

DOUGLAS COUNTY HOUSING AUTHORITY

2017 ANNUAL REPORT

HOUSING FOR **ALL AGES**



GREETINGS FROM THE CHIEF EXECUTIVE OFFICER



On behalf of the Douglas County Housing Authority I am presenting you with our 2017 Annual Report. I have included information about our many programs as well as our organizational structure. It is with pride that we present many accomplishments and stories about the people we serve. This represents some of the very best in the lives of those people we serve in Douglas County as well as the efforts made by our staff and Board.

Douglas County Housing Authority (DCHA) works with many other partners in our community in planning and the development of the numerous services necessary for our clients to overcome their barriers towards self-sufficiency. Without these relationships, it would be extremely difficult to accomplish our goals, particularly in times of reduced funding for our programs.

A variety of programs are available to DCHA in order to fulfill our mission, including public housing, Section 8 Vouchers, as well as other programs and opportunities for home ownership. We continue to be committed to quality service to our clients, while helping them meet their needs for affordable housing.

In addition to our many housing assistance programs funded by grants, DCHA also owns an assisted living facility in Valley that provides assisted housing to many of our elderly population in Douglas County. Orchard Gardens Assisted Living Facility is staffed by dedicated, caring professionals who strive to improve the lives of our elderly residents, providing social activities and healthy living opportunities.

Though federal funding is inadequate and our challenges seem to become more difficult as we work with aging properties and so many regulations, I continue to appreciate the opportunity to work with an outstanding staff and such a dedicated Board of Commissioners who willingly give of their time and talent helping DCHA to fulfill its mission of providing housing alternatives for low-income families in Douglas County.

Sincerely,

A handwritten signature in blue ink that reads "Sheila Miller". The script is fluid and cursive.

Sheila Miller, CEO

DCHA MISSION, VISION & VALUES STATEMENT

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.

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.



Phillip Wayne
Chairperson
Chair of Personnel Committee
Independent Consultant



Deanna Wagner
Vice-Chairperson
National NAHRO Commissioner Committee
Community Volunteer



Charles Sederstrom, III
Treasurer
Chair of Finance Committee
Founder, Finance 1, LLC



Matthew Wickham
Secretary
Chair of Community Housing & Service Corp.
Regional Controller, HDR, Inc.



Tom Stratman
Commissioner
Vice President of Acquisitions
Midwest Housing Equity Group (MHEG)



Damien Foster
Commissioner
CPA, KRL Accounting & Tax LLC



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

DCHA COMMITTEES

Finance Committee:

Charles V. Sederstrom, III
Treasurer

Tom Stratman,
DCHA Board Commissioner
Midwest Housing Equity Group

David Wetig,
Wells Fargo Home Mortgage

Rhonda Hodge-Mason,
DCHA Director of Finance

Aaron Flaugh, Executive Director
SIMBO Housing

Damien Foster, CPA
KRL Accounting & Tax LLC

Sheila Miller,
DCHA CEO

Board Policy & Personnel Committee:

Phil Wayne,
Chairperson

Deanna Wagner,
DCHA Board Commissioner

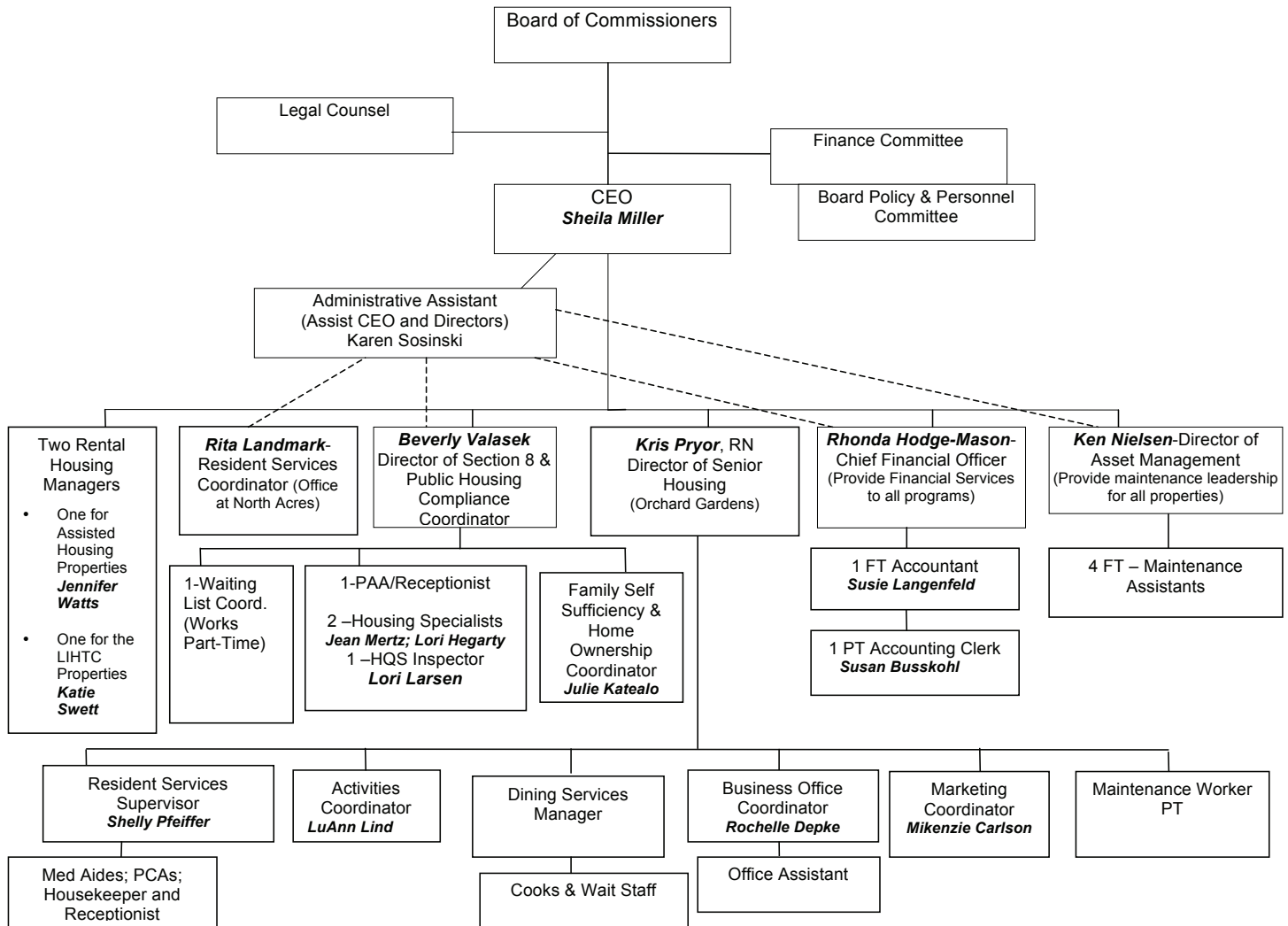
Melissa Beber, HR Director
Woodman of the World Insurance

Mary Anderson,
Director of Development &
Administration Services
Holy Name Housing Corporation

Deb Marasco
Community Outreach Manager
Immanuel Pathways

Sheila Miller,
DCHA CEO

ORGANIZATION CHART



Pictured Above:
Housing Department



Pictured Above:
Finance Department

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 1180 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 services, please email us at: info@douglascountyhousing.com or call our office at 402.444.6203.

Properties Owned & Managed

Properties under various DCHA rental programs are located throughout Douglas County.

<u>Program/Property</u>	<u>Date Acquired</u>	<u>Number of Units</u>	<u>Location</u>
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 109 Units	
Platte Valley Apartments	1997	48 Units (1,2&3 BR)	Valley
Woodgate Townhomes	2002	20 Units (2&3 BR)	Omaha
Valley CROWN Homeownership Houses	2007	12 Units (3BR)	Valley
Gretna CROWN Homeownership Houses	2009	15 Units (4BR)	Gretna
River Road Townhomes	2014	14 Units (2BR)	Waterloo
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 1180 Units	
Regular Vouchers		843 Units	throughout
Mainstream Disabled Vouchers		125 Units	Douglas,
Family Unification Vouchers		50 Units	Sarpy &
Veterans Affairs Supportive Housing (VASH)		162 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. In 2013 DCHA became the sole owner of Platte Valley Apartments.



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 homes, 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 homes were occupied by October 31, 2007.



Valley CROWN

River Road

River Road Townhomes is a Low Income Housing Tax Credit project, completed in January 2015 and located in Waterloo Nebraska. River Road has fourteen 2 bedroom townhomes with a garage, all of which are accessible units for disabled and elderly families. Amenities include range, refrigerator, dishwasher, washer and dryer, garbage disposal, microwave, and free wireless internet. Applications are accepted from families who have an elderly/disabled family member.



River Road

Gretna CROWN

DCHA is a Co-Managing Member for the Gretna CROWN homeownership development. There are 15 homes, 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 homes were occupied by November 2009.



Gretna CROWN

HUD Multi-Family Rental Units

Valley View Apartments offers 28 one-bedroom units located in Valley, NE. Amenities include a range, refrigerator and window coverings. Benn View I offers 16 one bedroom units in Bennington, NE. The design and



Valley View



Benn View I

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 Heights

Rural Elderly/Disabled Properties

DCHA received approval from HUD to “project-base” its Section 8 vouchers to two elderly/disabled properties, Valley Heights 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.



Benn View II

DCHA PROGRAMS

Public Housing Low Rent Program

Single Family Rental Homes

Single Family Rental Homes 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.



Single Family Home

North Acres

North Acres is a 40-unit elderly/disabled development located at 108th and Fort Streets in Omaha. Close to a medical facility

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



ASSISTED LIVING



Orchard Gardens Assisted Living opened its doors in 2004, and for the past thirteen years we have been following our mission statement by “Honoring the past and investing in the future”. We continue to make our resident’s quality of life our number one priority.

Our activities department has grown to meet our residents ever changing needs. We have been able to do this thanks to the wonderful community support we receive from the surrounding schools and churches. We have enhanced our resident’s dining experience, by adding more daily choices to each meal. With our new menu, our residents have the option of nine different meal choices at lunch and dinner. We didn’t stop there; we have added a new ice cream machine that gives our residents the opportunity to have soft service ice cream every day. They have their choice of three flavors. We also have freshly popped popcorn in the afternoon every day, along with fresh fruit, coffee, ice tea, and lemonade every day, all day.

Last year we worked on updating the outside of Orchard Gardens, and this year we are working on the inside. Our lobby has taken on a new beautiful home style look. We have added a fireplace to the dining room and one on the second floor for everyone’s enjoyment. We are freshening up the paint in the common areas, and adding new floors in the community center and activities room. The resident’s apartments are receiving makeovers as well. We are replacing carpet and flooring in both the kitchen and bathroom areas.

There is always something new and fun going on here at Orchard Gardens. We are lucky to have our team of employees, and are grateful for the support of the surrounding communities, doctors, families, and DCHA. We work together to make each day as special as possible for our residents and their families.

Sincerely yours,

Kristina F Pryor, RN, Director of Senior Housing, DCHA

Orchard Gardens Assisted Living

Trick-Or-Treat

Cruella Deville (Kris Pryor, Director of Senior Housing/RN) and her 101 Dalmatians (Orchard Garden's Staff) celebrating Halloween with Safe Trick-or-Treating with the residents and local elementary students! During Safe Trick-or-Treating, residents got the opportunity to hand out candy, provided by Orchard Gardens, to local trick-or-treaters.



Pancake Pajama Party

Residents of Orchard Gardens and their family members enjoyed a Pancake Pajama Party for a wonderful Christmas celebration! Orchard Garden's staff enjoyed cooking and serving while residents and their family members enjoyed pancakes, sausage, fresh fruit and good company!



Casino Trip

The residents asked, so we delivered. For months, the residents requested we go on an “outing” to the casino. After a lot of planning for the residents’ safety, we put it on the calendar. And boy was it a success! The residents who signed up to go on the jaunt to Council Bluffs, Iowa for a morning at Harrah’s Casino had a blast. We didn’t have any big winners, but they sure had fun!

After an exciting morning at the casino, residents of Orchard Gardens were surprised with a lunch at the Casino, provided by OG.

A few of our residents are still talking about how much they enjoyed their day at Harrah’s Casino, and how much they appreciated the lunch.

We’re planning another trip to the casino at the end of July!



Intergenerational Activities

At Orchard Gardens Assisted Living



DC West Pre-School comes to OG

Orchard Gardens is blessed to have an amazing community surrounding and supporting us. This spring, our residents have been fortunate enough to get visits from the DC West Pre-school Classes. These classes have come to visit us on two different occasions. One was April 26, 2017. Our residents enjoyed an afternoon of planting flowers in flower pots that the preschool children had painted for them. They turned out beautiful!

Orchard Garden's residents also got the privilege of hearing these awesome boys and girls sing a few of their favorite songs before heading back to school.

Our second visit from this lively Pre-School bunch was May 1, 2017. We were lucky enough to host a May Day basket making event! Each student made a May Day basket for a resident of Orchard Gardens.

Our residents were grinning from ear to ear when they received their baskets. These were such heartwarming days at Orchard Gardens, and we cannot thank the teachers at DC West Pre-School enough for bringing their students to spend time with us!



Kick-Starting Summer with Viaduct Gardens

We kicked off our summer with a visit from Viaduct Gardens. Our residents got to make their very own fairy gardens, purchased for them by OG. Cindi Hansen, owner of Viaduct Gardens, brought all of the supplies necessary. The OG residents thoroughly enjoyed their afternoon planting, arranging, and creating their gorgeous fairy gardens! We can't thank Cindi enough for all that she did!



ACCOMPLISHMENTS

Mary Ann Borgeson Housing & Services Advocacy Award

During the Douglas County Housing Authority's Board/staff retreat held Friday, August 25, 2017 Ms. Beverly Valasek was presented with the Mary Ann Borgeson Housing and Services Advocacy Award.

The award was presented by Douglas County Commission Chairperson Mary Ann Borgeson. Chairperson Borgeson thanked Ms. Valasek for her efforts to challenge her clients, to help them through encouragement and by helping them understand that they can make a better life for themselves.

Ms. Valasek focuses on the homeownership program, letting clients know that they can become a homeowner, even when the client may have believed this was never possible. Her mentorship and encouragement has resulted in several clients working their way into the homeownership program.

Ms. Valasek has a heart for those less fortunate, clearly demonstrated when she spearheaded a drive to help our youth going into foster care with her family's "Care Pillows" project, providing pillows and goodies in the pillow bags such as books, grooming products and toys. Her goal is for children that are taken from their home to have a small piece of comfort when they go to a new and strange home after their life has been so disrupted.

Also recognize for outstanding employee awards were Douglas County Housing Authority staff members Jean Mertz, Laurie McCauley and Rhonda Hodge-Mason.



ACCOMPLISHMENTS

Low Income Housing Tax Credit Success

River Road is a Low Income Housing Tax Credit project. New construction of these units was completed in January 2015, they are located in Waterloo Nebraska. River Road has fourteen 2 bedroom townhomes with an attached garage, all of which are accessible units for disabled and elderly families.

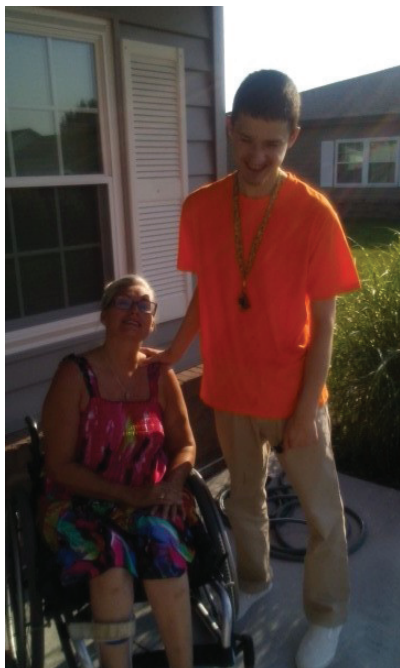
We have been given the opportunity to work with some great families in this program. Having an accessible unit is crucial to so many families' daily living. Finding wheelchair accessible housing for families can be very difficult; which is why I would like to introduce one family at River Road that has benefited in so many ways since moving in.

Stacey has experienced many obstacles in her recent past. Moving into River Road has opened up new opportunities for her and her family. As a homeowner Stacey was independent; however, once she moved into assisted living, she felt hopeless and as though she would never be able to gain her independence back. Moving into River Road has been a stepping stone for her that has enabled her to focus on gaining her independence back while giving back to the community, which she is very passionate about.

Stacey's faith has kept her strong and moving forward throughout her life. As Stacey put it "Wow God, could this get any better"! It may seem small to some but the ability for her to pull into her attached garage, and be out of bad weather while she gets in her car or wheelchair means the world to her. Stacey is very thankful to have her own porch and yard. She never imagined she would be able to be in a home again; however, Douglas County Housing Authority maintains her yard and completes the maintenance in her unit. This has enabled her to be able to have her independence and focus on other parts of her life, while still getting support from the Housing Authority.

Moving to River Road has been a great environment for her family. She stated as she pulls into the neighborhood it "feels warm and welcoming". She enjoys being around like minded families who are raising children. Stacey is especially thankful for all the neighbors who spend time outside and have been welcoming and friendly. This environment has been especially important for her son, Seth. It has been very important to Stacey that her son have a peaceful place that they can call home.

Stacey has become involved in the Waterloo community and attends the Homes at River Road, Waterloo meetings. On September 9th, 2017 they are holding a fundraiser to add benches around community parks and lakes. Stacey will be providing face painting. Painting and art are Stacey's passion and she is looking forward to using this skill to give back to the community.



While living at River Road Stacey has taking huge steps towards reaching her goals. She began Ministry school through her Church and looks forward to furthering her education with a Master's degree. Stacey has a passion to give back to the community and help others. She volunteers in local jails through Gideon's Army Jail/Prison Ministries. She is also is involved with Toastmasters, which is a place that assists people to develop and grow - both personally and professionally. Stacey is definitely a strong leader and is using this class to study becoming a more effective communicator. Upon completion she would like to speak to groups about overcoming obstacles and how her faith has gotten her through some very tough times.

Stacey never imagined she would be able to return to work. She had been out of the work force for several years following health issues, eventually qualifying for Social Security disability. Her life had changed dramatically and often out of fear she felt stuck in

her situation. She worried how gaining employment could affect her benefits and housing. Shortly after moving into River Road she learned about the EID (Earned Income Disallowance) program; Stacey was thrilled to learn about this program and became eager to return to work. The EID programs allows tenants who have been out of work to go back to work without having their rent increase right away. The program is designed to target tenants with disabilities in certain subsidized units. There are so many positive contributions to an individual through employment. It adds to income while reducing dependency on public assistance. More importantly, it provides a sense of purpose and well-being. Advantages to employment show through the improvement to communities and promoting stronger families all while reducing unwanted relocations, poverty and homelessness. The EID program serves to encourage self-sufficiency by rewarding residents who go back to work to increase their earnings. When a resident such as Stacey, who has been out of work, return to the workforce their rent will not increase right away. Based on EID guidelines, when calculating a "qualified" tenant's rent, 100% of increased income due to employment is excluded for 12 months. After that time period, 50% of increased income due to employment is excluded for another 12 months. Douglas County Housing Authority and HUD recognize that employment is an important component to reduce poverty and homelessness. Tenants that want more information or assistance to determine if they qualify for this program can contact their property manager or Section 8 Specialist.

Stacey expressed sincere gratitude for River Road, the new home for her family, a unit that accommodates her disability and all of the opportunities that have come as a result of her housing. Stacey is a great example of how providing families with housing can help stabilize families. Stacey is an asset to the Douglas County Housing Authority and to the Waterloo community. Thank you Stacey for all that you do in our community and all of your hard work!

ACCOMPLISHMENTS

Success Through The FSS (Family Self Sufficiency) Program



Melanese Worlds graduated in December of 2016, a huge success from the FSS (Family Self Sufficiency) and this is her story.

Melanese was living in Bloomington, IL. with family members when she received an application in the mail from her sister who lives in Omaha, NE. Her sister called her and told her to fill out the application, and that is what she did. The application was for the Platte Valley Apartments, which is owned by Douglas County Housing Authority, located in Valley, NE.

When Melanese got the letter in the mail that her name had reached the top of the waiting list, she was so thrilled. She was looking for a fresh start for her and her granddaughter and this is just what she was waiting for.

She loaded up the moving truck and made her way all the way from Bloomington, IL to small town Valley, NE. She was so grateful for the opportunity that she had been given.

Soon after moving in she was enrolled in the FSS program, yet another wonderful opportunity that had been given to her. She set her goals and consistently over the 5 year program period completed her goals and received her escrow money, which is part of the program goal to completion.

Melanese was a foster care child growing up in Illinois, and her own Foster care Mom who eventually adopted her, always told her to give back to others what she had been given and that is what she did. She has fostered many children since she came to Nebraska, she has even recently adopted one of the children she fostered and has plans to adopt at least one more.

Melanese is also very interested in becoming a home owner through our Section 8 Home Ownership Program. She is currently working on that and I know she will be a success.

ACCOMPLISHMENTS

Walk a Mile in Their Shoes

How often have we heard “if you could only walk a mile in my shoes maybe you would understand”?

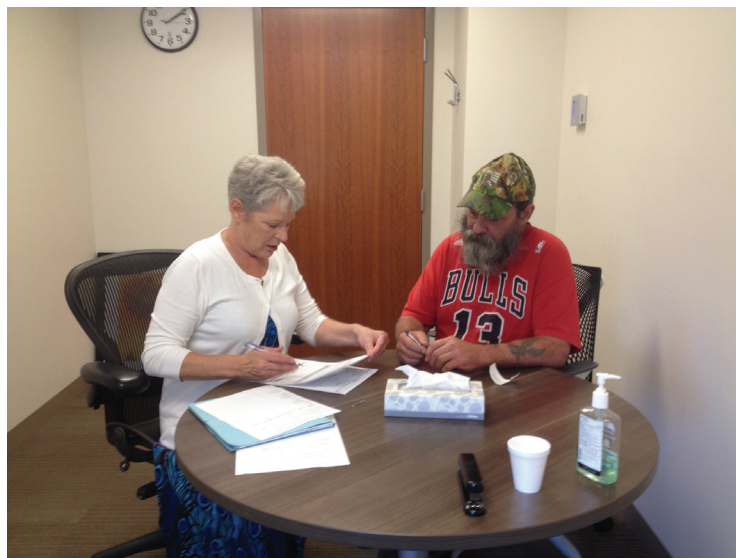
The truth is I can't imagine what it would be like to be a homeless person, veteran or otherwise. I know that if were in their shoes what emotions I would be facing. Constantly afraid, lonely, angry, hopeless, tired, sick, hurt, hot, cold, possibly addicted to something.

I wonder constantly how do they get to this point in their life? Was it what they saw or perhaps what they were asked to do? I don't know and probably never will. What I do know is that it is a privilege working the VASH Program which was developed to house homeless or chronically homeless veterans. There are days when working with the veterans can be exasperating, sad, and worrisome. But then I remember to try to wear their shoes for a while.

Each new VASH participant that we are able to get housed in this program is a victory. A strong support system is now available to our veterans to get them back on their feet. Right now, DCHA is a little under the 92% mark for housed veterans. As a wholly committed organization to VASH, we will continue to do what it takes to soon be at 100%.

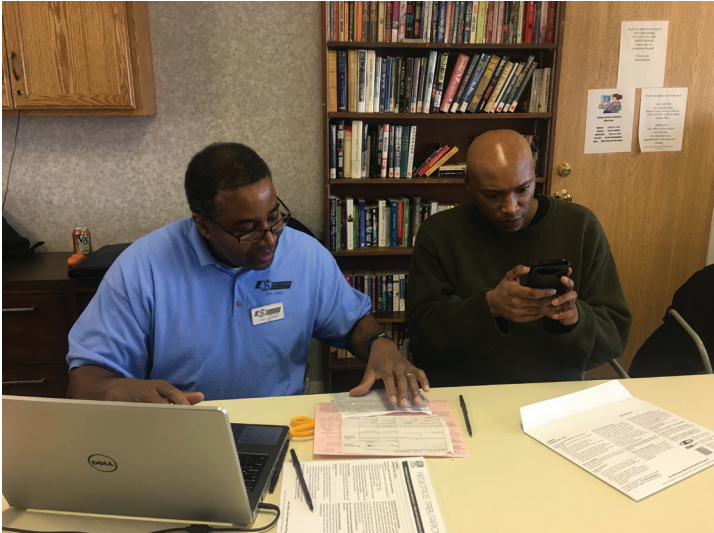
It is always with a huge source of pride that I can share a few of our success stories. So far, this year we have had another previously homeless veteran purchase their very own home! This single mom of two has also gone back to college and enrolled her oldest in college as well!

Through his hard work, determination and work ethic, another one of our VASH participants has steadily increased his annual income to where he and his family have graduated from the program because of being over the income limits.



ACCOMPLISHMENTS

FREE TAX DAYS



February 2018 will be our 3rd annual "Free Tax Days" hosted by DCHA (Douglas County Housing Authority) and partnering with the EITC (Earned Income Tax Coalition) which is part of the Family Housing Advisory. The EITC has been doing tax preparation for low income families very successfully for over 10 years.

This is a group of people that have volunteered their time to help low income families, hopefully become more financially stable throughout the year.

The EITC's motto is "Changing lives one tax return at a time"

The volunteers that actually prepare the taxes have been extensively trained and are very knowledgeable in tax preparation.

Every year we have more and more DCHA (Douglas County Housing Authority) clients that take advantage of this wonderful opportunity. It is also open to the public.

I am so proud to be a part of such a great organization and community partners that give back to the community.

ACCOMPLISHMENTS

Douglas County Housing Authority (DCHA) Homeless Review Team Vouchers

It has been two years since Douglas County Housing Authority made the commitment to set-aside 20 Section 8 Housing Choice Vouchers for the chronically homeless in the Omaha area. All 20 vouchers were in use for the first part of 2017. DCHA currently has one client searching for a place to live, one voucher appointment set and we are waiting on one more referral on the last voucher.

We are grateful to have such wonderful partners in the community that make this program work. If we have a voucher come available our partner agencies quickly have a referral for that voucher. In May, June, and July of 2017 we had several clients that celebrated two years of living in safe, affordable housing. We are so happy that we made a decision to take a chance and make a commitment to the homeless in the Omaha area.

DCHA recently made an additional two-year commitment to provide vouchers for this program. We look forward to working with our partner agencies in housing the homeless and changing lives.

I asked our client who has been housed the longest if he would be willing to say what having housing assistance has meant to him. He said, "if I didn't have this voucher I would be living under a bridge. I get to do the normal things that people take for granted like going to the grocery store, cooking food, washing my clothes and cleaning my apartment. Those are the things I enjoy the most."



ACCOMPLISHMENTS

Resident Service Coordination



The past year has brought a variety of changes to tenants in elderly and disabled public housing. Changes in systems, processes, technology, budgets, entitlements and governmental regulations make a difference. The confusion of navigating a tangled web of resources and benefits can cause anyone frustration. In addition to that, many tenants are faced with the challenges of aging and/or their disability. Douglas County Housing Authority established the Resident Service Coordination Program seven years ago. The purpose of the program is to help elderly and disabled public housing

residents by providing a “navigator” to allow for aging in place. A variety of government programs offer many options to aid people living on a fixed income or with disability with service needs. For these programs to be utilized, the person in need of the service has to be aware of and able to access the relevant services. Having a trained and educated professional Service Coordinator to be available to these individuals in their home environment helps close this gap. Service Coordination is available to residents of public housing in confidentiality; tailored to provide assistance and referral regarding their personal, health, financial needs or support programs. The presence of a Service coordinator provides secondary benefits to property owners and managers. With a Service Coordinator available, there can be significant reductions in vacancies, damages, and unnecessary transfers to other institutional settings. Programs with Service Coordinators can provide an extra safety net to monitor for the risk of abuse and exploitation as well in an often times more vulnerable population of people. Although the program is voluntary; records indicate that in the past year 92% of tenants have utilized the Service Coordinator. The average age of tenants in DCHA elderly and disabled properties is 62.

ACCOMPLISHMENTS

Success through the Section 8 Home Ownership Program

Jenny Rodenbarger purchased her 1st home in January 2014 as a participant of the Section 8 Home Ownership Program. She stayed in that home until June 2017. She decided to sell this home and purchase her 2nd home to get a fresh start and make new memories due to a difficult family situation. Jenny transitioned into her 2nd home as a client of the Section 8 Home Ownership Program without any difficulty.

Jenny is one of the disabled families that have taken advantage of this wonderful opportunity of Section 8 Home Ownership offered by Douglas County Housing Authority and HUD (Housing and Urban Development).

I am quite positive that Jenny will be an inspiration to other disabled clients that thought the dream of becoming a home owner was not obtainable. It definitely is, with determination and hard work it can become a reality.

The Section 8 Home Ownership Program brings hope to our clients of becoming 1st time home buyers.

Douglas County Housing Authority currently has 13 home owners, 6 of which are disabled families. There are two different groups of clients that can qualify for the program, disabled families and working families...so basically every single client could become a home owner if they choose.

I believe Jenny has found her forever home.

I cannot express how exciting it is to help our clients get into their 1st home; it is an amazing opportunity that I hope many clients will take advantage of.



ACCOMPLISHMENTS

Maintenance

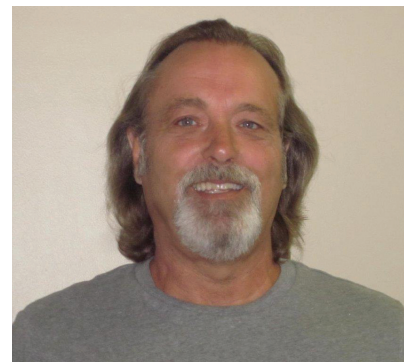


The DCHA maintenance department continues to strive to be a top-notch department. With an exceptional staff, here at DCHA, we have a group that can continue to provide excellent service to all of our families at the various properties we own and manage throughout Douglas County and Gretna.

I will introduce our staff, who provides the property management services that we have here at DCHA. Working out of the main office and in the Public Housing Department is Dallas Watts who has been with us for 2 ½ years, Steve Riha who has been with us for 2 years, Travis Weber, who came to us from Lincoln Housing Authority, and has been with DCHA for a year. I

am Ken Nielsen and I have been with the housing Authority for over 23 years now. With retirements come some new faces. Orchard Gardens, our Assisted Living Facility has Mike Hamsa who has been with us for 1 year. Bob Schultz who worked at Orchard Gardens for over 9 years retired and will be missed. We also will be replacing our long- time maintenance person at Platte Valley Apartments. Pat Elliott has been head maintenance for over 6 years and has now retired. We wish him all the best. I would like to thank our maintenance staff for all the hard work they put in to make sure that everyone has a nice, safe place to put their heads down at night.

In the past year our maintenance staff has prepped and/or renovated previous occupied units to get them all ready for a new family to move in. We have done that to over 50 units, not including the Platte Valley Apartments. In getting these units ready it requires a lot of time, dedication, hard work and organization. Along with the turning over of the units our staff still takes care of day to day items such as called in work orders. Last year we had over 1,500 work orders involving over 250 units. Our staff is constantly looking for ways to maintain, modernize and keep these units up to a high standard. Between the wind storms, rain storms, hail storms and the Nebraska heat and cold, it is enough to keep the staff busy at all times.



ACCOMPLISHMENTS

Resident Spotlight



Gordon has been a resident in DCHA housing since 2010. He has been actively involved in his community but was still feeling bored and unfulfilled with his free time. He considered options for volunteer work in the community having done so in the past. Since he was now 55 years old, he could look into Senior Volunteer programs offered through ENOA (Eastern Nebraska Office on Aging). The Corporation of National and Community Service helps fund programs like the Senior Companion, Foster Grandparent and Retired and Senior Volunteer Program providing services to different populations in the community at no charge. Gordon decided to pursue application to the Senior Companion program. This particular program trains volunteers to assist community individuals in maintaining their independence. Volunteers must be

at least age 55, meet an income guideline and be able to serve a minimum of 15 hours per week. There is an application process including references and background checks. In return for their training and commitment of 15 hours per week, volunteers receive a tax free stipend of \$2.65 per hour, plus mileage reimbursement. In addition, volunteers receive an annual physical, supplemental accidental insurance coverage, and other benefits. Gordon has worked with the program 5 days per week over the last 9 months. He reports that the greatest benefit of the program in being able to connect with individuals that need companionship and help while giving him a way to positively spend his time. It also allows for someone living on their own fixed income to be able to afford the opportunity to give back their time and receive the necessary training to do so effectively. For more information about the volunteer programs at Eastern Nebraska Office on Aging, go to www.enoa.org or contact Beth Paleogos at (402)561-2217. Partnerships like this have been of great benefit to both the elderly recipient of the services and also providing fulfillment to the senior volunteers.

DCHA STATISTICS

Resident Demographics

Gathered Summer 2017

Participant Profile

- 2,794 household participants
- 23% are elderly
- 36% are female heads of household
- 1,061 children served (age 0-17)
- 84% of participants have a high school education
- 23% of participants have a degree in higher education

Ethnic Origin of Participants

- 54% White
- 40% African American
- 1% Other
- 5% of the total are Hispanic

Income Profile of Participants

- 24% of participants are employed full-time
- 31% are employed part-time
- \$16,921 is the average income per wage family
- 43% have wages as income
- 65% have Social Security & SSI as income
- 35% have welfare as income

Economic Impact of Public Housing

As of March 2017

Every year the DCHA injects money into the local economy by spending both federal dollars and rental income for various supplies, equipment, maintenance contracts and services necessary to operate the programs. Also, clients who participate in various self sufficiency or homeownership programs build up an escrow and ultimately use that money to fund higher education and to become homeowners. All of this money spurs economic growth in the local community.

- ❑ HUD Capital Fund Dollars of \$33,076 to local business' for operations
- ❑ Capital Improvement of \$80,999 to local contractors and businesses for equipment and renovation of multiple properties
- ❑ HAP payments of \$6,942,429 to many local landlords and property owners
- ❑ Utility payments of \$84,881 to various local utility companies
- ❑ FSS Program paid out \$64,203 to participants for higher education, personal purchases and down payments for purchasing a home

FINANCIAL REPORT

Combined Balance Sheet Unaudited 3/31/17

Assets

Cash & cash equivalents	\$1,877,496
Deposits with HUD	\$4,030
Long-term Mortgage Receivable	\$0
Notes Receivable	\$961,757
Tenant Receivable	\$17,553
Accounts Receivable - Related Party	\$0
Accounts Receivable - All Other	\$148,894
Investments	\$980,544
Due from Intercompany Funds	\$37,427
Prepaid Expenses	\$132,160
Deferred bond costs	\$0
Fixed Assets (less depreciation)	\$6,940,424
Other Assets	\$293,348
Total Assets	\$11,393,633

Liabilities & Reserves

Accounts Payable	\$123,323
Accrued Liabilities	\$27,829
Accrued Int. Pay	\$121,368
Tenant Security Deposits	\$72,765
Interprogram due to	\$21,828
Deferred Revenue	\$8,487
Current Bonds & Notes Payable	\$328,090
Non Current Liabilities	\$6,788,873
Total Liabilities	\$7,492,563

Equity/Restricted & Unrestricted Assets \$3,901,070

Total Liabilities & Surplus \$11,393,633

Combined Statement of Revenues & Expenses

Income

Dwelling Income	\$2,501,582
Medicare	\$647,046
Interest Income	\$47,752
Other Income	\$265,058
Gain on Sale of Assets	\$18,316
Federal Grants	\$8,225,102
Total Income	\$11,704,856

Expense

Administrative	\$2,424,282
Tenant Services	\$56,531
Utilities	\$224,243
Maintenance & Operation	\$474,413
General Expenses-Operating	\$179,904
Housing Assistance Payments	\$7,032,939
Depreciation	\$420,125
Bond & Notes Interest & Casualty loss	\$273,729
Total Expenses	\$11,086,166
Net Income (Loss)	\$618,690

Statement of Public Housing CFP Grant

The total amount included in the financial information used for modernization and rehabilitation of public housing units is **\$26,765**.

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).



