



Charlotte Housing Authority

Building Community, People & Partnerships

2009-2010 Report of Achievement

It's About Community





Monique Anderson is a graduate of the Charlotte Housing Authority's (CHA) family self-sufficiency initiatives through the Section 8 program. She is the proud mother of a beautiful, 14 year old daughter. Through the program she was able to address and resolve credit issues, obtain an Associate Degree in business from Central Piedmont Community College (CPC), and become a homeowner through Habitat for Humanity. She is currently employed as a Business Process Lead for the City of Charlotte's 311 Division. According to Ms. Anderson, the program has not only helped her become self-reliant but it has also helped build her self-esteem. When asked what is next for her? *The Sky is the Limit!*

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MISSION

The Charlotte Housing Authority's mission is to lead, develop, and execute community-wide strategies that meet the broad range of housing needs for families who cannot otherwise attain conventional housing.

In the 2009-2010 Fiscal Year, the Charlotte Housing Authority (CHA) continued its journey testing innovative approaches to local housing and policy issues through the U.S. Department of Housing and Urban Development's Moving To Work (MTW) program, locally known as *Moving Forward*.

Moving Forward is designed to improve housing and support services for current clients. By pursuing partnerships with key agencies, CHA will provide

services and give clients the resources they need to become self-reliant and no longer need CHA assistance.

This will enable CHA to provide housing opportunities for other families in need. Additionally, CHA is partnering with supportive housing providers to increase housing choices for low-income families. The *Moving Forward* initiative also enables CHA to streamline operations in order to become more efficient and achieve cost savings where possible.



Moving Forward Accomplishments 2009-2010:

- Acquisition of 343 Additional Units for Low-Income Families in FY10
- Leveraged Funding and Resources for 108 Additional Units for Persons with Disabilities, Special Needs or the Homeless
- Decrease of 19% in Criminal Incidents at CHA Managed Sites
- Engagement of Families in Comprehensive Case Management
- Partnership with Communities in Schools to Provide Dropout Prevention Services for Targeted CHA Youth

Moving Forward Measures

CHA will track the success of the *Moving Forward* initiatives by measuring the following:

- The Employment Rate for Able-Bodied Heads of Households and Other Family Members
- The Number of Family Members in Training and/or Education Programs
- The Increase in Income of Families (excluding seniors and disabled families)
- The Amount of Funds Leveraged in the Community for Production of Affordable Housing and the Provision of Supportive Services
- The Number of Children who Enter Post Secondary Education
- Increase in the Number of CHA Students that Enter the Charlotte Housing Authority Scholarship Fund (CHASF)
- The Number of Housing Units in Mixed-Income Environments
- The Distribution of Housing Units and Housing Opportunities

City Council



Anthony Foxx
MAYOR



Patrick Cannon
MAYOR PRO TEM



Jason Burgess
AT LARGE



David Howard
AT LARGE



Edwin Peacock
AT LARGE



Patsy Kinsey
DISTRICT 1



James Mitchell, Jr.
DISTRICT 2



Warren Turner
DISTRICT 3



Michael Barnes
DISTRICT 4



Nancy Carter
DISTRICT 5



Andy Dulin
DISTRICT 6



Warren Cooksey
DISTRICT 7

Charlotte Housing Authority Board



Joel D. Ford
CHAIR



Will Miller
VICE-CHAIR



Benjamin Hill
COMMISSIONER



David Jones
COMMISSIONER



Rodney Moore
COMMISSIONER



Lucille Puckett
COMMISSIONER



Geraldine Sumter
COMMISSIONER

The City of Charlotte Housing Authority Board of Commissioners is a seven (7) member board appointed by the Charlotte City Council; two (2) appointed directly by the Mayor and five (5) appointed by other members of Council. At least one (1) member must be a resident of assisted (low-income) housing.

Commissioners serve staggering three year terms and, as the governing body, set policies regulating the operations of CHA and charting the direction of current and future programs. Commissioners ensure that CHA operates within the law and according to the U.S. Department of Housing and Urban Development (HUD) regulation. Board action is affected by adoption of resolutions approving or authorizing the Chief Executive Officer or his designee to implement policy and/or conduct business.

Letter From The Mayor



Charlotte is a vibrant city with excellent education opportunities, beautiful parks and recreation facilities, and economic vitality. Charlotte is also a destination for visitors who enjoy our professional sporting teams, the Panthers and the Bobcats, the NASCAR Museum, top rated arts and entertainment venues, and our many quality restaurants and hotels. Charlotte is a great place to live, work, and play and I am proud to call it home.

However, in recent years, Charlotte families have weathered the effects of a history setting bad economy. These families face tremendous challenges with balancing the costs associated with housing, transportation, child care, and a tough job market. As a result of the economy some families are facing financial difficulty for the first time. Some have lost their homes as a result of job loss.

At any given time, there are over 4,000 homeless people in our city. This is not acceptable for a vibrant community like Charlotte, which is why we are working harder than ever to find a comprehensive approach to the affordable housing deficit by leveraging all our community partners such as the Charlotte Housing Authority, Charlotte Housing Trust Fund, our faith-based organizations, non-profits, and private entities through the new Charlotte-Mecklenburg Coalition on Housing. This group will also focus our efforts on preventing our citizens from falling into these circumstances.

It has always been said it takes a village to raise a child. It takes the community-at-large to help sustain the village and housing. I will continue to advocate for the expansion of affordable housing opportunities for all our residents in Charlotte.

The Charlotte Housing Authority will lead this effort with key partnerships as we move forward with housing initiatives. CHA is a very strong leader in housing and recognized nationally for their programs and processes. I look forward to our future growth in the realm of affordable housing and will be an advocate for this initiative.

Anthony R. Foxx
Mayor

Office of the Mayor
600 East Fourth Street Charlotte, NC 28202-2853 704/336-2241

Letter From CHA Board Chairman and President/CEO



This has certainly been a busy year for the Charlotte Housing Authority. With the continued effects of the economy still being felt by families across the region, CHA has been challenged to step up our efforts to meet the affordable housing needs of our community. Our strategy for meeting this challenge is simple: Provide the best customer service we can, develop the most effective collaborations with our partners, and raise the awareness of affordable housing as a core issue that determines Charlotte/Mecklenburg's success as a desirable place to live and work.

CHA commissioned a study by UNC Charlotte entitled: *A Comprehensive Affordable Housing Market Study for Mecklenburg County*. This study identified a great need for rental property affordable to the very low and low-income households in Mecklenburg County. The study also indicated there are over 4,000 homeless individuals and over 12,000 people who are couch homeless (those living with family or friends without entitlement). Any one of these individuals is precariously positioned and one step away from street homelessness. So as you can see, there is a lot of work to be done, but CHA cannot address these needs alone. It will take the entire community of housing providers – both public and private. CHA's Strategic Business Plan also points to a need to develop a more comprehensive approach to the affordable housing problem. The approach needs to combine the capital or housing component with the supportive services or operating component.

How are we going to achieve this? It is truly about our community! We must provide services to our customers to ensure self-sufficiency by using unique partnerships. No where will this be more evident than in our next HOPE VI grant project, Boulevard Homes. Non-profit, private, and faith-based organizations will provide the cornerstone services to lead our families to become self-reliant.

Challenges abound, however our customer service oriented and dedicated staff will provide the best possible opportunities for our clients to ensure their success.

We are all moving forward to achieve the same goal. The City Council, County Commissioners, CHA Board of Commissioners, and the CHA Staff are working together to meet this goal of providing safe, quality housing and ultimately ending the need for housing assistance.



Charles E. Woodyard
President/Chief Executive Officer



Joel D. Ford
Chairman

It's About Community

SouthPark

SouthPark is one of the most prestigious and desirable neighborhoods in Charlotte. The area is geographically centered in the south central sector of the city, south of Uptown Charlotte. The SouthPark area is a symphony of quality living, encompassing SouthPark mall and specialty shops, restaurants and entertainment, as well as medical offices and banks, making it convenient for work and play. The youth living in this area have the opportunity to attend Myers Park High School which was ranked the "66th Best High School in the United States" by Newsweek Magazine in the Spring of 2010.

There are three Housing Authority communities nestled in this neighborhood that provide affordable housing opportunities.

1. Ashley Square at SouthPark, a 276 unit multi-family mixed-income community that began leasing in the fall of 2009.
2. SpringCroft, a 50 unit apartment community designed for seniors.
3. Parktowne Terrace, 164 units built in 1978 for seniors and the disabled.

The affordable rental homes aesthetically blend in with the SouthPark neighborhood and provide people access to amenities and public transportation.

Ashley Square/SpringCroft



Parktowne Terrace



SouthPark Mall



Autumn Place



Hoefener Center



First Ward Place



First Ward

During Charlotte's industrial age, First Ward provided housing to laborers, masons, and mill workers. As Charlotte evolved, First Ward became one of the City's most blighted inner city neighborhoods. In 1993, CHA received a \$41.6M HOPE VI federal grant to re-develop Earle Village. The grant resulted in the nationally acclaimed First Ward Place, an economically viable 283 unit mixed-income housing community; Autumn Place, 68 affordable units for seniors; and the development of single family homes. In addition, a 35,000 square foot community service center and 11,500 square foot child development center were built. The entire neighborhood was completely rebuilt and the success of this renaissance has spurred significant development activity. Students of all ages walk to the neighborhood First Ward elementary school, Trinity Episcopal School, and the new University of North Carolina at Charlotte (UNCC) uptown campus.

Residents of this award winning neighborhood, enjoy easy access to growing vibrant cultural, arts and entertainment amenities. The First Ward neighborhood is bordered by bustling E. Trade Street, Tryon Street business and entertainment district, and I-277 urban loop highway.

Increase Affordable Housing Opportunities



Hampton Creste

A 239 unit, multi-family rental community located at 920 N. Wendover Road is currently being rehabilitated by Horizon Development Properties, Inc., a subsidiary of Charlotte Housing Authority. A MTW loan, City of Charlotte NSP loan, and Replacement Housing Factor (RHF) funds were received to rehab the complex.

The goal of this rehabilitation is to expand the supply of low- and moderate-income housing and promote family self-sufficiency through CHA's *Moving Forward* initiative. The rehabilitation will convert 52 one-bedroom units into 24 three-bedroom units and two five-bedroom units to provide more family housing, resulting in a 213 unit property. Sixty of the units will be public housing units that will serve formerly homeless families. The Salvation Army will provide intensive self-sufficiency services to these families. Additional community support is coming from St. Matthew Catholic Church, St. Gabriel Catholic Church, Habitat for Humanity, Mecklenburg County Area Mental Health, Mecklenburg County, and Charlotte-Mecklenburg Schools.

Woodlawn House

Purchased in 2009 by Horizon Development Properties, Inc. and upon completion of extensive renovations, Woodlawn House will become home to 104 low-income seniors. The U.S. Department of Housing and Urban Development (HUD) authorized the use of Project-Based Section 8 assistance for 52 of the 104 units. The remaining 52 units will be designated public housing.



McMullen Wood

In February of 2010, the 55 unit apartment community located in South Charlotte near Charlotte Catholic High School was purchased from Crosland, Inc. with a Fifth Third Bank Line of Credit. The units will be replacement housing for the Boulevard HOPE VI residents and a rehabilitation scope is being developed for implementation. The funding for refinancing the project consists of assuming a City and North Carolina Housing Finance Agency (NCHFA) loan and MTW funds from CHA. The community will be mixed-income with units serving a combination of 30%, 40% and 60% Area Median Income (AMI).



Mill Pond

In January 2010, the 168 unit newly constructed apartment community located in North Charlotte near Concord Mills was purchased by assuming a construction loan from Wachovia/Wells Fargo and using MTW funds as equity. Funding for refinancing is being sought through the HUD Federal Housing Administration (FHA) Insured 223 F program. The community will be mixed-income with units serving a combination of 30%, 50% and 80% AMI.





Funds Leveraged for Developments Closed 2009-2010

	HAMPTON CRESTE	WOODLAWN HOUSE	MCMULLEN WOOD	MILL POND
CHA (Moving To Work Funds)	\$3,000,000	\$4,865,756		
CHA (Land Sales Proceeds)				\$3,000,000
CHA (Line of Credit)			\$1,278,732	
HUD Replacement Housing Factor (RHF) Funds	\$782,162			
North Carolina Housing Finance Agency (NCHFA)			\$239,342	
State Neighborhood Stabilization Program (NSP) Funds		\$2,000,000		
City Neighborhood Stabilization Program (NSP) Funds	\$1,300,000	\$1,500,000		
City/Housing Trust Fund			\$1,836,000	
Bank	\$4,440,000			\$8,950,000
Total	\$9,522,162	\$8,365,756	\$3,354,074	\$11,950,000



Revitalization In Progress



Boulevard Homes

The Charlotte Housing Authority has been awarded a \$20.9M HOPE VI grant for the redevelopment of its Boulevard Homes property. The envisioned redevelopment represents a unique partnership among CHA, Charlotte-Mecklenburg Schools (CMS), the City of Charlotte, Mecklenburg County Park and Recreation, and several service providers to create an education-centered mixed-income community.

This HOPE VI program includes the construction and rehabilitation of a total of 957 units of housing on-site and off-site. The on-site revitalization program will create an education-centered community with 332 new residential units, including 317 affordable rental units. The on-site redevelopment plan will fulfill the requirements of two green rating programs: Leadership in Energy & Environmental Design (LEED) for Homes (multifamily) and the Enterprise Green Communities criteria. The project will include new infrastructure, streets, and a new portion of the County greenway system, connecting the development with the Southview Recreation Center and the Central Piedmont Community College (CPCC) Harris campus.

We anticipate completion of the demolition of the current 300 Boulevard units, construction of the infrastructure and to start construction on the first on-site residential component (a 110 unit building for seniors) in the first year.

Preservation of Affordable Housing, Economic Stimulus, and Job Creation

In addition to acquiring property and developing additional housing, CHA is committed to rehabilitating and properly maintaining its current portfolio. During the 2009-2010 fiscal year, approximately \$7.6M in capital improvements were made.



Capital Improvements

SITE	DESCRIPTION	CONTRACT AMOUNT
Autumn Place	Exterior lighting improvements	\$18,700
Cedar Knoll	Insulation upgrade to R-30, tree removal	\$18,575
CHA Wide Entrance Signs	Landscaping of existing signs	\$87,300
Charlottetown Terrace	Exterior lighting improvement	\$17,600
Claremont	Insulation upgraded to R-30, re-roofing, HVAC & water heaters replaced	\$223,918
Dillehay Courts	Gutters & water heaters replaced, insulation upgrade to R-30	\$104,079
Edwin Towers	Boiler relined, trash chutes cleaned & relined, elevator modernization, exterior lighting improvements	\$455,240
Fairmarket Square	Interior renovations, fence, drainage, playground, re-roofing, HVAC & water heaters replaced	\$276,396
Gladedale	Re-roofing	\$99,750
Leafcrest	Insulation upgraded to R-30	\$7,316
Mallard Ridge	Re-roofing	\$66,700
McAlpine Terrace	16 unit ADA conversions	\$388,600
Meadow Oaks	Insulation upgraded to R-30, re-roofing	\$51,749
Parktowne	Exterior lighting improvements	\$20,070
Seneca Woods	Interior renovation	\$995,832
Southside Aurora FIC Bldg	Re-roofing	\$20,075
Southside Homes	Insulation upgraded to R-30	\$57,381
Southside Phase V Renovation	Comprehensive renovation	\$4,224,000
Strawn Tower	Exterior lighting improvement	\$29,830
Strawn Cottages	Water heaters replaced	\$23,769
Sunridge	Water heaters replaced, insulation upgraded to R-30, re-roofing	\$100,512
Tall Oaks	Insulation upgraded to R-30, re-roofing	\$99,932
Tarlton Hills	Re-roofing	\$90,100
Victoria Square	Water heaters & HVAC replaced, re-roofing	\$192,559
Wallace Woods	Insulation upgraded to R-30	\$4,286
Capital Improvements Total		\$7,674,269

Green Affordable Housing

In September 2009, CHA was awarded \$6.2M in funding for Category 4 (Green Communities) of the Capital Fund Recovery Competition (CFRC) for the Charlottetown Terrace redevelopment. The redevelopment will provide a sustainable and “service-rich” environment for the residents. Charlottetown will be a LEED certified community. Sustainable and green measures will include low-flow toilets, energy star appliances, energy efficient lighting fixtures, and other interior/exterior LEED improvements. Medical offices and other various offices for non-profit and government social service providers will be located on-site. Some amenities in the redevelopment include: a multi-purpose room, commercial kitchen, computer center, theater room, hair salon, fitness center, activities room, lounge, and library.



Energy Efficiency and Conservation Block Grant (EECBG)

CHA is planning a major retrofit of Parktowne Terrace, a 163 unit high rise apartment community for seniors in South Charlotte. The City of Charlotte will provide a \$250,000 grant for Energy Star appliances through its Energy Efficiency and Conservation Block Grant (EECBG) program, known locally as Power 2 Charlotte, funded by the American Recovery and Reinvestment Act (ARRA). Additionally, funds from HUD’s Capital Fund Financing Program (CFFP) and a MTW loan will be used to complete this \$20M redevelopment.

Job Creations

Forty-four jobs were created because of the Capital Fund Formula Grant under the American Recovery and Reinvestment Act (ARRA) and the U.S. Department of Housing and Urban Development’s Capital Fund Recovery Competition (CFRC) grant.

44
Jobs Created

Step-by-Step Living and Working Together

Community Partnerships

Recognizing that affordable housing in Charlotte is a community issue, CHA developed a Collaborative Partnership to formulate solutions that address affordable housing needs from unit development to supportive services. Additionally, the agency has formed an Advisory Council to help promote local legislative changes and gain political support for the new business plan. The Advisory Council includes Andy Calhoun, Senator Dan Clodfelter, Charlotte-Mecklenburg Schools Board Chairperson Eric Davis, CHA Board Chairman Joel Ford, Mayor Anthony Foxx, Sister Theresa Galligan, Ray Jones, Michael Marsicano, Bishop Terrell Murphy, Bailey Patrick, Mike Rizer, Mecklenburg

County Chairperson Jennifer Roberts, Reverend Monsignor Maurico W. West, and Velva Woollen.

Some of the members of the Community Task Force working on our HOPE VI project Boulevard Homes include: City of Charlotte Neighborhood and Business Services, Charlotte-Mecklenburg Schools, Thompson Child & Family Focus, Central Piedmont Community College, Mecklenburg County Park and Recreation, Foundation For The Carolinas, Cornerstone Children's Initiative, City Dive, Inc., Youth Homes, Inc., Crosland, Inc., CHA participants, and local neighborhood representatives.



Andre Robinson is a Veteran and a proud father of two children. He served in the Air Force Reserve for seven years where he toured Germany, Turkey, Iraq, and Afghanistan. When he was discharged in 2007, he found work with a local railroad company but was soon laid off due to the economy. Not being able to pay the bills, Mr. Robinson soon lost his house. With no place to stay, his children went to live with relatives in another state. He spent his time in Charlotte looking for a job and often living in his car. After hitting rock bottom, Mr. Robinson was able to find help through the local Veteran Affairs office. They referred him to the Charlotte Housing Authority's Veterans Affairs Supportive Housing (VASH) voucher program. Because of this program, Mr. Robinson has been able to secure housing and reunite with his children. **He is currently enrolled at UNC Charlotte and is studying to be a doctor.**

Keeping Families Together

Veterans

The HUD – Veterans Affairs Supportive Housing (VASH) voucher program combines HUD Housing Choice Voucher (HCV) rental assistance for homeless veterans along with case management and clinical services provided by the Veterans Affairs at its medical centers and in the community. In the 2009-2010 fiscal year, CHA was awarded 35 VASH vouchers.

Family Unification

The Family Unification Program (FUP) provides Section 8 rental assistance to families whose lack of adequate housing is a primary cause of the separation, or imminent separation, of a child or children from their families. To be eligible to receive a Section 8 certificate under FUP, Mecklenburg County Department of Social Services must certify that the lack of adequate housing is the primary reason the family's child(ren) may be placed in out-of-home care or prevented from returning to the family from out-of-home care. "Lack of adequate housing" means that the family is living in substandard housing or is (or will be) involuntarily displaced. In the 2009-2010 fiscal year, CHA received 100 Unification Vouchers.

Relocation

When public housing residents must be relocated because of rehabilitation or demolition of public housing units, or as part of a court order, HUD may allocate Section 8 assistance to allow those residents to move into privately owned housing and still pay affordable rent. This assistance makes possible the demolition of obsolete public housing projects. In the fiscal year 2009-2010, CHA obtained and provided 173 Relocation Vouchers for resident relocation due to forthcoming demolition of Boulevard Homes. Families were relocated throughout the City based on employment, medical, and educational needs.

Job Readiness - Training and Transportation

Center for Employment Services

To expand services being offered to families to help obtain and maintain employment, CHA is partnering with Jacob's Ladder Job Center, Inc., the Workforce Development Board, City Dive, Inc., and The Benefit Bank to open a Center for Employment Services on Charlotte's West Boulevard Corridor. A grant in the amount \$10,530 from Fifth Third Bank was secured to outfit the computer lab for this important initiative.

Transportation Assistance

In fiscal year 2009, CHA was awarded a \$100,859 grant from the Charlotte Area Transit System, via their Job Access and Reverse Commute (JARC) grant funding. The agency used MTW funding to match this grant and worked with nine community partners to distribute bus passes to

Section 8, Section 9, and other very low-income and/or homeless individuals engaged in job search, job training or employment-related activities.

To date, CHA has provided 23,709 bus passes to individuals engaged in employment-related activities. Specifically, we have provided 10,702 bus passes to individuals engaged in job search activities, 6,074 bus passes to individuals enrolled in a job training program and 6,933 bus passes to individuals traveling to and from a job.

CHA has received a second JARC grant for \$30,000 over a 2 year period for a total of 5,976 bus passes so we can continue to provide transportation assistance for employment-related activities. CHA will provide a match of \$15,000 per year.



After learning of the CHA self-sufficiency program at First Ward from a friend, Kayla Martin went right down to the community to fill out an application. Growing up in foster care, Ms. Martin spent time in different cities and in different homes. She longed for a stable life for her and her daughter. This program seemed like that opportunity. Six months after filling out the application for the program, Ms. Martin received the call that has changed her life. She immediately began to work with the program to set her goals of saving money and becoming a homeowner. She said the program offered her meetings and resources to develop her financial skills and further her career. **Ms. Martin recently graduated from the self-sufficiency program, bought her own home, and is working for an airline at the Charlotte Douglas International Airport.** Her goal is to keep *Moving Forward*.

Self-Sufficiency Programs

Through the CHA's *Moving Forward* initiative, self-sufficiency programs help families identify and remove the barriers that prohibit them from becoming financially independent and self-reliant. By having access to supportive services, such as educational and vocational training, families are able to transition from dependence on government benefits to a level of personal earnings that will allow them to provide for their own needs.

Self-Sufficiency Program Numbers

As of March 31, 2010

Total Number Enrolled

834

Employment Rate Increase
April 1, 2009-March 31, 2010

+3%

Number Earning Escrow
on March 31, 2010

298
(38%)

Number of Successful
Move Outs
April 1, 2009-March 31, 2010

50
(6%)

Number Enrolled in
Education Program
April 1, 2009-March 31, 2010

273
(33%)

ROSS Family and Homeownership

The Resident Opportunities and Self-Sufficiency (ROSS) grant program provides funds for job training and supportive services to help assisted (low-income) housing residents become self-sufficient. The grants link low-income housing residents to services that lead to employment and leadership within their community. ROSS grants are awarded from HUD to housing authorities, resident organizations, or non-profit organizations acting on behalf of low-income housing residents.

ROSS Family and Homeownership Accomplishments 2009-2010:

Enrollment in the On-Site GED Program	19
Computer Keyboarding and Word Processing Classes ..	16
Vocational Training Classes	34
Healthcare Certificates	33
Healthcare Diploma	1
High School Diplomas	3
GED Certificates	3
Community Life Skills (self-improvement and self-awareness) Classes	397
Money Smart Financial Literacy Classes	29
Child-Care Assistance	29 Residents
Bus Passes	81 Residents
Family Outreach	5,260
Referrals for Supportive Services (food, clothing, housing and utility payment assistance, mental health, job training and placement, job leads, and homeownership packages)	173

ROSS Elderly/Disabled Program

The program's objective is to help the elderly and disabled population continue to increase their quality of life, while continuing to live independently, without having to move to more expensive assisted care environments. The ROSS Elderly/Disabled Program Coordinator is responsible for coordinating transportation to community-wide events, scheduling activities/programming that occur on/off-site, and providing educational and training opportunities in the areas of health/wellness, social and life skills development, and job/vocational training. Referrals are made to the Service Coordinator to address the critical needs of this population.

ROSS Elderly/Disabled Accomplishments 2009-2010:

Outreach to Elderly/Disabled	3,672
Transportation	1,032 residents
Health and Wellness Programming	428 residents
2009 Tax Rebate Assistance	272 residents
Mecklenburg Aids Project Education Workshops	71 residents
Activities of Daily Living (Mecklenburg County Senior Center activities: Jazzercise, walking classes, and arts/crafts); and Exercise Classes Sponsored by Arthritis Services at Wilmore Center (support groups, special events, and on-site programming)	3,309
Computer Classes	83 residents
Business License	2 residents

2 Telly Awards for CHA Television Program

The CHA Today television program won two Telly Awards for its dynamic and diverse interviews with former CHA resident, now activist and author, DeVondia Roseborough and former Carolina Panther Mike Minter.

In Ms. Roseborough's interview,

she spoke about her struggles growing up and overcoming poverty barriers, abuse, and HIV. She also highlighted how CHA's housing and family self-sufficiency program played a major factor in stabilizing her life and moving forward to self-reliance.

Mr. Minter's episode focused on his struggles growing up and the positive influence The Salvation Army's Boys & Girls Club had in his life. He also talked candidly about the importance of giving back and working together to make a positive impact on the community.



Education

With Every Heartbeat Is Life Initiative

With Every Heartbeat Is Life (WEHL) initiative is a partnership between HUD and The National Heart, Lung, and Blood Institute to address the disparities in cardio vascular health in housing authority residents and improve their quality of life. CHA began offering this program at the beginning of 2010.

The program is an 11-week curriculum that is designed to be a fun and informative introduction to healthier eating habits, cardiovascular disease awareness, disease prevention, and motivation of increased physical activity.



WEHL Outcomes January 2010-March 2010:

- Conducted Surveys for Cardiovascular Disease Risk Factors in Two CHA Public Housing Communities.
- Initiated a Memorandum of Understanding (MOU) with CW Williams Community Health Center (Health Resources and Services Administration approved organization).
- Held a Health Screening to Kickoff the WEHL Program on January 13, 2010.
- Started First Session of Classes on January 20, 2010 and Graduated 12 Residents from 5 Different CHA Communities on March 31, 2010.



The Charlotte Housing Authority Scholarship Fund's (CHASF) mission is to make certain that every

child whose family receives CHA assistance has both the opportunity for and expectation of a college education.

CHASF began as the dream of John T. Crawford, the CHA Youth Services Director. John, himself, grew up poor and wanted to do more for the kids who lived in similar circumstances. In the first year John raised \$64,990, enough to help 16 students afford college in the fall of 1984.

The oldest program of its kind and a true model for the nation, CHASF is a ray of hope for young people with the desire, but not the funds, to attend college. Partnering with fund administrator, Foundation For The Carolinas, CHASF has changed the lives of hundreds of young people.

Visit www.chasf.com to learn more.

CHASF Accomplishments 2009-2010:

- Implemented 11 Pre-College Enrichment, 2 College Readiness, and 6 Life Skills Workshops.
- Provided Fellowship and Networking Support to CHASF Alumni by Hosting the Annual Holiday Social and a Summer Reunion Picnic.
- Produced a 1-Hour Television Special of the *Annual Awards Day Celebration* Broadcast on the Gov Channel during October 2009 to Improve Public/Youth Awareness and to Advertise the Quality of the Scholarship Fund.
- Held CHASF Annual Awards Day Celebration and Reception that Honored 10 Graduates, Recognized 63 CHASF Scholarship Recipients, Presented 17 Additional Scholarship Awards, and Showcased 30 CHASF Merit Award Achievers with Cumulative Grade Point Averages of 3.0 or Higher (scholarships awarded totaled \$115,000).
- Presented CHASF Information to 9 Different High Schools through a Partnership with CMS to Increase Scholarship Awareness for Public Housing Youth.

Safety

Resident Safety provides security and investigative related services that include crime prevention and fraud investigations for all CHA Sites and Section 8.



Safety Initiatives 2009-2010

INITIATIVE	GOALS	RESULTS
1. Upgrade and Update Crime Prevention Strategic Plan for all Senior and Family Sites	All Sites	100%
2. Conduct an Emergency Evacuation Exercise at a Senior High-Rise	1 of 5 Senior Sites	100%
3. Reduce Part 1 Crime Offenses Overall within CHA Properties	Benchmark 5%	19%
4. Reduce Part 1 Crime Offenses at Dillehay Courts and Southside Homes (Summer 2009)	Benchmark 20%	20%
5. Administer a Crime Safety Survey within all CHA Sites	All Sites	100%
6. Identify Community Relations Department to Hear all CHA Ban Hearing Appeals	All Hearings	100%
7. Revise and Convert the Ban List to YARDI Software Giving CHA Staff Easy Access	August 2009	100%
8. Install Surveillance Cameras at Five Family Sites	5 of 5	100%
9. Facilitate Crime Prevention Workshops Locally	2 per Year	100%



Edwin Towers Emergency Evacuation Exercise

The exercise scenario was a natural gas leak near Edwin Towers. Edwin Towers is a 179 unit residential high-rise that provides affordable housing for the elderly and disabled and is owned and operated by the Charlotte Housing Authority. Residents were evacuated and taken to the Carole A. Hoefener Community Services Center at 610 East 7th Street for shelter.

Participants included; the Charlotte-Mecklenburg Emergency Management, American Red Cross, Charlotte Fire Department, Charlotte-Mecklenburg Police Department (CMPD), MEDIC Mecklenburg EMS Agency, Charlotte Area Transit System (CATS), Charlotte Department of Transportation (CDOT), Professional Security Services, Department of Social Services (DSS), Mecklenburg County Health Department, Council on Aging, National Institute of Standards and Technology (NIST), CHA, and Edwin Towers Residents.

As part of an ongoing research project for the fire-safe design of egress systems, NIST is collecting data on people movement in tall buildings in the United States. Edwin Towers was selected by NIST as part of this project. The objective of this data collection is to provide scientific building evacuation data to improve the overall level of occupant safety in buildings and to contribute to a sound technical basis for improving the current egress requirements within the national building codes and standards.

The Edwin Towers evacuation exercise allowed local participating agencies to conduct a large scale evacuation in the event of a major natural or unnatural disaster within Uptown Charlotte's inner loop for the very first time. Charlotte-Mecklenburg Emergency Management provided assistance, guidance, and coordination for the event. A triage area was set up to address first aid issues and CMPD Animal Care & Control had an emergency response team on-site to assist in the evacuation of domestic pets. After a complete sweep of

the building by the Charlotte Fire Department, residents were taken to the Carole A. Hoefener Community Services Center. Security remained at Edwin Towers after the exercise to discourage unauthorized persons from entering the building. The American Red Cross assisted at the shelter and the Mecklenburg County DSS Senior Citizens Nutrition Program provided meals to the evacuees.



Financials

Statement of Net Assets

For Year Ending on March 31, 2010

	Asset Management Projects	Housing Choice Vouchers 14.871	Capital Fund Stimulus (Formula) 14.885	HOPE VI URD 14.866	Central Office Cost Center	Business Activities and Component Units	Non-Major Funds	Interfund Eliminations	Total
Current Assets									
Cash and cash equivalents	\$13,404,406	\$4,982,615	\$45,787	\$4,017,103	\$4,129,274	\$47,898,625	\$149,345	\$-	\$74,627,155
Investments - unrestricted	-	-	-	-	-	2,117,216	-	-	2,117,216
Deposit - restricted	-	-	-	-	225,000	-	-	-	225,000
Accounts receivable - HUD	-	-	289,702	-	-	99,770	47,996	-	437,468
Accounts receivable - other	266,764	617,989	-	134,264	631,190	707,490	11,985	(412,890)	1,956,792
Mortgages receivable - current	-	-	-	17,907	-	-	-	-	17,907
Notes receivable - current	-	-	-	9,589	-	-	-	-	9,589
Interest receivable	148	-	-	-	-	10,294	-	-	10,442
Prepaid expenses	472,062	50,227	3,999	211	239,392	155,274	1,951	-	923,116
Interprogram due from	781,594	229,362	-	-	177,840	996,548	-	(2,185,344)	-
Total Current Assets	14,924,974	5,880,193	339,488	4,179,074	5,402,696	51,985,217	211,277	(2,598,234)	80,324,685
Noncurrent Assets									
Capital assets									
Land	13,909,838	-	-	14,591,080	154,339	8,284,313	-	-	36,939,570
Buildings and improvements	110,116,785	-	380,912	18,866,689	1,287,173	34,561,574	-	-	165,213,133
Furniture, equipment and machinery - dwelling	-	-	-	112,981	-	7,568	-	-	120,549
Furniture, equipment and machinery - admin.	1,012,542	322,575	-	867,774	1,113,712	153,497	-	-	3,470,100
Construction in progress	4,988,313	-	142,921	5,615,507	-	2,443,892	-	-	13,190,633
	130,027,478	322,575	523,833	40,054,031	2,555,224	45,450,844	-	-	218,933,985
Less: Accumulated Depreciation	(88,871,462)	(255,451)	(19,046)	(7,582,748)	(2,227,647)	(7,032,217)	-	-	(105,988,571)
Total Capital Assets	41,156,016	67,124	504,787	32,471,283	327,577	38,418,627	-	-	112,945,414
Other Assets									
Mortgages receivable	-	-	-	2,459,744	-	-	-	-	2,459,744
Notes receivable - net of current portion	12,501,824	175,000	-	67,259,291	1,658,011	2,902,221	-	(11,534,789)	72,961,558
Investments in real estate ventures	366,287	-	-	-	-	-	-	-	366,287
Total Other Assets	12,868,111	175,000	-	69,719,035	1,658,011	2,902,221	-	(11,534,789)	75,787,589
Total Noncurrent Assets	54,024,127	242,124	504,787	102,190,318	1,985,588	41,320,848	-	(11,534,789)	188,733,003
Total Assets	68,949,101	6,122,317	844,275	106,369,392	7,388,284	93,306,065	211,277	(14,133,023)	269,057,688
Current Liabilities									
Accounts payable	1,393,403	635,179	299,061	34,045	226,857	823,367	15,916	(215,000)	3,212,828
Accrued expenses	175,491	73,876	38,200	13,701	171,910	525,316	4,653	(372,890)	630,257
Accrued interest payable	3,699	-	-	-	-	-	-	-	3,699
Unearned revenue	1,370,429	-	-	318,688	-	305,344	-	-	1,994,461
Long-term liabilities - current portion	177,512	-	-	-	-	14,644,615	-	-	14,822,127
Tenant security deposits/escrow deposits	361,327	-	-	-	-	153,809	-	-	515,136
Interprogram due to	61,620	-	-	128,343	928,003	1,031,143	36,235	(2,185,344)	-
Total Current Liabilities	3,543,481	709,055	337,261	494,777	1,326,770	17,483,594	56,804	(2,773,234)	21,178,508
Long-Term Liabilities									
Mortgages payable - net of current portion	-	-	-	-	-	11,507,903	-	-	11,507,903
Notes payable - net of current portion	747,033	-	-	-	-	11,102,566	-	(11,102,566)	747,033
Deferred Interest	-	-	-	-	-	472,968	-	(257,223)	215,745
Trust deposit liabilities	513,382	153,364	-	-	-	-	-	-	666,746
Accrued compensated absences - net of current portion	261,132	84,016	2,227	15,977	245,669	38,583	5,169	-	652,773
Total Long-Term Liabilities	1,521,547	237,380	2,227	15,977	245,669	23,122,020	5,169	(11,359,789)	13,790,200
Total Liabilities	5,065,028	946,435	339,488	510,754	1,572,439	40,605,614	61,973	(14,133,023)	34,968,708
Net Assets									
Invested in capital assets, net of related debt	40,231,471	67,124	504,787	32,471,283	327,577	1,163,543	-	11,102,566	85,868,351
Restricted net assets for contract obligations	1,698,069	-	-	4,017,103	1,255,308	1,759,797	-	-	8,730,277
Unrestricted net assets	21,954,533	5,108,758	-	69,370,252	4,232,960	49,777,111	149,304	(11,102,566)	139,490,352
Total Net Assets	\$63,884,073	\$5,175,882	\$504,787	\$105,858,638	\$5,815,845	\$52,700,451	\$149,304	\$-	\$234,088,980

Certificate of Achievement

CHA received a Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada (GFOA) for its Comprehensive Annual Financial Report (CAFR) – 5th year in a row.

Statement of Revenue, Expenses and Changes in Net Assets

For Year Ending on March 31, 2010

	Asset Management Projects	Housing Choice Vouchers 14.871	Capital Fund Stimulus (Formula) 14.885	HOPE VI URD 14.866	Central Office Cost Center	Business Activities and Component Units	Non-Major Funds	Interfund Eliminations	Total
<i>Operating Revenue</i>									
Tenant revenue	\$5,430,219	\$7,903	\$ –	\$ –	\$ –	\$2,771,715	\$ –	\$ –	\$8,209,837
HUD operating grants and subsidies	1,085,522	774,523	1,457,429	963,524	–	68,238,579	412,837	–	72,932,414
Other government operating grants	219,236	6,704	–	–	–	71,984	67,894	–	365,818
Other revenue	284,758	3,526,760	1,225	1,109,407	6,534,519	2,562,046	3,036	(7,322,345)	6,699,406
Total Operating Revenue	7,019,735	4,315,890	1,458,654	2,072,931	6,534,519	73,644,324	483,767	(7,322,345)	88,207,475
<i>Operating Expenses</i>									
Administrative	3,935,554	3,021,850	98,717	765,326	4,208,550	3,521,961	9,336	(2,765,788)	12,795,506
Asset management fees	1,502,912	592,932	169,178	–	–	395,860	22,500	(2,683,382)	–
Tenant services	1,792,620	297,310	175,051	680,837	505,025	87,298	287,865	(635,808)	3,190,198
Utilities	3,888,581	–	–	10	52,461	529,371	–	–	4,470,423
Ordinary maintenance and operations	5,649,617	37,589	1,015,708	272	459,468	1,457,434	–	(547,582)	8,072,506
Protective services	918,286	148,491	–	–	–	117,832	–	–	1,184,609
General expenses	2,876,565	112,665	–	179,463	99,918	621,745	1,385	(167,285)	3,724,456
Housing assistance payments	–	30,885,042	–	–	–	–	13,377	–	30,898,419
Depreciation and amortization	4,825,521	23,315	19,046	628,890	39,962	962,575	–	–	6,499,309
Total Operating Expenses	25,389,656	35,119,194	1,477,700	2,254,798	5,365,384	7,694,076	334,463	(6,799,845)	70,835,426
Operating Income (Loss)	(18,369,921)	(30,803,304)	(19,046)	(181,867)	1,169,135	65,950,248	149,304	(522,500)	17,372,049
<i>Non-Operating Revenue (Expenses)</i>									
Interest income - notes	194,929	–	–	3,949,310	58,994	–	–	(104,169)	4,099,064
Interest income - cash investment	576,413	7,677	–	8,619	7,007	412,802	–	–	1,012,518
Interest expenses	(47,948)	–	–	–	–	(322,164)	–	104,169	(265,943)
Amortization of investment in real estate venture	(366,249)	–	–	–	–	–	–	–	(366,249)
Gain (loss) on sale of capital assets	6,000	–	–	(1,075)	–	–	–	–	4,925
Total Non-Operating Revenue, Net	363,145	7,677	–	3,956,854	66,001	90,638	–	–	4,484,315
Capital grants - Other Government	1,424,495	–	–	–	–	–	–	–	1,424,495
Capital grants - HUD	–	–	523,833	1,285,919	–	–	–	–	1,809,752
Total Capital Grants	1,424,495	–	523,833	1,285,919	–	–	–	–	3,234,247
Transfers In (Out)	17,304,390	30,793,145	–	(1,160,450)	–	(47,459,585)	–	522,500	–
Change in Net Assets	722,109	(2,482)	504,787	3,900,456	1,235,136	18,581,301	149,304	–	25,090,611
Net Assets, Beginning of Year	63,161,964	5,178,364	–	101,958,182	4,580,709	34,119,150	–	–	208,998,369
Net Assets, End of Year	\$63,884,073	\$5,175,882	\$504,787	\$105,858,638	\$5,815,845	\$52,700,451	\$149,304	\$–	\$234,088,980

CHA Statistics

Good Neighbors Training

498 Section 8 families participated in the Good Neighbors Training (166% of target of 300 families).



Criminal Background Screenings

The Section 8 and Public Housing Programs implemented criminal background screenings for all household members, age 16 years and older, for all New Admissions and Annual Re-certifications in December 2009.



CHA Families Served Statistics

OCCUPIED HOUSING UNITS OWNED BY CHA

Public Housing Units 3,342
Also known as Conventional, Subsidized or ACC Housing

Affordable Housing Units 903
Most are tax credit-assisted units

Market Rate Units 766

SECTION 8 VOUCHER ASSISTANCE

Vouchers Authorized 4,579
Includes 234 project-based vouchers where subsidy is attached to a unit rather than a person/family

Portable Vouchers 493
Vouchers originally issued elsewhere but voucher holder now lives in Charlotte

PEOPLE SERVED IN SUBSIDIZED HOUSING

Seniors (62+) 1,443
Adults (18-61) 8,418
Children (0-17) 9,510

Total 19,371

Waiting List Information

March 31, 2010

Public Housing Wait List

BEDROOM SIZE	NUMBER OF APPLICANTS	DISABLED	ELDERLY	NEAR ELDERLY	SINGLE	NON PREFERENCE	FAMILY	HOMELESS	DISPLACED
0	1,231	557	186	596	1,223	55	8	8	7
1	153	19	5	16	132	115	21	1	3
2	855	41	13	29	16	787	839	1	3
3	346	16	0	6	0	319	346	7	1
4	396	26	1	4	4	363	392	2	2
5	20	2	0	0	0	18	20	0	0
Total	3,001	661	205	651	1,375	1,657	1,626	19	16

Section 8 Wait List

NUMBER OF APPLICANTS	DISABLED	ELDERLY	NEAR ELDERLY	SINGLE	NON PREFERENCE	FAMILY	HOMELESS	DISPLACED
1,231	29	4	2	218	2,309	2,126	1	0

Everyday People



Ms. Moore is a single mother by choice. “You see, the father of my children and I had different ideas of how life should be lived. I chose to leave with my children and take a different road because I wanted a better life for me and my

kids.” She has a strength in her voice that makes you sit up, pay attention, and want to know more.

Ms. Moore is thankful to live in Southside Homes right now because her rent is based on her income and her current job at a local pen company was eliminated. However, she does not want to stay here forever. Her goal is to brush herself off and get back on her feet again to keep moving forward.

She understands that education is imperative and is currently enrolled at CPCC to get her GED and hopes to one day have her own business. She is also focused on making sure her children receive a quality education. Her oldest child is in his last year at CMS and is working with the Charlotte Housing Authority Scholarship Fund to help determine his future.

She currently is the Resident Association President at Southside Homes. She says it is a lot of work but she loves it because she gets to help people in her community. She regularly attends church and loves having some time to herself to enjoy exercise classes at the YMCA on West Boulevard. She mentions the fact that a better life might take longer but she knows it will be worth it. You can feel the smile in her voice radiate through the phone. She is a proud mother of four on her way to a better tomorrow by living life the right way.

Ms. Deatrice Randle was born in New Orleans, LA and spent her childhood in LaMarque, TX where she received an Associate’s Degree in Television Communications. After moving to Charlotte she earned a Bachelor of Arts Degree in English from UNCC. Ms. Randle has one daughter, Angellika, who is in the third grade at Sedgefield Elementary where **Ms. Randle currently is employed as a Teacher’s Assistant.**



She says people ask her all the time how she ended up in public housing. She said she had a job at Bank of America, a brand new home, new car, fiancé, and baby. Then 9/11 hit and both she and her fiancé lost their jobs. Her new car was totaled by a fallen frozen tree branch and her house was foreclosed. Her fiancé had started taking drugs and drinking as a mechanism to deal with not being able to provide for his family. She made the courageous decision to leave him. She took a job at CMS, which she currently holds, because it was a secure position. But in today’s market, she now worries if that too could be taken away. Ms. Randle is the author of two published books and is an artist. As for the future, she is currently learning to Day Trade, wants to maintain a safe and secure job to provide for her daughter, and would love to sell her art.

Through CHA, she found a place she could afford. She says living at Southside Homes provides her two additional things she loves: kids for her daughter to play with and some great neighbors. “Practically everyone here is a single mother and we all do our best to share what little we have and help each other out. Those of us who have cars try to give others a ride when needed. We watch each other’s children when we are out on the porch and provide information to each other. I don’t have to worry about Angellika when she is outside playing because the other kids and their mothers are watching her even when my back is turned for a minute.”



Mr. Jim Rogers grew up on the West Side of Charlotte off of Beatties Ford Road where he attended West Charlotte High School. Upon graduating from high school, he joined the Air Force where he served in the military for four years. After returning from the Air Force, he started college and joined the Charlotte Mecklenburg Police Department (CMPD). He worked at CMPD for 21 years on patrol and then in crime scene investigations.

He has also worked for Charlotte-Mecklenburg Schools as an Assistant Teacher for the handicapped as well as in security for the Charlotte Convention Center. He is the proud father of three children and goes to church regularly. **He currently serves as the President of the Strawn Resident Association.** His favorite thing about living at Strawn is its location – close to the bus stop and light rail and within walking distance to many amenities.

He is proud to have served on the Charlotte Police force and be the President of the Strawn Resident Association because he likes being able to help and serve others in the community. One thing people might not know about him is that he monitors the parking lots around his building to make sure people get in and out of their cars safely.



Charlotte Housing Authority

Building Community. People & Partnerships.

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