

Performer Community Employees & Residents
Leadership Guidance Helping Hand Capital Improve
Achievements Housing & Development Performer
Opportunity Performance Housing Initiatives Goals
Capital Improvements Residents

Creating Change for Greater Impact

Providing Housing, Community and Opportunity

Community Guidance Helping Hand
Housing Initiatives Community Partners
Employees & Residents Leadership Performer
Capital Improvements Guidance Performance
Opportunity Residents
Achievements



2019-2021 Performance Report



CEO Message

Creating Change for Greater Impact

The last few years of operation for Monroe Housing Authority (MHA) have been full of exciting change and accomplishment. With growing capital improvement needs and reduced funding, it was imperative for MHA to creatively develop a plan of action to ensure preservation of assets, while also investing in the families we serve. In this context, in 2018, MHA developed plans to embark upon a re-positioning initiative that included exiting the Public Housing program and enhancing our Voucher Program.

RAD-PBV Conversions

These initiatives are currently coming to fruition. We have successfully converted 33 units of Public Housing to RAD-PBV (Project-Based Vouchers). In February 2022, we submitted our application to convert the remaining 173 units of Public Housing to Project-Based Vouchers (PBV) through Streamline Voluntary Conversion. These repositioning efforts are designed to allow our residents housing choice, provide interior and exterior upgrades that will preserve and enhance the quality of units in each community, and increase our potential revenue position.

HCV / Mainstream Vouchers

In addition to our current 318 Housing Choice Voucher allocation, in 2019, we were awarded 39 Mainstream Vouchers. Mainstream Vouchers provide housing assistance payments to non-elderly persons with disabilities. Mainstream Voucher recipients rent from private owners in the community.

ROSS Achievements

MHA consistently prioritizes investing in families. In 2019, we were awarded the ROSS-Service Coordinator Grant. ROSS is the acronym for Resident Opportunities and Self-Sufficiency. This grant provides funds for MHA to hire a coordinator to work specifically with our Public Housing families in setting goals, accessing services and programs, job search, education, connecting seniors with services, and initiatives that promote self-sufficiency. Our Service Coordinator provide these services to our seniors as well as families.



Anna McRae
Chief Executive Officer



Serving the City of
Monroe & Union County,
North Carolina

\$1.5 Million YouthBuild Grant

2020, afforded the opportunity to partner with Grace-Mar Services, Inc. to receive a \$1.5 million-dollar YouthBuild grant awarded through the Department of Labor. YouthBuild is a community-based pre-apprenticeship program that provides job training and educational opportunities for at-risk youth ages 16-24 who have previously dropped out of high school.

The pandemic presented challenges that required creativity, adaptability, and resilience. Our caring and competent staff rose to the occasion with professionalism and compassion for the families we serve. MHA provided each household supply packages containing masks, gloves, hand sanitizer, disinfectant, and paper goods. We partnered with our community healthcare providers who conducted corona virus testing in each MHA community.

Tax-Exempt Housing Revenue Bonds

As a leader and innovator in the affordable housing industry, MHA acts as a conduit issuer of multifamily tax-exempt housing revenue bonds. In 2021, we provided bond financing in the amount of \$14 million dollars supporting 100 units.

These are a few examples of programs and services MHA has incorporated to assist in providing positive change for families in our communities. MHA is committed to investing in initiatives that maintain safe quality affordable housing, vibrant healthy communities, as well as opportunities and partnerships that foster upward mobility for our families.

Leadership

Board of Commissioners/Board of Directors

Fannie Young, Chairperson
Hilda Jones, Vice-Chairperson
James Mungo, Commissioner
Monique Holt, Commissioner
James Vinson, Commissioner
 Vacant
 Vacant

MHA Current Staff

Monique Stanback, Deputy Director
Donyelle Coalson, Accounting Manager
April Denson, Property Manager
Monica Davis, HCV Program Manager
Sharon Perkins, HCV Specialist
Calvin Davis, HCV Inspector
Catherine Hancock, PBV Specialist
Nyasia Folk, Administrative Assistant
Damon Leggett, Maintenance Supervisor
Rodney Bowen, HVAC/Lead Maintenance Technician
Ricardo McClain, Maintenance Technician
 ROSS-SC

H·I·G·H
 Housing • Initiatives
 Guidance • Helping Hand
PERFORMER

Monroe Housing Authority administers the tenant-based Housing Choice Voucher Program (HCV) and the Mainstream Program for individuals under 62 and disabled, for the City of Monroe and Union County. Under this program, vouchers are issued to tenants who locate and rent privately owned homes in the community. Owners who lease units under the HCV Program receive a monthly Housing Assistance Payment (HAP) from HUD through Monroe Housing Authority.

Financials

Financial Viability

Net Position



Asset Value



Capital Fund Grant Program



Program Financial Profile

	PH Operating Subsidy	Tenants Rents
2019	\$1,225,411	\$402,909
2020	\$1,334,448	\$395,498
2021	\$1,967,193	\$380,390

HCV Budget Allocation	
2019	\$2,463,171
2020	\$2,653,821
2021	\$2,742,271

Housing Assistance Payments to Landlords

	2019	2020	2021
Annually	\$1,890,252	\$2,142,422	\$1,990,012
Average Monthly	\$163,081	\$185,187	\$197,637

Utility Assistance Payments to HCV Participants (to assist with the costs of paying utility bills)

	2019	2020	2021
Annually	\$78,028	\$76,238	\$86,704
Average Monthly	\$6,943	\$8,334	\$9,062

Average Total Dollars Reinvested Annually in Monroe, Union County

\$2,767,577

Statistics

Public Housing & Housing Choice Vouchers

Resident Profile: PH (Average)



Resident Profile: HCV (Average)



MHA PH Program consists of **206** units

4 Located in developments

Grace Gardens **83** units
Serenity Place **44** units

Willow Oaks **46** units
West Ridge* **33** units

* Transitioned to RAD-PBV August 2021



YouthBuild Partnership

with Grace-Mar Services, Inc Awarded \$1.5 Million Grant

Monroe Housing Authority in partnership with Grace-Mar Services, Inc, was awarded a YouthBuild Grant in the amount of \$1.5 million dollars. YouthBuild is a community-based pre-apprenticeship program that provides job

training and educational opportunities for at-risk youth ages 16-24 who have previously dropped out of high school.




ROSS Events

& Community Partners

To Participate in the ROSS Program visit:
<https://www.monroehousing-nc.com/ross-assessment>



MARCH 2022
ROSS partnered with The Pass Through Store who offers households free clothing and essential items. They also delivered care packages to our elderly/disabled residents.

JULY 2021 
Union County Public Schools partnered with ROSS to bring the Mobile Book Bus to the communities.

JUNE 2021
Resourceful Healthcare began offering the MHA communities the COVID-19 vaccine for free.



DEC 2020
ROSS teamed up with Wayne Morgan, a landlord in Union County. His family raised enough to purchase food for 10 families.

OCT 2020
ROSS organized an early voters registration event for the MHA communities.

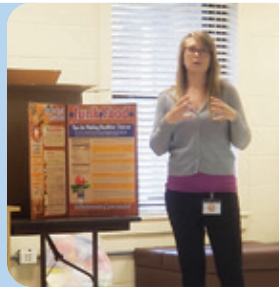


SEPT 2020
Family Dental Van parked outside our communities to make services more available.



SEPT 2020
ROSS partnered with Resourceful Healthcare to administer COVID-19 Testing.

MARCH 2022
ROSS organized a Healthy Eats Event in honor of National Nutrition Month, a nutritionist from the Union County Human Services department was able to share tips, valuable information and also answer everyone's questions.

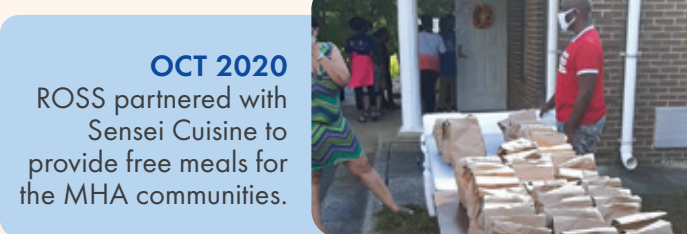


FEB 2022
ROSS organized Walking Hearts which brings awareness to heart disease.

MAY 2021
Grace-Mar held an informational of the educational program YouthBuild to the communities of MHA.



FEB 2021
Elizabeth Missionary Baptist Church hosted a Food Box Event in which included produce and nonperishable items.



OCT 2020
ROSS partnered with Sensei Cuisine to provide free meals for the MHA communities.



FEB 2020
MHA received \$239,250 Grant.

RAD & PBV

What is RAD?

The Rental Assistance Demonstration (RAD) is a program of the Department of Housing and Urban Development (HUD) that seeks to preserve affordable housing. Public housing across the country needs more than \$26 billion in repairs and many public housing agencies (PHAs) do not have enough money to keep units in good condition. RAD provides PHAs a way to stabilize, rehabilitate, or replace properties.

West Ridge - Rental Assistance Demonstration/Project Based-Vouchers

Focusing on our mission and commitment to positive and progressive change, we re-positioned all 33 units at West Ridge to RAD and completed renovations.

Unit improvements at West Ridge included: new energy-saving stainless steel kitchen appliances, new LVT wood-look flooring throughout, new wood baseboards, new light fixtures throughout, new 2-inch faux wood blinds throughout, new six-panel wood interior doors, new bathroom fixtures, freshly painted interior walls, installation of electric dryer hook-ups, new exterior front doors, exterior shutters, and new porch columns that enhance curb appeal.

Site improvements included new dumpster surrounds, removal of clotheslines, as well as re-paved and re-stripped parking lots. We installed carbon monoxide/smoke detectors in all 206 units.

1200 Boyte Exterior Side (new columns)



Creating Greater Impact by Investing in Our Communities

Monroe Housing Authority (MHA) used HUD's Rental Assistance Demonstration (RAD) to transition one of its public housing developments to Project-Based Vouchers (PBV). RAD is a cost-neutral demonstration that leverages public and private debt and equity to recapitalize HUD assisted affordable housing properties. Through RAD, MHA renovated existing buildings and units to include our administrative building and our West Ridge units.

PBV (Project-Based Vouchers)

Monroe Housing Authority is in the process of transitioning their remaining 173 units of Public Housing located at Serenity Place, Willow Oaks and Grace Gardens to Project-Based Vouchers (PBV) under Streamlined Voluntary Conversion. Streamlined Voluntary Conversion (SVC) refers to a Public Housing Authority's ability to voluntarily decide to remove their public housing units from a public housing Annual Contributions Contract (ACC), exiting the Public Housing Program.



Bathroom Before & After



Hall Before & After



Kitchen Before & After



Administrative Office

Improved work spaces improve productivity. With this goal, our Administrative Offices were renovated for better workflow as well as creating a more welcoming lobby for our Residents.

This project included renovating and adding to our administrative office. The administrative building improvements included:

- the addition of an executive wing
- upgraded heating and air system
- upgraded security system
- new LVT wood-look flooring
- new roofing

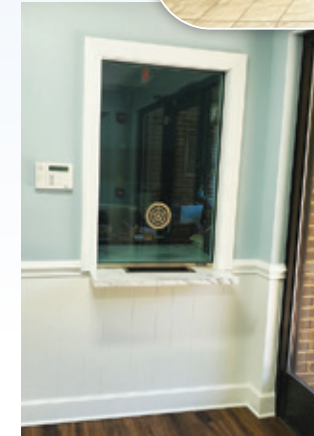
We also installed carbon monoxide/smoke detectors in all 206 units.



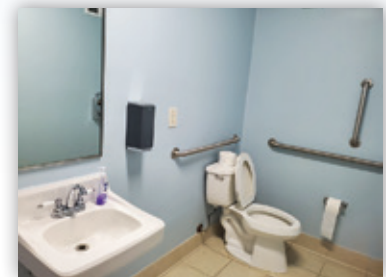
Front Office Before & After



Conference Room Before & After



New Lobby Window & After-Hours Dropbox



New Lobby Handicap Accessible Bathroom

MHA Marketing & Rebranding



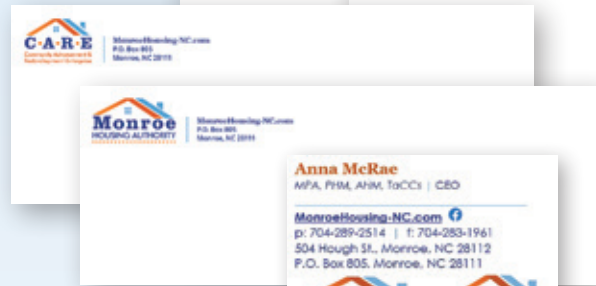
New Logo Brands for HA and Nonprofit



Business Cards



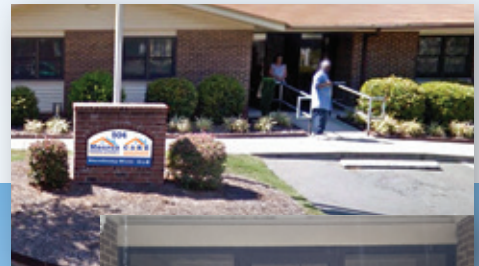
Digital Letterhead & #10 Envelope Templates



Email Signature



Exterior Signage



Responsive Website with Custom Online Forms MonroeHousing-NC.com

- Responsive Website adjusts for best viewing on desktop, laptop, tablet & smartphone
- Agency staff can maintain website content, adding news updates, events, and unlimited pages of information & photos
- Latest News and Calendar Events feed to home page
- Pay Online, Apply Online, Landlord and Tenant Portals improves services to Residents & Applicants
- Custom Form Builder Module - Staff can create forms with multiple data fields and end-to-end data encryption



Providing Housing, Community and Opportunity

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