25.5	2.1		8.5	28.7	.7	.4	.4	94
OB/GYN specialist	22.2	21.4	2.4		11.9	40.5	.8	.8		126
Asthma specialist	26.4	26.4	3.4	2.3	8.0	32.2		1.1		87
Other health services	35.5	13.2		1.3	7.9	36.8	3.9		1.3	76

Table 13. Other Medical Services Needed by Respondents.

Service	# of people who mentioned
Unspecified specialists	19
Ear/nose/throat specialist	18
Eye clinic	14
Foot specialist	13
Back pain specialist	11
Arthritis specialist	7
Dental services	6
Mental health services	5
Cancer specialist	5
Women's clinic	2
Allergy specialist	1
Migraine specialist	1
AIDS specialist	1
Services for people without insurance	1

F. Other Services

In addition to the general and medical services specifically mentioned in the survey, respondents were also given the opportunity to name any additional services they thought should

be available in the area. The results are presented in Table 14. These additional services represent a wide range of needs. Many respondents mentioned they needed more transportation services including more bus routes, 24 hour transportation, transportation to jobs and shopping, taxi service and van service. Jobs and job training were also popular responses. Many people also indicated they wanted more educational services. Nine people indicated wanting unspecified types of education while others indicated they wanted GED programs, computer programs, literacy programs and a library. Other responses included drug, alcohol and gang awareness programs; programs, activities and facilities for children and adults; and other general services like a restaurant and laundromat.

Table 14. Other services mentioned⁵

Service Mentioned	# of people who mentioned
More bus routes/ bring the #41 bus back	33
GED programs	14
24 hour transportation	14
Drug programs	12
Jobs	11
Job training	10
Education	9
Gang elimination programs	9
Closer/better Laundromat	7
Computer programs	6
Programs (type unspecified)	4
Better management	3
Meat store/butcher shop	3
Awareness programs	3
Activities for children	3
Better housing	2
Programs for seniors	2
Facilities for children	2
Playground	2
Restaurant	2
Special needs programs	1
Parenting classes	1
Taxi Service	1
Secure door	1
AA programs	1
Library	1
Childcare (newborn-3 years old)	1
Spanish resources/ Spanish speakers in management office	1
Other	1
Transportation to shopping	1
Van service	1
Social programs for adults	1
Community Center	1
Literacy program	1
Job transportation	1

⁵ Respondents could name up to three services that they wanted to see in the area.

IV. Conclusions

The surveys of Horner and Lathrop Homes developments have provided baseline data on residents' needs, service usage, and satisfaction. This section summarizes the key findings of this report.

- Most people who feel they need services are receiving them. However, there are some residents who are not receiving the services they want or need. In particular, there seems to be a gap in services in drug awareness and educational programs at Lathrop Homes and in employment services at Horner.
- Residents learn of services mostly by word of mouth. This finding implies that service providers should design their programs to tap this mode of outreach. This implication is especially important as CHA continues to transform its service provision and connection model. Residents are likely to continue to rely on word of mouth to learn about available services, and the referral system will need to incorporate word of mouth strategies and incorporate the trust and habit residents have of getting verbal referrals from the LAC.
- Finally, the surveys have provided several measures indicating that satisfaction with existing services is high. Most people who use the services would recommend them to friends, residents tend to use services for long periods of time, and indicate that they typically stop using services because they no longer qualify or no longer need the services. In addition, many residents had positive comments about the services that they used. These positive comments outweigh critical comments for almost all service providers studied.

Appendix A to this report contains more detailed tables of information for the Lathrop Homes survey. Appendix B contains similar tables for Horner.

APPENDIX A
DETAILED TABLES OF DATA FROM LATHROP HOMES

Table A1. How Lathrop Users Learned about Available Services by Provider.

Service Provider	Word of Mouth	Ad/flyer	Local school	Agency referral	Previous experience/ Work at agency	Live in the area/ Walked in	Other	Total # of respondents
Childcare and kids activities								
Mary Crane Center	77.8%	3.2%	1.6%	3.2%	3.2%	11.1%		63
Christopher House	88.9					11.1		9
Boys & Girls Club	47.1	4.7	5.9	22.4	7.0	12.9		85
Other childcare and kids activities	50.0		50.0					4
Educational services for kids and/or adults								
Christopher House	70.0			30				10
Boys & Girls Club	52.9	14.7	2.9	20.6		8.8		34
Other educational services	45.5	9.1	9.1	27.3		9.1		11
Employment services								
Logan Square Neighborhood Association	30.0			70.0				10
Earnfare	52.6	5.3		36.8			5.3%	19
LEED Council	57.9	15.8		26.3				19
New City YMCA	75.0			25.0				4
Other employment services	25.0	50.0					25.0	4
Family support services								
DePaul Urban Systems	63.6	18.2		18.2				11
Church of Good News	86.1	4.2		9.7				72
LAC Office	54.3	12.9		30.0		2.9		70
Christopher House	56.1	3.5		38.6			1.8	57
Other family support services	18.2	27.3		27.3		18.2	9.1	11
Drug awareness services								
CADRE	36.4	36.4		27.3				11
Church of Good News	50.0	25.0		25.0				4
Other drug awareness programs	33.3		66.7	.7				3

Table A2. Length of Service Use at Lathrop by Provider.

	Used service < 6 months	6 months- 1 year	1-2 years	2 years or more	Still using	Total # of respondents
Childcare and kids activities						
Mary Crane Center		1.8%	1.8%	56.4%	40.0%	55
Christopher House		16.7		16.7	66.7	6
Boys & Girls Club			1.2	42.9	56.0	84
Other childcare and kids activities	33.3%		33.3	33.3		3
Educational services for kids and/or adults						
Christopher House	10.0	70.0			20.0	10
Boys & Girls Club	16.1	6.5	6.5	54.8	16.1	31
Other educational services	40.0	30.0	10.0	20.0		10
Employment services						
Logan Square Neighborhood Association	66.7	11.1		11.1	11.1	9
Earnfare	43.8	6.3	6.3	37.5	6.3	16
LEED Council	70.6			5.9	17.6	17
New City YMCA	66.7	33.3				3
Other employment services	60.0			20.0	20.0	5
Family support services						
DePaul Urban Systems	10.0	20.0		10.0	60.0	10
Church of Good News	5.7	5.7		25.7	62.9	70
LAC Office	12.7	1.4	2.8	35.2	47.9	71
Christopher House	3.5	8.8	1.8	28.1	57.9	57
Other family support services	9.1	9.1		27.3	54.5	11
Drug awareness programs						
CADRE	18.2	36.4		45.5		11
Church of Good News				66.7	33.3	3
Other drug awareness programs					100.0	3

Table A3. Reasons Respondents Stopped Using Services at Lathrop by Provider.

	Childcare/ kids activities			Educational programs		Employment Services			Family Support Services				Drug Awareness programs		Total	
	Mary Crane Center	Christopher House	Boys & Girls Club	Christopher House	Boys & Girls Club	Logan Square Neigh.	Earnfare	LEED Council	New City YMCA	DePaul Urban Systems	Church of Good News	LAC office	Christopher House	CADRE		Church of Good News
I stopped using this program because . . .																
No longer need service/ aged out	8		1	1	4	1	4	1		1		4	4	1		30
Still using service	32	3	70	2	14	2	4	6		3	50	42	40		1	269
No longer qualified	12		5		3											20
Completed program		1				3	3	5	1				2			15
Inconvenient		3														3
Quit because I didn't like it				1	1		2	1	1	1	3	2				12
Was asked to leave				1												1
Dropped out				2												2
Personal reasons				2							1					3
Using other service									1			1			1	3
Only needed once											1	6				7
Only use occasionally											1	4				5
Pastor/program director left											2					2
Denied service										4						4
Program was cut/being closed					1	1	1							8		11
Missed registration deadline													1			1
Share benefits with others													1			1
Moved													1	1		2
Work														1		1
Total responses	52	7	76	9	23	7	14	13	3	9	58	59	49	11	2	392
Total who used program	65	9	86	10	33	9	18	18	3	13	76	81	64	13	5	503

Table A4. Positive comments about services at Lathrop by Provider.⁶

Reasons for Liking the Program	Childcare/ kids activities			Educational programs		Employment Services				Family Support Services				Drug Awareness services	
	Mary Crane Center	Christopher House	Boys & Girls Club	Christopher House	Boys & Girls Club	Logan Square Neigh. Ass.	Earnfare	LEED Council	New City YMCA	DePaul Urban Systems	Church of Good News	LAC office	Christopher House	CADRE	Church of Good News
Needed it/ it was useful	14	1	29	4	8	3	7	12	2	3	21	37	39	6	
Staff was nice	11	1	1	1	1		1			3	16	20	8	2	1
Convenient	7		2	1	1					1	5	1			
Price was right	2			1											
Services were good	11	5	18	2	10	3	3	3		2	13	4	8	3	1
Family oriented	1														
Peer interaction/ meet people	3		6							1	14	7	1		1
Kids were safe	9		26												
Nothing I liked	1														
Various reasons			1												
Improved performance					10										
Able to help						3									
Met community leaders							2								
Something to do								1							
Donating & helping others													4		
Total positive responses	59	7	83	9	30	9	13	16	2	10	69	69	60	11	3
Total who used program	65	9	86	10	33	9	18	18	3	13	76	81	64	13	5

⁶ Respondents were allowed to give both positive and critical comments.

Table A5. Critical Comments About Services at Lathrop.⁷

Reason for Disliking the Program	Childcare/ kids act.			Educational Prog.			Employment Services			Family Support			Drug Awareness		
	Mary Crane	Christoph er House	Boys & Girls Club	Christoph er House	Boys & Girls Club	Logan Square	Earnfare	LEED Council	New City YMCA	DePaul Urban	Church of Good	LAC office	Christoph er House	CADRE	Church of Good
Problems with staff			1								1	2			
Did not provide service I needed	1		1		1							3		1	
Closes too early			2												
No dislikes	13	4	16							3	8	4	9		
No focus on children	1														
Waiting list/ had to wait	2			1									3		
No newborn care	1														
Inconvenient	2	1											3		
Problems between clients			2												
Limited staff/resources			4												
GED Program				1											
Didn't understand assign. for child				1											
Couldn't get enough people/ poor involvement					1										1
Too short						2	1								
Services were poor							2		2		2				
Unfair treatment/ favoritism/ prejudiced							1	2				2			
Training								1							
Denied help										1					
Congregation not "Christian"											2				
Infrequent											1	1	1		
Unorganized												2			
Program closed/let people down														3	
Total critical responses	20	5	26	3	2	2	4	3	2	4	14	14	16	4	1
Total who used program	65	9	86	10	33	9	18	18	3	13	76	81	64	13	5

⁷ Respondents were allowed to give both positive and critical comments.

Table A7. Programs Used Within Provider.

Provider and Service Provided	Number of people who used
Mary Crane Center	
Childcare and kids activities	
Daycare	6
Afterschool	5
Babysitting	19
Just Say No	2
Childcare/unspecified	26
Total	58
Christopher House	
Childcare and kids activities	
Tutoring	1
Christmas program	1
Babysitting	1
Parenting classes	1
Social worker	1
4-H Club	1
Total	6
Educational- kids and/or adults	
GED	5
Tutoring	2
Literacy	1
Total	6
Family support services	
Clothing/food drive	35
Christmas program	5
Adoption service	7
Total	47
Boys & Girls Club	
Childcare and kids activities	
Afterschool	40
Tutoring	3
Kids activity program	22
Childcare/unspecified	2
Total	67
Educational- kids and/or adults	
GED	6
Tutoring	17
Homework help	1
Literacy	1
Total	25
Logan square Neighborhood Association	
Employment services	
Job training	4
Parent mentor	2
Total	6

Table A7 (cont.). Programs Used Within Provider.

Provider and Service Provided	Number of people who used
Earnfare	
Employment services	
Job training	7
Attend job fairs	1
Job placement programs (Cosco)	2
LAC	1
Total	11
LEED Council	
Employment services	
Job training	12
Cosco	3
Total	15
New City YMCA	
Employment services	
Job training	2
Job placement programs (Cosco)	1
Total	3
DePaul Urban Systems	
Family support services	
Family counseling	6
Clothing/food drive	1
Social service referrals	1
Job counseling	1
Total	9
Church of Good News	
Family support services	
Church services	31
Clothing/food drive	19
Fellowship	12
Teen programs	1
Total	63
Drug awareness programs	
Alcoholics Anonymous	1
Just Say No	1
C.A.P.S.	1
Fellowship	1
Total	4
LAC office	
Family support services	
Clothing/food drive	37
Social service referral	25
C.A.P.S.	4
Job counseling	1
Total	67
CADRE	
Drug awareness programs	
Alcoholics Anonymous	4
Just Say No	4
Total	8

Figure A1. Lathrop Survey.

Survey								
How long have you lived in Lathrop Homes?		_2 years or less _2-5 years _5 years or more						
PROGRAMS		Yes I used this program	No I did not use this program because...	I heard of this program through...	How long did I use this program?	Would I recommend it to a friend?	I liked this program because...	I didn't like this program because...
CHILDCARE & ACTIVITIES (afterschool, babysitting, 4h-CLUB,etc.)								
Mary Crane Center	Which Service(s):							
Christopher House	Which Service(s):							
Boys & Girls Club	Which Service(s):							
Other:	Which Service(s):							
EDUCATIONAL SERVICES FOR CHILDREN & ADULTS (GED, Tutoring, Literacy, ESL, etc.)								
Christopher House	Which Service(s):							
Boys & Girls Club	Which Service(s):							
Other:	Which Service(s):							
EMPLOYMENT SERVICES (Job Corps, Job Training, Job Fairs, etc.)								
Logan Square Neighborhood Association	Which Service(s):							
Earnfare	Which Service(s):							
LEED Council	Which Service(s):							
New City YMCA	Which Service(s):							
Other:	Which Service(s):							
FAMILY SUPPORT (social services referrals, counseling, etc.)								
DePaul Urban Systems	Which Service(s):							
Church of Good News	Which Service(s):							
LAC Office	Which Service(s):							
Other:	Which Service(s):							
DRUG AWARENESS ("Just Say No," Rehabilitation, AA meetings, etc.)								
CADRE								
HEALTH INFORMATION/MEDICAL SERVICES (clinic, pregnancy, sex education, etc.)								
None available								

Figure A1 (cont.). Lathrop Survey.

Survey

The following programs no longer exist at Lathrop Homes. Please tell us if anyone in your household has needed them in the last 2 years and if so, how you have obtained these services.

PROGRAMS	Yes I used this program	No I did not use this program because...	I heard of this program through...	How long did I use this program?	I liked this program because...	I didn't like this program because...	Since this program is gone, I use...
DRUG AWARENESS ("Just Say No," Rehabilitation, AA meetings, etc.)							
CADRE							
Other: Which Service(s):							
HEALTH INFORMATION/MEDICAL SERVICES (clinic, pregnancy, sex education, etc.)							
None available							

APPENDIX B
DETAILED TABLES OF DATA FROM HORNER HOMES

Table B1. Use of Services at Horner by Provider.

Service Provider	# Who used	# Who needed specified services	% Who used out of those who needed	% of total respondents
Childcare and/or kids activities				
Major Adams	122	191	63.9%	38.5%
Chicago Public Schools	83	191	43.5	26.2
CHA Daycare Center	12	191	6.3	3.8
Westside Futures	9	191	4.7	2.8
Chicago Commons	34	191	17.8	10.4
Other Childcare or kids activity Provider	30	191	15.7	9.5
Educational Services				
Major Adams	53	164	32.3	16.7
Chicago Public Schools	81	164	49.4	25.6
Malcolm X	38	164	23.2	12.0
Other Educational Service Provider	23	164	14.0	7.3
Employment Services				
Major Adams	80	133	60.2	25.2
Malcolm X	12	133	9.0	3.8
Miles Square	2	133	1.5	.6
Westside Futures	2	133	1.5	.6
Other Employment Service Provider	34	133	25.6	11.4
Family Support Services				
Major Adams	16	60	26.6	5.0
Malcolm X	2	60	3.3	.6
Miles Square	3	60	5.0	.9
Westside Futures	7	60	11.6	2.2
Pilgrim's Rest	7	60	11.6	2.2
St. Stevens	8	60	13.3	2.5
Metropolitan Missionary	4	60	6.6	1.3
LAC Office	29	60	48.3	9.1
Other Family Support Service Provider	6	60	10.0	1.9
Medical Referrals/Clinical Services				
CADRE	3	211	1.4	.9
Miles Square	179	211	84.8	56.5
Presbyterian-St. Luke	15	211	7.1	4.7
Other Medical/Clinical Service Provider	35	211	16.6	11.0

	Number of respondents	Percent of Total
Younger than 18	15	4.7%
18-25	44	13.9
26-34	66	20.8
35-45	55	17.4
46-60	34	10.7
60 or older	26	8.2
Would not say/ missing	77	24.3
Total	317	100.0

Table B2. Age of Respondents at Horner.

Table B3. Ways that Horner Respondents Learned about Available Services by Provider.

	Word of Mouth	Advertisement	Institution Agency/ School	Live in Area/ Walking by	Total # of Respondents
Childcare and/or kids Activities					
Major Adams	67.3%	13.3%	15.9%	3.5%	113
Chicago Public Schools	42.7	2.7	53.3	1.3	75
CHA Daycare Center	81.8	9.1		9.1	11
Westside Futures	77.8		22.2		9
Chicago Commons	83.9		12.9	3.2	31
Other Childcare and/or kids Activities	60.7	7.1	28.6	3.6	28
Educational Services					
Major Adams	58.1	9.3	27.9	4.7	43
Chicago Public Schools	40.3	5.6	54.2		72
Malcolm X	55.6	13.9	25.0	5.6	36
Other Educational Services	68.4	5.3	21.1	5.3	19
Employment Services					
Major Adams	50.6	22.1	22.1	5.2	77
Malcolm X	50.0	50.0			8
Miles Square	50.0		50.0		2
Westside Futures	50.0	50.0			2
Other Employment Services	38.2	35.3	23.5	2.9	34
Family Support					
Major Adams	66.7	20.0	13.3		15
Malcolm X	100.0				1
Miles Square			100.0		1
Westside Futures	71.4	14.3	14.3		7
Pilgrim's Rest	71.4	28.6			7
St. Stevens	16.7	83.3			6
Metropolitan Missionary	75.0		25.0		4
LAC Office	62.1	31.0	6.9		29
Other Family Support Services	40.0		60.0		5
Medical Referral/ Clinical Services					
CADRE	100.0				1
Miles Square	75.3	8.4	7.8	8.4	166
Presbyterian-St. Luke	73.3	6.7	13.3	6.7	15
Other Medical/Clinical Services	71.4		8.6	20.0	35

Table B4. Length of Service Use at Horner by Provider.

	Less than 6 months	6 months to 1 year	1-2 years	2-3 years	3 years or more	Multiple Times	On-going	Not at all	Total Respondents
Childcare and/or Kids Activities									
Major Adams	19.3%	3.5%	3.5%	7.9%	57.0%	2.6%	6.1%		114
Chicago Public Schools	5.2		10.4	7.8	64.9		11.7		77
CHA Daycare Center	18.2			18.2	63.6				11
Westside Futures	33.3	22.2			22.2		22.2		9
Chicago Commons	9.4	28.1	18.8	6.3	34.4		3.1		32
Other Childcare Providers	3.6	7.1	21.4	32.1	35.7				28
Educational Services									
Major Adams	15.6	13.3	20.0	17.8	24.4	2.2	4.4	2.2%	45
Chicago Public Schools	5.3	5.3		13.2	65.8	1.3	9.2		76
Malcolm X	36.1	27.8	25.0	5.6			5.6		36
Other Educational Providers	16.7	11.1	16.7	27.8	27.8				18
Employment Services									
Major Adams	32.9	17.1	13.2	23.7	7.9	1.3	2.6	1.3	76
Malcolm X	50.0		12.5			12.5	12.5	12.5	8
Miles Square	50.0					50.0			2
Westside Futures	50.0	50.0							2
Other Employment Providers	59.4		12.5	6.3	18.8		3.1		32
Family Support									
Major Adams	6.3			25.0	50.0	6.3		12.5	16
Malcolm X	50.0	50.0							2
Miles Square				100.0					1
Westside Futures					71.4		28.6		7
Pilgrim's Rest	16.7		16.7	16.7	33.3	16.7			6
St. Stevens				33.3	33.3	33.3			6
Metropolitan Missionary		25.0	25.0		50.0				4
LAC Office	3.4	3.4	10.3	13.8	55.2	3.4	10.3		29
Other Family Support Providers					75.0		25.0		4
Medical Referrals/ Clinical Services									
CADRE			100.0						1
Miles Square	4.1	8.9	6.5	5.9	66.9	2.4	5.3		169
Presbyterian-St. Luke	21.4	7.1		7.1	64.3				14
Other Medical/Clinical Providers	8.6	8.6	5.7	8.6	62.9	2.9	2.9		35

Table B5. Reasons Respondents Stopped Using Services at Horner by Provider.

	Still Use	Program ended/ graduated	Didn't like the staff	Moved	Bad services	Never used	Got a job	Didn't get a job	Didn't meet requirement	Had Kids	Church Burned	Total # of respondents	Total who used program
I stopped using this program because...													
Childcare and/or kids activities													
Major Adams	67	12										79	122
Chicago Public Schools	41	11										52	83
CHA Daycare Center	4	5		1								10	12
Westside Futures	3	2	1									6	9
Chicago Commons	24	5										29	34
Other Childcare Providers	7											7	30
Educational Services													
Major Adams	21	2				1				1		25	53
Chicago Public Schools	46	13										59	81
Malcolm X	9	9								1		19	38
Other Educational Service Providers	8	1								1		10	23
Employment Services													
Major Adams	11	18			3	1	4	4	1			42	80
Malcolm X	4						1	3				8	12
Miles Square		2										2	2
Westside Futures	1	1										2	2
Other Employment Service Providers	8	9					1	2				20	34
Family Support													
Major Adams	13	2										15	16
Malcolm X		1										1	2
Miles Square	1											1	3
Westside Futures	6											6	7
Pilgrim's Rest	5											5	7
St. Stevens											3	3	8
Metropolitan Missionary	1											1	4
LAC Office	28	1										29	29
Other Family Support Providers	2											2	6
Medical Referrals/ Clinical services													
CADRE		2										2	3
Miles Square	12 9	1										130	174
Presbyterian-St. Luke	10											10	15
Other Medical/ Clinical Provider	22											22	35

Table B6. Positive comments about services at Horner by Provider.⁸

	Learn	Constructive	Good Staff	Paid Children	Convenient	Helped	Skills	Kept Kids	Got paid	Employment	Needed	Good Services	Total positive respondents	Total who used program
I liked this program because...														
Childcare and/or kids activities														
Major Adams	10	88	3		6	8							115	122
Chicago Public Schools	27	36	10		4	1							78	83
CHA Daycare Center	1	1	3		3	3							11	12
Westside Futures		2				7							9	9
Chicago Commons	3	21		4	1	2							31	34
Other Childcare Providers	5	19	1	1		4							30	30
Educational Services														
Major Adams	26	2	9		3		7	1					48	53
Chicago Public Schools	45		13		3		14		1				76	81
Malcolm X	23	2	1		1		7	1					35	38
Other Educational Service Providers	6	1	5		3		8						23	23
Employment Services														
Major Adams			6		2	24	6			37			75	80
Malcolm X			2		1	2				2			8	12
Miles Square										2			2	2
Westside Futures						2							2	2
Other Employment Service Providers			1			12	1			15			29	34
Family Support Services														
Major Adams			3			10					3		16	16
Malcolm X						1							1	2
Miles Square			1								1		2	3
Westside Futures						3					4		7	7
Pilgrim's Rest						3					3		6	7
St. Stevens			3			3	1				1		8	8
Metropolitan Missionary			2			1							3	4
LAC Office			8		2	16					3		29	29
Other Family Support Providers			2			2							4	6
Medical Referrals/ Clinical Services														
CADRE						1							1	3
Miles Square			23		66	38						37	164	179
Presbyterian-St. Luke			2		5	1						5	13	15
Other Medical/ Clinical Providers			15		8	8						1	32	35

⁸ Respondents were allowed to give both positive and critical comments.

Table B7. Critical Comments About Services at Horner.⁹

	Didn't like the people	Program Ended	Didn't like the staff	Not enough activities	Not enough time	Didn't acquire GED	Too Long	Not the best services	Didn't get a job	Didn't meet requirement	Too Slow	Total Negative responses	Total who used program
Childcare and/or kids activities													
Major Adams	1	1	1		2							5	122
Chicago Public Schools			1	1								2	83
CHA Daycare Center												0	12
Westside Futures												0	9
Chicago Commons		1										1	34
Other Childcare Providers												0	30
Educational Services													
Major Adams					1							1	53
Chicago Public Schools								2				2	81
Malcolm X						2	1	2				5	38
Other Educational Service Providers												0	23
Employment Services													
Major Adams								4	4	1		9	80
Malcolm X									3			3	12
Miles Square												0	3
Westside Futures												0	3
Other employment Service Providers		1							2			3	34
Family Support Services													
Major Adams												0	16
Malcolm X								1				1	2
Miles Square												0	4
Westside Futures												0	7
Pilgrim's Rest												0	7
St. Stevens		1										1	8
Metropolitan Missionary								1				1	4
LAC Office												0	29
Other Family Support Providers								1			1	2	6
Medical Referrals/ Clinical services													
CADRE												0	3
Miles Square										8		8	179
Presbyterian-St. Luke												0	15
Other Medical/ Clinical Providers										6		6	35

⁹ Respondents were allowed to give both positive and critical comments.

Table B8. Programs Used Within Provider.

Provider and Service Provided	Number Who Used Service
Major Adams	
Childcare and kids Activities	
Afterschool	40
Talent	41
Sports	40
Tutoring/Education	1
Total	122
Educational Services	
Tutoring	25
Literacy	1
Science/Computer	21
GED	3
Informative Classes	1
Education	2
Total	53
Employment Services	
Job Fair	32
Employment	32
Job Training	14
Missing/ used services	2
Total	80
Family Support Services	
Social Service Referral	4
Family Counseling	1
Food Box	11
Total	16
Chicago Public Schools	
Childcare and kids activities	
Afterschool	48
Talent	1
Sports	16
Tutoring/Education	1
Missing but used service	1
Total	83
Educational Services	
Tutoring	36
Literacy	1
Science/Computer	8
GED	4
Education	32
Total	81
CHA Daycare Center	
Childcare and kids/activities	
Babysitting/Daycare	10
Sports	1
Tutoring/Education	1
Total	12
Chicago Commons	
Childcare and kids activities	
Afterschool	22
Babysitting/Daycare	4
Sports	8
Total	34

Table B8 (cont.). Programs Used Within Provider

Provider and Service Provided	Number Who Used Service
Westside Futures	
Childcare and kids activities	
Afterschool	1
Babysitting/Daycare	6
Sports	1
Transportation service	1
Total	9
Employment Services	
Job Fair	1
Employment	1
Total	2
Family Support Services	
Family Counseling	1
Food Box	6
Total	7
Malcolm X	
Educational Services	
Tutoring	2
Science/Computer	3
GED	28
Education	4
Daycare while at school	1
Total	38
Employment Services	
Job Fair	8
Employment	1
Job Training	2
Missing but used service	1
Total	12
Family Support Services	
Family Counseling	1
Offender Program	1
Total	2
Miles Square	
Employment Service	
Job Fair	1
Job Training	1
Total	2
Family Support Services	
Social Service Referral	1
Family Counseling	1
Food Box	1
Total	3
Medical Referrals/ Clinical Services	
Clinical/ Hospital	156
Teen Pregnancy Care	18
Handicap Services	3
Missing but used service	2
Total	179

Table B8 (cont.). Programs Used Within Provider.

Provider and Service Provided	Number Who Used Service
Pilgrim's Rest	
Family Support Services	
Social Service Referral	2
Food Box	4
Toys	1
Total	7
St. Stevens	
Family Support Services	
Social Service Referral	2
Family Counseling	3
Toys	3
Total	8
Metropolitan Missionary	
Family Support Services	
Social Service Referral	3
Food Box	1
Total	4
LAC Office	
Family Support Services	
Social Service Referral	5
Food Box	24
Total	29
CADRE	
Medical Referrals/ Clinical Services	
Rehab Services	1
Total	3
Presbyterian-St. Luke	
Clinic/Hospital	15
Total	15
Other Provider Services	
Childcare and/or kids activities	
Afterschool Programs	9
Babysitting/ Daycare	4
Sports	2
Tutoring/Education	2
Total	30
Educational Services	
Tutoring	3
Science/Computer	18
GED	2
Total	23
Employment Services	
Job Fair	8
Employment	17
Job Corps	1
Job Training	7
Total	34
Family Support Services	
Social Service Referral	4
Family Counseling	2
Total	6
Medical Referral/ Clinical Services	
Clinic/ Hospital	34
Teen Pregnancy	1
Total	35

Table B9. Other Horner Providers Mentioned.

Service	Number Who Mentioned
Childcare and/or kids activities	
At Home Babysitting	1
Harvey Horner	
James Jordan	24
Private Daycare	
St. Malacay	2
YWCA	1
Educational Providers	
College of office Technology	1
Invoice	1
James Jordan	17
St. Malacay	2
Suder	1
Employment Providers	
Chicago Housing Authority	1
Chicago Commons	1
Chicago Tribune	1
Hilton Hotel	1
Hyatt Hotel	3
James Jordan	5
Marriott Hotel	3
Mayor Daley Program	1
Other Job	1
Project math	2
Public Aid	2
Suder School	1
UPS	1
Wood Working School	
Family Support Providers	
Child Support Enforcement	1
Cook County	1
St. Malacay	3
Women's Treatment Center	1
Medical Referral/ Clinical Providers	
Cook County Hospital	23
Michael Reese Hospital	1
Rush Hospital	1
U.I.C. Hospital	2
Warren Clinic	1
Western Nursing	1
Warren Family Center	4
Western/ Washington	1
Westside Futures	1
WIC	1
Women Health Treatment Program	1

Figure B1. Horner Survey.

Survey								
Ethnicity <input type="checkbox"/> Age <input type="checkbox"/> Gender <input type="checkbox"/> Apt. #			Surveyor's #					
How long have you lived in Horner Homes?						_2 years or less _2-5 years _5 years or more		
PROGRAMS	Yes I used this program	No I did not use this program because...	I heard of this program through..	How long did I use this program?	Would I recommend it to a friend?	I liked this program because...	I didn't like this program because...	I stopped using this program because...
Have you or anyone in your household needed CHILDCARE &/or kids ACTIVITIES?	Yes	No NA						
(Prompt if needed) Like Afterschool, babysitting, talent show, sports,etc.								
Major Adams Which Service(s):								
Chicago Public Schools Which Service(s):								
CHA Daycare Center Which Service(s):								
Westside Futures Which Service(s):								
Chicago Commons Which Service(s):								
Other: Which Service(s):								
Have you or anyone in your household needed Educational Services for Kids &/or Adults	Yes	No NA						
(Prompt if needed) Like GED, Tutoring, Literacy, Science/Computer Lab, etc.								
Major Adams Which Service(s):								
Chicago Public Schools Which Service(s):								
Malcolm X Which Service(s):								
Other: Which Service(s):								
Have you or anyone in your household needed Employment Services for Kids &/or Adults	Yes	No NA						
(Prompt if needed) Like Job Corps, Job Training, Employment fair, etc.								
Major Adams Which Service(s):								
Malcolm X Which Service(s):								
Miles Square Which Service(s):								
Westside Futures Which Service(s):								
Other: Which Service(s):								
Have you or anyone in your household needed Family Support for Kids &/or Adults?	Yes	No NA						
(Prompt if needed) Like Social Service Referral, family Counseling, 1st time offender program, etc.								
Major Adams Which Service(s):								
Malcolm X Which Service(s):								

Figure B1 (cont.). Horner Survey.*

PROGRAMS	Yes I used this program	No I did not use this program because...	I heard of this program through..	How long did I use this program?	Would I recommend it to a friend?	I liked this program because...	I didn't like this program because...	I stopped using this program because...
Miles Square Which Service(s):								
Westside Futures Which Service(s):								
Pilgrim's Rest Which Service(s):								
St. Stevens Which Service(s):								
Metropolitan Missionary Which Service(s):								
LAC Office Which Service(s):								
Other: Which Service(s):								
Has you or anyone in your household needed Medical Referrals/Clinical services?	Yes No NA							
(Prompt if needed) Like Doctor visits, Asthma clinic, teen pregnancy info, well-baby care, rehab services, etc.								
CADRE Which Service(s):								
Miles Square Which Service(s):								
Presbyterian-St. Luke Which Service(s):								
Other: Which Service(s):								

*Actual survey instrument was on one 10 by 17 inch sheet of paper.

**An Evaluation of Service Use
and Satisfaction at Lathrop
Homes and Henry Horner
Homes**

A Collaborative Project Between The Center for Urban Research and Learning (CURL) at Loyola University Chicago, the Lathrop Homes Local Advisory Council, the Henry Horner Homes Local Advisory Council, and the Chicago Housing Authority

Joseph Hoereth, Christine George, Nicole Rousseau, Jenna Nargang, and Arianne Harper

Funded by the Chicago Housing Authority, and the US Department of Education, Fund for the Improvement of Secondary Education (FIPSE)

The report is the result of the hard work of a number of individuals at Lathrop Homes, Horner Homes, the Chicago Housing Authority, and CURL. The authors would like to thank the following people for their assistance with implementing the surveys: Bobby Watkins, former Vice President, Lathrop Homes LAC; Charles Nix, Lathrop Lead Resident Surveyor; Mamie Bone, President, Horner Homes LAC; Anne Fitzpatrick, CHA; and all of the resident surveyors at Lathrop and Horner.

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October 2, 2001

Ms. Daniele Bell
Office of Programs
Chicago Housing Authority
626 W. Jackson
Chicago, IL

Dear Ms. Bell,

Please find 5 copies of our report titled "An Evaluation of Service Use and Satisfaction at Lathrop Homes and Henry Horner Homes" enclosed with this letter. We hope that you will find the report useful and informative. The key findings of the report are:

- Most people who feel they need services are receiving them. However, there seems to be a gap in service need and use in drug awareness and educational programs at Lathrop Homes and in employment services at Horner.
- Residents learn of services mostly by word of mouth. This finding is especially important as CHA continues to transform its service provision and connection model. Residents are likely to continue to rely on word of mouth to learn about services, and the referral system will need to incorporate word of mouth strategies and incorporate the trust and habit residents have of getting verbal referrals from the LAC.
- Finally, the surveys have provided several measures indicating that satisfaction with existing services is high. Most people who use the services would recommend them to friends, residents tend to use services for long periods of time, and typically stop using services because they no longer qualify or no longer need the services. In addition, positive comments outweigh critical comments for almost all service providers studied.

These findings have implications for CHA future strategic planning efforts, especially as CHA looks to improve its service provision and connection models. Feel free to contact us when CHA is prepared to use these findings and the data presented in the report to plan its next steps with regard to service provision. We would be happy to provide some follow-up advice or interpretation of the results of the report. Thank you for the opportunity to work with you on this project.

Sincerely,

Joseph Hoereth
Community Research Coordinator
CURL