

# A NEW VIEW



ANNUAL  
— 2018 - 2019 —  
REPORT

# OUR MISSION



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



# 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



# PROGRESS RESIDENTS CAN SEE



This past fiscal year, residents and staff alike saw the real, tangible evidence of the positive impact the Rental Assistance Demonstration (RAD) program can and will have on HACA's properties.

From a new community room at Booker T. Washington, to foundation being poured at Goodrich, to walls and windows with new views of downtown going in at Chalmers South, progress is truly in the works.

Beyond the new construction, there is a new energy and a new perspective for how we operate at HACA- one that takes improving the quality of life for residents to a whole new level.

At HACA, we strive every day to give our residents hope for a better tomorrow. This past year, we were able to show them the new view that the future brings.







## BOARD OF COMMISSIONERS

*HACA's governing body that ensures the agency stays true to the guiding principles of providing safe, sustainable housing to the Austin community.*



**Left to right:** Chairman Carl S. Richie Jr., Vice-Chair Charles C. Bailey, Dr. Tyra Duncan-Hall, Edwina Carrington, and Resident Commissioner Mary Apostolou



## STAFF

*236 employees with one vision: bringing opportunity home for people of Austin facing issues of income.*





# PRESIDENT'S MESSAGE

Dear Friends:

As Austin and Central Texas continue to see extraordinary growth, the Housing Authority of the City of Austin (HACA) remains focused on our mission — to expand the base of affordable housing in our community and to provide critical services to move low-income people to greater self-sufficiency.

This has been an important year with many results to show:



- Through HACA's Rental Assistance Demonstration Program, we completed full renovations at Gaston Place and North Loop, providing much needed improvements at these two senior properties. Work is nearly complete at the new Chalmers Courts South and Goodrich Place, and apartments across HACA's portfolio are being updated and modernized. Of HACA's 18 former public housing properties, 16 are now converted to RAD, providing the financing and tools to create a better quality of life for our families.
- HACA's subsidiary, Austin Affordable Housing Corporation made strategic acquisitions of three properties: the Preserve at Wells Branch, the Bridge at Terracina, and the Bridge at Northwest Hills. These new properties add 792 units of long-term affordable housing for our community.
- HACA's Jobs Plus and Community Development programs continued to expand to meet the growing needs of our residents. Bringing Health Home is setting the standard among public housing agencies to identify needs and develop programs for long-term health and wellness. Our subsidiary, Austin Pathways, has taken bold steps to expand scholarships and to promote digital connectivity.



Of course, none of our successes are possible without the support of our residents, the community, and our valued partners. HACA is proud to be leading the way to ensure that every low-income person has access to safe and affordable housing.

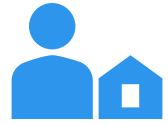
Thank you for your interest in our programs and services. We look forward to partnering with you in the year ahead.

A handwritten signature in blue ink, which appears to read "Michael Gerber".

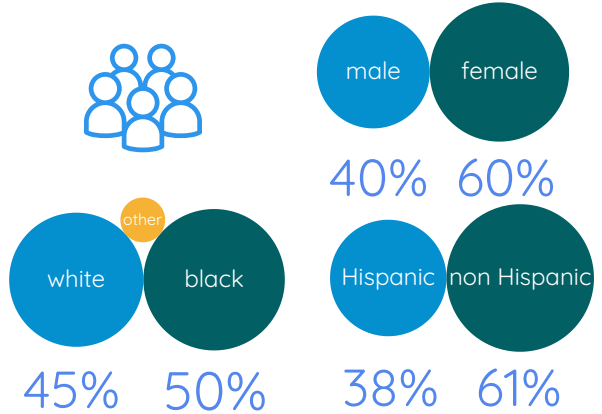
Michael Gerber, HACA President and CEO

# WHO WE SERVE

Demographics and charts reflect Housing Choice Voucher (HCV) and subsidized housing residents.



HACA provides housing opportunities and community programs to over **20,000** individuals



**7,714** CHILDREN

**1,929** SENIOR RESIDENTS

**4,714** INDIVIDUALS WITH DISABILITIES



**\$14,489**

**Annual Income**

for Families in the  
Housing Choice Voucher Program

Compared to **\$86,000** Avg Median Income  
in Austin for family of four, 2018





# GRAND OPENINGS

*HACA and its subsidiary, the Austin Affordable Housing Corporation (AAHC), have formed an innovative partnership with The Community Development Trust and The Austin Housing Conservancy to purchase properties in northwest Austin.*

The unique funding partnership between the AAHC, the Community Development Trust and the Austin Housing Conservancy Fund created the opportunity to acquire three new properties in north Austin, closer to high tech jobs, education and economic opportunity.

"This is the first city in the world to use this model in this way," said Austin Mayor Steve Adler about this unique method to increase and preserve affordable housing.

## The Preserve at Wells Branch

- 308 units, built in 1995
- Amenities include a pool, clubhouse, fitness center and business center
- Close to tech companies Apple, Indeed and Facebook



"This is the  
first city in the world  
to use this model  
in this way."

## Bridge at Terracina Apartments

- 170 units, built in 1968
- Amenities include up to 3 bedroom floor plans, a pool, gym, and hardwood floors
- Located within residential neighborhood, close to Austin Community College



## Bridge at Northwest Hills Apartments

- 314 units, built in 1975
- Near high performing grade schools, and University of Texas bus route
- Close to tech companies National Instruments and 3M





## ASSISTED HOUSING

*Sometimes a family just needs a little help to give them a chance at a solid future. With the Housing Choice Voucher (HCV) program, HACA pays a portion of an eligible family's rent directly to a private landlord. The family does their share and pays between 30 – 40% of their monthly income toward rent so that they may budget and save.*

The Assisted Housing department currently serves approximately 5,900 households each month for a total of 13,000 individuals and works with over 1,600 property owners who make their units available to families.

Assisted Housing collaborates with 10 community organizations to coordinate grant applications and case management services and provides rental assistance to 700 previously homeless families each month.



13,002 Individuals Served

3.5 Average Family Size

6,025 Housing Choice Vouchers Issued

\$54.9M Rental Assistance Payments

8,000 Unique Inspections

### People receiving rental assistance:

- 5,256 Low-income families
- 489 Homeless Veterans
- 85 Family unification
- 36 Non-elderly disabled
- 11 Families Displaced by Hurricane Ike
- 59 Non-elderly persons with disabilities
- 89 Homeless non-elderly persons with disabilities







## RAD PROGRESS

*The Rental Assistance Demonstration (RAD) program is a tool provided by the U.S. Department of Housing and Urban Development (HUD) that allows public housing agencies like HACA to make upgrades and quality of life improvements to housing properties.*

2018 - 2019 was a remarkable year for HACA's participation in the RAD program.

RAD allowed HACA to complete the remodeling of one property, and break ground on two more. It was a year of noticeable progress for residents and staff.



Aug. 17  
2018



Groundbreaking with Chalmers residents, and Austin Mayor Steve Adler

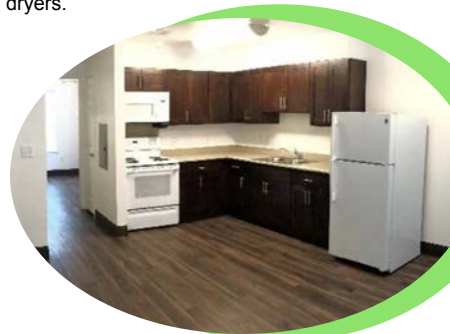
Sept. 19  
2018



Groundbreaking with Goodrich residents, staff and HUD Secretary Ben Carson

## Gaston Place

All 100 units of this senior focused property were completely remodeled with new plumbing, electrical, laminate floors, central air, and most popular of all: washers and dryers.



## Chalmers Courts

Chalmers Courts, built in 1939, was one of the first public housing projects built in the country. In 2018, construction began on the first phase - Chalmers South. Once all three phases of construction are completed, Chalmers will go from 158 to 394 units of affordable housing in a new modern apartment community that residents will be proud of.

## Goodrich Place

Goodrich Place, originally built in 1973, also broke ground on a complete rebuild in 2018. Goodrich was originally a 40 unit housing project, but when new Goodrich reopens in late 2019, there will be 120 units of affordable housing available.



## RESIDENT PROTECTION TEAM (RPT)

*The RPT was formed by HACA to provide personalized support and to ease resident anxiety throughout the relocation and construction process.*

During the complete rebuild of Goodrich Place and the construction of new Chalmers South, staying connected with the current residents from those properties has been a key priority for HACA.

HACA's Tiffany Middleton and the Resident Protection Team have had numerous meetings and feedback sessions, as well as countless one-on-one conversations with residents to keep them updated on progress and make sure they know what steps to take next while their new homes are being built.

"There was a lot of networking among residents from different properties because they all had a shared experience of going through the relocation process," Tiffany said after meetings with Goodrich and Chalmers.

As for the secret to her success in getting over **85% of residents** to attend the meetings?

As Tiffany says, "Teamwork makes the dream work!"



**"Teamwork  
makes the  
dream work!"**





# MARY'S FIRST LOOK AT HER NEW HOME

*Mary Apostolou, current resident of Chalmers Courts, and Resident Commissioner on the HACA Board, took a hard hat tour of what will soon be her new residence at Chalmers South.*



Mary Apostolou was excited to walk through a one, two and three bedroom unit of what would soon be the place she'd call home. As she toured the construction site of Chalmers South, she felt especially pleased to see how large the outdoor patio will be for each unit.

"I was impressed by the lower level little patio. They're not that little! I thought they were going to be much much smaller," said Mary.

"Those of us that were going to miss the stoops, to visit with our neighbors, this is much better. I had no idea it would be that big," Mary commented.



"I am in awe.  
The residents are  
going to love it."

As the hard hat tour made their way up to the 2nd and 3rd floor, the breathtaking views of Austin's downtown skyline kept getting better and better.

Watch a video  
of Mary's tour  
here:



"From every window, you have a beautiful view," Mary noted. "I am in awe. The residents are going to love it."



# BRINGING HEALTH HOME



HACA launched "Bringing Health Home" (BHH) to bring health and wellness education to residents at Booker T. Washington. BHH is made possible by a grant from the St. David's Foundation, and a partnership with UT Dell Medical School.



Residents at Booker T. Washington try yoga during the BHH launch party



"It was inspiring  
to pause  
and witness..."

In its first few months, BHH has already had several successful events with residents at Booker T. Washington. This innovative approach of bringing wellness awareness directly to residents, where they live, was on display at the official BHH launch party in the Spring of 2019.

"It was inspiring to pause and witness over 90 attendees flow throughout our launch party," said Rodolfo L. Rodríguez, Director of Health & Wellness Ecosystem.

"I've always known that our program would have a powerful impact on BTW residents, but this feeling magnified when I saw a single dad and his three sons participating in breathing exercises once they learned that their favorite athlete does yoga," Rodolfo noted after the successful launch.



The Bringing Health Home staff (left to right) Gabriela Escobedo, Dr. Spielberg from UT Dell Medical School, Dr. Diana Orozco-Lapray, Rodolfo Rodríguez, and Myra Rubalcava,

Watch a video of  
the BHH Launch  
here:



# JOBS PLUS



*Jobs Plus is a HUD program designed to work on-site with public housing residents at Booker T. Washington Terraces and Chalmers Courts with tools to work their way to long-term employment and self-sufficiency.*

The Jobs Plus workforce development program is a collaborative approach which values partnering with local service providers and employers to offer HACA residents accessible programs to assist with career and training outcomes. The following are the results for Jobs Plus since the program began in July 2016:

342

RESIDENTS  
ENROLLED

91

STARTED NEW  
EMPLOYMENT

233

FAMILIES RETURNED TO WORK  
OR INCREASED INCOME

\$1.26M

TOTAL SAVED IN RENT PAYMENT  
BY PARTICIPATING

\$6,254

INCREASE IN AVG. EARNED  
INCOME AT BOTH PROPERTIES



Residents participating in Jobs Plus receive rental assistance, certificates, and even a chance to win a car!





## FAMILY SELF-SUFFICIENCY (FSS)

*The FSS Program is a voluntary program that assists residents with education, job training, job readiness, financial management, and preparing for homeownership.*

For 2018 - 2019:



245 FAMILIES  
ASSISTED

57% FSS PARTICIPANTS HAVE  
ESCROW ACCOUNTS

1 HCV FSS FAMILY  
BOUGHT THEIR FIRST HOME

21 PARTICIPANTS GRADUATED  
FROM THE PROGRAM

50+ RESIDENTS ASSISTED WITH  
BLUE SANTA APPLICATIONS

## A SELF-SUFFICIENCY SUCCESS STORY

The ultimate goal for all of HACA's Community Development programs is to provide the foundation that allows a resident to achieve success on their own. The perfect example of this is Erica Rodriguez, from Booker T. Washington.

Erica admits to making some poor choices in her youth, but now she has new motivation to be better: her three children. "If you want your children to have more- be more. It starts with us as their parents," Erica believes.

Erica's motivation led her to Jobs Plus skills training, where she earned her Commercial Driver's License, and is now a bus driver for Cap Metro.

"I have never felt more fulfilled than I do today," she adds, "It will come, you just have to push yourself every day and great things come."

"If you want your children to have more- be more."







## YOUTH EDUCATIONAL SUCCESS (YES)

*The YES Program exists to support children's success in school, provide fun and enriching after-school and summer programs, and develop beneficial social, communication and problem-solving skills.*

The programs offered to HACA youth through various partnerships are designed to: build youth protective factors, promote academic achievement, and build the life skills necessary to become positive and contributing members of society into adulthood. All programs provided are free to HACA youth residents.



**47%**  
of HACA Residents  
are youth ages 0-18

Academic incentives were awarded to **319** students identified in the A/B Honor Roll and Perfect Attendance roster from the Austin Independent School District.





# AUSTIN PATHWAYS

## EDUCATION IS THE KEY: 37 NEW SCHOLARS IN 2019

In 2018-19, HACA Resident Scholars were awarded **37 scholarships** worth over **\$60,000** by Austin Pathways, bringing total awards since 2001 to 637. In 2019, valued partners like St. David's Foundation provided matching funds, and scholars were mentored by Capstone Title employees.



Sayuri Byrd, Huston-Tillotson Class of 2019, our 18th Annual Austin Pathways HACA Scholar Speaker. "Keep calm. God has your back."



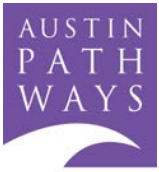
## UNLOCKING THE CONNECTION

We are grateful to Google Fiber, Austin Community College, Indeed, Best Buy and the Austin Forum on Technology & Society for their creativity and generosity in helping our residents participate fully in our digital era.



A/B Honor Roll Laptop Recipient with his mother and Work Study Intern Maria Patino.

- **2,312** residents now have free in-home internet. That's 53% of our residents, up from 4% in 2014
- **1,300+** residents completed over 30,000 hours of digital literacy training to earn refurbished desktops, laptops and phones since 2015. For 60% it was their first computer
- **367** participants (94%) in A/B Honor Roll & Perfect Attendance, Scholars, and Family Self-Sufficiency programs earned laptops and computers with webcams since 2017
- Six generous donors provided **2,000+** decommissioned desktops, laptops and phones, rehabbed for our residents, 2015-19
- **79** ACC Work Study Interns provided over 22,000 hours to refurbish computers and educate our residents in Information Technology since 2016; 8 FTE in 2018-19.



# AUSTIN PATHWAYS

## AMBASSADOR CHANGE AGENTS: SMART WORK, LEARN, PLAY

Ambassadors are HACA residents who teach other residents to navigate digital tools, engage City officials on our community's most pressing issues, and advocate for partnerships with impact.



- **500 residents** received over **2,000 hours** of computer lab support from HACA Digital Ambassadors and Lab Apprentices
- **240 families** provided more than **1,000 transit data points**, thanks to 10 Mobility Ambassadors
- **5 Vision Zero Ambassadors** hosted 15 events and reached **5,200 Austin residents** with vital information on keeping our roads safe and saving lives

In 2018-19 our generous Ambassador program donors and partners include: City of Austin GTOPS, Transit Empowerment Fund, Wells Fargo, CapMetro, University of Texas LBJ School of Public Affairs, Lyft, American Institutes for Research, and Austin CityUP.

## WEST POINT PARTNERSHIP

Our partnerships with the US Military Academy, US Army Research Labs and West Point Society of Central Texas helped send HACA youth resident Mia to summer camp at West Point.



HACA resident Mia (center of picture) with West Point Society of Central Texas President.





## I-DADS

*Involved Dads of Action, Developing and Succeeding (I-DADS) is an innovative program designed to strengthen families by reaching out to the fathers and father figures in HACA communities.*

I-DADS empowers fathers and father-figures in assisted housing communities, encouraging self-reflection and participation in topics ranging from parenting skills, workforce development, and ways to improve their father-child relationships.

In 2018, the I-DADS program at HACA won the National Award of Merit from the National Association of Housing and Redevelopment Officials (NAHRO) for this innovative approach to strengthening families in low income housing.

"HACA's commitment to improving family stability through the I-DADS program is a leading example for the nation to follow," said Carl S. Richie, Jr, HACA Chairman and NAHRO President. "I am proud to celebrate the achievements of HACA and our residents."

"...the **I-DADS** program is a leading example for the nation to follow."





## HONORING HACA SENIORS

*HACA is proud of our active senior leaders and works everyday to ensure they stay engaged in their community, and live healthy active lives.*

HACA serves over **1,900** senior citizens at four properties (Gaston Place, Salina, Northloop, and Lakeside Apartments) as well as other HACA family properties across the city.

In 2018, HACA senior residents came together to celebrate their history and heritage with the 26th Annual Senior Mayfest. This year, Congressman Lloyd Doggett, Austin Mayor Steve Adler, and Council Member Pio Renteria joined in the celebration of HACA seniors.

Many of HACA's senior residents saw significant improvements of their homes this year, including a complete floor-to-ceiling remodel of Gaston Place, and all new kitchens and bathrooms, plus a renovated entryway and community area at North Loop.

HACA senior leaders also played a crucial role in increasing participation at resident council meetings.



Celebrating at Senior Mayfest 2018 (above)



Gaston Place (above) and ribbon cutting in the renovated North Loop (right)





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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 123,000 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 2018, SHCC administered over [\\$410 million](#) for the U.S. Department of Housing and Urban Development (HUD) 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.



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Blueprint Housing Solutions is a national affordable housing consulting services company.

Established in 2014, Blueprint's mission is assisting clients in delivering exceptional affordable housing and community development solutions.

Blueprint provides customized consulting services, trainings and products with a proven track record of managing and implementing complex housing program requirements.

The organization has provided services to [140 clients in more than 40 states](#) across the country.

Revenue generated from Blueprint operations supports HACA resident services including dropout prevention, scholarships, after-school programming, workforce development and health and wellness programs.



# AWARDS & ACCOLADES

## NAHRO Awards of Merit in Housing and Community Development

- Involved Dads of Action, Developing and Succeeding (I-DADS)

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### Southwest NAHRO

- Best Annual Report
- Best Newsletter
- Best Media Coverage, Spectrum News Medium Market

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### Texas NAHRO

- Gloria Morgan, Executive of the Year
- La Pread Stallworth, Maintenance Person of the Year
- Kimberlyn Barton-Reyes, Resident of the Year
- Best Annual Report
- Best Other Report, Newsletter





# FINANCIAL REPORT

Combined Statement of Net Assets - March 31, 2019  
in \$ Millions

| ASSETS   |                |
|--|----------------|
| <b>Current Assets</b>                          |                |
| Cash and Cash Equivalents - Unrestricted       | \$17.7         |
| Cash and Cash Equivalents - Restricted         | \$33.7         |
| Receivables, Net                               | \$9.6          |
| Prepaid Expenses and Other Assets              | \$0.5          |
| <b>Total Current Assets</b>                    | <b>\$61.5</b>  |
| <b>Noncurrent Assets</b>                       |                |
| Land   | \$48.8         |
| Buildings, Equipment & Infrastructure (Note 2) | \$177.0        |
| Construction in Progress                       | \$3.7          |
| Less: Accumulated Depreciation                 | -\$114.4       |
| <b>Total Capital Assets, Net</b>               | <b>\$115.1</b> |
| Notes and Mortgages Receivable - noncurrent    | \$51.3         |
| Investments in Joint Ventures                  | \$19.1         |
| <b>Total Noncurrent Assets</b>                 | <b>\$185.5</b> |
| <b>Total Assets</b>                            | <b>\$247.0</b> |

| LIABILITIES                                   |                |
|---|----------------|
| <b>Current Liabilities</b>                    |                |
| Accounts Payable                              | \$0.5          |
| Accrued Liabilities                           | \$2.2          |
| Tenant Security Deposits                      | \$0.5          |
| Unearned Revenues                             | \$0.5          |
| Current Portion of Long-term Debt             | \$1.6          |
| Current Portion of Long-term Debt - Operating | \$1.0          |
| Other Current Liabilities                     | \$1.2          |
| Accrued Liabilities - Other                   | \$0.5          |
| <b>Total Current Liabilities</b>              | <b>\$8.0</b>   |
| <b>Noncurrent Liabilities</b>                 |                |
| Long-term Debt, Net of Current - Capital      | \$75.4         |
| Long-term Debt, Net of Current - Operating    | \$0.5          |
| Non-current Liabilities - Other               | \$44.9         |
| Accrued Compensated Absences - Non Current    | \$2.0          |
| <b>Total Non-Current Liabilities</b>          | <b>\$122.8</b> |
| <b>Total Liabilities</b>                      | <b>\$130.8</b> |

# FINANCIAL REPORT

*Combined Statement of Net Assets - March 31, 2019*

|   |                |
|---|----------------|
| <b>TOTAL EQUITY / NET ASSETS</b>                            |                |
| Net Investment in Capital Assets                            | \$38.3         |
| Restricted Net Position                                     | \$20.6         |
| Unrestricted Net Position                                   | \$57.3         |
| <b>Total Equity - Net Assets / Position</b>                 | <b>\$116.2</b> |
| <b>Total Liabilities and Equity - Net Assets / Position</b> | <b>\$247.0</b> |
| <b>REVENUES</b>   |                |
| Net Tenant Revenue  | \$11.8         |
| Government Operating and Capital Grants                     | \$63.6         |
| Other Government Grants                                     | \$426.7        |
| Other Revenue   | \$10.2         |
| <b>Total Revenue</b>  | <b>\$512.3</b> |
| <b>EXPENSES</b>   |                |
| Administrative  | \$22.4         |
| Tenant  | \$3.1          |
| Utilities   | \$3.0          |
| Maintenance   | \$5.6          |
| Protective Services - Other Contract Costs                  | \$0.6          |
| Total Insurance Premiums                                    | \$0.8          |
| Total Other General Expenses                                | \$1.2          |
| Interest Expense and Amortization Cost                      | \$3.4          |
| Housing Assistance Payments                                 | \$461.6        |
| Depreciation Expense  | \$6.3          |
| <b>Total Expenses</b>                                       | <b>\$508.0</b> |
| <b>Excess of Revenue Over Expense</b>                       | <b>\$4.3</b>   |
| <b>CHANGE IN EQUITY / NET ASSETS</b>                        |                |
| Total Equity - Net Assets / Position - Beginning            | \$111.9        |
| Total Equity - Net Assets / Position - Ending               | \$116.2        |



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