

DOUGLAS COUNTY HOUSING AUTHORITY

2010 ANNUAL REPORT

what home means
to me...



BUDDING ARTISTS WIN
NAHRO POSTER CONTEST
SEE MORE DETAILS
ON PAGE 19

TABLE OF CONTENTS

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER	PAGE 3
DCHA MISSION & VISION STATEMENT	
BOARD OF COMMISSIONERS	PAGE 4
COMMITTEES OF THE DCHA	
ORGANIZATION OF THE DCHA	PAGE 5
DCHA PROGRAMS	PAGE 6
Section 8 Housing Choice Voucher Program	
Rental Programs	
DCHA Property Map	
Owned & Managed Units	
Program Details	
Resident Spotlight	
Orchard Gardens	
DCHA STATISTICS	PAGE 14
Resident Demographics	
Customer Satisfaction Survey	
Economic Impact of Public Housing	
ACCOMPLISHMENTS	PAGE 15
Program Success	
Strategic Goals Progress	
RECOGNITION & AWARDS	PAGE 20
Budding Artists Win NAHRO Poster Contest	
DCHA Receives Recognitions	
PERCEPTIONS & REALITIES	PAGE 23
FINANCIAL REPORTS	PAGE 24

35th Anniversary Festival

The Douglas County Housing Authority will be entering its 35th year of service to the community in December 2010. Therefore, a 35th Anniversary Festival is being planned for June 11, 2011 from 11 AM to 3 PM. It will be a time to celebrate the accomplishments of the housing authority with its clients, partners, colleagues and community agencies. Attendees will enjoy fun activities, prizes, entertainment and lunch. More information and invitations will be mailed in the near future.

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Greetings to our customers and partners. It is my hope that each reader of this report will be better informed about the good work being done by the Douglas County Housing Authority. This report will focus on the activities of our organization, the progress in meeting the goals established in our Strategic Plan, as well as the success and accomplishments of those we serve.



It is only right to give thanks and recognition to the outstanding and dedicated staff and board of commissioners of the Douglas County Housing Authority. It is their commitment and hard work that is the foundation under which the DCHA continues to be an exemplary organization.

While we are bursting at the seams and expanding our service area, it is not feasible at this time to move our office building to another site. Therefore, we did some remodeling at our current central office to update the interior space and provide the staff a better working environment. I invite you to stop by and see what has changed as well as hear more about the services provided by the DCHA.

Sincerely,

Joan Bertolini

A handwritten signature in black ink that reads "Joan Bertolini". The signature is fluid and cursive, written over a light blue horizontal line.

DCHA MISSION & VISION STATEMENT

The mission of Douglas County Housing Authority is to be a leading, innovative affordable housing agency assisting the low-income family, elderly, and disabled residents that are striving to achieve self-sufficiency or independent living.

The vision of the Douglas County Housing Authority is to provide affordable housing opportunities and options to the subdivisions and small community jurisdictions in the greater Omaha metropolitan area. The provision of affordable housing will be highly responsive to rapidly changing development trends, growth patterns, and consumer preferences. Other macro-environmental economic, social, technological and demographic influences will also be closely monitored, analyzed, and factored into proactively accomplishing the DCHA mission. Board/executive policies, strategic thinking, and business models will provide the DCHA with the evaluation framework necessary to advance its housing vision. Opportunities for partnerships will also be maximized to ensure collaboration, funds leveraging, and competency sharing.

BOARD OF COMMISSIONERS

The DCHA is governed by a seven-member Board of Commissioners, including one Resident Commissioner, who are appointed by the Douglas County Board of Commissioners to a five-year term. The commission members elect the officers of the commission.



Charles Sederstrom, III
 Chairperson
 Chair of Finance Committee
 Representing Valley and Waterloo
 Founder, Finance 1, LLC

Evelyn Labode
 Vice-Chairperson
 Chair of Personnel Committee
 Representing unincorporated
 Douglas County
 Research Assistant Professor, Retired
 UNL-Families and the Law



Cindy Makinster
 Commissioner
 Representing Elkhorn
 President,
 Marathon Realty Corporation

Stanley Quy
 Commissioner
 Chair of BP&SP
 (Board Policy & Strategic Plan)
 Retired HUD Field Office
 Director
 Professor, University of Nebraska at Omaha



Paul Gubi
 Resident Commissioner
 Inventory Control Employee
 Enterprise Rent-a-Car

Matthew Wickham
 Treasurer
 Representing Bennington
 Regional Controller, HDR, Inc.



Deanna Wagner
 Secretary
 Representing unincorporated Douglas County
 Serves on a national commissioners committee
 & a community volunteer

Personnel Committee:

Evelyn Labode, Chairperson
 Deanna Wagner,
 DCHA Board Commissioner
 John Gilbert, Investor
 Joan Bertolini, CEO

Finance Committee:

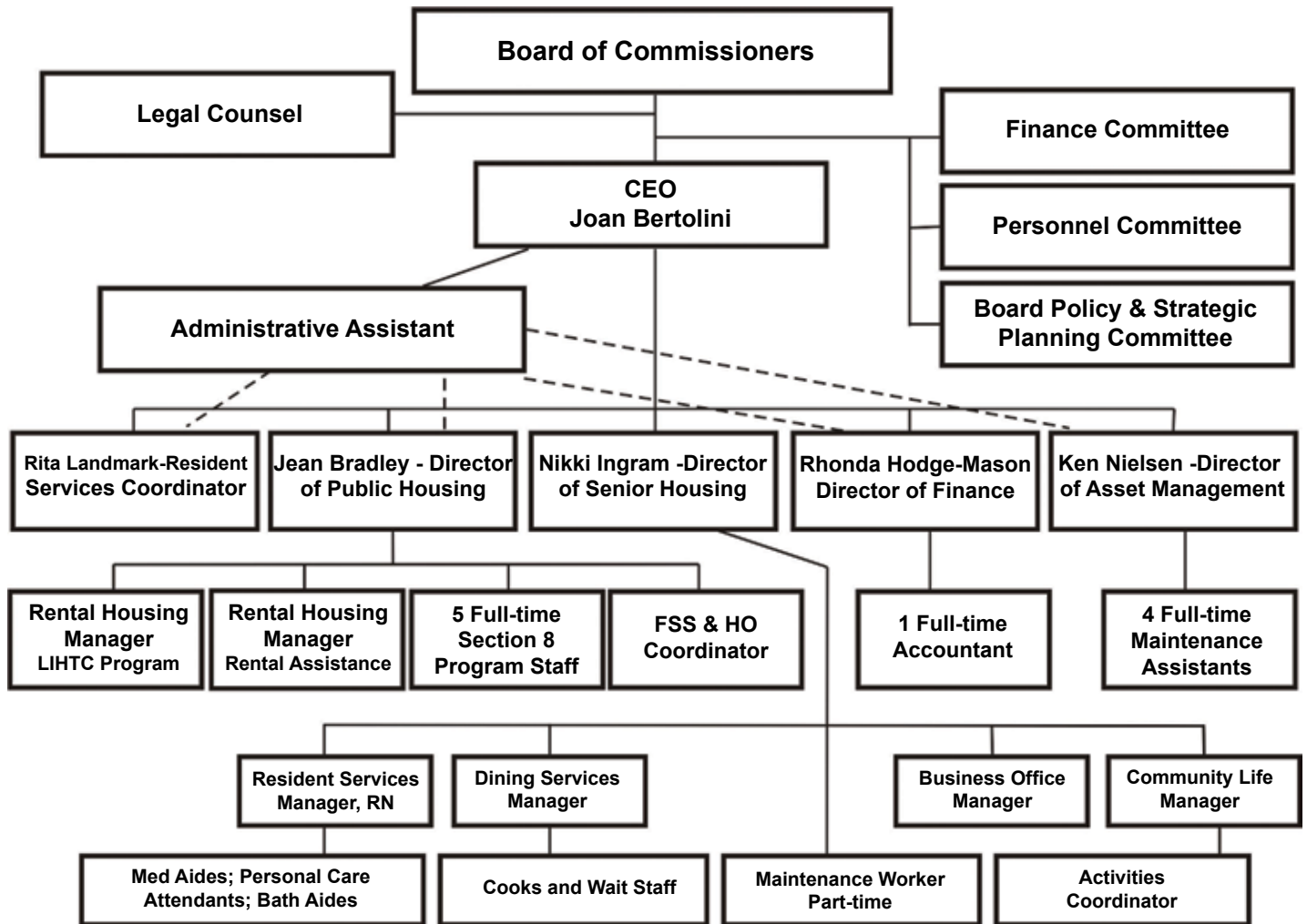
Charles V. Sederstrom, III
 Chairperson
 Tom Stratman,
 Midwest Housing Equity Group
 David Wetig,
 Wells Fargo Home Mortgage
 Aaron Adams,
 NP Dodge Commercial Real Estate
 Rhonda Hodge-Mason,
 Director of Finance
 Joan Bertolini, CEO

BP&SP- Board Policy & Strategic Planning Committee:

Stanley Quy, Chairperson
 Charles Sederstrom, III
 DCHA Board Commissioner
 Jake Hansen,
 Metropolitan Area Planning Agency
 Steve Hess,
 Immanuel Health System
 Patty Schirmbeck, ENOA,
 Eastern Nebraska Office on Aging
 Mary Anderson, Compliance Director
 Seldin Company
 Jamie Sornberger, Section 8 Client
 Joan Bertolini, CEO

DCHA COMMITTEES

ORGANIZATION CHART



Picture Above:
Orchard Gardens Management Staff

Picture Left:
DCHA Central Office Staff

DCHA PROGRAMS

Section 8 Housing Choice Voucher Program

The Section 8 Housing Choice Voucher program enables low-income persons/families to rent from a private landlord with rental assistance administered by DCHA. Clients must find their own housing within DCHA's jurisdiction. Currently, the Section 8 program serves 968 families. To be eligible for Section 8, clients must be a U.S. citizen or a non-citizen with eligible status, meet income guidelines established by the U.S. Department of Housing and Urban Development (HUD) and pass a criminal background check. When DCHA is accepting applications, a notice is published in the Omaha World Herald "public notices" section, in the Omaha Star and in the American Classified Weekly. DCHA does not provide emergency housing.

• Family Self Sufficiency

In April of 1995, DCHA began a Family Self-Sufficiency (FSS) Program. The purpose of the FSS program is to promote economic self-sufficiency among families receiving public housing assistance. Participants are connected with appropriate support services and resources in the community. Housing is a stabilizing force that permits families to invest their energy in other efforts -- including employment, education, and job training -- that are necessary to achieve self-sufficiency. An interest-bearing FSS escrow account is established by DCHA for each participating family.

• Homeownership

The Section 8 Homeownership Program allows the use of Section 8 Rental Assistance subsidy toward a mortgage on a home rather than rent. To be eligible for homeownership, Section 8 participants must be employed at least 30 hours/week, must meet income eligibility requirements and must successfully complete a homeownership counseling program.

Rental Programs

DCHA manages a variety of assisted housing programs. These programs enable low-income persons/families to rent an affordable dwelling unit that meets the needs of their family composition.

Currently DCHA manages several Low Income Housing Tax Credit developments. This is a Section 42 program offered through the IRS that gives tax credit benefits to individuals and companies that want to invest in affordable housing. Another program is the U.S. Department of HUD low-rent housing program where HUD provides development funds and an operating subsidy to the housing authority so tenants only pay 30% of their adjusted gross income toward rent. Several rural elderly properties are owned and managed by the DCHA where project-based Section 8 vouchers subsidize the low rent paid by the tenant. Finally, the DCHA owns and manages an affordable assisted living facility.

You can learn more about these programs as you read through this report.

For more detailed and updated information please visit our website www.douglascountyhousing.com

For questions on any of our service, please email us at info@douglascountyhousing.com or call our office 402.444.6203

DCHA Property Map

Properties under various DCHA rental programs spread throughout Douglas County as shown in the map on the right. The small red house icons stand for the locations of 38 single family houses.



Owned & Managed Units

Program/Property	Date Acquired	Number of Units	Location
Assisted Living Facilities		Total of 56 Units	
Orchard Gardens	2004	48 Units (1BR) 8 Units (2BR 2BA)	Valley
Low Income Housing Tax Credit Program		Total of 95 Units	
Platte Valley Apartments	1997	48 Units (1,2&3 BR)	Valley
Woodgate Townhomes	2002	20 Units (2&3 BR)	Glenbrook
Valley CROWN Homeownership Houses	2007	12 Units (3BR)	Valley
Gretna CROWN Homeownership Houses	2009	15 Units (4BR)	Gretna
Rural Elderly/Disabled Properties		Total of 60 Units	
Valley Heights	1988	16 Units (1BR)	Valley
Valley View	1978	28 Units (1BR)	Valley
Benn View	1988	16 Units (1BR)	Bennington
HUD Low Rent Program		Total of 78 Units	
North Acres	1983	40 Units (1BR)	NW Omaha
Single Family Houses	1988	17 Units	throughout
Single Family Houses	1992	18 Units	Douglas
Single Family Houses	1995	3 Units (3BR)	County
Section 8 Voucher Program		Total of 1018 Units	
Regular Vouchers		843 Units	throughout
Mainstream Disabled Vouchers		125 Units	Douglas, Sarpy &
Family Unification Vouchers(2009 Funding)		50 Units	Washington Counties

DCHA PROGRAMS



Platte Valley

Low-Income Housing Tax Credit

Platte Valley

Platte Valley Apartments was the first Low Income Housing Tax Credit project completed by DCHA in 1997. Platte Valley offers 48 one, two and three bedroom apartments in Valley, NE. Many amenities include dishwashers, microwave ovens, disposals, lawn sprinkler system and a playground for the children to enjoy.



Woodgate Townhomes

Woodgate

DCHA is the general partner for Woodgate Townhomes, a 20 unit townhome community that opened in 2002. The site features 10 two-bedroom and 10 three-bedroom fully accessible units. Amenities include an oversized attached garage, washer, dryer and dishwasher. Residents are able to take advantage of the neighborhood swimming pool and clubhouse. Applications are accepted from families who have a disabled family member.

Valley CROWN

DCHA is a Co-Managing Member for the Valley CROWN homeownership development. There are 12 houses, all of which are three bedroom units with a one-car attached garage. One of the houses is designed and built for handicapped persons. Amenities include washer and dryer, dishwasher and lawn sprinkler system. Construction was completed in October of 2007 and all the houses were occupied by October 31, 2007.



Valley CROWN

Gretna CROWN

DCHA is a Co-Managing Member for the Gretna CROWN homeownership development. There are 15 newly constructed houses, all of which are four bedroom units with a two-car attached garage. One of the houses is designed and built for handicapped persons. Amenities include washer and dryer, dishwasher and lawn sprinkler system. Construction was completed in June of 2009 and all the houses were occupied by November 2009.



Gretna CROWN

HUD Project Based Rental Units

Valley View Apartments offer 28 one-bedroom units located in Valley, NE. Amenities include a range, refrigerator and window coverings. Recent capital improvements to Valley View include patio partitions, new roofs, exterior paint, doors, windows and new siding in 2003.

Benn View I offers 16 one-bedroom units in Bennington, NE. The design and amenities are similar to the Valley View property. A 1,400 square foot community center is located on both properties to provide laundry facilities and a social meeting area, including a full kitchen.



Valley View



Benn View I



Valley Heights



Benn View II

Rural Elderly/Disabled Properties

DCHA received approval from HUD to “project-base” its Section 8 vouchers to two elderly/disabled properties, Valley View and Benn View II, in order to provide rental assistance to this population.

Valley Heights

Valley Heights in Valley offers 16 units with amenities that model those available at Valley View and in Bennington. This community is across the road from Valley View and shares the same community center with Valley View for community life and activities.

Benn View II

Benn View II, another DCHA project located in Bennington, features eight units assisting elderly/disabled housing. Private entrances with patios allow tenants to personalize their individual apartments. Benn View II shares the same community center with Benn View I to encourage social life opportunities.

Conventional Public Housing

• Single Family Rental Houses

Single Family Rental Houses are part of the HUD low-rent public housing program. DCHA owns and maintains 38 single family homes located primarily in northwest Omaha and the Millard area, as shown in the map of Page 7.



Single Family House

DCHA PROGRAMS

North Acres

North Acres is a 40-unit elderly/disabled development located at 108th and Fort Streets in Omaha. Close to a medical facility and a grocery store, North Acres offers 40 one-bedroom units. A community center similar to those in Bennington and Valley provides an area for socializing, as well as laundry facilities.

DCHA has invested in on-going capital improvements such as new roofs, doors and windows, new appliances as well as furnaces, air conditioners, water heaters, fixtures and appliances.



North Acres

Resident Spotlight

North Acres Complex

92-year-old Delightful Lady Got it Online

Most days North Acres resident Helen Olsen is sure to get online to check email and facebook updates as well as plan for her next trip to California to see family. What you may not realize is that Helen is 92 years old and taught herself to navigate these systems in order to keep up with her large family.

She was born the 8th child in a sibling strip of nine and went on to have seven children of her own. The computer has been a key component her in life to keeping up with everyone living from Florida to Arizona. Helen wants her elderly peers to know that using the computer is not as difficult or intimidating as some people think.

Helen herself is a bit adventurous and has

explored various avenues of employment throughout the years. After getting married in 1938, Helen became a homemaker for her large family. Later, she was employed in a variety of different settings from cosmetic company sales, vitamin/supplement sales, real estate, bar owner, and home daycare.

Helen continues to maintain an active lifestyle of weekly bible study groups and traveling when able.

DCHA wants to further provide opportunities to other residents in our elderly/disabled housing complexes to get familiarized with the new age of technology. With

this in mind, we are in early planning stages to develop a computer station with internet access in the three community rooms at our elderly/disabled housing sites.



ORCHARD GARDENS

*Honoring the past.
Investing in the future.*



Our mission at Orchard Gardens is to offer the kind of retirement living where life matters, vitality in daily living activity is offered and peace of mind is a reality for every resident!

Community Life

Art Project Enhances Community Center

Orchard Gardens Community Center was open for resident enjoyment March 2009. A need was immediately recognized for artwork on the expansive south wall of the center. In April of 2009 Community Life Manager, Donna Riedl, met with Lyn Holley, PhD, Assistant Professor, Department of Gerontology at the University of Nebraska

Omaha (UNO). Donna described to Professor Holley the mission of Orchard Gardens and the vision for artwork on the wall. This quickly resulted in the beginning of a collaborative effort to fill the empty wall in the Community Center.

Professor Holley introduced Donna to Professor David Helm of the Art and Art History department at UNO, who invited UNO art student Amber LaBudda to construct a mural for the Community Center wall. Amber created a beautiful work of art which is made of three pieces of 4'X8' oak creating a finished 4'X24' mural. The piece was completed and installed at Orchard Gardens on September 25, 2010.

Orchard Gardens will officially unveil the mural sometime in the near future. Thank you to our friends at the University of Nebraska Omaha for their collaborative efforts to provide an original work of art for the residents to enjoy. We look forward to working with UNO on future projects.



Standing: from left Nikki Ingram, OG Director; Professor Helm, UNO; Artist, Amber LaBudda; Donna Riedl, OG Community Life Manager

Sitting: Orchard Gardens Residents

Community Life (continued)

“Why Art” Program

Participants in the *Why Arts* program had hands on art experiences under the direction of a professional artist and created unique collages and graphics. Their artistic interests and artwork are displayed in the gallery hallway near the Beauty Shop (see photo below). The *Why Arts* program has included field trips providing the residents with opportunities to enjoy a number of performances at the Holland Center in Omaha, including the Glen



Miller Band, Flaminco Vno Dancers and a percussion group using trash cans to produce beautiful music.

The *Why Art* Program has grown into a community service project. The Stitch Niche Group (see photo above) created fifty-five knitted or crocheted afghan squares which were donated to UNICEF to be used in creating warm coverlets for people throughout the world.



Walking for Health

Orchard Gardens residents are feeling more fit following the addition of Tai Chi and their new Walking Club. They are having great fun using the Walking Club to expand their exercise program. The Walking Club began with a handful of residents who faithfully walked the interior of the building a few times weekly, and determined that eleven laps around is equal to one mile. The Club has grown to a group of more than twenty residents in pursuit of



earning ribbons, prizes and the ultimate goal of completing 25 miles to earn a “Walking Club” T-shirt. There is a chart that records the number of miles each resident walks, and they keep tabs of the record to make sure the Activities Coordinator is recording accurate data. The left picture shows the Walking Club outside Orchard Gardens.

Resident Spotlight

Valley's Oldest Living Firefighter

Valley Volunteer Fire and Rescue department members Gerald Hemphill and Cody Hull brought Valley's newest fire truck to Orchard Gardens in Valley on July 1. Valley's oldest living firefighter, Clair Byrne, 91, was on hand to enjoy seeing the new equipment.

"In my day we had a Model-T hose truck and a Model-A chemical truck," said Byrne. Byrne said that when he joined the Valley Fire Department in 1937 there was no formal training, no protective clothing and no specialized equipment.

"We just saved basements," Byrne said. Byrne's first call, at the age of 18, was memorable: it made him sick in his stomach. He said that a man burned up in his home. "I had to help carry him out on a piece of canvas," Byrne said.

Fire department records show that Byrne's years of services were from 1937 until 1953.



Valley volunteer firefighters from the 1940's.
Mr. Byrne is the second from left.

During most of that time Byrne worked at the Valley Stockyards. He served in the South Pacific for two and a half years during World War II, but his name remained on the fire department rolls.



Mr. Byrne with the new fire truck July 1, 2010

He said that one of the most difficult fires he ever fought was when the Valley Stockyards burned. According to Byrne, lightning struck the yard that year on July 4. He said 13 train cars of sheep burned in the fire. Omaha and Fremont fire departments helped with containment.

On Memorial Day 2007, Byrne and fellow retired firefighter, Ed Kojdecki, also a resident of Orchard Gardens, were honored for their years of service, at a reunion hosted by the current members of the Valley Fire and Rescue Department. Kojdecki served as a Valley firefighter from 1970 to 2000.

DCHA STATISTICS

Resident Demographics

Gathered Summer 2010

Participant Profile

- 1,130 household participants
- 568 are elderly and/or disabled
- 86.19% are female heads of household
- 13.81% are male heads of household
- 1,221 children served (average age is 7)
- 2.2 average number of children per family
- 81.03% of participants have a high school education
- 19.44% of participants have a degree in higher education

Ethnic Origin of Participants

- 61.33% White
- 37.43% African American
- 0.80% Indian/Alaskan
- 0.44% Other
- 2.74% of the total are Hispanic

Income Profile of Participants

- 24.14% of participants are employed full-time
- 20.53% are employed part-time
- \$12,228 is the average income per wage family
- 28.06% have wages as primary income
- 29.65% have Social Security as primary income
- 7.61% have AFDC as primary income

Customer Satisfaction Survey

DCHA distributes a Customer Satisfaction Survey every year. It is an opportunity for clients to evaluate the quality of services being provided by the DCHA and its staff.

The survey provided five rating levels from 5 (superior) to 1 (not satisfactory). The overall score from rental housing tenants rated Douglas county Housing authority at 4.32, which means that the clients feel the service they received exceeds standards. The overall score from the Section 8 clients rated Douglas County Housing Authority at 4.21, which also means DCHA is exceeding standards in serving Section 8 clients.

DCHA is glad that customers feel this level of satisfaction with our services. Our goal is to provide quality service at every level of our operation.

Economic Impact of Public Housing

as of May 2010

HUD Capital Fund Dollars – Annually \$221,647 went into the local economy for repairs & rehab

HAP payments FYE 2010 of \$5,350,614 to landlords

Local utilities paid in FYE 2010 totaled of \$106,632

FSS Program FYE2010 paid out \$14,683 to participants for schooling & purchasing a home

Section 8 Homeownership Program FYE 2010 4 Section 8 families purchased their first homes

ACCOMPLISHMENTS

Family Self-Sufficiency Program

Currently 25 participants are enrolled in the Family Self Sufficiency (FSS) program. The program helps participants become self-sufficient and eventually no longer need the Section 8 housing assistance. The participants are required to establish a plan that will enable them to be independent of assistance within five (5) years from the time they sign a participation contract. Katie Swett, FSS Coordinator, has been working hard to expand opportunities to assist the participants in meeting their goals.

Of those 25 participants, 13 have an escrow account. During the fiscal year end March 31, 2010, DCHA paid out a total of \$14,683.46 in escrow funds to FSS participants. This money has been used to pay off debts, assist participants with homeownership, pay for school expenses or other expenses to



Christine Thole & her son Jordan.

Christine purchased a home through the Section 8 program with proceeds from her FSS Escrow Account. She is currently in the third year of her FSS contract.

facilitate self-sufficiency. The participants' current escrow balances range in amounts from \$179.00 to \$8,994.00, with a grand total of \$31,846.00 for all FSS participants with an escrow account!

One goal of the FSS program is to assist clients in reaching self sufficiency by obtaining employment that increases their earning capacity. ***During the past year we have had two of our FSS participants graduate from the program.*** One FSS participant graduated in August of 2009 and received an escrow check in the amount of \$7,410.48; she has now purchased a home and given up her Section 8 voucher. Our second graduate received \$2,669.73 upon successfully completing the program; she has also "graduated" from the Section 8 program. DCHA's focus is to assist even more participants by providing them with ongoing support, connecting them to resources in the community, and empowering them to take charge of their lives!

GED Classes Offered to the FSS Participants

One goal for many Family Self Sufficiency (FSS) participants is to obtain a high school diploma by completing a General Education Degree (GED). Some program participants live in Valley, NE without transportation. Another goal of the FSS program is to assist clients by removing barriers that keep the participants from reaching their goals.

(continued on next page)

(GED, continued)

In April of this year Katie Swett, DCHA's FSS Coordinator, began working to bring a GED class to Valley. DCHA partnered with Metropolitan Community College (MCC) to begin the first GED class in May 2010.

Since there was no funding available to pay for the GED classes, it is run completely by volunteers and is open to all Valley, NE residents. MCC has agreed to provide a volunteer teacher and supplies while DCHA handles the advertising and secures the location for the program. Beginning this

fall DCHA will be coordinating a volunteer pool to offer free babysitting to the GED students. This is a wonderful benefit for single parent households.

As one student says, "Having my GED will benefit me because I will be able to get a better job and have the ability to support my family." Another student told DCHA, "I am thankful there is now a GED class in Valley. I do not have a car and would otherwise be unable to work towards getting my GED."

Successful Homeownership

During the fiscal year ending March 31, 2010, four Section 8 Homeownership participants purchased a home. While each family has a story to tell, DCHA is featuring one family who has worked hard over the past five years to become self-sufficient.



Karla & Anthony Scott and their children

Karla and Anthony Scott are a determined, hardworking couple. They are on the path to homeownership and have worked very hard to get to this point.

Karla has received Section 8 housing assistance from DCHA for 4 years. She had her first son when she was fifteen; she felt the odds were against her. Karla wanted to overcome what "people expected me to be and not become a statistic."

When she became a Section 8 recipient, she enrolled in DCHA's FSS program. A young mother, her first goal for herself was to finish high school. Karla graduated from high school in 2006, even working part-time. Motivated, she was on to her next goal and immediately enrolled in cosmetology school, attending classes Monday thru Friday, 8-4.

Karla's boyfriend, Anthony, was a big part of Karla's life while she attended cosmetology school. He drove from his home in South Omaha to Valley and took Karla to school in Fremont. At the end of the day he would pick up Karla at school to bring her home. Anthony became a part of Karla's family and was there to help her in every way. For a period of time Karla was unable to work and Anthony was supporting the family. At this time Karla and Anthony set a goal to become homeowners by 2011. Karla graduated from LaJames Cosmetology School and began working at Great Clips full-time. In July of 2008, Karla and Anthony were married. In October of 2008 they welcomed their second child into their family. They began to save and plan for their ultimate goal of homeownership. However, another setback occurred when Anthony lost his job due to layoffs. Karla continued to work full-time while Anthony searched for work.

Fast forward two years, past a lot of ups and downs. Currently both Karla and Anthony work full time and are working hard toward homeownership. Karla and Anthony have made a lot of sacrifices to accomplish this goal. They are still in a two bedroom apartment which has been hard on the family. They realize now that they didn't receive guidance to maneuver through their finances and credit problems when they were younger. They have utilized the resources they received through DCHA and are living by a strict budget and working to get their credit in order. In doing this they are starting

to find some financial freedom. "Being this close to being able to breathe, not living paycheck to paycheck, we finally have options," they say with a sigh of relief.

Asked for advice on how to achieve this, Karla and Anthony had a lot to say, "Don't set goals that are unrealistic to your family; live within your means; don't do extra unnecessary things like putting rims on your car, it's just not necessary; cut out fast food, cook at home; sew a torn hole in your kids' jeans; be aware of what you spend, keep track of it; stay ahead of your bills; and live simple, don't be too complex."

It is easy to see that Karla and Anthony live by what they say; they plan to purchase their home by the spring of 2011. They have negotiated past due bills and had all of their debt paid off by the end of September 2010. They are saving all their extra money for the down payment on their future home.

Purchasing a home is not an easy task, nor will it just "happen;" it takes a lot of hard work and determination. As with this family, it can take up to five years or maybe even longer to prepare for homeownership. But the payoff is big and worth the hard work and time. Advice that Anthony would like to pass on to others is this: "Take the steps to get this done and be sincere in doing this for your family."

ACCOMPLISHMENTS

STRATEGIC GOALS PROGRESS

OF THE DOUGLAS COUNTY HOUSING AUTHORITY

GOAL #1

– DCHA will expand long term competitive funding advantages

- The DCHA was awarded \$185,000 from a HUD Grant to provide service coordination for the elderly residents living in its low rent housing developments. This grant is for three (3) years and provided money to support the hiring of a Resident Services Coordinator and to pay for program costs.
- The DCHA has been offered a donation of land that would allow the development of 10 homes for low income families. This land will allow DCHA to partner with a developer to build affordable homes to help families that cannot obtain financing in the private market.
- The DCHA recently acquired 99.99% ownership in a tax credit property that will allow the apartments to remain affordable to low income families.
- The DCHA Finance Committee is moving toward expanding its role in order to focus on the implementation of this goal as part of their responsibility.

GOAL #2

– DCHA will collaborate with political and affordable housing entities to redefine its jurisdictional boundaries and determine office space needs in order to meet emerging housing needs

- The Omaha Housing Authority and the Bellevue Housing Authority participated in a shared board and staff retreat with a focus on leadership and collaboration in the political sector.
- Implemented alternate plan for space utilization when the sale of current office building was not feasible. Remodeled and updated the central office space, and established a Rental Housing Office in the North Acres community space in order to free up office space at the central office.

GOAL #3

– DCHA will enhance the quality of its customer service

- By receiving the Resident Services Grant from HUD, the DCHA is now able to assist its elderly residents with support services that will allow them to remain living independently and maintain a healthier lifestyle. The program opened July 1, 2010 and as of September 2010, 100 of the 108 residents have met with the resident services coordinator.

GOAL #4

– DCHA will expand its public image and agency profile

- The DCHA made a presentation at the Douglas County Board of Commissioners meeting to inform the county commissioners about the strategic plan for its agency.
- There are two of the DCHA board members who serve at the National level for the National Association of Housing and Redevelopment Officials. This provides an opportunity to spread the word about the good work being done by the DCHA.
- Two of the DCHA board members provide a commissioner training to other commissioners across the state. This provides an opportunity to share with other housing agency's commissioners.
- The DCHA continues to form partnerships in the community that will facilitate the improvement in the quality of life for its residents.

GOAL #5

– DCHA will ensure that the Board of Commissioners will utilize the strategic goals in formulating board policies/strategic thinking

- The DCHA has formed a Strategic Planning and Board Policy Committee that is working in revising the agency's Board Policy Handbook to better represent the roles and responsibilities of its board members.
- The Board has incorporated the strategic planning goals into the performance evaluation of the Chief Executive Officer.

RECOGNITION & AWARDS

BUDDING ARTISTS WIN NAHRO POSTER CONTEST



Poster Contest Winner
Alycia Reed

WINNER ESSAY

State Chapter Winner Alycia Reed, Age 11

"Home means family to me. It means having a warm place to stay. Home means having shelter over my head. Thank you DCHA for giving us a home to be with family and for keeping us safe at night.

On my poster I drew hands for the help DCHA gives my family. I drew me and my mom together. And I drew a picture of our apartment where we live. I wanted to show our loving family and how DCHA cares about us, too. Thank You, Alycia Reed

As part of the 2010 Housing America campaign, National NAHRO held a poster contest for children associated with affordable housing and community development programs owned or administered by National NAHRO member agencies. Posters reflect the national theme of "What Home Means to Me." The contest is a collaborative effort of NAHRO's State Chapters. The two DCHA winners were sent forward to the Nebraska State Chapter for competition at the State level.

Alycia's entry was a State Chapter of NAHRO winner in the middle school category (6th to 8th grade). Her entry will be sent on to National NAHRO for judging at the national level, where 12 honorees will receive a \$100 savings bond, and the Grand Prize honoree will get a \$500 Savings Bond. All 13 winners will have their posters featured in NAHRO's 2011 Poster Calendar.

WINNER ESSAY

Joshua Culliver, Age 11

"My home means love, peace, and security. To me, home means love. We love one another instead of hating one another, and we help one another. We help our mom by taking out the trash and clean the house. We show our love to mom because she works all day and she loves us. There are times my mom talks to my brother and I because she loves us, and she wants us to do good in life. When you have love, there is peace in the home. Our home is filled with calmness because there are no bad things going on in my home. When there are love and peace, there is security. My mom makes home safe by paying the bills and making sure we're safe. This is what home means to me.



Poster Contest Winner
Joshua Culliver & his mother

EVELYN LABODE RECEIVED RECOGNITION NEBRASKA NAHRO 2010 COMMISSIONER AWARD

The Nebraska Chapter of NAHRO selected Evelyn Labode for the Commissioner of the Year Award. The CEO submitted the nomination and highlighted Evelyn's contribution to the success of the DCHA and her community work that promotes programs and services needed in the community. Evelyn has been the Vice-Chairperson of the Douglas County Housing Authority for over five years and never tires for services to her community. She brings a deep commitment to upholding integrity and ethical practice in her role as a commissioner. The commissioners rely on her legal expertise when working through policy decisions or conducting special meetings.



Joan Bertolini & Evelyn Labode

JOAN BERTOLINI RECEIVED RECOGNITION FEATURED IN THE MIDLAND BUSINESS JOURNAL



Joan Bertolini, CEO of Douglas County Housing Authority was recognized as one of the Women of Distinction featured in the Midlands Business Journal. The article focused on Douglas County Housing Authority's accomplishments under the leadership of its CEO, Joan Bertolini.

During Ms. Bertolini's 15 plus years of service at the DCHA the agency has grown from serving 480 families to serving over 1,200 families. Under Ms. Bertolini's leadership the agency has expanded services to include

a Family Self-Sufficiency Program, a Section 8 Homeownership Program, a Resident Services Program that assists 108 elderly and disabled residents connect to community services needed to help them remain independent, and to be the only public housing authority in the state to provide an assisted living facility, Orchard Gardens.

The article acknowledged Ms. Bertolini's extended passion to help and empower others goes beyond the doors of the programs and services offered by the DCHA. She is currently a Stephens Minister through the St. Stephens Ministry program at St. Stephen the Martyr parish. It is a lay ministry to people that are hurting from divorce, a death, a loss of a job and other family problems. The article also disclosed Ms. Bertolini's joy in riding her Harley Davidson motorcycle. "I'm not a hardcore biker.....I just enjoy getting out and going for an afternoon drive, putting on 50 to 100 miles per trip."

DCHA RECOGNIZED FOR SMOKE-FREE POLICIES

On Friday, February 26, members of the Metro Omaha Tobacco Action Coalition (MOTAC) presented a recognition plaque to Douglas County Housing Authority in recognition of their exemplary smoke-free policies. You'll find a photo of the recognition at www.motac.org under Business Recognitions and a link to DCHA under Smoke-Free Housing.



MOTAC Representatives together with DCHA Board Members & Staff

The Douglas County Housing Authority implemented a non-smoking policy in February 2007. In an ongoing effort to provide a safe and healthy environment for all residents the smoke free policy was developed and implemented to insure the quality of air for all persons living, working at or visiting a Douglas County Housing Authority community or office. Staff are also prohibited from smoking in a company vehicle. Residents were consulted when the policy was being developed. This policy will not only provide a better living environment for the residents, it will reduce the maintenance time and cost when turning a unit that was occupied by a resident who smoked in the unit. This policy applies to all properties, vehicles and office space owned by DCHA.

ABOUT MOTAC

The Metro Omaha Tobacco Action Coalition (MOTAC) is a dynamic coalition comprised of over 50 health related organizations, individuals, and educational groups working together to strengthen tobacco control and prevention efforts in the metropolitan Omaha community.

MOTAC works within the metro Omaha community to promote prevention and policy change. Specifically, MOTAC encourages businesses in Douglas County to voluntarily implement smoke-free or tobacco-free policies that go above and beyond the current requirements of the statewide smoke-free air law.

Each business that is recognized by MOTAC receives a framed certificate of appreciation that reads, "In recognition of outstanding support for safe, healthy, tobacco-free environment for all."

PERCEPTION & REALITIES

OF PUBLIC HOUSING

Perceptions

V.S.

Realities

“Public housing is primarily occupied by young families”

WRONG

“Public housing and Section 8 voucher holders live most of their lives in public housing”

WRONG

“Public housing residents are not screened or cannot be evicted/terminated”

WRONG

“Voucher clients are not screened or cannot be terminated”

WRONG

“Public housing and Section 8 voucher holders have no reliable source of income”

WRONG

83.8% of all households have extremely low income, 0% - 30% of median income;

47% of all households are elderly or disabled

Average stay in public housing = 2 to 5 years

*** All public housing and Section 8 applicants are screened for criminal activity and previous rental history at the time of application and annually during their recertification process**

*** FYE 2010 denied 17% of all applicants including 37 for criminal activity**

*** FYE 2010 terminated 4 public housing residents**

Criminal Activity	1
Non-payment of Rent	2
Resident moved without notice	1

*** FYE 2010 terminated 91 Voucher participants**

Vacated Unit without notice	23
Eviction by Landlord	19
Program Non-Compliance	19
Fraud	17
Failed HQS Inspections	8
Criminal Activity	5

33% of all families have some income from wages

51% of all families have some income from Social Security and Pensions

Average Annual Income of all households is \$11,176

53% of all households are Female Head of Household

Total household members served is 2,961 of which 1,441 are children or 48% of all persons served

FINANCIAL REPORT

Combined Balance Sheet Audited 3/31/10

Assets

Cash & cash equivalents	\$2,373,948
Deposits with HUD	\$4,030
Mortgage Receivable	\$340,324
Notes Receivable	\$600,000
Tenant Receivable	\$4,943
Accounts Receivable - Related Party	\$52,641
Accounts Receivable - All Other	\$143,002
Investments	\$436,623
Due from Intercompany Funds	\$27,539
Prepaid Expenses	\$329,316
Deferred bond costs	\$112,454
Fixed Assets (less depreciation)	\$13,397,635
Other Current Assets	\$27,278
Total Assets	\$17,849,733

Liabilities & Reserves

Accounts Payable	\$307,146
Accrued Liabilities	\$338,664
Tenant Security Deposits	\$97,960
Interprogram due to	\$27,539
Deferred Revenue	- 0 -
Current Bonds & Notes Payable	\$362,824
Non Current Liabilities	\$9,761,209
Total Liabilities	\$10,895,342

Equity/Restricted & Unrestricted Assets \$6,954,391

Total Liabilities & Surplus \$17,849,733

Combined Statement of Revenues & Expenses

Income

Dwelling Income	\$1,902,414
Medicare Fees	\$547,647
Interest Income	\$51,407
Other Income	\$369,567
Gain on Sale of Assets	\$8,309
Federal Contributions	\$6,386,392
Total Income	\$9,265,736

Expense

Administrative	\$2,012,934
Tenant Services	\$33,949
Utilities	\$182,460
Maintenance & Operation	\$457,487
General Expenses-Operating	\$209,190
Housing Assistance Payments	\$5,394,506
Depreciation	\$664,201
Bond & Notes Interest & Casualty loss	\$509,670
Total Expenses	\$9,464,397
Net Income (Loss)	\$(198,661)

Statement of Public Housing CFP Grant

The total amount included in the financial information used for modernization and rehabilitation of public housing units is **\$75,285**.

This includes major work such as retaining walls, decks and landscaping; new appliances; plumbing, water heater and furnace repairs; exterior repairs (roofing, siding); central office and community center repairs and modernization; and office furnishings and computer equipment.

Excluding the non-cash depreciation expense the DCHA had a net income of \$465,540.