

FY-2024 2nd 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?

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: Progress towards the inspections/scopes of work for 447 units. Progress in rehabbing and reinvestment in both income based and general rental units.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

A new Warehouse Manager was hired to help oversee the administrative operations of the Warehouse area to include: increased overall tracking of HUD and TC funded projects to include labor and material, working on Master contracts/requisitions/purchase orders/etc., assistance with tracking inspections and emergency work orders and all other administrative tasks.

Since the hiring of a new Sr. HVAC Technician, CHD has been able to address immediate HVAC needs to include equipment installations (portions of installs and full installations of boilers) in 23 units. Additionally, 30 service calls for units occurred for minor repairs for HVAC issues and upgrades.

A Temporary Relocation Program is in the process of being developed so that occupied units that are in need of major rehabilitation have an available unit to transfer a family in temporarily while the unit is being worked on.

Since the hiring of 4 carpenters to specifically work on CHD's 101 general rental units, 3 units have been rehabbed in the past quarter, 2 of which that will be utilized for the Temporary Relocation Program. These units are being prepared so that additional work can be performed in

units that are currently occupied but need extensive work. There are also multiple other projects that the hiring of these carpenters have been able to assist in, including the remodeling of several Residential Sales units with varying positive progress.

Management has been collaborating with HRD on a career ladder/succession plan for the Maintenance/Rehab area so that staff have the ability to onboard with the opportunity for growth.

Because a crucial step towards reinvesting in our income-based units is finding what issues each unit has, an annual inspection is being 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 and second quarter:

1st 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
- 92 TOTAL

2nd Quarter

- 84 Annual Inspections
 - 19 Health and safety Inspections with scopes of work
 - 4 VASH Inspections
 - 0 Housing Choice Voucher inspections
 - 8 Move In/Move Out Inspections
- 115 TOTAL

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 and continue working with the HR area to develop a succession plan/career ladder promoting growth.

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:

All staff meetings to include both office employees and warehouse employees continues to be a priority and are held monthly. These meetings were implemented to communicate relative updates pertinent to operations and goals, recognitions and to allow staff time to provide feedback ask questions.

The Residential Finance Area Manager, Maintenance Supervisor, Finance & Administration Supervisor, Finance Specialist, Office Managers all attended a Davis Beacon Prevailing Wages training through the Seminole Nation to further their knowledge federal funded projects.

The Residential Finance Area & the Maintenance & Rehab Area have been collaborating with the Purchasing Director to better streamline CHD's processes, to work towards an increased vendors list for the hiring of outside contractors, working with specific vendors such as Home Depot to address inefficiencies in ordering materials and buying in bulk and other preventative issues.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Team building activities/meetings are being planned in the upcoming months.

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

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:

Both the Residential Sales & Realty Area & Residential Rentals & Outreach area have been working with the LOC on obtaining and answering questions from Tribal Members on the Eviction & Termination Law through public meetings.

The Residential Sales & Realty Area had the HIP Amendment approved on 3/27/24 by the Business Committee. The next step is for the Land Commission to determine the current maximum purchase price. The recommendation from CHD will be to increase the amount as it is currently set at \$250,000.00. This will assist HIP applicants to be able to apply for homes within the competitive market.

The Residential Sales & Realty Area also got the Assumption of Mortgage SOP approved. They will be moving forward with their first assumption of mortgage. This process allows homeowners to have another qualified tribal member assume their mortgage at the same terms as the current homeowner and helps prevent foreclosure.

The Residential Rentals & Outreach Area worked to get the Landlord Tenant Law, Rule #2 Income Based Rental Program approved which defines the new 24 CFR Part 5.609, which changes the definition of income that is counted when people pursue HUD funded housing programs.

The Maintenance & Rehab Area has worked with HR to create an On-Call SOP for compensating staff that work to address emergency work orders.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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

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