

Transformation



Resident Services

Community

Youth Enrichment

So Much More Than Housing
October 2020 - September 2021



Executive Director REFLECTIONS

The fiscal year October 2020 - September 2021 can be summed up with one word...

TRANSFORMATION! This year, Washington Housing Authority (WHA) adopted a new slogan "So Much More Than Housing". We set out with the task of providing our residents with not only a decent, safe, sanitary, and affordable housing, but an improvement on their overall quality life as well. We were awarded the Resident Opportunity and Self-Sufficiency Service Coordinator grant. This grant funds a position that would enable our residents to have someone coordinate services for them that would lead to opportunities for self-sufficiency. WHA's Family Self-Sufficiency program was funded another year as we continued to assist families remove barriers they have identified to their self-sufficiency.

WHA launched our first community event in Old Fort, the 3on3on9th Basketball Tournament. This community event brought about a positive outlet for our kids to play and compete. This tournament supported our newly established Torch Scholarship for graduating high school seniors. WHA will award our first graduating seniors Spring 2022.

Washington Initiative to Support Homeownership (WISH) was founded in a partnership with the City of Washington. This program will assist residents in public housing and participants in the Housing Choice Voucher program to purchase their first home. Participants in this program will have the opportunity to repair their credit, receive down payment assistance, and more. This is a wonderful partnership with the City of Washington.

This is only the beginning of what WHA has planned. I am excited to introduce new housing opportunities to the families we serve.

Enthusiastically,

Vanessa L. Dunn, MPA
Executive Director



Serving The City of
WASHINGTON, NC



Board of Commissioners & Board of Directors



Alice Mills-Sadler, Chairperson
Gil Davis, Vice-Chairperson
Joneice Carroll, Commissioner
Thomas Payne, Commissioner
Josephine Royster, Commissioner
Rudy Burns, Commissioner
Butch Strickland, Commissioner

WHA Executive Staff

Vanessa L. Dunn, Executive Director
Tiara Woods, Executive Assistant/Human Resources
Meisha Boston, Director of Housing Services
Shannon Alderman, Director of Finance
Wayne Hill, Director of Maintenance

COVID Update



95% of WHA staff
are fully vaccinated

WHA cares about the interaction we have with residents, community stakeholders and partners. We have gone through great lengths to ensure we are interacting with the community with their safety and well-being in mind.

Public Housing Communities

(all in the Washington City Limits)

Eastern Village	50 units completed in 1965
East Haven	40 units completed in 1981
Eastern Village Annex	46 units completed in 1965
Oak Crest	115 units completed in 1965
Old Fort	82 units completed in 1974
Westbrooke	50 units completed in 1983

Occupancy Rate

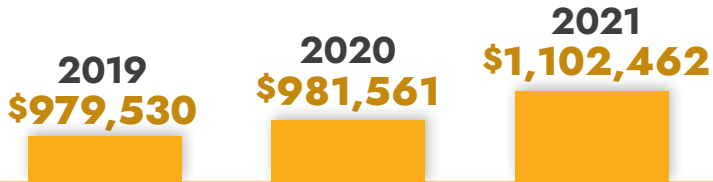


2019
98%
& Change in
AR -54.22%

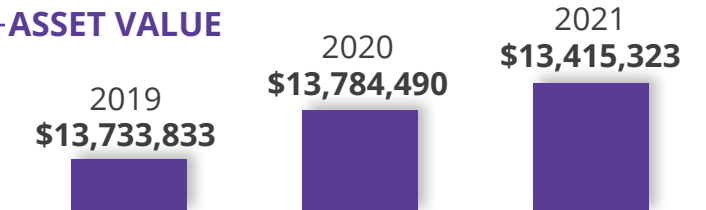
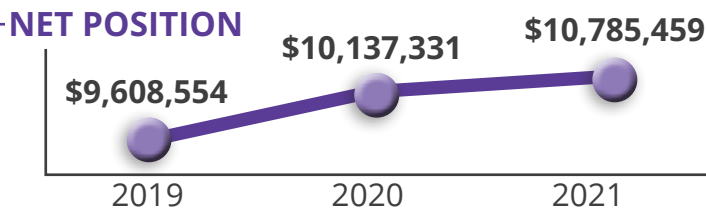
2020
97%
& Change in
AR 576.10%

2021
98%
& Change in
AR 51.73%

Capital Fund Financing Program



Financial Viability



HCV HAP EXPENDITURES

Housing Assistance Payment to Landlords
in the City of Washington & Beaufort County

Average Monthly	Annually
\$96,127	\$1,153,524



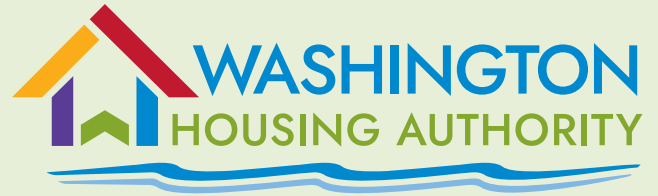
Utility Assistance Payments to HCV Participants
to assist with the costs of paying utilities

Average Monthly	Annually
\$6,194	\$74,328

Rent HCV Participants Pay to Landlords

Average Monthly	Annually
\$41,128	\$493,536

Property Capital Investments & Improvements



Old Fort Office Renovations	\$15,000
Speed Monitoring Machines.....	\$6,333
HVAC Central Office	\$5,100
Eastern Village Windows	\$20,720
Pressure Washing Old Fort.....	\$7,450
Mailboxes Eastern Village	\$4,846
HVAC Oakcrest.....	\$406,985
Re-Surfacing Basketball Courts	\$35,374
Security System Install.....	\$7,168
East Haven	
Limb Removal.....	\$8,000



Clifton Meadows Windows..... \$82,996

**Total of Dollars Reinvested
in the City of Washington
& Beaufort County,
North Carolina
October 2020 - September 2021:
\$599,972**

TRAINING - Upward Mobility for Staff



Since July 2019, WHA staff have undergone extensive training to ensure they are meeting the needs of the community they serve.

18 Unique Training Sets Staff Participated In

400+ Hours of Training

12 Professional Certifications



HCV Financial Reporting

24 Training Hours, 1 Staff, Certified

Payroll Law

8 Training Hours, 2 Staff

Supervision & Management

24 Training Hours, 2 Staff, Certified

Public Housing Management

40 Training Hours, 4 Staff, Certified

HCV Program Management

32 Training Hours, 1 Staff, Certified

Uniform Physical Conditions Standards

16 Training Hours, 8 Staff, Certified

Family Self-Sufficiency

24 Training Hours, 1 Staff, Certified

Public Housing Rent Calculation

24 Training Hours, 1 Staff, Certified

Sexual Harassment

4 Training Hours, 23 Staff

Fair Housing & Reasonable Accommodation

16 Training Hours, 23 Staff, 8 Staff Tested

Active Shooter Drill & Workplace Violence

8 Training Hours, 23 Staff

HCV Housing Specialist

40 Training Hours, 1 Staff, Certified

How to Deliver Exceptional Customer Service

8 Training Hours, 1 Staff

Essentials of Human Resources (HR)

40 Training Hours, 1 Staff, Certified

HR Role in COVID

8 Training Hours, 1 Staff

Procurement & Section 3

24 Training Hours, 2 Staff, Certified

HCV Quality Standard

24 Training Hours, 1 Staff, Certified

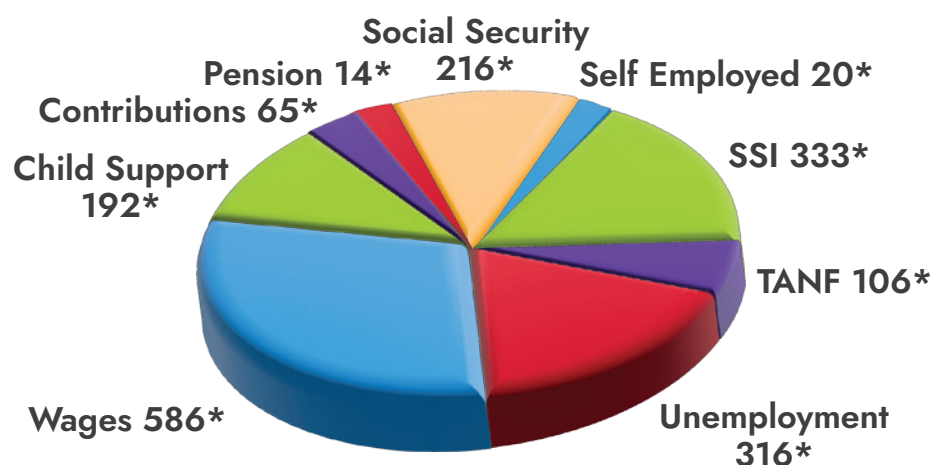
Your Role in Maintenance

8 Training Hours, 4 Staff

Conference for Administrative Assistants

8 Training Hours, 1 Staff

INCOME SOURCES - for Public Housing Residents



*Numbers reflect WHA PH Residents that receive the type of income noted.

858

There are currently 858 total occupants residing in WHA Public Housing (roughly 10% of the population of the City of Washington), and **46% report their primary source of income is Social Security Disability/SSI.**

Resident Profile



PUBLIC HOUSING (Average)

Head of Household Age **50**

Annual Gross Income **\$11,765**

Household Size **2**
Years as Resident **9.65**

HCV (Average)

Head of Household Age **47**

Annual Gross Income **\$11,882**

Household Size **3**
Years as Resident **8.76**

CLIFTON MEADOWS (Average)

Head of Household Age **45**

Annual Gross Income **\$12,498**

Household Size **2**
Years as Resident **5.89**

All Residents are responsible for their own utilities except for East Haven Public Housing.

NC HOPE During the Pandemic



During the pandemic, WHA assisted families to complete applications for NC Hope Funds to avoid evictions. WHA ensured this safety net was known to our families as we strive to keep those impacted by COVID-19 in decent, safe, and affordable housing. For more information about NC Hope, please visit www.rebuild.nc.gov/hope-program.

85

Public Housing Families participated in the program **\$76,129**

11

Clifton Meadows (WHNI) Families participated in the program **\$10,866**

COMMUNITY PARTNERSHIPS Strengthening Our Communities

Beaufort County Community College
www.beaufortccc.edu



Washington Beaufort Chamber of Commerce
www.wbcchamber.com



City of Washington
www.washingtonnc.gov



Washington Police Department
www.washingtonnc.gov/departments/public_safety/police/index.php

Literacy Volunteers of Beaufort County
www.beaufortcoliteracy.org



Beaufort County Dept. of Social Services
<https://co.beaufort.nc.us/256/Department-of-Social-Services-DSS>

Beaufort County Economic Development Council
<https://co.beaufort.nc.us/159/Economic-Development>



Beaufort County Public Health Dept.
<https://www.bchd.net/174/Public-Health>

Housing Authority of the City of Greenville
<http://ghanc.net/>



Wal-Mart
www.walmart.com/store/1354-washington-nc



United Healthcare
www.uhc.com/



NC Hope
www.rebuild.nc.gov/hope-program





Washington Housing Authority's (WHA) service to the City of Washington and Beaufort County extends beyond the housing we provide and the Housing Choice Voucher rental assistance we administer. WHA is committed to assisting low-income families become self-sufficient and ultimately independent of government assistance.

In 2021, the Torch Scholarship program was created to provide post-secondary educational financial assistance for graduating high school seniors currently residing in the following communities: Clifton Meadows, Eastern Village, Eastern Village Annex, Oakcrest, Old Fort, and Westbrooke.

High school seniors participating in the Housing Choice Voucher Program (HCV/ Section 8) are also eligible to apply.

Torch Scholarships will be awarded annually (beginning in Spring 2022) to graduating high school seniors attending a university, community college or technical school on a full-time or part-time basis.

Qualified applicants must complete an application, which includes an essay on long-term goals, and provide a letter of recommendation from a teacher, guidance counselor or staff person (that is not a member of the Torch Scholarship Committee) and a copy of a recent transcript (unofficial transcripts are accepted). Applicants must have a minimum GPA of 2.5 to be eligible for consideration.

NEW ADMISSIONS for Public Housing

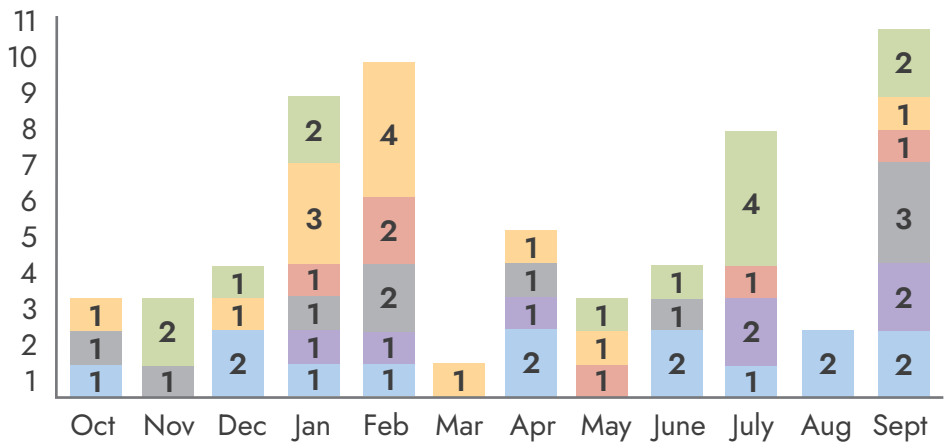
63

63 families were admitted to the Public Housing Program from 10/1/2020 - 9/30/2021.

The number of vacancies continue to exceed industry standards. Of the 63 admissions, 21 families were homeless at the time of admission.

Income Range	# of Families	Percentage
Extremely Low	57	90.48%
Very Low	3	4.76%
Low	3	4.76%

NEW ADMISSIONS by Month & Community



Family Self-Sufficiency FSS ESCROW 2020-2021



Public Housing
\$17,277



Housing Choice Voucher (HCV)
\$26,650

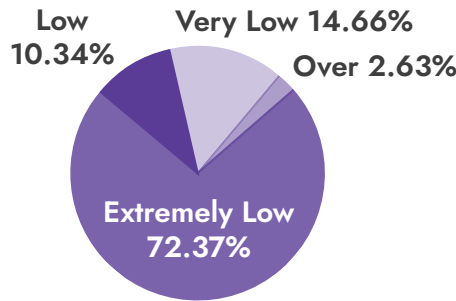
49
Participants
in FSS Program

24 Public Housing Participants and
25 HCV/Section 8 Participants

Waiting List Summary - HCV

Room Size	# of Applicants
0 Bedroom	0
1 Bedroom	777
2 Bedrooms	832
3 Bedrooms	498
4 Bedrooms	111
5 Bedrooms	24
6 Bedrooms	2
Total Applicants:	2,244

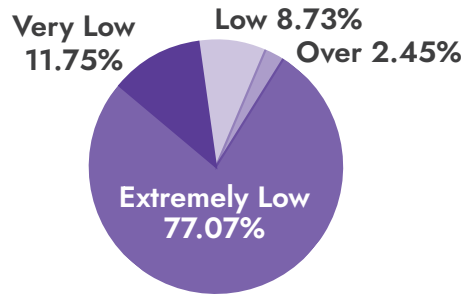
Income Analysis



Waiting List Summary - Public Housing

Room Size	# of Applicants
0 Bedroom	29
1 Bedroom	871
2 Bedrooms	858
3 Bedrooms	434
4 Bedrooms	83
5 Bedrooms	14
6 Bedrooms	1
Total Applicants:	2,290

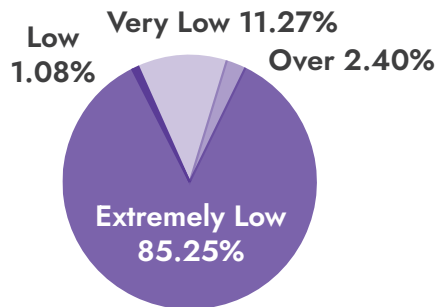
Income Analysis



Waiting List Summary - Clifton Meadows

Room Size	# of Applicants
0 Bedroom	0
1 Bedroom	342
2 Bedrooms	304
3 Bedrooms	140
4 Bedrooms	39
5 Bedrooms	8
6 Bedrooms	1
Total Applicants:	834

Income Analysis



Family Self-Sufficiency Program

During FY20-21, two participants graduated from the Family Self-Sufficiency (FSS) Program.

One participant was from Public Housing and one participant was from the Housing Choice Voucher (HCV) Program. The average escrow checks totaled \$7,212.

During FY20-21, the FSS Program implemented the Program Coordinating Committee with the following community partners:

1. Beaufort Area Transit System (BATS)
2. Beaufort County Community College (BCCC)
3. NC Works
4. Salvation Army
5. Beaufort County Health Department
6. Beaufort County Department of Social Services
7. HCV Representative Jowanna Davis
8. Pamlico Pals Literacy of North Carolina
9. Amy Howard with Greenlamp Inc.

49 Participants currently in the FSS Program.

25
Public Housing
Residents

24
HCV
Participants

WHA Marketing & Rebranding

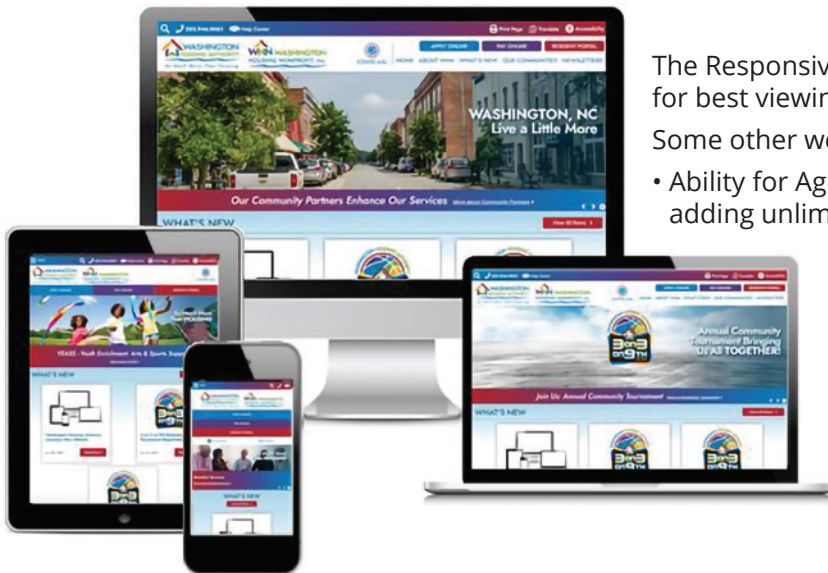
The WHA logo was enhanced for a more modern & vibrant appeal. Additional logos were created to further promote the HA brand for WHNI (nonprofit), WHA's 60th Anniversary, the 3on3 on 9th Basketball Tournament, and the Torch Scholarship (established in 2021).



Digital Letterhead & #10 Envelope Templates



Email Signature



The Responsive Website technology, changes the website display for best viewing on desktop, laptop, tablet & smart phone.

Some other website features include:

- Ability for Agency staff to maintain the website content, adding unlimited pages of information & photos
- News postings on the home page share latest news & link to News Archive
- Portals to Apply Online, Pay Online, Resident Portal improves services to Residents & Applicants
- COVID icon links from the home page to Agency COVID Policy & Procedure
- Responsive Digital Newsletter module: issues will begin in 2022

Business Cards



Anniversary Ornament



Table Throw



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WashingtonHousingAuthority.org · 252.644.2382

