

2023 Client Survey

NYCHA's Office of Resident Economic Empowerment & Sustainability (REES) supports residents to increase their income and assets through programs, policies, and strategic partnerships in four key areas: **Employment, Adult Education & Job Training, Financial Literacy & Asset Building, and Business Start-up & Development.**






In 2023, REES surveyed NYCHA public housing and Section 8 residents 18 and older about their household's needs and interests.

We received a total of 8,576 responses. Response rates declined with each successive page and will be noted accordingly.

This report highlights key findings; full responses are available upon request.

About NYCHA

NYCHA is home to **1 in 17** New Yorkers.

-  **38%** of NYCHA households are working
-  **41%** of residents are non-disabled working age (18-61) adults
-  **46%** on fixed income (social security, SSI, pension, other)
-  **14%** of residents receive public assistance
-  **Average Household Income**
Public Housing: **\$25,086**
RAD/PACT: **\$27,135**
Section 8 HCV: **\$20,259**

Source: Public housing resident data as of Dec. 2023



Demographic Snapshot*

3,955 residents (80.4%) are working age adults (18 to 64).

815 residents (14.5%) do not have a high school degree or equivalent.

1,120 residents (19.9%) have a post-secondary degree.

3,792 residents (67.2%) identify as women.

1,296 residents (23%) are not employed and looking for work.

1,556 residents (27.6%) are employed, working full-time or part-time.



Top Resident Needs*



**Financial security/
Saving money**
2,122 residents
(37.6%)



Wages/Income
2,020 residents
(35.8%)



**Credit (establishing/
improving credit)**
1,829 residents
(32.4%)



**Debt/Paying rent
on time**
1,797 residents
(31.9%)



**Availability of
jobs for adults**
1,662 residents
(29.5%)

*** Note:** The response rate for demographic data and resident needs is based on 5,640 resident responses. Residents were not required to disclose demographic data or needs.

Key Findings on Resident Interests*



Employment Type

- Full-time employment**
3,080 residents (48.5%)
- Part-time employment**
2,000 residents (31.5%)
- Self-employment**
1,022 residents (16.1%)
- Union apprenticeship**
672 residents (10.6%)

Jobs by Industry

- Building maintenance & property management**
1,235 residents (19.4%)
- Office administration/assistance**
1,135 residents (17.9%)
- Education**
1,045 residents (16.4%)
- Construction**
803 residents (12.6%)



Career Development Support Services

- Job readiness skills**
1,973 residents (31%)
- Beginner computer and technology skills**
1,764 residents (27.8%)
- Internship placement**
1,241 residents (19.5%)

Education Offerings

- Associate's degree, bachelor's degree, graduate school**
1,654 residents (26%)
- College/trade school scholarships**
1,483 residents (23.3%)
- High school equivalency (HSE/GED)**
1,399 residents (22%)



Financial Services

- Homeownership education**
1,741 residents (27.4%)
- One-on-one financial counseling**
1,654 residents (26%)
- Debt management**
1,405 residents (22.1%)



Business Development Support Services

- Starting a business**
2,554 residents* (40.2%) *Logic applied*
- Business financing and credit**
1,427 residents (22.5%)
- Business development coaching**
1,088 residents (17.1%)

* Note:

Response rate is based on 6,355 resident responses unless specified otherwise.
Total counts may be greater than 100% due to multiple selections per unique response.



Starting a Business by Category



Food
472 residents
(18.5%)



Childcare
308 residents
(12.1%)

* Based on 2,554 responses.

Acknowledgements

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