

Residents Relationships Rehabilitation

A N N U A L R E P O R T January \rightarrow December 2023







Executive Director's Message

In 2023, the rate of inflation cooled significantly, the labor market created over 2.7 million jobs, unemployment remained relatively low at 3.7%, there were slight gains in wages, consumer spending was up, mortgage rates remained high, and sales of existing homes were low.

While we recognize that this past year may have been challenging for some, many were able to reach goals that previously were thought to be unattainable. The Authority celebrated our Residents obtaining employment, completing certificate programs, securing affordable childcare, and other much needed supportive services on their journey toward self-sufficiency. In addition, at least one Resident transitioned from public housing into homeownership with many more preparing to begin their own journey.

Rock Hill Housing Authority continued to:

- Provide needed supportive services to Residents
- Foster existing relationships
- Acquire new Partners
- Rehabilitate its housing stock, and
- Develop plans to increase the affordable housing stock in the community

Residents and Program Participants

In 2023, 115 Residents enrolled in the Jobs Plus

Program in its second year. Seventy-two percent (72%) of the program participants were employed at least twenty (20) hours per week. These families made a commitment to pursue self-sufficiency and the Authority committed to providing these families with the supportive services needed for their success.

The Authority's ROSS Program enrolled twentythree (23) new families into the program in 2023.

The program now totals ninety-four (94) participating families and is expected to grow even more in 2024. Eighty-three percent (83%) of the Resident Opportunities and Self Sufficiency (ROSS) program participants are covered by health insurance, while eighty-one percent (81%) have a primary care physician, and over eighty percent (80%) have been seen by a physician in the last 12 months. Over ninety-one percent (91%) of the participants in the ROSS program saw a slight increase in their wages. In 2023, the average annual income for ROSS participants was \$18,250.24, a figure that is higher than the previous year by over 15%.

During 2023, the Department of Housing and Urban Development (HUD) awarded the Authority with additional resources to assist families in

securing housing. The Authority was awarded nine (9) additional vouchers to assist in efforts to reduce homelessness, and assist survivors of domestic violence, dating violence, sexual assault, or stalking.

Relationships

During 2023, the Authority furthered its relationships with existing state and local agencies, nonprofits, financial institutions, colleges, universities, faithbased organizations, sororities, and many others. These relationships played a critical role in not only preparing workable Residents for employment, but also securing employment for workable Residents.

These relationships resulted in:

- The delivery of food and meals to our seniors
- On-the-job training opportunities
- Financial literacy workshops
- Resumé writing workshops
- Homeownership workshops
- Childcare services
- Legal services
- Home furnishings, and
- Educational opportunities for many of our Residents





Notably, our existing relationship with SC Works

continues to evolve. The Authority's Jobs Plus Program Career Coaches, Jobs Plus Community Coaches and our Resident Opportunities Self-Sufficiency Coordinator continued to make referrals to SC Works. Our Partnership and ongoing relationship with SC Works and its Workforce Innovation and Opportunity Act (WIOA) programs have enabled the Authority to assist youth and workable adults eliminate barriers to employment. These are relationships that really work and are paying big dividends for Residents.

Rehabilitation

During 2023, the Authority began Phase II (Interior Work), the final phase, of the modernization of Keiger Place, a sixty (60) unit public housing

property. Phase II work features installation of new cabinetry, solid surface countertops, laminate vinyl tile (LVT) flooring, new appliances, expanded space in all laundry rooms, tankless water heaters, energy-efficient heating ventilation and cooling systems (HVAC), interior doors and hardware, new light fixtures, and a remodeled bathroom to include installation of vanities. The Authority completed Phase I (Exterior Work) of the modernization in 2023. Phase I of the modernization featured the installation of new roofs, fascia, soffit, energy-efficient windows, entry doors, and storm doors, gutters, downspouts, and splash blocks. The Authority continued with minor renovations at several of its other public housing properties and an elderly property, namely Great Falls and Eastside Homes, respectively. Minor renovations included installation of new kitchen cabinetry and solid surface countertops, new bathroom fixtures and vanity, new interior doors, new light fixtures, LVT flooring, and tankless water heaters, as needed.

Finally, the Authority remains a well-managed and fiscally sound agency. The agency is characterized by excellent Board governance and policymaking, tremendous staff execution, and idea generation and cooperation by our Residents, customers, and business Partners. We look forward to the opportunities that will occur in 2024.

Dewayne Alford Executive Director



Board of Commissioners

The Housing Authority Commission serves as a governing body of RHHA. Six members are appointed by the City Council.

Terry B. Millar Chairman David D. Casey Vice Chairman Commissioners: Daniel Ballou Tammy Gordon Helen McFadden Resident Commissioner: Love Mills-Byrd, PhD

Staff

Dewayne Alford Earl Phillips Bonnie Patton Lynn Hammond Sharon Coleman Lori Lehnhardt Ebony Hopson Danita Cousart Wendy Skinner

Angie Adams Karen Thornburg Owen Phillips

Barbara Anglin-Law Aaliyah Douglas Shayna Anthony April Witherspoon Ariah Massey Krystina Bailey Amirra Orr Rebecca McDougal Mark Caldwell

Executive Director Operations Manager Purchasing Specialist Maintenance Supervisor Grants & Compliance Specialist **Applications Coordinator** Public Housing Asset Manager Public Housing Asset Manager HCV/Section 8 Case Manager -Portability & Special Programs (VASH, Foster Youth, Mainstream) HCV/Section 8 Case Manager HCV/Section 8 Case Manager Resident Services Manager/ **ROSS** Coordinator Senior Jobs Plus Career Coach Jobs Plus Community Coach Jobs Plus Community Coach Jobs Plus Career Coach Jobs Plus Career Coach Accounting Clerk I Accounting Clerk I Maintenance Clerk III Inspector

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UPward Mobility for Staff: Training & Development

Public Housing

During 2023, RHHA staff underwent extensive training to ensure we are meeting the needs of the community we serve.

- Safety Training Topics included:
- Accident Prevention
- Active Shooter
- Bloodborne Pathogens
 - Communication

• OSHA Hazard

Fire Safety

- Emergency Action Plans Personal Protective
- Ergonomics in the Equipment Workplace • Slips, Trips and Falls
- Human Resources Monthly Talking Points
- Cybersecurity Training Safety Training
- Carolinas Council of Housing & Redevelopment & Code Officials (CCHRCO) Workshop/Conference
- Training/Tour of Insurance Institute for Business & Home Safety
- Southeastern Affordable Housing Management Association (SAHMA) Conference
- Scott Accounting & Computer Software (SACS) User's Conference



RHHA Maintenance & Inspection Team toured the Insurance Institute for Business & Home Safety. Continual training is offered to all RHHA staff to reach their full potential & serve our Residents best.

75	600+
que Training	Total Trainin
Sets Staff	Hours
rticipated In	

- Forklift Training
- 2023 National Home Performance **Conference & Trade Show**
- Public Housing Management (PHM) **Certification Training**
- SACS User's Training
- Southeastern Regional Council of National Association of Housing & Redevelopment Officials (SERC-NAHRO) Annual Conference 2023

Professional

Certifications

- Nan McKay & Associates Consultation & Training
- National Standards for the Physical Inspection of Real Estate (NSPIRE) Training RHHA's Maintenance Team, Inspectors, Resident Services Team, Asset Managers, Maintenance Clerk, and Purchasing Specialist participated in a twoday training designed to familiarize all with HUD's newest inspection protocol, NSPIRE.

NSPIRE contains three inspectable areas: Units, Outside, and Inside; and three categories of deficiencies: Advisory, Moderate Health & Safety, and Severe Health & Safety

All participants passed a certification examination. HUD began implementation of Public Housing Inspections on July 1, 2023. Inspections in the Housing Choice Voucher, Project-Based Vouchers, and Multifamily Housing began on October 1, 2023.

Eastside (Elderly) Homes

Management & Occupancy Review (MOR)

RHHA retained its **SUPERIOR** rating (the highest rating possible) during the performance period. A representative from SC State Housing & Finance Authority performed the MOR and evaluated:

- General Appearance & Security
 Fiscal Management & Procurement
- Follow-Up & Monitoring of Project Inspections, Maintenance • Tenant/Management Relations
- & Standard Operating Procedures General Management Practices
- Leasing & Occupancy

REAC Inspection

On June 24, 2022, Eastside Homes underwent its Real Estate Assessment Center (REAC) inspection. RHHA retained its score of 99/100 possible points during this performance period. The RHHA staff did an excellent job preparing the property for inspection.



INCOME SOURCES



WAITING LIST SUMMARY



NEW ADMISSIONS

Families were admitted to the Public Housing 8 Program from 1/1/2023 - 12/31/2023. Income Range # of Families Percentage 7 **Extremely Low** 87.50% 12.50% Very Low 1 0 0% Low

55.81

HCV

RESIDENT PROFILE (Avg) Head of Annual Household Age Gross Income



HCV PROGRAM AT A GLANCE

\$18,562

HCV Program	# of New Vouchers		
	2021	2022	2023
Regular Tenant- Based Vouchers	0	9	0
HUD VASH 24 Vouchers Total	0	10	0
Foster Youth to Independence 25 Vouchers Total Valued at \$ 157,770	0	0	0
Mainstream 40 Vouchers Total Valued at \$263,621	0	0	0
FAIRSHARE			9

WAITING LIST SUMMARY

Bedrooms	Total	Income Analysis
0	21	Over Low 0%
1	191	1.48%
2	64	Very
3	44	Low 11.83%
4	10	Extremely Low 86.69%
5	8	80.05%

NEW ADMISSIONS

83 Families were admitted to the HCV Program from 1/1/2023 - 12/31/2023.			
Income Range	# of Families	Percentage	
Extremely Low	60	72.29%	
Very Low	23	27.71%	
Low	0	0%	

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ROSS: 2023 Highlights

ROSS: **RESIDENT OPPORTUNITIES &** SELF-SUFFICIENCY PROGRAM

The ROSS Program was awarded to the RHHA in 2020, and is open to Residents of the Rock Hill and Great Falls Public Housing communities who are age 16 and older. The ROSS program connects participants with our community partners and resources that offer supportive services and empowerment activities.

ROSS helps enable participants to:

- Make progress toward economic independence & housing self-sufficiency
- Reduce and/or eliminate the need for government assistance
- Increase earned income

ROSS connects families with services to improve outcomes in the following areas:

- Financial Literacy
- Employment Education
- Health & Wellness

January 12, 2023:

ROSS Service Coordinator Grant HUD selects RHHA for 3-year renewal of its ROSS Grant.

January 23, 2023:

Bingocize

In partnership with Catawba Area Center on Aging, a 10-week program combining bingo with fall prevention exercises.

January 28, 2023:

Financial & Credit Seminar In partnership with The **Blu J Agency**, a credit workshop was attended by over 20 ROSS participants.

February 10, 2023:

ROSS Program: Workforce Innovation & Opportunity Act (WIOA) Orientation Orientation and intake for ROSS participants was performed in partnership with SC Works.

February 27, June 20, August 21 & October 24-25, 2023:

Wellness Benefits Screenings In partnership with Catawba Area Center on Aging, persons 60+ years of age were assessed for the following services: homemaker services, home delivered meals on wheels. State Health Insurance Assistance Program (SHIP).

March 28, 2023:

Catawba Region WIOA Workforce Partners Meetir The Executive Director negotiated a Memorandum of Understanding (MOU) with SC Works for services and office space at the SC Works facility for ROSS and Jobs Plus staff for fiscal year 2022-2024. RHHA' participation affords our ROSS Coordinator with access and the ability to make referrals of ROSS participants and other residents who might benefit from the services offered by SC Works and the Workforce Development Board.

attendees.

April 8, 2023: **3rd Annual** Easter Egg Hunt RHHA sponsored its 3rd Annual Easter Egg hunt for Residents. Despite th weather, face painting an prizes were available to a

April 22, 2023:

Fair Housing Event In partnership with Piedmont Association of Realtors, SC REALTORS, Blu J Agency, Habitat for Humanity, and the City of Rock Hill, the event focused on the fair housing rights of all persons and the various housing programs and resources offered in the community.

Pictured from L to R: Executive Director Dewayne Alford, HUD Secretary Marcia Fudge, and Resident Services Manager/ROSS Coordinator Owen Phillips

OUR COMMUNITY PARTNERS



We Need YOU Interested in becoming a **Community Partner?**

Submit your request today at: RHHA.org/Community-**Partnership-Request**

Community Partnerships - Connecting Humans to Humans

Community Partnerships allow us to provide supportive services to our residents. Our residents may require assistance in areas other than housing, and Community Partnerships allow us to address those needs and move our residents towards selfsufficiency.

We want to ensure that people in our communities are not just connected to services in the community, but that the right resources are delivered to help improve their lives and help them reach their goals.



- Affinity Health Center
- Alston Wilkes Society
- Black Economic Leadership League
- Bloom Realty

City of Rock Hill

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ROSS: 2023 Highlights

ng	May 12, 2023: Rock Hill Opportunity Youth Summit In partnership with the City of Rock Hill and other core partners, the event focused on the costs of disengaged youth and the barriers that they face.
S	May 17, 2023: Senior Healthy Homes Expo In partnership with Habitat for Humanity of York County, the Expo educated and informed Residents of available resources to support safe aging-in-place.
	June 16, 2023: Sickle Cell Awareness Health Fair RHHA's Resident Services team participated in a health fair sponsored by North Central Family Medicine.
e Id	September 15, 2023: 2023 NAHRO Summer Symposium Executive Director Dewayne Alford and Resident Services Manager/ROSS Coordinator Owen Phillips attended the symposium.
all	September 28, 2023: Verizon Enhanced Communities Event Residents enjoyed food, giveaways and music,

and signed up for FREE 5G Home Internet.



OUR COMMUNITY PARTNERS















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• Boys and Girls Club • Carolina Community Actions, Inc • Catawba Area Coalition for the Homeless • Catawba Regional Council of Governments

- City of Rock Hill Police Department
- Clinton College
- Delta Sigma Theta Sorority, Inc.
- Department of Social Services
- Family Promise of York County
- Family Trust Federal Credit Union

RHHA.org

Jobs Plus Program: Highlights

The primary goals for the Jobs Plus Program (JPP) were to increase the enrollment of workable RHHA Residents, increase the frequency of employment related workshops, increase the awareness of available virtual reality technology for job training, and to continue fostering collaborative relationships with our partners.

During the second and third quarters of 2023, the program was successful in filling two Community Coach positions and 2 Career Coach positions, which resulted in a fully staffed status. Throughout 2023, the JPP continued to form strong relationships, adding 5 new collaborative partners: Rock Hill Adult ED. Founders FCU, Staff Zone, Habitat for Humanity, and the City of Rock Hill's Housing Development Corporation. The JPP hosted 23 events in 2023, with 164 attendees.

Financial Literacy and First Time Homeowners Workshops continue to be the most popular events. The program transitioned 41 children from the JPP Childcare Voucher to other funding sources such as DSS, Boy's & Girl's Club, and Headstart. Two residents completed the program - one who

transitioned into Section 8 housing and the other into first time homeownership.

As JPP moves into 2024 with a positive outlook for the future, our focus remains on increased enrollments and employment focused workshops. In December of 2023, the JPP introduced the Focus Group, Talk About It Thursday (TAIT). This Focus Group was implemented by the JPP Community Coaches. As Residents continue their journey toward financial stability and self-sufficiency, Talk About It Thursday offers a forum where program relevant topics are discussed. We have partnered with **The United Way** of York County by joining their Financial Stability Network and will be referring Jobs Plus Participants to their Power Drive Savings Program that will match up to \$2,000 of money saved by participants. Financial Coaching, Case Management, Community Resources, Motivation Coaching, & Engagement Incentives will be offered as well through this program. In the first three months of 2024. 17 Residents have enrolled in the JPP. As we advance into 2024, we look forward to an innovative year. The JPP has many exciting events planned on topics such as Financial Literacy, Budgeting, Childcare, Homeownership, and more.



Six Job Fairs

In partnership with Staff Zone and Pathways, held at various locations.

Monthly:

Jobs Plus Program Progress Meetings Monthly meetings with the assigned HUD representative to update, discuss and strategize RHHA's implementation of the Jobs Plus Grant.

Monthly:

Jobs Plus Program Planning Meeting A monthly program planning committee meeting with partners including United Way of York County, SC Works, York County First Steps, City of Rock Hill Human Resources, and Boys & Girls Club.

February 16 & September 21, 2023: Homeownership, Credit & Budgeting Workshop In partnership with Founders Federal Credit Union.

March 27, July 17, & August 23, 2023: Financial Capability Workshop In partnership with Habitat for Humanity for

participants interested in Habitat's Homebuyer Program. September 20, 2023: SC Works Virtual Reality (VR) Job Simulation May 6, 2023: In partnership with **SC Works**, residents Neighborhood Symposium were able to try the VR Certification Workshops covering topics of leadership, community Programs offered by the WIOA program. engagement, housing, and economic development.

September 19, 2023:

Childcare Overview & Options Workshop In partnership with York County First Steps and Boys & Girls Club of York County.

OUR COMMUNITY PARTNERS



- Rock Hill School District 3

OUR COMMUNITY PARTNERS



HUD High Performer 8

Residents • Relationships • Rehabilitation -**Jobs Plus Program: Highlights**

September 28, 2023: First-Time Homebuyers Workshop In partnership with **Housing Development Corporation - Rock Hill.**

October 18 & November 15, 2023: Pre-Employment Workshop **Delta Sigma Theta Sorority, Inc.** partnered for an interview preparation workshop.

November 1, 2023 - January 24, 2024: **NCDA Facilitating Career Development** Training with Dr. Linda D. Woodard Two Career Coaches completed the 120-hour training course and became eligible to apply for certifications as a Global Career Development Facilitator and as a Certified Career Services Provider.

June 29, 2023: Summertime Meet and Greet The JPP hosted an in-person tabling event. Over eight partners attended to showcase their services to the residents of RHHA.

November 8, 2023: **Pre-Holiday Celebration** In a cook-out style partnership with Love 'N' Cherish, residents were able to get food boxes, toys, baby formula and much more to prepare for the Holidays.

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Rehabilitation

• 24-Hour Business

Pool & Playground

Center for Residents

REDUCING RADON IN ROCK HILL

On June 30, 2022, RHHA was awarded a \$600,000 grant by HUD with the purpose to provide RHHA the funds to conduct testing and mitigation of radon in units and to support the development of a plan for future testing and mitigation. RHHA is one of nine housing authorities in the nation to receive the grant and the only one in South Carolina.

In April 2023, RHHA's Executive Director and Maintenance Supervisor attended the 2023 National Home Performance **Conference** in Seattle, Washington, as required by HUD of all RADON Testing and Mitigation grantees. The conference featured an Affordable Housing and Multifamily track with workshops that focused on energy efficiency, climate, decarbonization, and building partnerships in affordable, low-income, and underserved communities.

Radon testing was performed across the RHHA portfolio, totaling 464 units and six administrative buildings within Radon Zone 2 - moderate probability of increased radon exposure levels – and Zone 3 – low probability of increased radon exposure. Testing was performed in accordance with the ANSI-AARST Protocol for Conducting **Radon and Radon Decay Product Measurements in** Multifamily Buildings (ANSI-AARST MAMF-2017).

How Radon Can Enter Your Home:

- Cracks in Solid Floors
- Construction Joints
- Cracks in Walls
- Cavities Inside Walls Gaps in Suspended Floors
 Water Supply

Pipes

• Gaps Around Service





Dominion Due Diligence Group provided the technical guidance, coordination, and testing of the radon mitigation process for RHHA.



• **Retesting** all mitigated units/areas every 2 years

Protect Environmental coordinated all pilot test and mitigation activities with RHHA, providing dates they needed to access the sites/units so proper notice for

occupied units could be made.

Work Included: Bathroom Renovations:

Tubs, Toilets, Fixtures, Grab Bars, Walls, Floors

Modernization/Renovations

- Kitchen Renovations: New Cabinets, Countertops, Floors
- Drywall Repairs
- Complete Painting
- New Floors/Floor Repairs Interior & Exterior Doors, Screen Doors

New Appliances

Sweetbay Terrace (Magnolia Terrace)

Bond Financing Requested: \$19,100,000

• 1, 2 & 3 Bedroom Units • Laundry Room

Developer: Greenway Residential Development, LLC

Resident Demographic: Families at or below 60%

New Construction Units: 156

of Area Median Income (AMI)

Community Room &

Amenities:

Kitchen

• Fitness Facility

• Replacement of Light Fixtures & Bulbs, Other Items

Keiger Place Apartment Renovation Phase I (Exterior) RHHA closed out Phase I of the project, followed by a payment reconciliation conducted with Champion Services' to return the payment bond for \$49,592, and a final payment of \$58,088, for a total of \$107,680. Warranty and product information has been provided by Champion Services.

Work Included Replacement of:

- Roofing
- Windows Exterior Doors • Shutters
- Storm Doors
- Downspouts
- Splash Blocks
- - Gutters



HUD High Performer

CHCDC

Carolina Housing &

Community Development

Ongoing Testing & Mitigation

the following requirements:

The Operation, Maintenance, and Monitoring Plan

(OM&MP) will be implemented at each site with

• Fully Retesting all 7 mitigated properties every 5 years

HUD HOME DISCOUNT SALES

The Atlanta Homeownership Center approved the Carolina Housing & Community Development Corporation (CHCDC) as a nonprofit agency to Purchase HUD Real Estate-Owned (REO) properties at a discount within its geographical area.

• Periodic Inspections of systems by maintenance personnel

RHHA may purchase up to three HUD properties at any time to renovate and resell to first-time homebuyers. All REO properties purchased at a discount by an approved nonprofit must be sold to homebuyers who intend to occupy the property as their principal residence, and who are at or below 115% of median income in the area when adjusted for family size.

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Development



MULTIFAMILY TAX EXEMPT BOND FINANCING

The Park at Wilkerson

New Construction Units: 136 Bond Financing Requested: \$25,000,000 **Developer:** KCG Development, LLC Resident Demographic: Seniors 55+ Amenities:

- Movie/Theater Room
 Dining Room
- Library/Reading Room Wellness Center
- Meeting Rooms
- Laundry Facility

- Arts & Crafts
- Resident Gardening Area

CAPITAL FUND PROGRAM HIGHLIGHTS

Staff continued the modernization of public housing properties. Work is done as needed when a unit becomes vacant.

> HVAC Replacement • Water Heater Replacement

CHCDC: Great Falls Apartment Renovation (16A-7)

On April 14, 2023, the Executive Director submitted documentation for the compliance monitoring for the Great Falls renovation project. All documentation was received by the Federal Home Loan Bank and was determined to be acceptable and approved.



CAPITAL IMPROVEMENTS

Project	Amount
Keiger Place Rehabilitation Phase II	\$292,548
JM Cope (Keiger Rehabilitation Phase II)	\$2,647,157
Champion Services (Electrical Projects)	\$200
Project	Amount
Global Worx Services (Painting Projects)	\$1,250
Hughes Flooring	\$3,501
Mechanical/Electrical/ Plumbing (MEP)	\$33,292
Total	\$2,977,948

Financials

FINANCIAL VIABILITY



FINANCIAL HIGHLIGHTS *Unaudited and subject to year-end adjustments.

Program	End of FY2023 Surplus	Comments
The Public Housing (Conventional) Program	\$ 762,029 *	
Section 8 New Construction (Eastside Elderly)	\$ 311,765 *	Exceeded Projected Amount of \$14,600
Carolina Housing & Community Development Corporation (CHCDC)	\$380,765*	Exceeded Projected Amount of \$15,700
The Authority Account (Chestnut and Crosby)	\$ 180,141 *	Exceeded Projected Amount of \$3,000
The Housing Choice Voucher (Section 8) Program	\$153,275	Due to highly efficient administrative operations
Received audit report for fiscal year end (FYE) 2022 with NO FINDINGS .		

INVESTMENT ACCOUNTS

U.S Treasury Bond Opening Deposit \$1.000.000

Performance Period \$20,538 (net of fees)

Money Market **Opening Deposit** \$200.000

Income Generated During Income Generated During **Performance Period** \$84.27

MASC SETOFF DEBT COLLECTION PROGRAM

RHHA collected \$2,562.63 from its debtors during this performance period. RHHA submits a list of delinquent debtors/claims to the Municipal Association of South Carolina (MASC) who then forwards the list to the South Carolina Department of Revenue (DOR). DOR then matches the claims list with the refunds due to taxpayers.

Our Mission

The Housing Authority of Rock Hill's (RHHA) mission is to provide safe, decent and sanitary housing conditions for very low-income families and to manage resources efficiently. RHHA promotes personal, economic and social upward mobility to provide families the opportunity to make the transition from subsidized to non-subsidized housing.









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