2018 HAMC YEARBOOK
A story about people

HIGHLIGHTS: A BRIEF STORY OF WHAT WE ACCOMPLISHED IN 2018
HOUSING AND HELPING FAMILIES SUCCEED!
A NOTE FROM THE EXECUTIVE DIRECTOR

HAMC had an excellent year in 2018. We closed the Heritage at Surprise development, started the rehabilitation of the Casa Bonita portfolio which consist of 282 units and started the construction of the River at Eastline Village project. We successfully completed all the Rental Assistance Demonstration (RAD) conversions in 2018. The completion of the RAD conversions is a huge accomplishment, we are first Housing Authority in Arizona to convert all public housing to RAD.

The agency for the first time in my history received an agency audit with no findings and at the same time transitioned the financial reporting from public housing to affordable housing while restructuring the finance division.

We added new partners in resident services and the rental subsidy programs with VASH to serve veterans experiencing homelessness, Family Unification Program (FUP) to unify families and Mainstream to provide housing for people with disabilities. We also increased our Bridge rental subsidy program to provide housing for people experiencing homelessness. The housing programs are pretty much aligned with our goals to increase housing options and diversify who we serve. Through it all we continued to be designated by HUD as a “HIGH PERFORMER” thanks to our excellent team members and management staying on course to make this a reality.

Evolving, changing and growing means we are responding to the needs of our community and living our mission.

It is an honor to work with such talented and committed staff. I look forward to 2019 as we continue to serve our community.

I want to thank all our HAMC Team Members, Services Partners and the Financial/Funding partners for making 2018 a great year.

Happy 2019!

Gloria Muñoz
WITH A TOTAL DEVELOPMENT COST OF ABOUT $46 MILLION, COFFELT-LAMOREAUX OPENED IN APRIL 2018 AFTER 24 MONTHS IN CONSTRUCTION
Leaders

22 Residents became engaged as Resident Liaisons gaining experience by working in their housing community or with direct service partners. These “Earn to Learn” opportunities help encourage self-sufficiency goals.

Meals

7,450 The 2018 Summer USDA and Kids Cafe after School Meal Program partnership with St. Mary’s Food Bank served 7,450 meals to youth. Summer Meal Program sites operated in HAMC’s Guadalupe, Rose Terrace, Madison Heights, and Coffelt-Lamoreaux housing communities.

65 families in Mesa, Avondale and El Mirage benefitted weekly from the New Opportunity for our housing families to participate in both the School Year and Summer Back Pack Nutrition Program added to the partnership.

Employment

52 New employment opportunities. Rose Terrace Access Point Maricopa Workforce partnership served a total on 52 residents interested in workforce and career development support services.

Services

34 CPLC Parenting Arizona served 34 families from our Guadalupe community. Families are enrolled in Parenting Center services and are provided ongoing support for a variety of needs including Family Counseling, Domestic Violence prevention, WIC, Nutrition Food Boxes, Immigration, and Behavioral Health support referrals.
**STRENGTHS**

Housing Choice Voucher (HCV) has exceeded high quality standards and maintained a HUD “High Performer” status four years in a row! HAMC has been very successful in its quest to increase housing options for underserved communities. In 2018, the Housing Programs housed 1,692 families. This created an economic impact of $13,994,621 in our local economy.

2018 **NACO AWARD**

The Hand In Hand Collaborative by the National Association of Counties (NACO) is a partnership between HAMC, Maricopa County Human Services, Correctional Health, Justice Systems Planning & Information. The partnership includes Mercy Maricopa Integrated Care, Native American Connections and a number of other community based partners to connect people experiencing Homelessness.

**NEW VOUCHERS**

HAMC was awarded VASH vouchers to be administered in partnership with the Veterans Administration. These vouchers will help HAMC deliver affordable housing with an array of supportive services to veterans experiencing homelessness.

HAMC was also awarded Mainstream Vouchers to administer in partnership with Ability360, Mercy Maricopa Integrated Care, Arizona Health Care Cost Containment System (AHCCCS), Maricopa County Human Services, and Department of Economic Security/Division of Developmental Disabilities. These vouchers will focus on delivering affordable housing and necessary supportive services to non-elderly disabled persons who are institutionalized, in danger of being institutionalized, homeless or in danger of becoming homeless.

HAMC partnered with Arizona Department of Child Safety and received Family Unification Vouchers. These vouchers will enable HAMC to help children be safe and secure and not subject to neglect because of homelessness or inadequate housing. With these vouchers, HAMC can be a resource to youth who have left the foster care system.

**BRIDGE**

HAMC is doing its part to end homelessness, and not only implemented, but expanded its Bridge to Permanency Programming in partnership with Mercy Maricopa. The programming subsidies are now 150, up from the initial 50. Referred applicants receive a housing subsidy voucher for up to 5 years, then BRIDGE to HAMC’s HCV program. To date, 40 participants have moved on (“bridged”) to the traditional HCV program.
003 ADMINISTRATION

- ZERO FINANCIAL AUDIT FINDINGS
- NEW BANKING INSTITUTION
- TRANSCITIONED TO YARDI

Strong Financial Performance - Fiscal Year 2018 Audit report with zero Financial Audit Findings. HAMC ended FY18 with a modified cash surplus of $2,461,622.

<table>
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<tr>
<th>Revenue</th>
<th>Actual Surplus/(Deficit)</th>
<th>Budget Surplus/(Deficit)</th>
<th>Modified Cash Surplus/(Deficit)</th>
<th>Cash</th>
<th>HUD Held Reserves</th>
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<td>$21,825,035</td>
<td>$788,938</td>
<td>$127,650</td>
<td>$2,461,622</td>
<td>$5,259,135</td>
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Restructuring

Restructured the accounting and financial reporting to meet multi-family reporting standards and framework-validated by the audit.

Transitioned to a new banking institution saving the organization over $40k a year.

HAMC has transitioned to Yardi Voyager, a cloud-based management and accounting platform to support change and growth.

Non-Profit Formed

Received 501(c)(3) IRS Tax Exemption for GEM Housing Solutions, a Non-Profit to seek additional resources such as grants and contributions to support housing and services.
In 2018, HAMC maintained an overall occupancy of 98% throughout its portfolio. A total of 1,049 families were housed in HAMC properties.

RAD Conversion complete for the HAMC portfolio totaling 493 units converted.

1) Maricopa Revitalization - 35 units
2) Rose Terrace - 120 units
3) Clare Feldstat (Eastline) - 56 units
4) Father Fidelis - 48 units
5) Casa Bonitas - 234 units

In addition, 120 units were modernized in 2018. Norton site (1 of 2 unsubsidized sites) is fully leased, helping generate unrestricted revenue for HAMC.

HAMC’s first MANAGEMENT AND OCCUPANCY REPORT (MOR) under Multi-family was conducted by HUD and passed with a “Satisfactory” rating validating the preparedness of the organization for the RAD Conversion.
2018 Resident Opportunity and Self-Sufficiency Service Coordinators (ROSSSC) Program included new on-site service partnerships and expansion of service support activities for families, youth and seniors. HUD national recognition was received.

Expansion to existing Service Partner Relationships

- **HAMC** identified as a lead partner in Valley of the Sun United Way Read On Avondale
- **120 enrolled families**
- **Residents participated in** Maricopa County Public Health Community Health Worker Certification Program
- **154** ROSSSC Grantees participated
- **2** New Access Point Workforce locations added to Maricopa County Workforce 365
- **5** After-school program sites
- **10 Residents** Received Safety and First Aid Certification Training
- **12 Residents** Enrolled in Family Bridges Teen and Family Parenting workshop series
- Touchstone Behavioral Health provided services
- Substance Abuse Prevention
- Teen Personal Safety Services
- Medication Safety for Seniors
- AARP Senior Employment Career Program to support resident services programs provides AARP trainees
- CPLC Family Resource Center (FRC) support services now include services to families with school aged children and a new afterschool child watch service program
HAMC has successfully completed the transition of 1,081 Public Housing Units to Section 8 Contracts through the HUD Rental Assistance Demonstration (RAD) program.

Residents will enjoy nicer and better equipped housing units. Improvements include kitchen and bathroom upgrades, new doors, windows, flooring, roofs, exterior paint, new water heaters, HVAC units and other improvements.

HAMC plans to repurpose the existing sites - Norton, Watson Homes, and Clare Feldstat I and II. The Parkview-Maricopa Homes will be sold to prospective homeowners starting in 2020.

Units currently under construction in Tempe (The River at Eastline) and Surprise (Heritage at Surprise).
THE RIVER AT EASTLINE VILLAGE UNDER CONSTRUCTION IN TEMPE

- TOTAL OF 56 NEW UNITS WILL BE CREATED
- IN CLOSE PROXIMITY TO THE LIGHTRAIL

007 DEVELOPMENT STARTED IN 2018
HERITAGE AT SURPRISE UNDER CONSTRUCTION

- Development started in 2018
- Total of 100 new units will be created
- Large community space for events and supportive services
HEROES - HAMC Employees nominate fellow employees to a HERO Award to recognize the employees who go above and beyond the job to support the mission of the Agency.

Over the past twelve months, we have celebrated and embraced team building with several events.

Fun + Team Building
HAMC TEAM

ADMINISTRATION
Gloria Muñoz  Executive Director
Irma Hollamby  Director of Administration & Housing Services
Mario Aniles  Director of Finance & Portfolio Management
Chanchal Singh  Housing Development Manager
Jesse Romero  Accounting Supervisor
Suri Hansra  Accountant
Lori Denault  Junior Accountant
Antoinnette Torrez  Accounting Specialist
Rosha Whitaker  IT Administrator
Vivian Diaz

Surprise
Heather Leeper  Property Manager
Jeannette Gonzalez  Assistant Property Manager
Sandra Tonika  Office Assistant
Daniel Reese  Maintenance Technician Lead
Thomas Powell  Maintenance Technician

Peoria
Mary Ellen Williams  Housing Programs Manager
John Bubar  Assistant Property Manager
Veronica Hernandez  Office Assistant
Richard Charles  Maintenance Technician Lead
Brandon Williams  Maintenance Technician
Michael D. Lasich  Maintenance Technician

Avondale
Angel Poole  Property Manager
Aleida Saenz  Assistant Property Manager
Rosa Herrera  SCSEP
Marina Carmichael  SCSEP Trainee
Martin Crespo  Maintenance Technician Lead
Jonatan Vela Castellanos  Maintenance Technician
Mario Miramonte  Maintenance Technician

VOUCHER PROGRAMS
Jessica N. Cruz  Rental Assistance Program Manager
Kelly Triolo  Lead Housing Specialist
Andrea Havins  Housing Specialist
Alicia Hernandez  Housing Specialist
Joanna Islas  Housing Specialist
Jacquelyne Foggie  Housing Specialist
Arely Benitez  Housing Specialist
Raul Rodriguez  Housing Specialist
Regina Perry  Housing Specialist

Mesa
Nichole Smith  Property Manager
Aylin Valdivia Virgen  Assistant Property Manager
Edith Rodriguez  Office Assistant
Hugo M. Gonzales  Maintenance Technician Lead
Hildi De Los Santo  Maintenance Technician
Jonathan Jones  Maintenance Technician

Housing Programs Manager
Carson Folk  Housing Development Assistant (Intern)

Asset Manager
Gerald A. Minott II

Housing Development Assistant (Intern)
Carson Folk

HOUSING AUTHORITY of MARICOPA COUNTY