



HOUSING AUTHORITY  
OF THE CITY OF AUSTIN

# ANNUAL REPORT

2021 / 2022







## 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
- Diversity, Equity, and Inclusion



# THRIVING THROUGH THE PANDEMIC

## Forging Ahead Despite the Challenges

During year two of the COVID-19 pandemic, the focus at HACA shifted from *enduring* the challenges to *thriving* despite them. Staff moved forward with an unshakeable resolve to help low-income families find safe and deeply affordable housing. HACA did not rest on past success and wait for the pandemic to end; instead, staff made significant progress in several key areas:



Helped the City of Austin complete one of the country's most successful Rent Relief and Eviction Protection Programs by delivering **\$77M** in rental assistance to keep **18,897** families in their homes that lost income due to COVID-19



HACA-managed properties earned an outstanding average score of **98** out of 100 on property inspections from the Texas Department of Housing and Community Affairs (TDHCA)



HACA residents successfully moved from 80-year-old Chalmers Courts West into the brand new modern apartments of Chalmers Courts East, retaining **89%** of the original residents during the relocation process



## BOARD OF DIRECTORS



**CARL S. RICHIE JR., ESQ.**

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



**CHARLES C. BAILEY**

Vice-Chair, Attorney, Law Offices of  
Charles C. Bailey



**MARY APOSTOLOU**

Second Vice-Chair & Resident  
Commissioner



**DR. TYRA DUNCAN-HALL**

Retired/Former Austin Community  
College Provost



**EDWINA CARRINGTON**

Retired/Former State Agency Director

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

## HACA STAFF



236 employees with one vision: bringing opportunity home for low-income persons in need of housing in Austin.







# MESSAGE FROM OUR CEO

Dear friends,

As Austin and Central Texas endured the second year of COVID-19, HACA's attention shifted from making sense of the pandemic to making progress beyond it. The pandemic did not slow down the extraordinary growth in population and economic development in our region, and we did not slow down in 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 a year full of progress with many results to show.

- Through the continuing success of HACA's Rental Assistance Demonstration Program (RAD), we now have residents living in the completely rebuilt Chalmers Courts South and East. Once Chalmers Courts West is completed early next year, eighty-year-old public housing will become **398** units of modern mixed-income affordable housing
- HACA's subsidiary, Austin Affordable Housing Corporation (AAHC) acquired three new construction projects and six existing properties, totaling over **2,776** new units of affordable housing, enhancing our mission to bring affordable housing opportunities to all parts of the city
- Our Austin Pathways team expanded the Bringing Health Home (BHH) Program to **1,197** additional residents at six HACA properties. BHH staff organized **43** vaccination clinics and provided **1,109** doses of COVID-19 vaccines in FY 21-22



We succeeded during this past year by focusing on our commitment to ensure that every low-income person in Austin has access to safe and affordable housing. The success of our mission depends upon the support of our residents, the community, and our valued partners.

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

Michael Gerber  
HACA CEO

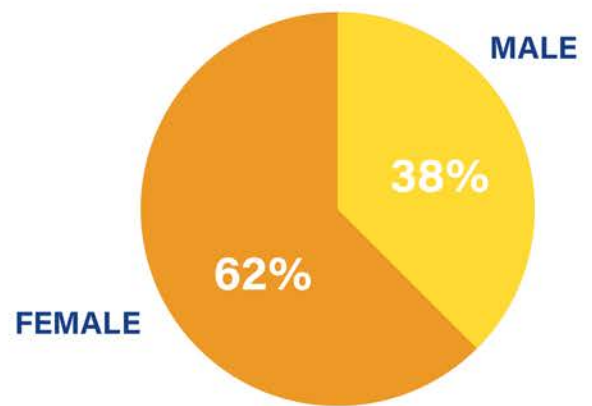
# WHO WE SERVE



HACA serves over 20,000 people through Project-Based Rental Assistance (PBRA) properties and the Housing Choice Voucher (HCV) Program.

## RESIDENT DEMOGRAPHICS

Based on PBRA and HCV residents



56% Black 42% White



68% Hispanic  
32% Non-Hispanic

42%

of Residents  
are Children

28%

Residents with  
Disabilities

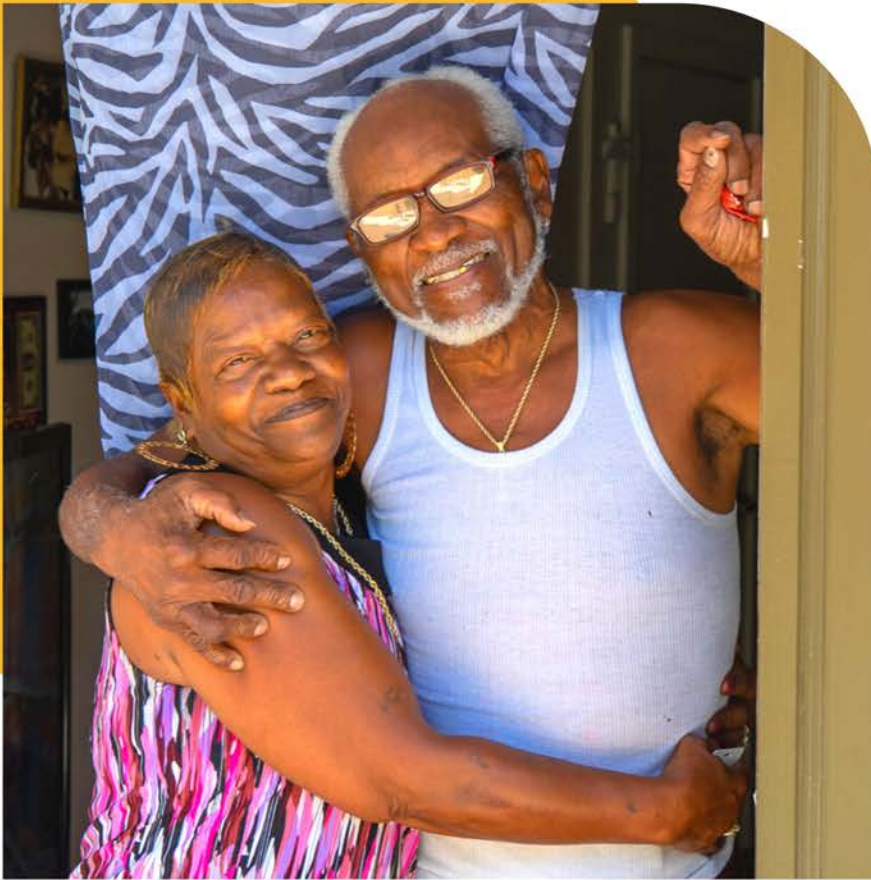
➤ **\$15,480 ANNUAL INCOME PER HOUSEHOLD**

in HACA's Housing Choice Voucher Program compared to the **\$98,600**  
Median Income in Austin for 2021. Source: [data.austintexas.gov](https://data.austintexas.gov)



# ASSISTED HOUSING

The Assisted Housing Department's mission is to provide affordable housing opportunities to the maximum number of families. With the Housing Choice Voucher (HCV) Program, HACA pays a portion of a household's rent directly to a private landlord and the household pays between 30 - 40 % of their monthly income toward rent. This allows HCV households to budget and save.



## Yearly Accomplishments

► **13,500**  
Individuals Served

► **6,945**  
HCV + Mainstream  
Vouchers Administered

► **\$68M**  
In Rental Assistance  
Payments Made

This past year, HACA's Board approved the allocation of **220** project-based Housing Choice Vouchers and **50** Veterans Affairs Supportive Housing (VASH) project-based vouchers. The allocation of these project-based vouchers reflects HACA's dedication to expanding supportive housing and services to people experiencing homelessness, including Veterans.

HACA also received **75** vouchers through the Foster Youth to Independence program to serve youth aged 18-24 in foster care, currently homeless, or unstably housed.

[hacanet.org/residents/welcome](https://hacanet.org/residents/welcome)

# EMERGING STRONGER



## Strengthening Property Management

To better serve residents, there will always be specific work that must be done in person and on location. From helping current residents by managing HACA's Project-Based Rental Assistance (PBRA) properties or assisting future residents with the admissions process, HACA staff found new solutions to push beyond the pandemic.

HACA's **Pathways Asset Management, Inc. (PAMI)** staff maintains some of the oldest properties in the country, dating back to 1939. These aging buildings made it a priority to transition PAMI staff back to working at the properties where they made significant progress this past year:

- Winter Storm Uri and several major hail storms caused significant damage to many HACA properties. PAMI staff repaired flooring and drywall in **59 units** damaged by the winter storm and oversaw roof replacements on **10 properties** that suffered **\$2.8M** in damages from hail storms
- HACA's PBRA properties transitioned to **site-based operations** and are now completing their tenant rent certifications, allowing property staff to be more responsive when resident circumstances change



HACA's **Admissions Department** also forged through adversity to make exceptional progress over the past year. The agency received an increase in funding for the voucher program leading to a needed voucher issuance of more than four times the previous year. The Admissions team met the goal, processing approximately **1,000 voucher applicants**.

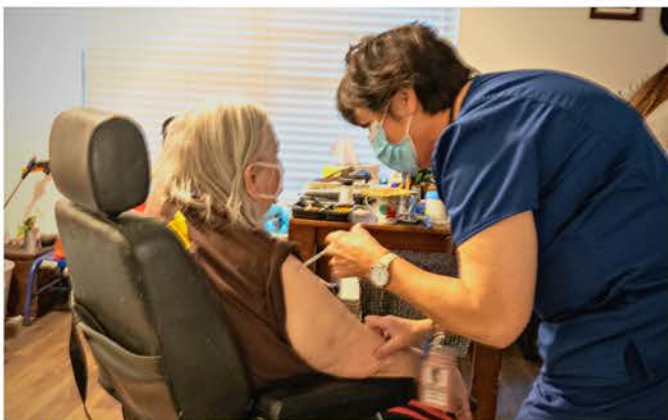


# EMERGING HEALTHIER

## Bringing Health Home to More Residents



In 2018, HACA launched the Bringing Health Home (BHH) program to raise health and wellness awareness for residents with education, training, and resources. The mission of the BHH program has been more crucial than ever as a lifeline to resources, especially senior and vulnerable residents.



Over the past fiscal year the BHH team continued to find innovative partnerships and approaches to advancing HACA's Health Ecosystem by:

- Bringing BHH programming to **1,197 new residents**
- Expanded digital inclusion with the "Community Connections" project at North Loop, delivering digital devices, internet connections, and virtual healthcare navigation to **100 residents**
- Awarded **\$100,000** through UnitedHealthcare's Community Catalyst Initiative to expand HACA's relationship with CommUnityCare and People's Community Clinic
- Developed partnerships with local food aid organizations to secure **3,400 weekly meals** delivered to five HACA senior sites





# PROPERTY UPDATES



89%

of Chalmers  
West Resident  
chose East as  
their new home



Prior to demolition, many residents at Chalmers Courts West chose to move across the street to brand new Pathways at Chalmers Courts East

The Rental Assistance Demonstration (RAD) program is a HUD tool that allows public housing agencies to make upgrades to housing properties. At HACA, RAD progress continues to forge ahead at two 80-year-old properties in East Austin: **Chalmers Courts** and **Rosewood Courts**. As both historic properties continue to evolve, HACA staff continued to stay connected to current residents during the planning and relocation process to keep their communities intact.

## CHALMERS COURTS EAST

With residents moving into newly opened Chalmers Courts East, phase two in the development is complete. When construction of phase three at Chalmers West concludes in 2023, **158** units of 80-year-old public housing will be transformed into **398** units of modern affordable housing.

## ROSEWOOD COURTS

Rosewood Courts moved forward toward a new vision of the future that honors the past. HACA has worked closely with residents and the community to redevelop Rosewood. From this collaboration, the future of the property will: **preserve 8** original buildings; include a **cultural center**; add a new **community green space**; feature 184 mixed-income multifamily units, plus 12 townhomes for sale to low income families through a partnership with Habitat for Humanity.



Rendering of the new Cultural Center and Community Green space that will be coming to Rosewood Courts in 2024



Learn more at [hacanet.org/rosewoodcourts](https://hacanet.org/rosewoodcourts)





# AUSTIN AFFORDABLE HOUSING CORPORATION (AAHC)



The past year for AAHC, a subsidiary of HACA, saw exceptional growth in innovative partnerships to acquire and develop affordable housing properties across all parts of Austin. AAHC added a total of **2,776 units** of affordable housing to its portfolio, meaning more affordable housing choices are available in all parts of town. Plus, each AAHC property accepts Housing Choice Vouchers (HCV), expanding much-needed options for HACA's HCV families.

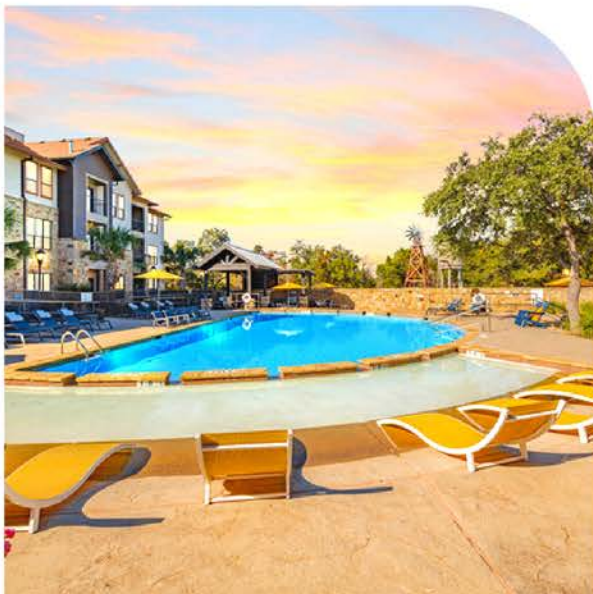
## ▶ AAHC broke ground on **770 NEW UNITS**

of affordable housing at three  
new construction projects:

- **Belmont Apartments (146 units)**
- **Henderson on Reinli (306 units)**
- **El Prado at Estancia (318 units)**



Rendering of El Prado at Estancia  
in South Austin



Bridge at Ribelin Ranch  
near Lake Travis in West Austin

## AAHC acquired **2,006 UNITS**



of affordable housing at six  
existing properties:

- **Bridge at Southpark Meadows (570 units)**
- **Bridge at Ribelin Ranch (350 units)**
- **Bridge at Goodnight Ranch (151 units)**
- **Agave at South Congress (195 units)**
- **The Lucent (368 units)**
- **The Haywood (372 units)**



# AUSTIN PATHWAYS

## Finding New Solutions to Support Residents

HACA's Austin Pathways staff provide residents with direct support and services, including education incentives, digital inclusion, job training, life skills, and health and wellness programs. Staff achieves their goals through trusting relationships between staff and residents built over time through consistency, patience, and dedicated belief in residents' strengths. As the agency gained a better grasp on the pandemic's effects, Pathways staff found innovative responses to the shifting priorities of residents.



### VACCINATION CLINICS

In partnership with Austin Public Health, a **\$25,000** grant through United Way, and a **\$65,000** grant through a Vaccine Education & Outreach project funded by Texas A&M University (TAMU), HACA organized **43** vaccination clinics and provided **1,109** doses of COVID-19 vaccines.

### FOOD INSECURITY

Food insecurity is a constant and immediate need for residents. Meals on Wheels and the Central Texas Food Bank are valued community partners for HACA residents to address this issue. Pathways staff developed partnerships with Keep Austin Together and Keep Austin Fed which led to the distribution of **23,313 meals** to HACA families at various properties.



### SMART CITY AMBASSADORS

HACA Residents who serve as **Smart City Ambassadors** used their voices to advocate for policies with federal officials, state legislators, city commissions, and the media. For example, Resident Ambassadors gave testimony to the **Federal Communications Commission** on the successes and pain points of the **Emergency Broadband Benefit** and how effectively the program helped low income families.





### DIGITAL CONNECTIVITY

Lessons learned during the first year of the pandemic about digital connectivity and the need for internet access were amplified and expanded during the past fiscal year. Austin Pathways' dedicated focus on digital inclusion continued to move forward on finding low and no-cost technology solutions for HACA residents, including partnerships with Google Fiber and Indeed.

- Completed the connection of **1,848** HACA households with affordable, consistent, high-speed internet access
- Deployed devices and provided technical assistance to over **360** households
- Conducted a very successful digital-health equity pilot at North Loop: a **\$75,000** St. David's Foundation grant for COVID-19 recovery at North Loop for senior residents
- Provided digital and health equity through **65** in-person digital health tool service dates and **162** encounters



### AUSTIN PATHWAYS HACA RESIDENT SCHOLARSHIP

Pathways staff celebrated the higher education achievements of **23** HACA resident scholars with the 2021 Austin Pathways HACA Resident Scholarship Ceremony. Residents earned a total of **\$57,500** in scholarships.

"We are capable of doing anything," said resident keynote speaker Kareema Ali during the ceremony. "Nothing is impossible. Fear is only a feeling that holds you back."





# FAMILY SELF-SUFFICIENCY



For **27 years**, the Family Self-Sufficiency (FSS) Program has provided residents with service coordination for education, workforce development, and financial life skills. Residents participating in the program have the opportunity to grow escrow savings as their income increases to support goals in education, homeownership, debt repayment, and more. To date, more than **320** residents have graduated from the FSS Program.



- The FSS team celebrated virtually with the **24th Annual Family Self-Sufficiency Graduation Ceremony** recognizing **16 graduates** for a total combined escrow earned of **\$97,415** (left photo)
- Distributed **137 gift cards** for Thanksgiving to FSS participants (right photos)
- Hosted webinars on the following topics for HACA residents: paying for college, job readiness, homeownership, entrepreneurship, and whole health/self-care
- The FSS team processed **159** Blue Santa applications and sent information to **105** eligible families about Blue Santa for Christmas gift distribution
- The FSS team also distributed **50** donated passes from the Trail of Lights drive-through Christmas light experience to HCV FSS families



Learn more at [hacanet.org/residents/fss-services](https://hacanet.org/residents/fss-services)





## ADVANCING RESIDENT CAREER OPPORTUNITIES

HACA's Workforce Development staff connected residents with a new career opportunity through free welding certification training by Austin Community College (ACC). Over **thirty HACA residents** completed the free six-week welding training on the property at Booker T. Washington. Classes were held in the evenings to accommodate resident schedules.

"The resident response from this first group was so great that we started a second class for later this year," said Murphy Roland, Workforce Development Manager for HACA.

After completing the training, residents joined HACA staff to celebrate their graduation as they received certification as welders, which will open up opportunities for well paying jobs. With so much growth and construction taking place in Austin, the average salary for a welder for 2022 ranges from **\$45,338 to \$58,050.**





# SUPPORTING YOUTH

## YOUTH EDUCATIONAL SUCCESS (Y.E.S.) PROGRAM



### Children make up 42% of HACA residents.

To honor the outstanding young people living in HACA properties, Austin Pathways celebrates students that achieved A/B honor roll and/or had perfect attendance each school year. Normally, these high-performing students would be rewarded with a day of fun, games, and pizza.

Due to the ongoing pandemic, HACA recognized **252 students** Youth Educational Success (Y.E.S) sweatshirts as a special reward for a job well done during a challenging school year.

## SUMMER YOUTH INTERNSHIP PROGRAM

The HACA Summer Youth Internship Program presents HACA resident students with opportunities to grow and learn through internship placement during the summer months while school is out. Recently, **11 young adult residents** gained professional work experience by interning for local organizations like the Boys & Girls Club, Meals on Wheels-Home Health Care, Neighbors Dog Park, and Hope Family Thrift Store. The Summer Youth Internship Program allows young people to give back to the community while gaining real-world job training.

Nancy Garcia, HACA's Family Opportunity Coach, helps manage the program, which is now in its fifth year. Nancy says, "The program provides professional training such as interview skills and first impressions workshops before working with one of the program partners. Some tasks the youth do while at their jobs include clerical work, dog training, and assisting staff."





# SUPPORTING SENIORS



## STAYING STRONG BEYOND THE PANDEMIC



**12% of HACA residents are senior citizens**, a population that faced elevated risks during the COVID-19 pandemic and were especially vulnerable to digital exclusion and food scarcity during the past year. HACA staff worked tirelessly to find new solutions for our seniors by maximizing partnerships in the community, with promising results:

- **65** in-person digital health tool service dates and **162** encounters with HACA seniors
- Hosted a virtual “Cooking from the Garden” class for seniors
- Through a partnership with Austin Public Library, oversaw digital device deployment and training to **45** Senior Mayfest participants
- Secured agreements with local food aid organizations for **3,400 weekly meals** delivered to five HACA senior sites
- Senior Mayfest returned for the **28th** year, with a virtual celebration of health and wellness, socializing, and prizes



Another encouraging development for seniors and all residents with health and wellness needs: construction began on a **new health clinic at Chalmers Courts**. In collaboration with Central Health and CommUnity Care, there will be two low/no-cost medical clinics on location at Chalmers Courts East, featuring health care, dental services as well as a pharmacy. The new Chalmers Health Center will open in 2023.







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 **136,000 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 2021, SHCC administered over **\$462 million** in subsidies 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.



Blueprint Housing Solutions is a national affordable housing consulting services company. Established in 2014, Blueprint's mission is to assist 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 over **180** 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.





# FINANCIAL REPORT

HACA Finance Department's scope includes all the activity --- revenue and expenses, receivables and payables -- that flow through HACA's financial systems for full tenant and property accounting or administration of all programs, as well as reporting, treasury/banking and leading or supporting audits for this activity.

ASSETS		
Current Assets		
Cash and Cash Equivalents - Unrestricted		\$40.5
Cash and Cash Equivalents - Restricted		\$57.7
Investments - Unrestricted		\$5.5
Receivables, Net		\$7.0
Prepaid Expenses and Other Assets		\$0.8
<b>Total Current Assets</b>		<b>\$111.5</b>
Noncurrent Assets		
Land		\$123.3
Buildings, Equipment & Infrastructure (Note 2)		\$186.3
Construction in Progress		\$0.0
Less: Accumulated Depreciation		-\$124.8
<b>Total Capital Assets, Net</b>		<b>\$184.8</b>
Notes and Mortgages Receivable - noncurrent		\$50.9
Investments in Joint Ventures		\$32.7
<b>Total Noncurrent Assets</b>		<b>\$83.6</b>
<b>Total Assets</b>		<b>\$379.9</b>
LIABILITIES		
Current Liabilities		
Accounts Payable		\$1.8
Accrued Liabilities		\$1.4
Tenant Security Deposits		\$0.6
Unearned Revenues		\$2.7
Current Portion of Long-term Debt		\$1.3
Current Portion of Long-term Debt - Operating		\$0.0
Other Current Liabilities		\$0.2
<b>Total Current Liabilities</b>		<b>\$8.0</b>
Noncurrent Liabilities		
Long-term Debt, Net of Current - Capital		\$87.9
Long-term Debt, Net of Current - Operating		\$0.0
Non-current Liabilities - Other		\$116.1
Accrued Compensated Absences - Non Current		\$2.8
<b>Total Non-Current Liabilities</b>		<b>\$206.8</b>
<b>Total Liabilities</b>		<b>\$214.8</b>

TOTAL EQUITY / NET ASSETS		
Net Investment in Capital Assets		\$95.5
Restricted Net Position		\$49.5
Unrestricted Net Position		\$20.1
<b>Total Equity - Net Assets / Position</b>		<b>\$165.1</b>
<b>Total Liabilities and Equity - Net Assets / Position</b>		<b>\$379.9</b>
REVENUES		
Net Tenant Revenue		\$12.6
Government Operating and Capital Grants		\$77.0
Other Revenue		\$547.4
<b>Total Revenue</b>		<b>\$637.0</b>
EXPENSES		
Administrative		\$29.4
Tenant		\$38.9
Utilities		\$2.6
Maintenance		\$7.4
Protective Services - Other Contract Costs		\$0.6
Total Insurance Premiums		\$1.2
Total Other General Expenses		\$2.2
Interest Expense and Amortization Cost		\$3.3
Housing Assistance Payments		\$530.1
Depreciation Expense		\$6.1
<b>Total Expenses</b>		<b>\$621.8</b>
<b>Excess of Revenue Over Expense</b>		<b>\$15.2</b>
CHANGE IN EQUITY / NET ASSETS		
Total Equity - Net Assets / Position - Beginning		\$149.9
Total Equity - Net Assets / Position - Ending		\$165.1

The dollar amounts listed are in millions.  
Information listed is unaudited.





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