



HOUSING AUTHORITY OF MARICOPA COUNTY 2020 ANNUAL YEARBOOK

HOUSING AND SERVICES

*The Housing Authority Of Maricopa County Would Like To Send Our
Deepest Sympathies To The Families Of Those We Lost In 2020 Due
To The Novel Coronavirus Disease of 2019 (COVID-19).*

AGENCY MISSION

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.

VISION

To provide housing to all in need of a place to call home.

CORE VALUES

Treat all people with dignity and respect.
Conduct our business in an honest, responsible, and accountable fashion.
Help all people realize their full potential.

A NOTE FROM THE EXECUTIVE DIRECTOR

The year 2020 will be remembered by us as a year of many challenges as we dealt with the pandemic that not only changed the operating model for us, but also changed our thinking on how we serve our customers and maintain a safe environment for all of our employees. The new way of operating, keeping our employees and residents safe, meeting virtually, and increasing technology to keep operations open and serving was a priority for management.

Although we had many challenges in 2020 dealing with the pandemic, we continued to operate and serve our customers. The HAMC team rose to the challenge. In 2020 the strategic plan became operational, we formed teams to implement the plan and advance the goals adopted. The last RAD project was completed in 2020 and the scattered site single-family homes were sold. We had several HUD Management Operation Reviews (MOR) successfully completed in 2020 and maintained our High Performer designation with HUD. HAMC work goes beyond housing. We provided residents with access to food, assisted residents with applications for utility and eviction prevention funds and access to other services. It was a remarkable year for HAMC despite the challenges.

This annual yearbook reflects the hard work and dedication of all of our employees and partners to provide housing and services to our customers. I look forward to 2021 bringing new opportunities.

I would like to acknowledge the HAMC team and management for their commitment and dedication, the many partners that stepped it up during the pandemic and the Board of Commissioners for their guidance and direction.



Gloria Munoz,
Executive Director



ADMINISTRATION

2020 AZ NAHRO AWARD. The Arizona Chapter of the National Association of Housing and Redevelopment Officials (AZ NAHRO) honored the Housing Authority of Maricopa County (HAMC) the Innovative Program of the Year Award for its newly completed housing project, the Heritage at Surprise.



The Heritage at Surprise

FINANCIAL PERFORMANCE. The HAMC ended the Fiscal Year (FY) 2020 with a modified cash surplus of **\$670,638** seeing an increase of **\$289,335** from the previous FY.

GEM HOUSING SOLUTIONS. Established in 2018 as a non-profit to the HAMC, GEM Housing Solutions secured a **\$15,000.00** grant to assist residents struggling to pay their rent and utilities. GEM Housing Solutions will continue to seek and leverage charitable donations to support HAMC residents with needed housing and supportive services.

HIGH PERFORMER. The HAMC successfully maintained the Section Eight Management Assessment Program (SEMAP) “High Performer” rating with the United States Department of Housing and Urban Development (HUD).

HOUSING VOUCHERS. Fourteen additional mainstream housing vouchers were granted to the HAMC by HUD to assist individuals and families secure and maintain permanent housing.

INVESTING IN HAMC. Two of HAMC's properties were converted from a construction loan to a permanent investor loan, solidifying our dedication and long-term commitment to the valley.

JOINING FORCES. In partnership with the City of Tempe Housing Authority (the City), the HAMC launched a web-based system to accept combined interest applications for the Housing Choice Voucher (HCV) Program wait list lottery. For the first time in Arizona, applicants were only required to complete one interest application for two separate housing authorities. This modernized and innovative approach saved applicants a lot of time and effort and allowed the HAMC and the City to bring better business solutions to the local community, while staying current with best practices.

MODERNIZATION. The HAMC fully transitioned to an online portal to streamline the customer application and certification process. This paperless system allows customers to access, complete and submit all necessary forms and documents electronically to the HAMC for processing.

NEW HOUSING COMMUNITIES. The HAMC is planning to develop new housing communities in Buckeye, Goodyear and Chandler, Arizona. These communities will expand housing access to vulnerable Arizona residents in need of secure, permanent housing.

OVER 5,000 MEALS SERVED. In partnership with St. Mary's Food Bank Kids Cafe, Avondale Elementary School District and volunteer HAMC residents, approximately **5,120** supplemental meals were served to our residents between the ages of 5-18.

REAL ESTATE. The HAMC sold a record number of single-family homes throughout the year, offering much needed housing to local residents in the valley. A total of **70** homes were sold!

DEVELOPMENT



CONSTRUCTION on the Heritage at Surprise was completed in 2020, creating **100** brand new apartment units in the west valley.

HAMC has charted an innovative course to revitalize its inventory of homes in Mesa, Arizona. The HAMC's Maricopa Revitalization Project (MRP) plans to convert 22 larger family homes into two-bedroom duplexes. The design concept was tested with a prototype completed in August. The entire development is expected to be finished by early 2022.



FAMILY SELF-SUFFICIENCY (FSS) PROGRAM

THE FAMILY SELF-SUFFICIENCY PROGRAM (FSS) is a voluntary program that assists Housing Choice Vouchers (HCV) participants work towards achieving economic independence. Participants work with a Case Manager to assess their strengths, identify barriers, set goals, and work to achieve them. The overall program goal is to ensure participants have a strong foundation on which to build a future.

THE only requirement is a desire to become self-sufficient and a willingness to take the necessary steps to make this happen!

HUD sponsors the FSS Program and offers a financial incentive to those who participate. Participants increase their earnings in the form of an escrow savings account. The escrow savings account increases as their earnings increase. This account can be used to pay for key services like car repairs, employment training or towards the down payment for a home.

HAMC has seen a steady number of enrollees in the program. In 2020 there were **38** active participants, with two graduates.



ONE of our graduates earned **\$7,356.00** in savings and is now on her way to home ownership!

HAMC continues to work diligently to seek new opportunities to expand the FSS Program and serve more residents who wish to participate.

RENTAL ASSISTANCE PROGRAMS

IN 2020, HUD issued over **1,800** housing vouchers to the HAMC to assist those in need secure permanent housing. Rental assistance programs include the following:

- HCV programs assist very low-income families, the elderly and the disabled afford decent and safe housing. HCV programs include the Family Unification Program (FUP), which provides housing to families seeking to unify their family, and youth aged 18-24 exiting foster care. It also includes the Mainstream program which assists non-elderly persons with disabilities and the Veterans Affairs Supportive Housing (VASH) program. VASH offers case management services and housing to veterans who are experiencing homelessness.
- The Bridge to Permanency subsidy provides housing to homeless individuals who suffer from serious mental illness.
- Tenant Based Rental Assistance (TBRA) provides housing to referred individuals exiting the justice system.
- H2 offers housing to long-term stayers in the homeless system or those who are experiencing chronic homelessness.

Voucher Program	Number of Vouchers	Annual Household Income
HCV - Includes Mainstream, FUP and VASH	1679	\$16,350
Bridge Subsidy	100	\$7,000
TBRA	20	\$0
H2	30	\$9,600

RESIDENT PROGRAMS

HAMC resident programs strives to create and implement unique initiatives to meet our resident's needs. By leveraging community resources throughout the valley, *HAMC* is able to deliver much needed supportive services to our residents to include supplemental nutritious meals, financial literacy, after-school programming, workforce development and mental health support. *HAMC* offers additional on-site resources to ensure the health and well-being of each resident.



COVID-19 PANDEMIC RESPONSE

IN RESPONSE to the devastating Novel Coronavirus Disease of 2019 (COVID-19), the HAMC promptly developed safety protocols to mitigate the spread of the disease. HAMC ensured all its employees and residents had the tools and necessary supports to continue working and taking care of their loved ones.

HAMC'S COVID-19 Transition/Preparedness Plan was established to explain new policies, practices and conditions necessary to meet the Centers for Disease Control and Prevention (CDC) and Arizona Department of Health Services (ADHS) guidelines for COVID-19. The HAMC is committed to providing a safe and healthy workplace for all our workers and customers.

THROUGHOUT a tumultuous 2020, the HAMC managed to successfully assist struggling individuals and families secure and maintain housing. The HAMC partnered with local community agencies to provide supplemental meals, mental health supportive services, medical screenings and rent and utility assistance. The HAMC secured over \$330,000 for residents to use towards their rent and utilities; ensuring those in need could stay in their homes.



HAMC HOUSING PORTFOLIO

Baden Homes (20 units)

1003 N. 93rd Avenue
Tolleson, AZ 85353

John Hollar Gardens (25 units)

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

Casa Bonitas Homes (30 units)

12976 Cottonwood Street
Surprise, AZ 85374

Madison Heights (143 Units)

Tax Credit Partnership

1103 N. 6th Street
Avondale, AZ 85323

Clare-Feldstadt Homes I (20 units)

710 W. 8th Avenue
Mesa, AZ 85210

Maricopa Revitalization Partnership (35 homes)

710 W. 8th Avenue
Mesa, AZ 85210

Clare-Feldstadt Homes II (36 units)

8146 E. University
Mesa, AZ 85207

Norton Circle (46 units)

304 S. 5th Avenue
Avondale, AZ 85323

Coffelt-Lamoreaux Homes (301 Units)

Tax Credit Partnership

1510 S. 19th Drive
Phoenix, AZ 85009

Paradise Homes (24 units)

12618 Paradise Lane
Surprise, AZ 85374

Father Fidelis Homes (48 units)

9209 Calle Tomi
Guadalupe, AZ 85283

Park View Estates (45 units)

10950 N. 87th Avenue
Peoria, AZ 85345

Flora M. Staler Homes (30 units)

14102 N. First Avenue
El Mirage, AZ 85335

Rose Terrace Apartments (120 units)

525 E. Harrison
Avondale, AZ 85323

Heritage at Surprise (100 units)

12669 Rimrock St.
Surprise, AZ 85378

The River at Eastline (56 units)

2106 E. Apache Blvd.
Tempe, AZ 85281

H.M. Watson Homes (20 units)

415 S. 5th Street
Buckeye, AZ 85326

Varney Homes (12 units)

81st Avenue and Peoria
Peoria, AZ 85345

John Hammond Homes (30 units)

8500 W. Washington Street
Peoria, AZ 85345

Villa Monte Rosa (20 units)

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

SOME OF OUR PARTNERS

AARP Senior Community Service Employment Program

A New Leaf

Arizona's Children Association

Arizona Community Foundation

Arizona Facts of Life

Arizona State University

Avondale School District

Chicanos Por La Causa

Circle of the City

City of Surprise

BBVA USA

Care1st Avondale

City of Avondale

City of Phoenix Parks and Recreation

City of Phoenix Police Department

Department of Economic Security

Dominium Development

Dress for Success

First Bank

Gorman USA

Lutheran Social Services

Maricopa Community College

Maricopa County Human Services Department

Maricopa County Workforce 365

Newtown

Sana Sana Foods

St. Mary's Food Bank

Tempe Community Action Agency

UMOM New Day Centers

United Healthcare

University of Arizona

Valle del Sol

Valley of the Sun United Way

Veterans Administration

Wesley Community Health Center

2020-2021 BOARD OF COMMISSIONERS

Jake Hinman

Chairman
District Three

Kathy DiNolfi

Vice Chair
District One

Marc Grayson

District Two

Mickey Lund

District Four

Gina Ramos Montes

District Five

Andrea Diaz

Resident Appointment



8910 N. 78th Ave • Peoria, Arizona 85345
602.744.4500 • www.maricopahousing.org