

CHICAGO HOUSING AUTHORITY OFFICE OF THE INSPECTOR GENERAL

2025

ANNUAL REPORT





CHICAGO HOUSING AUTHORITY
OFFICE OF THE INSPECTOR GENERAL
INSPECTOR GENERAL KATHRYN B. RICHARDS
60 E. VAN BUREN, 7th FLOOR, CHICAGO, IL 60605

January 15, 2026

To Operating Chairman Brewer and Distinguished Members of the Board of Commissioners:

Enclosed is the 2025 Annual Report on the activities of the Chicago Housing Authority (CHA) Office of the Inspector General (OIG) for calendar year 2025. In the spirit of efficiency, this report also includes information regarding the fourth quarter of 2025, to avoid duplicative reporting. The following are just some of the highlights:

- **OIG Investigations Held Fraudsters Accountable** - In 2025, OIG investigations resulted in 4 convictions, 9 indictments, and \$345,531 in restitution ordered to the CHA.
- **OIG Audit Team Won National Recognition** – In January 2025, the Association of Local Government Auditors awarded the OIG’s audit team with an Exemplary Knighton Award for best performance audit among local government audit organizations of similar size across the U.S. and Canada.
- **OIG Analytics Resulted in Amendments to CHA’s Ethics Policy** - in response to the OIG’s work on Employee/Participant Conflicts of Interest, the CHA Ethics Officer sought, and the Board approved, an amendment to the Ethics Policy requiring CHA employees to disclose participation in any federal housing program.
- **CHA Board By-Laws Amended to Enhance Accountability** - In response to OIG recommendations, the CHA Board of Commissioners amended its By-Laws to add a Commissioner Code of Conduct and enhanced accountability provisions.
- **AIG Peer Review Team Commended OIG Operations** - In early December 2025, representatives from the national Association of Inspectors General conducted a Peer Review of OIG operations and concluded that OIG’s work met all applicable professional standards. The Peer Review team noted significant operational improvements since the last peer review. OIG external stakeholders reported “a high degree of confidence in the office’s professionalism, responsiveness, and communication.”
- **Complaints to OIG Increased by 71%** - This year, the OIG processed a record-breaking 1,298 complaints, the most ever received by the OIG. The increase reflects the OIG’s consistent training and outreach efforts as well as increased trust in the OIG as a reliable and effective resource for concerns, particularly among program participants.

- **51% of CHA Employees Responded to OIG Survey** - In the OIG's second annual employee survey and risk assessment, over half of all CHA employees provided feedback and input on areas for future OIG activities. More than 90% reported an understanding of OIG's role in promoting transparency and accountability, and 72% have confidence in the OIG to conduct impartial and thorough investigations and audits.

Finally, I want to sincerely thank the CHA Board of Commissioners for reappointing me as Inspector General for a second, four-year term in April 2025. I am honored to continue the important work of fostering accountability and integrity throughout CHA operations. In today's climate of increased scrutiny on public benefits programs, rooting out and preventing corruption is more important than ever. The CHA Board's support of the OIG is evidence of its broader commitment to preventing fraud, waste, and abuse and preserving the important work of the CHA to provide housing for those truly in need throughout Chicago.

Respectfully submitted,



Kathryn B. Richards
Inspector General

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I. MISSION OF THE OIG

The OIG is an independent oversight agency whose mission is to promote economy, efficiency, and integrity in the administration of programs and operations of the Chicago Housing Authority (CHA). The OIG's authority is derived from the OIG Charter as approved by the CHA Board of Commissioners.

The OIG achieves its mission through:

- Criminal Investigations
- Administrative Investigations
- Investigative Support to Partner Agencies
- Audits
- Analytics
- Advisories and Management Memos
- Training
- Communications and Outreach

The OIG partners with law enforcement agencies to pursue criminal prosecutions where appropriate. In administrative matters, the OIG issues reports of findings and recommendations to ensure that CHA officers, the Board of Commissioners, employees, and vendors are held accountable for running an efficient, cost-effective operation. Through audits and analytics, the OIG seeks to prevent, detect, and eliminate fraud, waste, abuse, and misconduct in CHA's programs and operations. Finally, through training, communications, and outreach, the OIG seeks to raise awareness of common indicators of fraud or other misconduct, and to provide multiple avenues for reporting such concerns and issues to ensure the CHA remains responsive and accountable to its stakeholders.

Ultimately, the OIG seeks to ensure the CHA is best equipped to serve its overarching mission to provide affordable housing for those in need.

II. OIG INDEPENDENCE AND REPORTING

As provided by the OIG Charter enacted by the CHA Board of Commissioners, the OIG reports directly to the CHA Board of Commissioners Finance and Audit Committee and is "independent from the Authority's executive management, specifically, the Chief Executive Officer and other appointed officers." The Inspector General is appointed to a four-year term and may only be removed for cause by a majority vote of the Board.

OIG activities are reported to the Board's Finance and Audit Committee, and the OIG is required to publish quarterly and annual reports detailing sustained findings and activities. All CHA officers, employees, and contractors have a duty to report to the OIG any fraud, mismanagement, waste of funds or resources, abuse of authority, misconduct, conflicts of interest, ethical violations, or other improper acts involving Authority business or the Authority's assets. They further have a duty to cooperate with all OIG inquiries.

III. INVESTIGATION AND AUDIT STANDARDS

The OIG conducts investigations in accordance with the Association of Inspectors General (AIG) Principles and Standards for Office of Inspectors General (the "Green Book"), using generally accepted principles, quality standards, and best practices applicable to federal, state, and local offices of inspectors general. These include both general and qualitative standards as outlined in the Green Book. Additionally, the OIG always exercises due professional care and independent, impartial judgment in conducting investigations and in the issuance of reports and recommendations.

The OIG conducts audits in accordance with the Generally Accepted Government Auditing Standards issued by the Comptroller General of the United States (the "Yellow Book"). Those standards require that we plan and perform the audit to obtain sufficient and appropriate evidence to provide a reasonable basis for findings and conclusions based on the audit objectives. Adherence to these standards ensures that audits are conducted with the requisite independence, planning, organizing, staff qualifications, direction and control, coordination, reporting, confidentiality, and quality assurance.



IV. SIGNIFICANT ACCOMPLISHMENTS AND ACTIVITIES IN 2025

- **Criminal Investigations – 4 convictions, 9 indictments, and a total of \$345,531 in Restitution Ordered to the CHA**

Indictments

- People v. Netter, (Cook County Cir. Ct.)
- People v. Williams, (Cook County Cir. Ct.)
- People v. Murray, (Cook County Cir. Ct.)
- People v. King, (Cook County Cir. Ct.)
- People v. Fox, (Cook County Cir. Ct.)
- US v. White, (N.D. Ill.)
- US v. Chester, (N.D. Ill.)
- US v. Twyman, (N.D. Ill.)
- US v. Coleman, (N.D. Ill.)

Convictions

- People v. Hogans, (Cook County Cir. Ct.), Guilty Plea, Restitution \$148,053
- People v. Cartagena, (Cook County Cir. Ct.), Guilty Plea, Restitution \$197,478
- People v. Roman, (Cook County Cir. Ct.), Guilty Plea
- People v. Harris, (Cook County Cir. Ct.), Guilty Plea

- **Administrative Investigations – 13 Reports of Sustained Findings**

- In 2025 OIG administrative investigations identified program violations and misconduct and recommended corrective action regarding HCV Participants and Vendors; CHA Contractors; CHA Employees and Officers

- **Audits and Advisories – 3 Audits, 3 Advisories, 1 Management Memo**

- Audit of CHA Contractors' Information Technology System Access
- Audit of CHA's Public Housing Work Order Management
- Audit of CHA's Private Property Manager Unit Turn Process
- Advisory #32 Review of CHA's Home Ownership Made Easy Program
- Advisory #31 CHA Public Housing Resident Leadership Engagement in CHA Contracting and Construction Management
- Follow Up to Advisory #26 – Employee/Participant Conflict of Interests
- Management Memo – Conflict of Interest for CAC Elections Staff

- **OIG Audit Team Won Exemplary Knighton Award**

- OIG's "Audit of Public Housing Capital Construction Change Orders and Supplemental Contracts" was recognized as the best performance audit among small audit shops by the national Association of Local Government Auditors.

- **Successful Peer Review**

- In December 2025, the national Association of Inspectors General Peer Review found the CHA OIG in compliance with all applicable professional standards.

V. OIG ENGAGEMENT AND TRAINING EFFORTS

In 2025, the OIG provided training to various stakeholders and found new ways to share information about the OIG, the importance of reporting misconduct, and fraud prevention.

- **Employee Onboarding Presentations** – New for 2025, OIG staff began presenting at all new CHA employee onboarding sessions.
- **Employee Learning Lab Presentation** – In January, the OIG presented to all CHA staff to provide an overview of OIG activities, fraud risk indicators, and fraud prevention tips.
- **Outreach to CHA Senior Buildings** – Throughout 2025, OIG staff visited CHA senior residences to provide OIG posters and information.
- **HCV Fraud Prevention Trainings** – IG Richards spoke at the 16th Annual HCV Owner Symposium and also provided training to all CHA HCV employees and HCV vendor staff on the role of the OIG and recent trends in HCV fraud schemes.
- **OIG Annual Open House** – The OIG opened its office again to CHA employees to meet in person and discuss relevant issues over coffee and doughnuts.
- **OIG Annual Employee Survey and Risk Assessment** – In the second annual survey of all CHA employees, the OIG proactively solicited employee feedback and concerns.
- **Employee Exit Interviews** – Since 2024, the OIG has held voluntary exit interviews with departing CHA staff to provide employees another opportunity to share concerns.
- **Integrity Watch OIG Email Newsletter** – the OIG continued to issue its quarterly email newsletter to all CHA staff and contractors featuring highlights from OIG reports.
- **Social Media** – the OIG promoted its activities on X, LinkedIn, and Facebook
- **Bring Your Kids to Work Day** – OIG staff led kids in a fun, mock investigation of alleged housing fraud, involving the three little pigs and the big, bad wolf.
- **CHA Events** – OIG staff volunteered at CHA events including Operation Warm, the Bud Billiken Parade, and the Take Flight Networking and Recruiting Fair.
- **Visit to National Public Housing Museum** – the OIG team enjoyed a group outing to the museum to learn about the history and context of public housing.

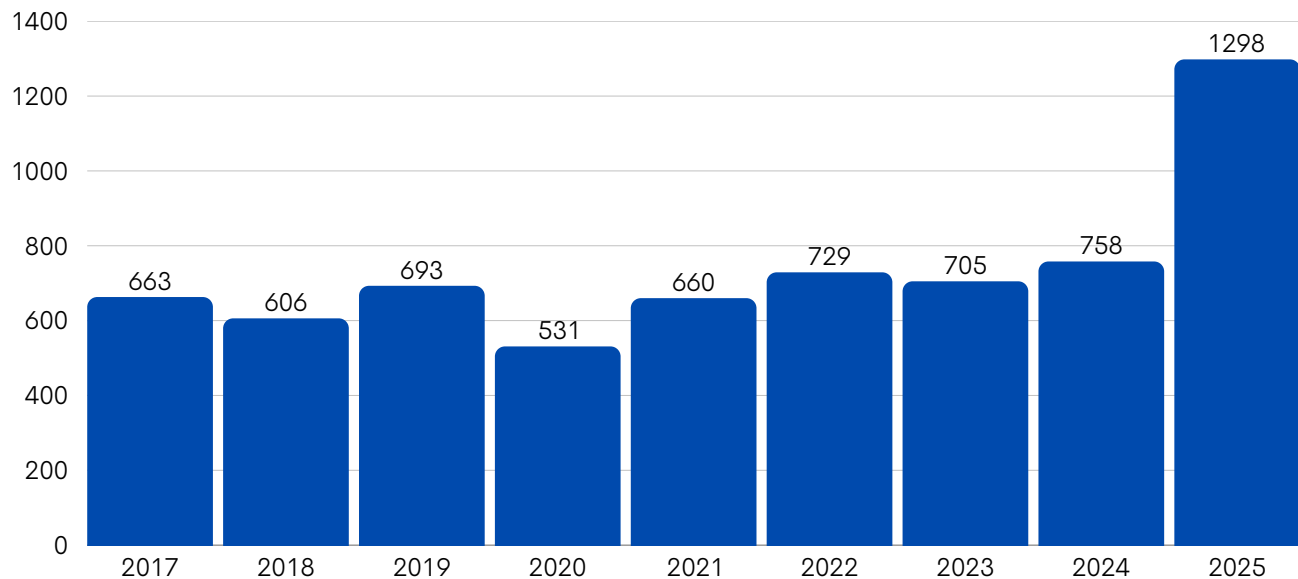
VI. COMPLAINTS RECEIVED IN 2025

The OIG accepts complaints through its online web portal, by email, telephone hotline, employee complaint drop boxes, and in-person reports. Complainants may choose to remain anonymous. The OIG initiates investigations, reviews, and audits in response to complaints or concerns it receives or upon the OIG's initiative. Following a preliminary assessment, OIG staff determine whether to open an investigation or other matter. Complaints may be declined for a variety of reasons including but not limited to: insufficient information, lack of jurisdiction, or no violation presented.

The OIG received a total of **1,298** complaints in 2025, the most complaints in any year. Of those complaints, the OIG opened **27** for investigation, referred **629** complaints to various relevant CHA departments and outside agencies; provided investigative support to internal and external stakeholders in response to **32** complaints, and declined **565** complaints. At the close of 2025, **34** complaints remained pending for preliminary investigation, and **11** remained pending in intake.

Looking at just complaints received in the 4th quarter of 2025, the OIG received 342 complaints and opened 5 for investigation, including 4 from previous quarters. The OIG referred 149 complaints, provided investigative support in response to 13, and declined 154, while 25 remained in intake or preliminary investigation.

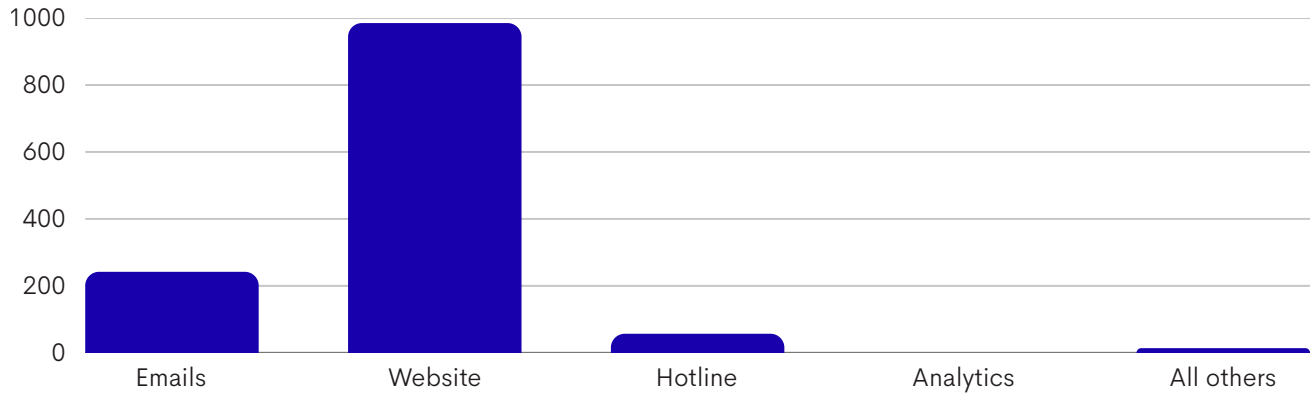
Total Complaints by Year 2017 - 2025



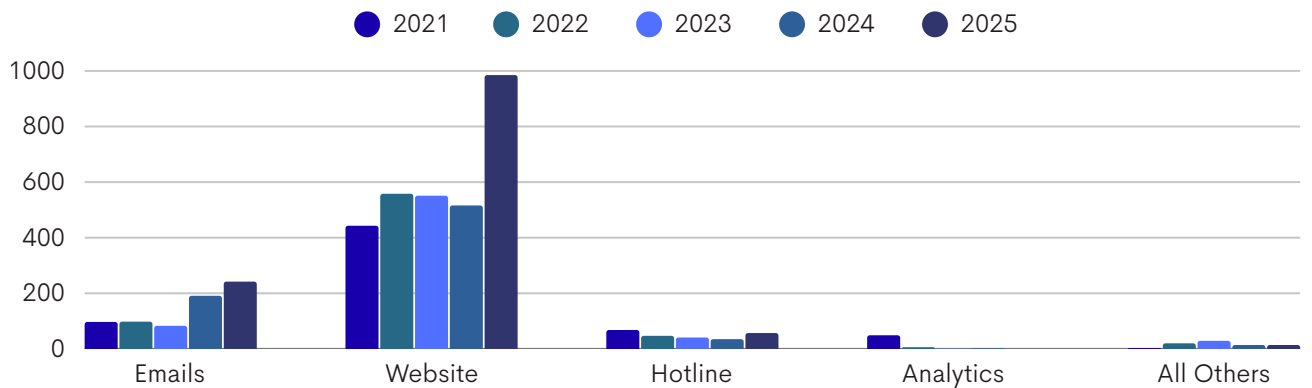
Complaints by Method

Most complaints received by the OIG, **75.8%**, were submitted through the OIG's anonymous web portal for complaints, located on the OIG's webpage. In 2025, complaints submitted through the OIG's website increased by 91% over 2024.

Complaints by Method 2025

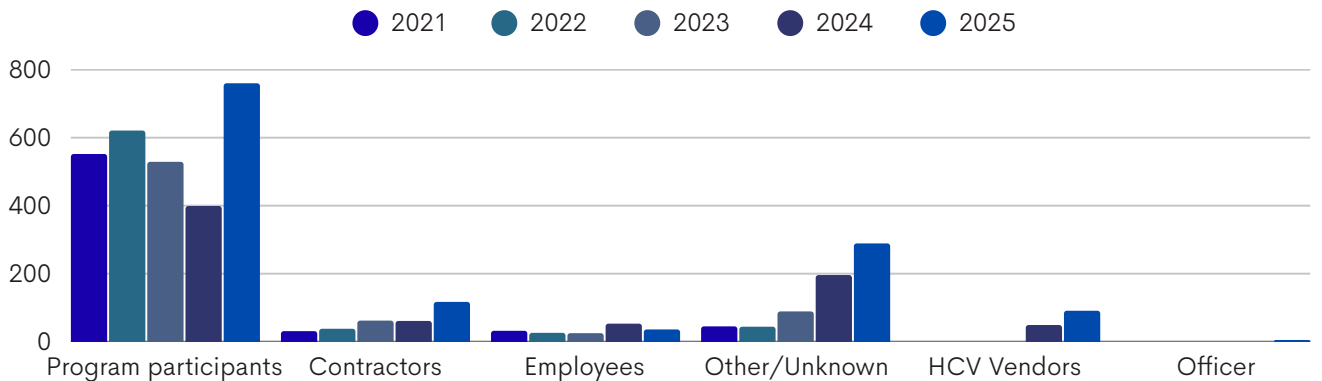


Complaints by Method 2021 - 2025



Complaints by Subject

Complaints by Subject 2021 - 2025

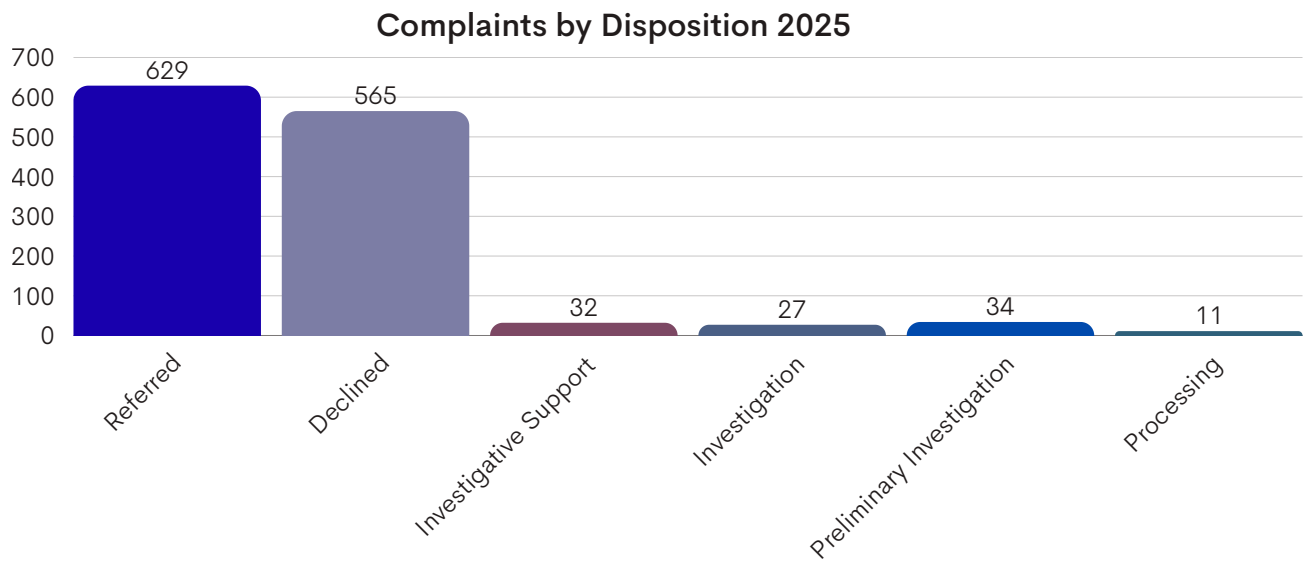


In 2025, the OIG received more complaints in nearly all categories, but complaints against program participants – HCV participants and Public Housing residents – saw a dramatic increase. Complaints against other or unknown subjects also doubled over last year – this category most commonly includes individuals outside the CHA OIG’s jurisdiction or complaints that lack sufficient information to identify the subject.

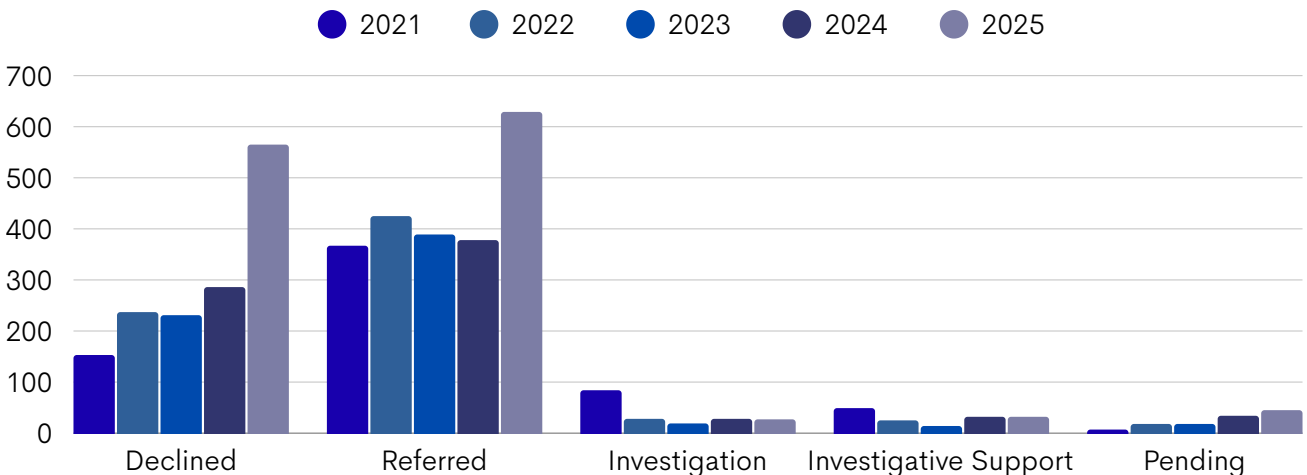
As a percentage of all complaints, those against program participants represented **59%**, while allegations against CHA contractors and their employees constituted **9%** of all complaints, CHA HCV Vendors (landlords) constituted **7%**, while allegations against CHA employees represented **3%** of all complaints. The remaining **23%** of complaints were against unidentified or other parties.

Despite the significant increase in complaints, the OIG opened a similar number of investigations (27) as in prior years. The OIG referred 49% of all complaints and declined 44%.

Complaints by Disposition

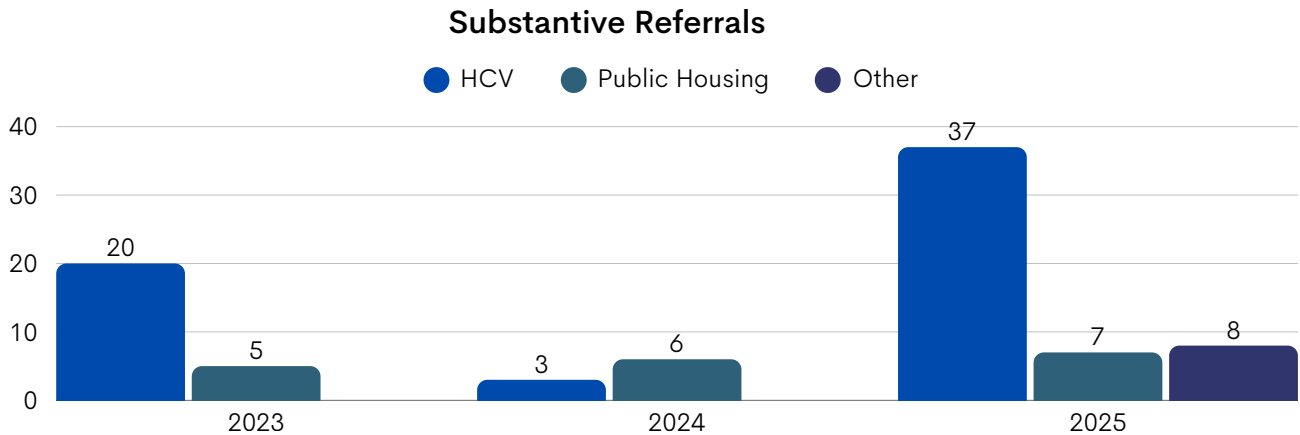


Complaints by Disposition 2021 - 2025



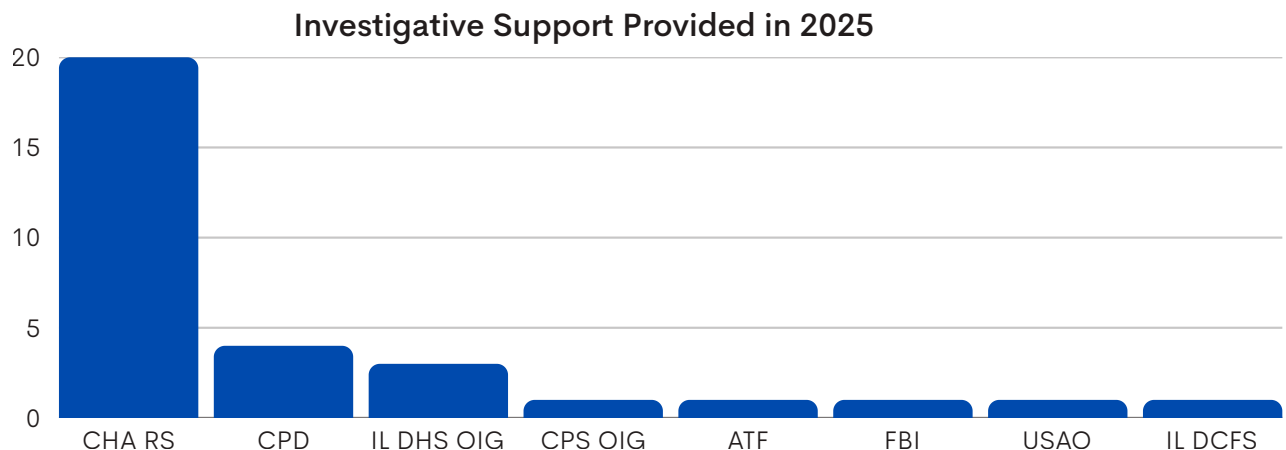
Substantive Complaint Referrals

Since 2022, the OIG has provided substantive referrals of credible program violations to CHA departments, supported by additional records and OIG analysis for the receiving department's consideration. Consistent with the sharp increase in complaints received in 2025, the OIG provided **52** substantive complaint referrals this year, strengthening enforcement efforts for program policies across the agency.



Investigative Support Matters

The OIG regularly receives requests from various external and internal partners for investigative support on matters within the OIG's jurisdiction. These requests often take the form of discrete requests for information, due diligence, or data analysis. This support was in response to a total of **13** complaints during the fourth quarter, contributing to a cumulative total of **32** complaints addressed throughout the year from various agencies including, CHA Resident Services Health Partnerships, Chicago Police Department (CPD), Illinois Department of Human Services (DHS) OIG, Federal Bureau of Investigations (FBI), Chicago Public Schools OIG; Alcohol, Tobacco, Firearms and Explosives (ATF); the Northern District of Illinois, U.S. Attorney's Office; and the Illinois Department of Children and Family Services (DCFS).

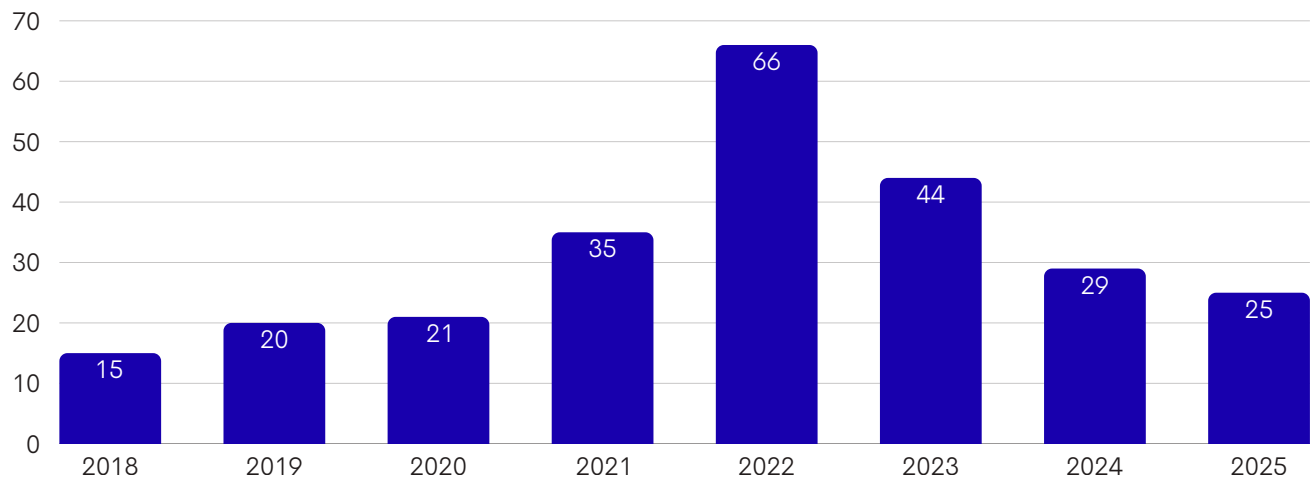


VII. INVESTIGATIONS ACTIVITY 2025

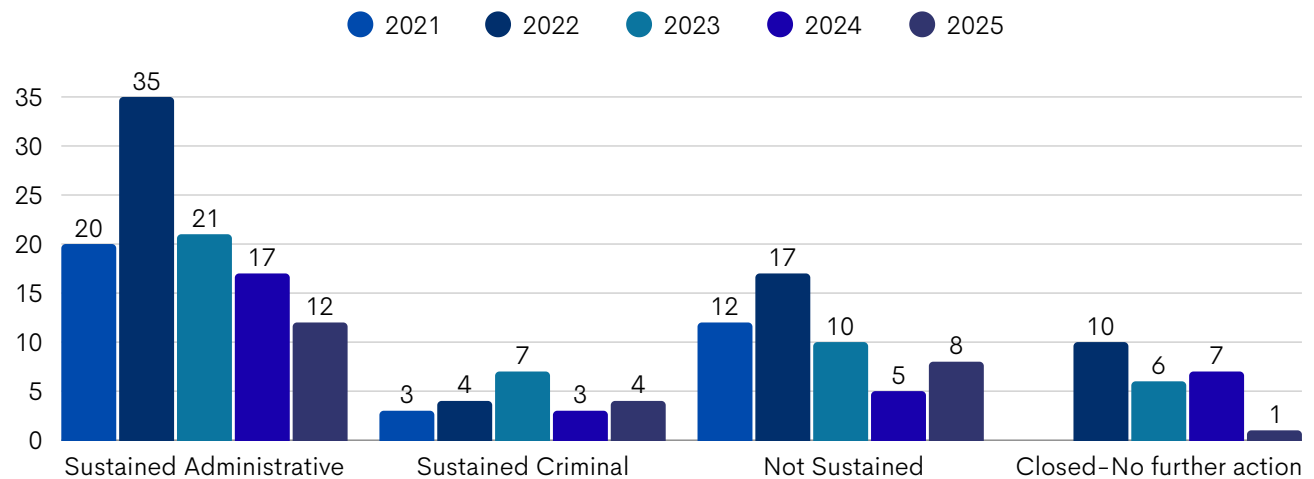
In 2025, the OIG closed **25** investigations. Of those, **16** were sustained for criminal or administrative violations, including 3 cases resulting in 4 convictions and 13 administrative findings. **8** were closed not sustained, and **1** closed with no further action. In the fourth quarter alone, the OIG closed 6 investigations; 2 were sustained, and 4 were not sustained. Of the closed cases, all 6 were administrative.

At the close of 2025, the OIG had a total of **51** pending investigations. Of those, 35 were administrative and 16 were criminal.

Yearly Closed Investigation Comparison

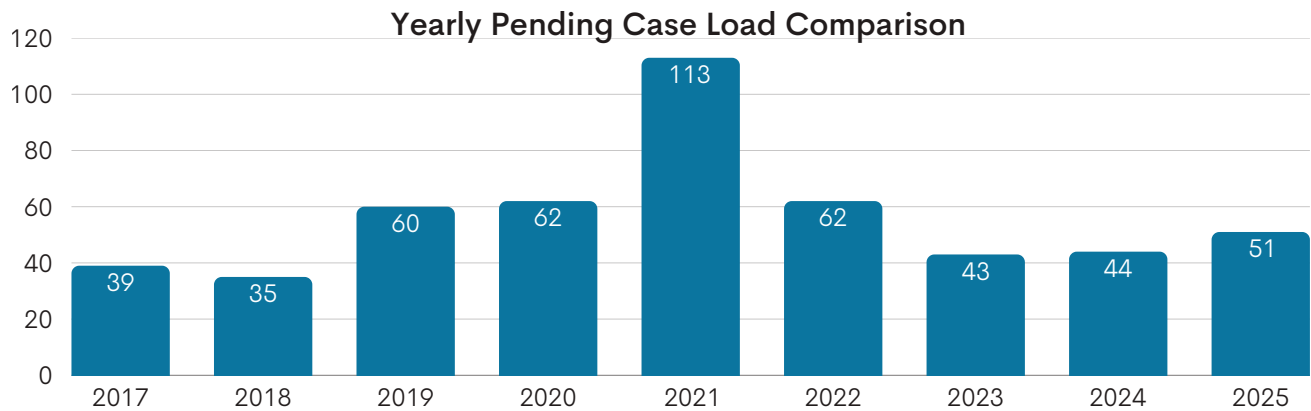


Disposition of Closed Investigations



Investigations Case Load

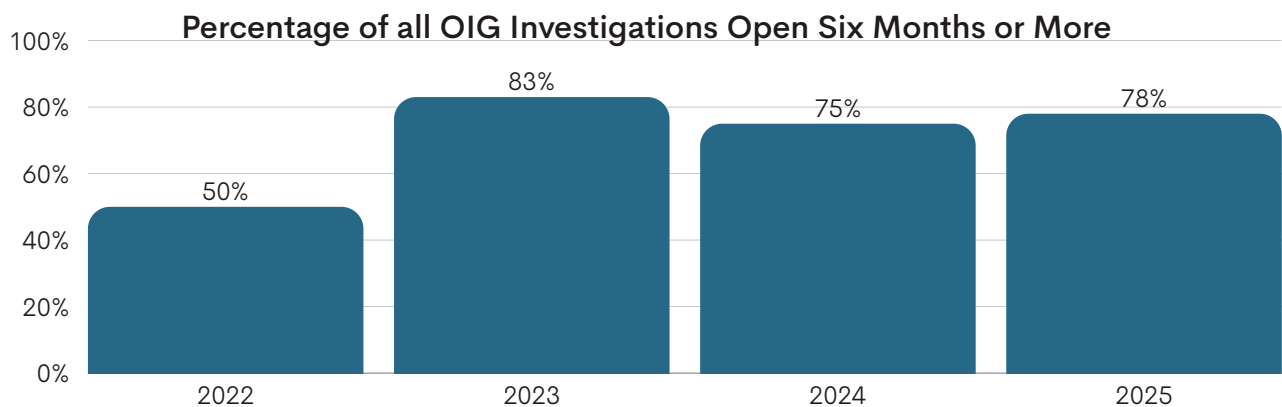
The OIG continued to maintain a relatively stable investigations case load. A manageable case load improves the quality and timeliness of the ultimate findings. The end of year open case load comparison is displayed below.



Investigations Not Concluded in 6 Months

As of December 31, 2025, **40** of the OIG's 51 investigations had been open 6 months or more, representing 78% of all OIG cases. The following table shows the reasons why these matters remained open.

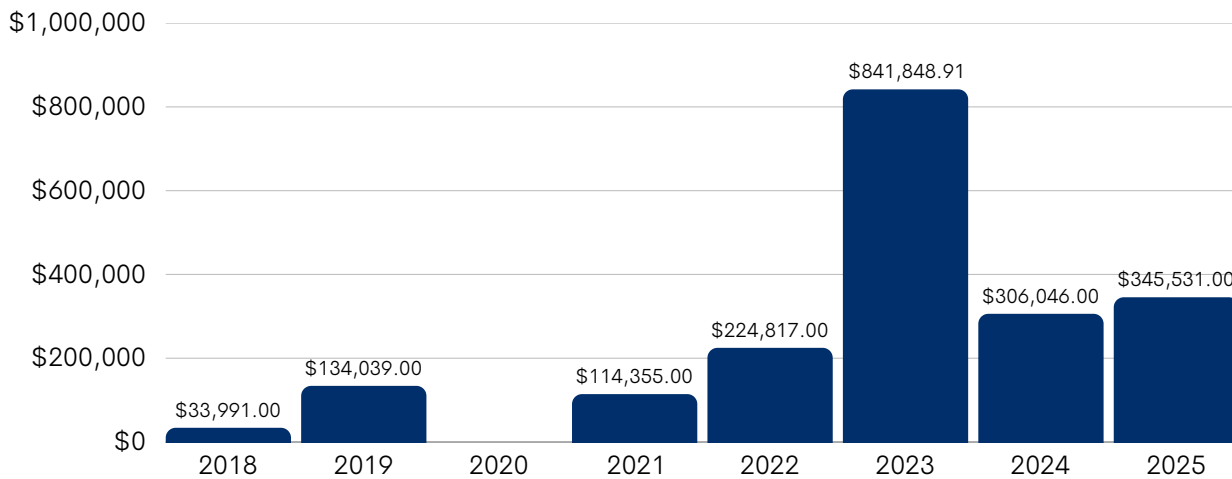
Complex or under review by prosecuting agency	14
Indicted but no criminal disposition	4
On-hold or delayed	22
Total	40



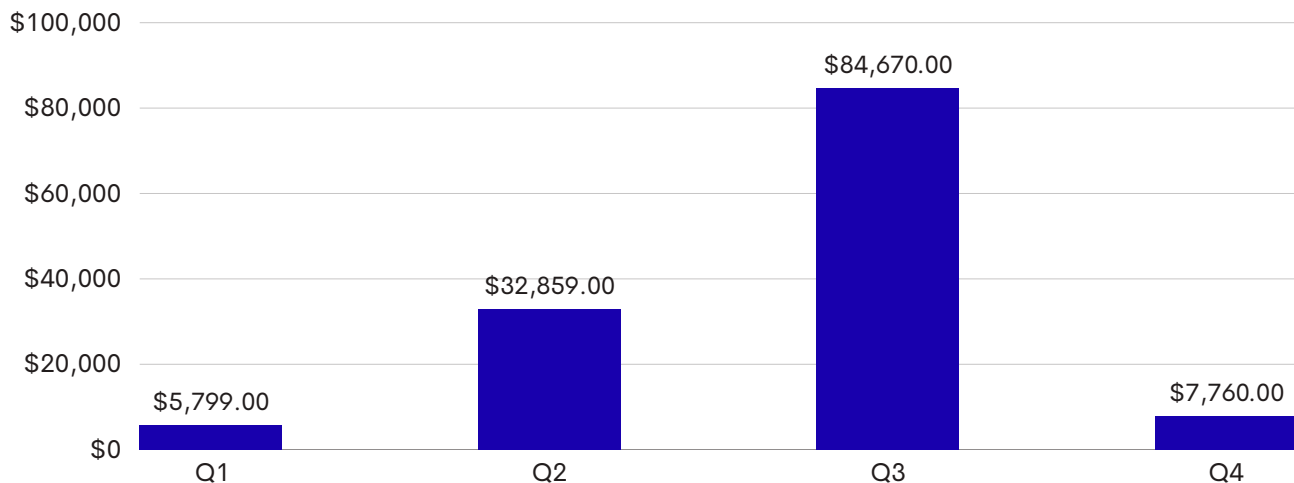
Criminal Investigations Resulting in Restitution

The OIG consistently seeks restitution from individuals found to have defrauded the CHA's housing programs. In 2025, OIG criminal investigations resulted in two court orders for restitution for a total of **\$345,531** in funds for the CHA. The OIG continues to track payments as defendants complete their restitution obligations. In 2025, CHA received **\$131,088** on new and past restitution orders.

Total Restitution Ordered



Total Restitution Received 2025



VIII. INVESTIGATIONS CLOSED CASE SUMMARIES

CRIMINAL CASES

In 2025, OIG investigations resulted in **4** criminal convictions and **9** new indictments for fraud and theft of CHA funds. In 2 cases, the defendants were ordered to pay restitution, resulting in a total of **\$345,531** payable to the CHA. These cases are detailed below, along with a table of all pending criminal cases stemming from OIG investigations.

CONVICTIONS

Guilty Plea and Sentencing of Former HCV Participant Patricia Hogans, Including Restitution of \$148,053 to CHA

On September 23, 2025, former HCV participant, Patricia Hogans, pleaded guilty to one amended count of Theft of Governmental Property and was sentenced to 90 days in the Illinois Department of Corrections, two years of probation upon her release, and restitution totaling \$148,053 to the CHA. Prior to her sentencing, Hogans tendered a restitution check in the amount of \$40,000.00 to the CHA. If Hogans does not pay the CHA the remaining \$108,053.00 in restitution by September 23, 2026, a judgment order will be entered against her in court.

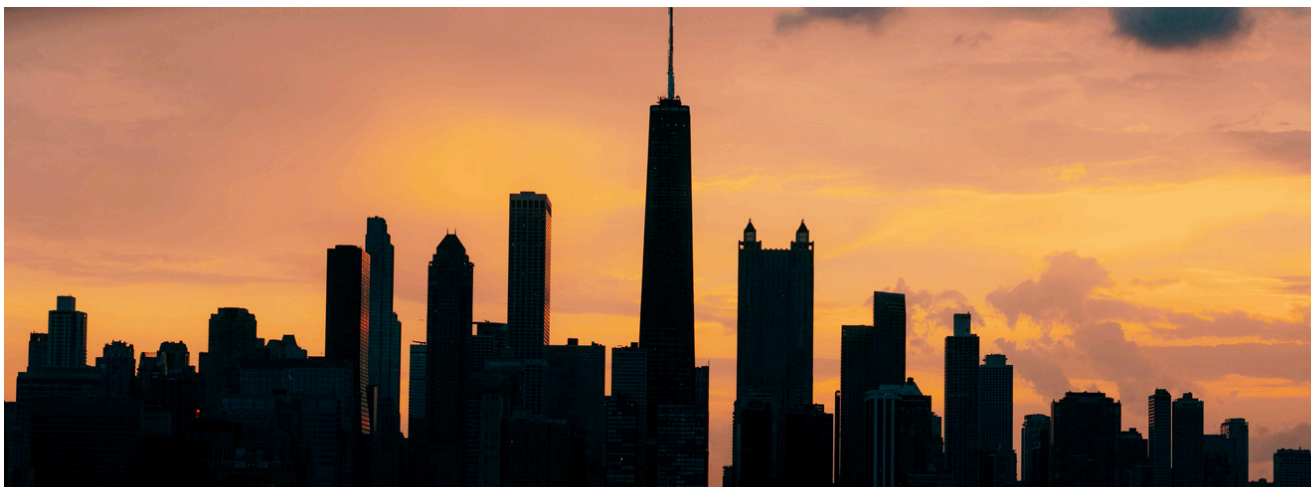
A CHA OIG investigation found that from 2005 to 2024, Hogans failed to disclose her marriage and various sources of income to the CHA. This included her husband's income from the City of Chicago, from which he earned upwards of \$100,000 in annual income, and her own Social Security benefits. During this time, Hogans only reported minimal income to the CHA, including gifts and small family contributions. In addition, Hogans concealed the fact that she did not reside in her HCV unit and instead lived in a home located on 83rd Street in Chicago that she purchased with her husband. In total, Hogans fraudulently received \$148,053 in Housing Assistance Payments from the CHA. Hogans was previously indicted in February 2024 in the Circuit Court of Cook County and charged with one count of Theft of Governmental Property greater than \$100,000 (Class X), seven counts of Forgery (Class 3), and one count of State Benefits Fraud (Class 3). Prosecution of the matter was handled by the Illinois Attorney General's Office, Public Integrity Bureau. The OIG's investigation is now closed.

Conviction and Sentencing of HCV Participant Anna Cartagena and HCV Vendor William Lorenzo Roman, Including Restitution of \$197,478 to CHA

On August 22, 2025, former HCV participant Anna Cartagena and her husband and former HCV landlord William Lorenzo Roman each pleaded guilty to one amended count of Felony Theft by Deception and were sentenced to two years in the Illinois Department of Corrections and restitution to the CHA totaling \$197,478. Prior to their plea, the couple paid the CHA \$40,000 in restitution. The court also entered judgment orders, which permit the CHA to pursue the remaining \$157,478 from Cartagena and Roman.

An OIG investigation found that, from May 2005 to June 2019, Cartagena fraudulently obtained CHA housing benefits totaling over \$153,000 by jointly owning and residing in her HCV unit with her husband and landlord Roman. Cartagena also failed to report various sources of income and her joint ownership with Roman of a second residential property, where Cartagena's mother, a former HCV participant, and Cartagena's stepfather resided. Roman was also the HCV landlord for Cartagena's mother and stepfather, for whom he received over \$44,000 in rent payments from the CHA. The CHA sent the HCV payments to Roman's P.O. Box or via direct deposit to Roman's bank account. Roman often withdrew these HCV payments from the account via cash withdrawals or checks made payable to Cartagena. The CHA terminated Cartagena's voucher in June 2019. When the second property went into foreclosure, Roman sold it to Cartagena's stepfather, who similarly received rental payments related to his wife's voucher from August 2013 until her death in March 2021. Cartagena maintained an interest in the property and was a signatory on the bank account where her stepfather received the HCV payments.

Prosecution of the matter was handled by the Illinois Attorney General's Office, Public Integrity Bureau. The OIG's investigation is now closed.



Conviction of Delvya Harris, Former Assistant Community Manager for the Habitat Company, Theft of Tenant Rent Payments

On June 30, 2025, Delvya Harris was sentenced to two years in prison after pleading guilty to stealing more than \$18,000 in rent payments while employed by a property management company contracted by the CHA. Harris also admitted to fraudulently obtaining more than \$41,000 in Paycheck Protection Program (PPP) loans.

Harris was employed by the Habitat Company as an assistant community manager at the CHA's Trumbull Park Homes when she stole 50 money orders. Harris admitted to depositing money orders CHA tenants used to pay rent, worth \$18,215, into her personal bank account between December 2022 and March 2023. Harris also fraudulently applied for two PPP loans from the U.S. Small Business Administration by falsely claiming that she owned a retail business that did not exist. Harris received a total of just over \$41,000 in February and May 2021 from two fraudulent applications. Harris also applied for and received an advance on a COVID-19 Economic Injury Disaster Loan (EIDL) for a business that did not exist.

The CHA OIG investigated the matter and worked closely with the Habitat Company to identify all affected tenant ledgers so they could be appropriately credited with the stolen funds. Harris was terminated from Habitat in early 2023. The Illinois Attorney General's Public Integrity Bureau prosecuted the case.



CRIMINAL INDICTMENTS

The public is reminded that the defendants are presumed innocent until proven guilty in a court of law.

Indictment of Four City of Chicago Employees for Defrauding the CHA

On October 7, 2025, a federal grand jury sitting in the U.S. District Court for the Northern District of Illinois, returned four separate indictments against employees of the City of Chicago for defrauding the CHA Housing Choice Voucher (HCV) and Public Housing programs. Two Chicago Police Officers, one Chicago Firefighter/Paramedic, and one Hoisting Engineer were each charged with wire fraud (18 U.S.C. § 1343) and false statements and representations to the U.S. Government (18 U.S.C. § 1001(a)(2)) for concealing their City of Chicago income to receive subsidized housing through the CHA.

The indictments stem from a 2021 CHA OIG data analytics initiative, which compared publicly available datasets of City of Chicago employee salaries with CHA program participants' self-reported income to identify any who may have underreported or failed to report income from their employment with the City of Chicago. The initiative resulted in OIG Advisory #21, which referred 9 individuals for administrative termination from CHA programs; and another 4 cases, detailed below, which resulted in criminal charges. The CHA OIG worked these investigations in conjunction with the U.S. Department of Housing and Urban Development (HUD) OIG, and the City of Chicago OIG. Prosecution of the matter is being handled by the U.S. Attorney's Office, Northern District of Illinois.

Sherry Chester, Police Officer – employed by CPD since September 2016, and promoted to Police Officer in July 2019, Chester falsely reported to the CHA in April 2020, that she was out of work, causing the CHA to increase the amount of HCV housing assistance she received. In 2022, after the CHA became aware of her CPD income and determined she was ineligible for the HCV program, Chester submitted numerous documents falsely representing that she had moved from the subsidized unit and relinquished the voucher to her adult son, who had no income. The CHA ultimately terminated the voucher in June 2024. Chester also received several fraudulent, pandemic-related Economic Injury Disaster Loans (EIDL) and Paycheck Protection Program (PPP) loans, to which she was not entitled.

Fredrick White, Police Officer – employed by CPD since January 2018, White failed to report to the CHA his employment or the related income he received. Upon inquiry by the CHA, White provided several false or misleading documents intended to cover up his fraudulent scheme. CHA terminated White's voucher in April 2023.

Kaneasha Twyman, Firefighter/EMT – employed by the Chicago Fire Department (CFD) since May 2018, Twyman has never reported her CFD employment or related income to the CHA. Upon inquiry by the CHA, Twyman provided false or misleading documents and further testified under oath at a CHA Administrative Hearing, denying that she had ever worked for CFD. Twyman’s CHA voucher was terminated in July 2023. The investigation further revealed that she jointly owned and resided in a residential property in Burbank, IL, with her husband, and not the subsidized unit in the City of Chicago. Twyman also received a pandemic-related PPP loan.

Tyrone Coleman, Hoisting Engineer – employed by DWM from March 2016 to June 2022, Coleman failed to report his employment or the related income he received to the CHA, allowing him to remain in his public housing unit. Coleman signed numerous CHA Zero Income Affidavits at his annual recertifications, including during several years where he earned over \$100,000 in annual income. This information has been provided to the CHA’s Legal Department to begin eviction proceedings.

The OIG matters remain open pending the outcome of the administrative and criminal court proceedings.



Indictment of HCV Participant Shauna Murray and HCV Vendor Richard King for Theft of \$144,256 in Voucher Funds

On July 23, 2025, HCV participant Shauna Murray and HCV vendor Richard King were arraigned on multiple-count indictments for defrauding the CHA of more than \$144,256 in housing benefits since 2017.

A CHA OIG investigation revealed that, since January 1, 2017, Murray has submitted false documents and concealed the fact that she owns and operates two home health care businesses in Minnesota and has been working and earning income in Minnesota. Moreover, Murray colluded with King, her HCV landlord, to conceal the fact that he is the father of the two children in the household. After receiving housing assistance payments on Murray's behalf, King transferred substantial funds back to Murray.

Minnesota Secretary of State records show Murray is the owner of Precious Care People, and Precious Care Homes, two home health care businesses incorporated in 2004. Additional bank records show Murray received payroll income from several employers in MN and maintained large-dollar account balances. In August 2023, Murray's checking account balance was more than \$732,000. King's bank account records from 2021 through the present, show King has sent Murray Zelle payments totaling over \$155,754, and wire transfers totaling \$421,654. This is the same bank account where King directed CHA to send housing assistance payments for Murray's voucher.

Based on this information, the Grand Jury in the Circuit Court of Cook County returned an eight-count indictment on case number 25-CR-0796401, charging Murray with two counts of Theft of Governmental Property exceeding \$10,000.00 and not exceeding \$100,000.00 (Class 1), one count of State Benefits Fraud greater than \$300.00 (Class 3), and five counts of Forgery (Class 3). The Grand Jury also returned a seven-count indictment on case number 25-CR-0796301, charging Murray's co-defendant, Richard King with two counts of Theft of Governmental Property exceeding \$10,000.00 and not exceeding \$100,000.00 (Class 1), four counts of Wire Fraud (Class 1), and one count of Forgery (Class 3).

Prosecution of the matter is being handled by the Illinois Attorney General's Office, Public Integrity Bureau. The OIG investigation will remain open pending the outcome of the criminal court proceedings. The OIG also referred this information to the HCV division for administrative action to terminate the voucher.

Indictment of Kathrina Fox, Current HCV Participant, for Defrauding HCV Program of more than \$156,000

On August 20, 2025, current HCV participant Kathrina Fox was arraigned on charges of defrauding the CHA of more than \$156,000 in housing benefits. The seven-count indictment charges Fox with Theft of Governmental Property exceeding \$100,000 (Class X Felony), one count of loan fraud (Class 2 Felony), one count of State Benefits Fraud (Class 3 Felony), and four counts of Forgery (Class 3 Felony).

The indictment stems from a CHA OIG investigation, which found that, for more than ten years, while Fox was receiving housing assistance to reside in designated HCV units, she was instead residing with her husband in one of two residential properties that she owned and/or controlled. Her interests in these properties were never disclosed to the CHA. Fox married her husband in December 2015, and during the entire period, he owned a third residential property and worked for AT&T, formerly Illinois Bell. Fox also failed to report various sources of income, including, but not limited to her husband's income, rental income, and significant payments from a life insurance policy.

Prosecution of the matter is being handled by the Illinois Attorney General's Office, Public Integrity Bureau. The OIG investigation will remain open pending the outcome of the criminal court proceedings. The OIG also referred this information to the HCV division for administrative action to terminate the voucher.



Indictment of Former HCV Participant Anton Netter and his Partner Rasheedah Williams

On April 30, 2025, the Grand Jury sitting in the Circuit Court of Cook County returned indictments charging former HCV participant Anton Netter and Rasheedah Williams, Netter's partner and the mother of his children, with multiple criminal charges for defrauding the CHA. The couple were arraigned on Wednesday May 14, 2025.

A CHA OIG investigation found that for over eight years, Netter received housing assistance from the CHA to rent housing in Chicago, but instead, lived with Williams and their children in a property she owns in Lynwood, Illinois. He never resided in the subsidized housing. In addition, Netter failed to report various sources of income from employment and a business he co-owned with Williams. As a result, from June 2015 through January 2024, Netter fraudulently obtained housing benefits totaling approximately \$176,747 from the CHA.

The indictment of Netter includes one count of Theft of Governmental Property exceeding \$100,000.00 (Class X Felony), one count of Theft of Governmental Property exceeding \$500.00, but less than \$10,000.00 (Class 2 Felony), four counts of Forgery (Class 3 Felony), one count of Wire Fraud (Class 3 Felony), and one count of State Benefits Fraud (Class 3 Felony), relative to his scheme to defraud the CHA. A separate four-count indictment charges Williams with two counts of Theft of Governmental Property Exceeding \$100,000.00 (Class X Felony) and two counts of Forgery (Class 3 Felony), for her role in facilitating the theft.

Prosecution of the matter is being handled by the Illinois Attorney General's Office, Public Integrity Bureau. The OIG investigation will remain open pending the outcome of the criminal court proceedings.

PENDING CRIMINAL MATTERS

At the end of Q4 2025, the OIG had **11** criminal cases pending in court, stemming from **8** OIG investigations.

OIG Criminal Cases Pending in Court

Case Name	Indictment	Summary of Charges	Scheme	Updates
People v. Martin 24 CR 0473-301, 401, 501 (Cook County Cir. Ct.)	5/8/2024	Class X felony theft, wire fraud, forgery, loan fraud, income tax fraud	HCV Fraud	Status hearing January 23, 2026
People v. Amos 24 CR 0473-201, 601 (Cook County Cir. Ct.)	5/8/2024	Class X felony theft, wire fraud, forgery, loan fraud, income tax fraud	HCV Fraud	Status hearing January 23, 2026
People v. Netter 25 CR 0530401 (Cook County Cir. Ct.)	4/30/2025	Class X felony theft, wire fraud, forgery, state benefits fraud	HCV Fraud	Status hearing February 3, 2026
People v. Williams 25 CR 0530301 (Cook County Cir. Ct.)	4/30/2025	Class X felony theft, forgery	HCV Fraud	Status hearing February 3, 2026
People v. Murray 25 CR 0796401 (Cook County Cir. Ct.)	7/9/2025	Class 1 felony theft, forgery, wire fraud	HCV Fraud	Status hearing January 21, 2026
People v. King 25 CR 0796301 (Cook County Cir. Ct.)	7/9/2025	Class 1 felony theft, state benefits fraud, forgery	HCV Fraud	Status hearing February 9, 2026
People v. Fox 25 CR 0889301 (Cook County Cir. Ct.)	7/30/2025	Class X felony theft, loan fraud, state benefits fraud, forgery	HCV Fraud	Status hearing February 3, 2026
US v. White 25 CR 00653 (N.D. Ill.)	10/7/25	Wire fraud, False Statements and Representations	HCV Fraud	Status hearing February 26, 2026
US v. Chester 25 CR 00652 (N.D. Ill.)	10/7/25	Wire fraud, False Statements and Representations	HCV Fraud	Status hearing March 18, 2026
US v. Twyman 25 CR 00650 (N.D. Ill.)	10/7/25	Wire fraud, False Statements and Representations	HCV Fraud	Status hearing February 3, 2026
US v. Coleman 25 CR 00651 (N.D. Ill.)	10/7/25	Wire fraud, False Statements and Representations	Public Housing Fraud	Status hearing January 20, 2026

B. ADMINISTRATIVE INVESTIGATIONS - SUSTAINED CASE SUMMARIES

Housing Choice Voucher Program - Sustained Administrative Investigations

HCV Vendor Persistent Failure to Maintain Rental Properties in Safe and Habitable Conditions, OIG#2022-02-00024

An OIG investigation found that a long-time HCV Vendor—an individual who owns multiple business entities responsible for housing approximately 173 HCV program participants—has a documented history of failing to maintain properties in safe, healthy, and habitable conditions. The OIG identified numerous business entities with the same individual owner doing business with the CHA through the traditional HCV program and the Project Based Voucher (PBV) program. A review of these business entities revealed a pattern of neglect throughout the companies' portfolios, as evidenced by numerous building code and inspection violations. The OIG's review revealed a pattern in which the Vendor repeatedly received health and safety violations but managed to cure the violations before more serious enforcement action was imposed. The violations however posed threats to CHA participants' health and safety, including crumbling balconies at senior buildings; numerous fire safety hazards, inoperable elevators, inadequate heating in winter months, and rodent and insect infestations.

In light of the persistent and sustained failure of the owner's companies to maintain basic housing quality standards, and other violations of landlord/tenant laws and program regulations, the OIG recommended that CHA take appropriate administrative action to suspend the individual owner and their entities as HCV vendors and from doing future business with the CHA.

In response, the HCV Division reviewed the owner's account history related to the HCV Program and "determined that the best course of action at this time is to issue [the owner] a Prohibitive Activity and Conduct Warning Notice. This warning is issued due to ongoing failure to pass HQS inspections, which the organization manages to pass only before deadlines, preventing the termination of the HAP Contract and risking program suspension."

"HCV will also monitor the owner's program activities to determine if further enforcement actions are warranted. HCV will renew the vendor's PBV contracts annually while monitoring the owner's program compliance."

HCV Participant Sublet Subsidized Unit; Concealed Spouse's Income and Occupancy in the Unit for 10 Years, OIG #2025-0318

An OIG investigation found that an HCV participant sublet their HCV unit for approximately one year, and for approximately 10 years, concealed their marriage, their spouse's residency in the household, and income from the spouse's ownership of a freight transport business. The participant and another household member, who had both been submitting zero income affidavits, also concealed their own business income from catering and beautician businesses, for which they each received Paycheck Protection Program loans.

The OIG recommended that HCV take immediate action to terminate the individual from the HCV program.

In response the HCV Division issued a notice of intent to terminate the participant's voucher. The individual did not request an informal hearing and was terminated from the program.

HCV Participant Fraud, Abandonment of Unit, OIG #2022-06-00005

An OIG investigation found that a current HCV participant had abandoned their HCV unit, and since approximately 2017, had lived and worked in Indiana. Moreover, while in Indiana, the individual had had multiple felony arrests and was incarcerated for a significant period of time in Indiana.

The OIG recommended that HCV terminate the voucher. HCV agreed and issued a notice of intent to terminate the voucher.

HCV Participant Fraud, Underreported Income, OIG #2024-0197

An OIG investigation found that a current HCV participant has underreported earned income from employment and likely failed to report income from a non-profit organization they founded and operate in Calumet City, Illinois. The non-profit appears to have received substantial grants to provide community-based assistance.

The OIG recommended that HCV review the investigative findings and take administrative enforcement action, as appropriate.

HCV initiated enforcement proceedings and, after the participant failed to produce required documentation of income, issued a notice of intent to terminate the voucher.

CHA Employees, Contractors & Procurement Matters

CHA Construction Contractor Engaged in Repeated, Attempted Overbilling and Harassing Conduct, OIG #2025-0516

An OIG investigation found that the owner of a CHA contractor in the General Contractor (GC) Pre-Qualified Pool made material misrepresentations in two different price proposals, in an attempt to overcharge the CHA for approximately \$147,875 at one property and \$27,935 at a second property. At the first property, the owner submitted a proposal for work requested by the CHA but also included \$147,875 in additional work to repair the entire roof and replace non-existent gutters and downspouts. When questioned, the owner claimed to have seen evidence of a leak and concluded the damage must have come from a roof leak, but CHA employees on site found no evidence of a leak and determined the roof repair was not required. At a second property, the owner submitted a proposal with numerous errors, representing \$27,935 in unnecessary or inflated costs. The owner asserted that the errors were unintentional math errors, but the original quantities and measurements ranged from double to over five times the actual amounts or were included despite CHA's instructions to omit them. The exorbitant proposal included costs for a 30-foot countertop, which measured only 6 feet; 16 feet of base cabinets and toe kicks, when only 6 feet were needed, and 16 feet of wall cabinets, which measured only 9 feet. Moreover, when questioned about the exorbitant proposals, the owner became hostile and threatened to complain to the CHA's chief executive officer (CEO) or Board of Commissioners. The vendor is widely known among CHA staff as a family member of a CHA commissioner, and by threatening to complain to the Board, the vendor engaged in intimidating and condescending behavior toward CHA staff, in violation of the Code of Conduct included in the vendor's contract.

The investigation also established that the CHA's Property and Asset Management (PAM) division has not adequately managed the GC Prequalified Pool (GC PQP) Combined Pricing Guide to ensure reasonable billing by the GC pool. Moreover, the PAM division has not effectively incorporated vendors' past performance ratings into the procurement and selection process to ensure poor-performing vendors are removed from the pool.

The OIG recommended that DPC take administrative action deemed appropriate, from contract termination up to and including debarment of the contractor. The OIG further recommended that the PAM division review the price and labor hour allocations in the GC PQP Combined Pricing Guide and ensure it is actively managed going forward. The OIG also recommended that PAM leadership instruct construction management staff to begin actively using the contractor rating system to note contractor deficiencies and identify poor performing contractors for appropriate action by DPC.

Management Response: The Deputy Chief of DPC wrote that, after thoroughly reviewing the documents provided, DPC decided to issue a warning letter to the vendor. "Since no funds were expensed, we believe that termination and debarment are not warranted in this case." The Deputy Chief of DPC noted that she recommended the CHA Property team prepare a written scope of work prior to assigning projects and reestablish the performance rating system to ensure CHA is actively monitoring and assessing contractor performance.

The Interim Chief Property Officer responded that PAM staff are currently reviewing the price and labor hour allocations and will engage a cost-estimator to confirm prices. The PAM division is also looking into other ways to manage price and labor hour allocations moving forward. PAM leadership held a refresher training for the CHA's construction project managers on August 15, 2025, and reminded them of their obligation to use the performance rating documents in eBuilder for all their projects.

**Owner of CHA Construction Contractor Engaged In Criminal Identity Theft
OIG #2025-0428**

An OIG investigation found the owner and sole proprietor of a CHA contractor appeared in the Cook County Circuit Court Clerk's database as having been convicted in July 2024 of Identity Theft, a Class 2 Felony. The crime and conviction both occurred while the owner was actively under contract with the CHA as a member of the CHA's general contractor pool. Felony theft constitutes a Cause for Debarment under the CHA Procurement Policy, as well as a Cause for Default under the contractor's CHA contract. According to Court Clerk records, the owner pleaded guilty to the charge in 2024, admitting that in November 2022, they used a fraudulent credit card to purchase over \$5,000 worth of furniture, which was delivered to an apartment associated with the owner in the Gold Coast neighborhood in downtown Chicago. The OIG recommended that the Department of Procurement and Contracts (DPC) initiate administrative action against the owner and company to seek permanent debarment of each.

In response, DPC initially agreed with the OIG's recommendation and issued the notice of proposed permanent debarment. The owner, through counsel, responded that the Circuit Court Clerk records were in error, and had subsequently been corrected to show that, in fact, the owner had pleaded guilty to disorderly conduct, a misdemeanor, and therefore is not subject to an automatic debarment. After further consultation with the CHA's Office of General Counsel, DPC withdrew the debarment action.

The OIG noted, however, the criminal court hearing transcripts show the owner had acknowledged the underlying facts as charged during the plea hearing. The CHA's Procurement Policy provides the following cause for debarment: "fraud, embezzlement, bribery, theft, deception, misrepresentation, indictment, felony conviction," among others.

Lapses in Confidentiality Procedures During RFP Process, Department of Procurement and Contracts, OIG #2025-0518

A recent OIG investigation into allegations made by a bidder for a CHA contract found no evidence that CHA's procurement process was corrupted by collusion or favoritism, but did identify several procedural lapses. The investigation confirmed that DPC failed to restrict attendance at Evaluation Committee (EC) meetings to voting members and advisors, and allowed two CHA employees to attend without having signed confidentiality, ethics, and conflicts of interest policy acknowledgments. One of those employees subsequently discussed confidential procurement information with two CHA vendor employees and suggested they take employment with another vendor expected to receive the contract. The CHA employee's actions gave the appearance of preferential treatment for individual contractor employees. This employee has since separated from CHA employment.

The OIG recommended that CHA adopt a policy prohibiting CHA employee or officer involvement in contractors' individual hiring decisions, aside from objective qualifications, to avoid any appearance of impropriety. The OIG further recommended DPC review its internal procedures and the specific language in the confidentiality forms for potential clarification to ensure attendance at EC meetings is restricted to those on the committee, with formal attendance records or other access restrictions. Any individual present in EC meetings or with access to information regarding open solicitations, including the user group point of contact, should sign confidentiality paperwork, and individuals who were not officially selected to be part of the solicitation process should not be admitted to the meetings.

In response, the Deputy Chief of Procurement stated that DPC will implement the following measures: 1. All evaluation participants will be required to sign the necessary procurement forms. 2. All procurement evaluation meetings will be held in person. Any virtual exceptions must be approved by the Deputy Chief of Procurement, and the event link will be shared only with the approved individual(s). 3. All evaluation meeting invitations will be marked "do not forward" to ensure only the organizer can share the meeting invitations. 4. Any participant who violates the confidentiality requirements will be added to an ineligible evaluation team member list managed by the Deputy Chief of Procurement. 5. Attendance sheets will be present at each meeting, and all meetings will be recorded. 6. Additional participants will not be permitted unless they appear on the evaluation team member memorandum approved by the Deputy Chief of Procurement.

CHA Employee Failed to Report Sister, an Immediate Family Member, as a Voucher Holder, OIG #2025-0674

An OIG investigation found that a longtime CHA employee failed to disclose on their annual Statements of Financial Interests (SFIs) that their sister, an immediate family member as defined by the CHA Ethics Policy, is a participant in the CHA's HCV program. The sister's participation in the CHA voucher program represents, at a minimum, an apparent conflict of interest, and the employee's failure to report the relationship prevented the CHA from porting administration of the voucher to the Housing Authority of Cook County (HACC) per CHA policy. Nevertheless, the employee's job duties do not involve access to HCV records, and there was no evidence of an intent to deceive. Rather the employee asserted that they misunderstood the definition of immediate family member.

The OIG recommended that the CHA Ethics Officer admonish the employee for failing to report their sister on SFI disclosures. The OIG further recommended the Ethics Officer review the wording of SFI Question 10 to determine whether the question should be edited or clarified to ensure employees disclose sufficient information to prevent conflicts of interest.

In response, the CHA Ethics Officer met with the employee to address their SFIs and relevant definitions concerning family members, and emphasized the importance of disclosure, noting that it is preferable to over-disclose rather than under-disclose. After reviewing the relevant question on the SFI form, the Ethics Officer declined to amend the language, noting that the employee's misinterpretation of the term "immediate family member" does not appear widespread. Rather than amend the form, the Ethics Officer stated, he will work with the ITS department to enhance the SFI web application to better display the definitions with highlighted or hyperlinked words and phrases that employees can simply click or hover their mouse over to see the definitions as a quick reference.

Office of General Counsel, Management of HCV Hearings and Email Security, OIG #2025-0178

An investigation found that employees in the Office of General Counsel (OGC) violated CHA's Information Security Policy by allowing one or more employees to access and send emails from an individual's CHA Outlook account while the individual was out on leave. Additionally, OGC staff failed to ensure HCV hearing business processes could continue during that employee's absence without such actions. Several mitigating factors, however, prevented the OIG from recommending individual discipline.

Instead, the OIG recommended that OGC review its HCV hearing business processes related to the generic HCV hearings email account, calendar, and access to hearing recordings. This incident highlighted the risks involved in the lack of redundancy and cross training for mission-critical work on HCV administrative hearings.

Additionally, the OIG recommended that ITS review the report for consideration of any additional action deemed appropriate, to enhance CHA's IT security and best practices, such as training on password protection, best practices for use of generic email accounts and calendars, and any additional privacy protections that may be available for the necessary transmission of sensitive health information for human resources purposes.

Management Response: The OGC noted that prior to the OIG's report, it had taken several steps to eliminate the need to access one individual's computer system and work area to conduct HCV hearing duties. Specifically, the OGC moved equipment to a file room, obtained an additional laptop for use when participants arrive in person by mistake for an online hearing, changed the HCV Hotline telephone number to bounce to other staff phones if unanswered, and directed any voicemail recordings to a separate HCV email address. The OGC further changed its procedure to ensure all hearings are scheduled using the HCV hearings email account and calendar, and that all hearing recordings are saved to a centralized cloud storage. The OGC reported that it will continue to monitor the ongoing evolution of HCV Hearing processes/protocols and make changes as needed.

Property and Asset Management, Knowing Violations of Public Procurement Process for Unit Turns, OIG #2024-0749

A former CHA senior executive authorized a former senior director and other Property and Asset Management (PAM) staff to violate longstanding procurement policies by directing CHA's Private Property Management firms (PPMs) to contract with specific vendors selected by CHA staff for unit turns and renovations. From approximately February 2023 to September 2024, the two senior managers assigned non-competitively procured vendors for unit-turn work, which should have been competitively procured by the PPMs. Even after February 2024, when the procurement violations were directly identified by the CHA's Deputy Chief of Procurement and Chief Administrative Officer, the executive and senior director continued to assign vendors for unit turn work. Additionally, these senior managers failed to address excessive unit turn costs, and failed to provide management oversight of the unit turn work, thereby allowing vendors to be erroneously excluded from future work.

The OIG recommended that the PAM Division and Department of Procurement and Contracts (DPC) establish a comprehensive policy framework for the use of the Prequalified Pool of General Contractors by all CHA User Groups, including the building operations and property management teams. The OIG further recommended that PAM and DPC establish clear written procedures for procurement of work procured by PPMs. The Interim CEO and DPC should advise the CHA leadership team, including the future incoming CEO, of the need for strict adherence to procurement procedures, and take any action necessary to emphasize the importance of following CHA procurement policies in DPC training for both existing and onboarding officers and employees. Finally, the OIG recommended copies of the report be placed in the former employees' personnel files.

CHA Management Response: The PAM Capital Construction team is establishing the rotation process and ensuring that the pool of vendors are aware of how this will function. Property Operations is looking at how to ensure Private Property Management firms utilize the pool also. Property will utilize the new Yardi modules, Yardi MIQ, to manage and track unit turns procured by the PPMs. Draft procedures for PPM unit turns are under review. DPC has updated the procurement portion of the Property Procedural manual. Property will distribute the complete manual to the PPMs. DPC sent a memo to leadership on 1/23/25 with procurement procedures. The CEO and DCPO have reiterated adherence to procedures in meetings. The OIG report has been placed in the respective personnel files.

Property and Asset Management, Abuse of Discretion in Managing Contract Sanction Provisions in PPM Contracts, OIG #2024-0654 (A)

An OIG investigation found that a former senior executive and former senior director in the PAM division abused their discretion in the arbitrary rescission of contract sanctions imposed against two of CHA's private property management firms. The senior managers undermined their subordinates' efforts to enforce CHA's contract terms without any review of the underlying facts and only after the protest of PPM management.

The OIG recommended that the PAM Division review the current use of contract sanctions for PPMs and ensure that both the imposition of a sanction and the rescission of a sanction are reviewed by supervisors and require detailed written justification and supervisory approval for any formal action. The OIG further recommended the report be placed in the relevant personnel files.

CHA Management Response: "The PAM Division agrees with the OIG's findings and recommendations. PPM performance is primarily evaluated through various reports generated in Yardi, which tracks data in every applicable area. It is important to use an objective tool such as Yardi when evaluating performance and utilizing contract management remedies, such as sanctions, to ensure a fair and unbiased review. Negotiating sanction amounts is not part of our contract management strategy or any established procedure.

Moving forward through the end of the current contracts, the practice of utilizing Yardi reporting to assess sanctions will remain in place and will not be altered. Monthly reporting will be used to determine any sanctions, and those sanctions will be approved by the Deputy Chief of Property Operations. Any reversals will require a detailed written justification and approval from the Chief Property Officer.

Although sanctions will not be part of the new contracts, PPM performance will continue to be reviewed monthly and any contractual defaults will be generated through PAM's newly created Asset Management department. PAM will use all available contractual remedies to ensure satisfactory performance, up to and including contract termination. The OIG's report was added to the former employees' personnel files."



Former Senior Executive Knowingly Violated CHA Check Request and Insurance Policies, OIG #2023-0571

An OIG investigation found that in March 2023, a former senior executive knowingly circumvented the CHA's procurement and insurance policies by approving a check request to contract with a charter bus company that did not meet CHA insurance requirements, thereby putting the CHA at risk of liability and undermining the CHA's culture of compliance with procurement policies.

The OIG recommended that CHA management review existing check request procedures and take steps to prevent similar violations in the future. CHA management may consider revising the check request form to require proof of insurance, where appropriate. The OIG further recommended the report be placed in the former employee's personnel file for future reference.

CHA Management Response: Per the Chief Financial Officer, an updated check request process has been put into place and includes proof of insurance. The OIG report has been placed in the former employee's personnel file.

Inappropriate CHA Vehicle Usage, Lack of Management Oversight, and Time and Attendance Violations, OIG #2024-0254

An HCV inspector engaged in a long-running pattern of taking a CHA vehicle out to the field but then traveling home for a significant amount of time during work. The employee's supervisor failed to adequately supervise the inspector and the rest of their team.

The OIG recommended CHA terminate the inspector's employment and impose discipline up to and including termination of the supervisor. The OIG noted that the supervisor was the subject of similar OIG findings in November 2021. Finally, the OIG recommended that CHA review the management, staffing, and position expectations for the HCV inspectors to ensure consistent standards and appropriate oversight.

CHA Management Response: HCV agreed with the OIG recommendations. A complete review was conducted of the work requirements for the Program Integrity team. In order to facilitate increased oversight of staff, the Program Integrity team has been divided into two teams, the HCV Program Compliance and HCV Inspections Compliance teams. Both teams will have a manager assigned, who is responsible for supervising and reviewing the work of the employees on the team and overseeing the work being done by HCV program contractors.

The HCV Program Compliance Manager will be responsible for supervision and managing/reviewing the work of four (4) QC File Reviewers, coordinate HCV departments audits, uphold the HCV Procedure Guide, and provide oversight of both HCV contractors to ensure program compliance. The HCV Inspections Compliance Manager will be responsible for supervision and managing/reviewing the work of two (2) HCV HQS QC Inspectors and one (1) PBV HQS QC Inspector, uphold the CHA HQS Guidebook, maintain a condensed monthly inspections caseload, and provide oversight of HCV Inspections contractor to ensure program compliance. One inspector position has been eliminated. HCV Compliance staff will coordinate with General Services to regularly obtain Geotab reports to monitor vehicle usage. The number of inspections and HQS Enforcement reviews conducted weekly will be structured to accommodate the modified staffing structure and encourage more oversight. The Manager will also conduct monthly HQS QC Inspections and periodically shadow the QC Inspectors to review their work.

Commissioner Conduct and Confidentiality, OIG #2023-02-00035

Per the OIG Charter, allegations of misconduct by a CHA Commissioner received in January 2023, were referred to outside counsel. After unrelated delays, outside counsel determined in late 2024, that a CHA Commissioner had engaged in inappropriate conduct by having a sexually graphic conversation in the presence of employees and "may have communicated inappropriately with multiple employees in public forums, which, ... if proven, likely breached the Ethics Policy by sharing confidential information." However, counsel's review of CHA policies determined that, there is no harassment policy applicable to the Board. The Employee Handbook applies only to employees, and while the Ethics Policy applies to Commissioners, it generally prohibits behavior that inhibits equal opportunity for protected classes. Outside counsel recommended amendments to the Board By-Laws and Employee Handbook, and annual Ethics training for Commissioners.

The OIG referred the findings to the Board Chair, noting that repeated inappropriate behavior by a Commissioner toward CHA employees could put the CHA at risk of civil liability if the conduct is known and unaddressed. The OIG recommended the Board Chair admonish the Commissioner and seek a commitment that such actions will not be repeated. The OIG further recommended the Chair work with CHA's Office of General Counsel or outside counsel to amend the Board Bylaws to include: A code of conduct, including anti-harassment and bullying, among others. A formal reporting and review process to address commissioner misconduct, with appropriate sanctions, including but not limited to censure, up to and including a recommendation for removal. A requirement that Commissioners attend annual training on the CHA Ethics Policy, Board Bylaws, and other topics, including discrimination and harassment.

Management Response: The CHA Interim Board Chair agreed with the OIG's recommendations and reported that the CHA has engaged outside counsel to assist in drafting amendments to the Board By-Laws, which will incorporate a code of conduct, confirm that the Commissioners are subject to Board's Ethics Policy and the harassment and discrimination policies in the Employment Handbook, and include a process to hold Commissioners accountable for violations. The By-Laws will also incorporate annual training requirements. The Chair noted that for the last few years, Commissioners have participated in annual ethics and sexual harassment training, and future training will include the code of conduct. Finally, the Chair met with the Commissioner to discuss the findings and admonished the Commissioner. The Commissioner committed to the Chair that they would not engage in similar behavior in the future.

At the July 2025 CHA Board Meeting, the Board of Commissioners voted to amend the Board By-Laws to address the issues stated above, with various additions including: "Commitment to Ethics and the Prohibition of Harassment," "Commissioner Training requirements," "Commissioners Accountability," and the "Addition of Commissioners Code of Conduct."

Updates to Previously Reported Administrative Investigations and Recommendations

Update - Duplicate Unit Turn Work, Requisition Splitting, OIG #2023-0615

In 2024 the OIG found that a PPM incorrectly contracted for additional unit-turn construction just four months after a full unit-turn, in a misguided attempt to make the unit ADA compliant. The OIG recommended that PAM review this matter for appropriate action against the PPM for failure to appropriately manage the unit-turn process and waste of CHA funds; review existing asset management procedures and tracking of unit turn costs to ensure such waste does not occur in the future; and develop procedures or guidelines for the CHA Accessibility Program to provide clear requirements for PPM and CHA personnel regarding construction and unit turn work that involves accessibility modifications.

Management Response: The PPM was sent a memo stating that a refund of \$19,343.53 was required by February 25, 2025. The PPM delivered the payment at the end of February. Property is working with IT to implement Yardi Maintenance and Inspections IQ (MIQ) modules. This new Yardi module provides the appropriate software and tracking tools to prevent waste as experienced in this report. Draft procedures for PPM unit turns have been created and are being reviewed. Procedures and guidelines for accessibility will be developed in Q2 2025.

Update – Procurement Violations, Senior Manager’s Alteration of Evaluation Committee Recommendation Memo, OIG #2024-0389

In 2024 the OIG recommended the Department of Procurement and Contracts (DPC) clarify the role and importance of an internal Evaluation Committee's (EC) recommendation in the procurement process and prohibit the exercise of executive management discretion, particularly as it relates to vendor selection after the EC has concluded its work. The OIG also recommended that HR provide additional training for all supervisory and management staff on the importance of enforcing CHA policies, how to appropriately respond to reports from subordinates of policy violations, and the prohibition against retaliation for making a complaint or participating in any official investigation.

Management Response: DPC sent Procurement reminders to executive leadership team on January 23, 2025. Human Resources facilitated a training session with Property & Asset Management staff on procurement policies to reiterate policy enforcement.

Update – Former Senior Manager’s Relationship with HCV Vendor, OIG #2024-0367

As reported in the OIG’s Q3 2024 Report, a former senior manager in the PAM division maintained a direct financial relationship with an active HCV vendor, and engaged in a scheme to conceal the vendor’s real estate assets from ongoing criminal proceedings by briefly taking legal ownership of the HCV properties.

Management Response: In response to the OIG’s recommendation that the HCV division review the vendor landlord’s actions for potential violations of HCV program policies and pursue administrative enforcement action, the HCV Division reported that it intends to initiate suspension of the vendor from participation in the HCV program for changing the ownership of the business entity without reporting to the CHA.



IX. AUDITS & ANALYTICS

AUDITS

Audit of CHA Contractors' Information Technology System Access

The OIG reviewed the application controls and management of non-CHA employees' access to Yardi, with an emphasis on segregation of duties for HCV and Public Housing contractors. The audit identified weaknesses in the design and oversight of contractor access controls that increase the risk of error, unauthorized activity, and reduced accountability. These conditions were primarily attributable to overly broad access role configurations, limited differentiation between incompatible functions, and insufficient audit and monitoring capabilities. While system access generally supports operational needs, the current access framework does not consistently enforce the principle of least privilege or sufficiently mitigate inherent access risks.

The OIG provided management with a full report, including detailed analyses, supporting data, and recommendations for corrective actions specific to HCV and Property and Asset Management (PAM), respectively. Both Divisions provided detailed responses and committed to improving access controls in 2026

HCV Findings

The OIG identified control weaknesses related to contractor access over HCV vendor records, payment, participant records, and inspection processes. Access rights were not consistently aligned with defined functional responsibilities, resulting in conditions where key processes lacked appropriate segregation. Additionally, certain system components did not maintain sufficiently detailed audit trails to support effective monitoring and accountability.

These conditions increase the risk of inaccurate records, improper payments, and delayed identification of irregular activity. The audit did not conclude that these risks were the result of systemic misuse; however, the current access structure heightens CHA's exposure to operational, financial, and compliance risk.

HCV Recommendations

To strengthen controls within the HCV program, the OIG recommended CHA:

- Refine role-based access configurations to better align system access with defined job responsibilities.
- Establish a routine review and inactivation protocol for vendors with no payment activity in the last 12 months.

- Enforce segregation of duties for sensitive functions to ensure no single role can independently perform incompatible activities.
- Disable the ability to delete inspection records to preserve the integrity and completeness of inspections data.
- Implement system-level validations to prevent duplicate vendor records based on Tax ID and entity name.
- Enhance system-level controls and validations to reduce reliance on manual processes.
- Expand audit logging and monitoring capabilities to improve visibility over changes to critical data.
- Restrict contractors access to inspections records.

HCV Management Response

HCV concurred with most OIG findings and recommendations, stating the following: "HCV has begun reviewing the daily operations of HCV contractor staff and will begin identifying staff with excessive access to controls outside of their responsibilities. HCV will review the current security groups to identify which need to be modified. The control measures currently in place, combined with cross-training and supervisory oversight, help mitigate the risks identified by OIG. However, certain operational practices are necessary to support HCV program delivery. HCV will continue to monitor controls, refine procedures and explore opportunities to automate additional functions where feasible while maintaining program efficiency. "

PAM Findings & Recommendations

The OIG identified access configurations among PPM staff that did not consistently comply with CHA Information Technology's security policy requirements related to segregation of duties. Contractor access roles were broadly structured, permitting combinations of system functions that should be logically separated. In addition, weaknesses in user accountability controls limited CHA's ability to clearly attribute system activity to individual users.

To address these risks, the OIG recommended that PAM:

- Redesign contractor access roles to align with defined business functions and segregation of duties principles.
- Limit access to sensitive system functions to roles with a demonstrated operational need.
- Strengthen monitoring practices to detect irregular access patterns and system activity.
- Reinforce individual user accountability through improved access controls and oversight mechanisms.

PAM Management Response

PAM Management concurred with the OIG's findings and recommendations, stating it would: 1. Review existing user group configuration and develop new security groups that align with segregation of duty and access control requirements. 2. Review how best to monitor and detect inappropriate system activity. In the immediate term, the division will remind users of their obligation to comply with CHA's Information Security Policy.

Audit of the CHA's Private Property Manager Unit Turn Process

The OIG conducted an audit of the Private Property Managers (PPM) unit turn process and the CHA's oversight of those unit turns for the period January 1, 2023, through December 31, 2024. This audit was initiated at the conclusion of the OIG's 2024 Audit of Public Housing Capital Construction Change Orders and Supplemental Contracts, which found critical deficiencies in CHA's management of capital construction activities. The current audit reviewed those public housing unit renovations managed by the PPMs with oversight by the PAM's Asset Management team, separate from the PAM's Capital Construction team. These projects were procured and managed jointly by the PAM Asset Management Division and the PPMs.

The OIG identified similar deficiencies in the CHA's management of the PPM unit turn process. Of note, the audit found that after CHA staff began directly assigning vendors for unit turns contracted by the PPMs, the per unit costs soared. While the number of unit turns decreased from 1,015 in 2023 to 453 in 2024, the average cost per unit rose from \$29,253 to \$49,627, representing a 70% increase. Below are the 2023 and 2024 unit turns by vendors in the GC Pool and Non-GC Pool.

Year	Units Turned by Non-GC	Units Turned by GC Pool	Total Units Turned	Total Cost	Avg Cost per Unit
2023	179	836	1,015	\$29,691,949	\$29,253
2024	159	294	453	\$22,511,484	\$49,694

Summary Findings

1. The CHA's selection of vendors for PPM-managed unit turns did not comply with CHA procurement policies.
2. PPM unit turn costs were exorbitant and unsupported by documentation.
 - a. CHA lacked sufficient oversight to effectively monitor and control unit turn costs.
 - b. Unit turn costs exceeded the CHA's Not to Exceed (NTE) amounts with no documented justification.

Summary Recommendations

The OIG recommended that the PAM Division take the following actions:

1. Ensure PPM-managed unit turns are performed by vendors selected in accordance with CHA's Procurement Manual and applicable contractual agreements.
2. Regularly review PPM unit turn process to ensure vendors are competitively selected in accordance with public procurement policies
3. Regularly review unit costs and NTE amounts and, when necessary, adjust to ensure alignment with costs in Chicago's private market.
4. Require detailed written justifications with requisition and/or purchase order for unit turn costs that exceed the NTE amount.
5. Establish a verification method to ensure PAM staff conduct a walkthrough and develop a detailed scope of work for each scheduled unit turn.
6. Implement regular quality control reviews of contractor invoices and PPM approvals to ensure compliance and cost efficiency.

Management Response

Management concurred with the OIG's findings and recommendations and reported it had taken the following remedial actions:

- Developed and piloted an automated Vendor Rotation System for PPM Unit Turns to ensure transparent and compliant vendor selection. CHA continues to enhance the system toward a performance-based model to strengthen accountability and provide both quantitative and qualitative data on vendor performance.
- Created a brand-new Standard Operating Procedure (SOP) for PPM Unit Turns, that incorporates the use of Yardi Maintenance IQ, the system used for unit inspections. This integration supports a more structured and data-driven approach to vendor management.
- Implemented a structured oversight process in which staff use the General Contractor Pre-Qualification Program (GCPQP) pricing list to assess unit-specific needs and align scopes of work with pre-approved pricing benchmarks. The GCPQP pricing list is used in conjunction with the Make-Ready Inspection Questionnaire (MIQ) to validate vendor proposals and ensure pricing remains within allowable ranges based on the scope, unit size, and condition.
- Increased PAM staff involvement in the oversight of unit turn activities. Staff now review proposals, compare vendor scopes with unit assessments, and confirm that all pricing adheres to the GCPQP framework.

Audit of CHA's Public Housing Work Order Management

The OIG conducted an audit of the CHA's Private Property Management (PPM) firms' processing of work orders, which are used to request maintenance repairs at CHA public housing units. The OIG identified multiple deficiencies in the work order process managed by the CHA's PPMs. The following findings identify noncompliance with CHA PPM procedures and contract requirements and suggest insufficient oversight by the CHA.

Summary Findings

1. PPM staff are not correctly prioritizing WOs or meet CHA's required timeframes.
2. PPM staff are marking incomplete WOs as complete in the Yardi WO System.
3. Maintenance staff do not provide residents with completion updates when work is not completed during the initial visit.
4. PPM staff are not closing out completed WOs in the Yardi WO System within 24 hours after completion, and maintenance supervisors are not providing required signoffs.
5. Some PPMs failed to retain or properly file work orders in property offices.
6. Maintenance staff are not providing copies of completed WOs to residents or leaving them in the unit if the resident is not present.
7. PPM staff are not consistently providing residents with the WO number for reference.
8. Maintenance staff are not consistently documenting poor housekeeping on WOs.
9. PPM staff are not informing residents that all maintenance requests must be logged in the Yardi WO System.
10. PPM staff are accepting WO requests from non-CHA residents.

Summary Recommendations

The OIG recommended that PAM staff take the following actions to improve WO management.

1. Implement specific, regular quality assurance reviews to ensure contracted PPMs:
 - a. Correctly prioritize WOs and that emergency and routine requests are addressed within required timeframes.
 - b. Close out WOs only after the work is complete and with the required signoffs.
 - c. Comply with resident communication requirements to ensure residents are consistently informed of WO numbers, work status, and expected completion time
 - d. Appropriately retain WO records and files

2. Strengthen CHA policy to require documented resident confirmation or PM inspection approval before finalizing a work order in Yardi.
3. Conduct regular training for PPM staff on the following:
 - a. CHA's record retention policy.
 - b. Expectations for resident communication regarding the WO process, WO documentation, and WO numbers.
 - c. Importance of documenting poor housekeeping on WOs.
 - d. Consistent enforcement of WO policies requiring a household member to file WOs.
4. Establish a formal process for residents who are elderly, disabled, or otherwise unable to submit requests, allowing designated representatives (e.g., live-in aides or family members) to do so with proper authorization.

Management Response

Management concurred with the OIG's findings and recommendations and reported it planned to take the following actions:

In October 2025, PAM staff sent all PPM firms a reminder email regarding the mandate to: 1. obtain signatures from residents & maintenance personnel on the work order document upon completion of each request for service; 2. leave a copy of the completed work order in the unit when services are performed in the absence of household members; and 3. ensure residents received a work order number along with a copy of the completed work order upon completion of services.

Effective November 1, 2025, CHA PAM Staff pledged to begin monthly random audits of completed work orders to verify requests are being correctly classified, prioritized, and completed within the required timeframes based on their categorization. PAM Staff perform monthly customer service calls (3 per Public Housing & RAD Location) to verify residents' work order satisfaction. As part of this verification PAM staff will begin asking residents about the timeliness of the repairs, whether the resident was asked to sign the work order, if the PPM provided a work order number.

In early November 2025, PAM Staff planned to perform a 100% audit to verify the presence of work order files for units at all PH & RAD Locations.

At the in-person year-end PPM Meeting held in late November 2025, PAM Staff planned to provide training to ensure PPMs maintain constant communication with residents regarding anticipated work order completion, unexpected delays, etc., up and through the completion of the service requested/required.

Management Advisories and Memos

OIG management advisories and memos seek to notify the CHA of various management and operational issues identified by OIG through analytics, audits, or investigations. This year, the OIG issued 3 Advisories and 1 Management Memo.

OIG Advisory #32 Review of CHA's Home Ownership Made Easy Program

The OIG concluded a data analytics review of CHA's Home Ownership Made Easy (HOME) program. As of June 2025, the CHA's HOME program, which launched in 2001, had assisted 927 families to purchase a home in the last 24 years. CHA program data show that as of June 2025, 447 families were actively participating, receiving monthly financial assistance for their mortgage payments. The remaining 480 families received one-time downpayment assistance, homebuyer counseling, or have otherwise exited the program. Seven families received CHA assistance with more than one real estate closing, resulting in a total of 934 closings as of June 2025.

The OIG verified the number of HOME participants and confirmed that the HCV Division, in collaboration with Resident Services, is appropriately administering the program in accordance with federal requirements. Moreover, the data reflects the following indicators of program success:

- Of those no longer participating, 50% successfully graduated from the program, meaning they began earning sufficient income, paid off their mortgage, or reached the 15 year program limit and are no longer receiving CHA assistance.
- The average monthly Housing Assistance Payment (HAP) needed to support CTO participants was \$208 less than the average HAP paid in the HCV program overall.
- Homes purchased with CHA assistance are located throughout the City, in 86% of Chicago's 77 community areas.
- Approximately 41% of all HOME families have participated in the LevelUp Program, designed to help families meet their financial goals, including saving for a downpayment.

The OIG thanked the HCV and Resident Services Divisions for their cooperation and for taking the opportunity to engage in data reconciliation and quality assurance in real time throughout this project. The analysis was provided as a basis for greater insights into the program's impact and performance.

OIG Advisory #31 CHA Public Housing Resident Leadership Engagement in CHA Contracting and Construction Management

On March 7, 2025, the CHA OIG issued an advisory to CHA management, which detailed the significant risk to the Authority posed by CHA employees and contractors allowing public housing resident leaders and/or non-employees to become inappropriately involved in CHA construction projects. Resident leaders, including elected representatives of the various Local Advisory Councils (LACs) and the Central Advisory Council (CAC), play a critical and necessary role in advocating on behalf of CHA residents with CHA management. Nevertheless, the CHA must maintain clear boundaries between the role of resident leaders providing community input and the role of CHA employees and contractors making decisions on the use of federal funds. CHA employees who delegate their decision-making authority to non-employees expose the agency to significant legal liability and jeopardize the safety and welfare of CHA tenants. CHA construction projects are subject to federal, state, and local laws. Such laws regulate the CHA's public procurement process and vendor selection, prohibit discrimination, require fair labor standards, prevent conflicts of interest, and ensure work meets all building codes and life safety requirements. Individuals not employed by the CHA are not subject to the CHA's Employee Handbook or Ethics Policy nor do they hold a fiduciary duty that would require them to prevent fraud, waste, or abuse of CHA resources.

The OIG recommended that CHA management immediately communicate to PAM employees, active CHA contractors, and the CAC Board that resident leaders must direct their communications and input regarding CHA construction, vendor selection, and materials to the relevant CHA senior managers and not the CHA's contractors. CHA contractors should be advised to take direction only from designated CHA employees. All parties should be advised of the appropriate outlets for communication to prevent any appearance or misunderstanding that a resident leader speaks on behalf of the CHA. All such information should be further documented in Standard Operating Procedures for reference by CHA construction managers going forward.

CHA Management Response: Property and Asset Management agreed with the OIG's recommendations. CHA appreciates the valuable role resident leaders, including elected representatives of the various Local Advisory Councils (LACs) and the Central Advisory Council (CAC), play in advocating on behalf of CHA residents. PAM agrees CHA must maintain clear boundaries between the role of resident leaders providing community input and the role of CHA employees and contractors making decisions on the use of federal funds. The OIG Advisory #31 and a cover memo from the Interim Chief Property Officer were distributed to PAM staff, contractors, and CAC leadership. Additionally, PAM staff conducted targeted outreach to resident leadership and contractors at ABLA, where CHA's largest renovation project is underway.

Follow Up to OIG Advisory #26 – Employee/Participant Conflicts of Interest

In December 2024, the OIG issued a follow up memo to its 2023 advisory regarding employees with potential conflicts of interest as participants in CHA programs. In 2024, OIG again found individual employees with conflicts of interest, Statement of Financial Interest (SFI) issues, and underreported income by CHA employees, who are also participants in CHA's housing programs.

The OIG recommended that CHA management ensure that CHA employees and/or relatives participating in HCV be ported out to HACC as soon as practicable. For CHA employees residing in public housing, the OIG recommended Property and Asset Management ensure that PPMs have updated income information for any CHA employees. To the extent the memo identified potential employee violations of CHA policies, the OIG referred those matters for review by HR and CHA management. Finally, the OIG recommended that the OGC revise the CHA Ethics Policy and SFI form to require employees disclose participation in any federal housing program, in addition to the current HCV disclosure.

CHA Management Responses: The Ethics Officer and Office of General Counsel sought, and the Board approved, an amendment to the CHA's Ethics Policy requiring CHA employees to disclose participation in any federal housing program. The HCV Division reported that it is more closely monitoring the time it takes to get individuals with conflicts of interests (COIs) ported out and has improved relationships with HACC Senior management to assist with expediting these portability cases. Additionally, HCV was working on an advisory to be issued by February 24, 2025, directing contractor staff to notate Yardi to identify when a participant household includes a CHA employee.

The PAM Division responded that, because of the ability for residents to have biennial recertifications, there is currently a disconnect with ability to have updated income information. The property office is evaluating whether to return to annual recertifications. Finally, CHA Human Resources stated it has set up new tracking mechanisms on applications for residents and participants, and if there is a trigger, HCV and Resident Services is notified of the potential conflict.

OIG Management Memo re: Conflict of Interest for CAC Elections Staff

In August 2025, the OIG notified CHA management of a concern regarding the integrity of the Central Advisory Council (CAC) elections. Upon review of the 2025 CAC Election Staff roster, the OIG determined that one of the individuals hired as a Community Navigator is the spouse and household member of a current CAC Board member who was running for reelection. A "Community Navigator" directly engages with voters on how to vote electronically during pre-election activities, and may have direct access to ballots and other supporting roles during election day activities.

The employment of the individual as a Community Navigator presented an obvious conflict of interest and undermined the apparent integrity of the election process. The OIG identified no other obvious household members of current LAC office holders. Because the CHA directly funds CAC activities, including elections, the OIG referred the information to the CHA Office of General Counsel (OGC) and Resident Services Division for appropriate action.

In response, the OGC and Resident Services Division agreed that the employment of a candidate's spouse created an apparent conflict of interest and issued a memo to the CAC outlining CHA's concerns and the CAC's obligation to avoid conflicts of interest and the appearance of impropriety as outlined in CHA's Ethics Policy. The CHA's Funding Agreement with the CAC allows the CHA to provide federal funding to CAC to support its operations, including LAC elections. As a recipient of federal funding, CAC must also adhere to certain CHA policies, including the CHA Ethics Policy.

The CHA provided the following recommendations to mitigate the conflict:

- No Access to Voters: the spouse should have no access to voters in the candidate's areas during employment to prevent any potential influence over voters that could arise from the spouse's position and relationship with the candidate.
- Separation of Duties: the spouse be reassigned or relieved from duties related to their public housing sites and any other areas where there could be a perceived conflict due to the spouse's candidacy.
- Adjust Responsibilities: If the spouse remains in the role, adjustments should be made to ensure they are not under the supervision of their candidate-spouse, thus eliminating any direct oversight that could lead to conflicts or perceived favoritism.

The CAC acknowledged the memo and affirmed that the spouse was not working in areas near the locations where the candidate was running for office.

X. 2025 CHA EMPLOYEE ENGAGEMENT SURVEY

The OIG conducted a survey asking all CHA employees for anonymous information and feedback regarding OIG's collaboration and effectiveness, as well as any potential risk areas within CHA. The OIG emailed the survey to all 541 CHA employees; 309 clicked on the link, and 278 completed the survey, resulting in a response rate of 90% of those who engaged, and 51% of all CHA employees. The key findings are as follows:

I. Building on 2024 Survey Results

- **Understanding of the OIG's Role: 92% Positive, 7% Neutral, 1% Negative** – 92% of responding employees reported a strong understanding of OIG's role in promoting transparency and accountability within the organization.
- **Awareness of Complaint Submission: 92% Positive, 5% Neutral, 3% Negative** – 92% said they know how to contact the OIG when needed.
- **Retaliation or Negative Consequences: 44% Positive, 33% Neutral, 24% Negative** – 44% of respondents do not fear retaliation or negative consequences for going to the OIG. However, the results reflect an opportunity for CHA to reinforce trust and communicate protections available under whistleblower and anti-retaliation policies.
- **Confidence in OIG Investigations & Audits: 72% Positive, 25% Neutral, 3% Negative** – 72% have confidence in the OIG's ability to conduct impartial and thorough investigations and audits.
- **OIG Complaint Handling: 72% Positive, 25% Neutral, 3% Negative** – 72% had confidence that complaints submitted to the OIG are handled fairly and consistently.
- **Fraud and Detection by CHA: 52% Positive, 28% Neutral, 20% Negative** – 52% believe CHA effectively prevents and detects fraud, waste, and abuse. However, the results indicate an opportunity to strengthen fraud detection and proactive monitoring.

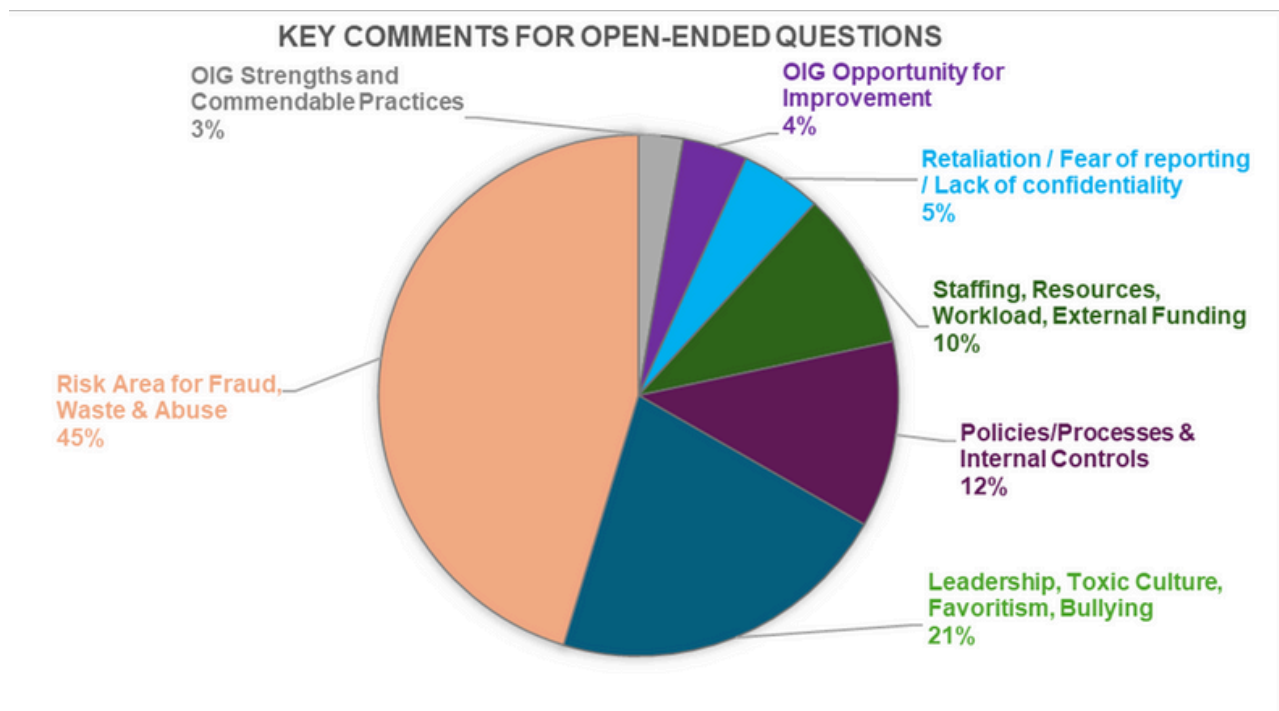
II. CHA and Current Housing Industry Red Flags

- **CHA Culture of Compliance: 57% Positive, 27% Neutral, 16% Negative** – 57% agreed that CHA’s culture emphasizes adherence to established policies and procedures, however, continued reinforcement of accountability is needed to sustain consistency.
- **Continuity and Preparedness: 60% Positive, 26% Neutral, 14% Negative** – 60% had confidence in their departments’ policies and procedures to ensure continuity during leadership transitions.
- **Environmental Health & Safety: 16% Positive, 37% Neutral, 47% Negative** – Nearly half reported concerns related to environmental health and physical safety within CHA properties.
- **Adaptability to Federal Policy Changes: 56% Positive, 32% Neutral, 12% Negative** – Over half expressed confidence that CHA can effectively adapt to new federal housing policies and changing regulations.

IV. Analysis of Open-Ended Responses

The OIG reviewed and categorized responses to open-ended questions into seven different topics for further consideration. CHA staff provided a variety of input and information for the OIG to consider for future audits and opportunities for improvement. Specific allegations received through the survey were logged separately as anonymous complaints for further review and potential investigation.

The OIG thanks all those who provided their valuable insights and suggestions.



XI. OIG STAFFING AND PROFESSIONAL DEVELOPMENT IN 2025

The OIG has 15 employees. Under the direction of the Inspector General and Deputy Inspector General, the team consists of an Investigations unit and Audit and Analytics unit. The Investigations unit is staffed with 2 Senior Investigators, 3 Investigators, one Staff Investigator, and an Operations Analyst. The Director of Audit and Analytics provides leadership and guidance to three Auditors (Senior Auditor, Performance Analyst, and Staff Auditor) and one Information Analyst. The Executive Assistant supports the entire team.

Staff Transitions

In 2025, the OIG welcomed Alexis Jackson as our newest Staff Auditor; Anna Wirth as Investigator, and Jack Burke as Information Analyst. We were pleased to promote Staff Investigator Macy Siegfried to the role of Investigator.

The OIG team was happy to host one of the CHA's summer interns, Maria Dut, a Political Science major at Syracuse University.

Also in 2025, we said farewell to Information Analyst Max Brown and Investigator Theresa Bernal and wished both Senior Auditor Ellaye Accoh and Performance Analyst Bruce Merrell healthy and rewarding retirements.

Professional Development

The OIG continued to invest in the professional development of its staff throughout 2025.

- Four OIG professionals became certified in nationally recognized "PEACE Investigative Interviewing," a method designed to obtain more accurate and reliable information from interviewees.
- Investigator Macy Siegfried obtained her AIG Inspector General Investigator certification.
- Staff Auditor Alexis Jackson obtained her certificate in Business Data Analytics from Loyola University Chicago Quinlan School of Business.
- Three OIG staff attended the Association of Inspectors General annual conference, and three attended the Association of Local Government Auditors annual conference.



The Office of the Inspector General (OIG) is an independent body within the Chicago Housing Authority (CHA). Its purpose is to investigate and audit matters concerning fraud, theft, waste, abuse, and misconduct within or affecting CHA. The OIG promotes economy, efficiency, and integrity in the administration of programs and operations of CHA. The OIG ensures that violations are investigated and prosecuted, as they relate to CHA residents and employees, contractors, subcontractors, or any entity receiving funds from CHA.

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