

FY-2024 3rd 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:

Operations at the warehouse have greatly improved with the tracking of HUD/TC funded activities, contracts/requisitions processing, paperwork, and other operational efficiencies due to bringing a Warehouse Manager onsite. The warehouse staff and supervisors have direct access to the Warehouse manager and immediate remedies for issues that resulted in increased communication for the entire area.

Last quarter the maintenance staff were able to close out 447 work orders. This consisted of both new and old work orders.

Hiring continues to be a priority to ensure that CHD is able to properly address the unit needs. Recently posted were a Master Electrician position, 2 Sr. Maintenance Technician position and 1 Maintenance Technician position. These positions are crucial so that CHD is able address preventative maintenance issues. There is also a high need to onboard a Master Electrician to address the large number of electrical needs of units. Additionally, two youth workers have been brought on and are learning the trades by mentoring with several different staff on projects.

Having a Sr. HVAC and Master Plumber continues to an extremely positive move for CHD. This past quarter, among working on numerous projects that the two have been collaborating on together (including strategizing for upcoming projects) included; 31 plumbing service calls completed, 27 HVAC service calls completed & 20 installations (13 partial installations and 7 full installations.) This work is saving the Nation both time and money as outside contractors are not needed and repairs can be done with a much quicker turnaround time.

CHD has identified a need to complete a Housing Needs Assessment so that they are able to better access the housing needs of the Nation and create more clear strategic planning. CHD is excited that collaboration with St. Norbert College to work on a contract and purchase order are now complete and preliminary discussions and meetings are underway. The Housing Needs Assessment will be an important tool that CHD plans to use for future strategic planning and development plans.

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, second, and third quarter of FY24:

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

3rd Quarter Update

- 78 Annual inspections.
 - 6 Move out inspections.
 - 6 Health & Safety scope of work inspections
- 90 TOTAL

GRAND TOTAL 297

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:

Staff meetings including both office employees and warehouse employees continue to be a high 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. CHD's first team building event is scheduled later in July to include staff recognition.

Training continues to be a high priority for CHD staff so that staff have the opportunity and resources for growth. The following training initiatives have or will occur:

CHD Attorney & Purchasing Director conducted a training on the Oneida Law Office Contract Reviews and Purchasing Processes for CHD warehouse and office administrative staff to assist with a more thorough understanding of vendor licensing, submitting contracts for legal review, completing task orders and documentation needed for Purchasing.

CHD Warehouse Office Manager, Maintenance Supervisor and Inventory Specialist took a tour of Menominee Housing's inventory module system and other warehouse operations to gain a better understanding of inventory systems. Future collaboration is expected from both entities to further share experience.

CHD Warehouse staff & Management are attending a Kanso Summit in late July. Kanso is the online software system that CHD utilizes for processing work orders, home inspections and tracking inventory through the inventory module. Staff are attending to be trained on the capabilities of the system and to work with programmers on creating special forms for CHD's home inspections. CHD is eager to learn more system capabilities, so they can address more efficiencies for the area for better tracking and reporting.

Sr. HVAC Technician & Rehab Carpenter attended a State of Wisconsin Focus on Energy training to become certified on blower door testing. Having 2 staff on board to conduct blower door testing for more efficient heating & cooling for homes will be an asset.

Twenty-one (21) warehouse employees attended Chainsaw Safety so that CHD can collaborate and assist Conservation with downed trees on a smaller scale basis. This will take some of the burden off conservation and allow staff to assist where they can.

Active Threat Training was held May 9, 2024, for all warehouse employees.

Title Examiner and Residential Leasing Specialist are attending a title training this month as the Residential Sales area continues to work on title clean-up for mortgages.

CHD in collaboration with TAP & recreation hosted Two Spirit Week - June 10 - 15, 2024 with events all week, including make-up tutorial, library stories, bingo, open mic and taking 50 youth to a Brewer Game on Tuesday June 11, 2024.

CHD is collaborating with Oneida Police Department to host a National Night Out event on August 2, 2024, at Mission Park. National Night Out is an annual event where communities connect with Law Enforcement.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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

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:

The Residential Sales & Realty Area had the HIP amendment to have Land Commission determine annual improvement purchase amount changed. This was approved in March 2024. Land Commission then determined the amount to the HUD max at 498,257.00 in April 2024. The HIP SOP has also been updated recently and approved by Land Commission.

The Residential Sales Rule amendments are currently in the legislative process to change the rule of taking the highest qualified offer for a home and changing it to a lottery draw contingent upon prequalification. A Public Meeting is set for July 11, 2024, to gain community input and feedback.

CHD Management attended a dozen meetings with the LOC to provide guidance and input in amending the Eviction and Termination Law. This included community meetings.

CHD has been a part of a team facilitated by the Law Office to create a new HBO process that better streamlines how HBO lots are prepared for the community. The SOP is near completion and land lots will start moving through this process shortly.

The Residential Sales & Realty Area has been working diligently to collaborate with other areas such as CFO, Bay Bank, Oneida Veterans of Affairs Committee, General Manager and Land Commission to develop an Affordable Homeownership Strategy. This strategy was created to work on updating current programs as well as assist Oneida citizens in providing more affordable home ownership options. These include re-engaging CHD's Revolving Loan Program to assist with HIP, FSBO, Veteran Loans & Residential Sales, creating better HBO opportunities, and having Constructions Loans serviced by Bay Bank.

Residential Rentals & Outreach Area Manager attended a meeting with ONCOA to give an update on CHD's preliminary plan to enforce a Smoke-Free environment within CHD's Multi-Unit complexes with Common Corridors.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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

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