



**HOUSING  
CONNECT**

# **Annual Report 2021-2022**



# Mission

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

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## Agency Values

Our Core Values: Excellence, Integrity, Innovation, Humility, Accountability, Inclusion

**Excellence** – We strive to be the best in all areas of our work and to be a leader in our industry. We seek to continually develop our skills and abilities to provide timely, professional, quality service. We encourage technical mastery and excellence in the performance of job tasks and in fulfillment of our goals and objectives. We learn from both our successes and failures and continuously strive for improvement.

**Integrity** – We are honest, fair, and forthright. We are transparent and exhibit strong moral character in our day-to-day operations and decision making. We are respectful and celebrate all people. We aspire to build trust, respond to individual needs, and benefit the whole community.

**Innovation** – We are creative problem solvers. We turn ideas into solutions that add value to residents' lives and our community. We embrace change. We are resourceful, collaborative, and act courageously. We build on prior successes. Our innovation will support a brighter future.

**Humility** – We are open and focused on where we can help. We see dignity in others and seek to build greater community and belonging. We acknowledge our mistakes and limitations. We listen to everyone associated with our efforts. We believe in the power of choice. We work hard to appreciate and support our residents throughout the evolution of their life circumstances.

**Accountability** – We are responsible for our words and actions. We take individual ownership and pride in our work and the services we provide. We deserve the public's support and confidence for the resources they entrust to our agency. We know that these resources are finite and that our programs and services must be efficient, sustainable, and economically viable.

**Inclusion** – We are an anti-racist and inclusive organization. We are committed to creating opportunities for traditionally excluded groups to be included, represented, and for their voice to be heard and valued. Housing Connect has a responsibility to address structural oppression in our community through our work in housing. We stand for diversity and empathy without exception. We oppose discrimination in any form.



# Message from the Chief Executive Officer

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To our community,

It is my pleasure to present you with the 2021-2022 Annual Report. Amidst the challenges of inflation, staff turnover, and supply chain issues that impacted not only Housing Connect but communities and housing providers nationwide, Housing Connect maintained focus on continuing to provide services while maintaining growth. Housing Connect received new Section 8 Housing Choice Vouchers, started the redevelopment of two Public Housing Communities, and received funding to start the renovation of a third Public Housing site. A fourth 20-unit Public Housing community, Hunter Hollow, completed renovation and is fully leased. These endeavors ensure the long-term viability of 412 deeply affordable homes, of which 215 are new to our agency, and 65 are new to the community.



Our mission is to connect people and communities to affordable housing while promoting self-sufficiency and neighborhood revitalization. To accomplish our mission, we strive to operate our core programs with excellence as well as to continue to develop housing assistance and physical units. A person's experience in housing is often enhanced with supportive services. We strive to couple services with housing. We are grateful for the strong community partnerships that support our agency and the individuals that receive housing assistance from Housing Connect.

Behind the scenes, our staff have been diligently working to prepare for the Moving to Work – Rent Study. This study is part of a national research project that could change how affordable housing determines rent in the future. We are hopeful that this study will allow low-income working families to retain more of their earnings, thus promoting self-sufficiency. Our success and progress are due in great part to our excellent staff. We thank them for their hard work, compassion, and dedication.

Explore our endeavors and successes in the following Annual Report. We look forward to continuing to expand upon the foundation we've built this past year, while striving to promote and increase affordable housing in our community.

All the best,

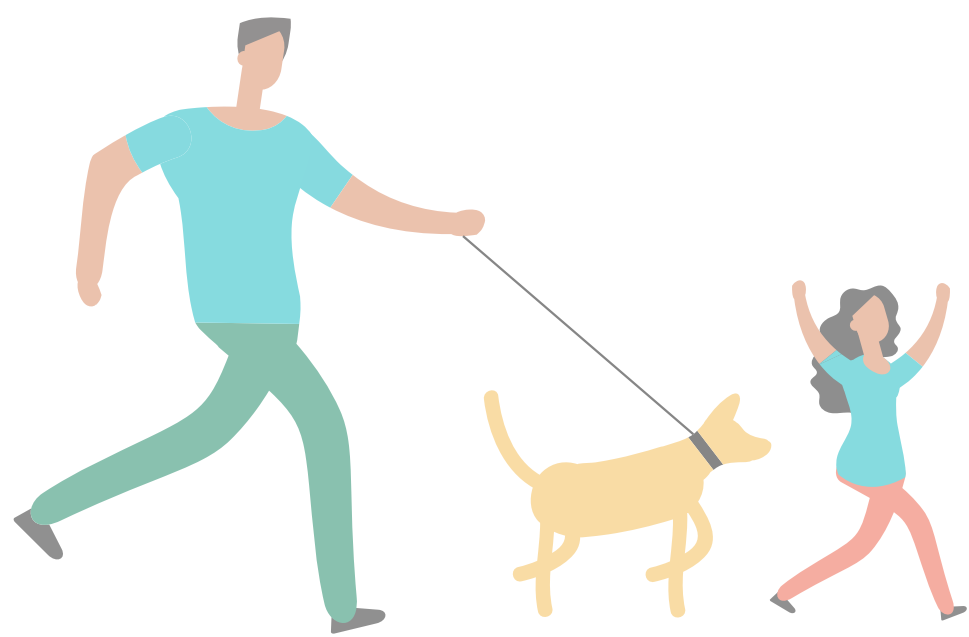
  
Chief Executive Officer

## The Impact

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5,766

Households Served



150

RAD Units Acquired

447

New Households  
Leased Up

114

Households Utilized the  
Emergency Housing  
Voucher Program

1,586

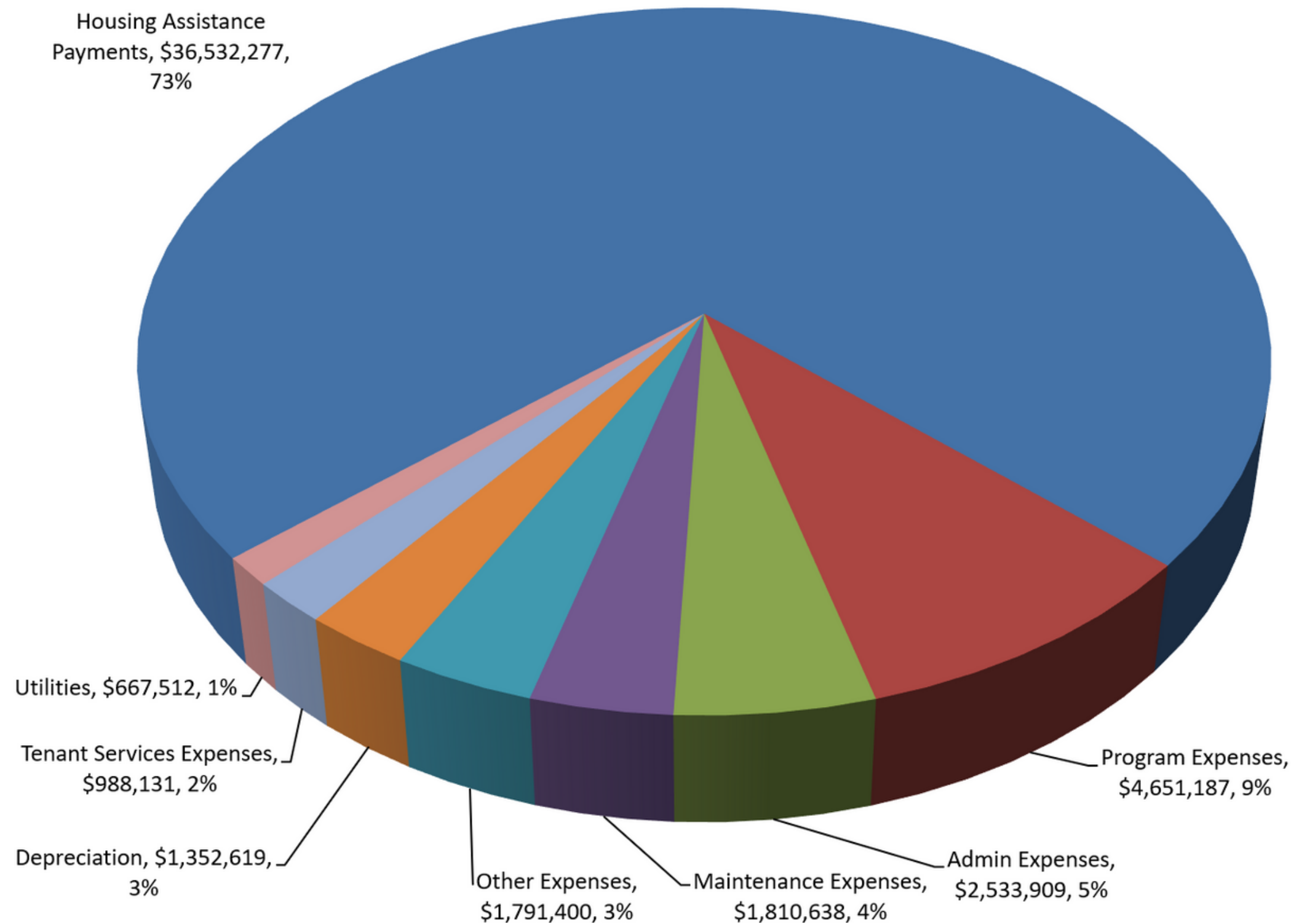
Households Participated in  
Supportive Services



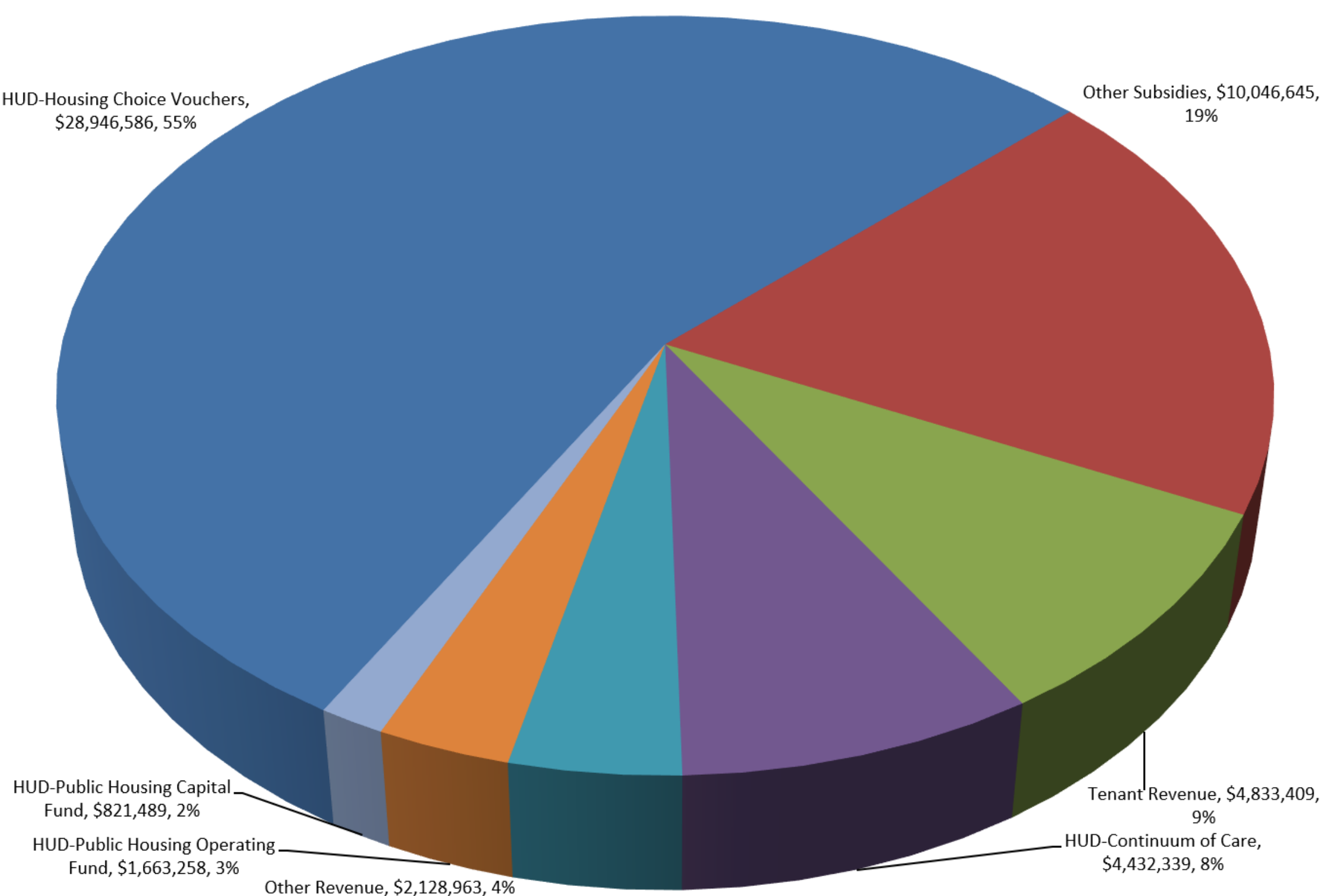


# Statement of Financial Activities

Total Expenses  
\$50,327,673



Total Revenue  
\$52,872,689



Net income for Housing Connect was \$2.5 million during 2022.

The three main sources of income during the year:

- \$1.1 million voucher program
- \$800,000 property management revenue
- One time \$600,000 earned in development fees from new construction and rehabilitation projects

# Housing & Resident Demographics

Average Income of all families served:

**\$13,041**

Head of Household

**62% Female**

**38% Male**



**13%**

**of Residents are Elderly**

**15%**

**of Residents enter from Homelessness**

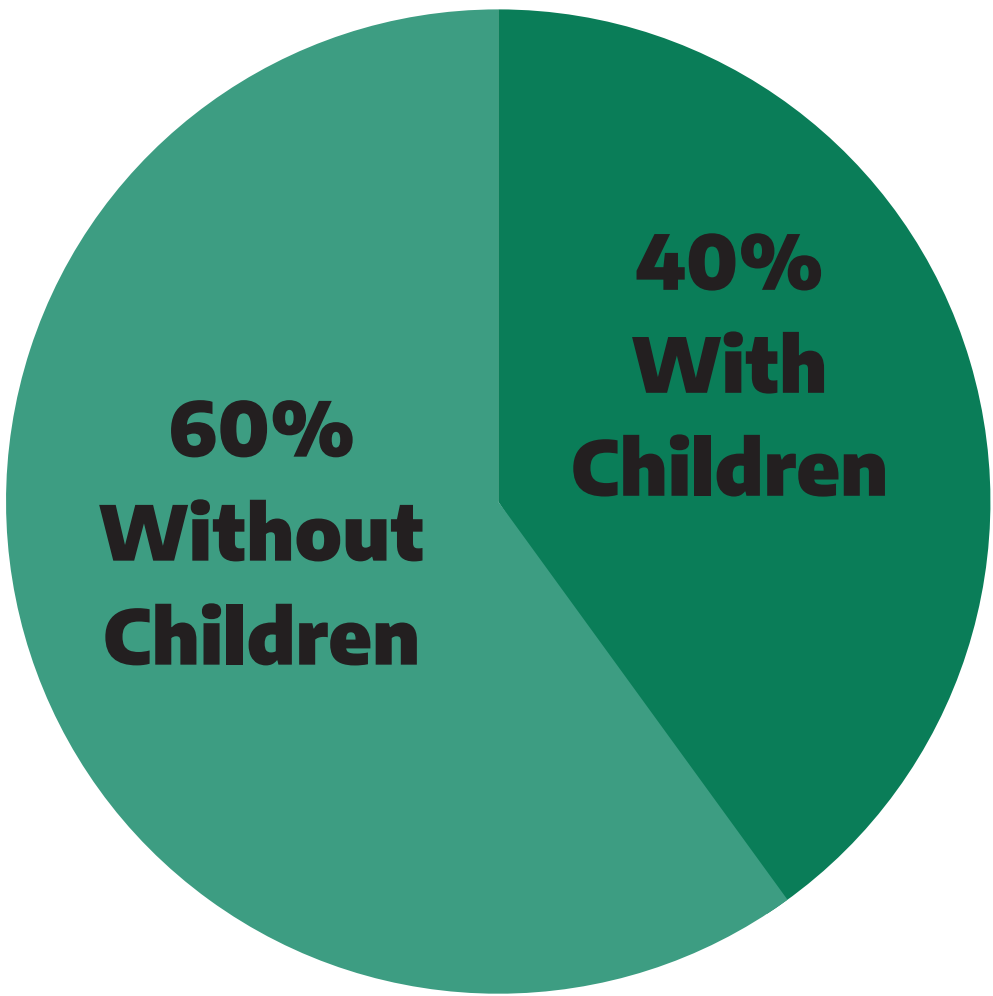
**19%**

**of Residents have Earned Income**

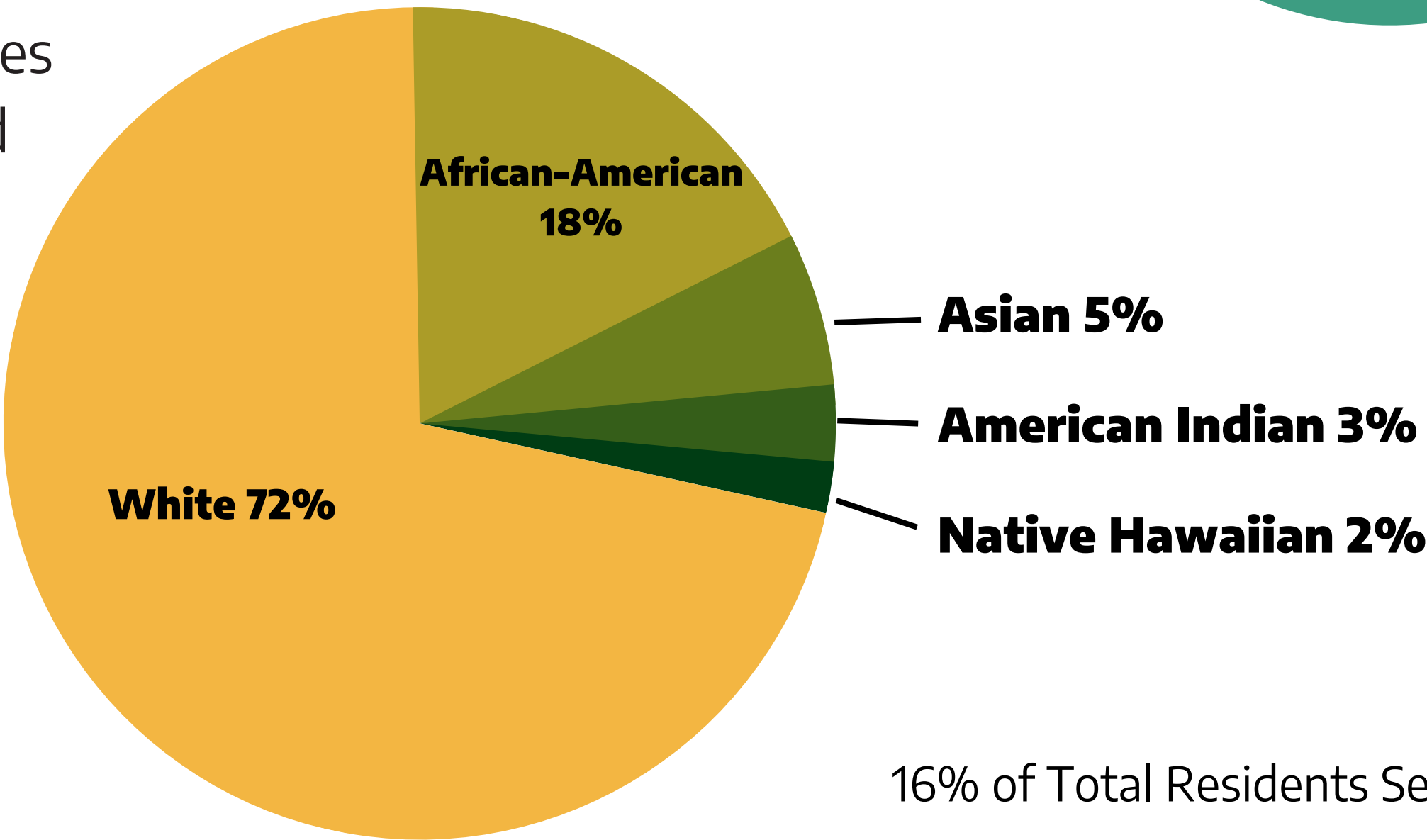
**56%**

**of Residents Have a Disability**

Household Composition



Ethnicities Served



16% of Total Residents Served are Hispanic



# Highlights

## STATE HOSPITAL DIVERSION PROGRAM

The State Hospital Diversion (SHD) Program is funded through Salt Lake County's Division of Behavioral Health Services (DBHS) and maintained in partnership with their network of Behavioral Health Providers. SHD programming serves approximately 70 community members who are discharging from behavioral health related hospital stays and/or inpatient situations, as well as those who are experiencing or are at risk of experiencing homelessness who are living with a Severe Mental Illness (SMI). Through this programming, participants are supported in contracted "boarding home" housing that provides daily meals, medication monitoring, and other supportive services for their residents.

### RESULTS

Total Served:  
97 individuals

Positive Exits:  
20 individuals

### Success Story

*VOA, UT Assertive Community Treatment (ACT) II team referred an eligible individual to the SHD program in January of 2022; they had been experiencing homelessness and frequent hospital stays due to ongoing behavioral health issues. The team made the referral for this individual to be placed at one of the contracted boarding home facilities and they were moved in. After moving into the boarding home, the program participant was able to stabilize their behavioral health and establish a routine that decreased their need for the level of services the boarding home provided. The participant was referred to the Denver Street Apartments; a permanent supportive housing property. Once a unit was vacant at Denver Street, the team worked to assist the individual in completing the Tax Credit application, and they successfully moved in in April of 2022. The participant is still housed successfully in this placement.*

## HUNTER HOLLOW

Housing Connect's goal to position our Public Housing properties on stable footing began with Hunter Hollow. The Rental Assistance Demonstration (RAD) program allows public housing agencies to convert units from the original sources of HUD financing to project-based Section 8 contracts, removing technicalities and road blocks. With this change, Housing Connect was able to fully renovate and add amenities to the 20 units located in West Valley City. We'd like to express gratitude to the many partners who have made this rehabilitation possible.





# Highlights

## EMERGENCY HOUSING VOUCHER PROGRAM

The Emergency Housing Voucher (EHV) program was made available through the American Rescue Plan Act (ARPA). This program, implemented by the Department of Housing and Urban Development (HUD), provided 70,000 Housing Choice Vouchers to public housing authorities like Housing Connect in order to assist individuals and families who were homeless, at risk of homelessness, fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking or human trafficking's, or were recently homeless or had a high risk of housing instability. In addition to the voucher, households received assistance with barriers to housing entry, such as application fees and deposits.

Housing Connect was awarded 131 EHV's and as of June 2022 has housed 114 households in long-term housing vital for their overall well-being. The remaining vouchers will be filled thanks to the team's hard work.



## EDUCATION LIAISON RECEIVES NAHRO AWARD OF MERIT



Housing Connect is thrilled to announce that our Youth & Family Services team was awarded a NAHRO Award of Merit for work around education access for Housing Connect low-income residents. Using SDoH framework, Housing Connect identified Education Access as a priority initiative. Our team has been working with families to ensure they are able to navigate school systems, become advocates for themselves and their children, and reach their educational goals. This is the beginning of Housing Connect's efforts to impact families through connecting them with the best resource to fit their needs. Our team plans to continue to focus on Education Access, Housing Stability, and Financial Health in the coming years.

George Guy - NAHRO Vice President, Mark Thiele - NAHRO Executive Director, Marissa Williams - Housing Connect SDoH Coordinator, Phil Bernal - Housing Connect Board of Commissioners, Vice Chair, Patricia Wells - NAHRO President





## 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

Kat Johnson

Wendy Leonelli

Erin Litvack

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 interests of residents receiving housing assistance.

Mary Ann Ericksen - Chair

Kathy Larsen - Vice Chair

Laura Allred - Treasurer

Gwen White

Royal Miller

Carl Schettler

Jamie Ramos

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