

Resource Guide

Department of Community Development
City of Chicago
City Hall, Room 1000
121 North LaSalle Street
Chicago, Illinois 60602



City of Chicago
Richard M. Daley, Mayor



Christine Raguso
Acting Commissioner

INTRODUCTION

Letter from the Acting Commissioner

Welcome to the Department of Community Development (DCD) Resource Guide. The guide has been designed to provide an overview of the programs and services administered by DCD. The publication is a compilation of useful information contained in one inclusive document. It is intended to help individuals and organizations become better acquainted with the process of community development in the City of Chicago.

The guide is an easily accessible reference for frequently asked questions. It is organized into three major sections. The Overview section provides background on the Department, the Department's mission, key responsibilities and guiding principles. The Division section describes what we do and how we do it, complete with contact information. An organizational chart is also included.

This guide covers the many facets of the development process and the divisions within the department. The guide includes sections on Neighborhoods, Community Programs, Development Finance, Preservation, Real Estate, Construction and Compliance, Workforce Solutions, Policy and Legislative Affairs, Finance and Administration and Communications and Community Outreach.

It is our hope that you find this guide useful. Community development is fundamental to Chicago's long-term economic prosperity.

Our mission is to promote and preserve a vibrant economy by encouraging job creation, development of new businesses and affordable housing, and this guide helps to match existing resources which help to support that strategy.

Sincerely,



Christine Raguso
Acting Commissioner

How to Use This Guide

The intent of this guide is to provide quick information on departmental programs and services. The information in this reference guide brings together in one place an inventory of programs and services that can provide assistance to individuals and businesses.

The guide primarily describes programs that focus on the creation and support of affordable housing, businesses and job opportunities. Contact the appropriate individual listed if you have questions.

TABLE OF CONTENTS

Overview	
Department Mission and Goals	6
Neighborhoods Division	7
Central Region	
North Region	
South Region	
Community Programs Division	10
Development Finance Division	16
Preservation Division	18
Real Estate Division	21
Construction and Compliance Division	23
Workforce Solutions	25
Policy and Legislative Affairs Division	25
Finance and Administration Division	27
Communications and Community Outreach Division	29
Organizational Charts	31
Index	45

OVERVIEW

Department Mission and Goals

- Promote and Preserve a vibrant economy by encouraging job creation and development of new businesses and affordable housing through community-based resources.
- Attract and support businesses through a variety of financing including Tax Increment Financing, New Markets Tax Credits and other incentives.
- Create employment-related training and career opportunities for Chicago residents.
- Inform Chicagoans about resources available for home purchase, rehab/repair, foreclosure prevention and affordable housing by providing financial assistance to homebuyers, homeowners, renters and developers.

NEIGHBORHOODS DIVISION

The Neighborhoods Division administers programs that enhance and preserve the economic viability of neighborhoods throughout the City. The division works with business owners, public and private institutions, residents and other stakeholders to achieve its goals. By leveraging numerous departmental financial assistance tools, the division promotes neighborhood revitalization and economic development opportunities.

The division is divided into three regions: North, South, and Central — each led by a Deputy or Assistant Commissioner. Each region is further subdivided to closely mirror the 77 established Chicago Community Area planning districts which are generally representative of functional neighborhood boundaries.

Each community area is led by an Assistant Commissioner and a Project Manager that are responsible for leading the Department’s planning and economic development efforts, ensuring development initiatives are consistent with the City’s redevelopment goals. Project managers are typically the first point of contact with residents and the development community.

Neighborhoods North & West

Mary Bonome, Deputy Commissioner North & West Region	(312) 744-9413
James Horan, Assistant Commissioner West Region	(312) 744-8562
Don Hohenadal, Assistant Commissioner North Region	(312) 744-4773

Neighborhoods South – Southwest

Judy Jackson, Deputy Commissioner South and Southwest	(312) 744-0602
Wendy Walker Williams, Asst. Comm. Southwest Region	(312) 744-4456

Central Region

Robert McKenna, Assistant Commissioner Central Region	(312) 744-9463
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Responsibilities include but are not limited to the following:

Business Attraction and Retention

- Market city incentives with retailers, commercial brokers and small businesses to attract new businesses and retain existing businesses within the community
- Implement strategies and programs aimed at attracting and retaining business and analyzing and evaluating the impact of economic development trends and techniques

City Liaison

- Act as the City’s representative in meetings with businesses and residential community by working closely with elected officials, developers and community stakeholders
- Represent the City at various public meetings with Alderman, community groups, consultants, developers, Community Development Commission and City Council, to present and discuss planning and development projects, policies, regulations, and procedures
- Respond to community inquiries

Promote economic development, architectural design and land use planning goals

- Facilitate redevelopment of underutilized parcels
- Work in coordination with other divisions and city agencies in the areas of TIF designations, planned developments, public, senior, multi, single and affordable housing
- Lead residential, industrial and commercial projects through the legislative process
- Identify development opportunities for future projects consistent with redevelopment goals
- Coordinate planning and negotiating terms related to proposed development and agreements

Neighborhood Project Managers by Community Area

Community Area	Project Manager	Phone	Email
Albany Park	JANG, CHRISTOPHER H	744-7225	cjang@cityofchicago.org
Archer Heights	MOLLOY, JOHN M	744-7223	johnmolloy@cityofchicago.org
Armour Square	MOLLOY, JOHN M	744-7223	johnmolloy@cityofchicago.org
Ashburn	NOLAN, MICHELLE	744-4477	mnolan@cityofchicago.org
Auburn Gresham	LEWIS, EDWARD	744-4461	elewis@cityofchicago.org
Austin	KORSAH(OSAFO), LINDA J	744-5799	linda.korsah@cityofchicago.org
Avalon Park	KLAIBER, DANIEL R	744-4470	dklaiber@cityofchicago.org
Avondale	WEBER, MICHAEL P	744-4163	mike.weber2@cityofchicago.org
Belmont Cragin	WEBER, MICHAEL P	744-4163	mike.weber2@cityofchicago.org
Beverly	KLAIBER, DANIEL R	744-4470	dklaiber@cityofchicago.org
Bridgeport	MOLLOY, JOHN M	744-7223	johnmolloy@cityofchicago.org
Brighton Park	MOLLOY, JOHN M	744-7223	johnmolloy@cityofchicago.org
Burnside	KLAIBER, DANIEL R	744-4470	dklaiber@cityofchicago.org
Calumet Heights	KLAIBER, DANIEL R	744-4470	dklaiber@cityofchicago.org
Chatham	COLLINS, TAMRA	744-5623	tamra.collins@cityofchicago.org
Chicago Lawn	NOLAN, MICHELLE	744-4477	mnolan@cityofchicago.org
Clearing	ENGWALL, MARILYN J	744-2214	mengwall@cityofchicago.org
Douglas	WILSON, JAMES L	744-2379	jwilson@cityofchicago.org
Dunning	ROMAN, DENISE M	744-6502	droman@cityofchicago.org
East Garfield Park	COX, JAMES	744-0097	james.cox@cityofchicago.org
East Side	ENGWALL, MARILYN J	744-2214	mengwall@cityofchicago.org
Edgewater	JANG, CHRISTOPHER H	744-7225	cjang@cityofchicago.org
Edison Park	ROMAN, DENISE M	744-6502	droman@cityofchicago.org
Englewood	FORTE, KAREN J	744-0538	kforte@cityofchicago.org
Forest Glen	ROMAN, DENISE M	744-6502	droman@cityofchicago.org
Fuller Park	NOLAN, MICHELLE	744-4477	mnolan@cityofchicago.org
Gage Park	MOLLOY, JOHN M	744-7223	johnmolloy@cityofchicago.org
Garfield Ridge	ENGWALL, MARILYN J	744-2214	mengwall@cityofchicago.org
Grand Boulevard	WILSON, JAMES L	744-2379	jwilson@cityofchicago.org
Greater Grand Crossing	WASHINGTON, LISA A	744-4476	lhope@cityofchicago.org
Hegewisch	ENGWALL, MARILYN J	744-2214	mengwall@cityofchicago.org
Hermosa	WEBER, MICHAEL P	744-4163	mike.weber2@cityofchicago.org
Humboldt Park	BRUTUS, PATRICK	744-7077	Patrick.Brutus@cityofchicago.org
Hyde Park	BANKS, ESSIE	744-7076	eescareno@cityofchicago.org
Irving Park	ROMAN, DENISE M	744-6502	droman@cityofchicago.org
Jefferson Park	ROMAN, DENISE M	744-6502	droman@cityofchicago.org
Kenwood	WILSON, JAMES L	744-2379	jwilson@cityofchicago.org
Lake View	PATE, ONEIDA R	744-7471	opate@cityofchicago.org

Lincoln Park	PATE, ONEIDA R	744-7471	opate@cityofchicago.org
Lincoln Square	PATE, ONEIDA R	744-7471	opate@cityofchicago.org
Logan Square	WEBER, MICHAEL P	744-4163	mike.weber2@cityofchicago.org
Loop	CAISLEY, KATHY E	744-0176	kathy.caisley@cityofchicago.org
Lower West Side	MURPHEY, PATRICK	744-5798	patrick.murphey@cityofchicago.org
McKinley Park	MOLLOY, JOHN M	744-7223	johnmolloy@cityofchicago.org
Montclare	ROMAN, DENISE M	744-6502	droman@cityofchicago.org
Morgan Park	LEWIS, EDWARD	744-4461	elewis@cityofchicago.org
Mount Greenwood	KLAIBER, DANIEL R	744-4470	dklaiber@cityofchicago.org
Near North Side	ZALMEZAK, PAUL A	744-9768	paul.zalmezak@cityofchicago.org
Near South Side	TROPPER, EVA-MARIE	744-3285	eva-marie.tropper@cityofchicago.org
Near West Side	MURPHEY, PATRICK	744-5798	patrick.murphey@cityofchicago.org
New City	MOLLOY, JOHN M	744-5798	johnmolloy@cityofchicago.org
North Center	PATE, ONEIDA R	744-7471	opate@cityofchicago.org
North Lawndale	BRUTUS, PATRICK	744-7077	Patrick.Brutus@cityofchicago.org
North Park	JANG, CHRISTOPHER H	744-7225	cjang@cityofchicago.org
Norwood Park	ROMAN, DENISE M	744-6502	droman@cityofchicago.org
Oakland	BANKS, ESSIE	744-7076	eescareno@cityofchicago.org
O'Hare	HOHENADEL, DON	744-4773	dhohenadel@cityofchicago.org
Portage Park	ROMAN, DENISE M	744-6502	droman@cityofchicago.org
Pullman	FORTE, KAREN J	744-0538	kforte@cityofchicago.org
Riverdale	FORTE, KAREN J	744-0538	kforte@cityofchicago.org
Rogers Park	JANG, CHRISTOPHER H	744-7225	cjang@cityofchicago.org
Roseland	FORTE, KAREN J	744-0538	kforte@cityofchicago.org
South Chicago	ENGWALL, MARILYN J	744-2214	mengwall@cityofchicago.org
South Deering	ENGWALL, MARILYN J	744-2214	mengwall@cityofchicago.org
South Lawndale	MURPHEY, PATRICK	744-5798	patrick.murphey@cityofchicago.org
South Shore	WASHINGTON, LISA A	744-4476	lhope@cityofchicago.org
Uptown	PATE, ONEIDA R	744-7471	opate@cityofchicago.org
Washington Heights	LEWIS, EDWARD	744-4461	elewis@cityofchicago.org
Washington Park	WASHINGTON, LISA A	744-4476	lhope@cityofchicago.org
West Elsdon	MOLLY, JOHN M	744-7223	johnmolloy@cityofchicago.org
West Englewood	NOLAN, MICHELLE	744-4477	mnolan@cityofchicago.org
West Garfield Park	KORSAH(OSAFO), LINDA J	744-5799	linda.korsah@cityofchicago.org
West Lawn	NOLAN, MICHELLE	744-4477	mnolan@cityofchicago.org
West Pullman	LEWIS, EDWARD	744-4461	elewis@cityofchicago.org
West Ridge	JANG, CHRISTOPHER H	744-7225	cjang@cityofchicago.org
West Town	COX, JAMES	744-0097	James.cox@cityofchicago.org
Woodlawn	WASHINGTON, LISA A	744-4476	lhope@cityofchicago.org

COMMUNITY PROGRAMS DIVISION

The Community Programs Division helps create, preserve and sustain affordable homeownership opportunities for residents of Chicago and manages programs and agencies focused on enhancing neighborhood business districts throughout the City.

The division works to create affordable and accessible homeownership opportunities and preserves existing affordable housing stock through programs addressing long-term affordability, maintenance and emergency repairs.

Audrey Mathis, Deputy Commissioner
Jennifer Laurel, Administrative Assistant

(312) 744-6818
(312) 744-0842

Programs and Services Administered by Division

Delegate Agencies/Business Service Tools

Community Programs also manages the City's delegate agencies providing community resources for tenants, landlords and business groups. These agencies fulfill their contracts by performing a range of activities, including offering counseling, pre-purchase and post-purchase technical assistance, foreclosure prevention and funding to help owners of commercial and industrial properties make improvements to their businesses.

Housing Technical Assistance and Support

Housing Technical Assistance and Support provides funding and information resources to nonprofit organizations whose primary objectives include the following: minor repairs and accessibility related improvements for seniors; one-on-one counseling and workshops to current homeowners, prospective homebuyers and homeowners facing or in foreclosure; housing services and technical assistance within specified communities and/or citywide.

- *Homeownership Housing Counseling Centers (HHCCs)*
HHCCs offer a comprehensive range of counseling services and workshops, including pre-purchase, post-purchase and foreclosure prevention to low- and moderate-income homebuyers and homeowners to ensure successful and sustainable homeownership.
- *Technical Assistance — Citywide (formerly CRCs)*
Technical assistance and training are offered to build and strengthen the capacity of community organizations, delegate agencies, nonprofit developers, homeowners, tenants, landlords and other groups to carry out housing-related activities in low- and moderate-income communities. The focus is on homeownership, property management, rights and responsibilities, fair housing, legal assistance, housing preservation, condominium/co-op assistance, conflict resolution and homeless housing facilitation.

Leona Barth, Director/Project Manager

(312) 744-0891

- *Small Accessible Repairs for Seniors (formerly H-RAIL)*
The program provides enabling devices for low- and moderate-income seniors who are at least 60 years of age. The program addresses issues of accessibility and safety and security by providing needed upgrades, including grab bars, ramps and other needed repairs so seniors can maintain their independence.

Anita Davis, Administrative Service Officer I

(312) 744-0841

- *Technical Assistance — Community (formerly HRCs)*
The program provides funding to delegate agencies to undertake a specific housing resource activity. Delegate agencies are responsible for disseminating general information on housing resources available in their communities and for working with the Department on community outreach activities. The program supports the preservation of affordable housing by working with tenants, landlords and homeowners to ensure residents remain in stable housing.

Cheryl Leonard, Project Manager

(312) 744-0840

Supportive Services for Commercial Area Development

Under the program, funding is provided to nonprofit organizations whose objectives include small business development, site development or area-wide marketing, maintenance and management within a specified commercial business district.

Joseph Hernandez, Program Manager

(312) 744-4867

Elizabeth Moens, Staff Assistant

(312) 744-2583

Joseph Karson, Program Manager

(312) 744-4565

Community Housing Development Organizations (CHDOs)

The CHDO program provides grants to assist community-based developers engaged in the development of affordable housing with administrative and operating costs.

Rents Right Program

The City in partnership with organizations that represent both tenants and landlords formed the Chicago Rents Right program to educate Chicagoans about the rental process. Rents Right provides landlords and tenants with assistance in meeting their legal obligations and exercising their rights. Many of the rights and responsibilities of landlords and tenants are spelled out in the Residential Landlord Tenant Ordinance. It serves as a guide to a successful landlord/tenant relationship.

Leona Barth, Project Manager

(312) 744-0891

Small Business Improvement Fund (SBIF)

The program provides funding to help owners of commercial and industrial properties make improvements to their businesses within specific tax increment financing (TIF) districts. The SBIF program encourages commercial and industrial business owners to

invest in their property by making TIF funds available for building improvements, such as new windows, floors, green and conventional roofs, heating and air conditioning systems and other energy-saving or green improvements.

Dionne Baux, Project Manager

(312) 744-0678

Special Service Areas (SSA)

The Special Service Area (SSA) program provides the financial means to help create and support an array of special services in industrial, commercial and residential areas of the City. The program uses an additional property tax levy to fund these improvements in a defined geographic area. Typical service enhancements include sidewalk maintenance, streetscape improvements, marketing and advertising programs, landscaping and security services.

Gina Caruso, Project Manager

(312) 744-8356

Business Façade Rebate Program

The Façade Rebate Program provides rebates to eligible commercial and industrial tenants and property owners who complete qualified façade rehabilitation projects. Rebates equal 50% of approved costs up to \$10,000 per application.

Dionne Baux, Project Manager

(312) 744-0678

Tax Increment Financing – Neighborhood Improvement Program (TIF-NIP)

TIF-NIP provides grants for home repairs to eligible owner-occupants of one- to four-unit residential properties and matching grants for owners of rental properties with five or more units located within selected TIF districts. To be eligible for the program, you must be the owner-occupant of a single-family home or owner of a multifamily building within specific TIF boundaries and meet the income guidelines.

Dionne Baux, Project Manager

(312) 744-0678

Homeownership Center

The homeownership center certifies that all buyers who have purchased homes through the City's homebuyer programs or others who have applied for a low-interest loan or purchase price assistance meet all income and eligibility guidelines.

New Homes for Chicago

The New Homes for Chicago Program supports the new construction of affordable single-family and two-flat homes. The City provides vacant lots, fee waivers and subsidies to developers to facilitate the construction of these homes. Staff works with developers participating in the New Homes for Chicago program to qualify buyers for purchase price assistance.

Marcia Baxter, Project Manager

(312) 744-0696

Chicago Partnership for Affordable Neighborhoods (CPAN)

CPAN, a partnership between the development community and the City of Chicago, supports the creation and preservation of affordable housing by encouraging developers of market-rate housing to include affordable units in their developments, particularly in appreciating neighborhoods. CPAN enables homebuyers to purchase an affordable condominium through developer write-down and/or purchase price assistance. Staff helps first-time homebuyers of condominiums become certified and enter into a purchase agreement with the developer.

Judith Smart, Project Manager

(312) 744-6278

Affordable Requirements Ordinance (ARO)

Staff ensures qualified buyers (at or below 100% AMI) are compliant with ARO guidelines for residential projects with 10 or more units. Ten percent of units must be reserved for qualified buyers when a project has received public assistance or zoning changes.

Marcia Baxter, Project Manager

(312) 744-0696

City Lots for City Living

Staff coordinates with the Developer Finance Division to qualify homebuyers for affordable homes built through the purchase of affordable City-owned land. No purchase price subsidies are provided.

American Dream Down Payment Initiative (ADDI)/Choose to Own Program

This homeownership program is designed to provide home purchase subsidies to CHA residents participating in the Chicago Housing Choice Voucher Program. ADDI helps lower income first-time homebuyers with down payment, closing cost assistance and rehabilitation in conjunction with a home purchase.

Irma Morales, Project Manager

(312) 744-0885

Chicago Public Safety Officer Homeownership Incentive Program

The Public Safety Officer Program encourages police officers, firefighters and paramedics to purchase homes in targeted neighborhoods by providing assistance towards down payment and closing costs of \$3,000 and \$7,500 in CHA Plan for Transformation areas.

Marcia Baxter, Project Manager

(312) 744-0696

TaxSmart Mortgage Credit Certificate Program

TaxSmart is a mortgage credit certificate program that allows homebuyers to claim up to 20 percent of the annual interest paid on their mortgages as a federal income tax credit. A tax credit entitles a taxpayer to subtract the amount of the credit from his or her federal income tax due, allowing the taxpayer to receive a dollar-for-dollar savings.

Alberta Daniels, Project Manager

(312) 744-0857

Historic Bungalow Initiative (HBI)

HBI is a partnership with the Historic Chicago Bungalow Association, DCD, and Department of Environment (DOE) to provide resources to make ownership and rehabilitation of bungalows affordable. The program offers low-cost loans for purchase and renovation, grants for energy efficiency rehabilitation and appliance vouchers for purchase of an energy efficient appliance. Technical assistance is also offered to provide guidelines and detailed drawings to assist in the process of restoration.

Judith Smart, Project Manager

(312) 744-6278

Neighborhood Lending Program (NLP)

NLP is a partnership with private financial institutions that offers loans to help Chicagoans buy, fix or keep their homes from foreclosure. The program consolidates several home loan programs into a loan pool administered by Neighborhood Housing Services and provides loans to low- and moderate-income families to help buy and renovate homes, to make needed repairs and refinance their mortgages.

Jeff Reckinger, Project Manager

(312) 744-0827

Small Repairs

The Department offers home repair services to qualified homeowners who find themselves in need of small repairs to their homes. Repairs focus on preservation and the health and safety of the home.

Emergency Housing Assistance Program (EHAP)

EHAP provides grants to low-income homeowners to repair roofs, porches and heating units in serious disrepair. Requests for roof and porch repair are taken on January 1 through 31, the City's non-emergency number. Owners of 1-4 units in Chicago must live on the property and have no other means to pay for repairs. Heating assistance is provided from November 1 through March 31.

Program Managers:

Marion Forbes Winslow

(312) 744-0102

Regina Gibson

(312) 744-0070

Targeted Blocks Façade Program

The Targeted Blocks Façade Program provides grants for the exterior rehabilitation of one- to four-unit buildings on specific blocks within targeted locations. The program funds exterior improvements such as roofs, windows, doors, porches, siding, masonry and fencing. Up to 30% of the grant funds may be used to repair interior health and safety hazards. Selection is based on how improvements to the block will enhance other investments in the area. The program is available to residents who reside in areas with active block clubs and requires aldermanic approval.

Dionne Baux, Project Manager

(312) 744-0678

Chicago Low Income Housing Trust Fund (CLIHTF)

The Trust Fund helps secure the financial resources and services needed to address the housing needs of low-income households (with incomes not exceeding 30% of area median income), including seniors, homeless individuals and families and the disabled.

Rental Subsidy Program

The Chicago Low-Income Housing Trust Fund provides financial assistance to meet the housing needs of Chicago's poorest residents. It funds and operates the Rental Subsidy Program, providing annual subsidies to rental property owners. The owners use the subsidies to reduce rents for tenants with annual household incomes that do not exceed 30% of area median income.

Multi-Year Affordability through Upfront Investment (MAUI)

MAUI supplies interest free forgivable loans to replace up to 50 percent of a developer's private first mortgage loan. The resulting savings from the MAUI loan in addition to the equity investment and other low cost financing makes the rents in residential developments affordable to low-income residents earning no more than 30 percent of area median income.

Cary Steinbuck, Project Manager

(312) 744-0675

Supportive Housing Program

Through partnerships with social service agencies and housing providers, the Supportive Housing Program provides rental assistance and a comprehensive package of supportive services to help homeless individuals and families with disabilities move from shelters and transitional housing into permanent housing

Noraen Saldivar, Project Manager

(312) 744-0884

Chicago Community Land Trust (CCLT)

The City of Chicago established the CCLT to preserve the long-term affordability of single-family homes and condominiums that are created through City programs. The Land Trust reviews all affordable homes created through City programs for possible inclusion in the CCLT. In the community land trust model, purchase price subsidies stay with the home, keeping the housing affordable for the long-term. CCLT supports long-term affordability by creating a deed covenant for 99 years and helps to bridge the gap between renting and market-rate ownership so families can take advantage of the many traditional benefits of homeownership.

Dena Al-Khatib, Project Manager

(312) 744-6746

DEVELOPMENT FINANCE DIVISION

The Development Finance Division provides analysis of proposed economic development and affordable housing projects and structures appropriate financing packages from the City's array of development tools.

Development Finance provides assistance to developers of affordable housing, to local industrial employers and retailers wishing to remain in the City, and to potential new employers. Staff works in support of the Neighborhoods Division, navigating deals from concept through legislative approvals to closing and, ultimately, completion.

Types of financial assistance include: tax increment financing (TIF); property tax reduction-based tools; low-income housing tax credits (LIHTC); tax-exempt bonds; federal, state and local funds; and, City lots.

Development Finance staff are also responsible for the designation of new TIF districts and amendments to existing districts, as well as tracking TIF-related expenditures.

Bill Eager, Deputy Commissioner
Felisa Cross, Administrative Assistant

(312) 744-9475
(312) 744-0893

Programs Implemented by Division

Tax Increment Financing (TIF) Designations and Underwriting

Underwriters work with the private sector and Neighborhoods Division to assess potential deals, identify and designate new TIF districts and structure City assistance appropriately. The division also ensures that the TIF program is implemented in accordance with the state TIF statute and City policies.

Chip Hastings, Financial Planning Analyst

(312) 744-0765

Class 6b, 7a, 7b and C

To help attract new industry and increase economic and employment opportunities, Cook County offers several property tax incentives to encourage the development or revitalization of commercial and industrial properties.

Class 6b

Class 6b is a real estate tax incentive for the development of new industrial facilities, the rehabilitation of existing industrial structures, and the industrial reutilization of abandoned buildings. The goal of Class 6b is to attract new industry, stimulate expansion and retention of existing industry and increase employment opportunities.

Class 7a and 7b

A 12-year incentive designed to stimulate small and large commercial development. The incentive applies to newly constructed buildings or other commercial structures, including the land upon which they are situated, and all buildings and other structures, which are substantially rehabilitated. Projects which qualify will receive a reduced assessment.

Class C

A real estate tax incentive intended for the remediation of contaminated properties, including abandoned or vacant property. Industrial and commercial real estate is eligible to apply for the Class C level of assessment from the date of receipt of a “No Further Remediation Letter” from the State of Illinois, confirming achievement of remediation objectives based on the industrial or commercial use.

Eloise Brown, Development Officer

(312) 744-9416

Enterprise Zone

A sales tax incentive that is available for the renovation or construction of real estate. An enterprise zone is a specific area designated by the City of Chicago and certified by the state of Illinois to receive various tax incentives. The sales tax exemption applies to building materials purchased from Illinois retailers.

Eloise Brown, Development Officer

(312) 744-9416

Affordable Housing

The department solicits and evaluates applications for City assistance to develop affordable rental and for-sale housing across Chicago. This includes underwriting proposed projects and structuring assistance accordingly. DCD works very closely with private sector lenders and tax credit syndicators to generate affordable housing opportunities.

Clare Leary, Team Leader

(312) 744-0877

Low Income Housing Tax Credit Program

The City provides federal tax credits for owners and investors of rental properties. Credits awarded can be taken annually for 10 years, against the owner’s federal tax liability, contingent on compliance with program restrictions over a minimum 30-year period.

Tracy Sanchez, Program Director

(312) 744-0892

Illinois Affordable Housing Tax Credit (Donations Tax Credit)

The donations tax credit provides a 50¢ state income tax credit for each \$1 contributed to a qualified affordable housing project. Donations, which may be cash, securities, land or personal property, must total at least \$10,000 and may be aggregated. Qualified projects include units that benefit residents who earn up to 60 percent of area median income, in most cases.

Tracy Sanchez, Director of Senior Programs

(312) 744-0892

City Lots for City Living

City Lots allows developers to purchase vacant City-owned property for the development of for-sale affordable housing, usually for \$1 per lot. Houses must meet minimum design standards and be sold to income-eligible households within specified price caps.

Clare Leary, Team Leader

(312) 744-0877

New Homes for Chicago

Similar to City Lots in that parcels are sold to developers for the development of affordable for-sale housing within income and price guidelines. For approved New Homes for Chicago projects, the City also provides purchase price assistance. Most buyers are eligible for \$10,000 to \$40,000 in subsidies, determined by household size and income.

Clare Leary, Team Leader

(312) 744-0877

PRESERVATION DIVISION

The Preservation Division manages programs and initiatives designed to preserve existing affordable housing and targets troubled, vacant and abandoned properties for rehabilitation and restoration as affordable housing.

The division is responsible for management of the Department's multifamily loans, as well as the Department's affordable housing preservation programs. The Portfolio Management Section processes all modifications, restructures, subordinations and dispositions of existing multifamily loans, with emphasis on restructure or disposition of troubled projects, and also tracks matured, payable, surplus cash and delinquent loans.

Anthony Simpkins, Deputy Commissioner

(312) 744-9777

Programs and Initiatives Administered by Division

Multifamily Loan Portfolio Management

Portfolio Management comprises loan tracking, reporting, modifications, restructures, subordinations, payment plans, delinquency tracking and dispositions, including:

- Matured Loans and Delinquent Loans
Esther Sorrell, Financial Planning Analyst (312) 744-0088
- Surplus Cash Loans
Renee Brown Bell, Financial Planning Analyst (312) 744-9756

Mark-to-Market (M2M)

M2M is a HUD initiative that preserves and extends the affordability of project-based Section 8 properties. The program helps restructure federally held or subsidized debt to affect a reduction in rents while extending the subsidy period and funding necessary for capital improvements.

Esther Sorrell, Financial Planning Analyst

(312) 744-0088

Portfolio Disposition

Disposition of failed and other troubled projects in the DCD portfolio, in partnership with Community Investment Corporation, in which assets are transferred to replacement owners and affordability extended when possible.

Renee Brown Bell, Financial Planning Analyst

(312) 744-9756

Multifamily Troubled Buildings Initiative

The goal of the multifamily Troubled Buildings Initiative is to preserve the City's existing multifamily affordable properties by bringing together the expertise of senior staff at eight City departments – Community Development, Buildings, Law, Administrative Hearings, Water, Police, DFSS and Streets and Sanitation – and Community Investment Corporation (CIC) a not-for-profit housing partner . A variety of strategies are utilized, including court-appointed receivers and transferring City liens to CIC for foreclosure.

Mark Roschen, Financial Planning Analyst (312) 744-1083
Angelique Smith, Administrative Assistant III (312) 744-1082

Single-Family Troubled Buildings Initiative

The goal of the single-family Troubled building Initiative is to help preserve the City's existing 1-4 unit housing stock through the use of court-appointed receivers and a developer loan/subsidy that can be utilized to purchase and rehab vacant and troubled buildings. The City's not-for-profit partner for the Program is Neighborhood Housing Services of Chicago Redevelopment Corporation (NHSRC), which provides Receivership services and administration of the Developer Subsidy portion of the program.

Mark Roschen, Financial Planning Analyst (312) 744-1083
William McMahan, Building Inspector (312) 744-4904
Angelique Smith, Administrative Assistant III (312) 744-1082

Heat Receivership Program

The City Building Code requires building owners to provide heat and hot water to all tenants. In cases where private owners fail to provide heat and hot water, or when unable to reach owners, the City uses the court system to establish a limited receivership through the Heat Receivership Program. Globetrotters Engineering Corporation provides the services for the City and acts as receiver in any heat case for which the Court appoints a receiver. The heat receiver may make the necessary repairs to restore heat and other essential services. If heat service cannot feasibly be restored, the receiver can also help relocate tenants and secure the property.

Mark Roschen, Financial Planning Analyst (312) 744-1083
Angelique Smith, Administrative Assistant, III (312) 744-1082

Preserving Communities Together (PCT) / HUD \$1 Homes

Through this program, DCD takes title to vacant properties through various means, including court abandonment proceedings, court and administrative forfeitures, donations from lenders and owners and the HUD \$1 Homes program. If the City is successful in taking ownership of a property, the property is transferred to a developer or owner-occupant for rehab and occupancy by income-qualified residents, secured by a Redevelopment Agreement. Program costs are recovered through a \$5,000 sales price, plus property management and holding costs incurred by the City. Program staff monitor the progress of the rehabilitation, sale or rental.

Mark Roschen, Financial Planning Analyst (312) 744-1083
Angelique Smith, Administrative Assistant III (312) 744-1082
William McMahon, Building Inspector (312) 744-4904

Lawndale Restoration

The City transferred the 104-building development known as Lawndale Restoration to 24 developers who will redevelop the properties into more than 1,100 units of affordable housing on the City's West Side. In a federal foreclosure sale the development was sold to the City, transferring them from the former owners. Federal grants have been provided for the renovations. Program staff administers all property transfers, oversees construction, grant approvals and draws, compliance with local hiring, building codes, affordability restrictions, etc.

Anthony Simpkins, Deputy Commissioner (312) 744-9777
William McMahon, Building Inspector (312) 744-4904

Affordable Housing Preservation Ordinance (AHPO)

In an effort to preserve affordable rental housing in Chicago, the Chicago City Council in July 2007 approved Section 2-44-111 of the Municipal Code, an ordinance that requires owners of all federally-subsidized rental properties to notify DCD at least 12 months before the development's affordability restrictions expire or are terminated, so that DCD can solicit bids from pre-qualified, affordable housing developers to purchase the property and maintain it as affordable housing if tenants don't exercise their rights under state law to purchase the development. DCD maintains a list of pre-approved developers, and works with HUD, IHDA and others to identify at-risk and expiring properties.

Anthony Simpkins, Deputy Commissioner (312) 744-9777
Renee Brown Bell, Financial Planning Analyst (312) 744-9756

CCI Energy Efficiency Retro-Fit Program

DCD and the Clinton Climate Initiative (CCI) are the lead agencies in an innovative program that brings together lenders and energy services companies to target large, multi-unit residential properties in the DCD portfolio, to provide them with energy efficiency improvements, subsidized through credit enhancement, performance guarantees and a lending pool, that will reduce their energy consumption and carbon footprint. This will also reduce operating expenses and thereby increase the financial and long-term viability of these projects.

Anthony Simpkins, Deputy Commissioner (312) 744-9777
Esther Sorrell, Financial Planning Analyst (312) 744-0088

Preservation Compact

The Department's commitment to preservation is evident in its support of the Preservation Compact. The department joined with the John D. and Catherine T. MacArthur Foundation, Urban Land Institute and other public and non-profit organizations to form the Compact, which will pool money and expertise in hopes of preserving 75,000 affordable rental units across Cook County by 2020. The City's role in the Compact involves the following:

- **Preservation Loan Fund**
The PLF is a \$30M lending pool to provide critical pre-development financing for the acquisition and stabilization of large, at-risk affordable housing projects in Chicago and Cook County. The City provides credit enhancement to facilitate the lending of predevelopment financing for these projects, and works with LISC, MacArthur Foundation, CIC, JP Morgan Chase Bank, and others to identify projects and developers and to originate and track the loans and rehabilitation.
- **Energy Savers Fund**
CIC provides low-interest, subordinate loans to projects to finance energy efficient upgrades to multi-family affordable housing projects. The Center for Neighborhood Technology (CNT) provides energy audits to identify the energy efficiency upgrades to be completed, and DCD funds provide grants to fill financing gaps.
- **Inter-Agency Council**
DCD works with IHDA, HUD, and others to identify troubled properties in our individual and joint portfolios, and to design strategies and programs to facilitate the preservation and improvement of the projects and federally assisted housing in Chicago generally.
- **Rental Housing Alliance**
DCD works with HUD, Shriver Center, Chicago Rehab Network, Urban Land Institute, and LISC to identify troubled affordable buildings subject to action by tenant and housing advocacy groups, including co-ops, for intervention and preservation efforts, and to design strategies and programs to facilitate the preservation and improvement of affordable housing in Chicago.

Anthony Simpkins, Deputy Commissioner	(312) 744-9777
Mark Roschen, Financial Planning Analyst	(312) 744-1083

REAL ESTATE SERVICES DIVISION

The mission of Real Estate Services is to actively administer programs that secure, manage and lead to the sale of surplus City-owned real estate. The division primarily manages the inventory of vacant land and buildings and facilitates the sale of these properties in accordance with the City’s goals.

Robert Wolf, Assistant Commissioner	(312) 744-2777
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The following programs have provisions that help Real Estate Services achieve this objective:

External/Public Programs and Services

Community Development Commission

Established by City ordinance, the Community Development Commission (CDC) advises the City Council on the designations of Tax Increment Financing (TIF) districts and Redevelopment City of Chicago — Department of Community Development

Project Areas and whether proposals for sale, lease, financing or acquisition of land and/or property located in these districts are in alignment with the goals set forth in the particular district's redevelopment plan.

Robert Wolf, Administrator CDC/Assistant Secretary (312) 744-2777
Jessie Chase, Project Coordinator (312) 744-6956

Land Sales (City-owned land only)

Adjacent Neighbors Land Acquisition Program (ANLAP), Negotiated Sales, Sealed Bid Program

Adjacent Neighbors Land Acquisition Program (ANLAP): For less than market value, homeowners in certain areas of Chicago are allowed to purchase lots that are adjacent to the residential property of the applicant.

Negotiated Sales: The Department identifies small vacant parcels for purchase by owners of adjacent or neighboring properties.

Sealed Bid Program: Upon receipt of an independent appraisal, advertisements are placed in local newspapers and other media outlets notifying the public of the anticipated sale of the lot(s). Bids are accepted and sold through a sealed bid auction process.

Kandilyn Hahn, Manager of Land Sales (312) 744-7494
Caroline Pancerro-Tedesso, Assistant to Land Sales (312) 744-6061
Stacy Haskin, Sealed Bid Sales (312) 744-6273

Property Management Services

Administers, monitors, and tracks all functions relative to the maintenance, security and safety of City-owned surplus real estate.

Kivu Robinson, Property Manager (312) 744-6133
Sheila Grayer, Property Management Specialist (312) 744-6180

Relocation Assistance

Provides advisory services and financial assistance to eligible tenants, homeowners, businesses, and non-profit organizations facing displacement as a direct result of rehabilitation, demolition or acquisition for a project in which the city utilizes its acquisition authority.

Efrain Hernandez-Diaz, Manager of Relocation Assistance (312) 744-6127
Paula Bost, Relocation Assistance Specialist (312) 744-6227

Inter/Intra-Departmental Programs

Land Inventory System (LIS) Database

The LIS database maintains, tracks and catalogs all City-owned property.

Stacy Haskin, LIS Manager (312) 744-6273

Land Acquisition and Disposition Services

Provides appraisals, land surveys or title reports by managing acquisition and disposition requests on behalf of DCD and other City departments in the sale of City-owned real estate for redevelopment projects or acquisition of private property to fulfill the goals of a redevelopment plan

Blanca Del Moral, Director of Land Acquisitions (312) 744-6310
Janet Campbell, Senior Land Disposition Officer (312) 744-6216

Tax Exemption Services

Maintenance, verification, and provision of tax exemption status of City-owned real estate for DCD and other City departments

Jessie Chase, Project Coordinator (312) 744-6956
Cynthia Garza, Senior Land Disposition Officer (312) 744-6228
Daniel Wong, Staff Assistant (312) 744-6205
Deborah Graham, Coordinator of Special Projects (312) 744-6275

CONSTRUCTION AND COMPLIANCE DIVISION

The Construction and Compliance Division ensures that City-supported affordable housing developments are in compliance with all applicable construction and programmatic requirements.

The division reviews plans and performs inspections on structures during various stages of development for compliance with laws, regulations, policies and procedures. Design and safety standards are monitored for compliance with all municipal, state and federal regulations. Project budgets, site conditions, selection of material products and procurement standards are reviewed.

The division is also responsible for the implementation of the Mayor's Five Year Senior Housing Plan that calls for creating 4,000 new housing units for seniors by 2010.

Patrick Curtin, Deputy Commissioner (312) 742-0493
Frankie Williams, Administrative Assistant (312) 742-0141

Services Administered by Division

- The division oversees program and financial compliance with local, state and federal regulations through oversight and monitoring procedures. Compliance objectives are achieved through pre- and post-construction monitoring and physical inspections.
- Monitors conduct site inspections and monitoring reviews for adherence to state, federal and local funding guidelines for wages and benefits, minority and women hiring, verify income eligibility of tenants and rents charged for housing that receive funding from programs such as the Low Income Housing Tax Credit, HOME and Low Income Housing Trust Fund.

- Inspectors perform site inspections and construction inspections on new construction or rehabilitated single-family and multifamily developments to make sure that construction meets relevant building and safety code standards.

Pre-Construction Monitoring and Compliance

The pre-construction monitoring and compliance section monitors City assisted projects for Section 3, Davis Bacon, Minority Business Employment/Women Business Employment (MBE/WBE) City Hiring Ordinance, State Prevailing Wage and TIF Job Creation Compliance.

William Povalla, Assistant Commissioner (312) 742-0345

Post-Construction Monitoring and Compliance

The Post Construction Monitoring and Compliance section monitors City-funded projects for compliance with rent levels and income documentation of tenants, Internal Revenue Service regulations and is responsible for reviewing audits to insure project viability and ensuring properties remain as safe habitable environments for tenants. This includes housing developed through the Low Income Housing Tax Credit (LIHTC) HOME, CDBG and Rental Rehabilitation programs.

Alicia Martinez (312) 742-0871
 Director of Long-Term Monitoring and Compliance

Onsite Inspections

Emergency Housing Assistance Program Inspections
 Harry Martin, Supervisor (312) 742-0524

Emergency Housing Assistance Program Carpentry Inspections
 James Dundee, Supervisor (312) 742-0508

Small Accessible Repairs for Seniors Inspections
Low Income Housing Trust Fund (LIHTF) Inspections
 Ralph Rodriguez, Supervisor (312) 742-0145

Tax Credit Monitoring Inspections
Multi-Family New/Rehab Construction Inspections
 James Dundee, Supervisor (312) 742-0145

New Homes for Chicago, City Lots for City Living, Homestart Programs, Multi-Family New Construction Reviews

Mathew Abraham, Supervisor (312) 742-0502

Senior Housing Initiatives

- Affordable Senior Housing Plan 2006-2010
- Section 202 Supportive Housing
- North Park Village

The division provides assistance and tracks the number of new senior housing units that are built in conjunction with the Affordable Senior Housing Plan, grandfamily/intergenerational housing initiative, Section 202 Supportive Housing and manages the contract for North Park Village, a City-owned 180-unit development.

William Povalla, Assistant Commissioner

(312) 742-0345

WORKFORCE SOLUTIONS DIVISION

The Workforce Solutions Division facilitates the delivery of workforce strategies to enhance business expansion, relocation and stabilization efforts on behalf of Chicago businesses. The unit accomplishes these tasks through direct and indirect services in the following categories of work:

- Managerial and skill specific training for new and incumbent workers
- Micro Enterprise/Small business strategies to promote economic development in targeted communities
- Customized training services to enhance business expansion and retention through employee development
- Targeted outreach and recruitment efforts through partnerships with recruitment agencies and Mayor Daley’s Work-net Chicago

The Workforce Solutions Unit utilizes tax increment finance (TIF), corporate and federal funding to create recruitment and training solutions for businesses with workforce related concerns. The TIFWorks program addresses new and incumbent worker training needs for businesses that are currently operating in, expanding or relocating to a TIFWorks eligible district with skill specific training needs.

Will Edwards, Assistant Commissioner

(312) 744-4171

Rona Jeongco, Director of Workforce

(312) 744-4460

Camille Loggins, Coordinator of Economic Development

(312) 744-0140

Emily Bradley, Coordinator of Economic Development

(312) 744-8565

Rosa Jimenez, Coordinator of Special Projects

(312) 744-3027

Souad Timatyos, Staff Assistant

(312) 744-8568

Patricia Wheeler, Staff Assistant

(312) 744-6271

POLICY AND LEGISLATIVE AFFAIRS DIVISION

The Policy and Legislative Affairs Division advances the Department’s goals by tracking and responding to community development trends, developing new policies, programs and tools and coordinating financial resources and partners to produce efficient and innovative community development opportunities throughout Chicago.

The division coordinates local, state and federal intergovernmental affairs initiatives, and policy research and development; reports on the City’s five-year affordable housing plan; manages inclusionary housing policies and programs; oversees the Neighborhood Stabilization Program (NSP); and, assists in preparing the Consolidated Annual Performance and Evaluation Report for submission to HUD.

Katie Ludwig, Assistant Commissioner
Darlene Cowan, Administrative Assistant II

(312) 744-0268
(312) 744-9613

Programs Administered by Division

Inclusionary Housing Practices

The City uses inclusionary housing practices, which include the Affordable Housing Density Bonus, Affordable Requirements Ordinance and Chicago Partnership for Affordable Neighborhoods to make units affordable in market rate developments.

Affordable Housing Downtown Density Bonus (aka Density Bonus)

The Affordable Housing Density Bonus was created in 2004 to enable developers in designated downtown zoning districts (DC, DX, and DR) to build additional square footage in exchange for providing on-site affordable housing.

Affordable Requirements Ordinance (ARO)

ARO works to create affordable units in private-market developments. In most cases, developments with 10 or more units that receive a zoning change, purchase City-owned land, or are part of a downtown planned development, are subject to ARO. Developers must set aside 10% of residential units as affordable housing. For projects receiving financial assistance from the City, 20% of the units must be affordable.

Chicago Partnership for Affordable Neighborhoods (CPAN)

CPAN provides incentives to developers who choose to include affordable residential units in their market rate developments. Developers who set aside a minimum of 10% of their units as affordable are eligible to receive permit waivers and purchase price assistance for buyers.

Kara Breems, Coordinating Planner I

(312) 744-1393

Employer-Assisted Housing (EAH)

EAH makes use of state tax incentives to encourage employers to help their employees live near their place of work. The employer provides the employee with financial help, usually in the form of down payment assistance, to purchase a home near the workplace. In most cases, employers can recover some of that cost through a credit on their state income tax.

Kara Breems, Coordinating Planner I

(312) 744-1393

Neighborhood Stabilization Program (NSP)

Through a \$55 million grant from HUD, NSP provides targeted assistance to purchase foreclosed or abandoned homes (primarily 1-6 unit buildings) in communities of greatest need and rehabilitate, resell or redevelop these homes. The program is expected to assist up to 2,500 units over the next 3 to 5 years.

Katie Ludwig, Assistant Commissioner

(312) 744-0268

Five-Year Affordable Housing Plan

The City's affordable housing plan establishes priorities and defines goals and policies for the creation of affordable rental and for-sale housing in Chicago. The City's commitment to affordable housing has been laid out in three successive five-year plans, beginning in 1993. The City's 2009-2013 five-year affordable housing plan expects to commit \$2.1 billion in support of 50,022 units of affordable housing.

To see a copy of the 2009-2013 plan visit www.cityofchicago.org/dcd.

Seth Reimer, Housing Development Coordinator

(312) 744-0883

Intergovernmental Affairs and Management Reporting

Monitors, tracks and performs local, state and federal policy research and analysis

Kara Breems, Coordinating Planner I

(312) 744-1393

Legislative liaison to the City Council and its committees

Keith Moreno, Project Coordinator

(312) 744-8002

Administers performance management reporting, HUD reporting, five-year affordable housing plan, quarterly reporting, CDBG Working Committee, Consolidated Planning Committee, green initiatives

Seth Reimer, Housing Development Coordinator

(312) 744-0883

FINANCE AND ADMINISTRATION DIVISION

The Finance and Administration Division supports the financial and administrative needs of the department and is responsible for the effective and professional management of Fiscal Operations, Human Resources, Information Technology and Office Operations.

Edward Ellis, Deputy Commissioner

(312) 742-0624

Gloria Bell, Administrative Assistant

(312) 742-0790

Fiscal, Budget and Financial Reporting Operations Section

Fiscal, Budget and Financial Reporting Operations provide support services to DCD divisions, other city departments and external customers by focusing on both current and historical transactions. This section establishes and monitors fiscal and financial policies, procedures and guidelines according to prevailing practices and operating standards. Establish and implement payable and receivable processes, monitor appropriation and transaction. Other functions include contracts, grants, cash management, loan and fiscal reporting services. This Section focuses on three distinct units of operations.

Peter Murawski, Assistant Commissioner of Finance Administration (312) 742-0594

Fiscal Operations Section

The Fiscal Operations Unit manages and oversees all fiscal activities, guidelines and related processes for the department. Other responsibilities include auditing and processing of vendor payments, expending line approved budget accounts and handling related payment inquiries. This Unit also recommends policies and procedures for immediate and long-range fiscal planning, management, and implementations. It is committed to current fiscal transaction processing, compliance with the prompt payment processing initiatives, procurement, cash management and budgetary standards and practices. This unit also ensures proper analysis of transactions, records and fiscal controls.

Peter Murawski, Assistant Commissioner of Finance Administration (312) 742-0594

Budget Development and Management

This division coordinates the responsibilities of budget development and management through combined talents of several team members to focus on the budget formulations requirements as mandated by the Office of Budget and Management. The division combines the roles and efforts of the entire Department of Community Development staff inputs to timely conclude, process and submit the required annual budget information per Council Ordinance.

Peter Murawski, Assistant Commissioner of Finance Administration (312) 742-0594

Financial Reporting, Grants & Contracts Section

This Unit performs fiscal grant monitoring, administers contracts, loan collections and related receivable. It tracks special program accounts, and maintains the internal financial reports for the department. It coordinates the performance management system and liaisons with the order City departments regarding grants, contracts, accounts reporting as well as compliance with federal, state and municipal guidelines and reports.

Leroy Tyree, Director of Accounting (312) 742-0626

Human Resources

The Human Resources section oversees the hiring process and is responsible for the administration and enforcement of all personnel policies and procedures. These services include recruitment, performance management and employee relations. Human Resources is also responsible for payroll processing, compensation and benefits.

Amy Henry, Personnel Director (312) 744-6330

Information Technology

Information Technology (IT) is responsible for the overall information technology functions, operations and resources for the department. The IT section manages and maintains computer and data resources; implements and supports news systems and applications; and, provides network and computer support services.

Robert Hague, IT Director

(312) 744-5204

Office Operations

Office Operations is responsible for managing the day-to-day administrative operations of the department. The section coordinates various office support services, including facilities management, purchasing supplies, maintaining office equipment and overseeing document storage.

Maria Lotho, Office Operations Director

(312) 744-0895

COMMUNICATIONS AND COMMUNITY OUTREACH DIVISION

The Communications and Community Outreach Division manages the department's external and internal communications and community outreach efforts. The division responds to media requests, promotes communication between the department and the public and facilitates citizen participation in department programs. Primary duties include the daily operations of communicating with the media, general public and departmental staff, as well as processing of Freedom of Information requests.

Molly Sullivan, Deputy Commissioner

(312) 744-2976

Dunni Cosey Gay, Staff Assistant

(312) 744-7196

Communications Section

Coordinates and oversees day to day work of PR staff; handles Community Development Commission (CDC) information for the media and division and works to identify and plan media opportunities and events to promote the department's efforts; also serves as workforce issues liaison.

Susan Massel, Director of Public Information

(312) 744-0757

Handles external and internal communications such as press releases, brochure development and newsletters; coordinates City Council ordinance items for council press materials; assists with event and press conference planning

Ted Dygus, Public Relations Rep III

(312) 744-0352

Handles FOIA requests, handles the compiling of newsclips; provides general support for division operations, including community outreach and expo activities

Tony Binns, Staff Assistant.

(312) 744-0986

Community Outreach/Customer Service Section

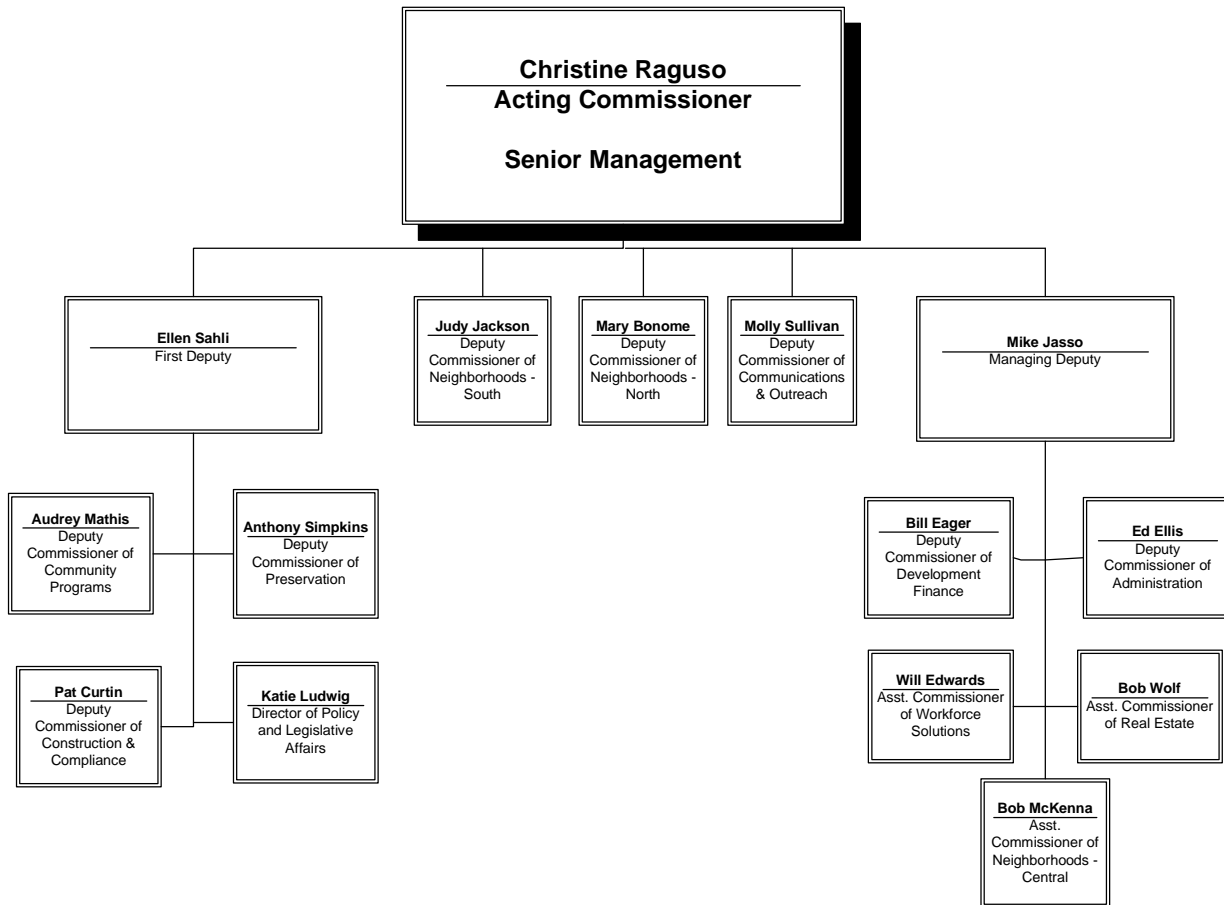
Supervises customer service staff and oversees community outreach by collaborating with local organizations and other agencies in promoting the department's programs and services. Handles 311 requests, expos, outreach events and Mayor's Speakers Bureau; acts as liaison with aldermen and City departments; facilitates the dissemination of DCD brochures, fliers and other literature and resources.

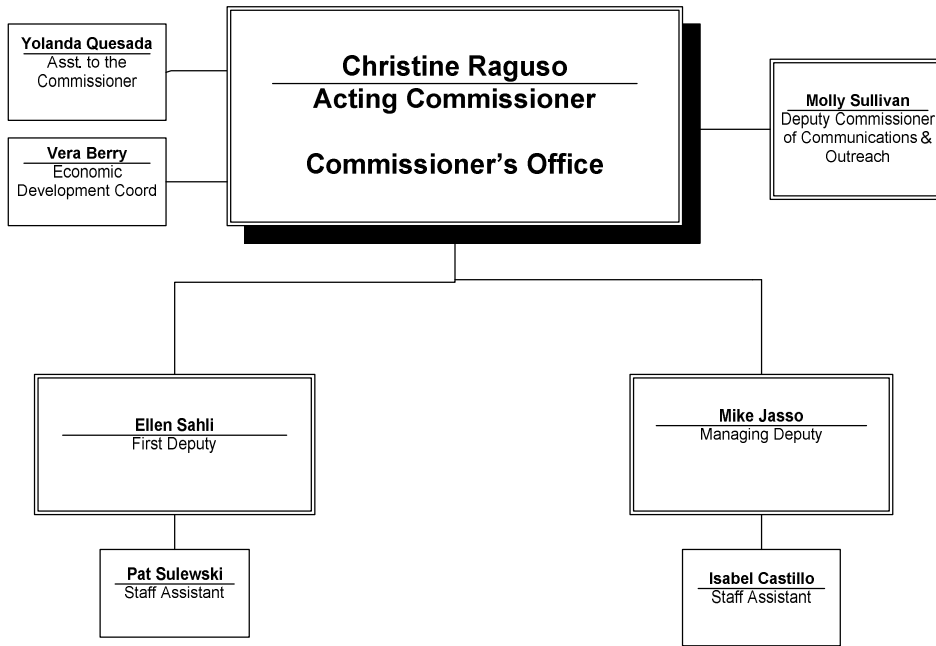
Xochitl Flores, Assistant Commissioner

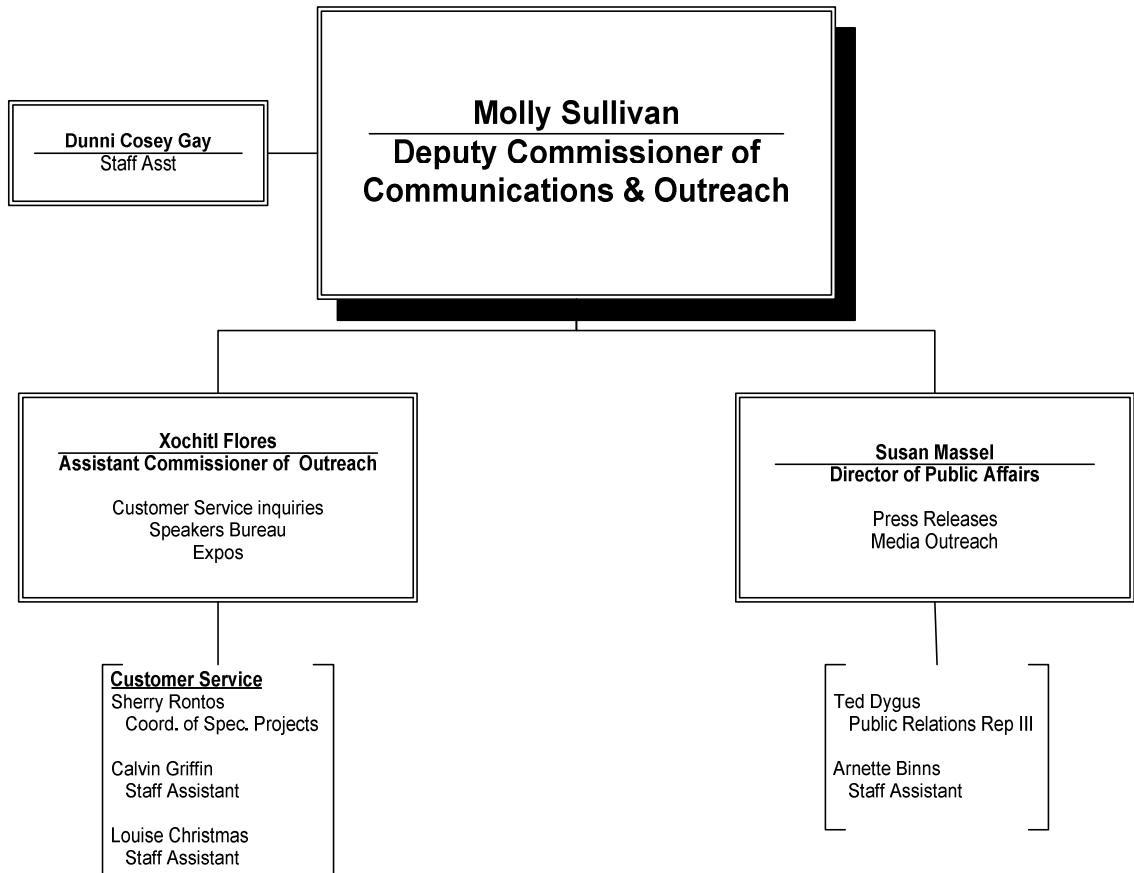
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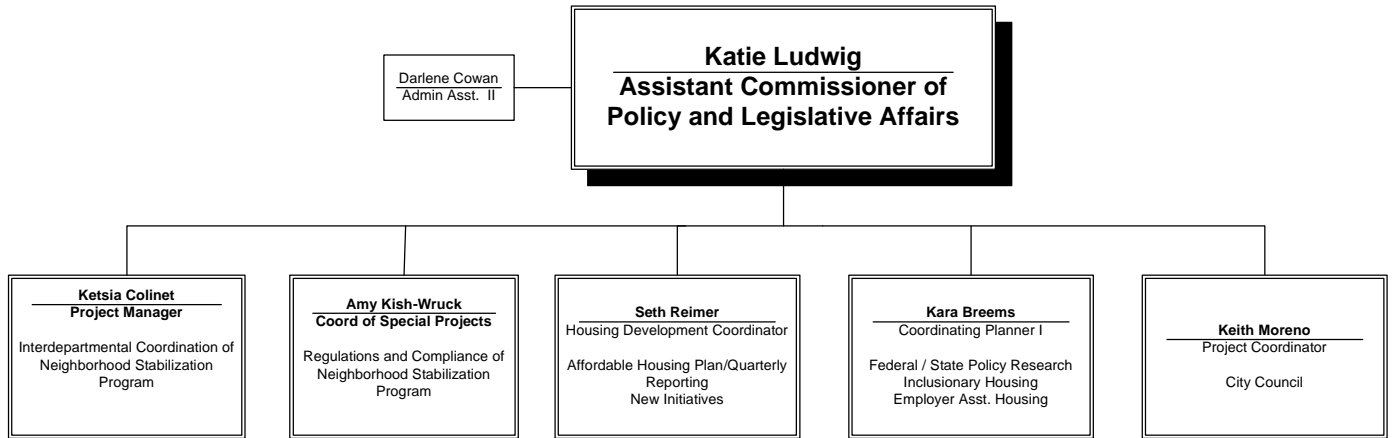
Information on Department of Community Development programs is available by calling 311 or visiting the Department's website at www.cityofchicago.org/dcd.

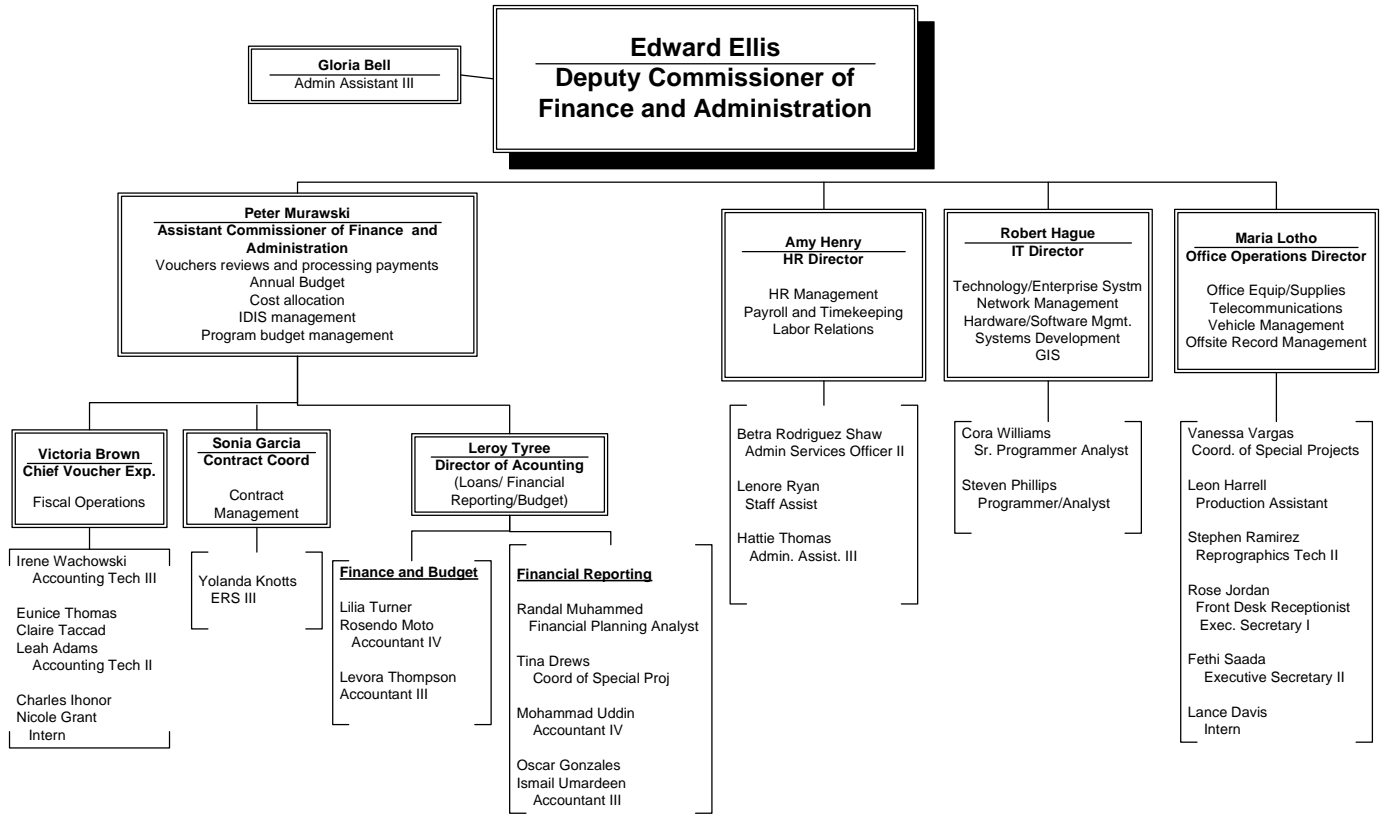
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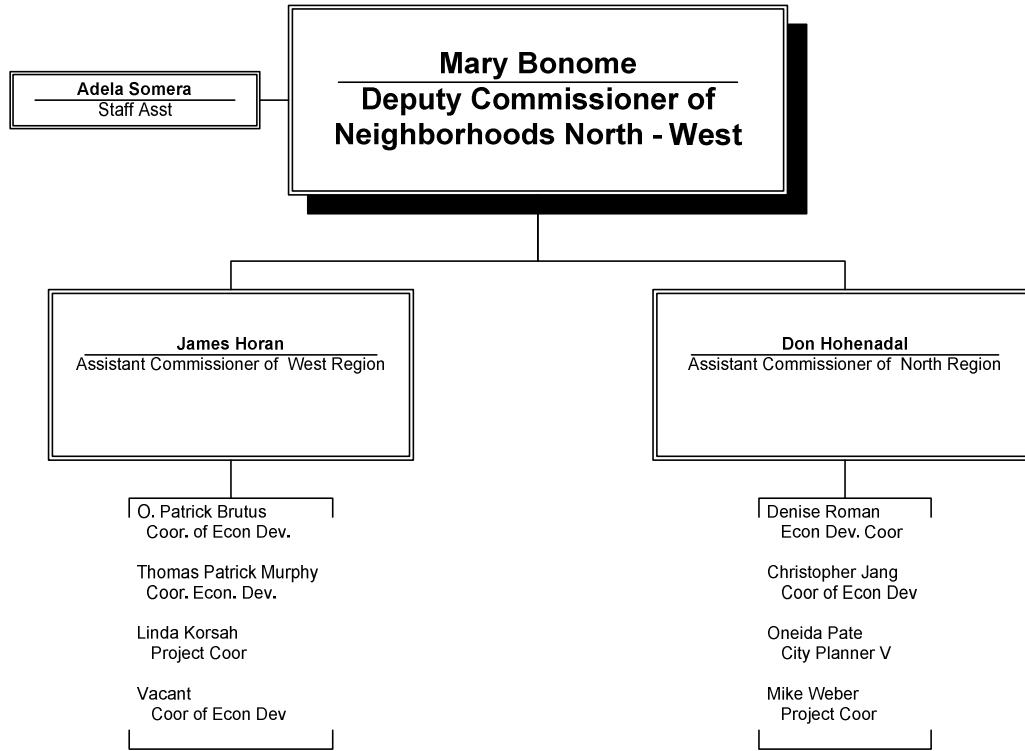


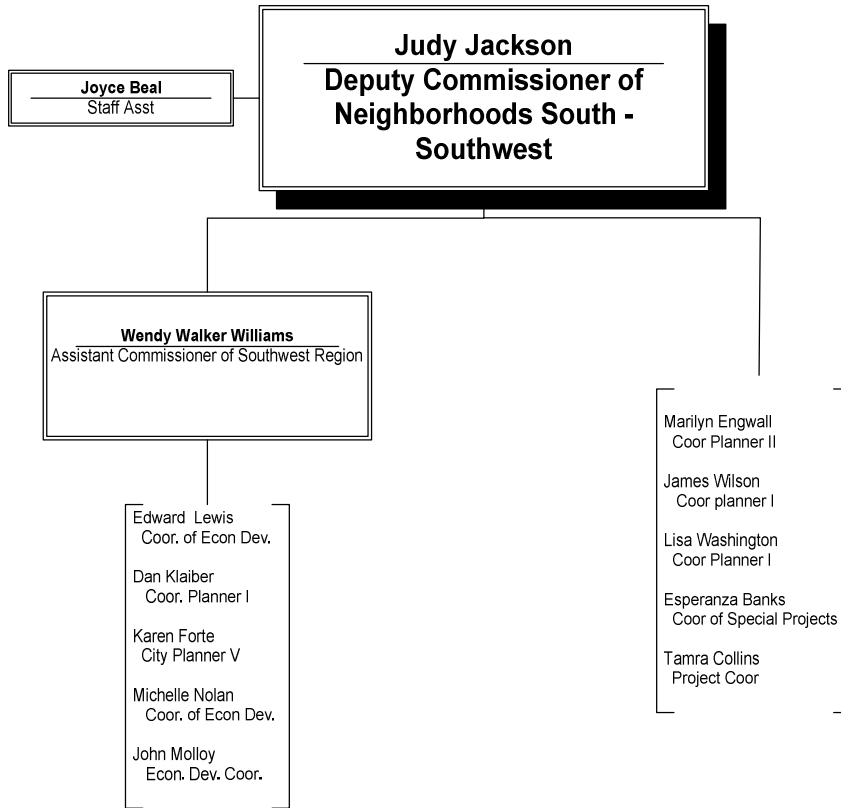




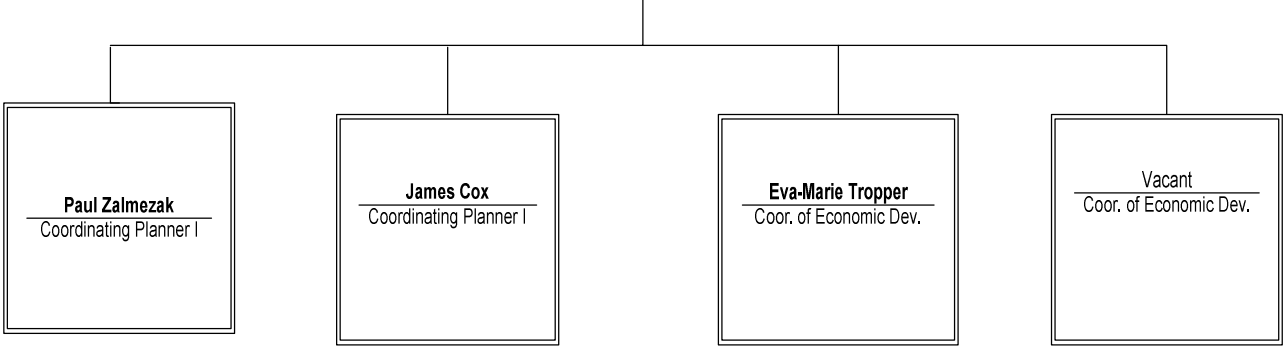


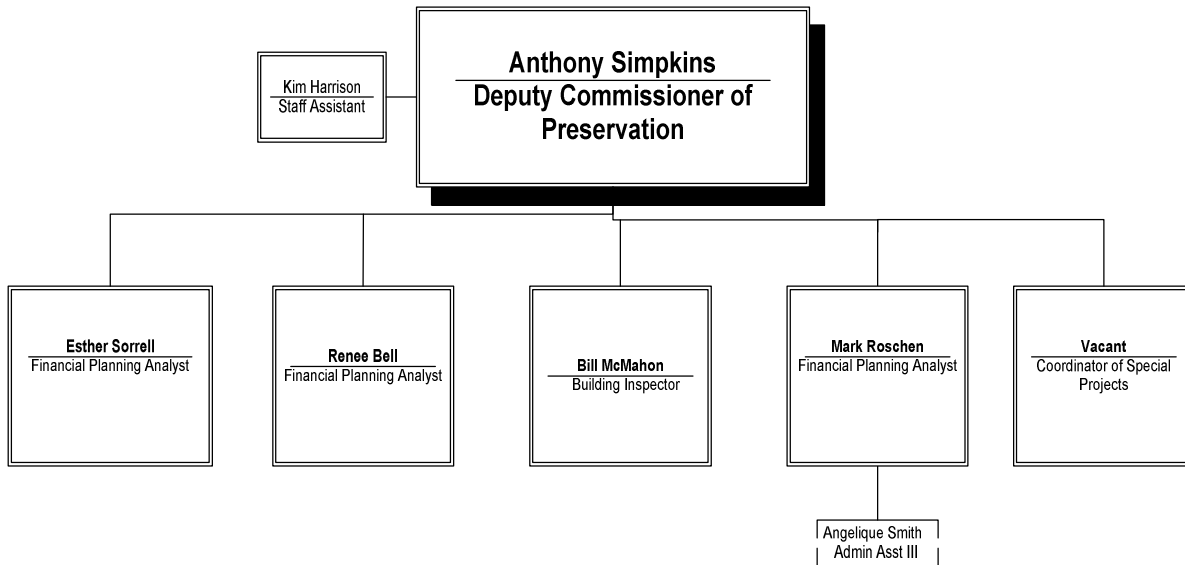




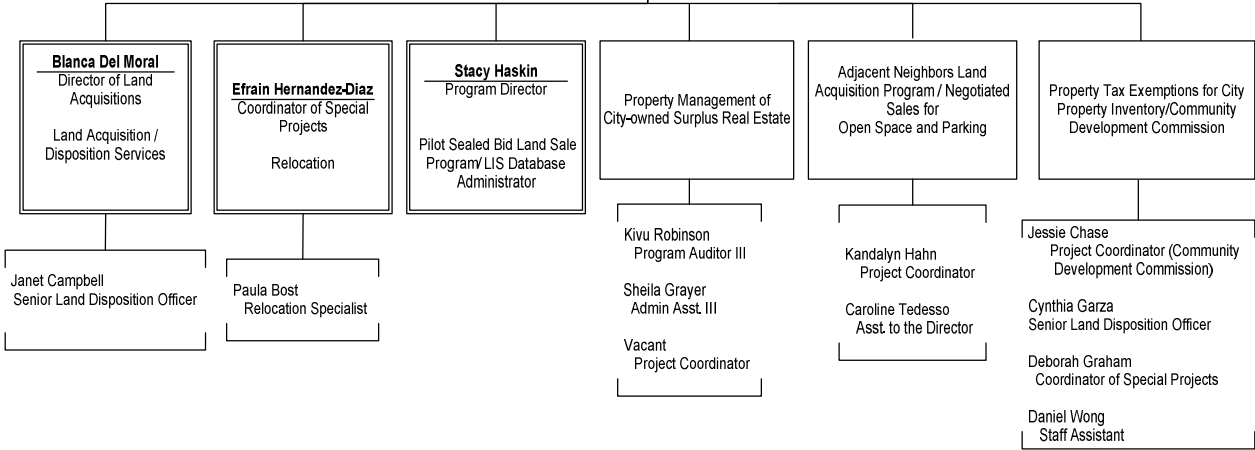


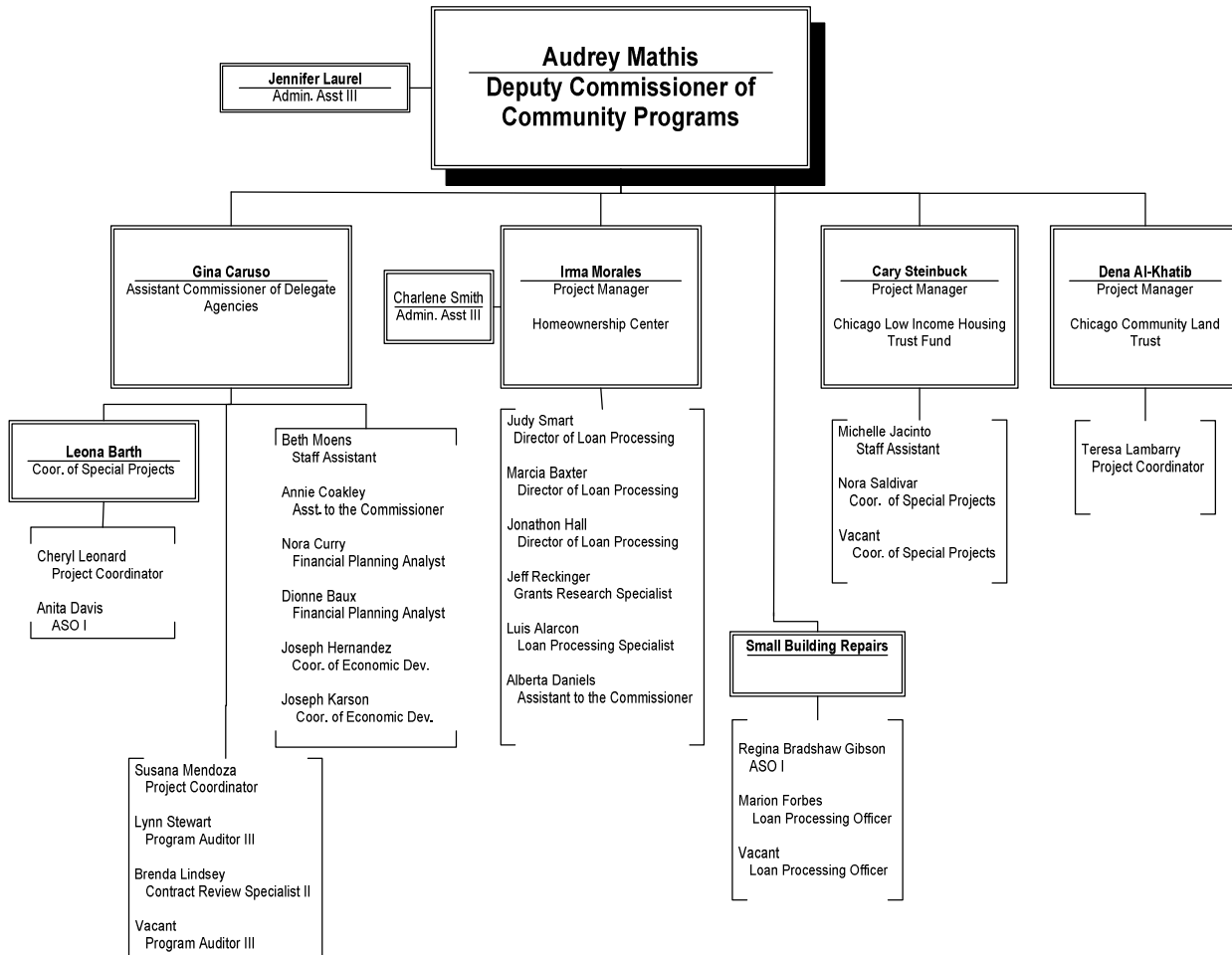
Robert McKenna
Assistant Commissioner of
Central Region

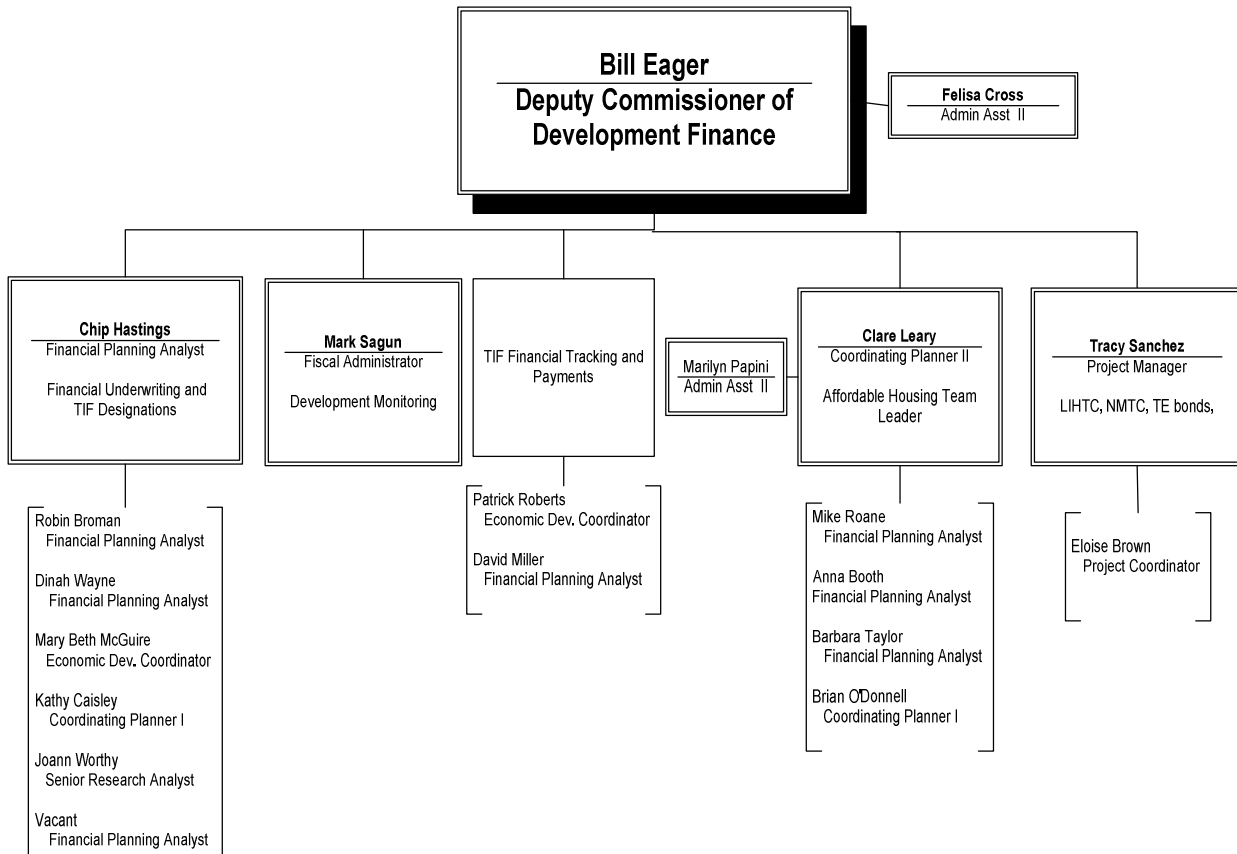




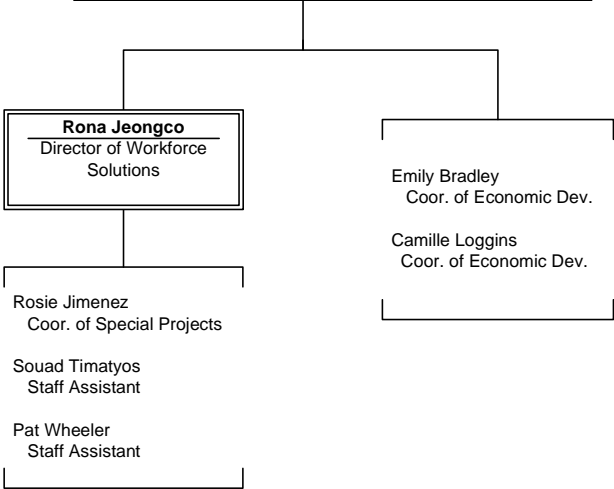
Robert Wolf
Assistant Commissioner of
Real Estate

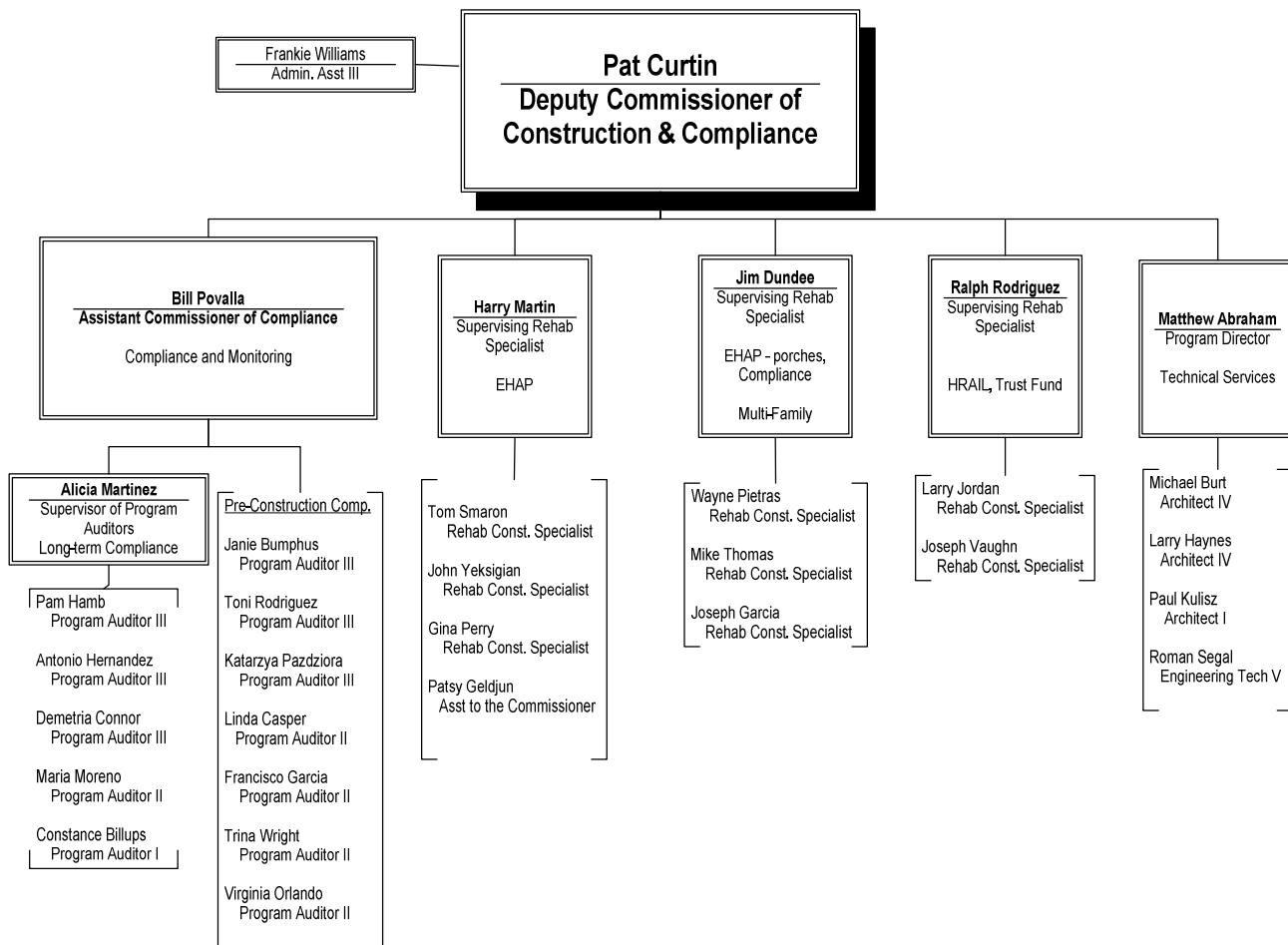






Will Edwards
Assistant Commissioner of
Workforce Solutions





INDEX

Adjacent Neighbors Land Acquisition Program (ANLAP) 22
Affordable Housing 6, 17, 20
Affordable Housing Downtown Density Bonus 26
Affordable Housing Preservation Ordinance 20
Affordable Requirements Ordinance (ARO) 13, 26
American Dream Down Payment Initiative (ADDI) Choose to Own Program 13

Budget Development and Management 28
Business Attraction and Retention 7
Business Façade Rebate Program 12
Business Service Tools 12

Chicago Community Land Trust (CCLT) 15
Chicago Low Income Housing Trust Fund 15
Chicago Partnership for Affordable Neighborhoods (CPAN) 13, 26
Chicago Public Safety Officer Homeownership Incentive Program 13
City Liaison 7
City Lots for City Living 13, 17, 24
Class 6b 16
Class 7a 16
Class 7b 167
Clinton Climate Initiative (CCI) energy Efficiency Retro-Fit Program 20
Communications 29
Community Development Commission 21
Community Housing Development Organizations (CHDOs) 11
Community Outreach 29, 30
Community Programs 10
Construction and Compliance 23
Customer Service 30

Delegate Agencies 10
Density Bonus (see Affordable Housing Downtown Density Bonus) 26
Development Finance 18
Donations Tax Credit (see Illinois Affordable Housing Tax Credit 17

Economic Development 7
Emergency Housing Assistance Program (EHAP) 14
Employer-Assisted Housing 26
Energy Savers Fund 17

Financial Reporting, Grants and Contracts 28
Finance and Administration 27
Fiscal, Budget and Financial Reporting 27
Fiscal Operations 28

City of Chicago — Department of Community Development

Five-year Affordable Housing Plan	27
H eat Receivership Program	19
Historic Bungalow Initiative	14
Homeownership Center	12
Homeownership Housing Counseling Centers (HHCCs)	10
Homestart Program	24
Housing Technical Assistance and Support	11
H-RAIL (see Small Accessible Repairs for Seniors)	11
Human Resources	31
I llinois Affordable Housing Tax Credit	17
Inclusionary Housing	26
Information Technology	29
Intergovernmental Affairs	27
Inter-Agency Council	21
L and Acquisition and Disposition	23
Land Inventory System	22
Land Sales	22
Lawndale Restoration	20
Low Income Housing Tax Credit Program	17
M anagement Reporting	28
Market-to-Market (M2M)	18
Multifamily New Construction Reviews	24
Multifamily Loan Portfolio Management	18
Multifamily Troubled Buildings Initiative	19
Multi-Year Affordability through Upfront Investment (MAUI)	15
N eighborhoods	7
Neighborhood Lending Program	14
Neighborhood Project Managers	8
Neighborhood Stabilization Program	27
New Homes for Chicago	12, 18, 24
O ffice Operations	29
Onsite Inspections	24
Organizational Charts	31
Overview	6
P olicy and Legislative Affairs	25
Portfolio Disposition	18
Post-Construction Monitoring	24
Pre-Construction Monitoring	24
Preservation	18
Preservation Compact	20

Preservation Loan Fund 21
Preserving Communities Together 19
Property Management Services 22

RReal Estate 21
Relocation Assistance 22
Rental Subsidy Program 15
Rental Housing Alliance 21
Rents Right Program 11

Senior Housing Initiatives 24
Single-Family Troubled buildings Initiative 19
Small Accessible Repairs for Seniors (former1
Small Repairs 14
Special Service Areas (SSA) 11
Supportive Services for Commercial Area Development 13

Targeted Blocks Façade Program 14
Tax Exemption Services 23
Tax Increment Financing (TIF) 12, 16
Tax Increment Financing — Neighborhood Improvement Program (TIF-NIP) 12
TaxSmart Mortgage Credit Certificate Program 13
Technical Assistance — Citywide (formerly CRCs) 10
Technical Assistance — Community (formerly HRCs) 11
TIFWorks 25