

80 years **ABOUT HACA**



Our Vision

We envision neighborhoods where poverty is alleviated, residents are healthy and safe, and all people have the opportunity to achieve their full potential.



Our Commitments

Affordable Housing
Resident Self-Sufficiency
Quality of Life
Exceptional Service
Employee Engagement
Corporate &
Environmental
Sustainability



Our Mission

To cultivate sustainable affordable housing communities and partnerships that inspire self-reliance, growth, and optimism.

MEET THE HACA TEAM

We are dedicated to a set of shared values that serve as the foundation of what we do.

We are brought together by our strong work ethic and compassion for our residents.



Executive Team

Michael G. Gerber, President and CEO; Sylvia Blanco, Executive Vice President; Lisa Garcia, Vice President of Assisted Housing; Thomas Cherian, Vice President and CFO; Pilar Sanchez, Vice President of Housing and Community Development; Michael Cummings, Vice President of SHCC and Blueprint Housing Solutions; and Ron Kowal, Vice President of AAHC Housing Development and Asset Management

BOARD OF COMMISSIONERS



Carl S. Richie Jr., Esquire
Attorney, Law Offices of Carl S. Richie Jr.



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Charles C. Bailey, Esquire
Attorney, Law Offices of Charles C. Bailey



Dr. Tyra Duncan-Hall
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Austin Community College



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Resident Commissioner



Edwina Carrington
Retired/Former State Agency Director

PRESIDENT'S MESSAGE

When our doors opened in 1937, the Housing Authority of the City of Austin was a pioneer in public housing, the first in the nation. In our 80th year, our core values remain constant as we serve the neediest in our community while continuing to develop innovative housing solutions to help meet Austin's poverty challenges.

Our residents today are proud of the last eight decades. People who have lived and who now live in our public and affordable housing contribute to Austin's diverse social, cultural and economic tapestry. Today we provide safe, healthy, affordable housing to nearly 19,000 residents.



They have greater choice about where they live, and greater opportunity to achieve their dreams of self-sufficiency through education, workforce development and wellness programs.

To better serve our children, seniors and persons with disabilities, this year we:

- Converted 582 public housing units to project-based rental assistance through the Rental Assistance Demonstration program, enabling us to provide critically needed improvements to ensure people in public housing have the basic modern amenities needed for a better quality of life;
- Launched an online site-based public housing waiting list, giving applicants greater housing choice;
- Added close to 600 high-quality affordable rental units to help meet our city's housing needs through our subsidiary Austin Affordable Housing Corporation;
- Secured more than \$400,000 in new funds and in-kind gifts from diverse sources
 of corporate foundation, charitable and family foundation gifts to support HACA
 resident scholarships, educational and supportive services and digital inclusion,
 through our nonprofit Austin Pathways;
- Reduced veteran homelessness in Austin to functional zero by establishing infrastructure to better assist veterans who have served our country but are now struggling to find permanent housing.

We do everything in collaboration. The impact of what we do is great because we, along with you – our partners, stakeholders and residents – bring the community together. Thank you for joining us in the first 80 years. In the next decade, we look forward to building on the foundation that brings opportunity home.

Michael G. Gerber

WHO WE SERVE

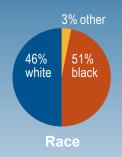
HACA provides housing opportunities and community programs to nearly 19,000 individuals.

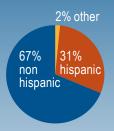
2016-2017

18,656 Residents

14,084 Housing Choice Voucher (HCV) clients 4,572 Public Housing residents







Ethnicity

8,800 children

4,927 persons with disabilities

1,760 seniors



HACA BY THE NUMBERS



\$11,074



Annual household income in public housing

\$14,189

Annual household income in HCV program

5,256: Housing Choice Voucher

464: Veteran's Affairs Supportive Housing

233: Homeless Assistance

85: Family Unification

59: Mainstream

36: Disabled

14: Hurricane Ike

2: Tenant-Based Voucher

6,149Vouchers

201

More residents found new jobs

Ninety-five of these residents are Jobs Plus ATX participants and 106 are Resident Opportunities for Self-Sufficiency/ Family Self-Sufficiency participants. In FY 2016-2017, 56 HCV and public housing residents completed job training and 44 enrolled in job readiness training.

Over \$16 Million

in construction and remodelling projects through the first phase of the

Rental Assistance Demonstration Program



\$45 Millior

contributed by HACA to the local economy through its rental assistance and other programs.

50%



of HACA residents are children

who participate in youth programs offered through our community partners.

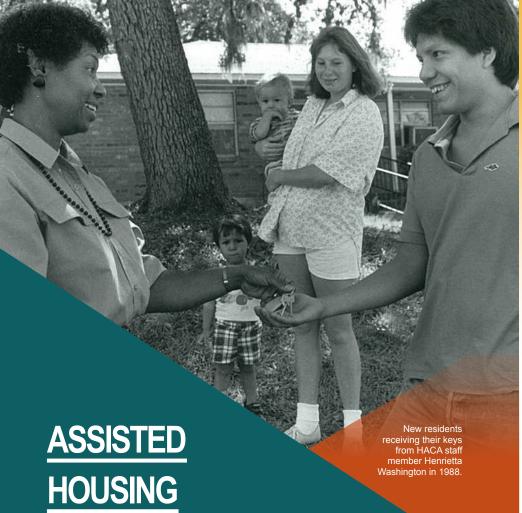


104

Homeowners

have purchased their first house with help from HACA's down payment assistance program since 2004.





HACA manages Central Texas' largest Housing Choice Voucher (HCV) program (formerly known as Section 8) as well as several other rental assistance programs that provide stable homes to over 700 previously homeless individuals. Each month, the Assisted Housing team provides affordable housing to more than 6,000 households and 14,200 individuals in Austin's private rental market. The Assisted Housing department also provides case management services to 200 HCV families working to achieve economic independence. HACA has received a perfect Section 8 Management Assessment Program score (100 percent or higher) and has been named a high performer for 20 consecutive years.

HELPING END HOMELESSNESS

Austin's housing market is challenging for any house hunter, but homeless veterans and young adults age 18-24 often have additional barriers. Recognizing this need, HACA and its community partners established infrastructure to better assist veterans and youth struggling to find permanent housing.

HACA contributed a \$25K grant to the mayor's Housing Heroes Fund to seed the risk-mitigation pool, inspiring landlords to join programs like Veteran's Affairs Supportive Housing (VASH). HACA's subsidiary, the Austin Affordable Housing Corporation, pledged 25 units specifically for homeless veterans. HACA also hired a VASH Client/Landlord Liaison and engaged its Continuum of Care Permanent Supportive Housing program to give veterans a preference for rental assistance, and provide resources for people who served in the military, but did not qualify for veteran-specific programs.

On the heels of the successful initiative to end veterans' homelessness, HACA wasted no time partnering with multiple community organizations to also house 50 homeless youths in 100 days. HACA leveraged its every resource, including a homeless preference for the HCV program and the HOME Tenant-Based Rental Assistance program. As a result, HACA and its agency partners exceeded their goals, housing 52 youths by December 19, 2016.

The U.S. Department of Housing And Urban Development's (HUD) next goal is to end chronic homelessness by the end of 2017. The more partners who come together to address homelessness, the more knowledge there is at the table to prevent vulnerable residents from falling through the cracks in Austin and beyond.



PROTECTIONS, IMPROVEMENTS AND CHOICES FOR RESIDENTS



At HACA, HUD's Rental Assistance Demonstration program (RAD) equals PIC: Protections, Improvements, and Choices for residents like Lisa Martinez. RAD is helping HACA to preserve affordable housing, to transform its public housing properties, and to provide low-income families in Austin with more choices about where to live.

Lisa was one of the first residents to move into a renovated unit at Manchaca Village, HACA's first property to convert to Project Based Rental Assistance through RAD.

Lisa and her family of six now enjoy modern amenities like a stackable washer/dryer, a dishwasher, new energyefficient appliances and a beautiful new kitchen and bathroom.





PROTECTIONS

Residents have the right to housing assistance and to return to an upgraded unit at their original property. Rents are still based on 30% of adjusted household income.

IMPROVEMENTS

Every property will receive some improvements, and many units will be thoroughly modernized. Residents have a voice in planning these improvements.

CHOICES

Public housing applicants can apply to live at specific HACA properties. Residents who remain at the same RAD property for two years may be placed on the **Housing Choice** Voucher waitlist.

"I love it!"

"Because it makes me feel like it's not just an apartment. It makes me feel like I have a home.

That's how HACA made me feel like I have a home, and I'm so appreciative."

Winnie Nelson Shadowbend Ridge Resident

Watch Winnie's story @ www.hacarad.org



WEAVING A SAFETY NET

Rachel H. was thrilled when she learned in fall 2016 that her south Austin community, Manchaca Village, would be the first HACA property to get new appliances, a new kitchen and bathroom, and new paint and floors as part of HACA's RAD conversion. But Rachel's excitement was tempered with sadness when she realized she would have to relocate and leave the garden she and her daughter had planted together. Enter HACA's Resident Protection Team (RPT).

RPT Project Manager Julie Parlato and Austin housing advocate Ruby Roa worked with HACA's relocation consultants to hire a professional landscaper to transplant Rachel's garden near her new apartment when construction at the 39-year-old property was complete. Now Rachel and her daughter have a flourishing plot of peppers, sunflowers and aloe outside of their renovated home.

The RPT was formed by HACA to provide personalized support and to ease resident anxiety throughout the relocation process. RPT partners including Communities In Schools, Boys & Girls Clubs, Austin Independent School District, Meals on Wheels, Austin Energy, Google Fiber, the U.S. Postal Service, and Austin Energy work together to ensure residents are engaged and feel empowered as HACA moves forward with Rachel and her modernization daughter enjoy the garden at their

of its

properties.

MEET AUSTIN HOUSING ADVOCATE

Ruby Roa

If you ask Ruby Roa what she does for HACA, she'll tell you she's the troublemaker leading the "Give HACA Hell" Department. But in reality, Ruby gives a louder voice to residents if they have concerns about temporary relocation or other RAD matters. Ruby retired from Austin Energy 16 years ago. But even in retirement, the native Austinite hasn't slowed down. She's spent more than 15 years in



the housing industry advocating for fair housing and resident rights. Ruby has been honored with many awards for her service, including the 2011 Texas Houser Award from Texas Low Income Housing Information Services, and the 2012 Austin American-Statesman Volunteer of the Year Award.

newly renovated

FLC **AUSTIN PATHWAYS**

Austin Pathways is a HACA-directed nonprofit organization that supports HACA's scholarship and self-sufficiency programs. Austin Pathways provided digital inclusion services to about 450 HACA households.

In March 2017, the nonprofit participated in the 24-hour Amplify Austin online giving campaign. Donors gave more than \$37,000 to support scholarships and other life-changing assistance programs.

CLOSING THE DIGITAL DIVIDE

HACA is improving quality of life for low-income families by using technology to support economic independence. Digital equality directly enables workforce development, education, social inclusion and health and civic engagement opportunities.

Unlocking the Connection celebrated its two-year anniversary in November 2016.

Since the first-of-its-kind digital literacy model began, about 80 percent of residents in three HACA properties have signed up for free gigabit Google Fiber internet service.

To date, 650 donated refurbished devices have been deployed to HACA families.



The road to success.



MOBILITY EQUITY

HACA is working to ensure mobility equity for its residents through the Smart Work, Learn, Play initiative funded by Next Century Cities' Charles Benton Next Generation Engagement Award. Mobility Ambassadors receive training on digital tools for workforce, education and quality of life applications that they then pass on to their peers.



GEEK SQUAD ACADEMY

HACA transported 63 kids from Austin to San Antonio last summer for Best Buy's Geek Squad Academy. The "junior agents" participated in classes taught by Geek Squad experts on topics like 3D printing, digital music, video production, digital citizenship and circuit boards.

YES WE CAN!

HACA gives kids the tools they need to stay in school and grow into successful adults. About 1,987 children under 18 live at HACA properties and participate in youth programs.

EARLY HEAD START CENTER

HACA in partnership with Child Inc., and Mainspring Schools, opened a new Early Head Start Center in south Austin to provide children with fundamental educational building blocks. The center is designed to increase the accessibility of high-quality childcare services to 32 underserved infants, toddlers and working parents at HACA's Meadowbrook Apartments and nearby public housing communities.



Y.E.S. INCENTIVE PROGRAM

Doing well in school has its rewards. And for HACA students, good grades and attendance are extra rewarding! Students who have made the A/B honor roll and/or have perfect attendance earn a gift card each grading period. In FY 2016-2017, 99 percent of case-managed youth stayed in school, and 514 achieved perfect attendance and/or earned a spot on the A/B honor roll (representing 38 percent of HACA's school-age youth).

OVER \$1M IN SCHOLARSHIPS

Y.E.S. (Youth Educational Success) participants attended a fun year-end incentive trip to the Main Event Fun Center, where they enjoyed a pizza lunch and spent the day bowling and playing miniature golf and laser tag.

Almost nothing is more important than a good education. That's why HACA and Austin Pathways have invested over \$1M in renewable resident scholarships since 2001. In July 2016, HACA was proud to award 57 scholarships totalling \$90,250 to deserving public housing and Housing Choice Voucher residents at its annual scholarship ceremony.

A BRIGHT FELLOW

ABOUT ERNESTO RESTO

Resident Earns Tech Fellowship

Meadowbrook resident Ernesto Resto Jr. was chosen by the Nonprofit **Technology Network** (NTEN) to serve as a Digital Inclusion Fellow with Skillpoint Alliance. He is tasked with creating, building, and leading local digital literacy programs. Prior to this appointment, Ernesto was extremely active in his community, and has served as Resident Council President and a Lab Apprentice Program Leader for five of 12 HACA properties.



When did you start studying computer technology?



"I started around age 12 by reading an encyclopedia because I got punished by my father. I found an article in that encyclopedia that talks about the technology. I was amused, and started to read more books of different type of technology. My father bought a Tandy computer that was only running MS-DOS. I taught myself how to code it to make the text a different color. Now I like to teach others how to use computer technology."



What has been the most rewarding part of serving as an NTEN Digital Inclusion Fellow?



"Meeting new people. It is a good networking opportunity. I meet a lot of different organizations around the world that are doing the same thing that we are all trying to do—help people get connected to the digital world. I travelled to Portland and Washington D.C. for training and NTEN's 2017 Nonprofit Technology Conference. I have learned a lot in this past year as a fellow to be more professional in the world of technology."

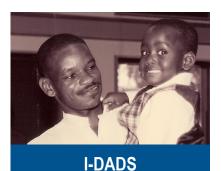
PUBLIC from 1972 featuring Lakeside residents **HOUSING**

HACA's residents in public and subsidized housing have access to community development programs that provide assistance with education, job training and youth programs, as well as health and wellness. HACA's goal is to help each resident maximize their potential and move away from rental assistance and permanently off assistance. HUD has recognized HACA as a "high performer" for more than 15 consecutive years for the operations and conditions of its properties.

BRINGING OPPORTUNITY HOME

HACA encourages and supports residents' goals toward economic independence through self-sufficiency programs.

Programs like the Family Self-Sufficiency (FSS), Resident Opportunities for Self Sufficiency (ROSS), and Jobs Plus are essential to HACA's mission to Bring Opportunity Home. Each program allows participants to set and achieve personal goals related to education, employment and financial management. Hundreds of residents have graduated from HACA's FSS programs and have gone on to buy a car, purchase a home, build a career, and live independently from financial assistance.





HACA has expanded its I-DADS program for fathers/father figures with a \$45,000 grant from the O'Neill Foundation. I-DADS (Involved Dads of Action, Development, and Success) provides connections to job search, education, mentors and resources. The program provides support for positive family growth, healthy relationships, managing family expectations and positive choices.

HACA and Austin Pathways recognized 20 graduates and six homeowners at the 19th Annual Family Self-Sufficiency (FSS) and Homeownership Recognition Luncheon. The FSS program equips residents with tools to become financially independent. To date, more than 200 participants have graduated from the FSS program.

Q&A **WELCOME** HOME **ABOUT** What does it mean for you and your THE PHIPPS FAMILY family to be homeowners?

AAHC Names 100th Homeowner

HACA's Homeownership Program, provided through Austin Affordable Housing Corporation (AAHC), has offered down payment assistance to residents since 2004. The program gives families \$10,000 toward a down payment and closing costs on a home. In addition, in-house financing and affordable homes are available through AAHC's Community Land Trust. To date, 104 homeowners purchased their own home with help from HACA. Former HCV clients Craven and Tiffany Phipps now own a three-bedroom home in Manor, Texas.



"Owning a home gives us a sense of accomplishment. Owning a home will give me the space to expand my business, Significance Boutique, provide stability for our children and officially say we have put our roots down here in Austin!"



How has graduating from the FSS program and buying a home helped you achieve other life goals?



"Opening a boutique has been a dream since I was a child. As a foster child, not having many things, I began to dream of having a boutique that provided individuals with affordable clothing and offer events that teaches individuals how to use what they have to look and feel confident. Through working for foster care, with low-income families. and hearing the needs of many children and young adults, I accomplished my dream and turned it into a reality."

JOBS PLUS ATX EMPOWERS RESIDENTS

We are excited to report that Jobs Plus ATX has not only met, but exceeded its first-year goals for engagement, employment and participation in the Jobs Plus Earned Income Disregard financial incentive!

The Jobs Plus team, including property managers and staff at Booker T. Washington and Chalmers Courts, excelled at implementing Jobs Plus with enthusiasm and innovation.



Jobs Plus ATX success to date:

- 113 families have gone to work or increased their income, resulting in \$183,176 additional earned income.
- 141 individuals have started new employment since the Jobs Plus ATX program began on July 1, 2016.
- 18 residents have served as Community Liaisons, earning a stipend to reach out and encourage their neighbors, family and friends.
- \$15,000 paid in childcare assistance to help working residents with the cost of childcare services.

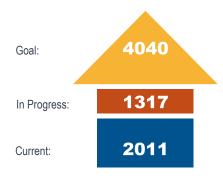


BEN WHITE **AUSTIN** Villages at Ben White and The Pointe at Ben **AFFORDABLE HOUSING CORPORATION**

Recent studies underscore that Austin is the most expensive rental market in Texas, making the work of Austin Affordable Housing Corporation (AAHC) all the more critical. AAHC builds and preserves quality, affordable housing opportunities for families with children, seniors and persons with disabilities. AAHC oversees HACA's first-time homebuyer program, residential and commercial real estate portfolio, the Six-Star Resident program, and Equity Community Land Trust.

BUILDING THE FUTURE

AAHC is well on its way to surpassing the "4040 by 2020" goal the organization set to increase its portfolio of affordable housing units from the current 3,328 to at least 4,040 in the next three years to help meet Austin's critical need.









AAHC partnered with LDG Corporation for a second time on Harris Branch Senior, a 216-unit project located in north Austin at 12433 Dessau Road. Harris Branch Senior will house residents age 55 years and up. Harris Branch Senior is now leasing and is expected to open in Summer 2017. Ryan Companies, Inc. is AAHC's partner on the Reserve at Springdale, a 292-unit development at 5605 Springdale Road. This project will be affordable to families with incomes at 60 percent of the median family income. The property is now leasing and is expected to be complete by mid-summer 2017.

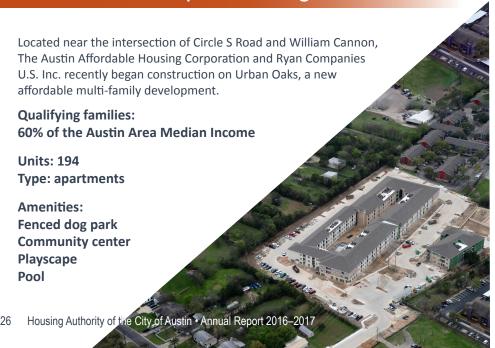
think EAST coming soon



Qualifying families: 60% of the Austin Area Median Income

Construction of think EAST affordable apartment units is a result of a public-private partnership with a local affordable housing developer (Madhouse Development), a national affordable housing developer (Atlantic Pacific Management) and Austin Affordable Housing Corporation.

URBAN OAKS pre-leasing now



SOUTHWEST HOUSING COMPLIANCE CORPORATION

HACA founded Southwest Housing Compliance Corporation (SHCC) in 2000 to serve as HUD's Performance Based Contract Administrator in Texas. SHCC added Arkansas to its portfolio in 2004 and collectively serves over 145,000 residents in meeting HUD's goal of providing decent, safe and sanitary housing.

In this highly specialized work, SHCC has built a reputation for excellence, efficiency and integrity in providing compliance service, customer service and technical assistance to the project-based section 8 multifamily housing industry.

In 2016, SHCC administered over \$390 million in subsidy in its two-state portfolio. Revenue generated from SHCC operations supports HACA resident services including dropout prevention, scholarships, after-school programming, workforce development and health and wellness programs.

TEXAS



ARKANSAS



BLUEPRINT

Blueprint Housing Solutions is a national consulting service company partnering with clients to deliver exceptional affordable housing programs. Blueprint assembles customized project teams of skilled and experienced senior level administrators to provide a full range of services to public housing authorities, HUD multifamily owners and agents, affordable housing agencies and industry groups.

Blueprint, a nonprofit wholly-owned subsidiary of HACA, launched in 2014 and has provided services to 72 clients in over 20 states across the country.

Services:

- Pre and Post MOR consulting and response services
- Tenant file compliance reviews and auditing services
- Pre and Post REAC consulting
- Annual, UPCS and HQS inspections
- Service Bureau- 50059/voucher processing
- · EIV monitoring services
- Customized compliance forms
- Customized policies and procedures
- Customized technical assistance and training



blueprinthousing.org

ACCOLADES

National Association of Housing and Redevelopment Officials

Award of Merit in Housing and **Community Development:**

Veterans Homelessness Initiative

Southwest National Association of Housing and Redevelopment Offici

Best Other Publication:

Resident Calendar

Commissioner of the Year:

Edwina Carrington

Extra Mile Award:

Suzanne Schwertner

Scholarship Recipients:

Roshonda Smith Livingston Australia Nelson

Texas National Association of Housing and Redevelopment Officials

- · Best Annual Report for a Large Housing Authority
- Best Newsletter for a Large Housing Authority

Executive of the Year:

Thomas Cherian, Chief Financial Officer

Commissioner of the Year:

Edwina Carrington

Resident of the Year:

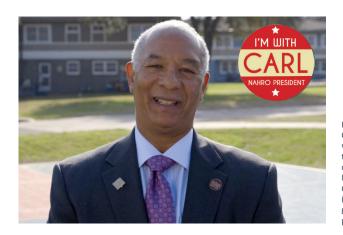
Bill Alexander, North Loop resident

Management Person of the Year:

Suzanne Schwertner, Project **Development Manager**

Scholarship Recipients:

Ndabitezimana "Sophie" Asifiwe Yousef Yournes



HACA Board Chair Carl S. Richie Jr. will serve as President of the National Association of Housing and Redevelopment Officials from 2017 (October) to 2019, guiding 17,000 housing professionals nationwide.



connection offered at Manchaca Village, a 33-unit family housing community in south Austin, Christeen Weir said she was able to achieve her dream of being the first person in her family to attend a four-year college. She graduated from Harmony School of Excellence in 2016 with a 4.45 GPA, earning the esteemed title of valedictorian.

Google Fiber, and that helped me greatly with research projects for school and filling out applications for scholarships."



What advice would you offer other young people living in public housing?



"Don't ever let someone push you down. Your financial situation and your family's history does not define you. You truly can be anything you want to be with hard work and commitment to your goals. You define your future. The only thing that can stop you is you."

FINANCIAL REPORT

Combined Statement of Net Assets - March 31, 2017

ASSETS	
Current assets	
Cash and cash equivalents - unrestricted	\$13,451,765
Restricted cash and cash equivalents	19,883,108
Receivables, net	5,718,775
Inventories, net	22,022
Prepaid expenses and other assets	398,649
Total current assets	\$39,474,319
Noncurrent assets	
Capital assets	
Land	\$36,996,689
Building, equipment and infrastructure	165,886,746
Construction in progress	11,459,310
Less accumulated depreciation	(110,089,243)
Capital assets, net	104,253,502
Mortgage Receivable - noncurrent	30,819,530
Investment in Joint Venture	13,919,274
Total noncurrent assets	148,992,306
Total assets	\$188,466,625

LIABILITIES	
Current liabilities	
Accounts payable	\$520,999
Accrued liabilities	991,892
Tenant security deposits	464,919
Unearned revenue	260,012
Current Portion of Long-term Debt - Capital	8,715,038
Current Portion of Long-term Debt - Operating	2,176,203
Other Current Liabilities	562,759
Accrued Liabilities - Other	1,937,814
Total Current Liabilities	\$15,629,636
Noncurrent liabilities	
Long-term Debt, Net of Current - Capital	\$33,617,750
Long-term Debt, Net of Current - Operating	5,388,410
Accrued Compensated Absences Noncurrent	1,972,214
Noncurrent Liabilities - Other	32,431,647
Total noncurrent liabilities	73,410,021
Total Liabilities	\$89,039,657

NET ASSETS	
Net Investment in Capital Assets	\$61,920,714
Restricted Net Position	6,269,146
Unrestricted Net Position	31,237,108
Total Equity - Net assets/Position	\$99,426,968
Total Liabilities and Equity/Net assets	\$188,466,625
Total Equity - Net assets/Position	\$99,426

REVENUES	
Tenant Revenue	\$13,068,459
Government Operating Grants	82,071,212
Gain on Sale of Capital Assets	20,275,265
Other Revenue	11,247,506
Total Revenue	\$126,662,442

EXPENSES	
Administrative	\$21,626,098
Tenant services	2,880,333
Utilities	3,804,577
Maintenance	6,137,876
Protective services	781,338
Insurance Premiums	720,170
Other General Expenses	1,008,397
Interest Expense and Amortization Cost	1,990,594
Extraordinary Maintenance	864,247
Casualty Losses - Non-capitalized	27,597
Housing Assistance Payments	51,901,953
Depreciation Expense	6,443,167
Total Expenses	\$98,186,347
Excess of Revenue Over Expenses	\$28,476,095

CHANGE IN EQUITY/NET ASSETS	
Total Equity - Net Assets/Position - Beginning	70,950,873
Total Equity - Net Assets/Position - Ending	99,426,968

