

Arlington Housing Authority Herald

Fiscal Year 2011 Edition

www.arlingtonhousing.us

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Arlington Housing Authority's Dedicated Staff



AHA staff: Shaylon Scott, Laneshia Linzy, LeTisa Francisco, Eleene Choate, Lydia Willingham, Elvira Freeman, Nina von Falkenstein, David Zappasodi, Beverly Cote, Linda Kiani, Centra Robinson, Jackie Williams, Jennifer Silverton, Joan Love, LaTrevia Johnson, Carolina Molina, Rosalinda Alvarez, James Weddle, Jesse Lopez, Samuel Herrera, Denise Williams, Steve Brown, Nikki Hemphill, Amy Trevino, Jeanette Culwell, Jessica Parry, Paul Shaffer, Vicky Hernandez, Michele Craven, Julie Hall, Nick Gaffney, Pedro Martinez, Clarence Hursey, Jeb Barr, Mindy Cochran, Marisa Loera, Aaron Williams, Tim Simmons, and Tony Martin. (Not pictured: Bruce Beard, Krisinda Woolen, Meaghan Phillips, and Misty Ellis)

Letter from the Editor

It is with great pleasure that I present the Arlington Housing Authority's fiscal year 2011 Annual Report. During this report period the Arlington Housing Authority remains a HUD-designated High Performing Agency. The AHA accomplished its mission within budget and received a "finding free" compliance and financial audit report from an independent public auditor. These successful outcomes are realized as a result of the faithful leadership by the Board of Commissioners and the outstanding work performed by its dedicated and professional staff. We appreciate the opportunity to serve the community and are privileged to impact the lives of the clients served.



**Arlington
Housing
Authority**

Local
Weather **104/80**

Mostly
Sunny



Connect with
the Housing Authority:
www.arlingtonhousing.us
817-275-3351

Q & A with the ED



David Zappasodi
Executive Director

Q - What are the Arlington Housing Authority's (AHA) core values?

A - Compassion - Understanding unique client needs; seeking to make a difference; treating clients with respect, empathy, and dignity

Commitment - Helping others through urgency, thoroughness, and dedication

Credibility - Demonstrating honesty, integrity, knowledge, reliability, and fairness while maintaining the highest ethical standards; fostering accountability, excellence, financial stability and efficiency

Q - When will the AHA resume accepting applications for the Housing Choice Voucher (HCV) assistance program?

A - With over 11,000 applicant households on the waiting list, the AHA has no immediate plans to resume accepting applications and does not expect to do so this year.

Q - When was the AHA formed?

A - August 1975

Q - How many staff is employed by the AHA?

A - Forty-one full time employees.

Q - What are the demographics of the HCV program participants?

A - 48% elderly (age 62 or older) or persons with a disability; 48% employed; 4% other

“Helping others through urgency, thoroughness, and dedication.”

Q - How many HCV vouchers is the AHA allotted annually?

A - The AHA has voucher resources to assist 3,646 households.

Q - Does the AHA have public housing?

A - No, the AHA does not own, operate or manage public housing or any rental housing.

Q - Which apartments are on HCV?

A - The AHA's rental housing assistance program is tenant based. Program participants select housing from existing, privately owned, rental housing units. If the selected rental unit passes inspection and the rent is reasonable, the AHA executes a contract with the property owner for that specific unit.

Q - Is rental housing assistance the only type of program the AHA operates?

A - No. The AHA offers rental housing assistance and other housing services including the housing rehabilitation, weatherization assistance, homebuyer assistance, foreclosure relief / neighborhood stabilization and services to prevent homelessness or assist the homeless.

Q - How do people obtain information about the housing services provided by AHA?

A - AHA staff participates in a variety of community meetings and events to share information with citizens. Information about available housing services are posted on the AHA website at www.arlingtonhousing.us.

Board of Commissioners

Getting Involved



Vice-Chair, Jason Paredes, speaks at the Family Self-Sufficiency graduation ceremony, encouraging participants to stay focused in accomplishing their goals.



Victor Weir
Board Chairman

The Arlington Housing Authority (AHA) Board of Commissioners is composed of five community leaders who serve without

compensation and are dedicated to leading the AHA to accomplish its vision and mission.

The AHA Commissioners adopt policies and budgets that ensure program participants receive appropriate services to persons in need of housing services.

Commissioners support the good work performed by staff and personally participate in meetings, events and activities that impact the lives of Arlington citizens that need or participate in housing services. Their involvement includes participation in monthly meetings; searching known homeless encampments, wooded areas, and under bridges in support of the annual Homeless Count; encouraging program participants toward self-sufficiency; and guiding the agency in good public policy.



From left to right; Commissioner Kathy Crusto-Way, Chair Victor Weir, Commissioner Sharon Wright-Jackson, Attorney James Cribbs, Executive Director David Zappasodi, Vice-Chair Jason Paredes and Commissioner Michelle Fernandes

Family Self Sufficiency

Graduates Recognized by Board of Commissioners



Julie Hall
FSS Human
Services Coordinator

It is no small accomplishment when a housing program participant graduates from the Arlington Housing Authority's (AHA) Family Self Sufficiency (FSS) program. Participants commit 5 years to the program and work hard to achieve individual goals such as graduating from college or a technical school, advancing in their current job, or securing a better job. The AHA's Board of Commissioners celebrates each success.

The road to success is a long but rewarding journey. The AHA staff



Yolanda Strawder, shown with staff and board of commissioners, receives her escrow check.

work individually with participants to help them develop goals, and to connect with support service organizations, government services and private sector to provide continued

support, guidance and encouragement. In fiscal year 2011, 136 clients participated in the program and 7 graduated, increasing the lifetime total number of FSS graduates to 91.



Lesia Campbell, shown with her son and the board of commissioners at a board meeting, is recognized for her accomplishments.



Graduates, Tikeya Calhoun, Maria Guzman, Paulette Moore, and Maritza Luca, are given the opportunity to encourage other participants at the graduation ceremony.

Homeownership

You Can Still Have the American Dream

Neighborhood Stabilization Program (NSP)



Mayor Cluck, Council Member Rivera, Council Member Wolff, Deputy City Manager Yelverton, and Executive Director Zappasodi with new homeowner, Maria Guzman, at the special ribbon cutting ceremony of her new home purchased through the Neighborhood Stabilization Program.

The NSP program, funded by the U.S. Department of Housing and Urban Development (HUD), helps transform Arlington neighborhoods by rehabilitating vacant, foreclosed houses. The program helps qualified homebuyers with acquisition enabling them to make the house their home.

Arlington residents, like Maria Guzman, love the NSP program because it allowed them to purchase their first home. Maria purchased a vacant, foreclosed home in an approved target area. NSP program funds rehabilitated the property to ensure that Maria and her family could reside in safe, decent affordable housing. The Arlington NSP program provides up to \$24,500 in housing rehabilitation, and assists the qualified homebuyer with down

payment and closing costs and provides up to \$20,000 in principal reduction.

The Arlington Housing Authority (AHA) in partnership with the City acquired and rehabilitated eight foreclosed homes with NSP funds. Seven homes have been sold and only one home remains for sale. Two sub-standard properties were also acquired and demolished with NSP funds. A single family home will be built on one of the cleared sites and sold to a qualified homebuyer.

On the other site, the AHA will construct a facility to provide housing for up to four homeless, first-time moms and their infants. Support services will be provided by the Tarrant County Nurse Family Partnership Program.



Mindy Cochran
Housing Operations
Manager

Other Homeownership Programs

Mortgage Credit Certificate Program is an IRS resource utilized to help qualified homebuyers acquire a home. Successful applicants can qualify for up to \$2,000 per year credit on their income tax return. In fiscal year 2011, the program assisted 31 households become first time homebuyers in Arlington.

Homeownership Voucher Program assists Housing Voucher participants that qualify for a mortgage to convert their rental voucher for a home ownership voucher to purchase a home. Participants receive a small amount of monthly mortgage payment assistance. In fiscal year 2011, the program assisted 6 HCV participants become homeowners.

Arlington Homebuyers' Assistance Program (AHAP), funded by the HOME Investment Partnership Program, provides pre-purchase homebuyer education and up to \$10,000 in down payment and closing cost assistance to eligible, first time homebuyers when they purchase a home in Arlington. In program year 2011, 42 households were assisted to purchase their first home. This program is serviced by the Tarrant County Housing Partnership, Inc. with oversight by Grants Management.

Housing Choice Vouchers

Helping People Help Themselves



Joan Love, Grants Coordinator-HCV; Jesse Lopez, Housing Coordinator; Letisa Francisco, Housing Coordinator

The Arlington Housing Authority (AHA) provides rental housing assistance through its U.S. Department of HUD funded Housing Choice Voucher (HCV) program. The AHA receives resources from HUD to assist 3,646 households for a 12 month period. The AHA utilizes 100% of its resources annually for its intended purpose.

Additionally, over 11,000 households have applied for assistance and await their turn for an available housing voucher.

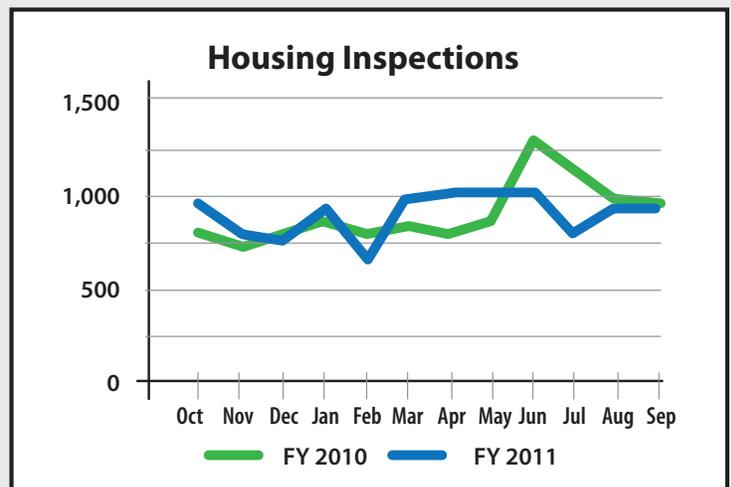
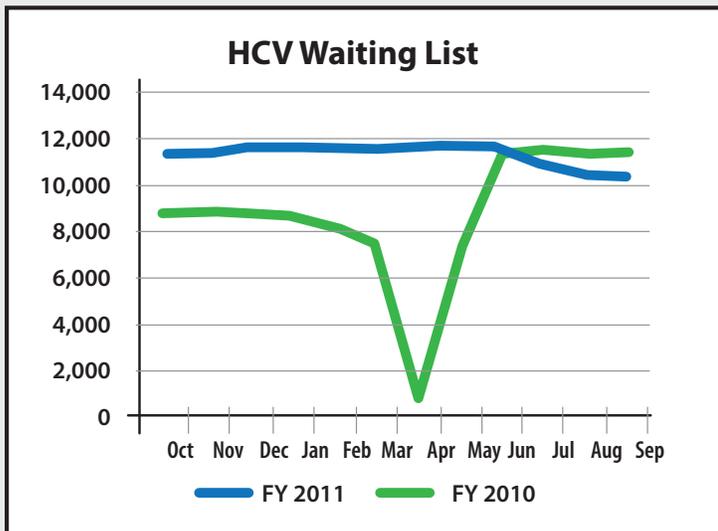
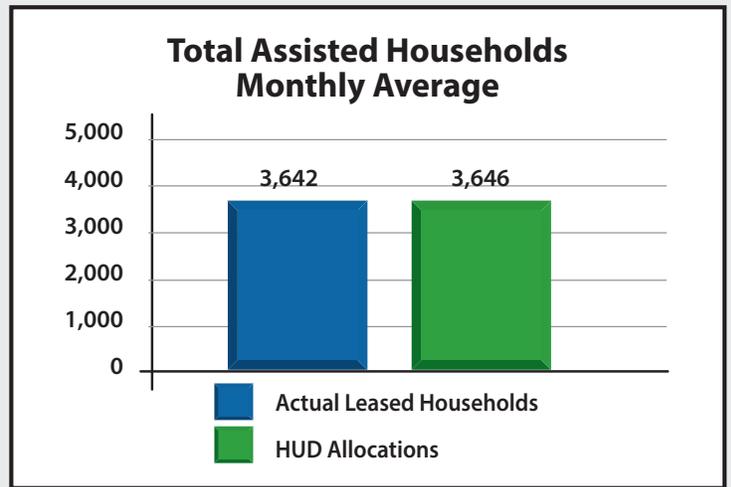
The AHA's HCV program is designed to help people that are willing to help themselves. The AHA's policies establish preference criteria when selecting applicants from its waiting list. Applicants that a) live or work in Arlington, and b) are

working, disabled or elderly (age 62 or older) are selected from the waiting list before other applicants that do not meet the preferences.

To ensure that this limited and valuable resource is available to responsible, law abiding citizens, the AHA performs a criminal background check on all household members age 17 and older prior to admission and annually. Applicants with criminal backgrounds are denied admission. Participants that engage in illegal, criminal activity are terminated from the program.

The AHA also compares the Arlington Police Department's daily inmate report with its database of program participants and takes action to terminate housing assistance if warranted. Additionally, the AHA compares its database of participants with the State's list of registered sex offenders and terminates housing assistance when a matching name or address is identified.

The U.S. Department of HUD designated the AHA as a "high performing" housing authority for its work performed in fiscal year 2011. There were no findings in the Single Audit.



Homelessness

Providing Shelter in the Storm

The Arlington Housing Authority (AHA), with substantial community involvement and support, developed the 10 Year Plan to End Chronic Homelessness (Plan) adopted by the City Council. The AHA works closely with the Arlington Police Department (APD), local shelters and support service provider organizations that assist the homeless in implementing the Plan. The AHA provides case management services and rental housing assistance while APD provides critical outreach and referral services. The AHA utilizes existing HUD and State resources to provide rental housing assistance to over 100 homeless households in Arlington.

AHA resources are also used to prevent homelessness before it



Lanesha Linzy
Housing
Coordinator

occurs, a critical component of the Plan. In fiscal year 2011, the AHA utilized available resources to prevent homelessness from occurring to 353 households.

AHA coordinates with the Tarrant County Homeless Coalition to organize the annual Homeless Count in Arlington. In fiscal year 2011, AHA staff, supporting family members, Arlington citizens, volunteers, and APD officers visited locations throughout the City where the

homeless people are known to gather for the night.

Staff talked with the homeless, provided water and blankets, and asked survey questions to enable better assessment of their needs.

Data gathered from the count is used to establish the basis for future federal funding. Data is also utilized for local and regional planning purposes.

FY2011 STATISTICS

Shelter Plus Care

319 households assisted

Supportive Housing Program

274 households assisted

Tenant Based Rental Assistance

842 households assisted

Homeless Housing and Services Program

82 households assisted with transitional housing and \$457,996 funds utilized

247 households assisted with eviction prevention and \$366,532 funds utilized

Homelessness Prevention Rapid Re-Housing Program

106 households assisted and \$170,521 funds utilized



Arlington Police Officer Stephanie Gillespie assists AHA staff Mindy Cochran and her son during the Homeless Count in January 2011.

Homeowner Assistance

Putting Grant Funds to Good Use



Before and after photos of a home rehabilitated through the Housing Rehabilitation Program, and modified with accessibility features.



Jessica Parry
Housing
Coordinator-
Projects

Housing Rehabilitation Program (HRP)

The Arlington Housing Authority's (AHA) Housing Rehabilitation Program rehabilitates substandard homes in Arlington. The program helps low income homeowners bring their substandard homes to local code requirements. Major house systems such as foundation repairs, roof replacement, and HVAC are repaired or replaced. The program also responds to homeowners who need emergency repairs such as replacement or repair of HVAC systems or other life-safety issues. Homes are also modified to become more accessible for a disabled household member.

Housing rehabilitation specialists

identify the required scope of work, and monitor the rehabilitation construction activities performed by qualified contractors. Office staff accept applications, process client eligibility, and maintain records in an auditable condition.

In program year 2011, 89 households were rehabilitated utilizing an average of \$13,500 in grant funds per household served.



Mindy Cochran
Housing Operations
Manager

Weatherization Assistance Program (WAP)

The Texas Department of Housing and Community Affairs (TDHCA) awarded \$2 million in Department of Energy (DOE) Weatherization

Assistance Program (WAP) funds to the City of Arlington. The Arlington WAP program is administered by the Arlington Housing Authority (AHA). The WAP program helps residents control their energy costs through targeted weatherization improvements to their home.

WAP specialists inspect and identify energy improvements needed to increase efficiency. Energy audits are performed to identify which measures will provide the homeowner with the greatest benefit. Specialists inspect the home after weatherization measures are installed to ensure that the work performed will result in reduced energy costs.

The Arlington WAP program assisted 406 households during the 2-year State funded contract. The State funded program has ended; however, the AHA continues to operate the WAP program with financial support from Frontier Associates, L.L.C..

Taking Care of Business

The Good, the Bad, and the Ineligible

The simple truth - all housing authorities have their share of clients that commit program violations. The Arlington Housing Authority (AHA) takes a strong stand against program violations and participants that engage in illegal, criminal activity and is doing something about it.

The AHA works closely with the Arlington Police Department, the State of Texas and HUD's Office of Inspector General. Data is shared among these partner agencies to ensure that rental housing assistance



James Weddle
Housing
Coordinator -
Compliance

is provided to eligible, law abiding citizens. The AHA ensures that participant rights are protected by proving appropriate due process before housing assistance is terminated.

To ensure that the AHA's records are in good order, a small, but highly effective, team of compliance staff review each case file to ensure compliance with HUD regulations and agency policies.

In fiscal year 2011, the AHA conducted 123 investigations, clearing 52 clients, terminating assistance to 71 program participants. The AHA acquired \$12,244 in repayments and collections. The AHA performed a 100% quality control review.

Inspections Hitting a Record High

For 7 consecutive years, the Arlington Housing Authority's (AHA) inspection team has performed over 10,000 inspections per year with fiscal year 2011 reaching 10,646 inspections, plus 1,960 rent reasonableness assessments – a significant accomplishment with only 5 housing inspectors. Even the Texas summer heat does not deter this team from meeting their goals.

New technology was added in 2011 to enhance AHA housing inspection efficiency and productivity. Laptop tablet computers now enable inspectors to complete inspection

reports on-site instead of using handwritten documents and then keying the data into the computer.



Jessica Parry
Housing
Coordinator-
Projects



Finance and Business Wrap-Up

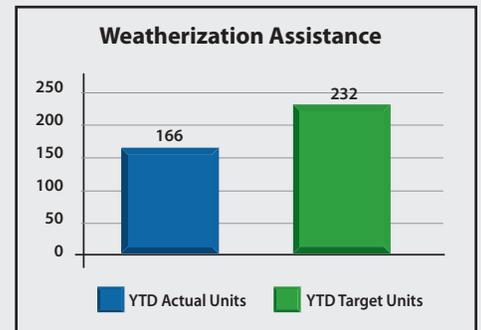
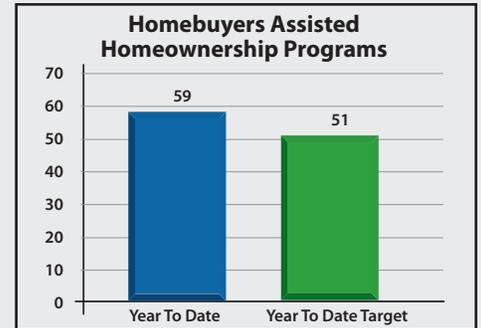


Amy Trevino
Financial Manager

The AHA utilized 100% of its State funding and assisted 166 households under the Weatherization Assistance Program, designed to provide low income households with education and assistance to control energy costs through weatherization of their homes. A total of 59 homes were purchased with assistance from Homebuyer Assistance Programs, exceeding the goal of 51 homes.

The AHA's compliance team conducted 123 integrity investigations during the fiscal year, successfully clearing or terminating 99% of the cases.

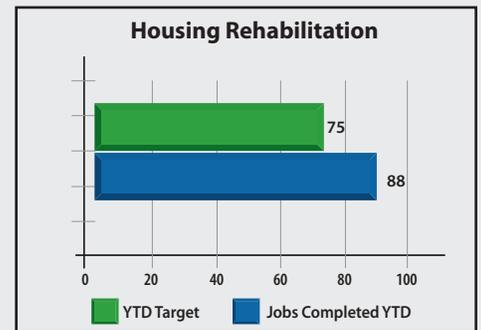
AHA's fiscal year 2011 audit was free of weaknesses and deficiencies.



The Arlington Housing Authority (AHA) serves over 4,000 families through its various rental assistance programs each year. The AHA is a HUD designated high performing agency and maintained a utilization of 99.8% in fiscal year 2011. The AHA utilized 100% of its federal and State funding for Homelessness.

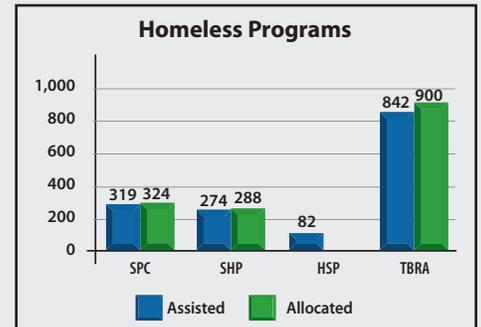
Financial Statement Balance Sheets Years Ending 09/30/11 & 09/30/10

	2011	2010
Total Assets	\$8,120,587	\$8,232,285
Total Liabilities	\$ 873,964	\$ 693,461
Total Net Assets	\$7,246,623	\$7,538,824
Total Liabilities & Net Assets	\$8,120,587	\$8,232,285



Revenues & Expenses and Change in Net Assets Years Ending 09/30/11 & 09/30/10

	2011	2010
Operating Revenues	\$28,457,794	\$29,449,588
Operating Expenses	\$28,732,642	\$27,257,576
Non-Operating Income	(\$17,353)	\$ 35,341
Change in Net Assets		\$ 2,227,353
Net Assets Ending	\$7,246,623	\$7,538,824



Sports Talk

Housing Authority Organizes Charity Golf Tournament



Bruce "Snoops" Beard,
Housing Account
Coordinator

The Arlington Housing Authority (AHA) coordinated their first charity golf tournament benefitting the American Heart Association.

The tournament was held on September 23 at the beautiful Tierra Verde Golf Course. Players enjoyed a round of golf, dinner and live music.

The tournament raised over \$2,000 for the American Heart Association. Everyone had so much fun that they plan to coordinate again next year, and hope to double the participation and donations to support this worthwhile cause.



Wayne Meckley, Council Member Jimmy Bennett, AHA ED David Zappasodi and City Director Jim Parajon did not win first place, but had a great time!



Housing Authority Staff Support Their Texas Rangers

The Arlington Housing Authority (AHA) staff love their Texas Rangers baseball team. The Rangers' journey to the World Series provided their fans with thrills, great baseball, and something to cheer about.

The Texas Rangers made club history in 2010. Led by American League Most Valuable Player Josh Hamilton, the Rangers clinched their first division title in over a decade. By ousting the Tampa Bay Rays in the first round of the playoffs, the



AHA Human Services Specialist Nickolas Gaffney enjoys a Ranger game.



View from seats at the Employee Appreciation Day at the Ballpark.

Rangers advanced to their first ever American League Championship Series.

The club defeated the New York



The AHA staff had fun celebrating with their own "World Series" luncheon.

Yankees in the ALCS and moved on to face the San Francisco Giants in the 2010 World Series! In the best of 7 series against the Giants, the Rangers lost but with the support of the Arlington Housing Authority fans, the Rangers promise to return to the World Series.

Recognitions



Housing Authority Recognized...Again!

The U.S. Department of Housing and Urban Development (HUD), National Association of Housing Redevelopment Officials (NAHRO), Southwest Regional Council NAHRO, Texas Chapter NAHRO, and the City of Arlington recognized the Arlington Housing Authority for their program and administrative innovations.

NAHRO

Awards of Excellence

- Preventing and Ending Homelessness in the Community
- Weatherization Assistance Program
 - Electronic Customer Satisfaction Survey
- 100% Electronic Payment Processing

SW NAHRO

Media Recognition Award

- Neighborhood Stabilization Program
- Best Annual Report
 - Large Agency

TX NAHRO

Media Recognition Award

- Neighborhood Stabilization Program

HUD

- High Performer

CITY OF ARLINGTON

Superior Achievement Awards

- Weatherization Assistance Program
- Completion of Neighborhood Stabilization Program

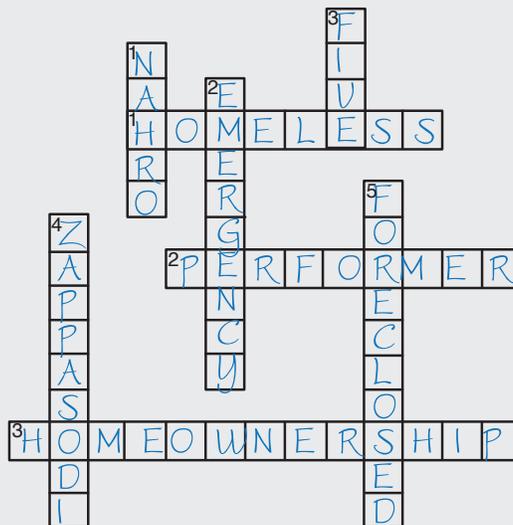
Housing Knowledge Quiz

DOWN:

- AHA received award from _____ for WAP program
- Rehabilitation Program helps with _____ repairs
- AHA has _____ board members
- AHA's Executive Director's last name is _____
- NSP program helps transform _____ homes

ACROSS:

- SHP and SPC programs help _____ clients
- AHA is a HUD High _____
- HCV participants can participate in the _____ voucher program



- | | | |
|-----------------------|---------------------|--------------------|
| AFFORDABLE | HOMELESS | NSP |
| ARLINGTON | HOUSING | RANGERS |
| FUNDS | HUD | REHAB |
| GRANT | INSPECT | VOUCHER |
| HCV | NAHRO | WAP |



Housing Authority
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