

# DOUGLAS COUNTY HOUSING AUTHORITY 2011 ANNUAL REPORT

## 35TH ANNIVERSARY FESTIVAL



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# GREETINGS FROM THE CHIEF EXECUTIVE OFFICER

The Douglas County Housing Authority (DCHA) celebrated 35 years of service in 2010. The 35th Anniversary Festival was held on June 11, 2011, and all who attended had a great time. You will find a lot of information about the festival in this year's Annual Report.

It is my hope that each reader of this report will be better informed about the activities of our organization, as well as the success and accomplishments of those we serve.

The work of the DCHA is so important to the families we serve, and the communities they live in. DCHA is very fortunate to have an outstanding staff who demonstrates their dedication and service every day. The following goals inspire our service to customers and our community.



- Every person deserves a safe, decent and affordable place to live; whether it is in an apartment, a house or at Orchard Gardens Assisted Living facility.
- Maintaining decent safe housing properties and helping our clients be good neighbors creates quality communities.
- DCHA employees deserve a meaningful and satisfying work experience.

Most of the housing and supportive service programs offered by the DCHA are funded by the Department of Housing and Urban Development. In today's economy the funds DCHA receives has shrunk significantly, making our work much more challenging. We have seen tremendous growth in the number of people contacting us for assistance. When we opened the last Section 8 Voucher program waiting list we had well over 2,000 applicants waiting in line to receive an application. Here is how some of the programs are affected by the reduced federal funding.

1. DCHA will receive approximately 92% of the amount HUD calculated was needed in the Operating Subsidy, which helps the operations with the Low Rent housing assistance program.
2. DCHA will receive approximately 85% of the amount HUD calculated was needed in the Housing Choice Voucher Administrative Fee, which funds the operations of this program. A synopsis of the impact this reduction will have on the Section 8 Voucher program is provided by the National Association of Housing & Redevelopment Officials (NAHRO) and can be found on Page 27 of this report.

To address the reality in our current economic climate, our goal is to find ways to partner, collaborate and to consolidate in any way possible to continue providing the needed housing programs.

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In closing I want to thank our Board of Commissioners. These men and women are dedicated to the mission of the DCHA and give of their time and talent without compensation. I am grateful for their service and support!

Sincerely,

Joan Bertolini



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# DCHA MISSION, VISION & VALUES STATEMENT

APPROVED IN JAN 2009

**Mission** 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.

**Vision** 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.



Vision  
Mission  
& Values

**Values** In addition to the values of self-sufficiency or independent living, residents will be provided with housing choices that are free of housing discrimination. Housing sites and developments will be quality living environments that meet high standards for urban design and energy conservation. Programs and services will be administered with efficiency, effectiveness, and equity.

# 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  
Founder , Finance 1, LLC



**Stanley Quy**  
Vice-Chairperson,  
Chair of Board Policy & Strategic Planning  
Principal, The Organizational Leadership Edge



**Cindy Makinster**  
Commissioner  
President, Marathon Realty Corporation



**Phillip Wayne**  
Chair of Personnel Committee  
Independent Consultant



**Matthew Wickham**  
Treasurer  
Regional Controller, HDR, Inc.



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



**Deanna Wagner**  
Secretary  
National NAHRO commissioner committee member & a community volunteer

## DCHA COMMITTEES

### **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  
Mary Anderson, Compliance Director  
Seldin Company  
Jamie Sornberger, Section 8 Client  
Joan Bertolini, CEO

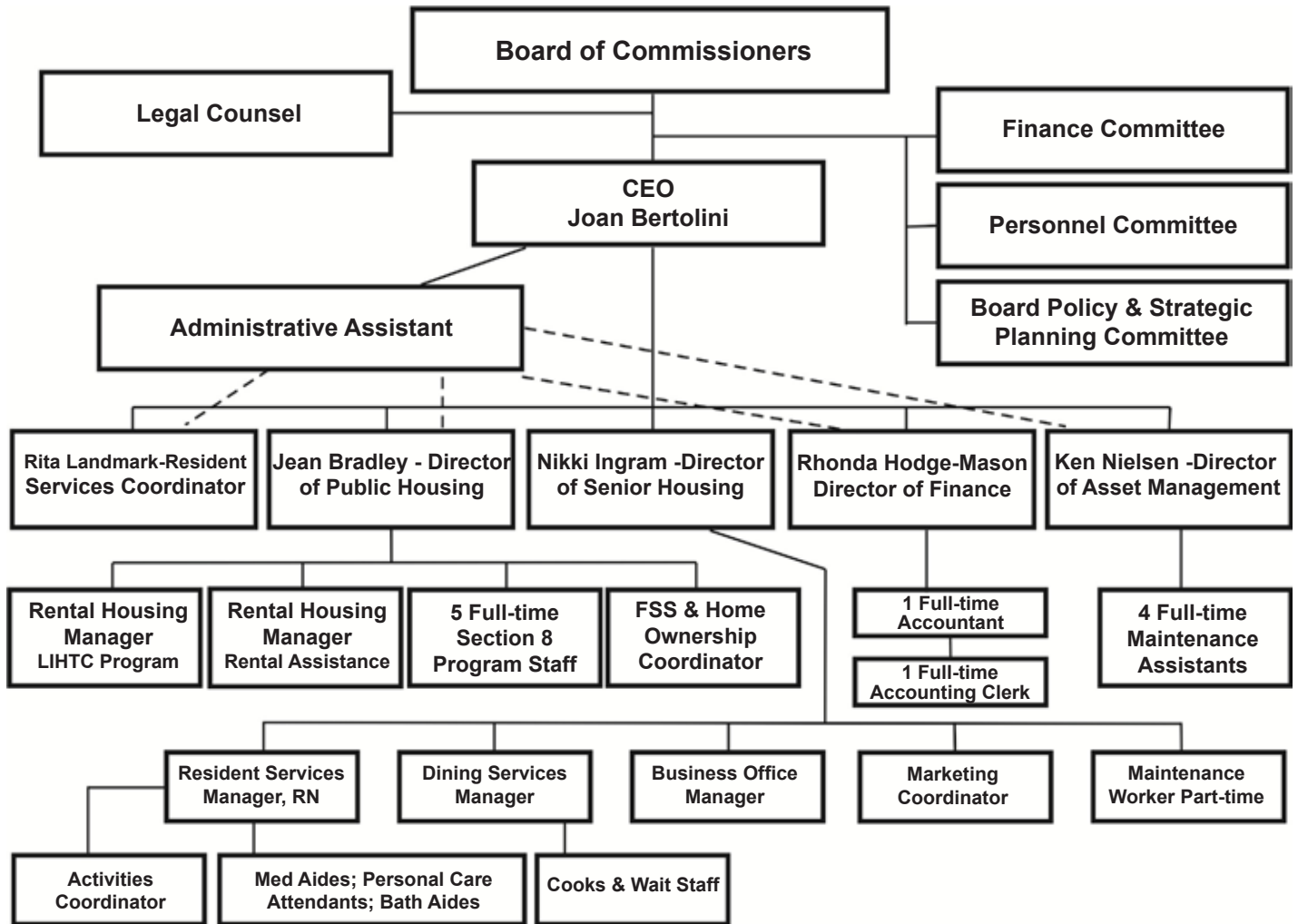
### **Finance Committee:**

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

### **Personnel Committee:**

Phil Wayne, Chairperson  
Deanna Wagner,  
DCHA Board Commissioner  
Keith Johnson,  
Developer  
Melissa Beber, HR Director  
Woodman of the World Insurance  
Joan Bertolini, CEO

# ORGANIZATION CHART



Picture Above:  
Orchard Gardens Management Staff

Picture Left:  
DCHA Central Office Staff

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# 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 1043 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](http://www.douglascountyhousing.com)

For questions on any of our service, please email us at [info@douglascountyhousing.com](mailto: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

| <u>Program/Property</u>                      | <u>Date Acquired</u> | <u>Number of Units</u>              | <u>Location</u>                                             |
|----------------------------------------------|----------------------|-------------------------------------|-------------------------------------------------------------|
| <b>Assisted Living Facilities</b>            |                      | <b>Total of 56 Units</b>            |                                                             |
| Orchard Gardens                              | 2004                 | 48 Units (1BR)<br>8 Units (2BR 2BA) | Valley                                                      |
| <b>Low Income Housing Tax Credit Program</b> |                      | <b>Total of 95 Units</b>            |                                                             |
| 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                                                      |
| <b>Rural Elderly/Disabled Properties</b>     |                      | <b>Total of 60 Units</b>            |                                                             |
| Valley Heights                               | 1988                 | 16 Units (1BR)                      | Valley                                                      |
| Valley View                                  | 1978                 | 28 Units (1BR)                      | Valley                                                      |
| Benn View                                    | 1988                 | 16 Units (1BR)                      | Bennington                                                  |
| <b>HUD Low Rent Program</b>                  |                      | <b>Total of 78 Units</b>            |                                                             |
| North Acres                                  | 1983                 | 40 Units (1BR)                      | NW Omaha                                                    |
| Single Family Houses                         | 1988                 | 17 Units                            | throughout<br>Douglas<br>County                             |
| Single Family Houses                         | 1992                 | 18 Units                            |                                                             |
| Single Family Houses                         | 1995                 | 3 Units (3BR)                       |                                                             |
| <b>Section 8 Voucher Program</b>             |                      | <b>Total of 1043 Units</b>          |                                                             |
| Regular Vouchers                             |                      | 843 Units                           | throughout<br>Douglas,<br>Sarpy &<br>Washington<br>Counties |
| Mainstream Disabled Vouchers                 |                      | 125 Units                           |                                                             |
| Family Unification Vouchers                  |                      | 50 Units                            |                                                             |
| Veterans Affairs Supportive Housing (VASH)   |                      | 25 Units                            |                                                             |

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# 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 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**

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# 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**

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## Resident Spotlight

### Benn View

In 1961, Benn View resident Gordon Dickey Jr., was born. Life began with the typical ups and downs of a newborn. Then at the age of 10 months old, Gordon came down with encephalitis. He was hospitalized in a coma with a grim prognosis. The result of this was the condition of Cerebral Palsy. Gordon credits his parents with continuing to instill in him a “no limitations” attitude toward this diagnosis.

He is an active and positive person. Gordon, like many young men, sought out sports. He developed a strong passion for table tennis and putt putt golf. He also maintained his grades, graduating with honors from high school and moving on to pursue college coursework through Nebraska Wesleyan College. He was employed in various jobs throughout the years, including 16 years spent at Baker’s grocery store.



**Gordon Dickey Jr.**

The passion for table tennis continued to grow and in 1984 Gordon started competing in national tournaments for table tennis. Rankings resulting from the tournaments left Gordon in close running to try out for a coveted spot on the US Paralympics team. Final results from the summer of 2011 left him just short of qualifying. During the same time period, Gordon was very active in Putt Putt Gold circuits. He has two state and one regional championship under his belt. Gordon continues to play in his spare time despite the popularity of the sport declining in recent years. In addition to his extracurricular activities, Gordon has been motivated to share his positive outlook with other people experiencing disabilities. In November 2010, Gordon decided to get involved with the local chapter of Big Brothers/Big Sisters.

This spring Gordon was paired with a 12 year old young man also facing the challenges of cerebral palsy. This mentoring opportunity will be a blessing for the two of them.

# 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



Seated are Residents attending the Holland Center for a Classical/Pop Instrumental Concert

Community life at Orchard Gardens Assisted Living continues to celebrate each day by keeping active. The Activity Coordinator, Alexa Lewandowski, does a great job by keeping the calendar full of tradition along with fresh ideas to keep our activities interesting. Last winter residents were fortunate enough to have visited the Holland Center for an instrumental concert and to enjoy the “Nutcracker” ballet at the Orpheum Theater.

The activities program kicked off the New Year with an event to recognize American Health Month, since health and safety are a primary focus at Orchard Gardens. Highlights of the New Year continued with a newly formed Men’s Coffee Club. In February, residents stepped out into the cold to see the musical “Oklahoma “at the Valley Theater and enjoyed some wonderful monthly musical talent to help celebrate Valentine’s Day. Coming into spring, Orchard Gardens was grateful to receive a grant for the 2011 “Why Arts” program. This program assists residents in expressing themselves through creating art projects. The Orchard Gardens Walking Club celebrated the one year anniversary and collectively had walked over 600 miles during its first year in existence.

As spring came to a close and the summer embarked upon us, residents were privileged to visit the Elkhorn Equestrian Center during a summer youth Riding Camp. The arena is amazing and



Gentlemen from Orchard Gardens are petting horses

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the youth riders accommodated us with open arms. In June residents were among the first to see the newly remodeled library located in downtown Valley. Among the residents visiting the library, some are avid readers who appreciated a nice variety of reading resources, while others enjoyed the refreshments and conversation. Residents celebrated Flag Day and the Fourth of July in style and it seems there is always a great crowd when it comes to patriotism.



Orchard Garden's friends among first to see newly renovated library

As fall approaches, the residents are looking forward to County Fair Week, as well as gearing up for Nebraska football and Valley's Homecoming parade. In October, Orchard Gardens Assisted Living will be celebrating its 7 year anniversary. As winter nears, many residents are looking forward to singing in the Orchard Gardens Christmas Choir.



Residents sing-along during Flag Day celebration

Orchard Garden's residents have so much to look forward to on a daily basis and the variety in activities offered provides retirement living where life matters! Orchard Gardens is fortunate to be nestled in a small community where residents experience a peaceful setting and yet enjoy a multitude of activities if they desire.

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## Resident Spotlight

### Orchard Gardens

Janet Reichmuth, a woman of faith, shifted her career as a service-minded, caring RN to her husband, family and community. Janet walked down memory lane and was so delighted to tell about her life's story. Her story is a treasure just as she is to many here at Orchard Gardens Assisted Living where she has lived for two years. She has touched many lives through her service and her kind hearted deeds.

Janet was born in Columbus and raised in Madison, Nebraska. After high school, she

attended Nursing School at Lincoln Bryan Memorial and in December 1953, she took a leave of absence to marry the man she loved while he was on a two week furlough from the army. A series of events that actually led them to getting the judge out of bed to marry them, and what a fairy tale love story that is! So now Janet Chloe Carson became Mrs. William Reichmuth. Bill (William) was in the army and it was time to return to his post right away. Janet also needed to get back to nursing school in Lincoln. After graduation, Janet left for Philadelphia where she and her

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husband could finally be together. After his military enlistment was up, it was back home to Madison, Nebraska.

A new addition to their family arrived in 1955 when Jon, their first son was born. At that time, it seemed that parting temporary ways had become a habit for the new couple as she stayed in Madison and her husband, Bill, went to Chicago to Worsham College of Mortuary Science. Then along came their daughter Kim in 1957 and Jay, their second son in 1961. Somewhere between the children, Bill received a diploma from Worsham College. In 1961, Bill began working for the Swanson Funeral Home in Valley, Nebraska and 10 years later he and his son bought the home; its formal name became Reichmuth Funeral Home.

Janet supported all her husband's endeavors with the home and in community efforts. Her biggest desire was for Bill to become a success. Her desires came true because her husband was a great father, a faith filled man, a kind hearted and civic minded man; a street in Valley is named in honor of Janet's husband, Bill. The Reichmuth Funeral Home has since branched out and has locations in Valley, Elkhorn, Bennington and Yutan. Their sons, Jon and Jay, are both funeral home directors and daughter Kim is a nurse. Following in the footsteps of their parents. Bill and Janet were good role models for their children. Janet shared that as parents, they felt it was important to have one good meal together and because of their business and athletics after school

(the men loved their football), they had breakfast together to start the day off right-together.

One of Janet's great loves is reading and that spilled over into being the president of the Valley Library Board for 25 years. This year they moved the Valley Public Library downtown. Janet was so excited for this to happen and was made a Lifetime Member of the Library Foundation. Janet has met the call wherever needed; she has used her education some as a nurse but her main concern was with her beloved husband of 42 years, her family and her community.

Janet has had other challenges in her life but this woman of faith wears a smile every day,



**Janet Reichmuth**

bringing cheer to all who cross her path. She loves people and knows no stranger. You can hear her chatting and laughing down the hall at Orchard Gardens Assisted Living ... a lovely lady with a lovely story, a legacy to her family and to her community.

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# ACCOMPLISHMENTS

## Family Self-Sufficiency Success



**Katie Swett**  
**FSS & HO**  
**Coordinator**

The Douglas County Housing Authority's (DCHA) Family Self Sufficiency (FSS) program has increased its capacity to 50 participants. We are working to reach our goal and currently have 40 participants enrolled. During fiscal year 2011, beginning April 1, 2010 and ending March 31, 2011, DCHA enrolled 26 new participants.

An incentive in the Family Self Sufficiency program is the escrow account that DCHA establishes for each participant. As each person's income increases due to employment, DCHA begins matching a portion of that increase and deposits money into an account each month. Of our 40 participants, 19 have a balance in their escrow account. The account balances range from a

participant who just received her first monthly deposit of \$22.00 to a client who will be eligible to graduate November 30, 2011, with a current balance of \$7,326.00. Currently the total amount among all FSS participants is \$35,071.28!

Upon successful completion of the FSS contract they are awarded this money. Participants often use it to prepare for homeownership, return to school, attain reliable transportation and other activities that enable them to achieve self sufficiency. The FSS contract is completed over a period of 5 years. During this period participants work to complete goals that they have set for themselves. Their goals are usually related to education, budgeting and credit, employment and homeownership. DCHA provides participants with support and resources. DCHA also coordinates workshops for participants. Some topics that have been included over the last year are budgeting, credit, and nutrition. The FSS program is open to all Section 8 clients.

DCHA's FSS program has had two (2) participants successfully complete their contracts during the fiscal year 2011. The first participant graduated with a total of \$4,346.99 in her escrow account which has enabled her to become a homeowner. The second graduate accumulated \$9,641.00. She has obtained employment that is sustainable to her family and has "graduated" from the Section 8 program.

It is DCHA's goal to empower all participants to become successful and self sufficient. We are constantly working to improve our program and partner with other community agencies to provide outstanding services to our participants. ***We would like to especially say thank you to Goodwill, Bank of the West, Metropolitan Community College, St. Mark's Lutheran Church, NP Dodge and Consumer Credit Counseling for being such great partners!***

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# ACCOMPLISHMENTS

## Meet Michelle Link - FSS Participant

Michelle Link moved into Douglas County Housing Authority's Platte Valley Apartments in July 2009. She enrolled in the Family Self Sufficiency (FSS) program in October of 2009. As a participant in the FSS program Michelle set goals that she wanted to complete over the next five years.

The first goal she set out to accomplish was to complete her degree in cosmetology. She began attending Vatterott in June 2009 and successfully completed her degree in May of 2011. During this time Michelle maintained part-time employment as a waitress.



As a single mother, Michelle constantly worked to juggle school, employment and her full-time job as a mom. Over these two years she faced setbacks such as having to take time off school for her son's surgery and then again when she broke her leg and had to undergo surgery herself. Between these events, she missed 10 weeks of school. Michelle kept her head high during these tough times and continued to look forward to her future and her goals.

Her hard work paid off and in May of this year Michelle successfully passed her boards. Michelle immediately accomplished her next goal, becoming employed full-time as a hair stylist. An incentive in the FSS program is the escrow account the Housing Authority sets up for each participant. As the participant's income increases due to employment, DCHA begins matching a portion of the increase and deposits this into the participant's account each month.

With her full-time employment, Michelle is now receiving money into her account each month. Michelle is on track to graduate from the FSS program in September 2014; as long as her income remains the same DCHA will continue to deposit money into this account until her graduation. At the end of her successful participation Michelle will have approximately \$10,000 in her escrow account! Michelle intends to use this money to accomplish yet another goal, to become a homeowner in DCHA's homeownership program. In order to accomplish this Michelle has set goals to create and follow a budget, work to improve her credit and begin putting money into a savings account.

(continued on next page)

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(continued from Page 16)

Completing her homeownership goal will enable Michelle to open her own small business. She plans to open a small salon in the basement of her home. Michelle has completed many of her goals and is seeing her hard work pay off. She intends to continue on this path and work towards accomplishing all of the goals she has set for herself. Michelle gives credit to her support system, mainly her mom and dad, for being able to do everything she has. She stresses the importance of building and maintaining a support system and feels that without the support of her parents there would have been even more obstacles on her path.

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## Successful Homeownership

The Douglas County Housing Authority is pleased to offer the Section 8 Homeownership program to our Section 8 participants. Once a participant becomes a homeowner, DCHA begins to use the Section 8 Rental Assistance subsidy towards a mortgage payment rather than rent. To qualify for the Section 8 Homeownership program participants must meet the employment and income qualifications as well as complete a homeownership education course. Employment qualifications do not apply to disabled families. To begin this process or to find out if your family qualifies, please contact our Homeownership Coordinator.

From April 1, 2010 to March 31, 2011, DCHA has had two Section 8 families purchase their first home.

DCHA would like to introduce one of our current Section 8 homeowners. Diane Schlatter purchased her home on October 15, 2008. In 1994, Diane moved into

an apartment; previous to this she had always lived in a house. It was a difficult adjustment for Diane. She has a deep love for animals and one thing she has always enjoyed doing is feeding birds and squirrels as well as owning her own animals. This was difficult to continue in her apartment. There were complaints that the food outside was drawing mice and she was forced to discontinue something she truly enjoyed. Additionally, she is a bird owner and her bird loves to talk, which disturbed her neighbors.

Diane saw an opportunity for change when she received a letter explaining the Section 8 Homeownership program. She called right away to find out if she, too, could become a homeowner. Diane took all the necessary steps and worked hard to accomplish her goal of homeownership.

Diane met all the requirements to be a part of the program and began looking for houses. An important part of Diane being

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# ACCOMPLISHMENTS

approved for the program and getting qualified for a loan is that she has never been late on any of her bills. She has a system to follow and she follows it to ensure that she is never late on any payments. This helped the bank to see she was a good candidate for homeownership. Diane stresses that this shows responsibility and it takes a lot of responsibility to become a homeowner.

Diane also got rid of a car that had high payments because it was important that she would be able to afford her new home. Diane downsized her car and found a reliable older/smaller car that would still get her where she needed to go, but at half the cost.

Diane has now been in her home for almost three years and couldn't be happier. She found a home that is just the right size for her and her pets. Her favorite part is that at the end of her backyard is a creek, and there are lots of animals for her to care for

and enjoy. Diane's yard is full of plants, bird baths, and bird feeders. She even has had deer wander into her yard.

One struggle that Diane has faced is the maintenance of her home. Maintaining a home is costly and at times can be a burden on a homeowner. Diane works hard to overcome this barrier. She has been teaching herself to fix small maintenance items by going online to reliable websites that walk her through it step by step. She has also applied for and qualified for assistance from local community agencies. She recently qualified for weatherization for her home through the state of Nebraska. She was blessed with new doors, insulation, and lots of caulking, among other things. She has seen a reduction in her bills and finally has good hot water.

Diane is hardworking and motivated. She has never let her age or disability stand in her way of accomplishing her goals.



**Diane's "Home Sweet Home"**

## Resident Services Coordination

DCHA received \$185,000 dollars for a three-year grant from the Multi-Family Division of HUD. The purpose of the grant is to provide service coordination for elderly and disabled residents living in four different senior/disabled DCHA developments.

The Resident Service Coordinator Program through DCHA began July 1, 2010. Responsiveness to the program services has been widely accepted by residents served. Service Coordination programs are designed to link frail or disabled residents with community and support services. Such services can empower residents to remain self-sufficient while living in the residential community.

During the time period of July 1, 2010 through April 1, 2011, one hundred and twenty-one (121) residents were served by the Resident Service Coordinator. The table below summarizes the type of referrals made or service connections provided:

|                             |                                |                                       |
|-----------------------------|--------------------------------|---------------------------------------|
| Assessment<br>96            | Advocacy<br>33                 | Benefits/Entitlements/Insurance<br>50 |
| Case Management<br>17       | Conflict Resolution<br>41      | Crisis Intervention/Support<br>47     |
| Education/Employment<br>21  | Family Support<br>36           | Health Care Services<br>53            |
| Housekeeping Services<br>41 | Home Management/Finances<br>66 | Lease Education<br>83                 |
| Meals<br>30                 | Mental Health Services<br>14   | Monitoring Services<br>45             |
| Substance Abuse<br>9        | Alternative Housing<br>36      | Transportation<br>16                  |

Medicare and public policy changes will continue to occur. Such processes can be tedious and confusing to most people. Having a link or advocate for the processes and agencies offering the services can be the key to understanding and securing needed services. Service Coordination provides this free and confidential service to any DCHA elderly/disabled resident.



**Rita Landmark**  
**Resident Services Coordinator**

# RECOGNITION & AWARDS

## BUDDING ARTISTS WIN NAHRO POSTER CONTESTS



Poster Contest Winner  
Alexandria Sedam

**WINNER ESSAY**

*DCHA Winner Alexandria Sedam, Age 10*

*What home means to me is security, because I really feel safe and really comfortable, so comfortable that you can almost hear God calling out to you. I also think about family when I made my what home means to me poster. It's because they are always with me in our house. Also memories, because when something happens in your house most of these things are memories and when you have memories in your house you don't want to move out.*

**The three DCHA winners, Alexandria, Simon, and Reyna, will each receive a \$25 prize. If any of them are chosen at the state level competition, a \$50 prize will be given.**



Poster Contest Winner  
Simon Sedam

**WINNER ESSAY**

*DCHA Winner Simon Sedam, Age 12*

*A home is where you know your secure angels from heaven are watching over your family. Home is love, peace. Dad, Mom, P.J., Simon, Alexandria, Jeremy = FAMILY.*



Poster Contest Winner  
Reyna Olvera

**WINNER ESSAY**

*DCHA Winner Reyna Olvera, Age 16*

*To me, my home is the foundation for my future. The love and support I receive from my family will carry me toward my goals. When I was very young we moved and switched schools, a lot! Ten years ago, my family was accepted for housing through DCHA. Our life became very stable. I've been able to attend school with the same friends for 10 years! Last year I was one of 25 students accepted for a 2-year full ride scholarship to college. My school was one of the three Omaha High Schools that have this scholarship opportunity available.*

*My family, all the memories, my security, is everything I need, and it all starts at home...the pathway to my future.*



Children Making Posters

As part of the 2011 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 three DCHA winners were sent to the Nebraska State Chapter for competition at the State level.

DCHA held a poster-making event with assistance from a local artist on July 26. The artist provided various art media to facilitate the children’s creativity.



More Poster Creations



The Artist Teaching Techniques

## A TRIBUTE TO A BELOVED COMMISSIONER EVELYN LABODE



The DCHA honored a beloved commissioner who passed after a six month battle with cancer. The DCHA family mourns the loss of Evelyn Labode, who served selflessly on the DCHA board of commissioners for 10 years. Evelyn valued education and was instrumental in establishing a Tuition Reimbursement Program for the DCHA staff. It was also important to Evelyn that staff be recognized for work that exceeds expectation, and created an Employee Outstanding Performance Award Program. A tribute to Evelyn was given to her family at the DCHA 35th Anniversary Festival.

A generous contribution from DCHA staff and commissioners was donated to the Nebraska Chapter of NAHRO Scholarship Fund to help the children of families served by Nebraska housing authorities with college funds.



Evelyn’s daughter  
Modupe



Evelyn’s husband Bode and children  
Modupe, Moyo & Ayo at the festival

# RECOGNITION & AWARDS

## HONORED GUESTS SPEAK AT 35TH ANNIVERSARY FESTIVAL

Pictured Right:

Douglas County Commissioner, Mary Ann Borgeson, has been a long time supporter of the programs and services provided by the Douglas County Housing Authority. Her attendance and expressed recognition during the program was greatly appreciated.



Pictured Left:

Mayor Jim Suttle's enthusiastic presentation of the City of Omaha Proclamation!

Pictured Right:

Louise Latimer represented Senator Ben Nelson, and presented his congratulatory letter.



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# DCHA STATISTICS

## Resident Demographics

Gathered Summer 2011

### **Participant Profile**

- 1,170 household participants
- 50% are elderly and/or disabled
- 50% are female heads of household with children
- 1,283 children served (age 0-17)
- 82.58% of participants have a high school education
- 22.85% of participants have a degree in higher education

### **Ethnic Origin of Participants**

- 48% White
- 50% African American
- 0.05% Indian/Alaskan
- 0.05% Asian
- 1.9% Other
- 4.5% of the total are Hispanic

### **Income Profile of Participants**

- 19.32% of participants are employed full-time
- 17.30% are employed part-time
- \$11,272 is the average income per wage family
- 32% have wages as income
- 52% have Social Security as income
- 16% have welfare as 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 4.22, 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 4.36, 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.

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## Economic Impact of Public Housing

as of May 2011

- HUD Capital Fund Dollars - FYE 2011 \$108,335 went into the local economy for repairs & rehab
- HAP payments FYE 2011 of \$6,072,907 to landlords
- Local utilities paid in FYE 2011 totaled of \$180,287
- FSS Program FYE 2011 paid out \$25,979 to participants for schooling & purchasing a home
- Section 8 Homeownership Program FYE 2011 - two (2) Section 8 families purchased their first homes

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# 35TH ANNIVERSARY FESTIVAL

## JUNE 11, 2011

The festival was a great success! Everyone in attendance had a wonderful day, including perfect weather, good food, fun games, informative community service booths and excellent entertainment by “The Innocence Live” band. Those in wheelchairs enjoyed the accessibility to the event. There was a \$100 raffle drawing winner, and two talent contest winners who each received \$100. DCHA was honored to have Mayor Jim Suttle and Douglas County Commissioner Mary Ann Borgeson speak at the event. Both recognized the good work being done by the DCHA. Senator Ben Nelson sent Louise Latimer to present his letter of congratulations to the DCHA.



The festival theme, “Housing America“ is a year-long campaign sponsored by NAHRO to inform the public and decision makers about the need to meet the country’s affordable housing and community development challenges. More than 70 years ago, this nation committed itself to providing a decent home and a suitable living environment for all Americans. Today, 15.6 million households pay more than half of their income for housing. Homelessness estimates are nearly 750,000. As individuals, organizations and a nation, we must do more and do better to help those least able to help themselves. Together we can do more to meet the housing needs in our communities!

This event could not have happened without the support of many sponsors. Their generosity and support were greatly appreciated! They are recognized in a separate section of this report.

Knowing that pictures speak a thousand words, DCHA is providing you a photo collage of this memorable day! **See our Festival Picture Collage on Page 24-25!**



# 35th Anniversary Festival

## Acknowledgement Festival Sponsors

|                                                  |          |
|--------------------------------------------------|----------|
| D.A. Davidson & Co., Jerry Spethman              | Platinum |
| Foundations Development, LLC, Rob Woodling       | Gold     |
| Hayes & Associates, Fred Weber                   | Gold     |
| NIFA, Ted Simpson                                | Gold     |
| Erikson   Sederstrom, Thomas Culhane             | Gold     |
| Midwest Housing Equity Group, Thomas Judds       | Silver   |
| Integrated Solutions, Todd Carnes                | Silver   |
| Alisa Brown, Sherwin Williams                    | Silver   |
| Lorence & Associates Inc., Jim Lorence           | Silver   |
| Carlisle Roofing, Mike Barker                    | Bronze   |
| Horizon Bank, Janet Latimer                      | Bronze   |
| Seldin Company/Ralston House, Bonnie Johnson     | Bronze   |
| Retirement Plan Advisors, Gary Cutler            | Bronze   |
| Gross & Welch, P.C. LLO, Keegan Stein/John Iliff | Bronze   |
| Jeffrey Hovey                                    | Bronze   |
| Lake Forest Apartments, Steve & Brandi Goldapp   | Bronze   |
| O & H Investments, Frank & Robi Overhue          | Bronze   |
| Kerary Investments, LLC, Fred Tichauer           | Bronze   |
| Diamond Vogel Paints                             | Bronze   |
| Excel Window Solutions, Tom Dimitroff            | Bronze   |
| Tenant Data, John Benson                         | Bronze   |
| Mike Toth (Section 8 Landlord)                   | Bronze   |
| TurfPro Complete Lawn Care, Chris Hilgankamp     | Bronze   |
| Cindy Makinster                                  |          |
| Linda McIntyre                                   |          |



A good party means,  
Good Food!!



Hm, Hm...  
Good Ice Cream!



Putt, Putt Golf



Color Wheel



Plinko



Bumper Car



Frog Hop

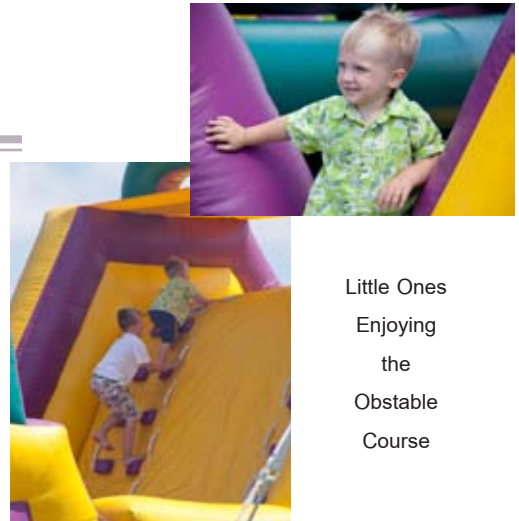
# Picture Collage



Humane Society brought the Paws Van for pet lovers



Talent Contest Winners  
Future Michael Jackson and Lady Gaga



Little Ones  
Enjoying  
the  
Obstacle  
Course



"The Innocence Live" Band



Gravity Ball



\$100 Raffle Winner!



Balloon Making



Face Paintng



Building Friendships!



Budding Artists  
Enjoying "Why Arts" Activity



Mini Brain Game: at least five people have shown up twice in the above pictures.  
Can you find them all?

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# FINANCIAL REPORT

## Combined Balance Sheet Audited 3/31/11

### Assets

|                                     |                     |
|-------------------------------------|---------------------|
| Cash & cash equivalents             | \$2,196,695         |
| Deposits with HUD                   | \$4,030             |
| Long-term Mortgage Receivable       | \$237,066           |
| Notes Receivable                    | \$1,015,334         |
| Tenant Receivable                   | \$15,070            |
| Accounts Receivable - Related Party | \$24,358            |
| Accounts Receivable - All Other     | \$51,092            |
| Investments                         | \$518,646           |
| Due from Intercompany Funds         | \$48,765            |
| Prepaid Expenses                    | \$54,145            |
| Deferred bond costs                 | \$230,204           |
| Fixed Assets (less depreciation)    | \$14,239,933        |
| Other                               | - 0 -               |
| <b>Total Assets</b>                 | <b>\$18,635,338</b> |

### Liabilities & Reserves

|                               |                     |
|-------------------------------|---------------------|
| Accounts Payable              | \$171,453           |
| Accrued Liabilities           | \$172,405           |
| Tenant Security Deposits      | \$106,021           |
| Interprogram due to           | \$48,765            |
| Deferred Revenue              | - 0 -               |
| Current Bonds & Notes Payable | \$455,311           |
| Non Current Liabilities       | \$11,008,814        |
| <b>Total Liabilities</b>      | <b>\$11,962,769</b> |

Equity/Restricted & Unrestricted Assets \$6,672,569

**Total Liabilities & Surplus \$18,635,338**

### Combined Statement of Revenues & Expenses

#### Income

|                        |                     |
|------------------------|---------------------|
| Dwelling Income        | \$2,442,193         |
| Medicare Fees          | \$578,566           |
| Interest Income        | \$81,872            |
| Other Income           | \$253,239           |
| Gain on Sale of Assets | - 0 -               |
| Federal Contributions  | \$6,733,061         |
| <b>Total Income</b>    | <b>\$10,088,931</b> |

#### Expense

|                                       |                     |
|---------------------------------------|---------------------|
| Administrative                        | \$2,177,703         |
| Tenant Services                       | \$85,483            |
| Utilities                             | \$228,608           |
| Maintenance & Operation               | \$530,645           |
| General Expenses-Operating            | \$480,117           |
| Housing Assistance Payments           | \$6,080,627         |
| Depreciation                          | \$760,447           |
| Bond & Notes Interest & Casualty loss | \$597,192           |
| <b>Total Expenses</b>                 | <b>\$10,940,822</b> |
| <b>Net Income (Loss)</b>              | <b>\$(851,891)</b>  |

### Statement of Public Housing CFP Grant

The total amount included in the financial information used for modernization and rehabilitation of public housing units is **\$108,335**.

This includes major work such as retaining walls, and decks; 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.

This report includes all housing type programs as well as the non-profit affiliate Community Housing and Service Corporation (CHSC).



## It Takes People to Serve People

### Why Congress Must Reject Reductions to Section 8 Administrative Fees

Public Housing Authorities (PHAs) are experienced and knowledgeable administrators of the Section 8 Housing Choice Voucher (HCV) program, which serves 2.1 million low-income families, seniors, disabled persons and homeless veterans nationwide. The Office of Management and Budget (OMB) has consistently given the HCV program the highest rating awarded to any of HUD's programs. Without long-overdue statutory, regulatory and administrative reforms, further reductions in administrative fee funding will only shrink the number of families currently served by the voucher program and the services provided to them.

#### **What do Section 8 Administrative Fees fund?**

Section 8 administrative fees are paid to PHAs for the costs and services necessary to operate the HCV program. These activities include but are not limited to: determinations of family eligibility and rent; fraud prevention and criminal background checks; housing inspections; and counseling families to find appropriate housing. NAHRO estimates that \$1.780 billion will be required in FY 2012 in order to avoid further layoffs of key personnel and ensure that there are trained staff members to responsibly administer the voucher program.

#### **What are the consequences from underfunding Administrative Fees in FY 2011?**

Under the enacted FY 2011 appropriations bill, PHA's administrative fees were cut by 8.4 percent compared with FY 2010. HUD estimates that this reduction will result in an 83 percent pro-ration in calendar year 2011, the lowest pro-ration in the program's history. Based on a NAHRO June 2011 survey, PHA respondents reported:

- 56 percent have laid off staff
- 27 percent have insufficient staff and administrative resources to continue to serve the same number of voucher households
- 37 percent have furloughed staff and/or reduced their work hours
- 52 percent are experiencing *serious* hardships, requiring budget cuts that significantly reduce resources, allowing them to carry out only 75-89 percent of their required responsibilities.
- 22 percent are unable to continue to fund their Family Self-Sufficiency (FSS) coordinator(s)' salary and/or benefits.
- 41 percent of the respondents that are classified by HUD as "high performers" expect they will fail into the "standard performer" performance category.

#### **What will happen if Administrative Fees are funded at the current level in FY 2012?**

Simply put, it takes people to serve people. From July 1, 2011 through June 30, 2012, NAHRO estimates that administrative fee spending reductions will result in **over 87,000 fewer families served!**

On behalf of PHAs across the nation and the low-income families served by the voucher program, we urge Congress to resist further reductions in for funding that supports the administration of the Section 8 HCV program.

