

DOUGLAS COUNTY HOUSING AUTHORITY

2018 ANNUAL REPORT



GREETINGS FROM THE CHIEF EXECUTIVE OFFICER



On behalf of the Douglas County Housing Authority I am presenting you with our 2018 Annual Report. Included in this report is information about our many programs as well as our organizational structure. We are so proud to present this agency's many accomplishments and have included stories about the people we serve in this report. We serve many low-income persons in Douglas County and this represents some of the efforts made by our staff and Board.

Douglas County Housing Authority (DCHA) partners with many other agencies in our community in the planning, as well as the development of the numerous services necessary for our clients to overcome their barriers towards self-sufficiency. We recognize these relationships, and are grateful

for these agencies as they help us to accomplish our goals, particularly in these times of reduced funding for our programs.

We have a multitude of programs that are available to our consumers so that we may fulfill our mission, including public housing, Section 8 Vouchers, Low Income Housing Tax Credits, 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. This commitment includes the recent application for more Section 8 Vouchers for Special programs.

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 and includes various social and economic backgrounds in Douglas County. Orchard Gardens Assisted Living Facility is staffed with dedicated, caring professionals who strive to improve the lives of our elderly residents, and provides social activities and healthy living opportunities for our residents.

The innovative and progressive strategies of the Douglas County Housing Authority is a credit to our proactive and dedicated Board of Commissioners who continue to give of their time and talent without any compensation. Their service and support are so very appreciated, and I continue to be grateful for their efforts and commitment.

Sincerely,

A handwritten signature in blue ink that reads "Sheila Miller". The signature is written in a cursive, flowing style.

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.



Philip Wayne
Chairperson
Chair of Personnel Committee
Independent Consultant



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



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



Matthew Wickham
Secretary
Chair of Community Housing & Service Corp.
President, MaConn Enterprises



Deb Marasco
Commissioner
Immanuel Pathways Community
Outreach Manager



Damien Foster
Commissioner
CPA, President, Foster & Dolleck, CPAs



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

Susie Langenfeld,
DCHA Director of Finance

Aaron Flaugh, Executive Director
SIMBO Housing

Damien Foster, CPA
KRL Accounting & Tax LLC

Aaron Adams,
NP Dodge

Sheila Miller,
DCHA CEO

Board Policy & Personnel Committee:

Phil Wayne,
Chairperson

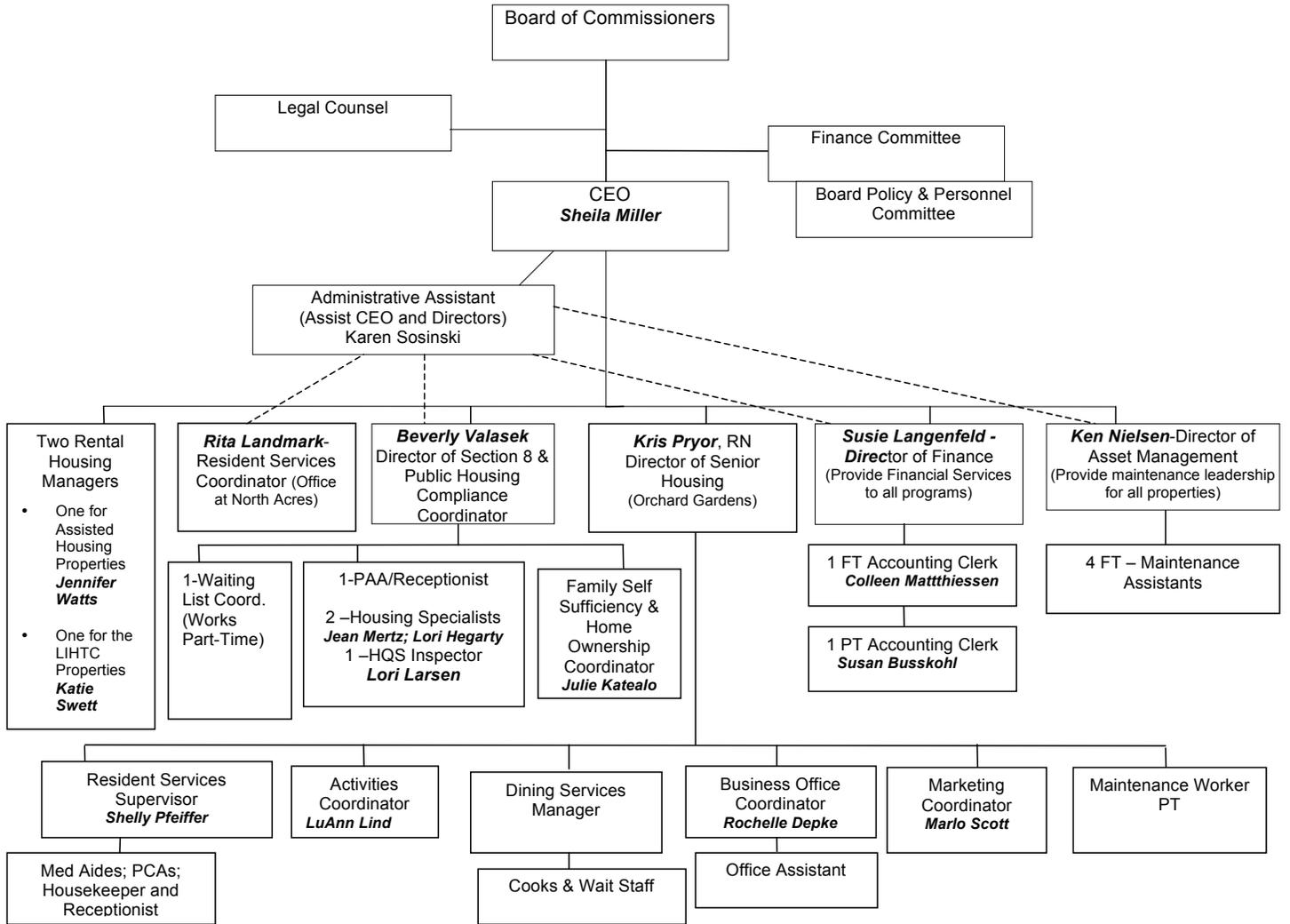
Deanna Wagner,
DCHA Board Commissioner

Melissa Beber, HR Director
Woodman of the World Insurance

Deb Marasco
Community Outreach Manager
Immanuel Pathways

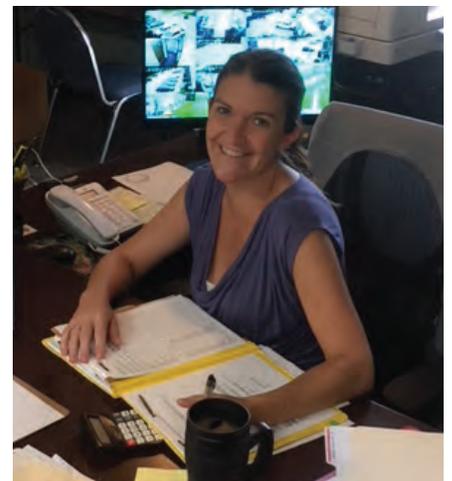
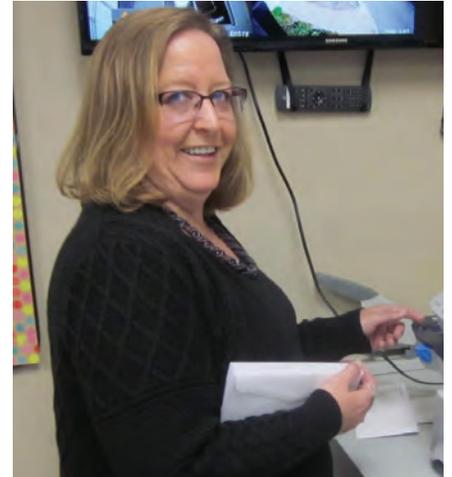
Sheila Miller,
DCHA CEO

ORGANIZATION CHART



ACCOMPLISHMENTS

It Takes a Village



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

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.

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



We have been working hard to become more tech savvy here at Orchard Gardens in 2017-2018.

We have started our own face-book page. Our social media page is a way for families near and far to stay informed on what's happening at Orchard Gardens. We post multiple times a week showing residents involved in activities or just enjoying the weather by sitting out front on a warm summer day. We also post our monthly activities calendar so families can see how active we are here at Orchard Gardens. If you would like to follow us on face-book, go on line and like our page.



We have also updated our web-site to make it easier for everyone to surf the net and find out information about what Orchard Gardens has to offer. The web-site shows up to date pictures, monthly activity calendar, and monthly menus. Our web-site also has a link for career opportunities. So go on line and check us out at www.orchardgardensassistedliving.org

We have a new phone walkie/talkie paging system. We are able to page staff members thru out the building on the walkie/talkie. All resident pages are transmitted by voice so staff can hear it without looking on their pagers. The transmission is only the apartment number not the residents name.



Starting in September our medication system will be going paperless. We will be changing our system to a real time computer system. All charting of medications will be done in real time on a computer located on the medication cart. All doctor orders will be faxed and entered by the pharmacy to our medication sheets on line in real time. The new system will have a wand that will scan a bar code on the medication. It will have to be the right medication at the right dose, at the right time, and for the right resident for the computer to move on to the next medication or resident. The staff will still need to use the Five Rights of Medication, right drug, right dose, right route, right time, and right resident. We are working very closely with Miller Pharmacy to make this transition for our staff and residents to go as smooth as possible.



Things are always changing and improving here at Orchard Gardens. One thing that never changes is that we are in the business of giving residents and families' peace of mind. Peace of mind that all Orchard Gardens residents receive quality care by caring staff members. This past year we started a new program to honor our caring staff. We started Employee of the Month voted on by staff members. The Employee of the Month receives an assigned parking place up front and eats for free at work for a whole month. The first



five Employees to win are pictured on the left hand side of the page. Thank you to all our staff, for what they do for the residents and each other.

Sincerely yours,

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

ORCHARD GARDENS TEAM

Orchard Gardens had a great staff bowling party!! It was so much fun to get together and bowl with this group. A great way to form team bonding. We bowled, ate pizza, and had some great laughs!



Orchard Gardens Fishing Trip

Some of our residents' most memorable past times were spent around water fishing with family. So we thought, why not add the OG family to that list! It was an absolutely beautiful day. We had our own fishing dock, plenty of breeze to keep the bugs away, and plenty of options for taking a scenic walk. The poles were all set before residents arrived so all they needed to do was prepare for a bite! Although we didn't catch much, (a turtle and some small fish), our residents had a ball and enjoyed the last bit of nice weather!



Humane Society Comes To OG

Orchard Gardens got to enjoy “furry friends” from the Humane Society. Volunteers at the Humane Society brought out some of their favorite dogs to spend some quality time with our residents and staff. We had such a great turn out for this event. The dogs were so loving and sweet, the residents really enjoyed spending time with them. Animals are such great therapy for the mind.



Orchard Gardens at the Henry Doorly Zoo

Our residents were so excited when we announced we would be going on an outing to the zoo. They were even more excited when they discovered we had invited family to come along as well. Our residents were able to enjoy the aquarium, jungle, and butterfly exhibit! It was an incredible day. We enjoyed seeing residents getting to spend some time with family. The joy on everyone’s faces throughout the entire day was something the staff at Orchard Gardens will never forget. We will definitely be heading back to the zoo in the future!



Eclipse at Orchard Gardens

August 21, 2017 was definitely a day that the residents of Orchard Gardens Assisted Living will remember for the rest of their lives. After the glasses purchased by management were recalled, staff wasn't sure we were going to be able to pull an Eclipse viewing party off. But we did (with certified glasses), and the residents could not have enjoyed themselves more. It was an afternoon filled with "oohs", "ahhs", laughter, and amazement. There was also a lot of reminiscing on where they were during the last eclipse in 1979. Fun was had by both residents and staff. Just another reason we love it here at Orchard Gardens.



Looking Forward at Orchard Gardens

Orchard Gardens has many events coming up that we are looking forward to. National Assisted Living Week is always a fun filled time at Orchard Gardens. We kick off NALW with a "Friends and Family Annual Outdoor Concert"! Throughout the week it is filled with many activities and outings for our residents and families to enjoy. A sure to be memorable outing to Lauritzen Gardens, our Safe Trick-or-Treating event, many entertainers that come to Orchard Gardens, intergenerational activities, and our wonderful Annual Pancake Pajama Party! This is just a few of the things that we have to look forward to at Orchard Gardens!!

ACCOMPLISHMENTS

Mary Ann Borgeson Housing & Services Advocacy Award

Deanna Wagner is an exceptional person, former employee of DCHA and until this past June 30, 2017 a member of the DCHA Board of Commissioners.

Deanna has served DCHA and their clients for 20 years, exhibiting strong leadership and caring to those with housing needs. She has been the National NAHRO Commissioners Committee Chairperson and she has been extensively involved in the Nebraska Chapter of NAHRO. She is a strong community leader, promoting housing and community development programs and never misses an opportunity to articulate the importance of the work being done at the Douglas County Housing Authority.

Deanna has been an advocate for housing, and has extended her roles in housing to help many needy families in the community through a multitude of activities where she has volunteered. Some of those include serving as President of the Metro Area Continuum of Care for the Homeless (MACCH); serving on the board of Mosaic's Housing Corporations; volunteering at the Women's Center for Advancement; and serving as a court appointed special advocate (CASA), where she is now employed. The list goes on.

Congratulations to Deanna Wagner, the 2017 winner of the Mary Ann Borgeson Housing and Services Advocacy Award.

Also recognized for outstanding employee awards were Douglas County Housing Authority staff members Rita Landmark, Ken Nielsen, and Katie Swett.



ACCOMPLISHMENTS

Low Income Housing Tax Credit Success



Platte Valley Apartments (PVA) are a Low Income Housing Tax Credit project. Douglas County Housing Authority began management of PVA in 1997. Platte Valley offers 48 one, two and three bedroom apartments in Valley, NE. The apartments currently maintain an open waiting list.

Income based housing is an important part of our community for the individuals and families we serve. Many residents may be elderly or disabled and living on a limited income, they may be homeless, have lost a job, or may be a parent with children who do not make enough to pay market rent. Our residents apply for a variety of reasons.

We have been given the opportunity to work with some great families in this program. Having a safe and affordable home is crucial to so many individuals and families. Especially for families with children; stable housing is often the first step for a family to improve their future. I have had the benefit of working with many families and individuals who have worked extremely hard and accomplished the goals they have set for themselves and their children.

Ciara first applied for the Platte Valley Apartments in 2013; the waiting list averages a 12 month waiting period. Ciara moved into the PVA's in 2014; and when she applied she said life had led her to a place where she needed a chance to "start over". Stable housing for her and her son allowed her to better herself while moving forward with her goals. She used her time on housing to improve her credit by paying debt down. Ciara was a successful graduate in Douglas County's Family Self Sufficiency (FSS) program. Resident's at PVA receive a

preference in the FSS program.

Ciara moved from part-time employment to full-time employment. With hard work and dedication she was offered an Assistant Management position and then in 2017 she was promoted to General Manager. This enabled her to successfully move from the Platte Valley Apartments and she now pays full rent and feels accomplished and capable of taking care of her family.

Ciara said “I knew housing wouldn’t always be there and I had to have a plan B”. Although at times she was fearful of all of the “what if’s” she told me “keep doing what you’re doing and don’t stop moving forward, don’t settle for less”. With her positive thinking she told me “I knew I would get to where I am, it just took time”, I would add it also took hard work and dedication from Ciara. She added that “life can be tough, but being prepared for the hard times, helps you through even the hardest times in life”.

Ciara also shared with me that her parents have been very positive role models in her life; she feels having a positive role model can make a big difference. Ciara is a positive role model for everyone who may be struggling to keep moving forward and she demonstrates that you never should give up on your goals.

ACCOMPLISHMENTS

FSS Success Story



Angela Prince became a client of the FSS (Family Self-Sufficiency) Program in August 2014. At that time Angela had just experienced a very difficult life changing event that had made her a broken person. She was not working and felt like just dealing with day-to-day life was difficult.

Angela set her goals, which one of them was gaining full time employment. She reported working in January 2015 and just kept getting raises at work and eventually went into management.

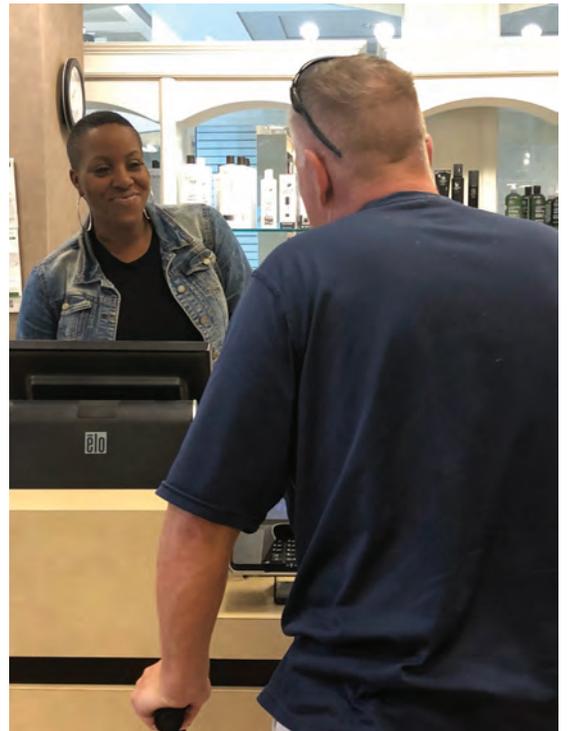
Through the FSS Program she was changing, and gaining confidence and self-worth. She is such a success in life, she has shown her daughter that even when life is extremely difficult that you can get through it and be successful. She has completely changed her life and the life of her daughter.

She was able to pay off her old debt for her “Getting ready for Home Ownership” goal with her escrow she earned through FSS program.

Today Angela is debt free and putting money in savings to purchase her first home. She is so focused and determined.

She completely took herself off Section 8 in February 2018 and is just thriving in life.

She is a true example of what the FSS Program can do for someone with determination and a lot of hard work.



ACCOMPLISHMENTS

VASH Program

DCHA had the privilege of being awarded Veteran's Administration Supportive Housing (VASH) vouchers in 2011. Recipients of the VASH program vouchers are referred to DCHA by the Department of Veterans Affairs (VA). The program combines rental assistance through the Housing Authority along with case management and clinical services provided by the VA.

As of September 2018, DCHA had a total of 162 vouchers to house our chronically homeless Veterans. The following is a timeline from inception through the 3rd Quarter of 2018.

2011	12 Veterans housed with 6 still housed
2012	49 Veterans housed with 15 still housed
2013	30 Veterans housed with 8 still housed
2014	30 Veterans housed with 23 still housed
2015	43 Veterans housed with 24 still housed
2016	39 Veterans housed with 16 still housed
2017	47 Veterans housed with 30 still housed
2018	20 Veterans housed with 20 still housed



Through the years we continue to strive for improved success in housing our Veterans and keeping them housed. There are many different reasons why Veterans are no longer utilizing their VASH voucher. Some of which are they have graduated from the program successfully, they no longer meet the maximum income limits, they need a higher level of care or ultimately the death of the Veteran.

The average days from date of VA referral to lease up is approximately 41.35 days. The quickest turnaround time has been 1 day with the longest being 111 days. Struggles that the Veteran faces when trying to lease up is the lack of affordable housing available, past rental and/or criminal history and a shortage of financial assistance to help with deposits required.

Currently, we have a total of 142 Veterans in their own homes with 8 Veterans out searching. It has been and will always be the goal of the VA and DCHA to end Veteran homelessness, one home at a time.

ACCOMPLISHMENTS

EITC Free Tax Day hosted by Douglas County Housing Authority



My name is Julie Katealo and I work at DCHA (Douglas County Housing Authority) with two programs Section 8 Home Ownership and the FSS (Family Self-Sufficiency) Program.

Douglas County Housing Authority started partnering with the EITC (Earned Income Tax Coalition) several years ago and we will be going into our 5th for tax season soon. We host a mobile site for the EITC with varies dates in February each year.

Every year that we host, more and more of our clients come to our Free Tax Site; additionally, it is open to the public so we have any others that benefit from it as well.

It is not just about doing taxes for the EITC; they “Change Lives One Tax Return at a Time” as this is their motto.

I love being a part of the EITC as a volunteer because we help people of all walks of life in many different situations.

Once someone works with the EITC I do not think they will go anywhere else. The leadership and intense training of all the volunteers makes the EITC stand out from all the rest.

My role with the EITC is as a navigator. As a navigator you are on the front line, so to speak. When clients come in, you are the first person they interact with prior to receiving services. We check them in, make sure they have brought all the correct documents and make sure all necessary paperwork is filled out. This will ensure that when they go see one of the volunteer tax preparer the process goes as smooth as it possibly can.

I love volunteering at the EITC because I love people, and I love helping people. It is what motivates me on a daily basis.

I look forward to DHCA’s mobile tax site with the EITC every year.

ACCOMPLISHMENTS

Douglas County Housing Authority (DCHA) Homeless Review Team Vouchers

In 2015 Douglas County Housing Authority (DCHA) set aside 20 Section 8 vouchers for the Omaha homeless community. In the three plus years we have administered these vouchers we have had many success stories. One family was paying full rent and graduated from Section 8 Program due to paying full rent for six consecutive months. Another client used her Section 8 voucher here in Omaha for two years and stabilized so she could successfully port her voucher to Washington State and live there. A third client has utilized her voucher for two years in Omaha and will be porting to Texas to help take care of her adult son who is ill. It is very exciting to see the progress our clients make in such a short amount of time due to having safe, affordable and permanent housing. Our first voucher recipient has been housed for 39 months along with several who are approaching three years of living in their home.

If a voucher becomes available, for whatever reason, the Diversified Housing Task Force Team is notified so they can refer another client for the voucher. Each client has case management for six months after lease up which allows them a supportive caseworker and a housing specialist at DCHA who can work together to assist the client when they need it. These caseworkers make every effort to refer clients who they believe can be successful in this program. DCHA appreciates the hard work of the agencies in Omaha that provide homeless services and the partnerships that we have with these agencies to make this homeless voucher program work.



ACCOMPLISHMENTS

Resident Service Coordination



The role of Service Coordinator in HUD-assisted multifamily housing continues to change and evolve. The Service Coordinator continues to assist public housing tenants in navigating a tangled web of resources and benefits. Many elderly individuals and persons with disabilities living in assisted housing have unmet needs and require supportive services that can help all residents to continue to age in place; to delay or avoid the need for higher levels of care (example: Assisted living, or nursing home care). Douglas County Housing

Authority established the Resident Service Coordination Program eight years ago after being awarded HUD grant approval for the program. The purpose of the program is to help residents by providing a “navigator” to allow for aging in place. Service Coordination involves a variety of roles including:

- **Advocates** on behalf of their residents
- **Resources** for residents on available community-based services, and can answer questions
- **Facilitators** of wellness and educational programs
- **Motivators** who empower residents to be independent
- **Monitors** to follow up with services provided
- **Champions** who encourage residents to adhere to a healthy lifestyle
- **Educators** to provide assistance to residents and management staff
- **Advisors** to assist in building support networks
- **Referral agents** to connect to service providers who can meet their needs
- **Community partners** to assist in accessing services

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 provide an extra safety net to monitor for the risk of abuse and exploitation with this vulnerable population. Although the program is voluntary; records indicate that in the past year 98% of tenants have utilized the Service Coordinator. The average age of tenants in DCHA elderly and disabled properties is 61.

ACCOMPLISHMENTS

Success through the Section 8 Home Ownership Program



Patricia Lozano has been a Section 8 client since 2008. I got to know Patricia through the Section 8 Home Ownership process for her daughter. Patricia's daughter purchased her home just after she took herself off of all assistance in January 2016. Patricia watched her daughter successfully purchase her 1st home and ever since then, Patricia has been interested in Section 8 Home Ownership for herself. Patricia has worked hard and paid down debt and saved money which is not easy for someone who lives off of a fixed income from social security. She has always been determined and her hard work and determination paid off in December 2017 when she closed on her very own home!!!

Patricia's home is just perfect for her, with so many unique features. She is very happy with her new home.

She is such an example to others on Section 8, with a limited income that with hard work, focus and determination, home ownership is obtainable.

ACCOMPLISHMENTS

Maintenance



Striving for excellence continues to be the theme of the Douglas County Housing Authority's Maintenance Department. In spite of losing a staff member and adding a new one, the Department hasn't missed a step. Dallas has been with us for over 3 ½ years, Steve has been with us just over 3 years and Mike, at Orchard Gardens, has been with us now for 2 years. Our newest member is Ed and he is taking care of Platte Valley Apartments.

Over the past year the maintenance department has more than 35 units that have been flipped for new tenants. That includes painting, cleaning, window coverings and locks. When needed on the turnovers, staff also replaced flooring, lightening, appliances, faucets, countertops, sinks and any other items that are needed. We are proud to say that when we turn over a unit for the next tenant they are a place where anyone would be happy to move in and call home.

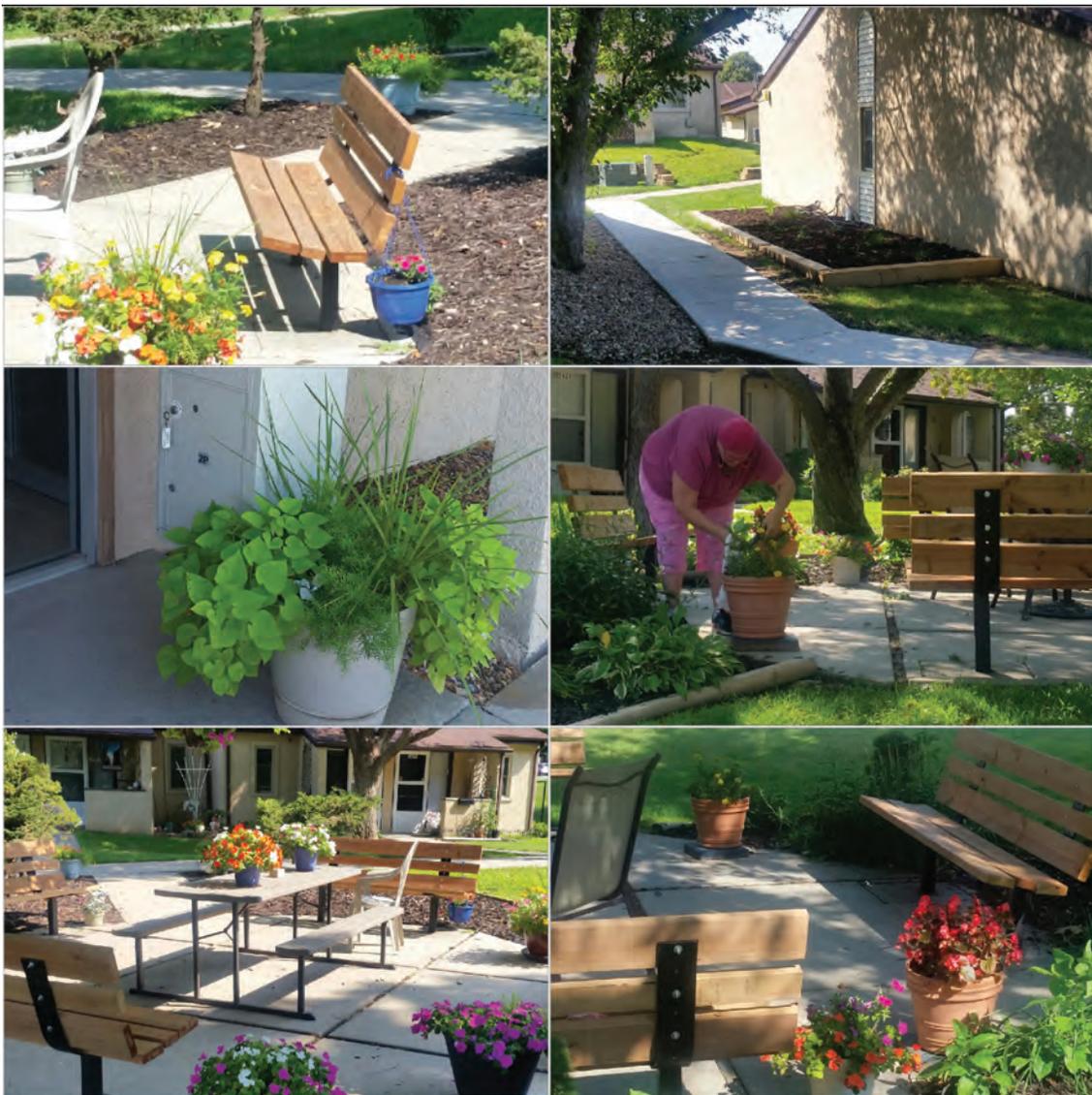
We are also trying to save energy where ever we can. This past year we replaced all fluorecent lighting at the Main Office, Benn View Apartments, Valley Heights Apartments, Valley View Apartments and North Acres, as well as Orchard Gardens. This switch over has a payback period of a little over 2 years, in which the tenants as well as DCHA can start saving on energy costs. We are also replacing other lighting to the LED fixtures when possible. Another way to save on energy costs is switching to the Energy Star labels on our appliances. With energy costs always rising we are constantly looking for ways to save on energy bills.



ACCOMPLISHMENTS

Resident Spotlight

Douglas County Housing Authority completed a “facelift” to the North Acres property over the spring/summer 2018. Decades of weathering and benches in disrepair led to an overhaul of new benches, picnic area, flowers and mulch. The unexpected outcome of the revitalization was that of the interest generated in the residents at the property. Within hours of completion, various tenants approached the property manager offering to volunteer their time in maintaining the duties of watering and flower care. Because of this investment in their community the property continues to grow and flourish. Tenants are more frequently using the area to experience the peaceful surroundings of the outdoors and socialize with neighbors.



DCHA STATISTICS

Resident Demographics

Gathered Summer 2018

Participant Profile

- 2,461 household participants
- 20% are elderly
- 36% are female heads of household
- 488 households with children under 18

Ethnic Origin of Participants

- 52% White
- 45% African American
- Less than 1% Other
- 4% of the total are Hispanic

Income Profile of Participants

- \$15,722 is the average income per wage family
- 43% have wages as income
- 59% have Social Security & SSI as income
- 27% have welfare as income

Economic Impact of Public Housing

As of March 2018

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 \$36,107 to local business' for operations
- ❑ Capital Improvement of \$82,061 to local contractors and businesses for equipment and renovation of multiple properties
- ❑ HAP payments of \$7,123,023 to many local landlords and property owners
- ❑ Utility payments of \$10,261 to various local utility companies
- ❑ FSS Program paid out \$85,395 to participants for higher education, personal purchases and down payments for purchasing a home

FINANCIAL REPORT

Combined Balance Sheet Unaudited 3/31/18

Assets

Cash & cash equivalents	\$2,544,743
Deposits with HUD	\$4,030
Long-term Mortgage Receivable	\$408,980
Notes Receivable	\$609,099
Tenant Receivable	\$51,207
Accounts Receivable - Related Party	\$0
Accounts Receivable - All Other	\$222,123
Investments	\$1,030,299
Due from Intercompany Funds	\$137,951
Prepaid Expenses	\$68,863
Deferred bond costs	\$0
Fixed Assets (less depreciation)	\$12,850,714
Other Assets	\$297,754
Total Assets	\$18,225,762

Liabilities & Reserves

Accounts Payable	\$103,285
Accrued Liabilities	\$183,503
Accrued Int. Pay	\$210,376
Tenant Security Deposits	\$109,780
Interprogram due to	\$132,053
Deferred Revenue	\$12,784
Current Bonds & Notes Payable	\$357,636
Non Current Liabilities	\$10,304,365
Total Liabilities	\$11,413,782

Equity/Restricted & Unrestricted Assets \$6,811,980

Total Liabilities & Surplus **\$18,225,762**

Combined Statement of Revenues & Expenses

Income

Dwelling Income	\$3,872,196
Management Fees	\$143,344
Interest Income	\$56,944
Other Income	\$386,453
Gain on Sale of Assets	\$310
Federal Grants	\$7,980,290
Total Income	\$12,439,538

Expense

Administrative	\$2,869,383
Tenant Services	\$58,534
Utilities	\$273,846
Maintenance & Operation	\$652,525
General Expenses-Operating	\$243,467
Housing Assistance Payments	\$7,488,910
Depreciation	\$757,229
Bond & Notes Interest & Casualty loss	\$432,067
Total Expenses	\$12,775,961
Net Income (Loss)	\$336,424

Statement of Public Housing CFP Grant

The total amount included in the financial information used for modernization and rehabilitation of public housing units is **\$76,749**.

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).

