

# FY-2024 4th 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: 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:

In the 4<sup>th</sup> quarter for 2024, the Maintenance staff were able to address and close out 550 work orders that consisted of both emergency and non-emergency calls. This increased from 447 for the 3<sup>rd</sup> quarter.

There are currently 37 vacancies, of which 4 are slated for move ins. In this quarter 11 units were completely renovated and completed. 3 Residential Sale homes were also renovated during this time.

Hiring entry level maintenance positions continues to be a priority and a challenge as CHD moves forward with trying to address preventative maintenance needs for all units. A need to hire a Master Electrician was identified due to the large number of electricals needs of the division. CHD did retitle one of their Carpenter positions to a Master Electrician and hired for the position. This position is currently in the onboarding stages of employment.

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, 58 plumbing service calls were completed

& 55 HVAC service calls were completed which nearly doubled from the 3<sup>rd</sup> quarter. Heating systems were upgraded at the Flying Leaf Building and the Park Drive Apartments. A project to include the installation of generators at the Standing Stone Apartments was implemented with plans for the Warehouse, CHD office and Flying Leaf Buildings forthcoming.

Additionally, projects to include energy rebates through a grant program have enabled CHD to install 8 single family furnaces and are also allowing the division to service heat pumps, thermostats and needed weatherization. The weatherization grant awarded to CHD for these initiatives totaled \$76,300 in rebates.

The work that these specialty trades are providing are proving beneficial and essential as it is saving the Nation both time and money due to outside contractors not being needed and repairs can be done with a more efficient turnaround time.

### **IHBG Competitive Grant**

CHD worked on an was awarded a \$6 mil competitive Indian Housing Block Grant that will be used to construct 16 single family units. Environmental review and the hiring of an architect are under way. The breakdown of units will consist of:

- Six (6) three-bedroom single family homeownership units
- One (1) four-bedroom single family homeownership units
- Three (3) two-bedroom ADA Section 504 compliant rental units
- Two (2) three-bedroom ADA Section 504 compliant rental units
- One (1) Two-bedroom, four plex rental housing unit

### **Inspections**

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 each quarter of FY24:

#### **1<sup>st</sup> 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

#### **2<sup>nd</sup> 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

### **4th Quarter Update**

- 40 Annual inspections.
  - 14 Move out inspections.
- 54 TOTAL

### **GRAND TOTAL 351**

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

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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:

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 held their first all staff team building event as well as some smaller cultural initiatives such as making tobacco ties and corn husk dolls within their team meetings.

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

Residential Finance Area Manager & Residential Finance Supervisor attended the 25<sup>th</sup> Annual Indian Country Affordable Housing and Economic Development Conference as part of their continuing education credits towards certification. After a few years of training, both individuals were awarded their Tribal Housing Professional Certification.

Residential Sales & Realty Area Manager attended Housing Economic Conference to explore additional WHEDA and LIHTC funding options for non-income based tribal members.

CHD Warehouse staff attended KANSO Software Conference to assist in being more efficient with current system capabilities. This included special one on one training on inspection templates, work order processing, inventory, and special reporting.

CHD collaborated heavily with the Oneida Police Department to host one of its best attended National Night Out events ever on August 2, 2024, at Mission Park. National Night Out is an annual event where communities connect with Law Enforcement. The event was staged to host approximately 200 attendees as last year's event hosted approximately 120. This year's event hosted nearly 450 attendees and provided free food, ice cream, activities and music.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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

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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:

**Digital Rental Tenant Handbook**

The Residential Rentals & Outreach Area has rolled out a digital Rental Tenant Handbook outlining the many topics that may affect a rental tenant. The new Rental Tenant Handbook is now available on CHD's website under Rental Handbook tab, will be placed on the Facebook page and will be easily accessible via QR code so that tenants can access it from their phones. It will be utilized as a tool for staff to review with tenants and for tenants to refer to for ease of information. CHD Resident Services will be sending out a tenant-wide letter introducing the handbook to tenants and supplying them with the QR Code. Future intentions are to hold workshops with tenants to review aspects of the handbook.

### **Residential Sales Rule Amendments**

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. The rule was approved by the Oneida Land Commission on September 23, 2024, and is now in the final stages of the legislative process for approval.

### **Affordable Homeownership Strategy**

The Residential Sales & Realty Area has been working on and collaborating with many entities to develop presentations for GTC & Business Committee on Affordable Homeownership Strategy that addresses funding to provide more affordable home ownership options. These presentations 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.

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

CHD is continuously working to update rules, SOP's & processes.

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