

# FY-2024 1st quarter report

## COMPREHENSIVE HOUSING DIVISION

### 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

**Re-investment in all units both federal and general rental to ensure health and safety is prioritized. This will be done by re-engaging the annual inspections, re-investing for long term quality of life of units, implementing inventory module system for enhanced tracking and monitoring and creating scopes of work for all 447 units.**

**MEASUREMENT:** Daily work orders are caught up to date. Progress towards the inspections/scopes of work for 447 units. Progress in rehabbing and reinvestment in both income based and general rental units.

During the first quarter, the Maintenance & Rehab Area hired a Maintenance Supervisor to oversee the daily & emergency work orders. A Senior HVAC Technician was hired to allow CHD to have a dedicated employee with a focus placed on all HVAC immediate needs. Four carpenters were hired to address the needs of CHD's 101 general rental units. CHD has been working diligently to realign maintenance/rehab staff to better address the housing needs as well as create a career ladder that promotes job growth. A preventative maintenance area that will work solely on the preventative maintenance of units is also being put in place. This area will be working on a preventative maintenance plan to address those needs which will eventually fall into line with decreased work orders and better budgeting for supplies.

Because a crucial step towards reinvesting in our income-based units is finding what issues each unit has, an annual inspection will be completed on all 447 units with an immediate focus on health and safety issues. This process is also part of a compliance requirement of HUD and one that was stifled by COVID. This project is under way and the following inspections have been completed in the first quarter:

- 22 Annual Inspections
- 15 Health and safety Inspections with scopes of work
- 17 VASH Inspections
- 6 Housing Choice Voucher inspections
- 32 Move In/Move Out Inspections

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

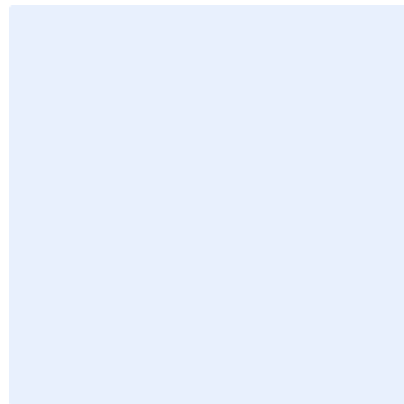
The Maintenance & Rehab Area will continue to place an emphasis on getting all 447 units inspected in FY 24. There will also be a Preventative Maintenance Plan being developed in the upcoming fiscal year.

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Outcome/Goal # 2

**Continued emphasis on communication division wide to include training opportunities, team building, staff meetings, regular communication bulletins, cultural education, and interdepartmental collaboration to align with divisions goals.**

MEASUREMENT: Staff will have a better working environment that is revolved around effective communication, positive collaboration amongst the team and opportunities where they feel they have a voice in what they do. Cultural education will increase their ability to not only understand their customers but themselves. This will be measured by staff participation in meetings, trainings and team building activities.



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Communication has a high priority for CHD with an emphasis placed on employees being communicated from management as well as other areas with the division. Monthly office staff

and warehouse staff meetings have been implemented to provide relative updates, recognitions and to allow staff time to ask questions. A quarter all staff meeting is also being implemented to include team building activities. During a December holiday all staff team building event, staff participated in a survey in regard to how they liked to be recognized, how well they felt their area/division/supervisor communicated with them, what types of wellness activities they were interested in and what types of suggestions they had for changes within their division. This information is being analyzed for future progress within the division.

The Rehab & Maintenance Area recently sent a carpenter through an extensive 9-day Inspection Training to aid the area with its increasing amount of inspection needs. This is the first certification in a series of certifications that will allow the employee to be able to look at the integrity of a unit and will also better prepare them to assess health and safety issues. Employee will be offered additional opportunities for growth in this area which will benefit the Nation overall.

The Tenant Support Specialist created a Comprehensive Housing Division Newsletter that started in October 2023. The newsletter will initially come out quarterly and it geared towards providing valuable information to tenants. The newsletter will focus on a wide array of topics, from home maintenance tips to how to ensure renewal paperwork is submitted timely. It will also aid in increase communication between the different areas at CHD.

The Outreach Area collaborated with Cultural Heritage and TAP to provide the Harvest Ceremony educational opportunity at the longhouse which was open to all ages.

The Residential Finance Area Manager & Finance & Administration Supervisor attended a NAHASDA Tax Credit Compliance Professional Training in November which re-certified their Low-Income Housing Tax Credit (LIHTC) certification. This will allow CHD more opportunity to explore options for finding funding for projects.

The Division Director & Residential Sales & Realty Area Manager attended a National Housing Summit Conference in October that was provided a lot of information in regard to Housing initiatives with funding sources for future development initiatives.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

CHD will continue to collaborate with other divisions to enhance training opportunities. Two upcoming trainings for staff are Dementia Training which will be held in February for all office staff and a Chainsaw Training for all Warehouse Staff.

Team building and All Staff Meetings are also being planned in the upcoming months.

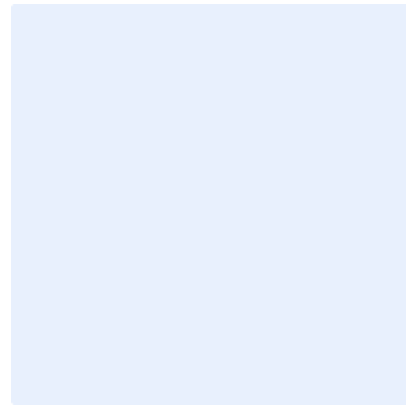
Community Outreach continues to plan activities with TAP and Matt Ninham on community events.

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### Outcome/Goal # 3

#### **Revamp the division's Rules, SOP's, and processes to better align with the division's goals and vision.**

MEASUREMENT: CHD will continue to update, revamp and implement processes on all levels to address inefficiencies and to help streamline outcomes.



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

Residential Sales & Realty Area has been working to update the HIP rule to allow the Land Commission the opportunity to annually determine the maximum purchase price of the home and also to put consideration of the removal of a home inspection requirement to assist in allowing Tribal members more time for bidding on homes in a competitive market. With current market rates, it has been difficult for tribal members to find competitively bid amongst others when the home inspection process requires time that other bidders are not required to complete. The HIP rule has a maximum purchase price also that is not allowing those qualified for larger purchases to bid on. This process is in the rulemaking process and a public meeting was held on Thursday 11/16/23, with two community members in attendance to supply comments. No written comments were submitted.

The Residential Rentals & Outreach area is working to update the Landlord Tenant Law, [Rule #2](#) Income Based Rental Program. The reason for the rule change is due to a newly defined 24 CFR Part 5.609, which changes the definition of income that is counted when people pursue HUD funded housing programs. It has moved forward with a completed Public Meeting on 12/13/24, with no one in attendance and no comments submitted.

Both of these rules are moving forward with all materials being submitted to the Senior Legislative Staff Attorney so that the rule change can be placed on the LOC agenda as a next step. An important note is that although the rule change is not fully adopted for the Residential Rentals Area, Resident Services staff are moving forward with following 24 CFR Part 5.609 since it is a federal regulation effective 1/1/24.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

CHD will continue to work on the updating of rules, SOP's & processes. Some of those processes are:

The Residential Sales & Realty Area is currently working on a proposal to open up CHD's Loan Program so that an opportunity can be afforded to tribal members to apply for home ownership at lower than market interest rates. They are also working on a Mortgage Assumption Process which allow a potential buyer acquire improvements located on a residential lease site by assuming the current lessee's lease and mortgage loan balance and terms.

The Residential Rentals & Outreach Area is working on a plan to address enforcement of smoke free multi-family units which will include rehabbing units and incorporating enforcement consequences in preparation for possible Clean Air Policy amendments being approved.

The Maintenance & Rehab Area is working on developing a Preventative Maintenance Plan/process for addressing the preventative maintenance needs of all CHD's units. They are also in the process of creating an On-Call SOP for compensating staff that address emergency work orders.

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