

FY-2025 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?

Outcome/Goal # 1

Improving the quality of and maximizing the most efficient use of current rental stock by:

MEASUREMENT: Re-investment in both federal and general rental units with an emphasis on health & safety. Continued progress on completing a complete scope of work and annual inspection on all 447 units. Implementing Inventory Module system for enhanced tracking, better monitoring of supplies and materials for increased project planning

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

During the first quarter Maintenance and Rehab hired a Sr. Maintenance Tech and another Maintenance Tech at the warehouse. The help from both positions will have an immediate impact on the scope of work provided by CHD. To improve the quality and maximize the most efficient use of current rental stock, it's important that CHD finds the right individuals that want to take initiative into the organization for full potential growth. Continued efforts to implement the Inventory Module for CHD and warehouse staff are priority. We continue to get closer to completion of the process for the Inventory Module and feel within the next two quarters, CHD should have it finalized and in place. The following inspections, work orders and service calls have been completed in the first quarter.

- 10 Annual Inspections
- 17 Electrical service calls completed.
- 615 Work Orders
- 38 HVAC service calls completed.
- 69 Plumbing service calls completed.

Health and Safety continue to be top priority for CHD moving into 2025 as they address home inspections and work orders. This means that when a work order or home inspection is completed, issues surrounding those that affect the health and safety of tenants will be addressed first, leaving other work to be scheduled later. Conducting home inspections again this past fiscal year has created a backlog of work needing to be completed.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The Maintenance and Rehab area will continue to put an emphasis on the re-investment of both federal and general rental units. Home Inspections for all units will continue to be a priority so that the backlog of work needing to be performed in units can be worked on and addressed. When the Inventory Module reaches completion, CHD will have a more efficient process for maximizing materials leading to more project completions.

Outcome/Goal # 2

Working to provide an appropriate mix of all affordable housing types to tribal members as defined through a Housing Needs Assessment by:

MEASUREMENT: Creating a 3–5-year Development Plan. Researching, evaluating, and applying when needed for appropriate funding opportunities to coincide with Housing Needs Assessment. Collaborating with various areas such as Finance, Land Commission & GTC to identify solutions to the national housing crisis that affect our Nation.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

CHD is in the final stages of completion working with St. Norbert College on the Housing Needs Assessment. Over the past two months CHD and St. Norbert College have been creating a list of “right” questions for the assessment to capture enough information for us to finalize the assessment. This assessment will make it easier to make strategic decisions and a 3-5 year Development plan. It will also assist CHD to gain a better understanding of the different housing needs and situations of our people. Once CHD retrieves and dissects the data provided by the community, CHD will then be able to target areas that might be neglected.

CHD is also working with Kane PR firm to help develop strategies to better reach our community members. With so much disinformation surrounding housing and its perception, we outsourced with an already established tribal partnership Kane Communications Group, to help CHD collect data and use it for marketing purposes. CHD aims to form and shape a new perception of Comprehensive Housing with the PR help of Kane Communications Group.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

CHD will continue to keep working with internal and external entities to grow the everlasting impression and viewpoint of CHD.

Outcome/Goal # 3

Empower tenants, lessees & tribal members to live healthier more sustainable lives by:

MEASUREMENT: Providing assistance through education & creating awareness surrounding living conditions. Creating training programs that allow tribal members the opportunity to grow. Being a socially responsible landlord by holding tribal members accountable in scenarios that are inhibiting the health and safety of not only themselves but their community.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Through efforts made by Resident Services Specialists, Tenant Support Specialist and Maintenance & Rehab tutorial videos, information and resources are shared with rental tenants with the intention of guiding them toward healthier, more sustainable household environments, and lifestyles in general. Tools like Good Things to Know informational sheets, informational/tutorial videos, CHD Facebook page posts, and the recent launch of the CHD Rental Tenant Handbook, provide tenants with valuable information to promote healthier and safer living. Within FY 2025, in combination with the onboarding of new staff and the recent launch of the CHD Tenant Rental Handbook, we will also will be launching handbook roundtable discussions, focusing on the topics within the handbook and allowing ample time for questions and answers related to the topics. These efforts are enhanced with the continued community outreach from Community Involvement Coordinators at CHD's Flying Leaf and Three Sisters community buildings.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

CHD will continue to collaborate with other divisions to enhance training opportunities. Community Outreach continues to plan activities with Alexis Woelfel on community events.

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Photos (optional):

