

FINAL EVALUATION
of the
CHESTER TOWERS

HOPE VI REVITALIZATION



REPORT for the GRANT TERM ENDING 30 SEPTEMBER 2009



COLLINS CENTER
FOR PUBLIC POLICY

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prepared by the

COLLINS CENTER FOR PUBLIC POLICY

for

UNITED STATES DISTRICT COURT *for the*
EASTERN DISTRICT *of* PENNSYLVANIA

JUDICIAL ADMINISTRATOR *for* DEVELOPMENT

CHESTER HOUSING AUTHORITY

and the

UNITED STATES DEPARTMENT *of* HOUSING *and* URBAN DEVELOPMENT



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EXECUTIVE SUMMARY

With a \$20-million HOPE VI Revitalization grant from the U.S. Department of Housing and Urban Development, Chester Housing Authority in the city of Chester, Pennsylvania demolished the distressed high-rise structures that were the Chester Towers public housing development. The demolition of the towers makes way for construction of mixed-income, multi-generational residential housing; retail development; and new cultural facilities. The Chester Towers HOPE VI Revitalization program represents vital next-steps in a comprehensive redevelopment strategy which began with HOPE VI awards in 1996 and 2001—\$15 million to redevelop the former public housing site Lamokin Village into Chatham Estates, and \$9.7 million to revitalize the former McCaffery Village, now Wellington Heights.

Thus far, the two Chester Towers structures have been demolished and all residents relocated. Chester Housing Authority has also completed phases I, II and III of the six-phase Chester Towers HOPE VI Revitalization Plan—Matopos Senior Residence, the 48-unit Chatham Terrace family development, and the 24-unit affordable home ownership Logan Terrace townhouse development.

The following final evaluation report presents findings on 50 HUD recommended indicators through the period 30 September 2009. HUD divides the 50 indicators into three categories: impacts on original residents, impacts on the neighborhood, and impacts on the HOPE VI development. The Chester Towers HOPE VI Revitalization will deliver newly-constructed, attractive, and well-maintained residential communities, providing better housing opportunities for Chester Housing Authority residents. It will take time for many of the benefits of the redevelopment to register in quantitative and statistical measures throughout the completed sites and in the surrounding neighborhood. However, their impact will be unequivocal.

Much of the information about former Chester Towers residents presented in this report is based on data collected in February 2010.¹ The lack of data about residents—their whereabouts, their households, and the services they require and utilize—precluded the Collins Center for Public Policy from completing the evaluation shortly after the expiration of the grant term in September 2009 as intended.

To address the dearth of data, Chester Housing Authority, the Chester Towers HOPE VI Revitalization Program, the Collins Center, and resident services firm Housing Opportunities Unlimited² combined monetary and in-kind resources to enable

¹ A previous interim evaluation document dated June 2007 (“A Dream Not Denied: Chester Towers HOPE VI Revitalization”) reports the baseline HOPE VI caseload at 334, noting that the figure contradicts the number used by Chester Housing Authority and the Delaware County Office of Services to the Aging (COSA). Though the report’s author cites “painstaking research reconciling the multiple case management databases being utilized in the HOPE VI Project” as the basis for a claim twice that contained in CHA records (167) on 30 April 2009, neither the sources for the data nor the process by which the author arrived at the figure could be substantiated.

² Housing Opportunities Unlimited is a resident services organization headquartered in Boston with offices throughout the U.S. Its approach to resident-management relations, relocation, community revitalization,



identification, location, and surveying of former Chester Towers residents. The Collins Center designed an extensive survey instrument and subcontracted Housing Opportunities Unlimited to conduct one-on-one resident interviews during which they completed the survey questionnaires.

The Housing Opportunities Unlimited team members who served as survey administrators completed 83 questionnaires with former residents of the Chester Towers housing development on 18, 19, 20, and 21 February 2010. The team attempted to contact all 140 residents listed as part of the Chester Towers HOPE VI population. (The total of 140 did not include residents known prior to the data collection to be deceased or in nursing facilities.)

There remained 52 former Chester Towers residents whose status or location the team was unable to determine. The Collins Center continues to work with Chester Housing Authority to locate and contact these residents. The Collins Center is committed to surveying all surviving former Chester Towers residents not living in nursing facilities.

Based on findings of the previous interim evaluation and the current final evaluation, the Collins Center recommends that the Chester Housing Authority undertake the measures described below. The Collins Center recognizes that the measures require substantial funding beyond resources currently available, and that CHA is actively seeking grants and developing innovative approaches to enhance supportive services for all CHA residents.

- Establish the 50 HUD recommended indicators outlined in “HOPE VI Evaluation Instructions and Resources: Version 5 – 5.6.08” published by the U.S. Department of Housing and Urban Development as the evaluative framework for the Chester Towers Revitalization. Chester Housing Authority should continue to track program outcomes using these indicators. The data can support the development of evidence-based programs and grant proposals;
- Assemble an interagency task force to arrange supportive services and case management for the Chester Towers HOPE VI population. Given the extent of need among the residents and the expiration of the HOPE VI grant term on 30 September 2009, the task force must establish and pursue multiple strategies for delivery of supportive services to Chester Towers HOPE VI residents.
- Appoint a Chester Housing Authority staff person to monitor service provision, case management, and reporting concerning the Chester Towers HOPE VI population. The same staff person should chair the interagency task force described above;
- Charge and empower a Chester Housing Authority staff person to monitor any contracted service providers, reviewing and verifying contractors’ monthly reports and providing feedback on contractors’ performance of duties relevant to the Chester Towers HOPE VI caseload;

family support, neighborhood participation, and civic engagement and reflect its motto, “The resident makes the difference.”



- Determine a central repository for data on the Chester Towers HOPE VI caseload and ensure it is updated at least monthly; and
- Ensure that unmet needs and limited or inaccessible services among the Chester Towers HOPE VI population are noted in the housing authority's Community and Supportive Services documentation for the Chester Towers HOPE VI program.



INTRODUCTION

In July 2004, the U.S. Department of Housing and Urban Development awarded the Chester Housing Authority (CHA) a \$20 million HOPE VI Revitalization grant to demolish the severely distressed senior high-rise public housing development Chester Towers and to develop a mixed-income multi-generational community with senior housing and home ownership opportunities, a retail corridor in the Keystone Opportunity Zone, and a regional arts and cultural center. The six-phase Chester Towers revitalization plan is underway. It is an ambitious vision to “create an enticing gateway for the City of Chester ... that will become home to a vibrant senior residential community and ... cultural center connecting the neighborhood to a city park and adjacent university.”

Thus far, CHA has accomplished the demolition of the two 1967 high-rise towers and the building which formerly housed CHA’s offices. It has also completed phases I, II and III of the six-phase Chester Towers HOPE VI revitalization plan—82-unit Matopos Senior Residence, the 48-unit Chatham Terrace family development, and the 24-unit affordable home ownership Logan Terrace townhouse development. Work is underway on the next component of the plan—Phase IV, which is divided into two segments: A, the 87-unit Edgemont Senior Apartments, and B, the 11,400 square-foot CHA office and retail building. The CHA office building has been completed, and CHA staff began to occupy the space in February 2010. The retail component is fully leased. Work on Phase V, the 38-unit Madison Senior Apartment building, began in Autumn 2009. The final component of the redevelopment, Phase VI, is a 15,000 square-foot community cultural center planned for Lot 4 of the former Chester Towers site. Phase VI will complement the other components of the redevelopment, but is beyond the scope of the Chester Towers HOPE VI grant, in both its timing and its financing.

Its third HOPE VI Revitalization grant, CHA’s Chester Towers HOPE VI program complements previous HOPE VI awards in 1996 and 2001—\$15 million which redeveloped the former public housing site Lamokin Village into Chatham Estates, and \$9.7 million which revitalized the former McCaffery Village into Wellington Heights.

The following evaluation report on the Chester Towers HOPE VI program of the Chester Housing Authority in Chester, Pennsylvania is organized according to the 50 HUD recommended indicators outlined in “HOPE VI Evaluation Instructions and Resources: Version 5 – 5.6.08” published by the U.S. Department of Housing and Urban Development. The report attempts to permit objective data to speak about the program’s accomplishments. While offering analytical perspectives, the report takes care to avoid editorializing commentary that departs too much from the facts and figures HUD relies upon to gauge the performance and measure the impact of HOPE VI programs. Careful attention to HUD’s recommended structure for the evaluation of HOPE VI enables the Chester Housing Authority’s accomplishments to become part of the national assessment of the federal HOPE VI program via a set of uniform indicators by which HUD can compare CHA’s work and its context to those of other public housing authorities across the country.



HUD divides the 50 recommended HOPE VI indicators into three categories:

- Impacts on original residents
- Impacts on the neighborhood
- Impacts on the HOPE VI development

Likewise, this report presents its findings in three sections corresponding to the categories above. A fourth section presents recommendations based on findings.

The longevity and depth of commitment to better housing opportunities for public housing residents and to improve conditions in the surrounding community are apparent in the work of the Chester Housing Authority staff; the HOPE VI staff; the administering authorities of the Receivership; and the Honorable Norma Shapiro, U.S. District Court Judge for the Eastern District of Pennsylvania. From the following indicators, a compelling story emerges not only about the transformation of distressed properties and obsolete public housing facilities, but about HOPE VI as the catalyst for revitalization of the City of Chester.

A Note about the Data

Findings of the evaluation indicate that much data is not available and was not maintained on resident demographic and household characteristics, needs, and services for the Chester Towers HOPE VI resident population. For instance, at press (April 2010), the two high-rise structures that were the Chester Towers development had long been demolished and all residents relocated. The site had been cleared by Summer 2007. Official records are inaccurate or incomplete concerning residents' current addresses; household characteristics; housing conditions; and supportive services required, delivered, and lacking.

Information presented in this evaluation report relies upon official data, such as that of the Chester Housing Authority, as its authoritative source. Where it is clear that information is partial or dated, this is noted. However, for purposes of the evaluation, the Collins Center has deliberately avoided relying upon anecdotal accounts, sources that cannot be verified, or data inconsistent with official records. Partial, dated, or dubious data are regarded as critical points for corrective attention. We anticipate these points will be reconciled in the final Chester Towers HOPE VI report for the period ending 30 September 2009.

Much of the information about former Chester Towers residents presented in this report is based on data collected in February 2010. The lack of reliable data about residents—their whereabouts, their households, and the services they require and utilize—precluded the Collins Center for Public Policy from completing the evaluation shortly after the expiration of the grant term in September 2009 as intended.



To address the dearth of data, Chester Housing Authority, the Chester Towers HOPE VI Revitalization Program, the Collins Center, and resident services firm Housing Opportunities Unlimited combined monetary and in-kind resources to enable identification, location, and surveying of former Chester Towers residents. The Collins Center designed an extensive survey instrument and subcontracted Housing Opportunities Unlimited to conduct one-on-one resident interviews during which they completed the survey questionnaires.

The Housing Opportunities Unlimited team members who served as survey administrators completed 83 questionnaires with former residents of the Chester Towers housing development on 18, 19, 20, and 21 February 2010. The team attempted to contact all 140 residents listed as part of the Chester Towers HOPE VI population. (The total of 140 did not include residents known prior to the data collection to be deceased or in nursing facilities.)

There remained 52 former Chester Towers residents whose status or location the team was unable to determine. The Collins Center continues to work with Chester Housing Authority to locate and contact these residents. The Collins Center is committed to surveying all surviving former Chester Towers residents not living in nursing facilities.

The final evaluation lacks reliable baseline data, and is therefore can offer comparisons only in a limited set of instances. Nevertheless, the February 2010 data collection is an important and valuable attempt to reestablish a baseline in the Chester Towers HOPE VI program.



SECTION I IMPACTS ON ORIGINAL RESIDENTS

HUD recommends that HOPE VI evaluations provide a detailed profile of original residents at baseline and at each follow-up assessment. The profile should include at a minimum gender, age, race/ethnicity, education, housing type, and interest in returning to the new HOPE VI development. In addition, the first 23 recommended indicators are intended to assess HOPE VI impacts on the residents of public housing in the areas of housing conditions, relocation, neighborhood quality (after relocation), physical and mental health, employment, income, household stability, children, and community and supportive services (CSS).

RESIDENT DEMOGRAPHIC PROFILE

Table 1. GENDER. CHESTER TOWERS HOPE VI POPULATION.

	Baseline (2004)	First Quarter 2009	February 2010
Female	73	54	37
Male	94	64	46
Total	167³	118	83⁴

Table 2. RACE/ETHNICITY. CHESTER TOWERS HOPE VI POPULATION.

	Baseline (2004)		First Quarter 2009		February 2010	
African American	female: 56	Total 125	female: 44	Total 95	female: 29	Total 65
	male: 69		male: 51		male: 36	
White/Anglo	female: 11	Total 23	female: 6	Total 14	female: 1	Total 5
	male: 12		male: 8		male: 4	
Asian/Pacific Islander	female: 1	Total 1	female: 1	Total 1	female: 1	Total 1
	male: 0		male: 0		male: 0	
Hispanic/Latino	female: 5	Total 18	female: 3	Total 8	female: 5	Total 12
	male: 13		male: 5		male: 7	

³ A previous evaluation dated June 2007 (“A Dream Not Denied: Chester Towers HOPE VI Revitalization”) reports the baseline HOPE VI caseload at 334, noting that the figure contradicts the number used by Chester Housing Authority and the Delaware County Office of Services to the Aging (COSA). Though the report’s author cites “painstaking research reconciling the multiple case management databases being utilized in the HOPE VI Project” as the basis for a claim twice that contained in CHA records (167), neither the sources for the data nor the process by which the author arrived at the figure could be substantiated. Therefore, the present document relies upon official housing authority records, placing the baseline caseload at 167. The number of residents—140—listed as the caseload for the final evaluation report subtracts those known prior to the February 2010 data collection to be deceased or to be residing in nursing facilities.

⁴ Total reflects number of former Chester Towers residents surveyed in February 2010 by Housing Opportunities Unlimited, Inc., independent resident services firm and third-party contractor to the Collins Center for Public Policy. An additional 10 residents (6 female and 4 male) had been located but not yet surveyed at press time (April 2010). Four residents are alleged to have passed away.



Table 3. BASELINE (2004) AGE GROUP BY GENDER AND RACE/ETHNICITY.
CHESTER TOWERS HOPE VI POPULATION.

	18-44 years	45-64 years	65 years and older	Total
Male	13	66	15	94
African American	11	52	6	69
White/Anglo	1	8	3	12
Hispanic/Latino	1	6	6	13
Asian/Pacific Islander	0	0	0	0
Female	13	50	10	73
African American	12	39	5	56
White/Anglo	1	7	3	11
Hispanic/Latino	0	3	2	5
Asian/Pacific Islander	0	1	0	1

Table 4. FIRST QUARTER 2009 AGE GROUP BY GENDER AND RACE/ETHNICITY.
CHESTER TOWERS HOPE VI POPULATION.

	18-44 years	45-64 years	65 years and older	Total
Male	9	54	1	64
African American	7	43	1	69
White/Anglo	1	7	0	12
Hispanic/Latino	1	4	0	13
Asian/Pacific Islander	0	0	0	0
Female	13	50	10	54
African American	11	33	0	44
White/Anglo	1	5	0	6
Hispanic/Latino	0	3	0	3
Asian, Pacific Islander	0	1	0	1

Table 5. EDUCATIONAL ATTAINMENT AMONG HOPE VI RESIDENTS. CHESTER TOWERS HOPE VI
POPULATION.

	Baseline (2004)	February 2010
At least 4-year college degree	<i>Data unavailable</i>	4
Some college		14
High school diploma or GED		36
Less than high school diploma or GED		48

HUD RESIDENT IMPACT INDICATORS

Housing

Indicator 1: Housing Conditions

Percent of residents reporting problems by housing type
Percent of residents reporting two or more problems by housing type

Data unavailable



Indicator 2: Housing satisfaction with current unit

Table 6. RESIDENT SELF-ASSESSMENT OF SATISFACTION WITH CURRENT HOUSING UNIT. CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

Very satisfied/Satisfied	Neither satisfied nor dissatisfied	Dissatisfied/Very dissatisfied
52 (62.6%)	11 (13.3%)	20 (24.1%)

Table 7. RESIDENT SELF-ASSESSMENT OF SATISFACTION WITH CURRENT HOUSING UNIT COMPARED TO PREVIOUS HOUSING UNIT. CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

A lot better/Somewhat better	Neither better nor worse	Somewhat worse/A lot worse
46 (56.7%)	20 (24.7%)	15 (18.5%)

Relocation

Indicator 3: Relocation clustering

Percent of HOPE VI households in Census tracts where they represent <2-10%

Data not available

Indicator 4: Poverty concentration of current neighborhood

According to U.S. Census 2000 data, median household income in the City of Chester was \$25,703, close to half the Delaware County figure (\$50,092). Through the 1990's, the City of Chester's median household income increased at a lower rate than in Delaware County. While median income in the City of Chester rose from \$20,864 in 1990 to \$25,703 in 2000 (23.2 percent), it rose by comparison 34.2 percent in the same period in Delaware County—from \$37,337 in 1990 to \$50,059 in 2000.

Table 8. HOUSEHOLD INCOME. CITY OF CHESTER. (Source: U.S. Bureau of the Census)

	1990		2000	
	Total	Percent of total	Total	Percent of Total
Less than \$10,000	4124	28.6	2700	21.1
\$10,000 to \$14,999	1439	10.0	1332	10.4
\$15,000 to \$24,999	2765	19.2	2202	17.2
\$25,000 to \$34,999	2462	17.1	2037	15.9
\$35,000 to \$49,000	2012	13.9	1725	13.5
\$50,000 to \$74,000	1269	8.8	1675	13.1
\$75,000 to \$99,999	258	1.8	588	4.6
\$100,000 to \$149,999	64	0.4	414	3.2
More than \$150,000	32	0.2	124	1.0
Total	14,424	100.0	12,797	100.0
Median household income	\$20,864		\$25,703	



In 1990, 10,092 residents—25.2 percent—of the City of Chester lived below the poverty line. Due in part to the decline in Chester’s total population, the percentage of residents living below poverty increased by the year 2000 to 27.2, though the total number fell to 9249.

Table 9. INCOME BELOW POVERTY LEVEL. CITY OF CHESTER. (Source: U.S. Bureau of the Census)

	1990	2000
Persons below poverty level	10,092	9249
Percent below poverty level	25.2	27.2

In the year 2000, 13 of the 14 census tracts that comprise the City of Chester qualified as low-income by HUD standards (those census tracts in which at least 51 percent of the population reports incomes of 80 percent of median income or less).

Table 10. LOW-INCOME PERSONS AND HOUSEHOLDS BY CENSUS TRACT. CITY OF CHESTER, Y2000. (Source: U.S. Bureau of the Census)

Census Tract	Low-income universe	Low income		
		Persons	Percent of universe	Estimated households
4044	1481	709	47.9	310
4045	4904	3344	68.2	1291
4046	2439	1461	59.9	535
4047	2478	1654	66.8	701
4048	2717	1940	71.4	602
4049	1678	1407	83.9	464
4050	2395	1734	72.4	788
4051	2201	1576	71.6	611
4052	2721	2186	80.3	851
4053	3549	2703	76.2	929
4054	2282	1718	75.3	607
4056	655	430	65.7	148
4057	2016	1556	77.2	617
4058	2380	1925	80.9	716
Total	33,869	24,343	71.8	9170

Indicator 5: Minority concentration of current neighborhood

The Consolidated Plan for the City of Chester FY 2005-2009 identifies those census tracts with at least 50.8 percent minority households as sites of racial concentration. The figure 50.8 percent is twice the average rate of minority household residency in the nine-county region which includes the Pennsylvania counties of Bucks, Chester, Delaware, Montgomery, and Philadelphia, and the New Jersey counties of Burlington, Camden, Gloucester, and Mercer. For the nine-county region, 76.6 percent of households were white and 25.4 were minority. Thirteen of the census tracts that comprise the City of Chester have a rate of minority households that exceeds double the nine-county regional average.



A concentration of Latino/Hispanic households is likewise defined as double the nine-county regional average or 3.9 percent. Three of the City of Chester census tracts have a concentration of Latino/Hispanic households, exceeding the 7.8 percent threshold.

Table 11. HOUSEHOLDS BY RACE/ETHNICITY BY CENSUS TRACT. Y2000. (Source: U.S. Bureau of the Census)

Census Tract	Total households	White	Minority households						Latino/Hispanic (any race) households	
			Black	Am.Ind., Eskimo	Asian/Pacific Islander	Other	2 or more races	Percent minority	Total	Percent
4044	669	378	253	6	24	8	0	43.5	6	0.9
4045	1878	535	1242	0	18	38	45	71.5	70	3.7
4046	878	388	482	0	0	8	0	55.8	16	1.8
4047	1058	358	630	0	13	35	22	66.2	70	6.6
4048	825	219	556	0	0	50	0	73.5	107	13.0
4049	561	14	445	0	0	78	24	97.5	109	19.4
4050	1069	106	888	0	6	31	38	90.1	116	10.9
4051	859	20	839	0	0	0	0	97.7	6	0.7
4052	1059	12	1035	0	6	6	0	98.9	33	3.1
4053	1218	191	968	0	8	39	12	84.3	57	4.7
4054	831	185	639	7	0	0	0	77.7	0	0.0
4056	237	42	195	0	0	0	0	82.3	0	0.0
4057	795	126	652	0	6	0	11	84.2	10	1.3
4058	877	6	848	0	7	16	0	99.3	16	1.8
Total	12,814	2580	9672	13	88	309	152	79.9	616	4.8

Indicator 6: Re-occupancy

- Percent of HOPE VI households re-occupying completed development by housing type
 - Percent denied re-occupancy for failure to meet return criteria
 - Most prevalent reasons for failure to meet return criteria
- Data not available*

Note: The Chester Towers HOPE VI revitalization is underway, proceeding in phases. While some residents have been permanently relocated to Chatham Estates in accordance with the program plan, others are in temporary housing situations pending completion of subsequent phases.

According to CHA records in its Tracking At A Glance system in April 2009, of the original HOPE VI Chester Towers caseload population of 167 residents, 13 were evicted for reasons unspecified. A Vacancy Status Report dated 02 August 2007 and provided to the Collins Center in March 2010 lists 19 residents as evicted, reasons unspecified.

Table 12. CHESTER TOWERS HOPE VI RESIDENTS EVICTED. (Source: CHA Vacancy Status Report, 02 August 2007).

Year	2004	2005	2006	2007
Residents evicted	8	5	5	1



Indicator 7: Satisfaction with relocation services

Level of relocation services provided to each resident

Outcomes of relocation efforts

Data not available

Neighborhood Quality

Indicator 8: Social disorder and violence in current neighborhood

and

Indicator 9: Safety in current neighborhood

Updated CHA Police Department data not available

Chester Housing Police Department reported a decline in number of calls for service over the one-year period from 01 July 2007 to 30 June 2008. In the same period, the number of referrals to CHA management for lease violations increased significantly.

Chart 1. LEASE VIOLATION REFERRALS TO CHA MANAGEMENT. 01 JULY 2007 TO 30 JUNE 2008.

(Source: Chester Housing Police Department Activity Log)

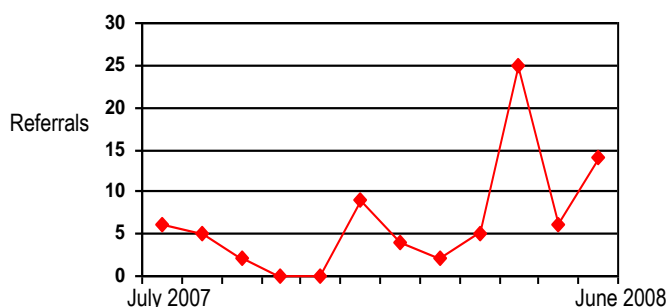


Chart 2. CALLS FOR CHESTER HOUSING POLICE DEPARTMENT SERVICE. 01 JULY 2007 TO 30 JUNE 2008.

(Source: Chester Housing Police Department Activity Log)

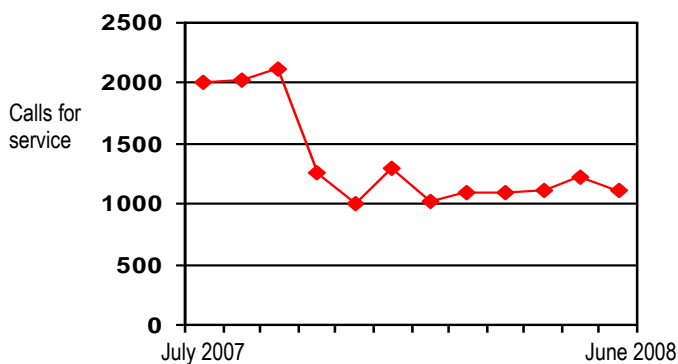


Table 13. RESIDENT SELF-ASSESSMENT OF SAFETY INSIDE CURRENT HOUSING UNIT.

CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

Strongly agree or Agree	Neither agree nor disagree	Disagree or Strongly disagree
75 (90.4%)	3 (3.6%)	5 (6.0%)



Table 14. RESIDENT SELF-ASSESSMENT OF SAFETY IN BUILDING AND ON GROUNDS SURROUNDING CURRENT HOUSING UNIT. CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

Strongly agree or Agree	Neither agree nor disagree	Disagree or Strongly disagree
72 (86.8%)	1 (1.2%)	10 (12.0%)

Table 15. RESIDENT SELF-ASSESSMENT OF SAFETY IN NEIGHBORHOOD OF CURRENT HOUSING UNIT. CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

Strongly agree or Agree	Neither agree nor disagree	Disagree or Strongly disagree
69 (83.1%)	3 (3.6%)	11 (13.2%)

Indicator 10: Satisfaction with amenities in current neighborhood

The availability of services is a noted problem in the City of Chester, and perhaps for public housing residents especially. As such, the Chester Towers HOPE VI revitalization plan incorporates significant commercial space to bring such amenities as a major grocery store to the community.

Table 16. RESIDENT ASSESSMENT OF AVAILABILITY OF CONVENIENCES IN NEIGHBORHOOD. CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

Strongly agree or Agree	Neither agree nor disagree	Disagree or Strongly disagree
29 (34.4%)	21 (25.3%)	33 (39.8%)

Table 17. RESIDENT ASSESSMENT OF TRANSPORTATION AS A PROBLEM. CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

Strongly agree or Agree	Neither agree nor disagree	Disagree or Strongly disagree
20 (24.0%)	1 (1.2%)	62 (74.7%)

Indicator 11: Students on free and reduced lunch at current schools attended by children of HOPE VI residents

Data not available

Only two of the 83 households surveyed in February 2010 report children under 18 years of age living within them. (There are a total of three underage children living in these two households.) The vast majority of former Chester Towers residents surveyed—77, or 93 percent—live in single-person households.



Physical and Mental Health
Indicator 12: Overall physical health
and
Indicator 13: Chronic illness

Of the 83 former Chester Towers residents surveyed in February 2010, 79 report having at least one health condition.

Table 18. RESIDENT SELF-REPORTED CHRONIC ILLNESS. CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

	Number of residents reporting	Percentage of residents reporting
Asthma	17	20.5
Hypertension	52	62.7
Diabetes	36	43.4
Arthritis	42	50.6
Weight problem	14	16.9

Table 19. RESIDENT SELF-ASSESSMENT OF PHYSICAL MOBILITY. CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

Excellent or Good	Fair	Poor or Very poor
46 (55.4%)	19 (22.9%)	18 (21.6%)

Table 20. RESIDENT SELF-ASSESSMENT OF HEALTH COMPARED TO 12 MONTHS PRIOR. CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

Better	About the same	Worse
25 (30.1%)	39 (47.0%)	19 (22.9%)

Of the 83 former Chester Towers residents surveyed in February 2010, half (43 residents, or 51.3 percent) had had their vision tested within the previous 12 months. Most (59 residents, or 72 percent) had not had dental care within the previous 12 months.

Table 21. RESIDENT SELF-REPORTED FREQUENCY OF PAIN MEDICATION USAGE DURING PREVIOUS 30 DAYS. CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

Not at all	A little	Some	A lot
35 (42.2%)	9 (10.8%)	17 (20.5%)	22 (26.5%)

Information about specific health conditions and their management is not available prior to the February 2010 data set. As previously reported in the interim evaluation, a HOPE VI Project COSA Six Month Report dated 14 October 2008 offered general observations, stating that the caseload has “a significantly high stroke, heart disease, diabetes, and HIV rate.” (However, HUD requests specific health data as listed above in Table 18.)



Indicator 14: Mental health

Of the 83 former Chester Towers residents surveyed in February 2010, 13 (15.7 percent) reported needing mental health care within the previous 12 months, and the same number reported having spoken to a mental health practitioner about their own health within the previous 12 months. Sixteen (19.3 percent) report having been told by a doctor that they have depression.

An average of 17 (20.5 percent) of the 83 residents surveyed reported experiencing various mood disorders at least “some of the time” in the previous 30 days. A total of 24 residents (28.9 percent) reported that these feelings interfered to some degree with their life activities.

Between 41.0 percent and 60.2 percent responded that they had not gone out with one or more friends or family members or visited with neighbors in the previous 30 days.

Employment, Income, and Household Security

Indicator 15: Employment

Of the 83 former Chester Towers residents surveyed in February 2010, 9 (10.8 percent) were employed at the time of the interview.

Indicator 16: Employment retention

Data not available

Indicator 17: Household income

Annual median household income for HOPE VI residents by housing type
Percentage of residents earning income from wages, SSI, etc.

Of the 83 former Chester Towers residents surveyed in February 2010, five (6.0 percent) reported income from wages.

Indicator 18: Material hardship

Of the 83 former Chester Towers residents surveyed in February 2010, only 13.2 percent report experiencing financial difficulty paying for essentials and household bills.

Table 22. RESIDENT SELF-ASSESSED LEVEL OF AGREEMENT WITH STATEMENT, “I EXPERIENCE FINANCIAL HARDSHIP (DIFFICULTY PAYING HOUSEHOLD BILLS AND COVERING ESSENTIALS).”
CHESTER TOWERS HOPE VI POPULATION (SURVEYED FEBRUARY 2010).

Strongly agree or Agree	Neither agree nor disagree	Disagree or Strongly disagree
11 (13.2%)	4 (4.8%)	68 (82.0%)



Note: According to U.S. Census data for Y2000, 36.9 percent of households in the City of Chester were cost-burdened, defined as spending in excess of 30 percent of gross household income on housing.

Table 23. COST-BURDENED HOUSEHOLDS BY OCCUPANCY TYPE. Y2000. (Source: U.S. Census Bureau)

	Units	Cost-burdened		Annual household income in 1999 \$						
		Total	% of total units	Less than \$10K	10,000-19,999	20,000-34,999	35,000-49,999	50,000-74,999	75,000-99,999	100,000 or more
Owner-occupied	6109	1700	27.8	450	557	546	108	39	0	0
Renter-occupied	6705	3022	45.1	1347	1141	461	73	0	0	0
Total	12,814	4722	36.9	1797	1698	1007	181	39	0	0

Indicator 19: Barriers to employment

Indicator 19 would track the percentage of residents who lack work experience, child care, transportation, English language proficiency, or who have substance dependency, a criminal record, live in low-employment neighborhoods, or report discrimination.

Most of the former Chester Towers residents are elderly or disabled, and, therefore, are not likely candidates for employment. However, of the 83 surveyed in February 2010, 22 (26.5 percent) report having spent time in jail or prison, 1 (1.2 percent) reports needing substance abuse treatment, and 3 (3.6 percent) report needing ESOL classes “some” or “a lot.” Only two households report having members under 18 years of age. Twenty residents (24.0 percent) report that transportation is a problem for them. (See Indicator 10 on page 12.)

Indicator 20: Household stability

Indicator 20 would track the percentage of households rated high-, medium-, low-risk, or tagged for “quarterly monitoring” according to the HOPE VI CSS Caseload Triage and Stability Index.

Data not available

Children

Indicator 21. Behavior problems

Indicator 21 tracks the incidence of behavior problems among HOPE VI children. No data are available. However, there are only a total of three children under age 18 living in two households among the 83 surveyed in February 2010.

Data not available



Community and Supportive Services

Indicator 22: Utilization rates for community and supportive services

Indicator 22 tracks the percentage of residents by housing type using CSS programs which include employment preparation, placement, and retention; job skills training; high school equivalency/GED; transportation; counseling; substance abuse.

Data not available

Indicator 23: Satisfaction with CSS

Indicator 23 tracks the percentage of residents reporting satisfaction on a 4-point scale.

Data not available



SECTION II
IMPACTS ON THE NEIGHBORHOOD

HUD anticipates that HOPE VI revitalization funding not only improves the public housing available to residents, but also serves as a catalyst for neighborhood change. (Please see illustrations 1 and 2 on pages 18 and 19.) The HOPE VI neighborhood for the Chester Towers HOPE VI program has been defined as the City of Chester which is comprised of 14 census tracts.

Employment and Income

Indicator 24: Minority concentration

As reported for Indicator 5, 13 of the census tracts that comprise the City of Chester have a rate of minority households that exceeds double the nine-county regional average. This fact defines them as areas of minority concentration. Three of the City of Chester census tracts have a concentration of Latino/Hispanic households. Please see Table 11 on page 10.

Indicator 25: Education

As reported in Table 5 on page 7, more than half the former Chester Towers residents surveyed in February 2010 lack high school diplomas.

Indicator 26: Income and poverty rate

Based on Median Family Income (MFI) for a family of four in the Philadelphia PA-NJ Primary Metropolitan Statistical Area in Y2000 (\$57,800), the City of Chester's population falls into the following income ranges:

Table 24. MEDIAN FAMILY INCOME RANGES FOR THE CITY OF CHESTER. Y2000.

High income (greater than 120% of MFI)	\$69,360 and above
Middle income (96% to 119% of MFI)	\$55,488 - \$69,359
Moderate income (81% to 95 % of MFI)	\$46,241 - \$55,487
Low income (51% to 80% of MFI)	\$28,901 - \$46,240
Very low income (less than 50% of MFI)	\$0 - \$28,900
Extremely low income (less than 30% of MFI)	\$0 - \$17,340

According to HUD standards, 13 of the 14 census tracts which comprise the City of Chester qualify as low-income, registering less than 80 percent of Median Family Income.

In Y2007, the City of Chester's estimated median household income was \$30,906, compared to \$25,703 in Y2000. The estimated median household income in Delaware County in Y2007 was \$60,232 (\$50,092 in 1999). For the state of Pennsylvania, the figure was \$48,576 in Y2007.

Table 25. MEDIAN HOUSEHOLD INCOME, CITY OF CHESTER, DELAWARE COUNTY, PENNSYLVANIA.

	2000	2007
City of Chester	\$25,703	\$30,906
Delaware County	\$50,092	\$60,232
Pennsylvania	\$40,106	\$48,576

Illustration 1. HOUSING DEVELOPMENTS AND NEIGHBORHOOD IMPROVEMENT PROJECTS. (Source: Official website of the City of Chester, PA).

Wellington Heights

Wellington Heights Homeownership (WHH) Phase II is another new housing improvement developed by Penrose Properties and Duvernay & Brooks, that is taking shape in the City of Chester. The development, which consists of 50 twin homes, is located in two sites: one in Highland Gardens and the other at 6th & Reaney Streets.



Artistic rendering of new homes to be built at 6th & Reaney Streets. The first site being redeveloped is in the most distressed section of the Highland Gardens neighborhood within Chester's upper west end. In accordance with Pennsylvania Redevelopment law, the Chester Planning Commission declared the area blighted based upon condition of the properties in the area, vacancy rates, and socio-economic factors. The second site is ripe for redevelopment as it has been sitting vacant since the dwelling units that once were located on the site were demolished as part of an urban renewal project.

Union Square



The development site for Union Square is located at 3rd and Yarnall Streets in Chester's west end at the site of the old Dewey/Horace Mann lots. These 26 affordable homes will have a base price of \$100,000. All of the homes will have four bedrooms plus a den and three full bathrooms. Union Square homes include many features that are desirable and expected in today's new housing market, and homebuyers have the option of customizing their home through the selection of certain upgrades as is found in other new market-rate homeownership developments.

Leading the Union Square effort is T.J. Properties, Inc., a for-profit developer with extensive affordable housing experience in Pennsylvania. Its partners in this development effort are the Chester Redevelopment Authority and the Chester Community Improvement Program, a community non-profit with a mission of fostering homeownership in the City.

Crozer Hills



Crozer Hills, developed by Penrose Properties, is located on a 7.47 acre site at 14th & Kerlin Streets, in the former Park Villa area above Crozer Park. The Crozer Hills homes have at least 1,600 square feet of living space with attached or detached garages depending upon the model. Standard units have 3 bedrooms and 2 ½ bathrooms. The Crozer Hills homes have at least 1,600 square feet of living space with attached or detached garages depending upon the model. Standard units have 3 bedrooms and 2 ½ bathrooms. Sales prices begin at \$140,000 with additional options and upgrades available. The City was able to use the Keystone Opportunity Zone tax benefits to make the houses more affordable.

Illustration 2. RECENT DEVELOPMENT PROJECTS. (Source: Official website of the City of Chester, PA).

University Crossings



University Crossings is located at 15th Street & Providence Avenue.

Bringing the first new hotel to Chester in 35 years, University Crossings celebrated its official grand opening on December 10, 2008. Located less than one block from [Widener University](#), this brand new residential and retail complex will feature 57 apartments, a 60-room hotel, along with a bank, a 7-Eleven convenience store, Chester Police substation, restaurant, and café. All structures are ground-up buildings and have street level retail stores with pedestrian passageways through the building. The Widener Hotel & Suites is contemporary in its design and will feature modern amenities and accommodations,

including extended stay suites, a fitness center, and free shuttle services. The apartment complex, known as the Hub at Widener offers studio, one bedroom and two bedroom apartments, all equipped with a full kitchen, key card access and high speed Internet and cable television. The site for University Crossings, which was previously tax exempt as part of the university, has been added to the Chester tax rolls. According to Widener University, over the next ten years, the project will generate an estimated \$1.8 million in real estate tax revenue to the city and the Chester Upland School District, more than \$800,000 in earned income tax revenues from the new jobs created, and \$600,000 in business privilege taxes.

University Technology Park

Located just off I-95 at I-476 in Chester, Delaware County, University Technology Park (UTP) is idyllically located on a 20-acre technology corridor between the Widener University Main Campus and Crozer-Chester Medical Center. This ideal business location provides its tenants with world-class facilities and easy access to technologies, scientists and engineers, as well as convenient proximity to educational, scientific, medical and other resources throughout the Greater Philadelphia and tri-state region. This union of public and private sector interests has produced a synergistic enterprise that is poised for rapid expansion.



University Technology Park is located at 1450 Edgmont Avenue in Chester, Pennsylvania.



In 1990, 10,092 residents—25.2 percent—of the City of Chester lived below the poverty line. Due in part to the decline in Chester’s total population, the percentage of residents living below poverty increased by the year 2000 to 27.2, though the total number fell to 9249.

Current poverty level figures indicate that rates in the City of Chester exceed those of Delaware County and Pennsylvania by nearly two and three times.

Table 26. RESIDENTS WITH INCOME BELOW POVERTY LEVEL.
Y2007.

	Percentage of residents
City of Chester	27.2
Delaware County	9.8
Pennsylvania	11.6

In 2007, 12.9 percent of City of Chester residents had incomes below 50 percent of the poverty level. The corresponding figure for Pennsylvania is 5.1 percent.

Indicator 27: Employment

Percentage of residents who have income from wages in HOPE VI neighborhood compared to city employment rates at baseline and current
Percentage change from baseline to current for both HOPE VI neighborhood and city
Data not available

As reported for Indicator 17 on page 14, of the 83 former Chester Towers residents surveyed in February 2010, five (6.0 percent) reported income from wages. Baseline data earlier than the February 2010 data set is not available.

Housing Market Conditions

Indicator 28: Assessed housing values

The median value of an owner-occupied unit in the City of Chester in Y2000 was \$43,300, approximately one-third of Delaware County’s Y2000 median value of \$128,800.

Table 27. HOUSING VALUE AND RENT. (Source: U.S. Census Bureau)

	City of Chester		Delaware County	
	1990	2000	1990	2000
Owner-occupied unit (median value)	\$38,400	\$43,300	\$113,200	\$128,800
Renter-occupied unit (median gross rent)	\$291	\$541	\$445	\$662

The current estimated median house or condo value (Y2007) in Delaware County is \$231,200, while in Pennsylvania it is \$155,000. Y2007 median values in the City of Chester are \$78,826.



Indicator 29: Housing vacancy rates

In Y2000, the rate of vacancy for for-sale units was 3.2 percent, according to census figures, while the vacancy rate among rental units was 7.4 percent. Age and condition of vacant housing stock is cited as diminishing its desirability and habitability.

Table 28. VACANT UNITS BY AGE OF HOUSING. CITY OF CHESTER, Y2000. (Source: U.S. Census Bureau)

	1990-2000	1980-1989	1960-1979	1940-1959	1939 or earlier
Total vacant units	37	33	469	912	711

Indicator 30: Total housing units

The number of housing units in the City of Chester has declined steadily since 1970, at which time it was 18,725. The figure fell to 16,512 in 1990, and declined further to 14,976 in Y2000.

Table 29. UNITS PER STRUCTURE. Y2000. (Source: U.S. Census Bureau)

Census Tract	Housing units	Single-family		Multi-family				Mobile homes	
		Attached and detached		Units per structure			%	Total	%
		Total	%	2-4	5-9	10 or more			
4044	730	439	60.1	119	68	104	39.9	0	0.0
4045	2127	1073	50.4	226	156	666	49.3	6	0.3
4046	964	745	77.3	194	6	19	22.7	0	0.0
4047	1139	634	55.7	99	68	338	44.3	0	0.0
4048	1002	848	84.6	96	38	20	15.4	0	0.0
4049	744	576	77.4	101	30	37	22.6	0	0.0
4050	1344	555	41.3	346	78	365	58.7	0	0.0
4051	923	724	78.4	103	19	77	21.6	0	0.0
4052	1130	868	76.8	127	69	66	23.2	0	0.0
4053	1405	1170	83.3	235	0	0	16.7	0	0.0
4054	1071	784	73.2	180	49	58	26.8	0	0.0
4056	335	312	93.1	23	0	0	6.9	0	0.0
4057	1012	768	75.9	181	63	0	24.1	0	0.0
4058	1050	812	77.3	158	62	18	22.7	0	0.0
Total	14,976	10,308	68.8	2188	706	1768	31.1	6	0.1
Delaware County outside City	202,002	153,589	76.0	18,382	5541	23,788	23.6	663	0.3



Indicator 31: Gross rent

Table 30. HOUSING VALUE AND RENT. (Source: U.S. Census Bureau)

	City of Chester		Delaware County	
	1990	2000	1990	2000
Owner-occupied unit (median value)	\$38,400	\$43,000	\$113,200	\$128,800
Renter-occupied unit (median gross rent)	\$291	\$541	\$445	\$662

Indicator 32: Owner-occupied housing units

Table 31. OWNER-OCCUPANCY, CITY OF CHESTER, DELAWARE COUNTY, PENNSYLVANIA.

	Owner-occupied units	Percentage of occupied units
City of Chester Y1990	7776	53.5
City of Chester Y2000	6109	47.7
Delaware County Y2000 (outside City)	142,184	73.5
Statewide	3,905,717	71.3

Indicator 33: Home purchase loans/mortgages

Information about home purchase loans and mortgages can offer a rich background against which to evaluate such issues as housing affordability in the City of Chester and Delaware County, the supply of multi-family housing, the income-to-housing affordability index, and future housing units needed based on projected job growth. It is important to include these figures for their potential to enable analysis of HOPE VI's impact on local housing market indicators. (Please see tables 32-35 on pages 21 and 22.) It is also important to ascertain the relevance of housing market indicators to the former Chester Towers HOPE VI population, making the residents visible, so to speak, and ensuring that subsequent city, county, and regional planning efforts address their needs.



Table 32. HOME MORTGAGE DISCLOSURE ACT AGGREGATED STATISTICS, CITY OF CHESTER. Y2007.

	A) FHA, FSA/RHS, VA home purchase loans		B) Conventional home purchase loans		C) Refinancings		D) Home improvement loans		E) Loans on dwellings for 5+ families		F) Non-occupant loans on <5 family dwellings (A, B, C, D)		G) Loans on manufactured home dwellings (A, B, C, D)	
	Number	Average value	Number	Average value	Number	Average value	Number	Average value	Number	Average value	Number	Average value	Number	Average value
Loans originated	31	\$78,516	202	\$80,634	282	\$69,319	106	\$30,943	3	\$126,000	242	\$68,707	0	\$68,556
Applications approved, not accepted	1	\$82,000	36	\$82,389	90	\$62,544	26	\$32,000	0	\$0	48	\$52,583	0	\$45,200
Applications denied	10	\$113,800	101	\$65,000	437	\$69,764	190	\$30,332	2	\$135,000	145	\$58,214	2	\$66,783
Applications withdrawn	6	\$85,667	31	\$76,710	99	\$75,172	16	\$46,500	1	\$68,000	31	\$60,774	0	\$0
Files closed for incompleteness	1	\$75,000	29	\$83,241	29	\$73,138	3	\$54,333	0	\$0	6	\$93,667	1	\$16,000

Table 33. HOME MORTGAGE DISCLOSURE ACT AGGREGATED STATISTICS, CITY OF CHESTER. Y2004.

	A) FHA, FSA/RHS, VA home purchase loans		B) Conventional home purchase loans		C) Refinancings		D) Home improvement loans		E) Loans on dwellings for 5+ families		F) Non-occupant loans on <5 family dwellings (A, B, C, D)		G) Loans on manufactured home dwellings (A, B, C, D)	
	Number	Average value	Number	Average value	Number	Average value	Number	Average value	Number	Average value	Number	Average value	Number	Average value
Loans originated	24	\$66,833	203	\$49,227	313	\$55,904	86	\$24,709	9	\$1,949,667	245	\$48,784	1	\$38,000
Applications approved, not accepted	0	\$0	22	\$60,273	131	\$50,824	21	\$27,333	0	\$0	30	\$35,467	0	\$0
Applications denied	5	\$61,600	78	\$56,256	509	\$56,259	155	\$25,632	1	\$686,000	109	\$40,835	4	\$36,250
Applications withdrawn	4	\$87,000	35	\$54,486	215	\$61,465	18	\$37,833	1	\$350,000	30	\$51,967	0	\$0
Files closed for incompleteness	2	\$39,000	11	\$64,727	48	\$67,292	4	\$20,250	0	\$0	12	\$60,250	0	\$0



Table 34. HOME MORTGAGE DISCLOSURE ACT AGGREGATED STATISTICS FOR DELAWARE COUNTY, PA. Y2007.

	A) FHA, FSA/RHS, VA home purchase loans		B) Conventional home purchase loans		C) Refinancings		D) Home improvement loans		E) Loans on dwellings for 5+ families		F) Non-occupant loans on <5 family dwellings (A, B, C, D)		G) Loans on manufactured home dwellings (A, B, C, D)	
	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>
Loans originated	565	\$153,469	7,622	\$190,239	9,063	\$159,038	3,118	\$55,403	36	\$741,694	1,529	\$111,881	9	\$68,556
Applications approved, not accepted	74	\$142,203	1,279	\$157,177	6,214	\$151,630	2,461	\$50,384	17	\$543,353	795	\$92,025	23	\$66,783
Applications denied	73	\$152,342	807	\$186,841	2,522	\$161,221	328	\$79,802	5	\$254,000	240	\$124,113	0	\$0
Applications withdrawn	7	\$107,714	369	\$173,518	1,100	\$181,486	65	\$78,400	1	\$700,000	88	\$121,250	1	\$16,000
Files closed for incompleteness	74	\$142,203	1,279	\$157,177	6,214	\$151,630	2,461	\$50,384	17	\$543,353	795	\$92,025	23	\$66,783

Table 35. HOME MORTGAGE DISCLOSURE ACT AGGREGATED STATISTICS FOR DELAWARE COUNTY, PA. Y2004.

	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>	<i>Number</i>	<i>Average value</i>
Loans originated	756	\$108,206	8,459	\$162,766	14,185	\$138,298	2,937	\$52,454	65	\$1,267,077	1,991	\$82,769	24	\$62,875
Applications approved, not accepted	29	\$109,276	906	\$163,542	3,124	\$123,078	648	\$49,602	3	\$276,333	309	\$76,126	17	\$57,294
Applications denied	92	\$106,870	1,138	\$133,934	7,798	\$119,091	2,482	\$43,643	7	\$493,143	920	\$59,003	54	\$65,352
Applications withdrawn	67	\$101,687	910	\$165,326	5,318	\$127,694	536	\$65,435	8	\$4,388,375	303	\$99,729	10	\$83,400
Files closed for incompleteness	18	\$97,889	283	\$166,187	2,883	\$141,401	165	\$62,152	2	\$166,500	114	\$88,132	2	\$46,500



Quality of Life Issues
Indicator 34: Crime rate

As presented for Indicators 8 and 9, Chester Housing Police Department reported a decline in number of calls for service over the one-year period from 01 July 2007 to 30 June 2008. In the same period, the number of referrals to CHA management for lease violations increased significantly. Please see Charts 1 and 2 on page 11. Also see Tables 13, 14, and 15 on pages 11 and 12 for resident assessments of safety.

Table 36. CRIME IN CITY OF CHESTER BY YEAR.

Type	1999	2000	2002	2004	2005	2006	2007
Murders	9	18	12	19	15	18	27
per 100,000	22.4	43.8	32.4	51.2	40.6	48.5	73.4
Rapes	52	26	31	31	34	21	25
per 100,000	129.4	63.2	83.7	83.5	91.9	56.6	67.9
Robberies	267	257	162	170	229	241	231
per 100,000	664.2	625.2	437.6	457.7	619.1	649.8	627.7
Assaults	954	812	472	511	656	704	662
per 100,000	2373.4	1975.2	1275.1	1375.9	1773.4	1898.0	1799.0
Burglaries	614	457	239	396	480	444	437
per 100,000	1527.5	1111.7	645.7	1066.3	1297.6	1197.1	1187.5
Thefts	1,022	827	646	616	710	740	635
per 100,000	2542.5	2011.7	1745.2	1658.6	1919.4	1995.1	1725.6
Auto thefts	467	439	312	278	290	284	258
per 100,000	1161.8	1067.9	842.9	748.5	784.0	765.7	701.1
Arson	108	69	31	27	36	25	31
per 100,000	268.7	167.8	83.7	72.7	97.3	67.4	84.2
City-data.com crime index (higher means more crime, U.S. average = 320.9)	1123.8	964.5	700.6	782.5	925.4	941.7	957.4

Indicator 35: Tax dollars

The median real estate property taxes paid for housing units in Y2000 in the City of Chester was \$1,315 (3.0%), compared to \$1,552 (1.6%) in Pennsylvania.

In Delaware County, median real estate property taxes paid for housing units with mortgages in Y2007 was \$3,871 (1.6%). For housing units with no mortgage in 2007, the county figures were \$3,561 (1.6%).



SECTION III IMPACT ON HOPE VI DEVELOPMENT

HUD observes that “the most dramatic and visual impacts of the HOPE VI program are on the public housing development targeted for revitalization.” The demolition in Autumn 2008 of the two 1967 high-rise structures that were the Chester Towers is a striking transformation of the city’s skyline. As construction on the Towers site has been underway only for a period of a few months, there are not yet any observations to offer on several of the development impact indicators. However, the data entered below establishes a baseline by which the progression of many factors could eventually be evaluated.

Resident Characteristics

Indicator 37: Minority concentration

Data on minority concentration and Latino/Hispanic concentration has been presented for Indicator 5. Please see page 9. Once construction on the Chester Towers site is completed and the Chester Towers HOPE VI residents have relocated to their permanent dwellings, concentrations of minority households in the surrounding area can be measured.

Indicator 38: Education

Data not available

Indicator 39: Income and poverty rate

Data on area poverty rates has been presented for Indicator 26. Please see page 18.

Indicator 40: Employment

Data not available

Housing Characteristics

Indicator 41: Housing conditions

and

Indicator 42: Housing satisfaction

Once construction on the Chester Towers site is completed and the Chester Towers HOPE VI residents are relocated to their permanent dwellings there and at other sites, housing conditions and housing satisfaction can be assessed.



Quality of Life Issues

Indicator 43: Crime rate at the development

Indicator 44: Social disorder and violence at the development and

Indicator 45: Safety at the development

Findings on crime and safety at the new HOPE VI developments in which the former Chester Towers residents ultimately reside will be important to monitor once construction on the Chester Towers site is completed and the Chester Towers HOPE VI residents are relocated to their permanent dwellings there and at other sites. Please see page 10 for Chester Housing Authority Police Department data for FY2007-08.

Indicator 46: Satisfaction with amenities at or near the development

Indicator 47: Neighborhood quality before and after revitalization—original residents and

Indicator 48: Neighborhood safety before and after revitalization—original residents

Residents' assessment of their satisfaction with offerings in the area of the new HOPE VI developments in which the former Chester Towers residents ultimately reside will be important to capture once construction on the former Chester Towers site is completed and the Chester Towers HOPE VI residents are relocated to their permanent dwellings there and at other sites. . Please see Charts 1 and 2 on page 11. Also see Tables 13, 14, and 15 on pages 11 and 12 for resident assessments of safety.

Community and Supportive Services

Indicator 49: Utilization rates for on-site CSS at development after revitalization and

Indicator 50: Satisfaction with on-site CSS at development after revitalization

The natural progression of the findings presented in Indicators 22 and 23, use of and satisfaction with community and supportive services after revitalization, will be important to assess for the elderly and special-needs population that makes up the Chester Towers HOPE VI caseload.



SECTION IV RECOMMENDATIONS

The physical aspects of the Chester Towers HOPE VI revitalization are proceeding according to the plans outlined in the 08 December 2008 Chester Housing Authority Annual Report. The Annual Report was presented on 05 March 2009 at a public hearing in the U.S. District Court for the Eastern District of Pennsylvania before the Honorable Norma L. Shapiro, Plaintiff's counsel, Chester Housing Authority residents, Chester Housing Authority staff, HOPE VI staff, and the general public.⁵ The improvement in housing stock and the visual impact of the new construction and demolition are clear and striking. In this way, the Chester Towers HOPE VI revitalization has registered an overall positive aesthetic and social impact on the CHA public housing community and the neighborhood at large.

As we know, the population of former Chester Towers residents is primarily elderly persons and those with disabilities and special needs. As such, effective delivery of supportive services is critical to their well-being. Despite the expiration of the HOPE VI grant term, the lack of complete demographic information about the Chester Towers HOPE VI residents, their households, their needs, and the services they are receiving remains important to note and to address with urgency. Going forward, it is imperative that any contracted service providers recognize the Chester Towers HOPE VI residents as a unified caseload requiring appropriate monitoring and documentation of service delivery. The Collins Center submits that it is important that the residents and their households be tracked and accurately reported upon despite the end of the HOPE VI grant term and the residents' relocation from the former Chester Towers site.

A cooperative effort of Chester Housing Authority, the former HOPE VI staff, and the Collins Center for Public Policy is continuing to institute HUD's 50 published HOPE VI indicators as the minimum standard monitoring framework for the Chester Towers revitalization. Through this collaborative effort, the ambition is to ensure that residents receive the services they require and that in the future service providers meet contractual obligations to the Judicial Receivership, the Judicial Administrator for Development, HOPE VI, and Chester Housing Authority. The organizations named will establish standards for contracted service providers to report regularly on the HUD indicators relevant to resident and household data and to community and supportive services for the Chester Towers HOPE VI caseload.

To the above-stated ends, the Collins Center recommends the following:

- Establish the 50 HUD recommended indicators outlined in "HOPE VI Evaluation Instructions and Resources: Version 5 – 5.6.08" published by the U.S. Department of Housing and Urban Development as the evaluative framework for the Chester Towers Revitalization. Chester Housing Authority should continue to track program outcomes

⁵ The Annual Report details progress on the physical revitalization and presents proposed amendments to the Revitalization Plan concerning phases IV and V. What were originally proposed as the final two on-site components of the Revitalization Plan are to be configured instead as four phases, adapting to new financing, zoning, and construction realities and constraints.



using these indicators. The data can support the development of evidence-based programs and grant proposals;

- Assemble an interagency task force to arrange supportive services and case management for the Chester Towers HOPE VI population. Given the extent of need among the residents and the expiration of the HOPE VI grant term on 30 September 2009, the task force must establish and pursue multiple strategies for delivery of supportive services to Chester Towers HOPE VI residents.
- Appoint a Chester Housing Authority staff person to monitor service provision, case management, and reporting concerning the Chester Towers HOPE VI population. The same staff person should chair the interagency task force described above;
- Charge and empower a Chester Housing Authority staff person to monitor any contracted service providers, reviewing and verifying contractors' monthly reports and providing feedback on contractors' performance of duties relevant to the Chester Towers HOPE VI caseload;
- Determine a central repository for data on the Chester Towers HOPE VI caseload and ensure it is updated at least monthly; and
- Ensure that unmet needs and limited or inaccessible services among the Chester Towers HOPE VI population are noted in the housing authority's Community and Supportive Services documentation for the Chester Towers HOPE VI program.

Instituting HUD's 50 published HOPE VI indicators as the minimum standard monitoring framework for the Chester Towers revitalization and other programs will require collaboration and a commitment to garner resources now that the HOPE VI grant term has expired. The agency does not receive funds to perform many of the tasks recommended herein. However, it is clear from its own grant-seeking activities and development of innovative approaches to resident engagement and service delivery that CHA is interested in improving outcomes for its residents. Support by HUD, municipal and state entities, and the philanthropic sector will be crucial to CHA's achieving its goals in this area.

An example of CHA's initiative is the Chester Housing Authority Community Time Exchange Program, a new project of the Chester Housing Authority that involves several area partners, including Swarthmore University and Widener University. The time exchange engages residents in inclusive social networks. Reciprocity is a key principle, with residents giving and receiving services. All CHA residents can join the Chester Housing Authority Community Time Exchange free of charge. Members of the program receive credit for each hour of service they offer, reducing the need to rely on traditional currency to gain access to assistance and important services.

Appointment by the Judicial Receivership of a Chester Housing Authority staff person to monitor service provision, case management, and reporting concerning the Chester Towers HOPE VI population and other CHA residents may reduce vulnerability and address unmet needs among residents. Were the same staff person to chair an interagency task force comprised of public and private organizations in the City of Chester and in Delaware County, existing resources might be leveraged to meet the considerable needs observed among residents.



Also encouraging is the cooperative effort of Chester Housing Authority, former CHA HOPE VI staff, the Collins Center for Public Policy, and Housing Opportunities Unlimited to locate and survey the remaining residents, to document their needs, and to support pursuit of the recommendations above. Though the fruits of this collaboration may be apparent only after an extended period of time, the partners ensure that the Chester Towers HOPE VI population will receive significant attention.

About the Collins Center for Public Policy

The **COLLINS CENTER FOR PUBLIC POLICY, INC.** was established in 1988 as an independent entity dedicated to finding impartial solutions to controversial problems. Described as a “think tank with muddy boots,” the center has offices in Miami, Sarasota, St. Petersburg, and Tallahassee staffed by urban planners, attorneys, commercial and residential developers, community builders, political scientists, social anthropologists, and business development experts. Former Florida Governor LeRoy Collins’s legacy of uncompromising integrity in government and business continues as the organization develops solutions and takes action on issues impacting residents in Florida and beyond.



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