

DOUGLAS COUNTY HOUSING AUTHORITY

2019 ANNUAL REPORT



5404 N. 107th Plaza, Omaha, NE 68134

402.444.6203

GREETINGS FROM THE CHIEF EXECUTIVE OFFICER



On behalf of the Douglas County Housing Authority I am presenting you with our 2019 Annual Report. This report has information about our many programs as well as our organizational structure and our finances. We are pleased 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.

This was a year that tested the staff in ways never seen before when the historic floods hit the area, including the community of Valley, where DCHA has several properties. It was truly a testament to this staff in the way everyone jumped, so willing to go the extra mile to help our clients, as well as other flood victims during this trying time. DCHA continues to work with many families affected by the floods. DCHA had 16 units at one property that had to be completely restored. Staff worked long hours to get people to save living quarters, while cleaning up after so much damage. DCHA

continues to received applications, and to help those affected to find housing. We are proud to say that all of our residents were quickly housed in new locations, and several have returned their renovated homes.

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. These relationships were tested and shown to be strong during the flood.

We have several programs that are available to our consumers that help us fulfill our mission, including public housing, Section 8 Vouchers, Low Income Housing Tax Credits, and other programs and opportunities for home ownership. We are committed to quality service to our clients, while helping them meet their needs for affordable housing.

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 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.

Our proactive and dedicated Board of Commissioners bring innovative and progressive strategies to the Douglas County Housing Authority and they are to be commended as they continue to give of their time and talent without any compensation. I am so grateful for their efforts; their commitment and I thank them for their service and support.

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.



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.
Regional Controller, HDR, Inc.



Deb Marasco
Commissioner
Immanuel Pathways Community
Outreach Manager



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

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

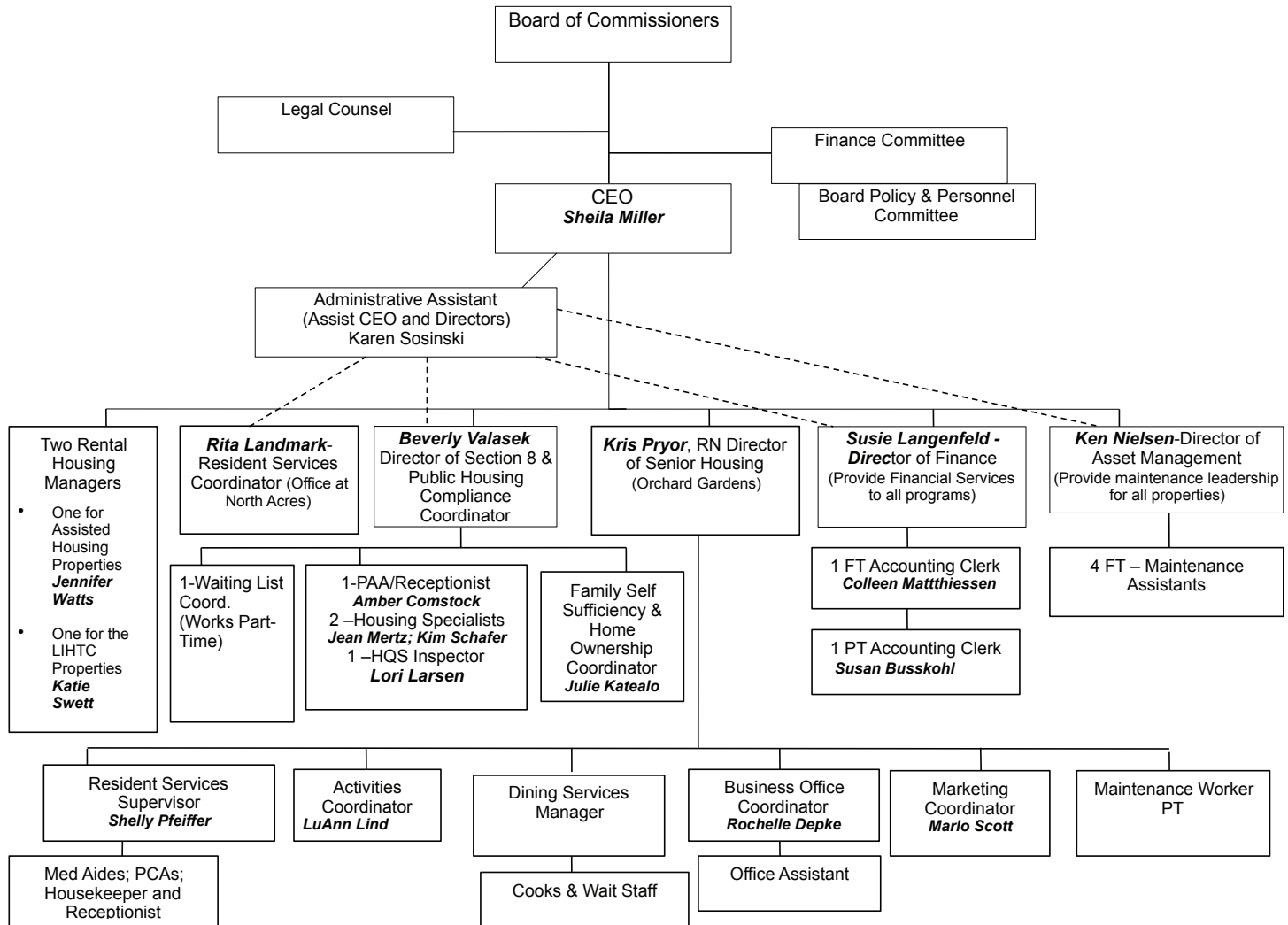
Deanna Wagner,
DCHA Board Commissioner

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		165 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 amenities are similar to the Valley View property. A 1,400 square feet 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

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

V What a year it has been! Everyone is still talking about the Flood of 2019. On the days leading up to Friday, March 15, 2019 and still today we witness how strong our community, our town of Valley, and the State of Nebraska truly is. On the days following the flood before Maple Street was open we saw the few residents who remained in Valley pulling together to keep everyone safe. Our Volunteer Fire Department and our Mayor's office worked night and day to keep families safe. One act of kindness that really stood out for me was a "live face book feed" with Pastor Carl and Jeff Allen. These two community leaders drove around on a John Deer tractor showing live footage of neighborhoods in Valley. Residents of Valley that were stranded in Omaha had the opportunity to see what possible damage they would be coming back to. The Acts of Kindness seen every day were and still are heart warming.

L Family members of our residents learned first hand how beneficial it is to follow us on Facebook and make sure we have an active e-mail address for all family members. We began updating everyone on Facebook starting Monday, March 11, and continued to update as Carroll Smith, the Mayor of Valley, and Mike Wiekhorst, our local Fire Department Chief, would share important information with us. We used both Facebook and e-mail throughout the week. We began making phone calls on Thursday to make sure all families had received our updates. As of Thursday we knew if the Union Dike was breached we would need to evacuate.

Y When Mayor Smith Called my cell phone on Friday morning at 7:10 a.m. to inform me it was time to put our evacuation plan in place. I jumped into action, I made my calls to my team, informed my neighbors and came to work. We immediately began our evacuation plan. We had staff managing the phones, packing medications, and preparing for the check out point for the residents. By 10:55 we had all 54 of our residents evacuated: 43 of our residents went home with families, 8 went to stay in a skilled nursing center, and 3 went to a hotel with family. Our bus safely transported the 11 residents that didn't go with family. Upon return to Valley, both Maple and Dodge Street were already closed. Our bus made it back via Center Street.

S Once our bus returned safely we began assisting Val Haven to evacuate their residents to Fremont. When Dr. McCarville called and asked if we could help transport residents, we didn't hesitate. After all of the residents were safely transported to Fremont we began helping the National Guard "Black Hawk" evacuate King Lake residents. Our bus would wait at Dairy Queen off Mieges Street for the "Black Hawk" helicopter to land with evacuated residents and we would transport them to DC West High School. By the time we were done we had transported countless residents of Val Haven, Valley, King Lake, along with some very cute dogs and cats.

T The adventure was not over yet. The staff that was left needed to get home safely. Three out of the four made it back to Waterloo. By the time I wrapped things up here at OG I couldn't get down the road. So I stayed and watched the flood water rise, BUT it never come in the building. Orchard Gardens Assisted Living became "Orchard Island" with a castaway of one and her trusted dog and sidekick.

R Now the Journey to recover begins and continues still today for many people effected by the flood.

O I want to thank our residents and their families for the quick response in an emergency situation.

N

Sincerely yours,

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

ORCHARD ISLAND

A view of Orchard Gardens on March 16, 2019. Valley became flooded as the Union Dike broke outside of town. We were very fortunate to remain dry and the building was safe from flooding!



The Welcome Home Team



Welcome Home

It was a very emotional time for both our residents and staff during and after the flood. Because of this we wanted to make this day as fun and memorable as possible. We had a great team checking in residents as they returned home. We wanted to make sure that everything went as smoothly as possible for them. We certainly feel like this experience has made us “stronger” after going through the flood!



Valley Flood of 2019

We were unable to do our St. Paddy's Party due to the flood and evacuation of the building. So we had a big St. Paddy's fish fry "Welcome Home Party" with all of the residents and their families when they returned. We were so glad to get everyone back home safe and sound. Getting back to normal felt so good for all of us. We felt very blessed that we did not receive damage, as so many around us did. Upon returning to 'normal' we did a "Spaghetti Dinner Fundraiser" for our staff that was effected by the flood. This was a great community event and a strong show of support by many!



LOOKING FORWARD AT ORCHARD GARDENS

National Assisted Living Week

Fall is always a fun and exciting time around Orchard Gardens! The heat is starting to break and the residents get outside a bit more to enjoy the fresh air before the snow flies! One of our main highlights is National Assisted Living Week. This is a fun filled week of activities and entertainment. Last year's theme was "A Moment In Time". Below are a few highlights of our week. This year we are kicking off NALW and Grandparent's Day with our "Annual Outdoor Concert", entertainment by – Julie Couch and her husband Mike! The theme this year will be "A Spark of Creativity"!



Safe Trick-or-Treat at OG

Every year Orchard Gardens hosts a "Safe Trick-or-Treat" where we invite the community to come in and Trick-or-Treat with the residents. The Residents love it when the kids come in and they get to see all of the creative costumes. Last year we had a theme of "Alice In Wonderland". We did a tea party in the afternoon followed by some croquet in the back yard. The residents had a wonderful time with this event and one stated, "I never had such a great time in my life...nothing could compare!" We are looking forward to the challenge of outdoing last years theme and activities!



ACCOMPLISHMENTS

Winning the War on the Flood

On March 15, 2019 multiple communities were severely impacted by the historic flooding that occurred.

“Officials evacuated the area around Valley, Nebraska, on Friday after portions of the Union Dike on the Platte River failed. Valley is located in Douglas County, about 30 miles west of Omaha. [1]”

The Platte Valley Apartments (PVA), which are owned and managed by the Douglas County Housing Authority (DHCA), are located in Valley, NE. PVA was among the many properties in Valley devastated by this widespread flooding.

All of our 16 garden level apartments were flooded and as a result, inhabitable; at the time all but two of these units were occupied. DCHA's staff were unable to return to Valley to assess the damage until the roads were opened on Tuesday, March 19th. Our staff worked together to quickly create a plan of action. Our biggest priority was finding safe housing for all of our tenants.

Our plan included transferring tenants into available units at PVA, issuing Section 8 Vouchers, and providing storage for tenant's belongings until they had secured new housing. Every staff member at DCHA came together to assist with this process. Tenant's at PVA also came together as a community and assisted one another. Although this was a terrible tragedy; it was also an experience in which over and over again there was an enormous amount of generosity and tireless hard work from everyone involved.

DCHA started transferring tenant's to new units as soon as one day after we were able to return, within 10 days we had moved four tenants into new units at PVA. As soon as units were available, we transferred two additional tenants back to PVA. By May 1st, all of our displaced tenants were living in new units at PVA or at a new property with their Section 8 Voucher.





Within a week DCHA had assisted all of our displaced tenants with moving their remaining belongings out of their units. We then, immediately began the process of restoration. All 16 units had to be completely renovated. Mid-June the first building at PVA was ready for 3 new tenants to move-in. Mid-July the second building was ready for 3 new additional move-ins. Mid-August the third building will be ready for new tenants. It is our goal to have all the units restored by September.



I met with one of our displaced tenants to discuss her personal experience during this time. At the time of the flood she was in Omaha and was unable to return to her apartment. Upon returning, she discovered that she had lost almost of her and her family's belongings to the flood. She packed what she could save and DCHA stored this for her. She struggled for 3 weeks, bouncing from place to place with her children. She found a hotel and different Airbnb's that offered them a place to stay at no cost, but each place was only for a limited amount of time. On April 4th, PVA was able to move her back into a temporary unit until her original unit was completed. On July 16th, she moved back into her original unit. She was very thankful she was able to move just one last time right before school started. This helped give her children the stability back that they had lost. Although this was obviously a very trying time, she stayed positive. She stated "the community really came together and offered all types of support." Multiple people and agencies helped her regain everything her family had lost. She wanted to thank multiple agencies including; United Faith Community Church who offered their campus as a one stop location for all flood victims, Sleep in Heavenly Peace who donated and put together new beds for her children, Boyd Jones Company who provided her with financial support, she also received assistance from FEMA, along with many others. With all of this support from individuals and organizations she has been able to overcome this tragedy and is getting back to what she referred to as her "new normal".



[1] <https://www.accuweather.com/en/weather-news/flood-disaster-unfolds-in-eastern-nebraska-as-rivers-reach-historic-levels-levees-fail/70007714> These kinds of situations have a way of highlighting the best of communities. In addition to the tireless work of law enforcement, rescue personnel and emergency management, communities have come together to assist one another in enduring this trauma.

ACCOMPLISHMENTS

Low Income Housing Tax Credit Success

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

The Platte Valley Apartments offer income based housing to low income individuals and families. Tenants' pay 30% of their adjusted gross income towards rent and utilities. Programs such as this give our residents homes that they can afford and give them the opportunity to provide stability for themselves and their children. With stable housing families are better equipped to find employment, continue their education, and see their children succeed in school. Our residents apply for a variety of reasons and often for low income families, it is because they want to be able to give their children stability.

"Federal rental assistance is responsible for more than half of the affordable housing available to extremely low-income renters.[1] Rigorous studies have found that rental assistance sharply reduces homelessness and housing instability, as well as hardships such as overcrowding and food insecurity.[2] Homeless families with children that receive rental assistance benefit in other ways, too: their children are less likely to exhibit behavioral problems, change schools, or be separated from their families.[3]"

Many families we work with are single parents who are working, often continuing their education, all while balancing those things with their home life. Studies have shown these circumstances can cause higher levels of stress, leading to physical and mental health problems. When a parent is worried about everyday finances, such as being able to feed their children, pay all of the bills, plan for unexpected life events, etc.; this can become consuming and often leads to depression and a sense of hopelessness.

Having affordable housing can be the first step for families to start moving out of this cycle of hopelessness. As the property manager of the Platte Valley Apartment's I have been given the opportunity to help families with this step in their lives. I feel blessed to be a part of their journeys and to have been given the chance to see the all of the hard work and achievements our families accomplish every day.

One of our tenant's that I would like to highlight has worked hard, continues to work hard and has never given up, no matter the setbacks she has faced.

While living at the Platte Valley Apartments, she has been employed, continued her education, improved her credit, and had the opportunity and ability to be involved with her children's school and extracurricular activities.



She is a current participant in Douglas County's Family Self Sufficiency (FSS) program. Residents at PVA receive a preference in the FSS program. This program has assisted her in identifying her goals and achieving them. Her main and final goal is homeownership; which she will have the opportunity to do through DCHA's Section 8 Homeownership Program.

She has also participated and graduated from "The Financial Success Program (FSP), part of Creighton University's Financial Hope Collaborative focuses on three main components to educate single mothers on financial management skills."

She stated "living at the Platte Valley Apartments has given me the resources to accomplish my goals. Without the support of this program I would not have had the opportunity to do any of these things. The thing I cherish the most is that I am able to be a bigger part of my children's lives. Before

moving here I was working two jobs and still did not have the money to sign them up for extra activities or buy them things they needed. I now feel I have the ability to offer my children a better life and at the same time be here to support them."

[1] Urban Institute, "Mapping America's Rental Housing Crisis," updated April 27, 2017, <https://apps.urban.org/features/rental-housing-crisis-map/>. "Extremely low-income" means household income is less than 30 percent of area median income or the poverty line, whichever is higher. "Affordable" means rent and utilities do not consume more than 30 percent of household income, which is the federal standard of affordability.

[2] Wood et al., op cit. Daniel Gubits et al., "Family Options Study: 3-Year Impacts of Housing and Services Interventions for Homeless Families," Department of Housing and Urban Development Office of Policy Development and Research, October 2016; Daniel Gubits et al., "Family Options Study: Short-Term Impacts of Housing and Services Interventions for Homeless Families," Department of Housing and Urban Development Office of Policy Development and Research, July 2015; both reports are available at https://www.huduser.gov/portal/family_options_study.html.

[3] Gubits et al. (2015 and 2016), *ibid*.

ACCOMPLISHMENTS

FSS Success Story



The year of 2019 has been an exciting year for the FSS (Family Self-Sufficiency) program. Several clients have utilized the program to graduate and become self-sufficient and successful.

One person that stands out as an achiever in this program is Autumn Lincoln. She is a single Mother of 3 children.

When Autumn entered the FSS (Family Self-Sufficiency) program in February 2015, she had recently been accepted into apprenticeship program through the Local 22 Electrical Union working at ECO (Electric Company of Omaha).

Autumn is extremely motivated and driven to succeed and shows her children what hard work and determination can do. Through the apprenticeship program with the Local 22 Electrical Union she consistently came in the office to report raises, which meant she had completed that level of her training and was moving onto the next level. She graduated from the apprenticeship program through the Local 22 Electrical Union in May 2019. Autumn is now a Low Voltage Technician working at ECO (Electric Company of Omaha).

In addition to completing the apprenticeship program with the Local 22 Electrical Union Autumn is also a graduate of the FSS (Family Self Sufficiency) program at DCHA (Douglas County Housing Authority) after completing her goals, working full time hours and not ever receiving the ADC benefit, which are the program requirements. She graduated with \$10,000.00 accumulated in her escrow account.

That is not all; Autumn then took her money from graduating the FSS (Family Self Sufficiency) program and purchased her home from her landlord, which she has lived in for 10 years.

Autumn then took herself off of all assistance with DCHA (Douglas County Housing Authority) and is complete self-sufficient and a first time home owner!

Autumn is a stellar example of using the tools she had been given to be successful.

It was so exciting to watch her grow, become successful and self sufficient and a home owner! She should be very proud of her accomplishments!



ACCOMPLISHMENTS

VASH Program

Jimmy has served not only in 1 branch of the military but 2. From 1969-1971 he was in the Army based in Cambodia. From 1971-1977 he was in the Navy. This tour took him to San Diego, Spain, Puerto Rico, Germany and Italy. After Jimmy left his military life, he enjoyed working in the construction business.

Fast forward to August 2013 and we will find Jimmy convalescing at the Lutheran Home because of a major health issue. During this same time, a new 90 - unit project, Victory Apartments, is in the final stages of development. The timing is perfect because Jimmy is one of the first occupants at Victory Apartments and he is still a resident 6 years later.

Jimmy can't imagine living anywhere else. He is a very active volunteer within the veteran community. He helps out at the various food pantries, food drives for the American Legion, making sure that there is plenty of hot coffee in the community room and delivering food bags to those residents that can't get out.

One of his favorite hobbies is fly fishing. Every 3rd Thursday the organization "Healing Waters Fly Fishing" comes to Victory and they tie flies and build fly rods. Tournaments are also arranged. Last year Jimmy won a 4 day all expense paid trip to Montana to enjoy some gorgeous scenery and of course some fly fishing. To date, he has won every tournament this year that he has attended with his prizes being trophies and fly rods. In September he will find out if there will be another out of state excursion in his future.

According to Jimmy, if you're bored at Victory Apartments it is because you don't participate. He wishes everyone would because there are so many opportunities to socialize. Besides the fly fishing, there is bingo, cookouts, car shows, sponsored luncheons and much, much more.



ACCOMPLISHMENTS

Free Tax Days Hosted by DCHA



Every year DCHA (Douglas County Housing Authority) hosts “Free Tax Days” for anyone low to moderate income to take advantage of having their taxes prepared for FREE.

As DCHA (Douglas County Housing Authority) is the host, we partner with the EITC (Earned Income Tax Coalition) which is a part of the Family Housing Advisory in Omaha, NE.

This agency is a non-profit organization that is made up of volunteers, that have dedicated their time and effort to agree to many weeks of training and re-training each year to provide the best service possible to each and every person that walks through the door.

DCHA (Douglas County Housing Authority) has hosted this opportunity for the past 5 years and each passing year we serve more people and host more days to reach as many people as possible.

It is rewarding being a part of 2 agencies that partner together to give back to the community where we live and work.

ACCOMPLISHMENTS

Mainstream Vouchers



On April 18, 2018 HUD sent out a Notice of Funding Availability (NOFA) for up to \$100 million in funding for strong applications for the Mainstream Vouchers. According to HUD this particular NOFA was looking to provide funding to assist non-elderly persons with disabilities who are:

Transition out of institutional or other segregated setting,

At serious risk of institutionalization, homeless, or at risk of becoming homeless

HUD also encouraged partnerships in the community with Social Services, those that work with transitional housing, and agencies that provide services to disabled clients.

Some of the agencies DCHA partnered with during the NOFA application were

The Lincoln Regional Center, Region 6 Behavioral Health, Metro Area Continuum of Care for the Homeless, Community Alliance, Salvation Army, Youth Emergency Services, PromiseShip and Heartland Family Service.

Douglas County Housing Authority was awarded 40 Mainstream Vouchers. DCHA now has a total of 165 Mainstream Vouchers. Section 8 Applications were taken in May of 2019 and the preferences for the Mainstream Vouchers were instituted.

The housing authority recently had the first Section 8 Briefings from the May applications and many of the attendees, now have Mainstream Vouchers, are currently looking for a place to live and some have already secured a place to live and have moved. The staff of Douglas County Housing was excited that the process of the Mainstream Vouchers and the clients those vouchers serve worked exactly as we had hoped it would.

We are grateful to all of the wonderful agencies that partnered with DCHA to help their clients become our Mainstream Voucher clients and enable them to live independently in the community.

ACCOMPLISHMENTS

Resident Services Coordination

More changes came to the program of Service Coordinator in HUD-assisted multifamily housing in 2018. Beginning in January 2018, Service Coordinators working in all HUD-assisted properties began submitting Standards for Success (SfS) reports. The goal of SfS is to collect resident-level data that paints a more comprehensive picture of how the program is working. The data will be used to refine the program, improve accountability, and highlight its successes. The Service Coordinator assists public housing tenants in sorting through the confusion 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. Douglas County Housing Authority established the Resident Service Coordination Program in 2010 after being awarded HUD grant approval. The first of these grants by HUD was awarded in 1995 and the field of service coordination in public housing has shot up in popularity and interest every year since. 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: Advocating, Providing case management and information and referral services, educate residents on services and tenancy issues, monitor provision of care, help set up informal support networks and educate housing management staff.



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. 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 97% of tenants have utilized the Service Coordinator. The average age of tenants in DCHA elderly and disabled properties is 61. In the 108 public housing units, there were 13 vacancies in the past year.

ACCOMPLISHMENTS

Section 8 Home Ownership Success



2019 was the most exciting year for home ownership! This year in Omaha, NE. we had the opportunity of utilizing the Neighborhood LIFT Program from Neighborhood Finance Corporation that began in June 2019.

This program partnered with local banks to get people all over our great city qualified for this amazing opportunity.

It is for a very short time that The Neighborhood LIFT Program visits each city. The program then chooses another city within the United States to give other people the same wonderful opportunity.

As you may know, what someone wanting be become a home owner struggles with most is coming up with the down payment. The Neighborhood LIFT Program makes that struggle a non-issue. The Neighborhood LIFT Program is specifically geared to help with the down payment to purchase a home.

Our client, Rachel Koneck, was able to get approved for this once in a lifetime opportunity. In addition to receiving the \$15,000.00 down payment assistance offered through this program, she additionally receives \$2,500.00 available just for a small group of professionals in the service industry, which is an added bonus for first responders, military and teachers through the Neighborhood LIFT program.

Rachel also qualified with the American Dream Mortgage with U.S. Bank and will receive \$5,500.00 from them for down-payment assistance.

Rachel is very skilled at budgeting and saving, and in addition to all of the down payment assistance she is receiving she is bringing \$11,000.00 to the closing table. Our clients, of course, have to have some responsibility of home ownership as well.

What a huge opportunity for Rachel. She found an amazing home to raise her two children in, and in the area of Omaha that she has always wanted to live in.

I'm so happy for Rachel, and was super excited that she was able to qualify for such life-changing opportunities.

ACCOMPLISHMENTS

Maintenance Department

DCHA wouldn't be a first-class Housing Authority without the valued Maintenance Department employees. Dallas Watts has been with DCHA for 4 ½ years; Steve Riha, 4 years; Ed Lenagh, 2 years; and Mike Hamsa is the newest employee to the department. Mike has been working within the organization for over 3 years, but is now assigned to the Maintenance Department.

It has been a year in which the housing authority experienced something that it has never experienced before. We are referring to the Nebraska floods of 2019. On the night of the floods coming into Valley, Maintenance Director Ken Nielsen was able to watch, from security cameras, the water slowly go across our parking lot at Platte Valley Apartments and flow into all 16 lower units at the apartments. As soon as the water began entering the units, we were able to contract a company to begin preparing for the start of a long process of damage control on the units. Due to the flooding of the roads into Valley we had to wait from outside of town for 3 days. Once we were able to get to the apartments, we could begin demolition of all the lower units. All the lower units were gutted due to the water damage and sewer back-ups.

It was a lot of work, but we are now close to being completely done with the entire remodel of all 16 units. They have all new flooring, drywall, cabinets, countertops, appliances, tub enclosures, toilets, LED lighting, doors, trim, entrance doors and window coverings. The units look beautiful and modern. Luckily, we were spared with only having damages at one of our properties that included 16 of the possible 74 units we manage in Valley and Waterloo. All in all, everything went smoothly with only a few hiccups. Hopefully this will be the last flood of such magnitude that DCHA and all other residences in Nebraska ever have to worry about.



ACCOMPLISHMENTS

Resident Spotlight



Suz has been a resident at Benn View apartments for almost 3 years having relocated to the area from Hastings in search of employment, musical pursuits and educational opportunities. Public housing offered her the opportunity to make that transition in an affordable way. For Suz, many of her passions lie in the world of music, photography and advocacy for persons with disability particularly those on the Autism Spectrum. She has various educational degrees and experiences but struggled to find her niche in the rural settings. The metro area offers more expansive opportunities in these directions. With current fair market rents it can be a pipe dream for many people that are either without income, pending disability determination or with fixed income such as Suz. Since moving to the area, Suz has engaged herself in a variety of pursuits. She is actively involved with a vocal choir as well as a flute choir in the community. The varied culture of the area offers concerts

and shopping for her free time. Employment pursuits have given her experience in the areas of voting commission, photography and currently at The Douglas County Landfill as a clerk/ weighmaster where she has been able to achieve gainful full-time employment since March. Suz has the goal to become fluent in Korean so that she can eventually return to Korea to live and work. She also seeks out avenues to further advocate for people experiencing disabilities and to establish a no kill cat rescue.

DCHA STATISTICS

Resident Demographics

Gathered Summer 2019

Participant Profile

- 2,636 household participants
- 21% are elderly
- 34% are female heads of household
- 1,040 households with children under 18

Ethnic Origin of Participants

- 50% White
- 48% African American
- Less than 1% Other
- Less than 1% of the total are Hispanic

Income Profile of Participants

- \$13,875 is the average income per wage family
- 36% have wages as income
- 59% have Social Security & SSI as income
- 16% have welfare as income

Economic Impact of Public Housing

As of March 2019

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 \$123,787 to local business' for operations
- ❑ Capital Improvement of \$97,942 to local contractors and businesses for equipment and renovation of multiple properties
- ❑ HAP payments of \$7,068,862 to many local landlords and property owners
- ❑ Utility payments of \$79,634 to various local utility companies
- ❑ FSS Program paid out \$43,181 to participants for higher education, personal purchases and down payments for purchasing a home

FINANCIAL REPORT

Combined Balance Sheet

Unaudited 3/31/19

Assets

Cash & cash equivalents	\$3,076,790
Deposits with HUD	\$4,036
Long-term Mortgage Receivable	\$458,526
Notes Receivable	\$675,345
Tenant Receivable	\$134,206
Accounts Receivable - Related Party	\$0
Accounts Receivable - All Other	\$82,256
Investments	\$1,0228,954
Due from Intercompany Funds	\$272,973
Prepaid Expenses	\$94,963
Deferred bond costs	\$275,569
Fixed Assets (less depreciation)	\$12,198,079
Other Assets	\$299,841
Total Assets	\$18,505,685

Liabilities & Reserves

Accounts Payable	\$74,076
Accrued Liabilities	\$277,332
Accrued Int. Pay	\$91,189
Tenant Security Deposits	\$100,714
Interprogram due to	\$223,008
Deferred Revenue	\$12,784
Current Bonds & Notes Payable	\$350,752
Non Current Liabilities	\$10,110,293
Total Liabilities	\$11,227,364

Equity/Restricted & Unrestricted Assets \$7,278,321

Total Liabilities & Surplus \$18,505,685

Combined Statement of Revenues & Expenses

Income

Dwelling Income	\$3,880,928
Management Fees	\$149,986
Interest Income	\$79,513
Other Income	\$160,814
Gain on Sale of Assets	\$0
Federal Grants	\$8,969,248
Total Income	\$13,240,525

Expense

Administrative	\$2,599,079
Tenant Services	\$321,553
Utilities	\$305,999
Maintenance & Operation	\$667,450
General Expenses-Operating	\$232,940
Housing Assistance Payments	\$7,540,293
Depreciation	\$721,069
Bond & Notes Interest & Casualty loss	\$425,221
Total Expenses	\$12,813,604
Net Income (Loss)	\$426,921

Statement of Public Housing CFP Grant

The total amount included in the financial information used for modernization and rehabilitation of public housing units is **\$69,423**.

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).



