

# FY-2023 2nd quarter report

COMPREHENSIVE HOUSING DIVISION/LISA RAUSCHENBACH,  
DIVISION DIRECTOR

### Status report of Outcomes/Goals

1. Which outcome/goal(s) does the Division wish to report on?
2. What metric is being used to measure the outcome/goal?
3. What are the accomplishments (i.e. positives, things for which the Division is proud, brags) have occurred over the reporting period that reflect the Division's progress for reaching the outcome/goal?
4. What can the community expect to see in the future (i.e. 6 months; next year; 18 months) from the Division related to the outcome/ goal?

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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 37 are currently vacant with 4 being slated for move in. This is a 7.3 % vacancy rate and a 92.7% occupancy rate. The goal for CHD is to get to a 95% occupancy rate which equates to 22 vacant units at any given time.

**Maintenance/Rehabilitation Area:** There are approximately 140 rental unit tenant call in work orders in a month that CHD responds to. The maintenance work order crew have always struggled to keep up with the daily on-going need to address and repair emergency and non-

emergency work orders. Recently a Master Plumber was hired to address the large amount of plumbing related work that CHD is faced with which has helped tremendously. Additionally, work crews were redesigned to get a better workflow and for the first time, daily work orders are caught up to date.

**Residential Sales & Realty Area:** The Home Builders Opportunity (vacant home building lots) were advertised in the Kalihwisaks and Facebook for the month of January 2023. The Premium Application dates for this advertisement were February 7<sup>th</sup> & 8<sup>th</sup> with a CHD Facebook Live lottery drawing held on February 9, 2023. All lots that have multiple applications are subject to a lottery drawing. This process provides a fair chance to all tribal members requesting the same lot. Two applicants were awarded lots and will be starting their building process soon. All other lots will now go into a standard application period where they will be treated on a first come, first serve basis.

**Uskah Village Apartments** –Construction started in November of 2022 for the construction of three 4-unit (2-bedroom) Townhomes. Estimated substantial completion – Spring 2024.

**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 80 -90%.

**Multi-Family Housing Project:** CHD is working with Planning and architects to design and build proposed Multi-Family rental units. Currently the project team is working on finalizing design concepts.

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

The Maintenance & Rehabilitation Area will be placing an enhanced focus on current income based & general rental inventory repairs.

An upgrade to the Housing Data Systems recently went live. This new upgrade encompasses a new work order system that will create some additional efficiencies with how maintenance daily work order call-ins are generated and tracked. An inventory module component of the system is also on the horizon for the area.

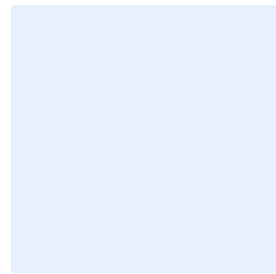
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#### **Outcome/Goal # 2**

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:

16 CHD employees were given and took the opportunity to attend the TAP Conference on Wednesday March 29th, 2023 at the Radisson. CHD employees were able to sign up for breakout sessions to learn more about certain topics. Breakout Sessions included: Cultural Perspective On Healing - Bob Brown, DIY Shekoli Wood Sign - Grace Mae, Economic Support Overview - Delia Smith, Oneida Recovery Nest - Patrick Danforth, White Corn Workshop - Tsyunhehkw<sup>^</sup>, Stigma with NAADAC, Drug Trends of WI Tribal Nations - NADGI, MMIW/P - Waking Women Healing Institute, and Healing to Wellness Court - Oneida Judiciary.

Oneida Recreation, TAP, & CHD worked together to host Park Olympics for the last few months. The departments collaborated to educate and promote substance use awareness, work on team building & communication, and time to just have fun. The goal of these events is that all are winners and to continue to promote a healthy drug-free Nation.

CHD has recently hired or transferred employees in new positions for many areas which has resulted in an abundance of coaching, mentoring and training. This training has been on-going and continues to be a high-level focus for all areas.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

CHD has plans to work on some team building activities for staff in the upcoming months to promote a more cohesive work environment and continues to place a priority on communication through means of meeting with frontline staff. There is also a continued focus on sharing and communicating information to tenants and lessees. A Good Things to Know brochure comes out regularly addressing tenant related topics.

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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 Strengthening Oneida Families department, held a Hands-On Workshop about Maple Camp on March 11th, 2023.

Comprehensive Housing's Outreach Area with TAP hosted some cultural events at the Longhouse for community members: Social Dance Series on February 1 & Maple Ceremony on March 15 Longhouse.

CHD's Tenant Support Specialist & Residential Rentals have collaborated and coordinated an upcoming training on Hoarding in order to help professionals create an awareness around the issue that affects community members. The training focuses on how to provide a solid foundation for compassionately and effectively working with individuals struggling with hoarding behaviors. It also provides information, guidance and resources need to develop community wide guidance and support. Hoarding Virtual Training Awareness Part 1 - Tuesday, May 16. 9:00 a.m. - 4:00 p.m. Summary: Part 2 - Tuesday, May 23, 9:00 a.m. to 4:00 p.m., Summary: Part 1 is a prerequisite for participating in Part 2.

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 include partnering with other departments and other areas of the Nation to better educate all community members on the Oneida culture. Additional

training workshops are being planned on Financial Capacity which is a grass roots approach to understanding the value of money.

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**Photos (optional):**



Inside of Elder Village Unit



Inside of Elder Village Unit