



PROVIDENCE HOUSING AUTHORITY

ADMINISTRATION OFFICES

100 BROAD STREET

PROVIDENCE, RI 02903



January 31, 2018

Honorable Members of the Providence City Council,

I am pleased to present to you the FY2017 Annual Report brief of the Providence Housing Authority. While I am new to the position of Executive Director this month, I served as Deputy Executive Director for the last three years and am proud of the accomplishments of our agency during last fiscal year.

Please note that PHA's Housing Choice Voucher, or Section 8, program received High Performer status for the 15th consecutive year in the Section Eight Management System (SEAMAP). While our notification came too late to be included in this report, the Authority also received a High Performance rating of 92 out of 100 in HUD's Public Housing Assessment System (PHAS).

We could not do the great work that we do without of our excellent Board of Commissioners, whose members include Majority Leader John Iglizzi and Councilwoman Mary Kay Harris, as well as the wonderful support and assistance we get from all of you on the City Council, from Mayor Elorza's administration, and from so many community leaders and partners throughout the City.

In my new role as the Executive Director, I would be pleased to have the opportunity to meet with you if you have time to hear about our work and discuss ways we can continue working together in the future to serve Providence residents.

Thank you for your support of the Providence Housing Authority,

Sincerely,

A handwritten signature in black ink, appearing to read 'Melissa Sanzaro', written over a horizontal line.

Melissa Sanzaro
Executive Director
Providence Housing Authority

IN CITY COUNCIL
FEB 15 2018

READ
WHEREUPON IT IS ORDERED THAT
THE SAME BE RECEIVED.
A handwritten signature in black ink, appearing to read 'Lou L. ...', written over a horizontal line.
CLERK



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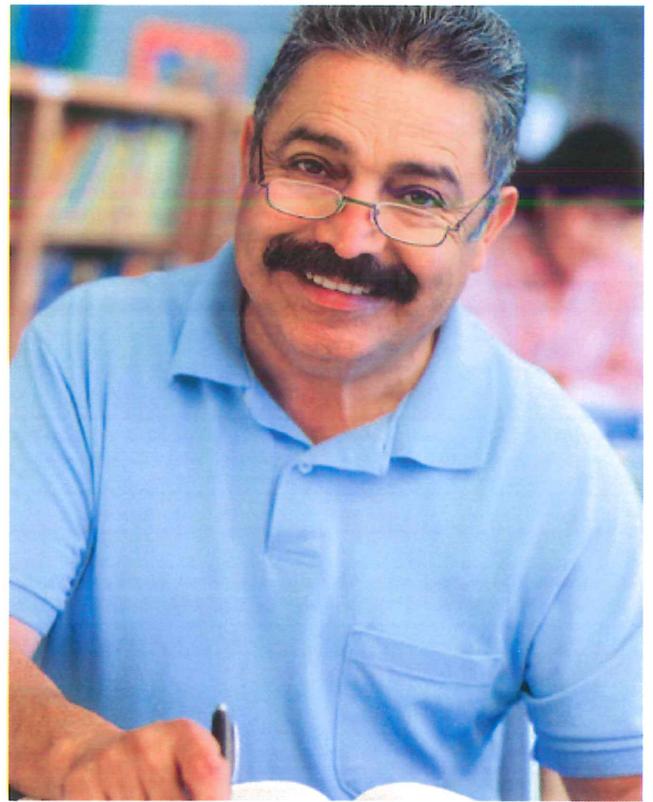
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Melissa Sanzaro
Executive Director
Providence Housing Authority



FY 2017 Annual Report



The PHA is committed to high standards of public accountability and continuous improvement through management excellence, professional development and customer satisfaction.



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A Look Back at 2017



HIGH PERFORMER
in the Section Eight
Management System
Program for the
15TH CONSECUTIVE YEAR

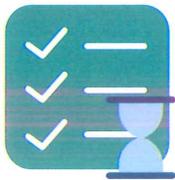
Grants Awarded
\$4,752,869



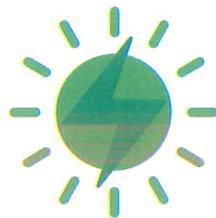
12
FIRST-TIME
HOME BUYERS



34,624
WORK ORDERS
COMPLETED



For the first time in **18 years**, the PHA
in a joint venture with RI Housing
accepted **5,000** electronic applications
for the Section 8 waiting list.

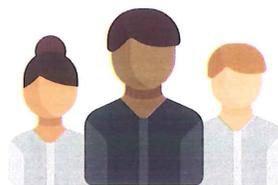


\$1,142,994
in energy savings



NEW WEBSITE
www.pha-providence.com

1,319
RESPONSE CALLS



212
Employees



PHA AT-A-GLANCE

PUBLIC HOUSING

6,064 residents
live in **2,606** units

71% of heads of
households are **female**

72% of residents are
Hispanic or Latino



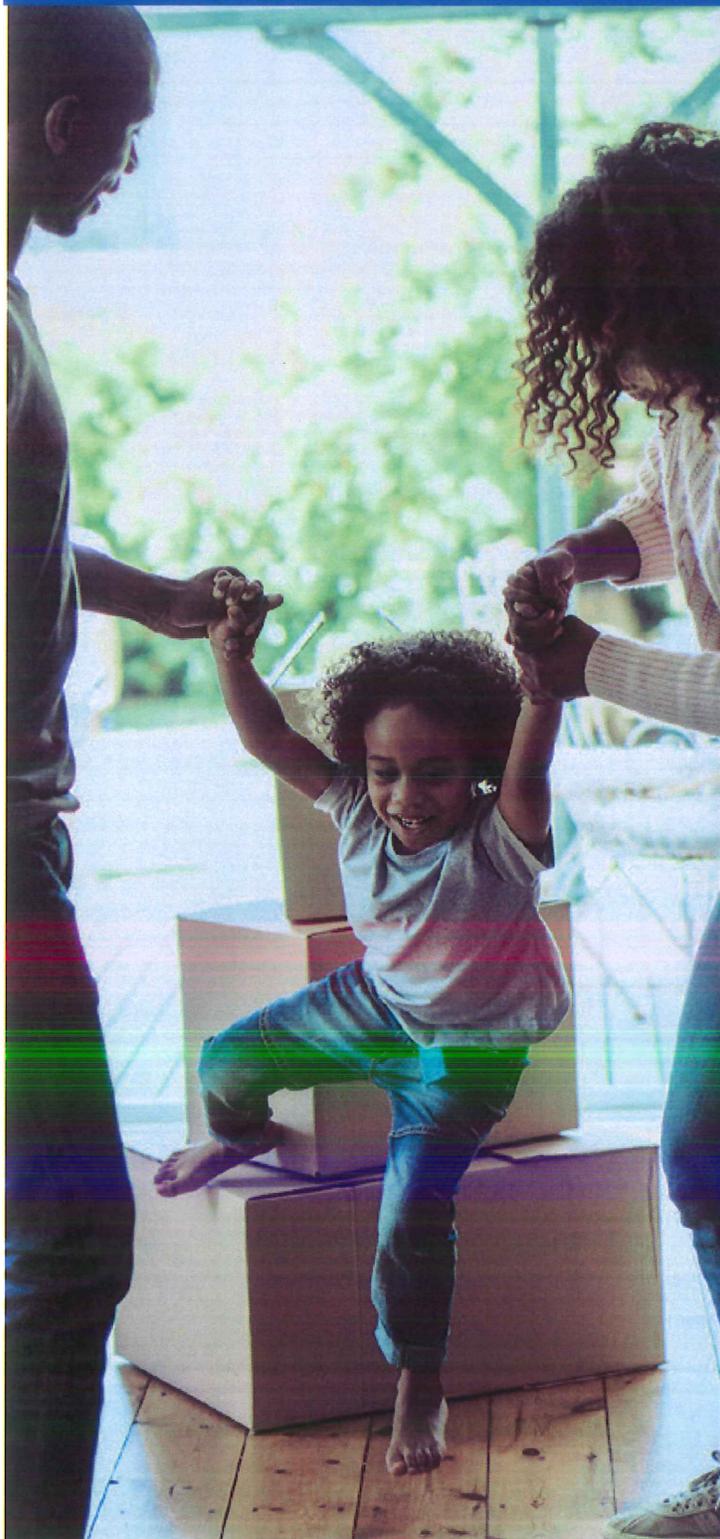
36% of the public
housing population is
disabled

Average household
income is
\$12,087

5,396 applicants
on the public housing
waiting list

PHA AT-A-GLANCE

HOUSING CHOICE VOUCHER (HCV) PROGRAM



2,072 vouchers;
a **32%** increase in
the number of
participating
families since 2007

209 Veterans
Affairs Supportive
Housing (VASH)
Vouchers

84% of heads of
household are
female

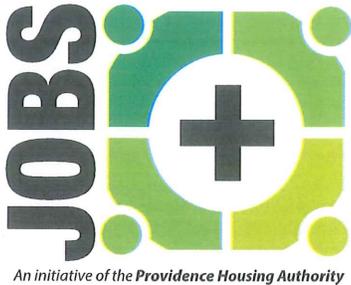
1,059
Providence
Landlords

\$19M
in housing
assistance
payments (HAP)
paid to landlords

81 families
participate in
the Family Self
Sufficiency
Program

JOBS+ PROGRAM

CREATING OPPORTUNITIES; SUPPORTING COMMUNITIES



During FY 2017, the PHA was one of twenty-four public housing authorities in the country selected by the U.S. Department of Housing and Urban Development (HUD) to participate in Jobs Plus - a federally-funded initiative to assist public housing residents entering the workforce. The PHA's Jobs Plus Providence (JPP) Program targets residents living in Hartford Park and Manton Heights.

The site-based JPP Program aims to increase residents' earned income through employment by effectively integrating JPP's three main components

EMPLOYMENT-RELATED SERVICES	FINANCIAL INCENTIVES	COMMUNITY SUPPORTS FOR WORK
<p>JPP program staff has established partnerships with a number of community-based organizations to deliver a comprehensive menu of employment-related services. The JPP Employment Case Managers (ECM) connect JPP participants to appropriate services including work readiness training, industry specific job skills training and job search, placement and retention assistance.</p>	<p>Through the Jobs Plus Earned Income Disregard (JPEID), better known as the Rent Program, Hartford Park and Manton Heights residents who increase their earned income through work (i.e. get a new or additional job; get a raise or move from part time to full time work), will NOT experience a rent increase during the term of the program.</p>	<p>JPP staff create opportunities for residents to identify the barriers they face in finding employment and to work together to find solutions to those barriers. Additional partnerships with local service providers allow JPP participants to access a variety of work-enabling supportive services critical to success such as adult education, computer and citizenship classes, child care, transportation, financial literacy workshops and behavioral health counseling.</p>

226

Current residents who attended a Jobs Plus Orientation

181

Residents currently participating in Jobs Plus

12

Participants who enrolled in a Training/Certification program

40

Participants beginning new P/T or F/T employment

SUCCESS STORIES



Diana Saldana enrolled in the Jobs Plus Program in April 2017. Diana was passionate about giving back to her community at Manton Heights. Diana started working as a part-time Jobs Plus Community Outreach Worker in May 2017. Her drive and eagerness to grow professionally, led her to apply for an Administrative Assistant position at We Make RI. She was soon offered and accepted the full-time position of Office Manager. Diana's persistence and determination partnered with the guidance of the JPP staff has allowed her to achieve her interim goals. **Her ultimate goal is to be financially stable in order to provide a better future for her children and herself, and eventually become a homeowner.**

Deanna LeBlanc joined the PHA's Financial Opportunity Center (FOC) program in February of 2015. Upon initiation she was unemployed, had no savings and no credit. She was hired at Laundromax as an attendant. This new income allowed her to become current on her bills and buy some much needed furniture. Thereafter, she was promoted to manager. With this increase in pay, Deanna saved \$300 to open a secure line of credit with Capital One Bank. Having retained and applied the credit building knowledge she acquired through the FOC's financial coach, Deanna has reached a credit score of 741 through Experian, 731 with Equifax and 737 with Trans Union.

Deanna LeBlanc is a shining star who is driven to be successful.



Carmen Navarro enrolled in the Jobs Plus Program in May 2017. She **envisioned changing her career from manufacturing to healthcare, specifically becoming a Certified Nursing Assistant (CNA).** Carmen and her Employment Case Manager created an individual career plan. She enrolled in the PHA's ESL classes in order to understand and pass the Rhode Island Nursing Assistant State Exam. **She also enrolled and successfully completed the RI Literacy Initiative's Digital Literacy Certification.** Lastly, she enrolled in a certified CNA training program. Not only was Carmen able to balance a strenuous class schedule, but she was also able to obtain and maintain a full-time position as a Homemaker. Carmen was determined not to allow her digital incompetence or her language barrier prevent her from accomplishing her goals!

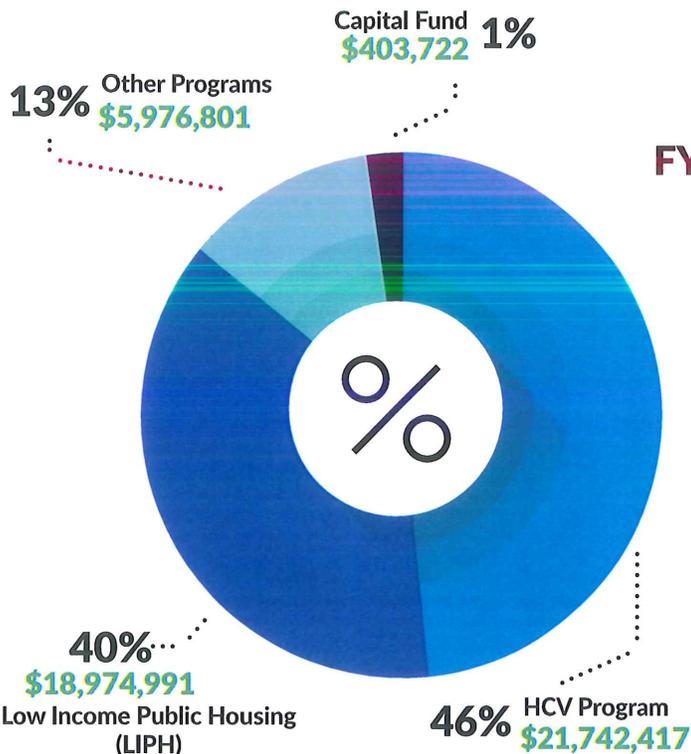
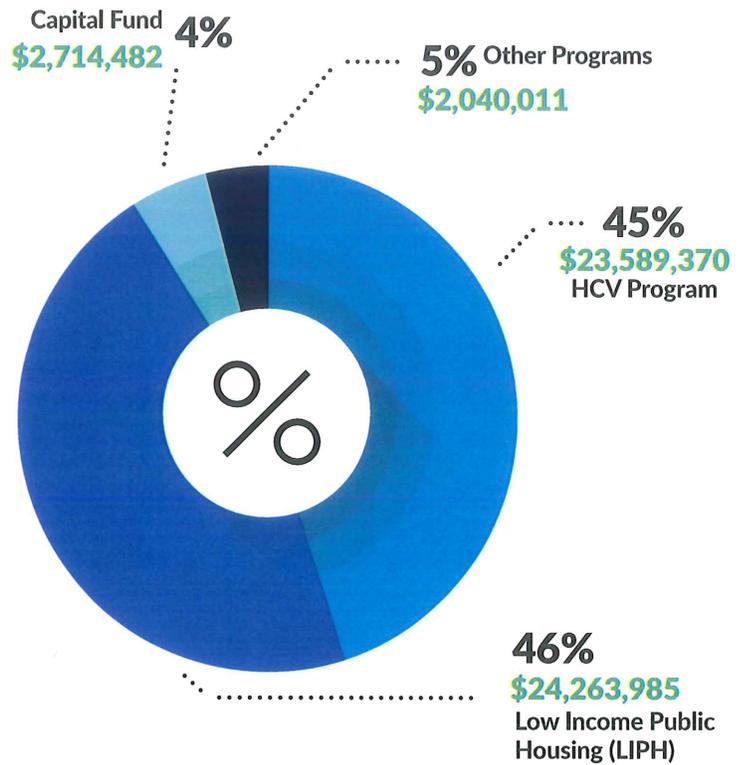
In a short period of time Carmen was able to achieve most of her interim goals. Carmen is a prime example of when an individual is given the guidance and resources, great things can be accomplished.

Financial Summary

FY 2017 Total Revenue by Category

- LIPH - HUD Operating Subsidy and Tenant Rents are primary sources of revenue for Public Housing
- HCV Program HUD subsidies— Housing Assistance Payments and Admin Fees
- Capital Fund - HUD formula grant purposed for the betterment of properties owned by the housing authority
- Other Programs - Various program specific grants with stated purposes

Total Revenue = \$52,607,848



FY 2017 Total Expenses by Funding Source

- LIPH in the general operation of Public Housing including Administration and Maintenance of all properties
- HCV Program provided Housing Assistance Payments for tenant based and project based voucher holders and the administration of the program
- Other programs - expending program based grants benefiting the resident population of the PHA - including but not limited to Adult Education, Financial Literacy, Job Readiness and Youth Programs
- Capital Fund - expended formula based grant for the betterment of PHA Property

Total Expenses = \$47,097,931

Resident Advisory Board

I appreciate being on the Resident Advisory Board (RAB) and meeting wonderful people that have helped me make my community better."

- Hattie Harris, Manton Heights Resident

I am happy to be representing the residents of Kilmartin Plaza and I love the residents feel comfortable and confident speaking to me about any issues/concerns so together we can improve our community."

- Diana Freeman, Kilmartin Plaza Resident

We need to learn to work as a team, everyone that lives in PHA."

- Gilberta "JT" Taylor, Hartford Park Resident & Board of Commissioner Member

I am very happy to belong to the PHA family because of the opportunities the agency offers its residents; more of my neighbors should be active and more involved."

- Thelma Puello, Carroll Tower Resident

I am a people person and I am very proud to be part of the PHA family. I love transforming my community, one family at a time, through the Jobs Plus Program."

- Lonzie Doggett, Manton Heights Resident



All I would like to say is, I am happy being part of the PHA, the RAB and the Board of Commissioners."

- Lawrence D'Alfonso Carroll Tower Resident & Board of Commissioner Member

Life is full of ups and downs and for me, living here, in housing has been a blessing."

- Rebecca Wills, Dexter Manor resident

I am very happy to be living in PHA housing and to be a part of the RAB and I am happy to be helping the PHA whenever the agency needs me. I am very grateful for everything."

- Stanley Moten, Sunset Village Resident



PROVIDENCE HOUSING AUTHORITY

100 Broad St, Providence, RI 02903

401.751.6400

www.pha-providence.com