

# FY-2023 1st quarter report

COMPREHENSIVE HOUSING DIVISION/LISA RAUSCHENBACH,  
DIVISION DIRECTOR

## Status report of Outcomes/Goals

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### Outcome/Goal # 1

Increase and enhance housing opportunities in FY 23 by reducing vacant unit turnaround times, improving and upgrading existing rental unit conditions, fulfilling planned residential development projects and providing Home Building Opportunities.

MEASUREMENT: Occupancy Rate = Number of Occupied Units/Number of Total Units



### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Comprehensive Housing services 447 units (346 income based, 101 general rentals, 26 Income-Based Rent to Own) of which 33 are currently vacant with 3 being slated for move in and 4 near completion. This is a 7.4% vacancy rate and a 92.6% occupancy rate. The goal of CHD is to get to a 95% occupancy rate which equates to 22 vacant units at any given time. The Maintenance/Rehab Area has placed an increased focus on quality of repairs and changing the old “band-aid” fixes mentality. This will ensure longer withstanding durable units with less repair times in the future. The shift has given staff a sense of pride and ownership with leaving units in conditions they are proud of.

The Residential Sales & Realty Area held 2 Open Houses located on W882 Bain Road & W386 Crook Road. Staff held open houses, pre-qualified candidates and closed on them. Staff from this area also worked with the Kaliwisaks on a new Home Builders Opportunity advertisement to attract more applicants to the program and increase communication to the community.

Uskah Village Apartments – Construction started in November of 2022 for the construction of three 4-unit (2-bedroom) Townhomes.

Elder Village Cottages – Construction started in July of 2022 for (6) one- and two-bedroom homes in the Elder Village Neighborhood. The homes are at varying levels of completion ranging between 40% to 80%.

CHD is in the process for applying for a 2022 IHBG Competitive Grant to build 10 Rent to Own units and 1 townhome.

CHD is working with Planning to design and build proposed 24 market based general rental units.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

New strategies for how maintenance/rehab area handle certain processes are in progress. One new strategy involves pre-ordering for projects ahead. This should help with some of the backordering of materials and project organization so that when a crew begins a project, they are better equipped. This along with working on an inventory module system implementation are huge changes in efficiency.

Another process being worked on is how scopes of work are created, distributed and entered into the HDS system. Plans to have all staff trained on the new HDS upgrade are in process.

Vacant Residential Sale homes are continually being worked on to ready them for sale to for tribal members to bid on.

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Outcome/Goal # 2

Increase communication with employees, customers, and the Community by focusing on improved relationships that promote trust, teamwork, and growth.

MEASUREMENT: Increased awareness by the community, tenants, lessees and employees on CHD's activities. Staff that will feel valued, trusted and work together for increased productivity, enhanced services and have overall better health. Employees that have a desire to grow individually and as a team.



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL: Area Managers/Departmental Supervisors have worked hard to host regular and consistent staff meetings creating more communication and commitment with frontline staff. Residential Sales, Maintenance/ Rehab Area Manager diligently working with area supervisors on new processes, identifying inefficiencies and working to identify, determine and create career paths for all maintenance/rehab workers.

An all staff meeting was held on 12-21-22 to define and communicate FY'23 goals, division wide position changes and to recognize staff. Staff were intermingled in festivities to promote collaboration between warehouse and office staff.

Increased emails regarding events or programs have been sent to staff to help better prepare them for customer inquiries. Community Involvement Coordinators have been providing monthly activity schedules specific neighborhood centers for both staff and to have communicated on social media.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

CHD plans to continue to consistently share information with all staff and the community on CHD related news or upcoming events. This means having regularly scheduled staff meetings with each area to share information, work on division goals and to work on career paths for employees. Future goals include having quarterly/semi-annual staff meetings. There are future plans for CHD to organize workshops for tenants/lessees and the community on certain topics to assist in healthy family values.

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### Outcome/Goal # 3

Promoting strong & safe neighborhoods by integrating cultural awareness, providing supportive resources and administering policies and procedures that encourage healthy family values.

MEASUREMENT: Stronger & safer neighborhoods based on principles that are backed by healthy family values. Neighborhoods interested in keeping them crime free. CHD pro-actively providing information on supportive resources for those families needing services.

#### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Comprehensive Housing's Outreach Area in conjunction with TAP, held several culturally related events at the Oneida Longhouse. On December 21, 2022, CHD in collaboration with TAP and Cultural Heritage hosted the 4th session of ceremony education with focus being on Mid-Winter ceremony. These cultural education sessions have brought many tribal members and some non-tribal members together to learn about ceremony etiquette and the details about the many different types of ceremonies. On December 6 & 29, 2022, CHD in collaboration with TAP and Recreation held our 3rd and 4th Park Olympic activities at the Civic and County H building. The focus was providing youth with physical fitness activities that may deter them from drug/alcohol use and other crime related activities. CHD's Residential Rentals Area recently hired a Tenant Case Worker. This hire is necessary so that it can be utilized as a resource for families in need of services for specific situations. This employee has started reaching out to tenants needing additional supportive resources and providing necessary communication to the tenants. CHD also met and is working with the Oneida Police Department on increased communication methods and work relationships between the two entities as well as updating the MOU between the two areas. The Residential Sales & Realty Area has worked with Neighborhood Works to communicate and work out a more efficient process for tribal members looking for Home Buying courses. Additionally, a process was created by Residential & Realty staff to provide welcome baskets which included a wide variety of household needs for all new Homebuyers. This area has also been working on Trust and fee land mortgages with the BIA and has been able to authorize and process over 100 mortgages this past quarter.

#### EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

CHD will continue to place a high emphasis on promoting strong and safe neighborhoods by providing information on supportive services where needed and creating an environment where

our tenants & lessees have the opportunity to learn more about the Oneida culture and our relationships with one another. Future plans include partnering with other departments and other areas of the Nation to better educate all community members on the Oneida culture.

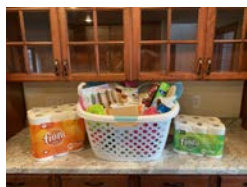
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**Photos (optional):**



Teamwork



New Welcome Basket for Homebuyers