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Housing Programs Annual Report

FY 2016-2017

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The Housing Programs Department had another productive year during fiscal year 2016-2017. Each of the three programs, Rental, Education, and Housing, experienced transformation throughout the year. The department expects to continue to fine tune methods and procedures to deliver the most efficient, effective and compassionate care possible to all of our clients.

Rental Program

The Rental Program continued to offer safe, affordable housing to families in Pinellas County. With the addition of ten (10) units, we will soon be able to offer 109 low- to moderate-income families a place to live. Occupancy fluctuated throughout the year as we worked to identify residents who were not benefiting from or no longer needing our program.



Although occupancy was not at 100% throughout the year, we kept the rate at mid to upper 90%. After our acquisition, many of the residents at those properties did not qualify for our program and had to vacate. The vacancies have allowed us to do much needed rehabilitation to the units. The majority of our residents earn less than 80% AMI for their family size. Thirty families moved during the year. Three of those families purchased homes. Our maintenance team excelled throughout the year by offering fast, friendly service to our residents. Most reported maintenance issues were fixed within 24 to 48 hours.

The department continued to focus on community relations. We continued to put out a monthly newsletter. We began to offer individual counseling/mentoring to our residents. We also implemented REAP—Resident Emergency Assistance Program. We were able to assist four of our resident families between June and September. The total amount of assistance was \$1,216.06. These funds were obtained through the collection of late fees.

Safe, affordable housing continues to be a great concern for Pinellas County. Currently, the need outweighs the supply. Our Rental Program added ten (10) additional units during June and July of this fiscal year.

Long term goals for the Rental Program include:

- Offering financial assistance to our residents for child care when parent(s) either work full-time or attend school full-time or a combination of both
- Developing and/or strengthening relationships with other agencies seeking housing for their clients
- Preparing our resident families for homeownership

Education

Our Education Program went through some change this year. We added workshops designed to meet the needs of our residents. During the year we served nine (9) residents in six (6) workshops. On January 26, 2017, we launched our Road to Independence Workshop series. We have identified three (3) themes on the road to independence—healthy living, home care and financial stability—for which we have developed workshops. There were nine (9) workshops originally scheduled for fiscal year 2016-2017 —

Self-Defense for Women
Healthy Eating on a Budget
Building Positive Neighborhood Dynamics
Home Maintenance—Not Just for Pros
Budget Living—A New Way of Thinking
Clip & Snip, the Basics of Couponing
Down & Dirty Gardening
Surviving Parenthood
Bad Credit? No Worries—An Insider’s Guide to Credit Repair

During fiscal year 2016-2017, we served 93 Homebuyer Education clients in ten (10) workshops. The client demographics are as follows:

- 38 of our Homebuyer Education clients were African American
- 43 of our Homebuyer Education clients were White
- 9 of our Homebuyer Education clients were Hispanic
- 3 of our Homebuyer Education clients were another race

- 19 of our Homebuyer Education clients were male
- 73 of our Homebuyer Education clients were female
- 1 of our Homebuyer Education clients did not indicate gender
- 2
- 20 of our Homebuyer Education clients lived in Clearwater
- 21 of our Homebuyer Education clients lived in Largo
- 52 of our Homebuyer Education clients lived elsewhere in Pinellas County or in another county

- 35 of our Homebuyer Education clients had income less than 50% AMI
- 32 of our Homebuyer Education clients had income between 50 % and 79% AMI
- 26 of our Homebuyer Education clients had income greater than 80% AMI

We worked with Raymond James Bank, Regions Bank and USAmeribank to provide quality education to our clients.

The long term goals for the Education Program include:

- Providing life-coaching services to our clients
- Providing more workshops and events focused on the needs of our residents
- Utilizing the expertise of our partners to provide quality educational opportunities for our residents and clients

Housing Program

The Housing Program continued to experience change throughout the year. Our Housing Counselor left us in July. Upon evaluating the needs of the department, the Housing Counselor position was converted to an Intake Specialist/Outreach Coordinator position. Our Housing Counselor, Carey Schatzer, set the groundwork for our Intake Specialist/Outreach Coordinator, Kerrie Fine, by making us known to other agencies. Carey Schatzer made approximately 2,800 general referrals between October and July. Kerrie Fine has begun to make specific referrals catered to our clients' individual needs. She has also begun making contacts with additional agencies with whom we can partner. She regularly attends the weekly meetings of the Family Services Initiative, a group of agencies that meets to discuss and find support for their clients through other agencies. Kerrie has been asked to do a presentation about CSF at their November 17th meeting.

Long term goals for the Housing Program include:

- Meeting with partner agencies to develop strategies for meeting the needs of mutual clients
- Developing specialized housing platforms from which rental services will be offered to partner agency clients
- Setting and meeting monthly internal goals for mentoring our residents and meeting their needs

Staff

- The staff has worked diligently throughout the year to offer support not only to our residents and clients but also to one another. We continue to work together to fulfil the mission of Community Service Foundation.

Personal Note

Despite all of the challenges the Housing Programs Department was met with this year, it has been an honor to be a part of CSF.