

**2019  
TCHAO  
STATE OF THE DEPARTMENT**

By

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Housing Director

“Nothing will work  
unless you do.”


— Maya Angelou

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LOOKING BACK

# WAYNE'S WORLD 10 YEARS AGO

- Green Packets/Case files
  - FSS Caseload (1 Staff)
  - 1900 Vouchers
  - No office celebration
  - Old Chevy Caprice (Too Embarrassed to Drive)
  - Limited Teamwork
  - Paper Inspection Forms
  - Poor External Relationship
  - Staff Daily Sign-in Sheets
  - Daily Annuals Re-certs
  - Monthly Annual Re-certs
  - No raises or limited raises
  - Staff internet privileges removed
  - Limited office space
  - Single monitor
  - Standard SEMAP Performer
  - Call-In Waitlist Process
  - No Staff Travel - Conference
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# 2018 HIGHLIGHTS

- High Performer
  - New Laptops
  - Successful Father Day's Program
  - Successful FSS Graduation/Job Fair
  - 3<sup>rd</sup> Place United Way (2017)
  - 2018 UW contribution was **\$4600**
  - 98% Lease-up
  - Successful Implementation of SAFMR
  - Successful Implementation of Assistance Connect
- 

- ❑ Procedures were not adequate to ensure accurate accounts receivable balances
- ❑ Comparable units were not always used to determine Rent Reasonableness
- ❑ Escrow payment to a FSS participant without adequate documentation
- ❑ Duplicate payments were not always resolved in a timely manner

## 2018 AUDIT FINDINGS

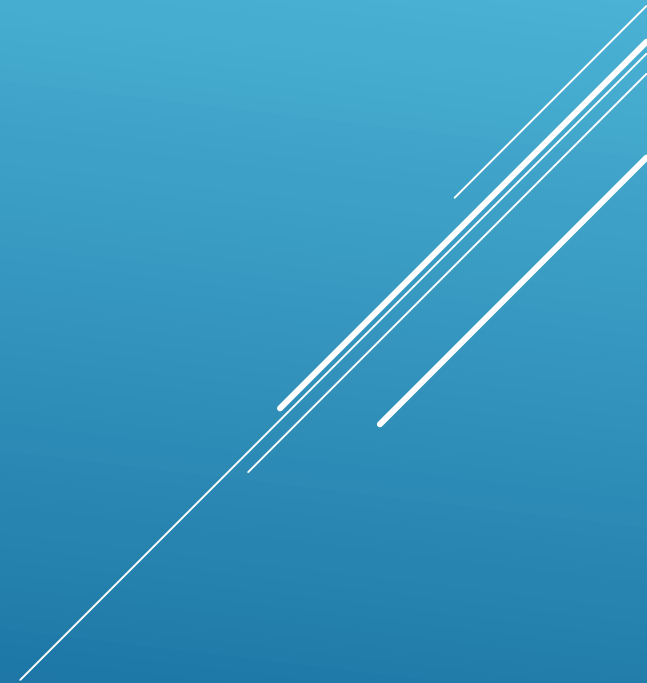
Are WE BETTER  
off Today than  
10 years ago?

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STATE OF THE  
Department  
IS

**VERY**

**Concerning!**







## APPLE CEO, TIM COOK ORDERS HIRING SLOWDOWN

- Government Shutdown
- Unknown Funding
- SAFMR
- Reduction in Staff
- No Funding For FSS

# 2019 CHALLENGES

- No Funding After February 28, 2019
- Communication with All Stakeholders
- How will the shutdown affect Participants and Landlords
- How will the shutdown affect TCHAO staff

# GOVERNMENT SHUTDOWN

- Increased Rents
- Increased Rent Increase Request
- Review RFTA's on the spot
- Increase HAP – Serve less families - Less AF

# SAFMRS

- HAP vs AF vs Unit Months
- Using 98% of HAP or Unit Months
- Mon
- Increase HAP – Serve less families - Less AF

# HOW FUNDING WORKS



- Limited Funding 2020-2022
- Reduce Leasing Numbers
- Limit Activities
- No Overtime
- Limit Rent Increases

# UNKNOWN FUNDING

- We need to cut \$50K - \$70K
- We will not replace positions
- Work Expectations Will Increase
- Looking for staff that do more task

# REDUCTION IN STAFF



# TRANSITIONING DURING UNCERTAINTY





# HOW WE CAN STILL SUCCEED IN 2019?



# I GAVE MY WORD

FEARLESS MOTIVATION | ITUNES | GOOGLE PLAY | AMAZON MP3 | SPOTIFY

“Life is 10% of what  
happens  
to you and  
90% of how you react to it”.

By Charles Swindoll

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Unsuccessful  
people make  
decisions based  
on their current  
situations.

Successful people  
make decisions  
based on where  
they want to be.

[Quoteistan.com](http://Quoteistan.com)

**2019 THEME**

**FOLLOW  
THROUGH**

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What Does That  
Mean For You?



# **DIRECTOR'S EXPECTATIONS**

**FOLLOW  
THROUGH**

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- Enforce HQS
- Photography Inspections
- Communicate problems immediate
- Address Rent Increases/Fraud Immediately
- Closely review RR Certification and document.




# INSPECTION DEPARTMENT




# OCCUPANCY COUNSELORS/FSS

- Complete Interims ASAP – Work Number
  - Address Fraud Immediately
  - Get signed Zero Income Agreement
  - Address New Hire Report and EIV
  - Attendance.....
  - AFS – Accurate and Timely
- 


# FSS COORDINATORS

- Field Visits (4 x a week)
  - Improve Documenting In Case File
  - FSS Performance Measurement
  - AFS – Accurate and Timely
  - Provide supportive documents for FSS Graduates
- 


# CLERKS/RECEPTIONIST

- RFTA's & AC Involvement
  - Good Customer Service
  - Support the Front Desk
  - Accurate Data Input
  - Rent Increases/Background Checks
- 


# FINANCE/BOOKKEEPER

- TAR'S Project - **NOW**
  - Two Forecasting Tool
  - Timely VMS & Updates
  - Monthly tracking funding & Unit  
Months usage
- 

# LEASING DEPARTMENT

- Flexibility
  - SAFRMs – RFTA Processes
  - Lock in HAP Contracts Timely
  - AFS – Accurate and Timely
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# QUALITY CONTROL ANALYST

- Oversee Fraud Investigations
  - Increase QC on HCV, FSS, Leasing and Inspection
  - Update Admin. Plan- **NOW!!!!!!**
  - New Hire Report
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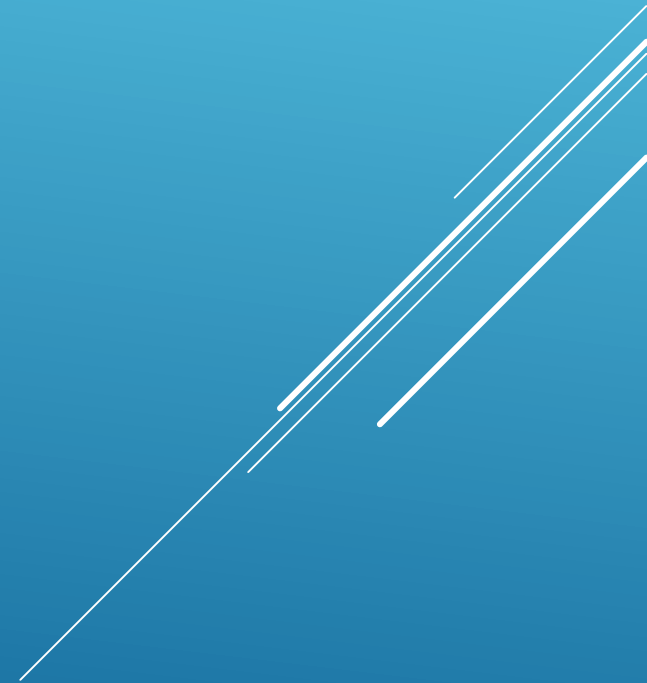


# MANAGEMENT STAFF

- Overseeing process – “Trust but Verify”
- Handle problems with documentation
- Keep Your Director informed.....
- BRING SOLUTION TO THE TABLE NOT ISSUES



# FOLLOW THROUGH



**THE END**

