



**HOUSING  
CONNECT**

## **Annual Report 2018-2019**



# Mission:

Our mission is to develop quality affordable housing opportunities for individuals and families while promoting self-sufficiency and neighborhood revitalization.

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## Agency Values:

1. We believe that housing is a basic right and a foundation for success in life. All of us benefit when our citizens have a safe place to call home.
2. While housing is a foundation, it is not enough to simply have a roof over one's head. We support, to the best of our abilities, the lives of our residents with excellent programs for their individual growth and welfare.
3. We create communities that are safe and peaceful. Our residents are part of their neighborhood and society as a whole. We are proud of the communities we help create and the housing we build and manage.
4. We believe that people should be able to choose the housing that best meets their individual needs, and that those needs evolve and change. We work hard to appreciate and support our residents throughout the evolution of their life circumstances.
5. We understand that resources are finite and our programs and services must be energy efficient, sustainable, and economically viable.
6. We respect and celebrate the whole person, whether the resident or employee. Our work culture responds to individual needs and benefits the whole. We are fair. We listen to everyone associated with our efforts.



# Message from the Chair and Chief Executive Officer

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It is our pleasure to present Housing Connect's FY 2019 annual report. This past year was one of transformation. We rebanded our name and image to better fit the proactive innovative role we play in the community. Our mission is to connect people and communities to quality affordable housing opportunities while promoting self-sufficiency and neighborhood revitalization. We address this by developing and managing affordable housing and providing rent assistance to over 4,400 households. The health and wellbeing of our neighbors and neighborhoods is at the core of everything we do.

We also began the long-needed and strategically planned process of transforming our Public Housing portfolio through the HUD Rental Assistance Demonstration program (or RAD). This process will take place over the next several years and will result in the preservation of 612 affordable units and also allow us to significantly increase our overall housing inventory. Public Housing is a vital asset that provides affordable housing to individuals and families earning 30% Area Median Income and below. Unfortunately, it is a critical resource that has been chronically underfunded for decades.

RAD provides housing authorities with a tool that allows us to preserve this asset. The RAD program redesignates Public Housing to a project-based Section 8 rental assistance format. This change enables us to leverage common market tools as well as private and public resources to make needed repairs while preserving long-term affordability.

Housing Connect is a financially strong agency that we are proud to report had a clean audit and was rated as a high performer in our main HUD funded programs—Public Housing and Section 8. We also increased rental assistance by 80 households. Our appreciation goes to our strong and dedicated staff, our Board of Commissioners who provide support and thoughtful guidance, the residents we house, particularly the nine individuals who serve on the Resident Advisory Board whose wisdom and feedback help us implement solid programs, and our strong community partners.

Warm Regards,



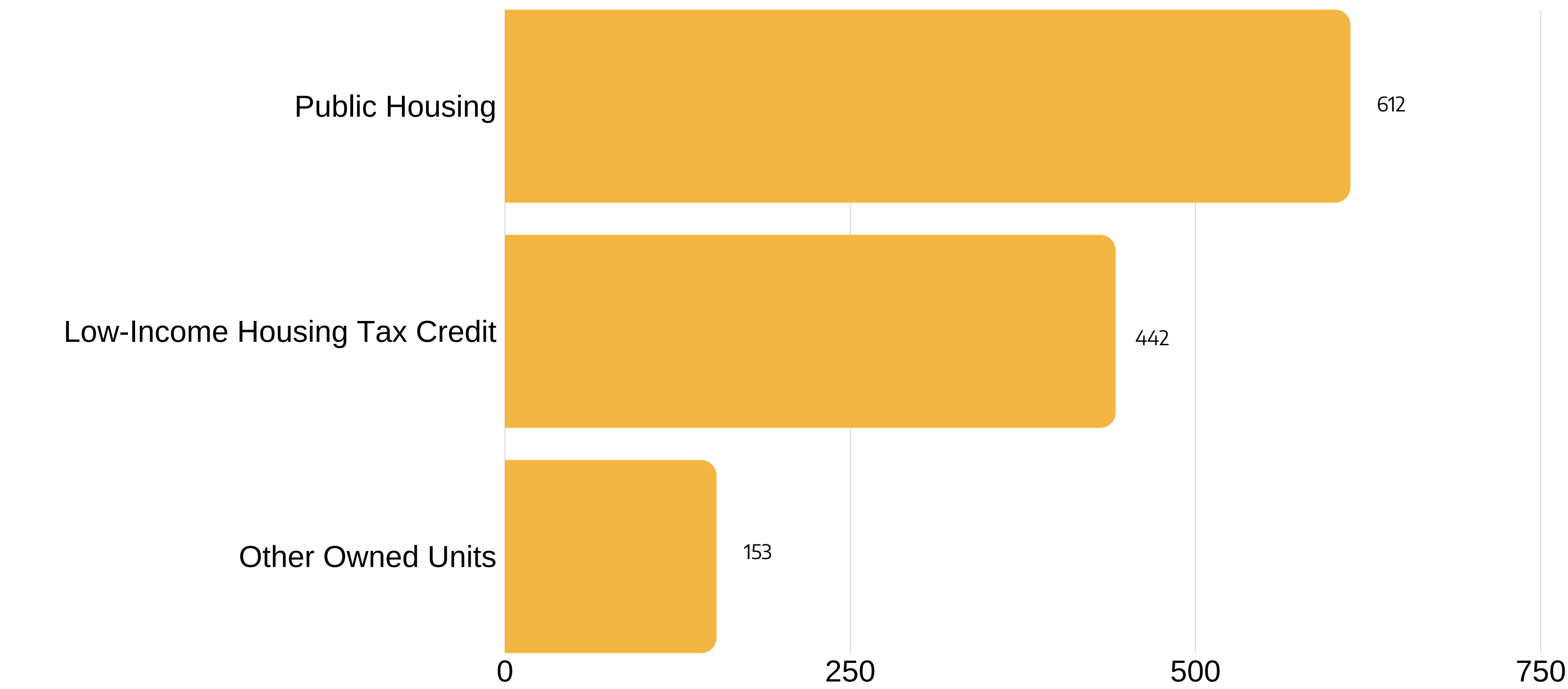
Jennifer Jolley Johnston  
Board of Commissioners



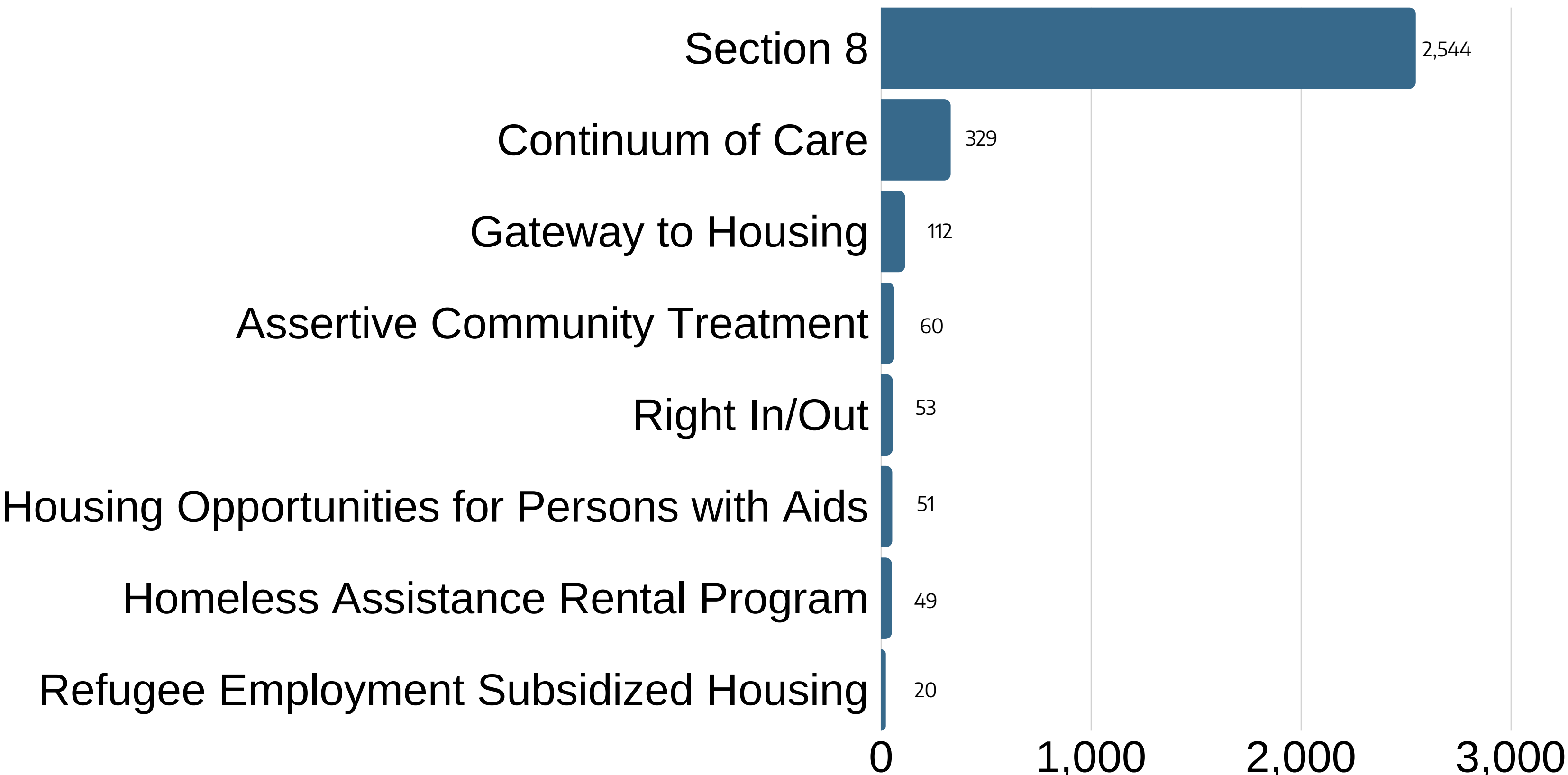
Janice Kimball  
Chief Executive Officer

# Households Served

Total Physical Units 1,207



Total Vouchers 3,218

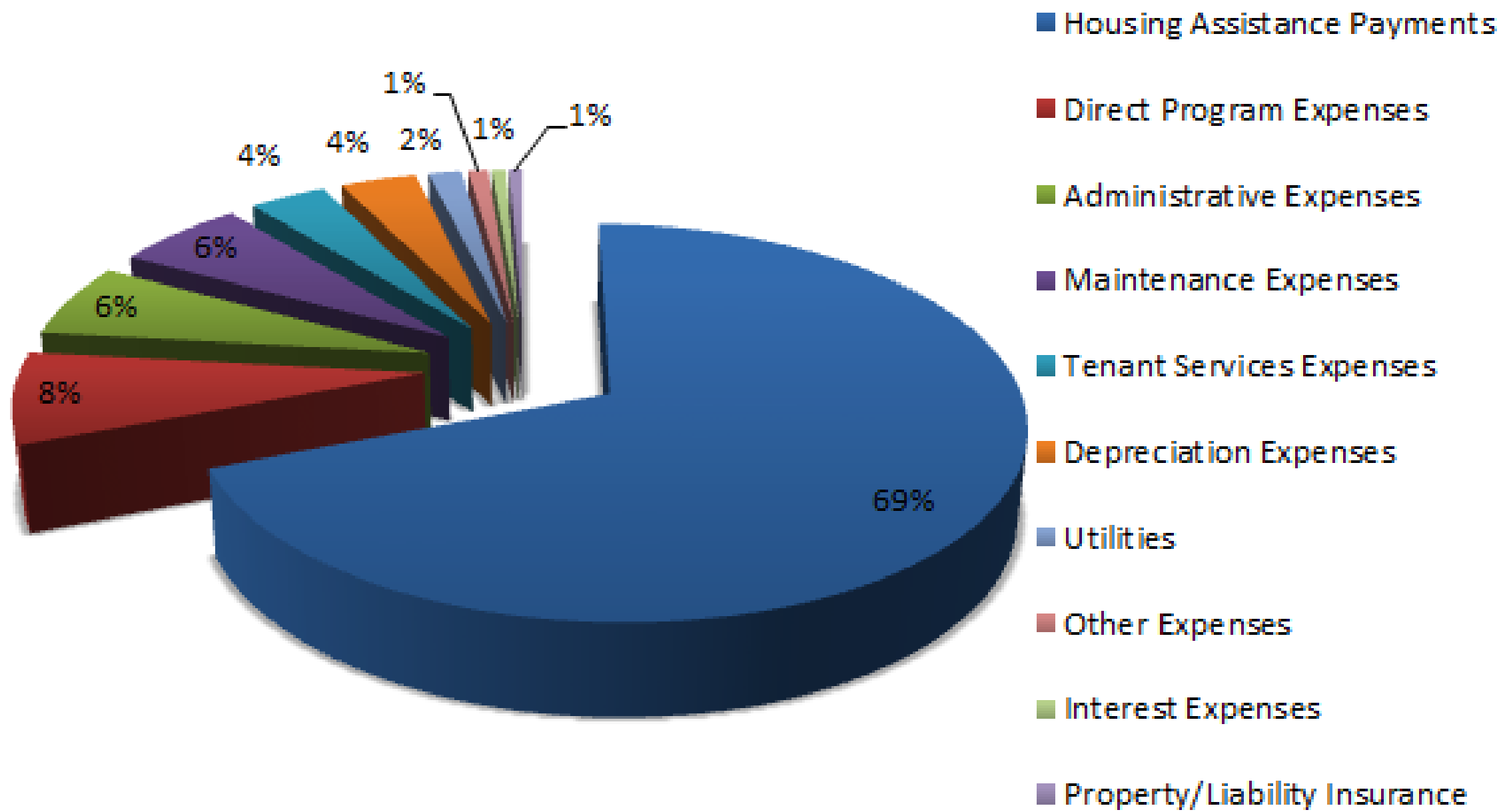




# Statement of Financial Activities

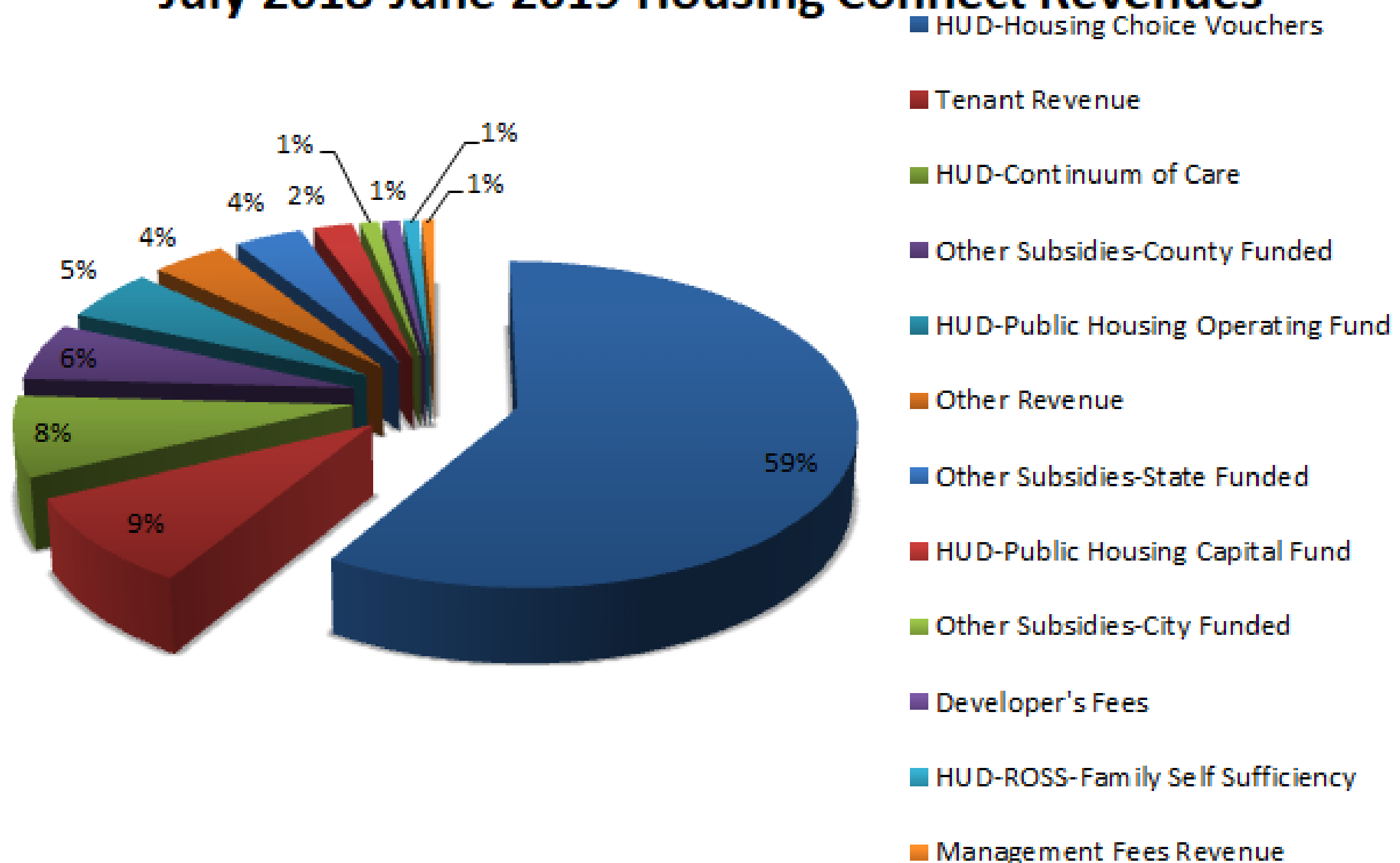
Total Expenses  
\$37,700,160

## July 2018-June 2019 Housing Connect Expenses



Total Revenue  
\$37,076,826

## July 2018-June 2019 Housing Connect Revenues



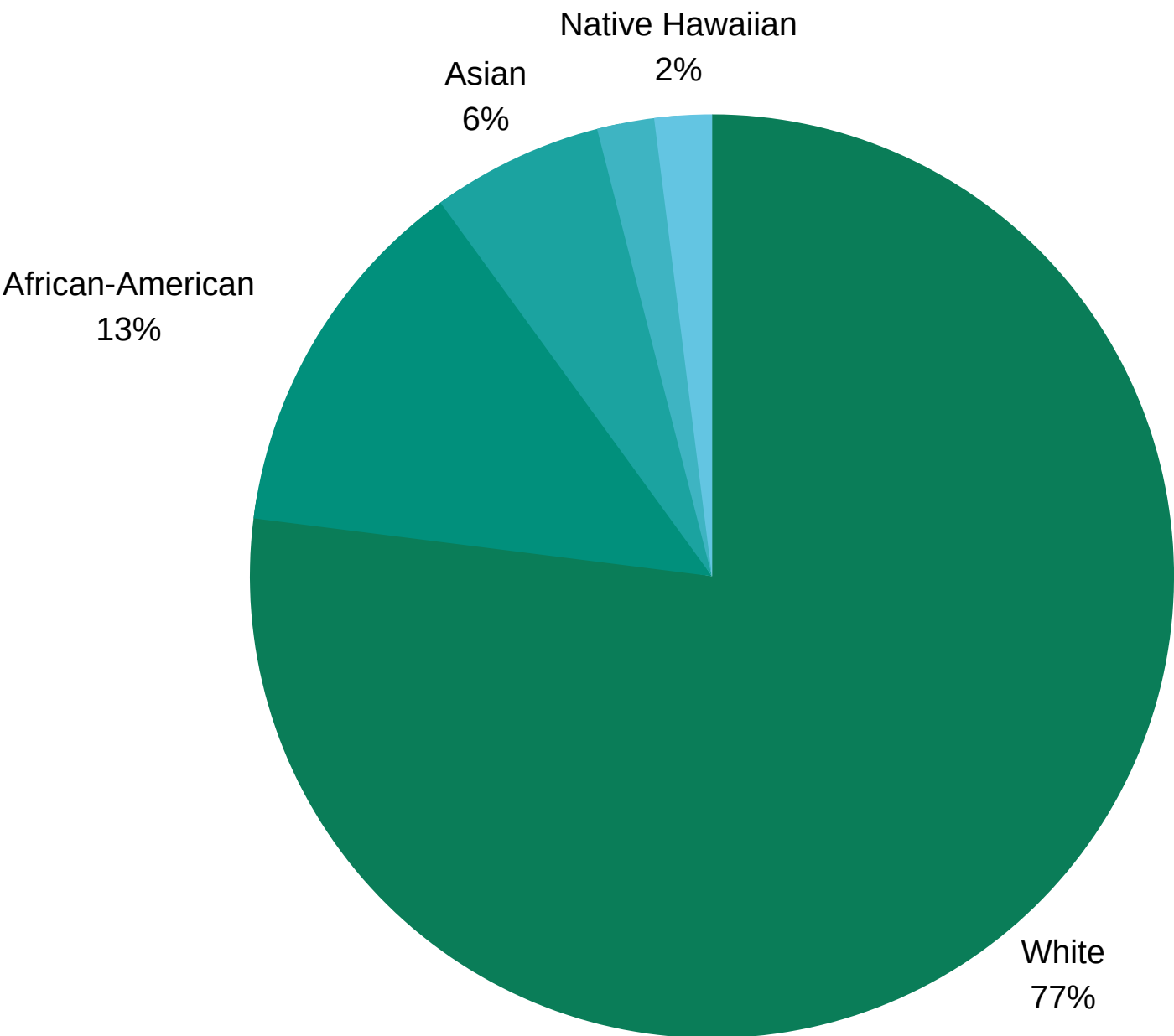
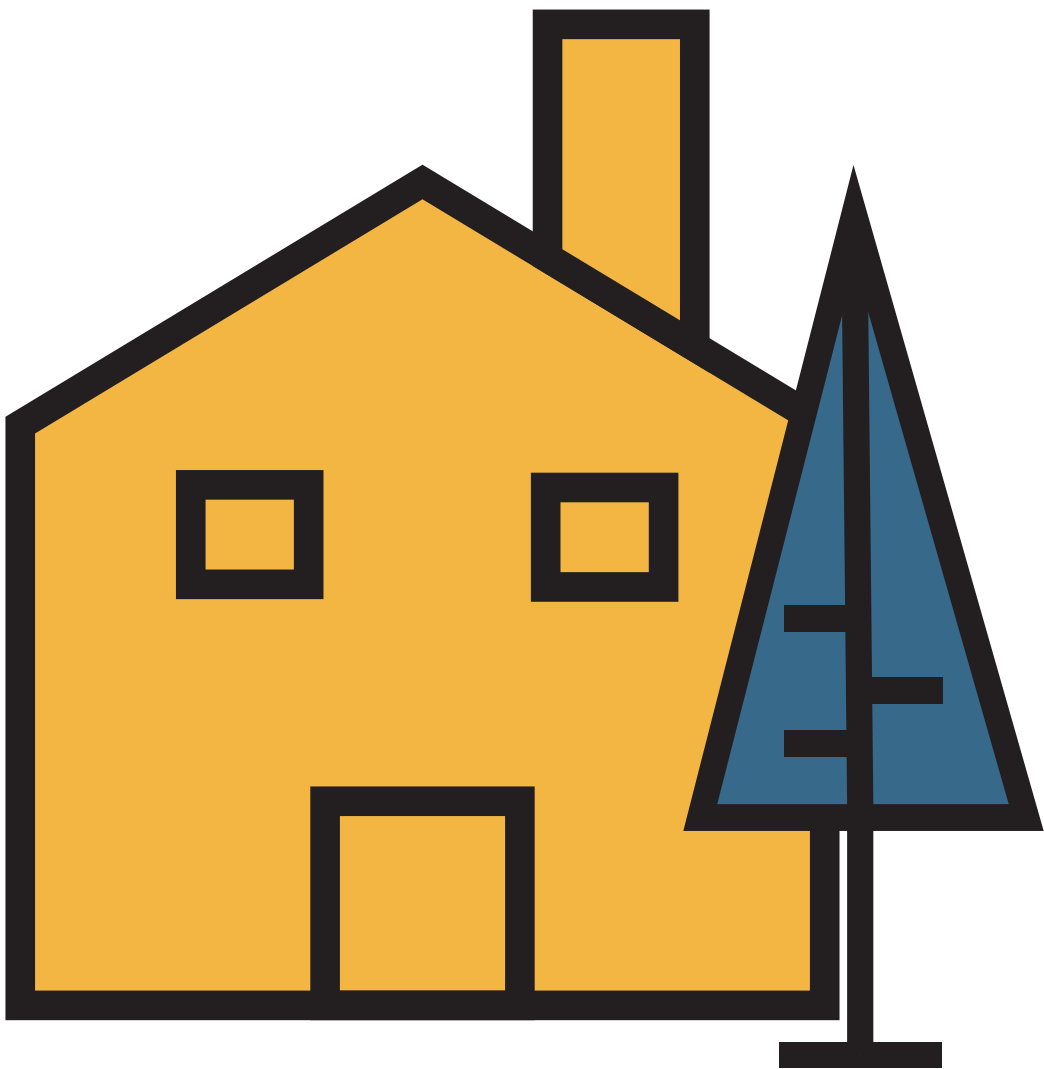
# Housing & Resident Demographics



Average Income of all families served:

**\$13,963**

Head of Household  
**64% Female**  
**36% Male**

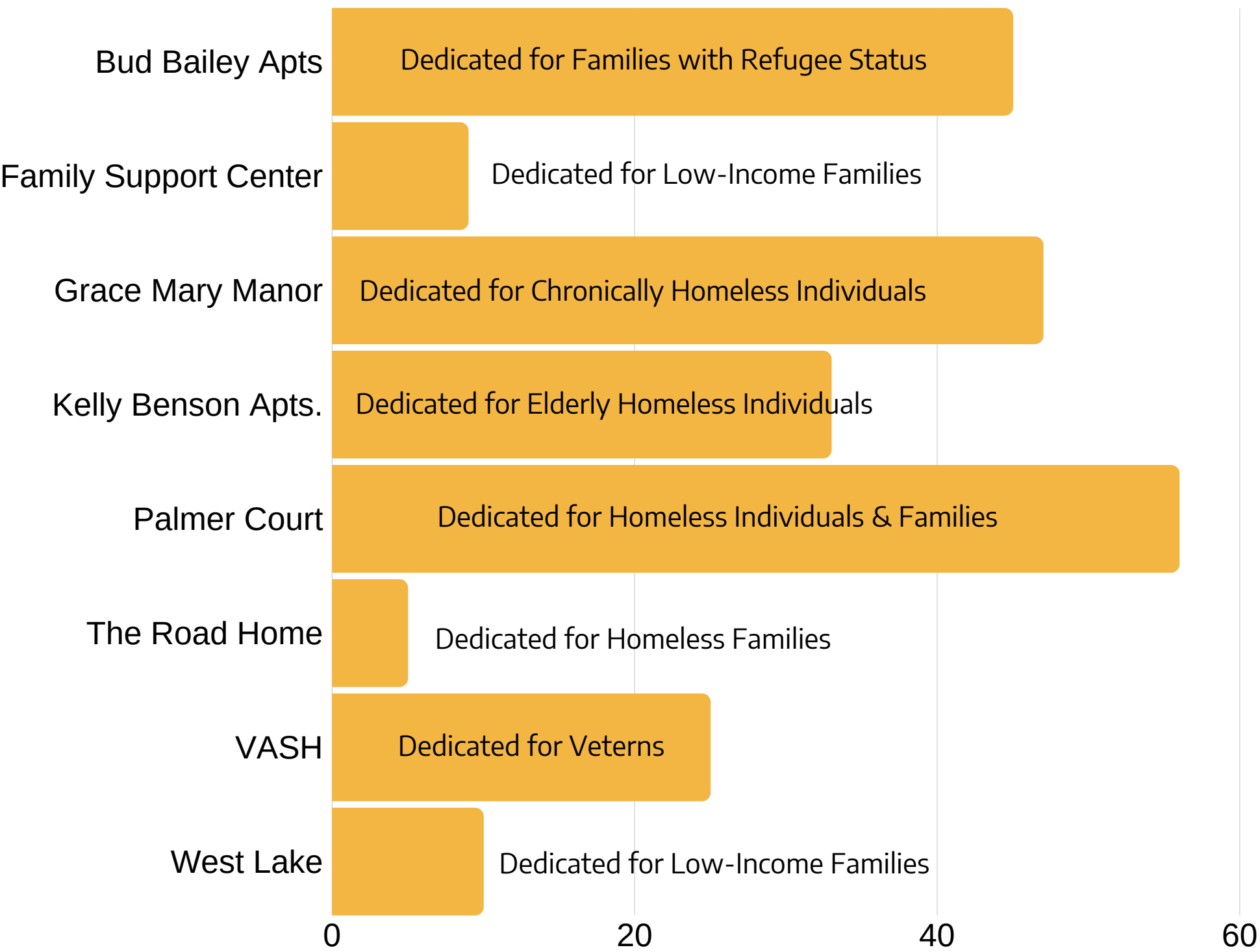


**White 77%**  
**African-American 13%**  
**Asian 6%**  
**American Indian 2%**  
**Native Hawaiian 2%**

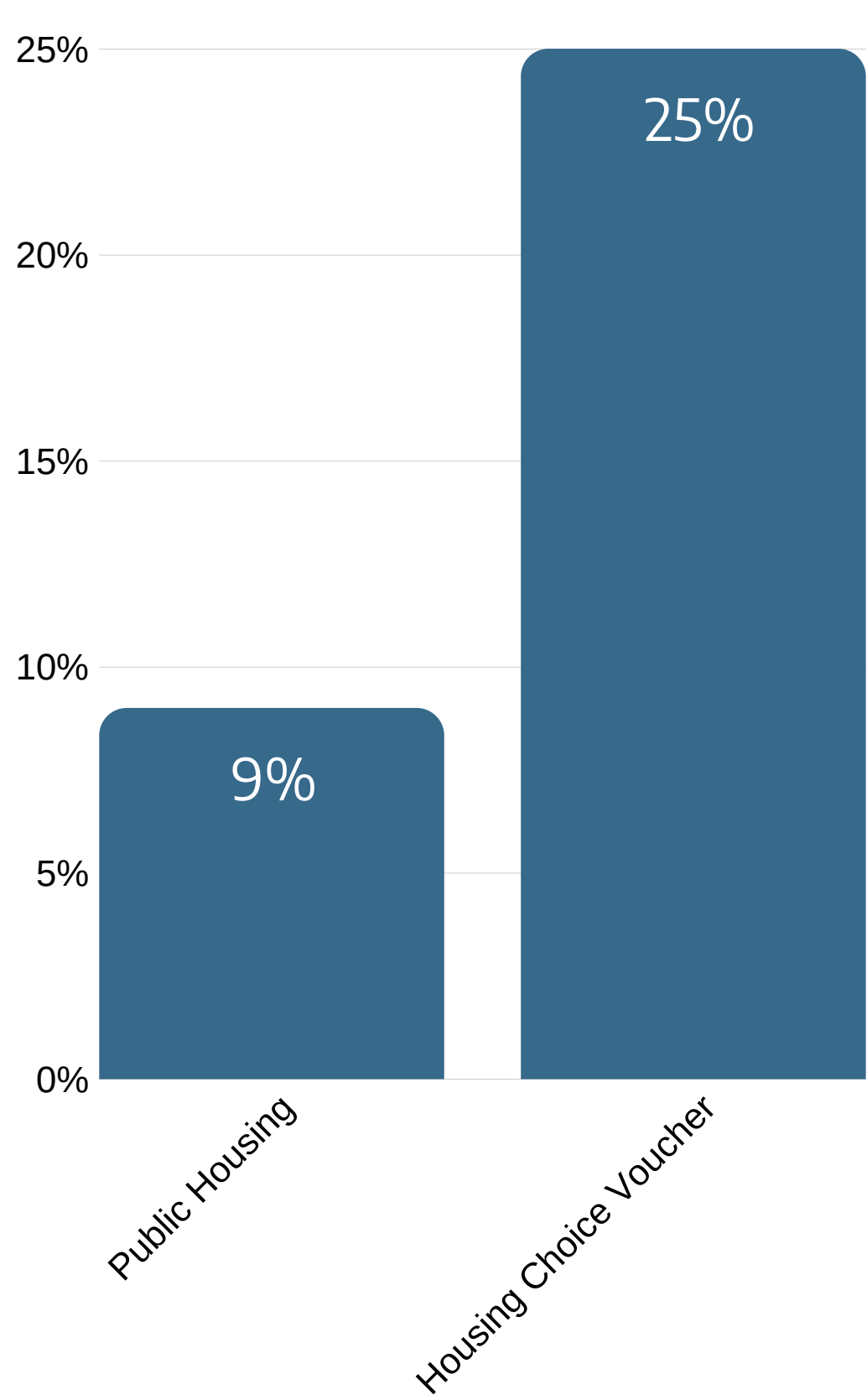
16% of Total Residents Served are Hispanic

# Housing & Resident Demographics

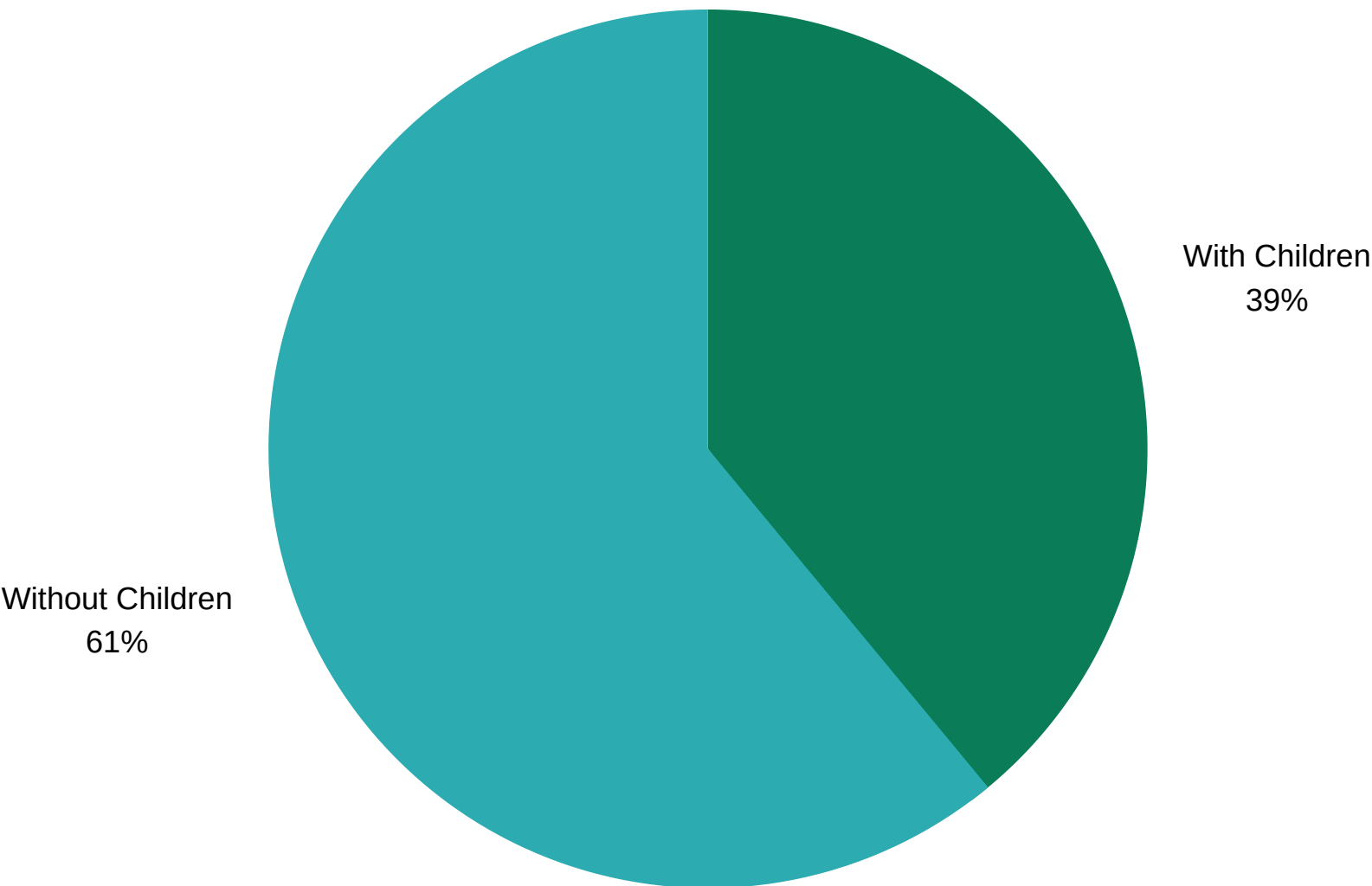
Project Based Vouchers for Housing Choice Vouchers



% Enter from Homelessness

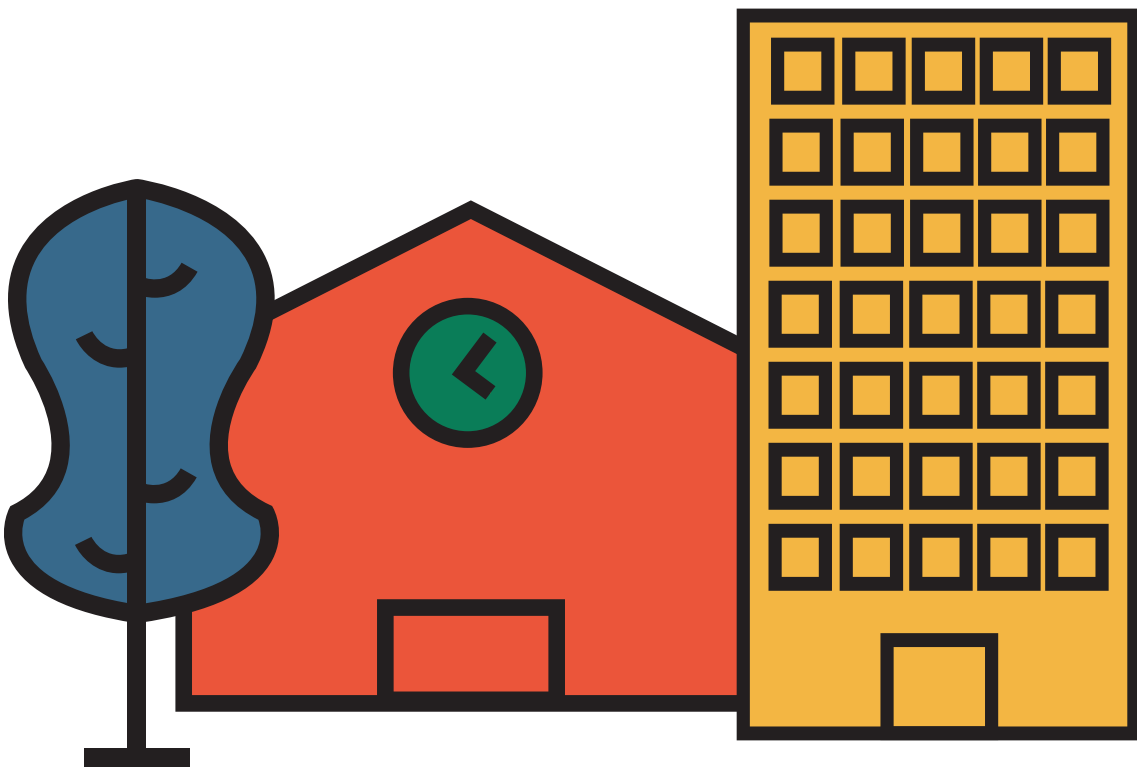


Household Composition



**53% of Residents Served are Disabled**

**34% of Residents have Earned Income**



# Highlights

## AGENCY REBRAND



With the 2018-2019 year came many new and exciting projects, including a rebrand of the agency to Housing Connect. Formerly known as the Housing Authority of the County of Salt Lake, our new name and brand, Housing Connect, reflects our growing mission to connect people and communities to quality affordable housing opportunities while promoting self-sufficiency and neighborhood revitalization.

Our residents are at the center of everything we do. We felt an updated brand would enable us to better serve and communicate with clients and clarify the role we play in our community. We wanted our name to be descriptive and reflect who we are and what we do. We are conduit, connecting members of our community with affordable housing.

We are connectors:

- We connect people in need with housing units and landlords
- We connect federal funding with low-income households
- We connect cities with opportunities to expand and offer affordable housing
- We connect tenants with community resources to maintain their housing and work toward their goals
- We connect community members with opportunities to contribute

The work we do gives people more than just a place to call home, it connects them with a hopeful future. With a roof over their heads and reduced worries about being evicted, individuals and families can focus on employment, education, health care, caring for their children and dependents, and otherwise building productive lives that, in turn, builds stronger, more vibrant communities for all of us.

Housing Connect is a leader in finding solutions to the affordable housing crisis affecting our communities. We are the connectors. We've connected thousands of Utahns with what they need to find stable ground. We know that our work may never be finished, but we'll keep doing what we do, until all those in need have a space to call home.





# Highlights

## FAMILY SELF-SUFFICIENCY



Tamara enrolled in the Family Self-Sufficiency program in December of 2014 and set goals to further her education in accounting as well as obtaining her driver's license. Tamara was employed at an accounting firm as a secretary, but wanted the opportunity to grow within the company. Shortly after enrolling in the program, Tamara started attending Salt Lake Community College's Continuing Education program to obtain a QuickBooks certification as well as attended job training from the Department of Workforce Services. Tamara also worked with our financial coach from AAA Fair Credit Foundation throughout the program to stabilize her finances. Tamara was able to utilize some of her escrow funds to obtain her driver's license. After Tamara had completed her QuickBooks certification and her DWS job training, she received a raise at her job at the accounting firm. Nearing the end of the program, Tamara started working a second job so she had extra income to pay off debt. She was able to raise her credit score from a 572 to a 668.

Tamara will be completing the program eight months early and is getting ready to move out to Tooele to be closer to her family. She plans on using her escrow to pay off the last bit of debt and putting the rest in a savings account to use towards a home in the future.

"The Family Self-Sufficiency program showed me the way to go. I was so lost and wanted to do better but didn't know how. This program was the turning point to getting to where I wanted to be. I have a better relationship with my family because I am a better person. I am so grateful and so thankful for the program and I am so proud of myself."

## HOUSING CONNECT FUND

Housing Connect has a strong history of providing services for residents receiving housing assistance. These services enhance our residents' lives and anchor the communities in which they live. Housing Connect Fund was established as a 501(c)(3) to provide services to enrich the lives of families receiving housing assistance from Housing Connect. Our focus is innovative, research based programming that is client driven.





# Highlights

## CONTINUUM OF CARE

Housing Connect has eight CoC grants:

- Serving 329 individuals
- Average Income of Residents: \$7,314
- Housing Retention Rate: 91%
- 79% Households without children

Our application for CoC was approved for an expansion that will allow 15 more vouchers and provide an additional case manager to our Supportive Approaches that Impact Lives team. This will begin March 2020.

Continuum of Care (CoC) is a U.S. Department of Housing and Urban Development (HUD) program funded through the McKinney-Vento Act and is allocated through the Salt Lake Continuum of Care and distributed to the various member agencies in the valley. The CoC program assists homeless people with disabilities to gain entry to housing and to achieve residential, economic, and emotional stability. This goal is accomplished by providing safe, secure permanent housing and a broad range of supportive services. Program participants must pay 30% of adjusted household income toward rent. The CoC subsidy covers the balance of the rent payable to the landlord.

## YOUTH & FAMILY SERVICES

Since 1997, Housing Connect has provided on-site youth programs for families receiving housing subsidies. Within the last several years, schools and communities have been working to prioritize after school programming to ensure that all youth have access to quality academic assistance and engaging enrichment activities with strong, positive mentors. As a result, Housing Connect ended all programming for youth ages 5-12 and instead worked to ensure youth were enrolled in other after school programs. Due to the success of connecting youth to existing community resources, Housing Connect also decided to end its on-site teen programming at the end of June 2019. Having youth connected to programs within the community at large better integrates families in their communities, providing greater opportunities.



Moving forward, Youth and Family Services will be focusing on early childhood because promoting healthy development is crucial in those early years. We will continue to offer our Parents as Teachers program to families with children prenatal to kindergarten entry. Housing Connect also launched our new initiative called Families BOND (Building Opportunities, Networks and Development). Families enrolled receive weekly emails consisting of activities families can do to promote healthy development, developmental milestone information, early education, intervention and other resources and opportunities to connect with their peers.



# Looking Ahead

## THE HUB

Coming in Spring 2020, in collaboration with Columbus Community Services, Housing Connect introduces the Hub of Opportunity.

Housing Connect partnered with Columbus in 2015 to consider the need of future generations as well as address the lack of community-based affordable housing for individuals with disabilities.

The Hub is a 157-unit, mixed-use, transit-oriented development located at 3848 South West Temple, SLC 84115.

U.S. Census data indicate that 18% of the population has a disability; however, no mixed-use development has ever been built to reflect this statistic. Approximately 20% of the individuals in the Hub will have a disability and receive some level of residential and/or vocational support. This is one of the first projects in the country to provide accessible, deeply affordable housing and service options for individuals with disabilities where they can live in a vibrant, inclusive neighborhood side-by-side with families and young professionals.

As a part of the project, Columbus will also be launching the NextWork Autism Center and Transition Academy, which will target young adults with autism spectrum disorder (ASD) who face the highest unemployment rate, social isolation, and poverty of any demographic group. The life-skills and employment programs provided within the NextWork center will support young adults with ASD so they can prepare for and find employment and learn the social skills they need to live independently.







## Board of Commissioners

The Board of Commissioners consists of seven members.

Board members are recognized leaders in the community who use their varied areas of expertise to formulate policies and approve programs for Housing Connect.

Jennifer Jolley Johnston  
Chair

Mark Johnston  
Vice Chair

Philip Bernal

Dr. Roderic Land

Erin Litvack

Spencer Moffat

Gwen White

## Resident Advisory Board

The Resident Advisory Board consists of seven to nine members and serves as the committee that works with Housing Connect on programmatic and policy areas of concern to its residents. Its mission and purpose is to represent the needs and interest of residents receiving housing assistance.

Mary Ann Ericksen  
Chair

Kathy Larsen  
Vice Chair

Laura Allred  
Treasurer

Gwen White

Royal Miller

Carl Schettler

Daniel Hacking

Melody Allen

Housing Connect is able to leverage its financial resources through community partnerships and in-kind donated services.

Longtime partners include:

The Asian Association of Utah, Catholic Community Services, Department of Child and Family Services, Department, of Workforce Services, Family Promise, First Step House, Fourth Street Clinic, Housing and Urban Development, Housing Authority of Salt Lake City, International Rescue Committee, The Road Home, Salt Lake City, Salt Lake Community College, Salt Lake County, State of Utah, University of Utah, Utah State University, Valley Behavioral Health, Vecino Group, Veterans Administration, and Volunteers of America, Utah.



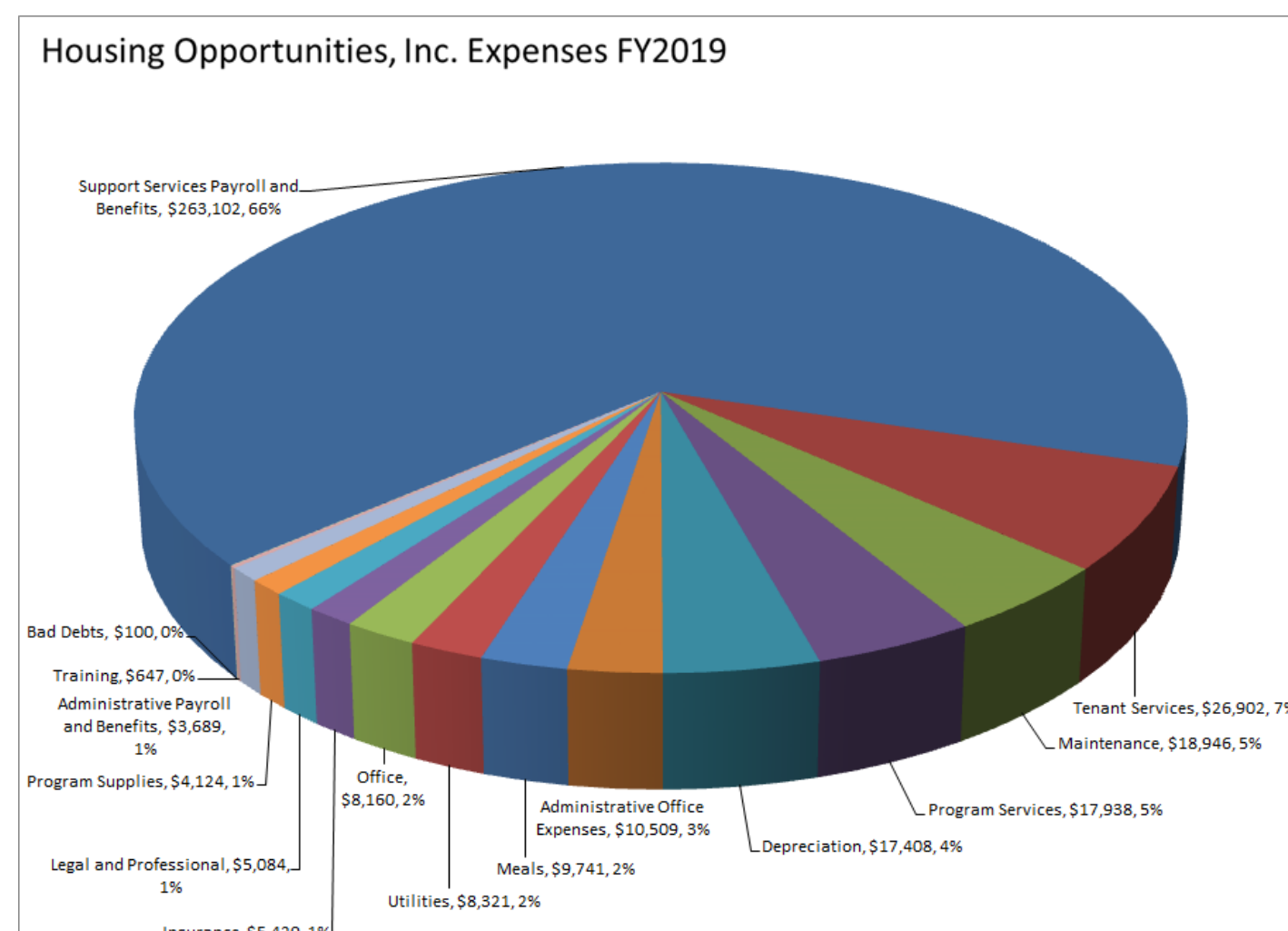
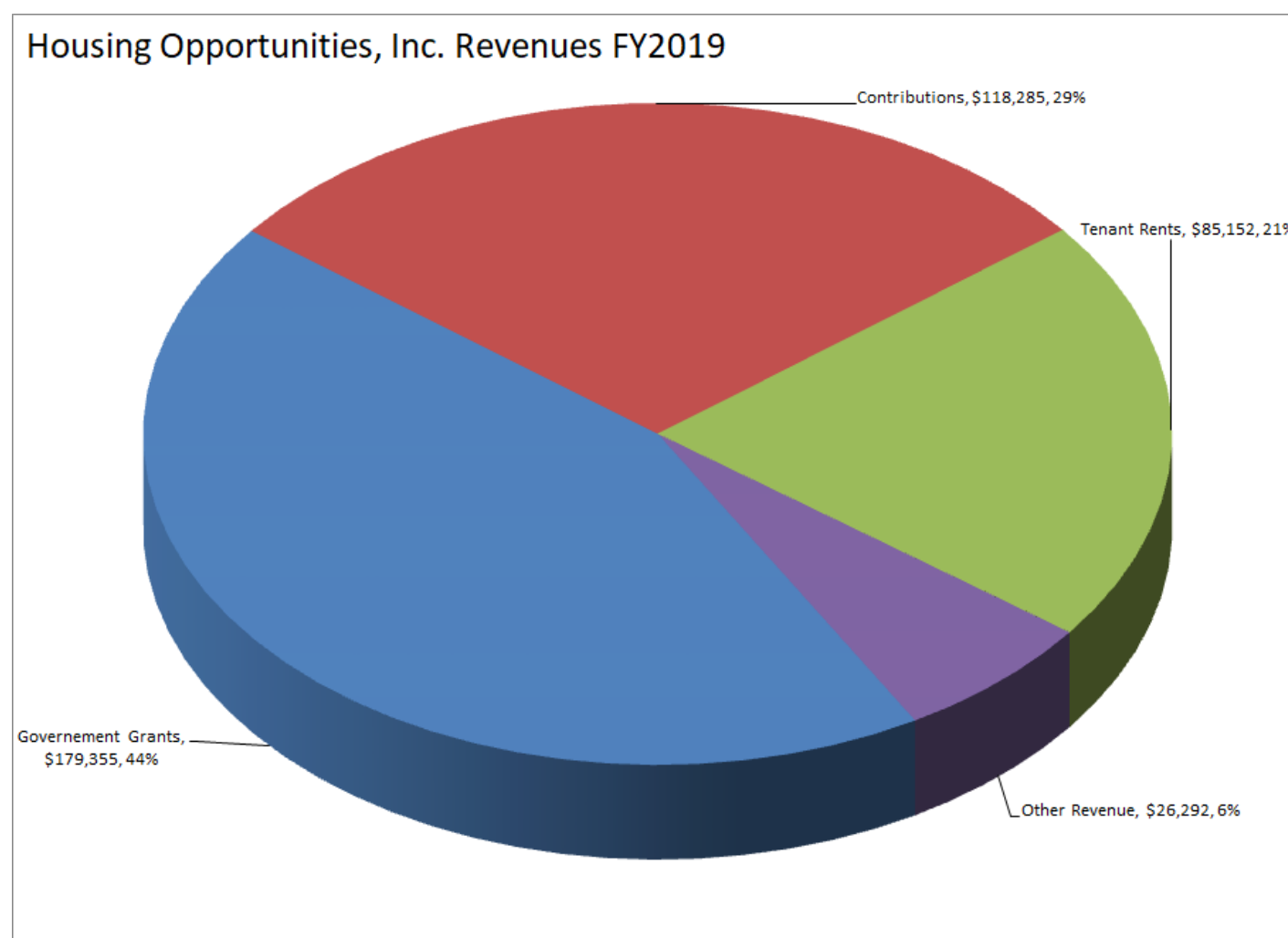
# Housing Opportunities Inc.

## Mission:

To provide housing and supportive services to low-income individuals and families across Salt Lake County.

## Purpose:

To increase stability of households receiving housing assistance in partnership with Housing Connect to address the growing need for safe, affordable housing facing low-income individuals and families in our community.





# Our Many Thanks

Our programs could not be provided without the generosity of our donors and volunteers.



- Ally Bank  
American Express  
Chase Bank  
Comcast  
Comenity Capital Bank  
Ed Snoddy  
LDS Humanitarian Services North America  
Living Planet Aquarium  
Masonic Foundation
- Morgan Stanley Bank, N.A.  
Myra Renwic  
Pamela Atkinson  
People Experience  
Salt Lake County Health Department  
The Road Home Volunteer Committee  
UBS Bank  
US Bank  
Varex Imaging



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