

# FY-2023 4th 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:  $\text{Occupancy Rate} = \frac{\text{Number of Occupied Units}}{\text{Number of Total Units}}$



### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Comprehensive Housing services 458 units (357 income based, 101 general rentals, 22 Income-Based Rent to Own, 29 Elder rental units). Our current occupancy rate is 93% with 38 vacant units in various states of repair. Of those 38 units, 7 are slated for move ins.

**Maintenance/Rehabilitation Area:** Recent workforce level approved by the Business Committee to hire 4 additional carpenters for the General Rental Units and 1 Working Maintenance Supervisor. 4 carpenters were posted on 9-6-23. Pre-screening was held 9-14-23. Interviews scheduled for 9-21-22. Posting will be going out to “all” applicants and not just tribal. Working on Realigning Staff organizationally to better address needs. Working towards a Maintenance/Preventative area that works solely on maintenance and work orders for units. Larger focus on reinvestment into units 70 % of the rental inventory (316 units) have an age of 25 to 50+ years. These units have housed many families over the years and now need a good amount of reinvestment. In years past, homes were repaired conservatively and with a focus on a quick turnaround. This philosophy of “put off today, what we can do tomorrow” contributed to the need of extensive repairs today.

**Residential Sales & Realty Area:** Staff from this area participated in both the Bicentennial event and the Great Law that was hosted by the Nation. Both events assist with learning and understanding who we are as Oneida women working for the Oneida Nation providing quality and caring service to Oneida people.

In July, Michelle represented CHD on the Oneida Nation’s FB live, discussing numerous topics that Leasing & Loans area administers. We have monthly meetings with the Bureau of Indian Affairs (BIA) to effectively address issues caused by BIA when Oneida Nation became a HEARTH Act Nation. We are cleaning up titles and processing items much smoother. This last quarter, staff drove up to Ashland, WI to update identification cards with the BIA.

During the fourth quarter, we had two new hires, our own Title Examiner housed at Comprehensive Housing and a Loan Accounts Specialist. Both have been transitioning very well into our area.

During the month of July, the Open House flyer for the home located at 1329 Onu-U-Sla Way was posted. The house was sold at the end of August, the person bid over \$20,000.05. The Open House flyer for 602 Florist Drive was posted during July and August. The home sold for \$50,000 over bid in early September.

The garnishments for outstanding water/tax bills have been submitted for employees of the Nation and is proving successful in recouping money.

**Uskah Village Apartments** – Framing and roofing work was completed for building #7 in August. Siding, drywall finishing, and masonry work was completed in September for building #7. The light fixtures/trims, flooring, cabinet installation and countertops were completed in the 4th quarter for building #6. Framing has begun on building #5.

**Elder Village Cottages** – Construction is finished on 6 homes and 4 homes are occupied, with the last 2 to be occupied by October 2023. Project completed the infill of available infrastructure.

**Multi-Family Housing Project** –This project is currently waiting for the contract draft from MS2. Once that has been finalized, we still need to go through the legal and P.O. process. We received pricing back from MS2 and it is now apparent that our budget will only allow for (2) buildings or (12) units to be built. Once we have revised pricing, we can enter into a final agreement to finish Design Documents. During this phase of the project CHD will be able to make design changes if desired and within budget.

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

During this next fiscal year, our goal of reducing vacant unit turnaround times while improving and upgrading existing rental unit conditions will continue to be a top priority. The workforce level was recently approved, adding four more carpenters and a maintenance supervisor. This will aid the area for separation of duplicate duties by the current crews. The new Maintenance Supervisor will specifically work on the oversight and help of daily work orders and maintenance of the units. This will allow the current Rehab Supervisor to work on vacant units.

Our division has invested in an upgrade to the housing data software system now referred to as Kansos. Staff now carry IPads that house the software on it so that work orders and unit/tenant information is readily available in real time. Staff have been in training for three parts of the system; work orders, inspections, and the inventory module. As we maneuver through the new technology and processes of the new system upgrade and hire and train new staff, we are confident that both changes will aid in positive changes that will affect unit turnaround.

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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:

During the month of July, an off-site staff meeting was held with an active an active shooter training held and a movie to follow. A high level of commitment to implementing monthly staff meetings has been implemented for the two separate buildings that house CHD employees. With employees being located in two separate areas, (Office building in Site 1 and Warehouse Building on Seminary Road) a need for a more fluent communication is needed.

On August 2, 2023, our Community Outreach area hosted the National Night Out event on at the Cora House Park located in Jonas Circle. This event is held annually and had a great turnout. A cookout style meal provided along with a cornhole tournament and DJ for community members to enjoy. Maintenance/rehabilitation crews helped with setup, take down, as well as volunteering to cook the meat for the meal. Other staff within CHD as well as the General Manager also volunteered to serve food and help out at the event.

On September 14, 2023 a Community Meal and Discussion event was held at the Norbert Hill Center on Vacant Homes. The General Manager, Mark Powless and CHD Director Lisa Rauschenbach shared a presentation with approximately 60 attendees. There was a Q & A following the presentation.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Future activities include more team building activities to engage staff and promote unity between the two buildings of employees. A increased focus on marketing events and communicating with tenants is expected for the upcoming fiscal year. For the next fiscal year, there will be more focus on the marketing aspects of any events held within our division.

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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:

Green Corn Ceremony Education, September 5th, 2023 from 530-630 at the Longhouse, In partnership with TAP & Cultural Heritage; Community Outreach Coordinator Lora Danforth organized a Crime Prevention: Golf Program out at Flying Leaf, in partnership with Thornberry Creek at Oneida. The program was 6-week sessions, Thursdays July 13 – Aug 17, 2023. Our hosts were An NWTC Instructor - Matt Ninham, and Thornberry Golf Pro – Cody Franke. The goal was to establish an extensive yearly crime prevention program that offers various combinations of activities such as crime prevention education, career exploration, sports instruction, community assessment, community service, higher education promotion, etc. 17 youth signed up, and were ages 5-13. Different instructors and helpers from the community volunteered their time to the program including Crime Prevention/Police Officers and Golf Pros. Youth were given a 10–15-minute crime prevention presentation before each golf lesson. Crime prevention topics included: Bullying, Good Drugs vs Bad Drugs, Cyber Safety, Stranger Danger, etc. Youth were also shown career opportunities at Thornberry and the inner workings of maintaining the course. The program finished with playing a scramble for 5 holes on the 9-hole course at Thornberry.

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

Our Division will continue to strive at promoting strong & safe neighborhoods by integrating cultural awareness activities for our employees, tenants, and lessees. We look to resume with the culture education series, where our Community Outreach area has collaborated with other departments within the Nation. There will be activities for the youth in our housing sites and throughout our community to participate in, that are geared toward crime prevention awareness.



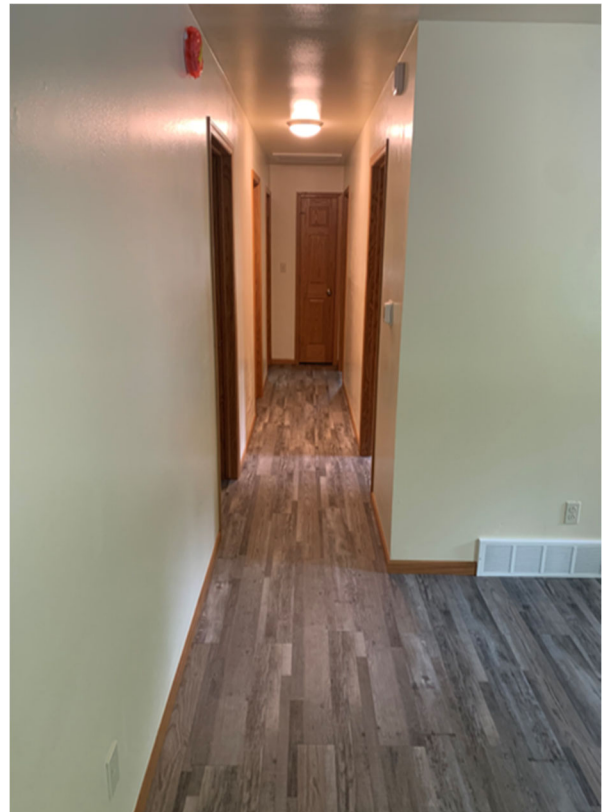
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### Photos (optional):



Home renovation: Hallway



After