

2022



HOUSING AUTHORITY OF MARICOPA COUNTY **ANNUAL REPORT**

Housing and Services

ESTABLISHED 1943





HISTORY

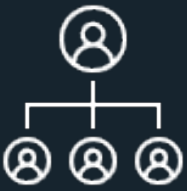
ESTABLISHED IN 1943

In 1943, the Housing Authority of Maricopa County (HAMC) was established to address the shortage of decent, safe, and sanitary housing in Maricopa County. Over the past 79 years, the HAMC has provided affordable housing options and connections to services to low-income, vulnerable, and under-served populations.

Our mission is to improve the quality of life of families and strengthen communities by developing and sustaining affordable housing programs; and to become a leading housing authority by exemplifying best practices, offering innovative affordable housing programs, and expanding accessibility throughout Maricopa County.

We strive to treat all people with dignity and respect, conduct our business in an honest, responsible, and accountable fashion, and to help all people realize their full potential.





MESSAGE FROM THE **EXECUTIVE DIRECTOR**

This year's message is more heartfelt for me because I have decided to transition out of my role as the agency's Executive Director to retire. My work with the agency has been the highlight of my career. There are so many talented and committed employees that work for us. I have been most fortunate to experience the growth of the agency through my many years as the Executive Director. All of you have impacted me in many positive ways and have a special place in my heart.

This year more than any other year previously, inflation has impacted our Asset Management and Development Departments, but despite it, we continued to successfully operate our properties and close the deals.

You are all HEROs serving the most vulnerable in our community and doing it with such grace and dignity. My congratulations to our employees, board and partners. Thank you for making it a great year. I leave you with this "You can't be everything to everyone, but you are something for someone."

Of course, we accomplished many things throughout the year. We closed Norton Circle the first development completed without a co-developer using Low Income Housing Tax Credits (LIHTC). We received the largest HUD 202 Capital Grant to develop senior housing and were awarded LIHTCs for the project. It's been a busy year in development with these projects and new partnerships that will create additional affordable housing units in our jurisdiction. The resident service programs continue to grow and prosper with new partnerships and grants. The rental assistance programs created tutorial videos to help our customers navigate the on-line services available to them.

I'd like to give a special thank you to our, Finance, Human Resources, and Information Technology (IT) Departments for supporting the growth of our new programs. We surely could not grow without you.

Gloria Munoz
Executive Director



BOARD OF
COMMISSIONERS

KATHY DINOLFI
CHAIRPERSON
DISTRICT ONE

JAKE HINMAN
VICE CHAIR
DISTRICT THREE

MARC GRAYSON
DISTRICT TWO

MICKEY LUND
DISTRICT FOUR

JOSE MARTINEZ
DISTRICT FIVE

THELMA CHARLESTON
RESIDENT COMMISSIONER



ADMINISTRATIVE ACCOMPLISHMENTS

Through our Resident Services Eviction Prevention Initiative, the HAMC was able to secure \$250,000 to assist more than 120 families maintain their housing, by reducing the risk of eviction and homelessness.

In collaboration with the Maricopa Association of Governments (MAG), a comprehensive web-based housing search tool was launched to assist customers navigate their housing search more efficiently.

Our on-site certified food pantry has been expanded not only to serve all our Coffelt residents, but to serve other community members residing in the immediate area also.

The HAMC was honored to receive the United Health Care Community support award for \$15,000 to address some of the health disparities of our senior and disabled residents.

GEM Housing Solutions, a non-profit affiliate to the HAMC, secured a \$7,000 grant from the City of Surprise to assist residents struggling with mental health maintain their housing.

To ensure our employees are equipped with the necessary tools to be successful in their jobs, the HAMC launched a web-based, certification training program focused on housing stability and rent readiness.



STRATEGIC PRIORITIES

Increase opportunities for our residents to move beyond their housing needs toward self-sufficiency

Continue to increase affordable housing options within Maricopa County

Promote employee growth and build organizational capacity in support of the agency becoming a High-Performer.

Emphasize performance and results by being responsive to our customers and modernizing our operations.





ASSET MANAGEMENT **DEPARTMENT**

PORTFOLIO

4,774
CUSTOMERS
HOUSED

1,164
TOTAL
UNITS

20
PROPERTIES

PROPERTY MANAGEMENT

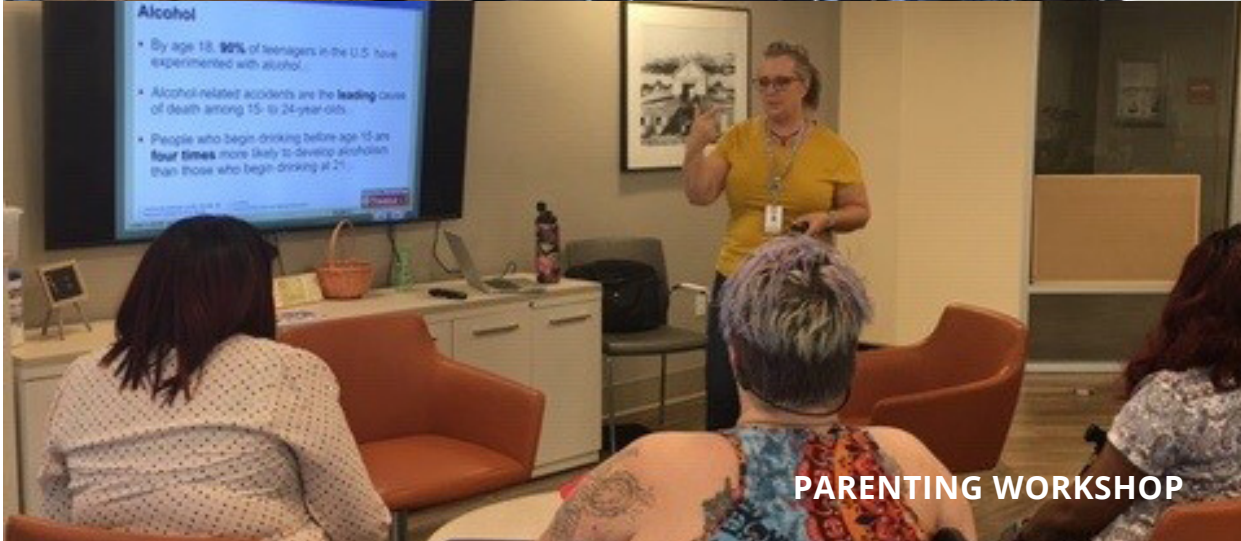
Our Property Management teams are willing and able to assist residents with their housing-related questions, family needs and household updates. These teams ensure housing policies and procedures are implemented fairly, consistently and in compliance with all applicable laws, rules and regulations. Along with our maintenance team, Property Management is also responsible for the cleanliness and ongoing maintenance needs for our housing communities.



Our Asset Management Department continues to be the foremost provider of quality, affordable housing in Maricopa County.



KID'S CAFE



PARENTING WORKSHOP



RESIDENT SERVICES

Our resident services programs are offered on-site at our communities throughout the year. Programs are designed with our resident's needs in mind and may include, but are not limited to, after-school programming, access to employment and training opportunities, mental health support, and supplemental meals.

In partnership with local community agencies, we host a variety of events to serve our residents and other community members by referral. Events may include health clinics, educational workshops, and back to school events.

MOTHER'S DAY EVENT



**400 RESIDENTS
SERVED**



**14 PROGRAMS
OFFERED**

DEVELOPMENT

Heritage Senior Apartments received an award of \$9.1 million from HUD under their Section 202 program to develop 99 one-bedroom units that will be affordable to seniors. The project also received a reservation of \$2,080,000 in Low Income Housing Tax Credits (LIHTC) from the Arizona Department of Housing in June 2022. It is on track to close in July 2023 and begin construction soon after. Heritage Senior Apartments will be located next door to the City of Surprise's new Senior Center which will also start construction in 2023. The property from virtue of its design and location will offer a plethora of services to our seniors.





Norton Circle Apartments had its equity closing on Sept 19, 2022. The project overcame several challenges, including increasing cost of construction and interest rates, in order to close. A \$34.73 million project, Norton will receive \$20,158,050 in tax credit equity and \$1,325,000 in National Housing Trust Funds. Construction will be completed by January 2024 and stabilized occupancy by July 2024. Upon completion, the development will have 100 one, two, and three-bedroom affordable units. There will also be a separate community building for various services and programming. This is HAMC's first project as sole developer.



FAMILY SELF-SUFFICIENCY PROGRAM

The Family Self-Sufficiency Program (FSS) is a voluntary program that assists Housing Choice Voucher recipients work towards achieving economic independence. Program participants work with their assigned Case Manager to assess their strengths, to identify barriers, set reasonable goals, and work to achieve them. The overall goal is to ensure participants have a strong foundation on which to build a future.

Participants are eligible to establish an escrow account where funds are set aside to help build savings. The savings can be used towards accomplishing FSS individual goals which promote the family's quest for self-sufficiency. A portion of the family's increase in earned income is placed into an escrow account, and upon successful graduation from the program, the escrow savings can be used toward achieving final goals. Final goals may include starting a business, paying tuition costs, or purchasing a house.

Congratulations to one of our 2022 FSS Program graduates, Leslie Frame.

Leslie earned \$7,555 through her escrow savings account, and is attending the University of Phoenix to complete her Bachelor's Degree in Early Childhood Education.

35

ACTIVE
PARTICIPANTS

2

PROGRAM
GRADUATES

RENTAL ASSISTANCE PROGRAMS



HOUSING VOUCHERS

49
BRIDGE TO
PERMANENCY

89
EMERGENCY
HOUSING

22
FAIR SHARE
HCV

29
FAMILY
UNIFICATION

12
HEALTHCARE &
HOUSING

59
MAINSTREAM

1,679
HCV

5
VASH

The Housing Authority of Maricopa County services approximately 1,900 housing vouchers for the Department of Housing and Urban Development.

OUR LOCATIONS

Baden Homes (20 units)

1003 N. 93rd Avenue
Tolleson, AZ 85353

Casa Bonitas Homes (30 units)

12976 Cottonwood Street
Surprise, AZ 85374

Clare-Feldstadt Homes I (20 units)

710 W. 8th Avenue
Mesa, AZ 85210

Clare-Feldstadt Homes II (36 units)

8146 E. University
Mesa, AZ 85207

Coffelt-Lamoreaux Homes (301 Units)**Tax Credit Partnership**

1510 S. 19th Drive
Phoenix, AZ 85009

Father Fidelis Homes (48 units)

9209 Calle Tomi
Guadalupe, AZ 85283

Flora M. Staler Homes (30 units)

14102 N. First Avenue
El Mirage, AZ 85335

Heritage at Surprise (100 units)

12669 Rimrock St.
Surprise, AZ 85378

H.M. Watson Homes (20 units)

415 S. 5th Street
Buckeye, AZ 85326

John Hammond Homes (30 units)

8500 W. Washington Street
Peoria, AZ 85345

John Hollar Gardens (25 units)

9201-9203 W. Roosevelt & 9202-9204 W. Baden St.
Tolleson, AZ 85353

Madison Heights (143 Units)**Tax Credit Partnership**

1103 N. 6th Street
Avondale, AZ 85323

MRP (35 homes)

710 W. 8th Avenue
Mesa, AZ 85210

Norton Circle (46 units)

304 S. 5th Avenue
Avondale, AZ 85323

Paradise Homes (24 units)

12618 Paradise Lane
Surprise, AZ 85374

Park View Estates (45 units)

10950 N. 87th Avenue
Peoria, AZ 85345

Rose Terrace Apartments (120 units)

525 E. Harrison
Avondale, AZ 85323

The River at Eastline (56 units)

2106 E. Apache Blvd.
Tempe, AZ 85281

Varney Homes (12 units)

81st Avenue and Peoria
Peoria, AZ 85345

Villa Monte Rosa (20 units)

14001-14018 N. 5th
El Mirage, AZ 85335