

2019-2020

ANNUAL REPORT



Greater Metropolitan Area Housing
Authority of Rock Island County IL 010

Fiscal Year April 1, 2019 through March 31, 2020

Presented by: Amy S. Clark, Chief Executive Officer

Dear Colleagues and Supporters,

I am pleased to present this 2019-2020 Annual Report: A Year in Review to all of you who work so hard to make a positive difference in our communities. This report is in recognition of our clients, staff, commissioners and a plethora of community supporters who work with us side by side. We could not do this without you!

Through the fiscal year beginning April 1, 2019 and ending March 31, 2020, GMAHA made great progress in establishing and implementing the goals laid out in our new five-year Strategic Plan. The Board of Commissioners worked for several months this year to create a plan that would address the ever-changing needs of our clients and the communities we serve. During the creative process of developing this plan, we recognized that by adding innovative programming and diversifying our existing real estate portfolio, it would allow us to more effectively move clients along the housing continuum to self-sufficiency.

Toward that end, GMAHA staff spent this year accomplishing the following targeted goals: acquiring two additional affordable housing properties totaling 184 units; applying and being selected for the waitlist for the Moving to Work Expansion Cohort # 1; creating the Annual and Five (5) Year Plan, which includes participating in the Rental Assistance Demonstration Program (RAD); remaining High Performers in both Section 8 and Public Housing Programs; expanding our internet infrastructure to provide below-market internet access to our public housing clients; as well as updating our website and other social media pages to better communicate with our families.

While 2019-2020 was productive, we have a long road to completion. As we enter this new fiscal year, the challenges are more acute; at this time, our agency and the nation work together to battle the Coronavirus public health emergency. The Pandemic shines a very bright spotlight on the socioeconomic divide in this country and highlights how any major crisis can have long-lasting, negative impacts on low-income families. GMAHA will spend this next year committed to closing the digital divide our families face by continuing efforts to expand our internet infrastructure at additional sites. We will also carry on with fundraising efforts to replenish our Emergency Housing Assistance Fund, which has helped our clients through the pandemic with back rent, utilities and food supplies.

We look forward to continuing this journey with each and every one of you. Thank you.

Sincerely,

Amy S. Clark
Chief Executive Officer

**Don't limit your challenges...
Challenge your limits.**

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Andrew Fisher, Senior Director of Capital Assets
Jeffrey Ferry, Maintenance Supervisor



The Road We Walk Together

It is with the support of our volunteer Board of Commissioners, funders, such as Housing and Urban Development, community organizations, and donors that GMAHA is able to have a successful impact in the lives of our residents and clients. Affordable housing is a basic human right and together, we continue to make a difference in honoring this right.



A Year in Review

Amy S. Clark

\$15,334,103 from \$10,112,790

(Increase in Capital Assets 4/1-3/31 - 52% increase)

1,086 from 838

(Households served annually increased from FYE 2020 from FYE 2019)

\$7,140,851 from \$6,040,242

(revenue increase due to activities this fiscal year)

Looking Back at 2019-2020...

REVENUE

\$
6.0 MM



1,086
Housing Units

EXPENSES

4.6 MM



2,500
Individuals &
Children Served

NET INCOME

\$
1.4 MM



26 FT & 3 PT
Employees

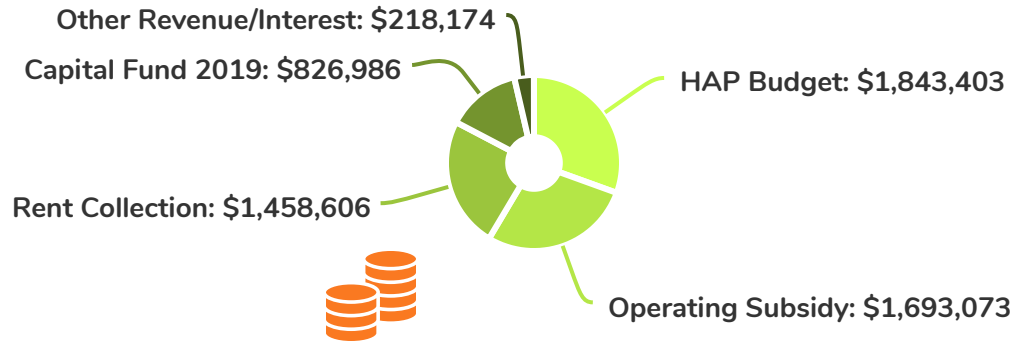
- ✓ — RICHFC Garfield LLC
- ✓ — RICHFC HTH LLC
- ✓ — RICHFC Heartland LLC

Rock Island Housing Finance Corporation
(RICHFC)
Added 3 New Subsidiaries

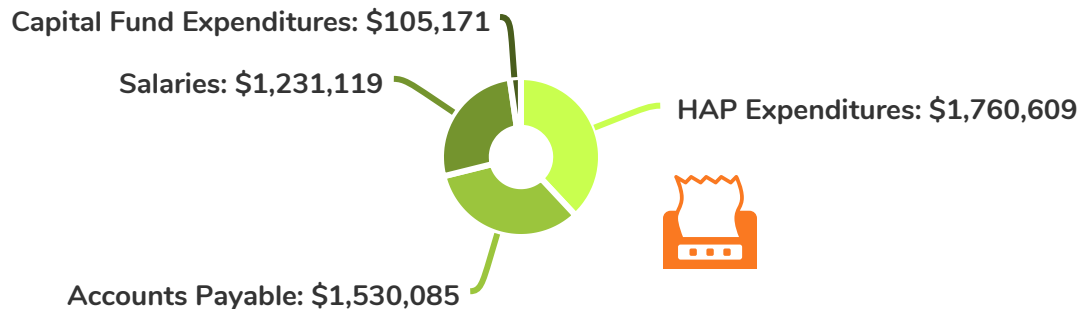
Program Finance

Allison Debus

Sources of Funding - Total \$6,040,242



Annual Expenses - Total \$4,626,984



Additional Remarks

HCV Client Data

- Average HAP \$511
- Average of 294 vouchers
- EOPs - 18 (end of participation)
- Port Outs - 28
- Port Ins - 20

Staff Training Investment

Three employees received their V.E.M. credentials (Voucher Executive Management), two received PHM (Public Housing Management), and two received RAD certification. GMAHA invested in HTVN which is online training service that offers free and paid courses.

Cash Position End of Year

General Fund:	\$5,473,573.63
HCV:	\$100,997.64
COCC:	\$501,305.04
RICHFC:	\$209,049.44

Organizational Audit

Comprehensive Audit completed successfully with 0 Findings!



Asset Management & Community Outreach

Sheryl Shank and Andrea Handel



Housing: Closing the Gap in Housing Choice

Our property management team continues to work diligently in providing daily management and operations at our sites. We strive to continue to provide a safe and secure living environment for our residents. As Senior Director of Housing, I am proud of our team and the commitment they show every day in serving over 1,051 adults and children living in our housing developments.

Community Outreach: A Hand Up, Not a Hand Out

As the Community Outreach Specialist, I work with local service providers and agencies to bring much needed resources to our clients to assist in their success. We partner with local emergency service providers, food banks, school districts and more to provide safety education, access to computer labs for children remote learning, financial literacy counseling and basic daily living needs. Our goal is to provide educational services to clients that they will carry with them on their path to self-sufficiency.

GMAHA Adds 2 New Housing Developments!

Two elderly designated multifamily sites have been added to the GMAHA portfolio. Hometown Harbor serves the East Moline area and consists of 84 units. Heartland Park serves the Moline area and consists of 100 units. Both locations offer 1 or 2 bedroom units for our elderly population.

Oak Grove/Joseph Fulton Homes
2215 Morton Drive, East Moline
151 Single and Family Units

William Young Homes
605 3rd Ave E, Milan
96 Elderly Designated Units

Streed Tower
647 16th Avenue, East Moline
79 (1) Bedroom Units

Warren Tower/Heights/Place
325 2nd Street, Silvis
160 Single and Family Units

Hometown Harbor
1011 49th Avenue, East Moline
82 Elderly Designated Units

Heartland Park
3609 14th Street, Moline
100 Elderly Designated Units



Housed 94 new tenants



Collected \$1.45 million in revenue



Processed over 500 applications



Capital Assets & Maintenance

Andrew Fisher and Jeff Ferry

Capital Improvements: Creating Sustainability

This past year, the GMAHA team has worked to identify urgent capital improvement projects to be funded with Capital Fund Program dollars. As our buildings and infrastructure age, it is vital that we secure the funding necessary to keep the building mechanicals, facades and grounds in safe and sustainable working condition. See below for a list of current Capital Projects to accomplish this goal.

Maintenance: Preserving Health and Safety

The Maintenance Department has a yearly operating budget of approximately \$1 MM and employs a staff of 9 full time and 1 part time employee(s) covering the maintenance needs for all four properties totaling 846 units. The Maintenance team strives for excellence on a daily basis. We work year round to conduct UPCS Inspections (Uniform Physical Conditions Standards), prep vacant units for turn-over, complete work orders and ensure the buildings and grounds are well manicured. I am proud that you can drive by any GMAHA property at any time and it will be in excellent condition.



Real Estate Assessment Center

The Real Estate Assessment Center, or as it is better known, REAC, is the Housing and Urban Development's way of monitoring public housing properties. This assessment is done by a qualified inspector who visits GMAHA's properties and gives it a score based on the physical condition of the property. GMAHA is proud to report that all three REAC Inspections done this review year passed with a successful score. The maintenance team continues to deliver excellent service and works diligently to ensure our tenants' homes are safe and healthy at all times.

Capital Fund Projects:

- Warren Tower Window Replacement
- William Young Furnace Replacement
- Client Computer Labs



2,654 work orders completed



18 day average unit turn over time



95 units turned over this year

Board of Commissioners

Thomas Meyer, Chairman



Rebecca McReynolds, Vice Chairman

John Welling, Commissioner

Patrick Broderick, Commissioner

Rev. Kenneth Porter, Commissioner

Katie King, Commissioner (Resident)

Mary Fuhr, Commissioner



Thank you for
your continued
service.