

Annual Report



Greater Metropolitan Area Housing Authority of Rock Island County
ILO10

September 2019

Of Special Interest for FYE 3/31/2019

- ❖ High Performer – Public Housing (PHAS Score)
- ❖ High Performer – Section 8 (SEMAP Score)
- ❖ Application submitted MTW Expansion: Cohort 1

A Message from Our CEO



While a great deal has changed here at GMAHA, the important things have stood the test of time. The Board of Commissioners, Staff, and I remain dedicated to the creation and preservation of affordable housing, while researching and developing data-driven solutions to end the housing crisis for low income individuals and families in the Rock Island County area. We continue to deliver excellent customer service and maintain the

highest level of commitment to our clients and the community, as demonstrated by receiving a High Performer Ranking in both Public Housing and Section 8 programming for Fiscal Year Ending March 31, 2019. I am pleased to present this year in review to highlight our achievements and to provide an overview of the innovative and creative programming the team is working to implement in the

coming year. I am privileged to lead a seasoned team of professionals through repositioning strategies that will provide flexible financing tools to rehabilitate existing, aging housing stock, deconcentrate units in areas of high poverty, create new housing units and expand our agency footprint to include underserved rural markets. Together, we can reimagine and reform affordable housing.

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Greater Metro: We Commit to *DO* MORE

The face of public housing is changing and GMAHA is ready! As a public partner, GMAHA is focused on creating Communities with Opportunities. By fostering the creation and preservation of affordable housing, we provide the foundation for which a community's success is built. Housing is a home, not just a structure. It provides comfort, as well as financial and emotional stability. Housing is a neighborhood

where parents feel safe allowing their children to walk to and from school. Housing requires investment, not only in the bricks and mortar, but in the occupant(s). To that end, GMAHA invested significant time and resources this past year to develop a five year strategic plan to: set priorities, strengthen operations and ensure energy is focused toward common goals.

Our communities deserve more from its affordable housing providers; we need to *DO* MORE than just provide and maintain safe and sanitary housing. In today's market, we must make data-driven decisions to effectively serve the Quad Cities by recognizing and addressing the unmet needs of our families and most vulnerable citizens-through innovative programming opportunities, such as Moving to Work and RAD, we aim to *DO* MORE amazing work in 2020!

Amy S. Clark
Chief Executive Officer



Sheryl Shank

**Asset Management
Director**

Asset Management

GMAHA's real estate portfolio consists of 4 public housing properties spread across 3 cities. At a combined total of 486 scattered site units, we finished the year with a 98% occupancy helping us end the fiscal year with another High Performer PHAS (Public Housing Assessment Score) Ranking. This would not be possible without the dedicated property management staff. Property

Managers and their assistants boasted some incredible stats this year: they housed 156 new residents; coordinated all 486 UPCS inspections; collected \$1.45 MM in rent; processed over 2600 work orders and actively participated in the preparation of 3 REAC inspections. In addition to their day to day duties, property management staff also worked with local

agencies to provide various activities and programs to benefit adult residents and children, such as: The Summer Lunch Program, LIHEAP (energy payment assistance program), University of Illinois Extension Nutritional Program and Project NOW. As the new Asset Management Director, I look forward to implementing innovative programming to best meet the needs of our residents.

Program Intake Clerk

An Intake Clerk was added to GMAHA's staff this past year to process all Public Housing Application Intakes. This allows a greater number of applications to be processed and to be processed with consistency. Approximately 50 to 60 applications are processed on a monthly basis, which helps keep our Wait List current to the day. Local preference applicants (those who live or work in RI Co are processed within 1 month of applying. The Intake Clerk also assists the Property Managers in having an approved application ready for when a new lease up is needed for a vacant unit.

Deb Johnson
Program Intake Specialist

High Performer PHAS 3/31/2019

One Bedrooms	Two Bedrooms	Three Bedrooms	Four Bedrooms	Five Bedrooms
331	89	49	16	1

"It is hard to argue that housing is not a fundamental human need. Decent, affordable housing should be a basic right for everybody in this country. The reason is simple: without stable shelter, everything else falls apart."

-Matthew Desmond, Evicted: Poverty and Profit in the American City

Oak Grove
2215 Morton Drive
East Moline, IL. 61244

Property Manager: Laura Nevarez
Assistant Property Manager: Tricia Uzelac

William Young
605 3rd Avenue
Milan, IL. 61264

Property Manager: Elesha Hodges
Assistant Property Manager: Kim Gibson

Warren Tower / Heights / Place
325 Second Street
Silvis, IL. 61282

Property Manager: Kelly Laffoon
Assistant Property Manager: Raiza Lopez



Sandra McKeag

As the Compliance Officer, Sandy ensures the Agency functions in a legal and ethical manner while meeting our organizational goals.

Compliance Officer

Streed Tower
647 16th Avenue
East Moline, IL. 61244

Property Manager: Elesha Hodges
Assistant Property Manager: Kim Gibson

Maintenance Department

The GMAHA Maintenance Department underwent an impressive transformation this year. Jeff Ferry, a veteran employee and head of the Oak Grove Maintenance crew took on the position of Maintenance Director. Under his leadership, the maintenance team ensured our High Performer Status by passing 3 REAC Inspections under the new 14 day REAC Rules.

This talented maintenance team completed over 2,600 work orders, turned over 105 units in an average of 19 days and managed one

of the worst winters mother nature has thrown at us in several years. Spring did not ease this battle of the elements as severe flooding impacted the Oak Grove property. Staff worked together to provide clean-up efforts when flood waters receded and the property is now back to top-notch condition.

In addition to the day to day activities of the maintenance department, the William Young roof replacement project was completed in October 2018. This project's total cost was \$262,500 and

was funded through Capital Fund program dollars.

GMAHA received an additional \$1.05 MM in Capital Fund Award for 2019, and we look forward to using a significant portion of 2018 and 2019 funds to replace the aged windows at Warren Tower and to assist in other rehabilitation projects that will be identified in an upcoming Comprehensive Needs Assessment.



"After several years of being understaffed, the Maintenance Department is pleased to be up to full capacity and better able to serve our residents and ensure our properties are exceptionally maintained."

- Jeff Ferry

Oak Grove Flooding- Spring 2019



Warren Tower

Mark Montgomery, Maintenance Supervisor
John Dunn, Site Maintenance
Ingrid Redecker, Grounds / Custodian

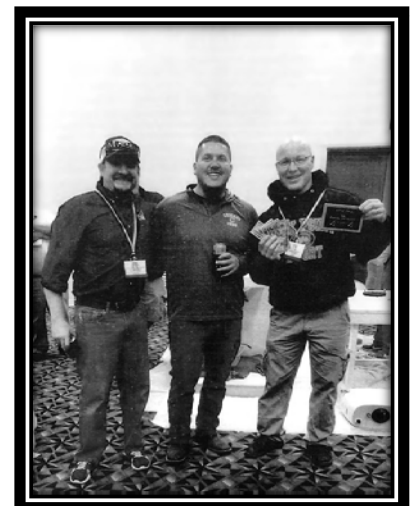
William Young / Streed Tower

Bryan Mier, Assistant Maintenance Director
Marc Middleton, Site Maintenance
Jerry Rusch, Grounds / Custodian



Oak Grove

Jeff Ferry, Maintenance Director
Troy Hunn, Site Maintenance
Mario Munoz, Grounds / Custodian



Maintenance Olympics
Maintenance & Management Clinic – Feb 2019
Marc Middleton, Bryan Mier, Jeff Ferry



Andrea Handel
Finance / HR Manager

FYE 3/31/2019 Finance Report

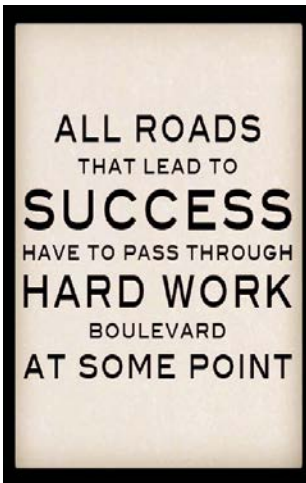
The Finance team closed out Fiscal Year End 2019 with a positive cash position. Each of the 4 real estate owned assets had positive cash flow and generated additional cash reserves. The Section 8 Department, which operates on a cash basis, also finished the year in a healthy financial position having expended \$1,738,564 of its fiscal year

allocation of \$1,734,956. Due to the successful administration of both public housing and section 8 budgets, Finance earned 100% in PHAS scoring this fiscal year. A chart of GMAHA's account balances as of FYE is noted below.

This year, we also tackled additional initiatives, such as time management software

to more efficiently process payroll, updated and revised internal accounting procedures and fiscal controls and adopted a new practice for reporting financials to the Board of Commissioners.

Mary Hintermeister
Finance Assistant



Human Resources

Though we are a small agency with only 22 full-time and 4 part-time staff, human resources remains a critical part of what we do in the Finance Department. HR tasks involve recruiting and selecting new employees, managing personnel files, attendance records, trainings, certifications, compensation, benefit

enrollment and enforcing guidelines and procedures from agency policy. This year, we updated and adopted a new Personnel Handbook to comply with the ever-changing regulatory landscape. We have also worked to ensure staff receive the training they need to succeed in their roles here at GMAHA. This

past year, staff have trained and received certifications in SEMAP, REAC, Rent Calculation, Fair Housing and more. Additionally, GMAHA has implemented monthly staff meetings in an effort to increase communication and participation among staff.

<u>Total Account Positions:</u>	<u>FYE 3/31/2019 Balance:</u>
Restricted Position	\$5.6 mm
Unrestricted Position	\$2.5 mm

Greater Metropolitan Area Housing Authority of Rock Island County would like to thank our third-party partners, Hawkins Ash of La Crosse, WI. As GMAHA's Fee Accountant, Allison Dahl is responsible for FDS reporting to HUD, as well as monthly bank reconciliations. Allison is a valuable resource to the finance team.



UN-AUDITED

MARCH 31, 2019

HCV & PH PROGRAMS

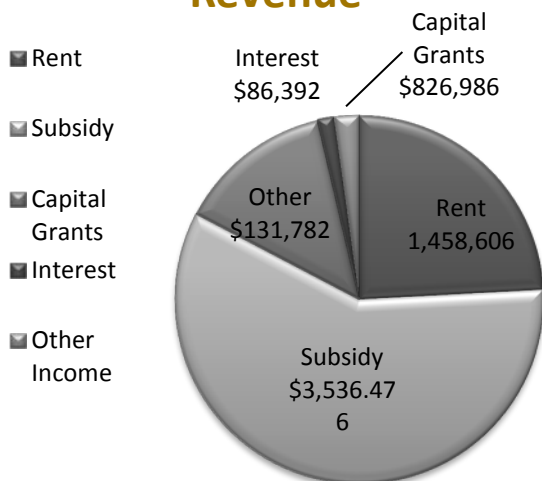
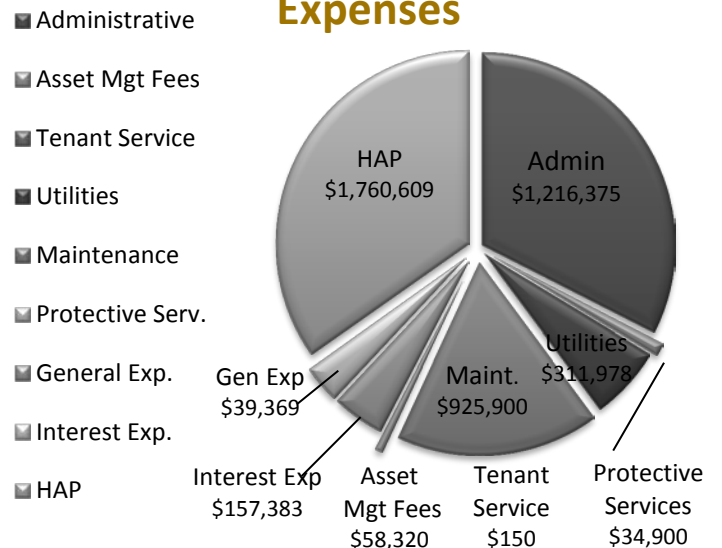
Operating Revenue

Tenant Revenue – Rent.....	\$1,458,606
HUD Operating Subsidy	\$3,536,476
Capital Grants	\$826,986
Interest Investment Income	\$86,392
Other Operating Revenue	\$131,782
Total Operating Revenue:	\$5,213,256

Expenses

Administrative Operating	\$1,216,375
Asset Management Fees.....	\$58,320
Tenant Services	\$150
Utilities	\$311,978
Maintenance.....	\$925,900
Protective Service	\$34,900
General Expenses	\$39,369
Interest Expense	\$157,383
Housing Assistance Payments	\$1,760,609
Total Operating Expense:	\$4,473,574

Total Net Revenue Over/Under: \$739,682

Revenue**Expenses**

Housing Choice Voucher Program

GMAHA has an Annual Contributions Contract (ACC) with the Department of Housing and Urban Development (HUD) to serve up to 352 qualifying households by providing housing assistance payments (HAP) toward their contract rent. In the last contract allocation year, GMAHA provided approximately \$1.7 Million in rental assistance to participating landlords in the

Rock Island County area. The average HAP payment per household is \$497 a month. The average number of households assisted each month was 290.

In addition to scattered site rentals, GMAHA has executed two Project Based Voucher contracts to assist low income elderly units designated at section 42 tax credit projects: Hometown Harbor and Garfield

Apartments.

HOMETOWN HARBOR:

17 project based vouchers

GARFIELD APARTMENTS:

15 project based vouchers

**Garfield Apartments received its Certificate of Occupancy in July 2019.*



Deb Govain
Case Manager

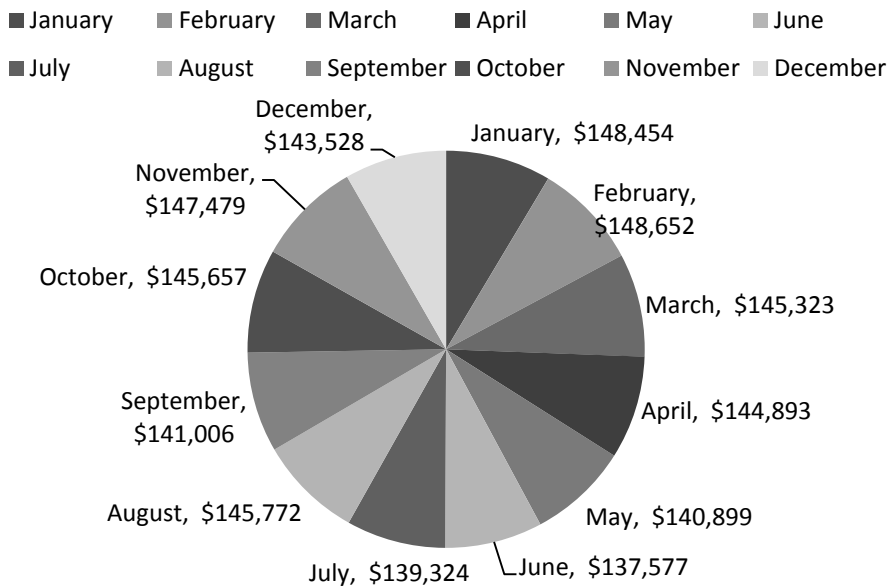


Dana Munson
Case Manager

High Performer FYE 3/31/2019 - SEMAP

GMAHA's Section 8 team finished the 2019 fiscal year with another High Performer Ranking! It is this the dedication and commitment from our Section 8 team that helps Greater Metro live up to its name. The FYE SEMAP (Section Eight Management Assessment Program) score was finalized at 96%.

2018 HAP Expenditures



SECTION 8 WAIT LIST:

323 as of March 31, 2019

FYE 3/31/2019 Port In Data:

(6) Rock Island, IL
(1) Janesville, WI
(1) Eastern IA Regional HA
(1) Norfolk, NE
(1) Lincoln, NE
(1) Whiteside County
(1) McDonough County
(1) Gary, IN
(2) Davenport, IA
(1) California
(1) Wisconsin
(1) Colorado

GMAHA of Rock Island Co
621 17th Avenue
East Moline, IL 61244

Phone
(309) 755-4527

Fax
(309) 751-4944

E-mail
aclark@gmaharic.org

Housing with Integrity

Board of Commissioners

GMAHA is governed by a 7 member Board of Commissioners. It is the Board's responsibility to help set the agency's vision. The Board is also responsible for securing the management of the agency and ensuring that operations are

undertaken in accordance to the laws and program requirements and the board's priorities and policies. The GMAHA Commissioners have accomplished a great deal over the last year. They conducted the search of a new leader for the agency and worked with the newly

appointed CEO, as well as staff to create a new five year strategic plan. This plan will serve as the blueprint for application and implementation of new programs, such as Moving to Work Expansion (MTW) and the Rental Assistance Demonstration (RAD). The BOC is proud to report another successful year as High Performers!

Meet Our Commissioners



John Welling
Chairman



Thomas Meyer
Commissioner



Katie King
Commissioner



Rebecca McReynolds
Vice Chairman



Patrick Broderick
Commissioner



Rev. Kenneth Porter
Commissioner



Erica Nevarez
Executive Assistant

We're on the Web!
See us at:
www.gmaharic.org

**EQUAL
OPPORTUNITY
EMPLOYER**

