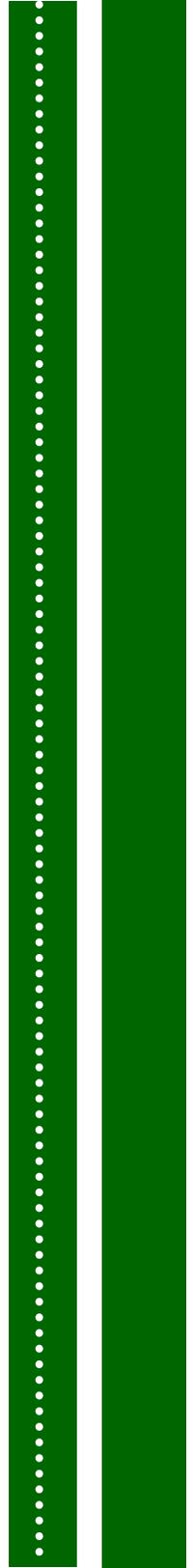




GREENSBORO HOUSING AUTHORITY



**2012 ANNUAL
REPORT**

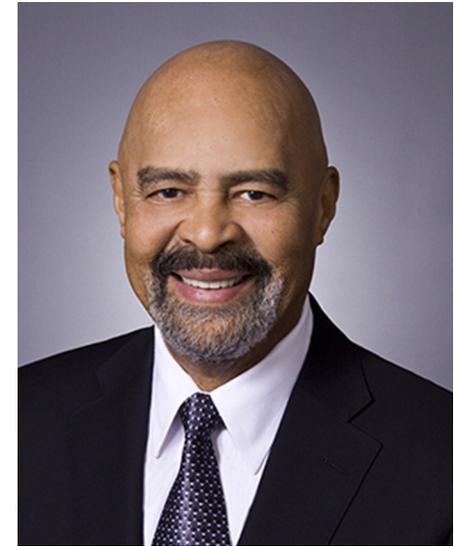


Leadership Message

2012 was a year of uncertainty for many of us; with the housing crisis making affordable housing harder to find and equally harder to provide for our citizens. Cuts in subsidies and fees caused housing authorities throughout the nation to tighten budgets and spend reserves that were held for future needs. Through the changing landscape of the housing market, Greensboro Housing Authority has continued to provide needed housing and services to low-income, elderly and disabled families in our community.

Throughout this challenging year, Greensboro Housing Authority (GHA) continued to excel in meeting our mission to provide safe, quality, affordable housing to low income families, elderly, and the disabled in the Greensboro community; to maintain a secure community environment; and to encourage personal responsibility and upward mobility of residents while maintaining the fiscal integrity of the agency. Working with our partners, GHA staff delivered services to improve the lives of our residents. In addition to providing and maintaining affordable housing for nearly 13,000 Greensboro citizens, GHA staff provided emergency assistance for 312 clients; the Summer Lunch Nutrition Program to 278 children; scholarships to summer camps, tennis, golf, youth meetings, art and basketball for our youth; homeownership to nine families; vouchers for homeless veterans and chronically homeless families; 225 credit counseling sessions; 700 referrals through the Family Self Sufficiency Program; and served 80 people in supportive services and counseling. The focus of our Annual Report this year is on our residents and some the programs offered to them.

We are proud of the work we do, the services we give and the people we help to achieve upward mobility.



Otis Wilson, Chairman
Board of Commissioners



Tina Akers Brown,
Chief Executive Officer



Services provided by Greensboro Housing Authority in FY 2012

- ◆ Management of 19 housing communities with 2,203 apartments throughout Greensboro
- ◆ Management and distribution of 3,537 housing vouchers to Greensboro citizens
- ◆ Housing for 12,792 individuals
- ◆ Resident services, including resident councils, youth, senior, and family self-sufficiency programs, Police Neighborhood Resource Centers and computer labs, to all Greensboro Housing Authority clients.

Greensboro Housing Authority (GHA) was established in 1941 to address the housing needs of low-income families in Greensboro, NC. Today, GHA continues to provide quality housing and services to low-income, elderly and disabled citizens living in our city.



Resident Council

The role of a Resident Council is to improve the quality of life, increase resident satisfaction and to participate in self-help initiatives that enable residents to create a positive environment for families living in public housing.

The purpose of the Resident Council is to:

- ◆ Promote programs which will provide improved educational, recreational and social service opportunities
- ◆ Expand resident participation opportunities for public housing residents
- ◆ Represent legitimate concerns of community to housing authority management
- ◆ Provide input to housing authority management and the Department of Housing and Urban Development (HUD) on policy matters affecting residents
- ◆ Inform residents of their rights and responsibilities under existing federal, state and local laws
- ◆ Work cooperatively with housing authority management and HUD on matters of mutual self-interest



Resident Programming

Encouraging personal responsibility and upward mobility of residents remains an important mission for Greensboro Housing Authority (GHA). By working with service and educational agencies throughout Greensboro and seeking grant funding from federal, state and local sources, GHA strives to assist residents in developing the skills needed to make a better life for themselves and their families.



Resident programs available to public housing and Housing Choice Voucher Program participants include:

- ◆ Resident Councils
- ◆ Youth Programs
- ◆ Senior Programs
- ◆ Family Self-Sufficiency
- ◆ Police Neighborhood Resource Centers
- ◆ Computer Labs



Youth Activities



Youth living in our public housing communities and supported through our Housing Choice Voucher Program receive a wide array of services to promote physical, emotional and educational growth. Services in 2012 included:

- ◆ Art
- ◆ Golf
- ◆ Basketball
- ◆ Cheerleading
- ◆ Computers
- ◆ Tennis

These programs are made possible through Greensboro Housing Authority staff and partnerships with organizations such as:

- ◆ The First Tee of the Triad
- ◆ The Boys & Girls Club
- ◆ Public Housing State Athletic Conference
- ◆ Thriving @ 3
- ◆ Girl Scouts
- ◆ Boy Scouts



Senior Activities

In addition to case management services provided by Greensboro Housing Authority staff to meet the social service needs of elderly residents, Greensboro Housing Authority's three senior communities enjoy:

- ◆ Exercise classes
- ◆ Health and wellness programs
- ◆ Field trips
- ◆ Entertainment
- ◆ Craft classes
- ◆ Lunch programs
- ◆ Connected Living Computer Classes



Greensboro Housing Authority, in partnership with UNC-Greensboro School of Nursing and Well-Springs, offers on-site Wellness Clinics for residents of Gateway Plaza, Hall Towers and Hampton Homes. These clinics offer health education and referrals to healthcare providers, and monitors blood pressure, heart rate and blood glucose levels.

Family Self Sufficiency

The best route to economic independence is a job that pays a living wage. Greensboro Housing Authority's Family Self-Sufficiency (FSS) Program is designed to assist families in achieving economic independence and self-sufficiency by linking heads of households to a variety of services that enable them to achieve the goals they set for themselves. The voluntary program is open to all families in the Housing Choice Voucher and Public Housing programs. The program provides:

- ◆ Job training, preparation and placement
- ◆ Child care assistance
- ◆ Educational programs (including GED and college degree programs)
- ◆ Application assistance (for job, school and financial assistance)
- ◆ Transportation Assistance
- ◆ Case management
- ◆ Credit and budget counseling
- ◆ Computer training
- ◆ Treatment and counseling for substance abuse
- ◆ Homeownership opportunities



Police Neighborhood Resource Centers

Six of GHA's public housing communities house a Police Neighborhood Resource Center (Hampton Homes, Smith Homes, Claremont Courts, Ray Warren Homes, Hickory Trails, Gateway Plaza). Through a partnership established 23 years ago between the Greensboro Police Department and Greensboro Housing Authority residents, board of commissioners and staff, the safety and wellbeing of GHA residents are protected through:

- ◆ Involvement and sponsorship of activities with PNRC officers and residents
- ◆ PNRC on-site offices managed by residents
- ◆ On-site law enforcement
- ◆ Community policing
- ◆ Bike, foot and car patrols
- ◆ Crime reduction strategies
- ◆ Referrals to needed services
- ◆ Drug prevention, intervention and treatment
- ◆ Neighborhood restoration



Computer Labs



With funding from the US Department of Housing and Urban Development, GHA has established computer labs in Hampton Homes, Smith Homes, Claremont Courts, and Ray Warren Homes. The labs provide open time for use by public housing residents and Housing Choice Voucher participants, in addition to Occupational Technology classes offered through a partnership with Guilford Technical Community College.

In 2012, computer labs were established in two senior communities, Hall Towers and Stoneridge, for GHA's senior residents. Residents were taught computer basics through a partnership with Connected Living, a program that provides training, interactive activities and learning opportunities with social networking software designed specifically for seniors. In January 2013, thirty seniors received recognition and diplomas for completion of a beginners computer class at GHA's first Connected Living graduation ceremony.



Awards and Accomplishments

2012 brought Greensboro Housing Authority recognition, new acquisitions and new programs for residents. These accomplishments include:

- ◆ Awarded an Outstanding Single Project Award for Claremont Courts from Greensboro Beautiful, Inc.
- ◆ Received the National Award of Merit for Project Innovation & Construction for the Stoneridge Community by the National Association of Housing and Redevelopment Officials
- ◆ Earned the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association for the eighth year in a row
- ◆ Earned High Performer ratings from the US Department of Housing and Urban Development in the public housing assessment system and section eight management assessment program
- ◆ Acquired an 18.13-acre site with the capacity of supporting a mixed-income community of 191 townhomes
- ◆ Celebrated the grand opening of the newly renovated Claremont Courts
- ◆ Held our first Father's Day Celebration at Ray Warren Homes
- ◆ Held our first Housing America Month Celebration at the Greensboro Cultural Center, displaying posters depicting "What Home Means to Me" by children in our communities
- ◆ Established a health and wellness program for Greensboro Housing Authority staff



Awards and Accomplishments

- ◆ Prepared the FY2013 budget under the constraints of record decreases in operating subsidies
- ◆ Obligated over \$6 million in excess reserves for community capital improvements
- ◆ Responsibly managed over \$28 million in governmental grants and subsidies
- ◆ Implemented recycling programs in all GHA communities
- ◆ Installed new computer labs in GHA communities
- ◆ Held fair housing, customer service and harassment training for all GHA employees
- ◆ Served as a training site for the National Association of Housing and Redevelopment Officials
- ◆ Implemented Connected Living programs at two senior communities - Stoneridge and Hall Towers
- ◆ Redesigned GHA's website at www.gha-nc.org
- ◆ Developed and deployed a new intranet site for GHA employees
- ◆ Implemented a new pay for performance system for GHA employees



**Combined Statement of Net Assets
Fiscal Year Ended June 30, 2012**

Assets

| | |
|-----------------------------------|-----------------------------|
| Cash and Investments | \$ 15,304,308 |
| Accounts Receivable, Net | 715,002 |
| Prepaid Expenses and Other Assets | 728,174 |
| Restricted Assets | 5,640,070 |
| Capital Assets | 64,159,660 |
| Non-Current Assets | <u>10,331,766</u> |
| Total Assets | <u>\$ 96,878,980</u> |

Liabilities

| | |
|--------------------------------|--------------------------|
| Accounts Payable | \$ 480,182 |
| Current Portion Long-Term Debt | 979,112 |
| Accrued Liabilities | 349,691 |
| Tenant Security Deposits | 701,059 |
| Other Current Liabilities | 494,484 |
| Non-Current Liabilities | <u>16,619,222</u> |
| Total Liabilities | <u>19,623,750</u> |

Net Assets

| | |
|--|-----------------------------|
| Investment in Capital Assets-Net of Related Debt | 47,843,961 |
| Restricted Net Assets | 4,939,010 |
| Unrestricted Net Assets | <u>24,472,259</u> |
| Total Net Assets | <u>77,255,230</u> |
| Total Liabilities and Net Assets | <u>\$ 96,878,980</u> |

**Combined Statement of Revenue and Expenses
Fiscal Year Ended June 30, 2012**

Operating Revenue

| | |
|---------------------------------|-----------------------------|
| Tenant Revenue | \$ 2,798,550 |
| Governmental Grants and Subsidy | 28,499,080 |
| Other Income | <u>1,582,024</u> |
| Total Operating Revenue | <u>\$ 32,879,654</u> |

Operating Expense

| | |
|--------------------------------|-----------------------------|
| Administrative | \$ 6,158,414 |
| Tenant Services | 687,568 |
| Utilities | 1,258,584 |
| Maintenance and Operations | 5,989,695 |
| Protective Services | 352,440 |
| General Expense | 1,498,152 |
| Housing Assistance Payments | 17,718,464 |
| Depreciation | <u>4,736,768</u> |
| Total Operating Expense | <u>\$ 38,400,085</u> |

Operating Loss \$ **(5,520,431)***

Non-Operating Revenue (Expenses)

| | |
|---|-------------------------|
| Gain on Sale of Assets | \$ 8,886 |
| Investment Income | 676,354 |
| Interest Expense | <u>(647,359)</u> |
| Total Non-Operating Revenue (Expenses) | <u>\$ 37,881</u> |

Governmental Grants-Capital

\$ 3,012,346

Net Income

\$ (2,470,204)

*Operating loss for FY12 is a result of decreased funding in Housing Choice Voucher program fees and administration fees due to lower appropriations by Congress. Additionally, operating subsidies were reduced as the US Department of Housing and Urban Development mandated public housing authorities to spend their cash reserves or lose them, we elected to spend them.

1941 - 2012



**Greensboro
Housing Authority**

*Over 70 Years of Excellence
in Affordable Housing*

www.gha-nc.org

The Mission of the Greensboro Housing Authority

The mission of the Greensboro Housing Authority is to provide safe, quality, affordable housing to low income families, elderly, and the disabled in the Greensboro community; to maintain a secure community environment; and to encourage personal responsibility and upward mobility of residents while maintaining the fiscal integrity of the agency.

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