



**HOUSING
CONNECT**

Annual Report 2020-2021



Mission:

Our mission is to connect people and communities to quality affordable housing opportunities while promoting self-sufficiency and neighborhood revitalization.

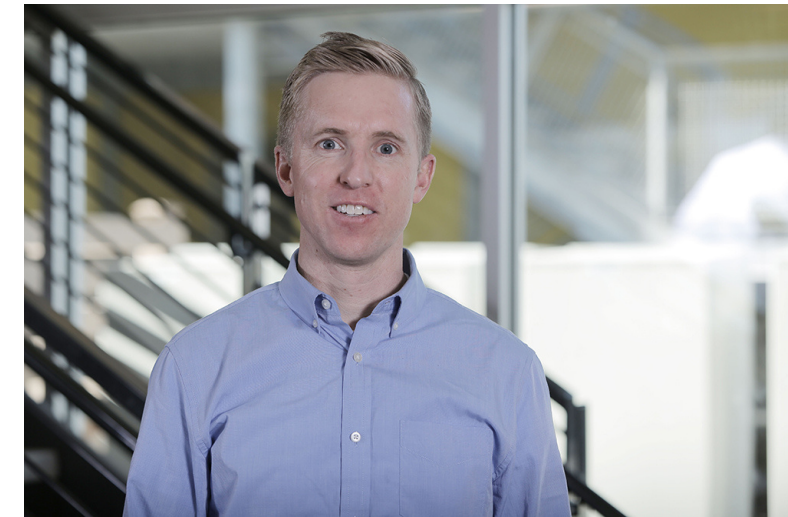
Agency Values:

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 Chief Executive Officer

I am excited to introduce Spencer Moffat as the new Housing Connect Board of Commissioners Chair. Spencer works for The Boyer Company and brings with him a wealth of experience in development. With this change comes the departure of our former Chair, Jennifer Jolley Johnston. Jennifer led the Board with commitment and focus on the agency mission and our staff's success. We express our utmost gratitude to Jennifer for her dedicated service.



Spencer Moffat, Chair

While it was a year full of uncertainties, it was also a year full of new opportunities and growth. During the pandemic, Housing Connect kept its doors open to the community who needs us most. With the support of our talented staff, we have continued to provide safe, affordable housing and services to 4,297 households. Each staff member's work - whether a Housing Choice Voucher Specialist, Accountant, Case Manager, Property Manager, or a Maintenance Technician - every individual contributes to the success of the agency. Even during a global pandemic, Housing Connect has grown, increasing housing opportunities for those in need in our community.

In May 2021, Housing Connect was selected for Moving to Work (MTW) status with HUD after a competitive application process. The MTW demonstration program provides Housing Connect with the unique opportunity to design and test innovative, locally designed housing and self-sufficiency strategies for low-income families. MTW agencies have greater flexibility to administer their public housing and Housing Choice Voucher programs with policies that can address local needs and allow the public housing authority to utilize restricted funds in creative ways.

Housing Connect is one of 10 high-performing agencies to join the MTW demonstration program under the Stepped and Tiered Rent Cohort of the MTW Expansion. This cohort of the MTW Expansion will formally evaluate rent policies. The MTW is a 20-year designation giving Housing Connect the ability to use funding and regulatory flexibilities to streamline processes, reduce unnecessary paperwork, and use funding strategically.

Housing Connect is pleased to be an industry leader and in the elite group of housing authorities in the nation. We are excited to implement policies that will address local need and increase cost effectiveness, self-sufficiency, and housing choice.

Our focus is housing. We know that more housing is the solution for families and individuals of all incomes.

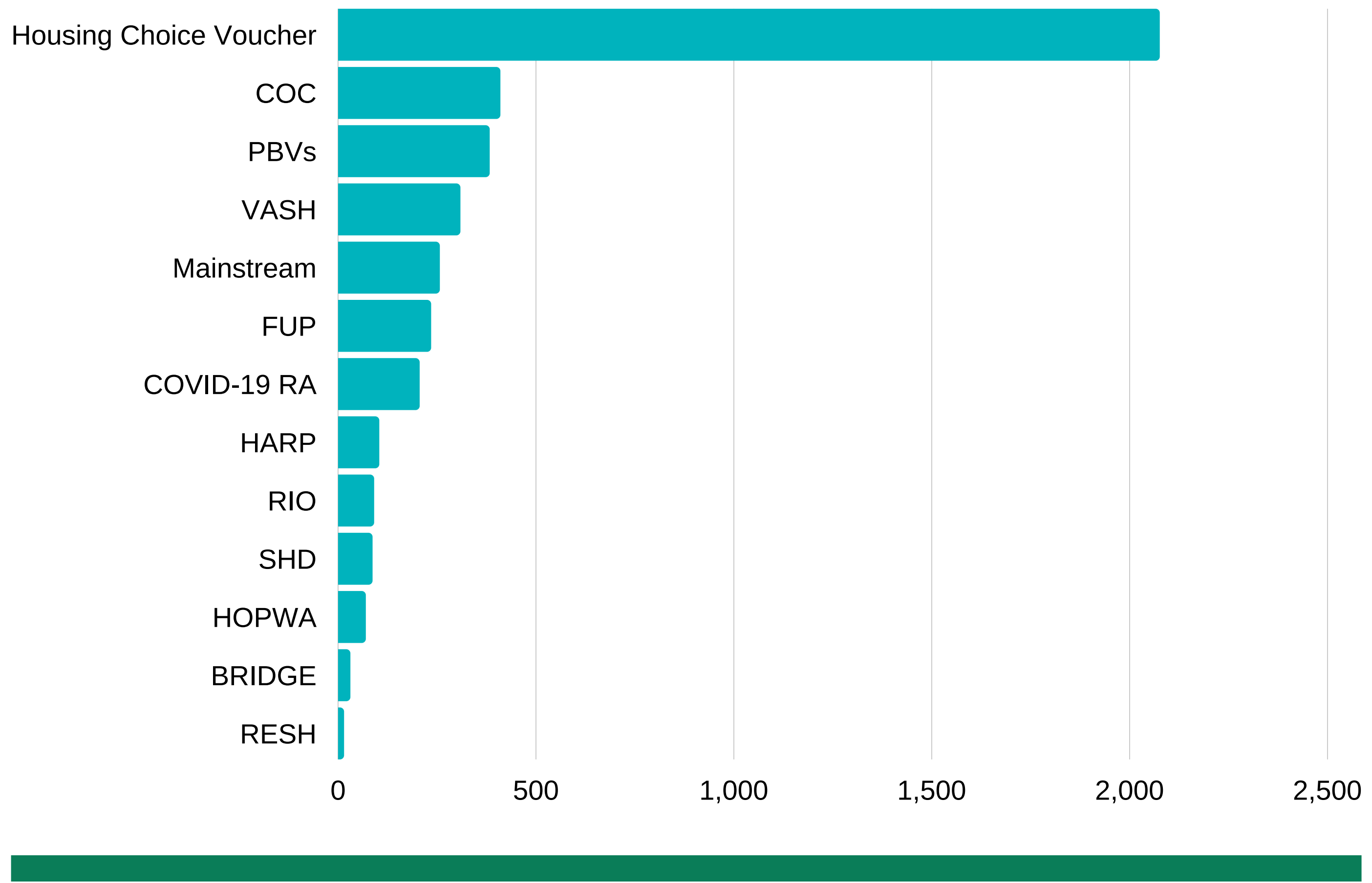
Warm regards,



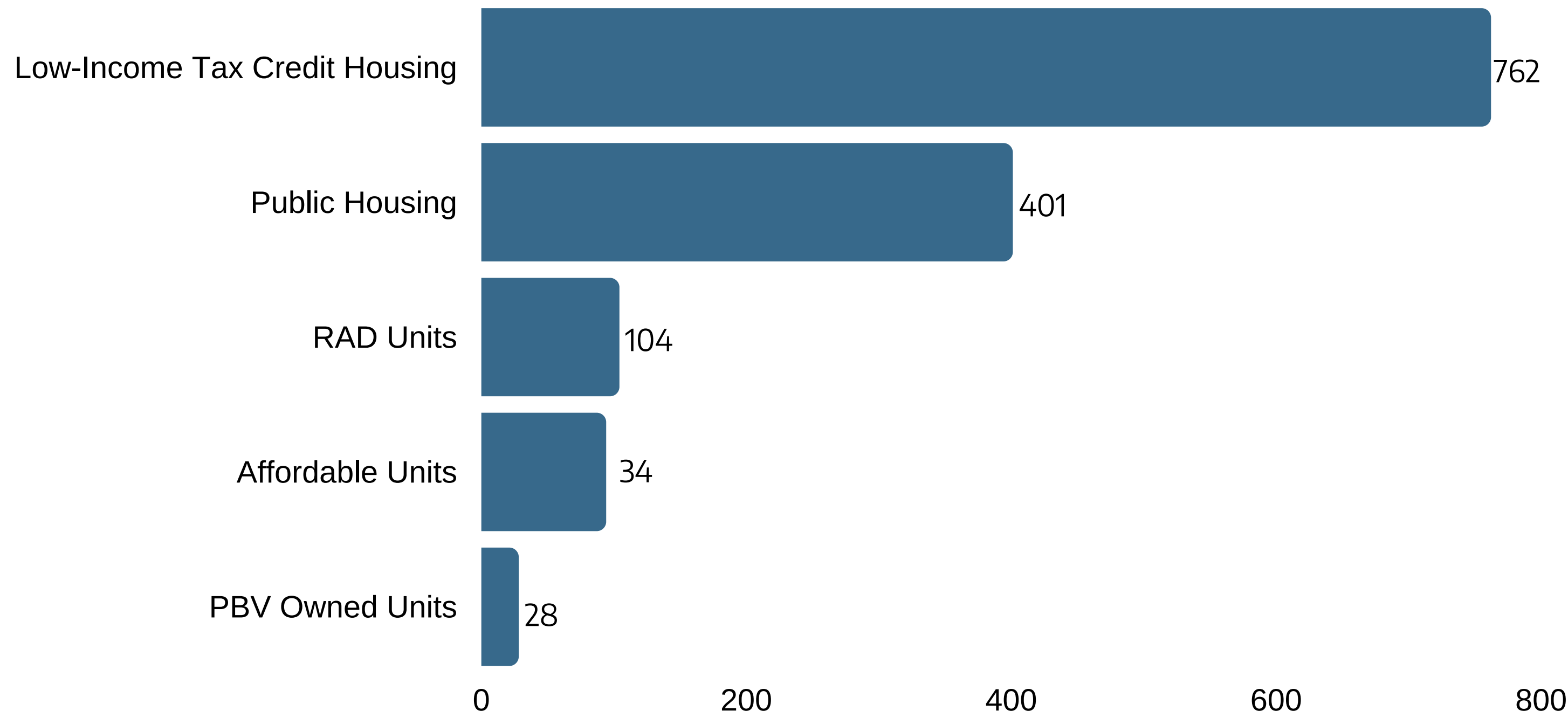
Janice Kimball
Chief Executive Officer

Households Served

Total Vouchers 4,261

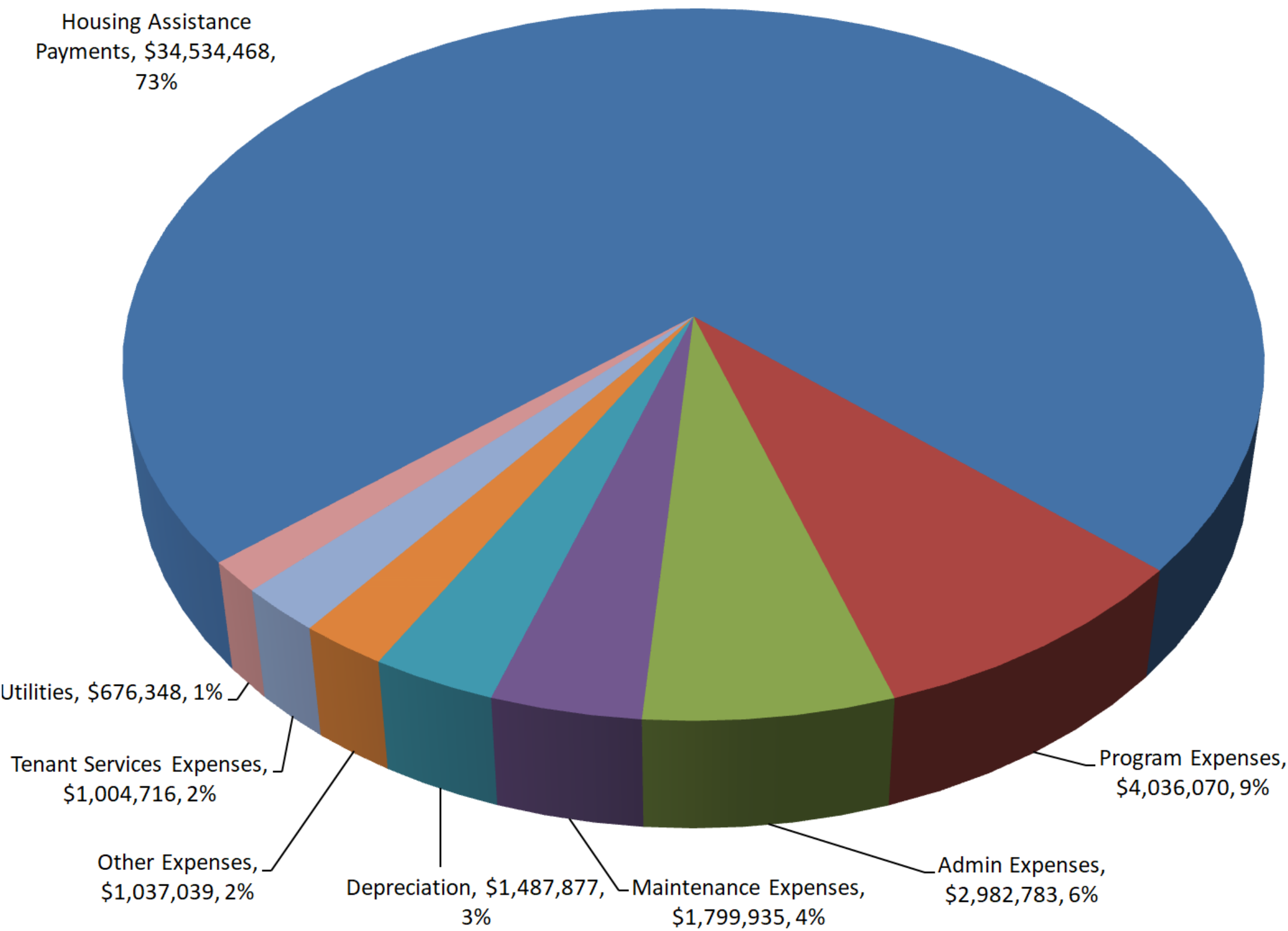


Total Physical Units 1,389

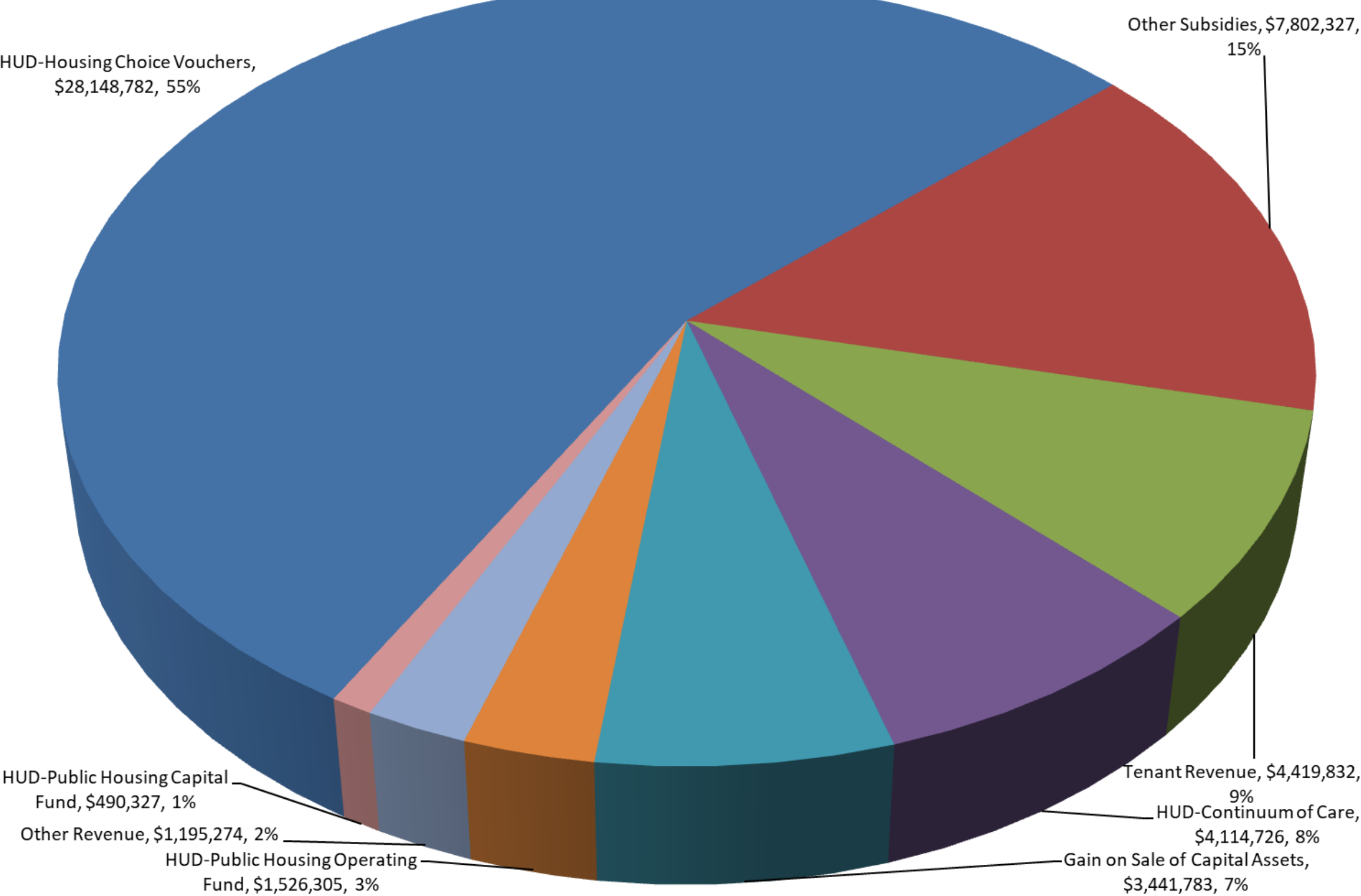


Statement of Financial Activities

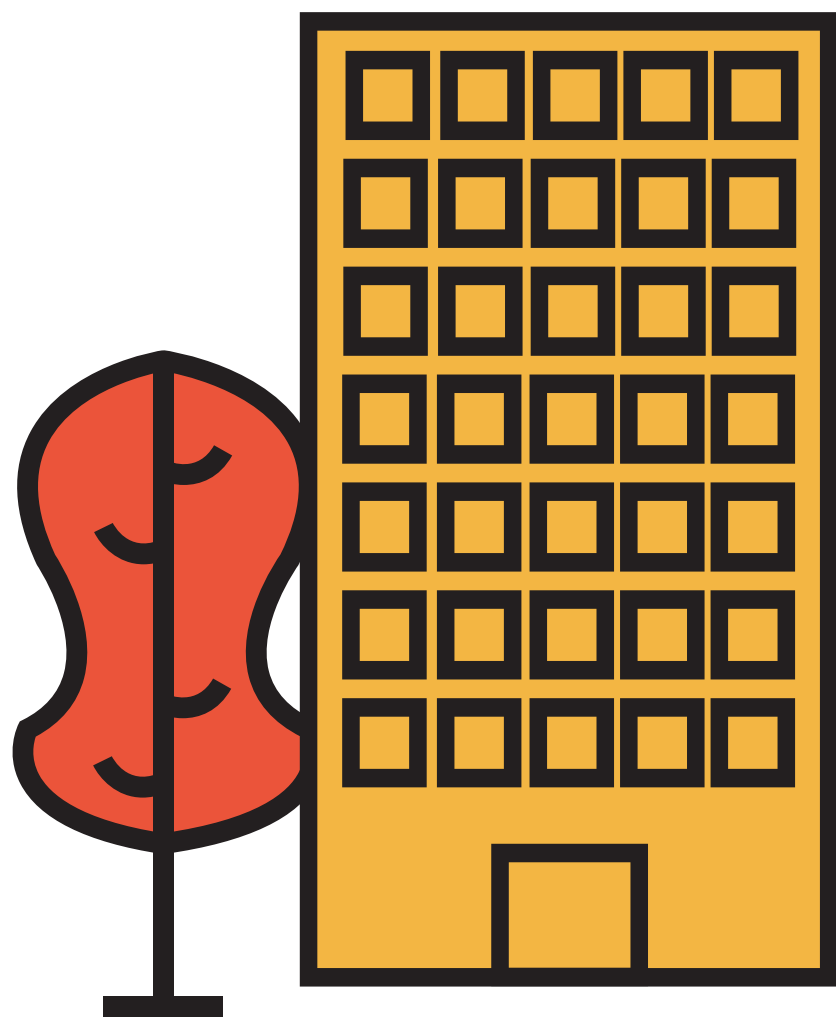
Total Expenses
\$47,559,236



Total Revenue
\$51,139,356



Housing & Resident Demographics



Average Income of all families served:

\$13,329

Head of Household

62% Female

38% Male

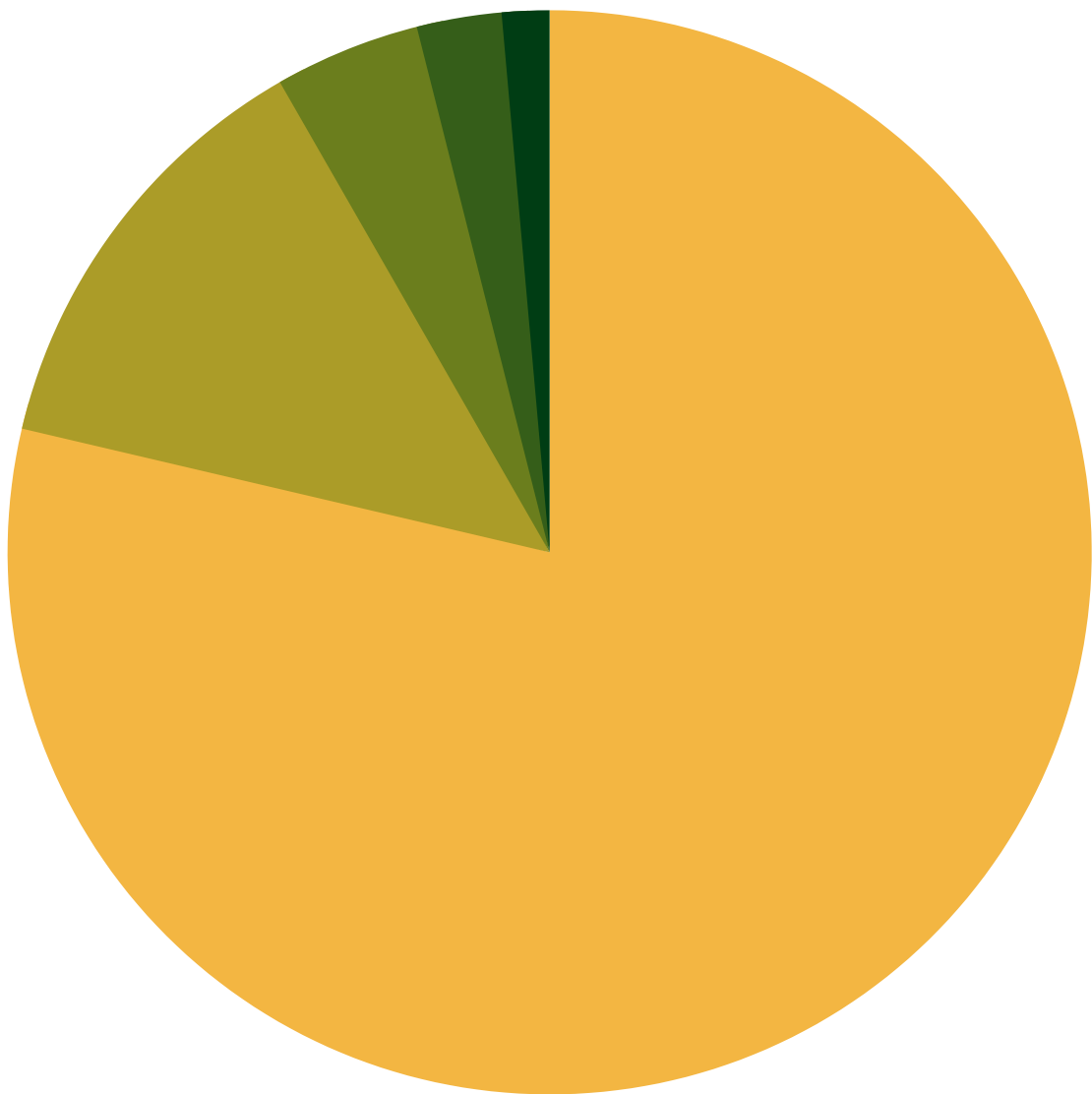
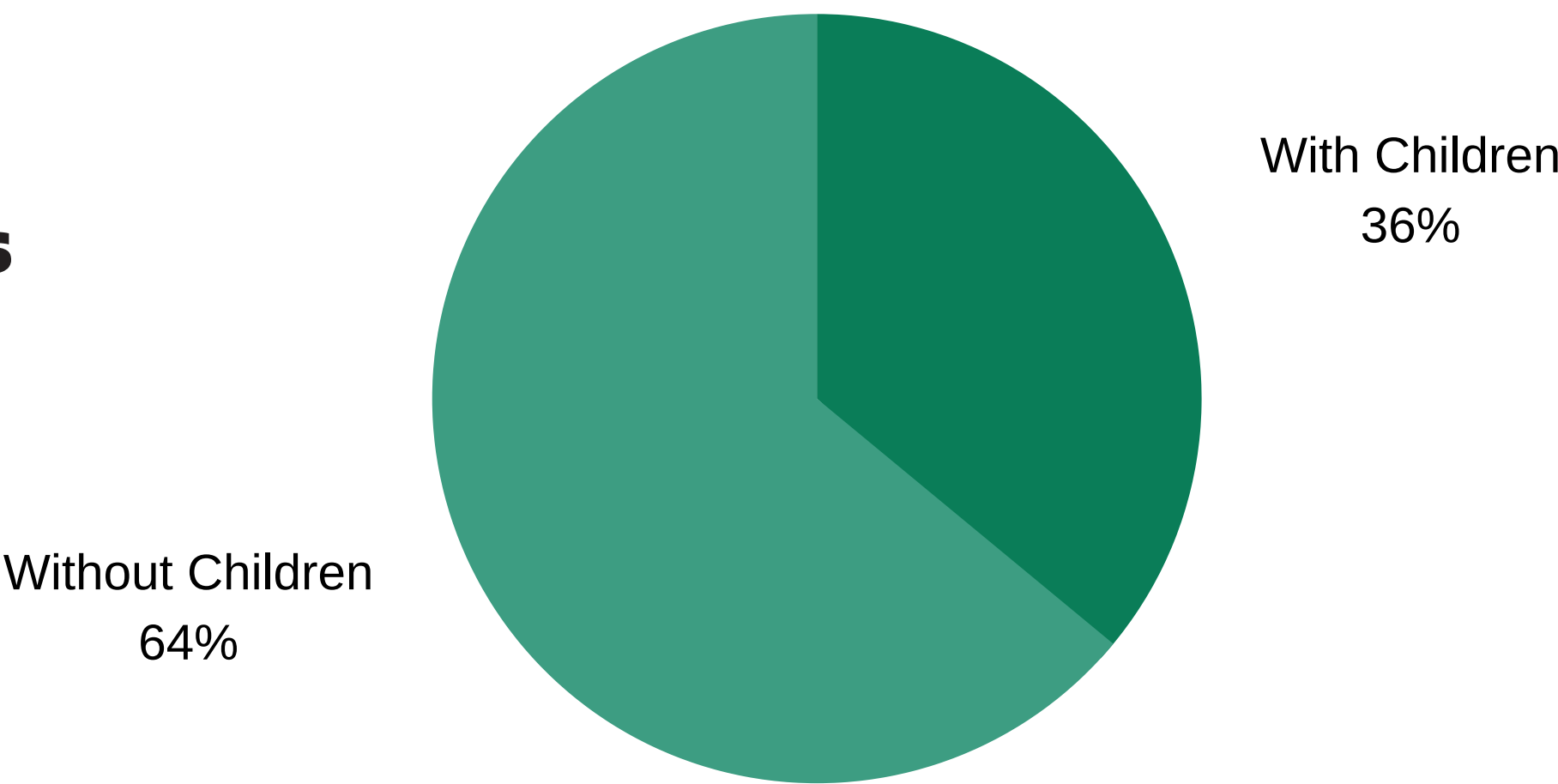
20.9% of Residents are Elderly

17.7% of Residents enter from Homelessness

31.8% of Residents have Earned Income

54.4% of Residents are Disabled

Household Composition



White 77.8%
African-American 12.9%
Asian 4.3%
American Indian 2.5%
Native Hawaiian 1.4%
Unknown 1%

16% of Total Residents Served are Hispanic

Highlights

MEDINA PLACE

The Medina Place Apartments, in partnership with First Step House, provide quality, affordable housing for individuals who have struggled with homelessness and substance use disorders. An array of supportive services are available to ensure the overall health and wellbeing of all residents. In addition, services are utilized to assist tenants in achieving needed residential stability and, whenever possible, necessary linkages with their families, and the community at large. Our main goals are to help our residents:



- 1) Avoid returning to homelessness
- 2) Achieve client-driven recovery goals and prevent relapse
- 3) Enhance their financial position, health, social support, and personal well being

The supportive services team uses the Permanent Supportive Housing (PSH) approach. PSH is a housing assistance program that combines long-term leasing or rental assistance with supportive services. The primary goal is to help tenants maintain their housing while decreasing the likelihood of recurrent episodes of homelessness.

In addition, the project employs the Housing First initiative, which is an approach that prioritizes providing permanent housing to people experiencing homelessness and serves as a platform from which they can pursue personal goals and improve their quality of life.

KATHLEEN ROBISON HUNTSMAN APARTMENTS

Housing Connect partnered with YWCA of Utah to begin managing the Kathleen Robison Huntsman (KRH) Apartments. These apartments are located at the YWCA, and feature safe, secure affordable housing options for parents with children. YWCA provides services to the families living at the KRH Apartments, empowering the parents to build violence-free lives and self-sufficiency. At the KRH Apartments, families are set up for success with fully furnished apartments, access to case management, as well as after-school and drop-in childcare opportunities. Housing Connect is excited to be a part of this opportunity for families.



Highlights

SUCCESS STORY:

SUPPORTIVE HOUSING APPROACHES THAT IMPACT LIVES (SAIL)

The SAIL Team case managers help tenants obtain and maintain housing in order to maximize their capacity to live independently. Through a hands-on approach, tenants are supported throughout the housing process and beyond. Case managers ensure tenants are connected to local resources unique to their needs.

One of our clients, Shannon, moved into housing in March 2021 after experiencing years of homelessness. After settling in, she expressed interest in continuing her education and requested resources to obtain her GED. Shannon's case manager connected her with a GED program, as well as with a laptop to use throughout the course. Shannon worked hard to complete the program and graduated while remaining in good standing with her property manager.

After obtaining her GED, Shannon set her sights on acquiring employment. She worked with her case manager to apply for jobs in the area. Shannon remained steadfast and dedicated to accomplishing her goal, even as obstacles began to arise. Due to unforeseen circumstances, her family put her housing at risk. However, Shannon reached out to her case manager for support. The two worked together to help her come up with a plan that was realistic and sustainable for her in order to help her stay housed. She also worked with her case manager to connect to resources for utility assistance after being unable to pay arrears to the utility company.

As a result of the communication and teamwork between Shannon, her case manager, and property management, Shannon felt empowered to set boundaries with her family and was able to square away her account with the utility company. She was also able to fulfill her goal and obtained a job as a waitress at a local diner.



PARENTS AS TEACHERS

The Parents as Teachers program (PAT) is an in-home, visit-based program for families with children prenatal to Kindergarten Entry. The main goal of the program is to ensure Kindergarten readiness for all children enrolled.

Kindergarten Readiness is achieved through 4 components:

- 1) Individualized home visits that help parents facilitate developmentally appropriate activities with their children.
- 2) Screenings: Developmental and Health screenings to catch delays early. If delays are found, the family is referred to Early Intervention.
- 3) Group Connections provide networking opportunities for families while helping them develop parenting skills.
- 4) Resource Connections: Families are connected to an array of community resources that help them accomplish their goals and achieve self sufficiency.

"I appreciate the program and my family advocate, Carmen, who does a great job. She reassures me all the time, encourages and motivates me as a single mom. Carmen gives me hope and helps me to be a better parent. She interacts well with my son and me." commented a PAT Parent Participant.

94% of parents reported the program motivates them to try new parenting strategies

Number of Families served:

48 families and 76 children

Number of Graduations:

13 children



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.

Spencer Moffat - Chair

Philip Bernal - Vice Chair

Mark Johnston

Wendy Lionelli

Erin Litvack

Spencer Moffat

Christine Nguyen

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

Jamie Ramos

A special thank you to Jennifer Jolley Johnston for not only serving as the Board Chair, but also as a member for over 8 years. The input and support she provided was invaluable.

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

Longtime partners include:

Catholic Community Services, the Columbus Community Center, Community Development Corporation of Utah, Department of Child and Family Services, Department, of Workforce Services, First Step House, Fourth Street Clinic, Housing Authority of Salt Lake City, International Rescue Committee, Odyssey House, Optum, Refugee & Immigration Center -Asian Association of Utah, The Road Home, Salt Lake City, Salt Lake Community College, Salt Lake County, South Valley Services, State of Utah, University of Utah, U of U Infectious Disease Clinic, US. Department of Housing and Urban Development, Utah AIDS Foundation, Utah Community Action, Utah Non Profit Housing Corporation, Utah State University, Valley Behavioral Health, Vecino Group, Veterans Administration, Volunteers of America, Utah, West Valley City, West Valley Housing Authority, and YWCA