

FY 2018 Annual Report

A Year of Accomplishments



EST. 1939

PROVIDENCE HOUSING AUTHORITY

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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From the Executive Office

Dear Providence Housing Authority Community:

The past fiscal year was an important year of change for the Housing Authority. In late December 2017, Paul Tavares retired from the Agency after having led it ably for more than five years, a time during which the PHA made great strides. In January 2018 I had the honor of being appointed as Executive Director of the Authority, after serving in multiple roles in the organization for the past eight years.

Our Board of Commissioners also worked through several transitions this year. Most notably, longtime board member, resident, and Resident Advisory Board president Gilberta “JT” Taylor passed away over the winter. JT will be remembered by so many PHA residents, staff, and commissioners for her fierce dedication to the Housing Authority’s mission and its people. She left a lasting legacy to her fellow residents, who have valiantly stepped into new leadership roles in the agency.

This year, an initiative to have Property Management, Resident Services and Facilities Management staff conduct regular “walk arounds” at all developments began with the purpose of increasing visibility and interactions with residents and the community, as well as to monitor and improve conditions throughout the Authority. This initiative reflects a broader commitment from the PHA to provide attentive service to our residents, and our interest in their input as we work together to further the PHA’s mission.

I am thankful for all staff, partners, and community members who continue to work hard to ensure that all our residents have a safe and healthy place to call home.

Sincerely,



Melissa Sanzaro
Executive Director

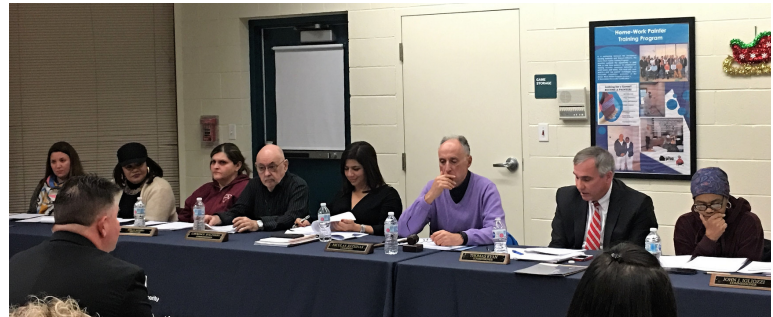


Board of Commissioners

The PHA's Board of Commissioners is responsible for continuing the mission of the organization as well as enhancing and expanding housing and social opportunities to all residents. The Board acts as a decision making body in regards to policies, plans and the agency's budget to advance the mission, vision and work of the PHA.

The eleven-member Board is comprised of three PHA residents who are appointed by the Mayor of Providence from a list of nominees chosen by residents in open elections and six regular members also appointed by the Mayor. Two board members are elected by the Providence City Council from among its members to serve four year terms. All Mayoral appointees serve staggered five year terms.

This year, the Board experienced several transitions and changes in membership. Most notably, the passing of long-time resident leader Gilberta "JT" Taylor (Hartford Park). Dorothy Waters (Coddington Court), another resident representative also stepped down after serving on the Board for 20 years. Both positions were successfully filled by resident leaders from family developments, Vivian Medina (Hartford Park) and Lonzie Doggett (Manton Heights).



PHA Commissioners from left to right: Jessica Cigna, Lonzie Doggett, Vivian Medina, Larry D'Alfonso, Melissa Sanzaro (Exec. Dir.), Nicolas Retsinas (Chair), Tom Ryan (Vice Chair), & Rochelle Lee. Not shown: Eddie Peguero, Roger Giraud, the Honorable Mary Kay Harris and the Honorable John Iglizzi.

Resident Advisory Board (RAB)

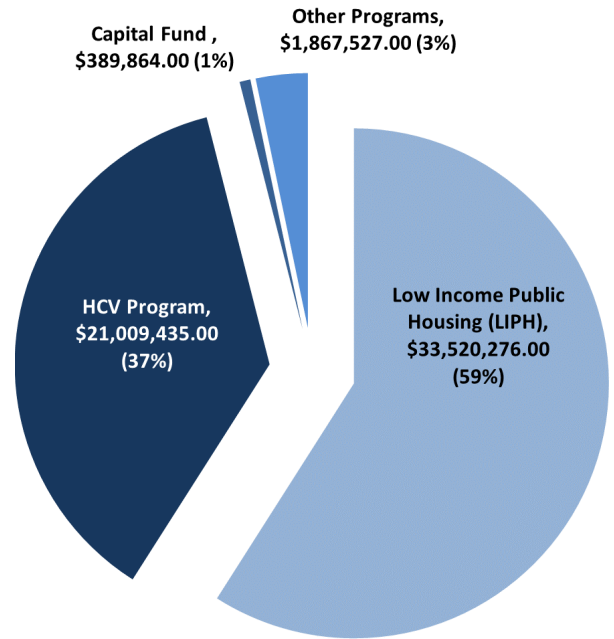
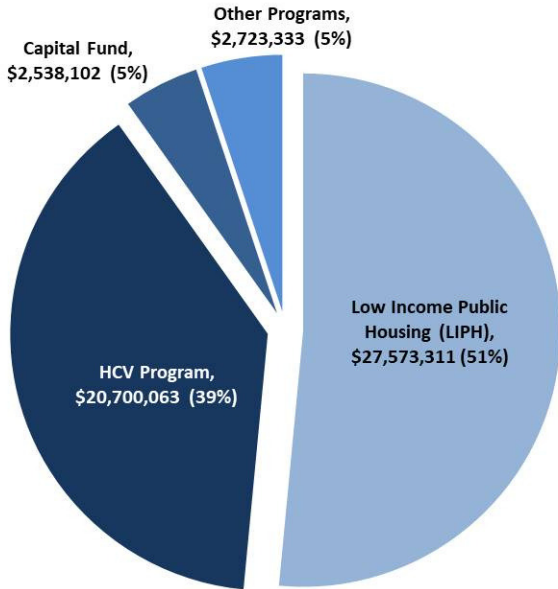
This dedicated group is appointed by their peers to represent the interests of all PHA residents. The RAB works to build a strong sense of unity among residents, to increase collaborations with outside organizations in order to gain additional supportive services that meet the community's needs and to ensure that residents' feedback is considered when new policies, programs and procedures are developed and implemented. The ten members represent the majority of our developments, including elderly and disabled as well as family developments. Their dedication to the PHA ensures the organization continues to strive forward.



*Newly elected resident leaders from left to right.
Front row: Ingrid Bentsen, Ivette Morengo, Diana Freeman, and Larry D'Alfonso
Back row: Rebecca Wills, Hattie Harris, Lonzie Doggett, Stanley Moten, Maria Mendez, and Vivian Medina*

FINANCIAL OVERVIEW

Income



Expenses

\$47.2 M



REINVESTED INTO THE CITY OF PROVIDENCE THROUGH P.I.L.O.T FUNDS, CONTRACTS, AND UTILITIES

United Way of RI

- Scaling up for Success
- Providing Operational Support
- Olneyville Community Fund

RI Department of Health

- Climate, Health, Community Resilience

U.S. Department of Housing & Urban Development

- Family Self Sufficiency (FSS)
- ROSS Service Coordinator
- Housing Counseling

City of Providence

IRS, CDBG, United Way RI - VITA

ONE Neighborhood Builders - Health Equity Zone

\$1.36 M

NEW GRANT FUNDING

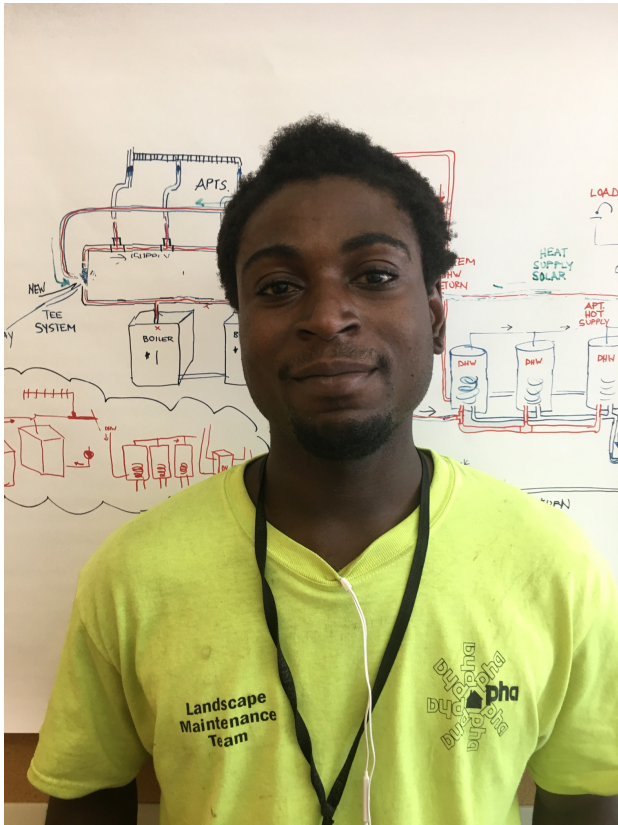
WE ARE
**The Providence
Housing Authority**

Edward "Eddie" George

Facilities Management

Edward (Eddie) George was born in Ghana and came to the U.S. with his father and brother when he was only ten years old. Eddie has been a Hartford Park resident for 10 years. In 2016, he was hired as a part-time, temporary laborer focused on landscaping.

Eddie participated in classes at the PHA's Education & Training Center in an effort to complete his GED. He successfully obtained his GED in December, 2018. In August 2018, Eddie was promoted to a full-time position as a Maintenance Custodian with the PHA's Facilities Management Department. He says the PHA is a "very supportive work environment" that leaves him feeling accomplished and gives him an opportunity to better himself.



**15% of PHA Employees
are residents like Eddie**

Employees at a Glance

Average length of
employment with
the PHA:
14 years

56 % Male
44% Female
35% are Bilingual

42% White
38% Latino
17% Black
2% Asian
1% Other

Leased Housing at a Glance



4,865 Households on our
Waiting List



250 new Move-ins

4,000 H.Q.S. Inspections
conducted



Created Portability Team
to address Vouchers
transferring into
Providence



12 Vouchers expired in
the tight rental market

216 Vouchers were
terminated (33%
transferred out of the
program)



1,308 Landlords working
with the Section 8
Program



\$921 Average Contract
Rent

Business with Heart

Ronald "Ron" Izzo purchased his first multifamily property in 1983, and realized he had a passion for real estate. Shortly thereafter, Ron established the *RI Realty Management Corp.* and continued to build a portfolio of owned and managed properties throughout Rhode Island.

Ron's relationship with the PHA began early in his real estate career. When asked why other landlords should participate in the PHA Section 8 Program, he replied, *"The personnel then, and now, have always been a pleasure to work with. They have been professional, helpful, and thorough with both their clients and me. Business profitability is naturally very important; however, helping people and seeing them find security and comfort in their housing, makes my job a very rewarding one."*



Public Housing at a Glance

With more than 2,600 units of public housing throughout the City of Providence, the PHA proudly serves over 5,400 residents in nine public housing developments and scattered site homes.

The Property Management, Tenant Selection, and Facilities Management Departments oversee public housing admissions and other daily operations of the program.

During Fiscal Year 2018:

- 1,989 Pre-applications and applications were received
- 674 Interviews were conducted
- 578 days, on average, on the wait list for housing
- 346 Applicants were admitted into Public Housing
- 36 households were evicted (28 for non-payment, 8 for other causes)
- 17 Homeless individuals and families were housed
- 99% of units were occupied



Our Residents:

Total residents: 185
Households: 119
Spanish speaking: 119 (64%)
Latino: 117 (63%)
Female: 134 (72%)
Disabled: 44 (24%)
Avg. Household Income: \$14,482
Avg. Household rent: \$300

Codding Court

Development Updates:

- New tot lot was completed through a City of Providence project
- Art classes with Sue Greco were offered to all residents
- FY 2018 REAC Score: 69
- Our Financial Opportunity Center and Adult Education programs provided on-site services

Roger Williams

Our Residents:

Total residents: 78
Households: 44
Spanish speaking: 60 (77%)
Latino: 65 (83%)
Female: 52 (67%)
Disabled: 14 (18%)
Avg. Household Income: \$15,578
Avg. Household Rent: \$283

Development Updates:

- New boilers will be installed in FY 2019 with Capital Funds
- FY 2018 REAC Score: 69
- Residents made indoor gardens at a spring event at the Education & Training Center



Chad Brown Admiral Terrace Sunset Village

Our Residents:

Total residents: 1036
Households: 396
Spanish speaking: 592 (57%)
Latino: 768 (74%)
Female: 688 (66%)
Disabled: 128 (12%)
Avg. Household Income: \$12,839
Avg. Household Rent \$263

Development Updates:

- Hosted a "Strong Families" Event in July with more than 60 participants
- City Year volunteers helped paint the Community Center
- Stair entrances were repaired with CDBG and CFP funds



Our Residents:

Total residents: 801
Households: 353
Spanish speaking: 474 (59%)
Latino: 615 (77%)
Female: 538 (57%)
Disabled: 125 (16%)
Avg. Household Income: \$11,602
Avg. Household Rent: \$256
New JPP participants: 116

Manton Heights

Development Updates:

- In FY 2019 a bike path connection will be developed in partnership with the Woonasquatucket River Watershed Council and RI Housing
- Jobs Plus Providence (JPP) opened an on-site office

Scattered Sites

Our Residents:

Total residents: 843
Households: 252
Spanish speaking: 644 (76%)
Latino: 671 (80%)
Female: 516 (61%)
Disabled: 80 (9%)
Avg. Household Income: \$23,743
Avg. Household Rent: \$353

Development Updates:

- New roof and siding installations are underway and will continue in FY 2019
- FY 2018 REAC Score: 69 - this has been the highest score for Scattered Sites since 2012





Hartford Park Family Housing

Our Residents:

Total residents: 1,158
 Households: 421
 Spanish speaking: 814 (70%)
 Latino: 121 (62%)
 Female: 114 (58%)
 Disabled: 44 (23%)
 Avg. Household Income: \$9,797
 Avg. Household Rent: \$290
 New JPP participants: 150

Development Updates:

- Several buildings received new siding and a new boiler system was installed
- FY 2018 REAC Score: 69
- In FY 2019, a new tot lot will be built through CDBG funds

Hartford Park Tower

Our Residents:

Total residents: 151
 Households: 133
 Spanish speaking: 101 (67%)
 Latino: 101 (67%)
 Female: 67 (44%)
 Disabled: 117 (77%)
 Avg. Household Income: \$10,110
 Avg. Household Rent: \$228

Development Updates:

- 4 week fitness challenge to learn how to use the gym equipment. 10 residents attended regularly and cumulatively lost 20 lb.
- FY 2018 REAC Score: 69
- Vivian Medina was elected as the new Resident Association President for Hartford Park



Honoring JT Taylor

“ I have known JT since I was 16 years old. She was truly amazing. She was a leader; she was a legend. I learned from her to be an advocate.

JT used to say "You don't give up on your people. If you don't believe in them, who will?"

~Vivian Medina





Dexter Manor

Our Residents:

Total residents: 285
 Households: 265
 Spanish speaking: 178 (62%)
 Latino: 186 (65%)
 Female: 150 (53%)
 Disabled: 183 (64%)
 Avg. Household Income:
 \$10,811
 Avg. Household Rent: \$218

Development Updates:

- During FY 2018 new roof and parking lot repairs began
- FY 2018 REAC Score: 84
- Monthly Food on the Move Markets expanded to weekly services

Kilmartin Plaza

Our Residents:

Total residents: 130
 Households: 118
 Spanish speaking: 76 (58%)
 Latino: 80 (62%)
 Female: 67 (52%)
 Disabled: 77 (59%)
 Avg. Household Income: \$11,180
 Avg. Household Rent: \$213

Development Updates:

- FY 2018 REAC Score: 83
- Farm Fresh RI hosted a 6 week program on nutrition and cooking
- In FY 2019, the building will undergo elevator modernization



Our Residents:

Total residents: 213
 Households: 203
 Spanish speaking: 123 (58%)
 Latino: 136 (64%)
 Female: 101 (47%)
 Disabled: 139 (65%)
 Avg. Household Income: \$9,733
 Avg. Household Rent: \$216

Parenti Villa

Development Updates:

- Monthly food pantry in partnership with the RI Food Bank
- FY 2018 REAC Score: 86
- Several units were made handicap accessible in FY 2018

Carroll Tower

Our Residents:

Total residents: 241
Households: 215
Spanish speaking: 171 (71%)
Latino: 164 (72%)
Female: 122 (51%)
Disabled: 60 (25%)
Avg. Household Income: \$10,554
Avg. Household Rent: \$229

Development Updates:

- Larry D'Alfonso was re-elected as Resident Association President along with Francisco Ripley as Vice President, and Richard Comeau as Treasurer
- FY 2017 REAC Score: 94
- Meals on Wheels serves 25 residents each weekday



Our Residents:

Total residents: 195
Households: 179
Spanish speaking: 119 (61%)
Latino: 121 (62%)
Female: 114 (58%)
Disabled: 44 (23%)
Avg. Household Income: \$9,797
Avg. Household Rent: \$214

Development Updates:

- Several capital improvements began in FY 2018 and will be completed during this FY, including: new roof, additional handicap units and automated sprinkler installation
- 6 week fitness classes got residents moving

Dominica Manor

One Home, Two Successes

Mother and son duo, Lilian and Joaquin Romero moved to Hartford Park in 2012. In taking advantage of the PHA's many program offerings, Lilian graduated from CCRI, earning her Associate's Degree in Early Childhood Education while her son attended Providence College earning an MBA in Business Management. Both enrolled in the Jobs Plus Earned Income Disregard (JPEID) program which froze their rent and helped them save toward their goals. Joaquin has found his calling working with high school youth through a program at Brown University and has saved almost \$10,000 which he plans to use on a down payment to purchase a home for their family. As Lilian shared, "moving to public housing was a blessing... the programs have enabled us to reach our goals of becoming self-sufficient."



Resident Services Department At a Glance

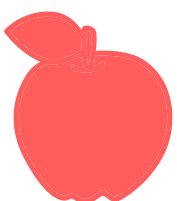
- 7 new homeowners
- 58% of JPP participants were placed in full or part time employment
- \$326,180 in FSS escrow funds distributed
- Pre- and Post- testing showed that 40% of all Adult Ed participants made educational gains



Addressing Hunger

With nearly 13% of RI homes suffering from food insecurity, the PHA has been committed to addressing this problem for our residents through:

- Resident-led Food Pantry at Parenti Villa serving 74 households monthly
- Food on the Move mobile markets at 4 PHA sites
- Meals on Wheels serves 25 residents at Carroll Tower each week
- 1,016 Senior Food Boxes distributed in FY 2018
- Farm Fresh RI offered a 6 week program on nutrition & cooking



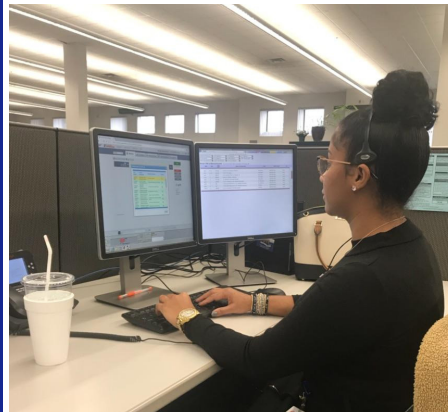
Public Housing to Home Ownership

Elia, a single mother of two, had lived at Chad Brown for over six years when she signed up for the Family Self Sufficiency (FSS) program in 2012. Her 5-year plan included going to college to become an accountant, improving her credit, and eventually buying a home for her and her family.



She graduated from the Community College of RI (CCRI) with her Associate of Science in Business degree in 2014 and went on to earn her Bachelor's Degree in Accounting from Rhode Island College. She found full-time employment and was quickly able to grow her FSS escrow account. Elia purchased a home in August 2017.

Investing in Herself



Keren is a member of our Jobs Plus Providence (JPP) and Financial Opportunity Center (FOC). When this single mom began working with the programs, her only income was child support along with her son's SSI/SSDI for a family of three.

She lived mostly on her credit cards and was only able to pay the minimum payments each month. She enrolled in GED classes and worked to update her resume with her Employment Coach. Keren found a job that offered a flexible schedule so she could continue to care for her young children and she reached 180 days of continuous employment in February of 2018.

Within 6 months of employment, thanks to the Earned Income Disregard (EID), Keren was able to pay off all her credit cards and has begun saving to buy her own home. She shares, "[PHA's] guidance has been life changing...Thank you for being there and opening my eyes to a whole new world."

Safety & Security

Officer Tracie Miller

Security & Public Housing Unit for the PPD



Officer Miller has served in the Providence Police Department for the past four years. In November 2017, she became the first female officer to serve in the Public Housing Unit.

Officer Miller is proud of the connections she made within the community in the last few years by being able to participate in various programs and mentorship opportunities including the PHA's Youth Police Initiative and the Providence Police Explorer Program. The Police Explorer Program serves youth between the ages of 14-20, allowing them to explore firsthand what it's like to be a police officer.

Officer Miller also enjoys the opportunity to participate in events throughout the community. As Officer Miller shares, "I enjoy the fact that I'm able to participate in so many activities throughout the community. It makes me feel like now the community knows me and connects with me better. I love getting to know all the kids out there."

Officer Miller's dedication to the community has made her stand out among her peers and families throughout the PHA. I am thrilled to have her on my team.

-- Daniel Murphy, Director of Security

At a Glance

263 Crimes Reported

**64 were Part 1 Crimes
199 were Part 2 Crimes**

**51% resolved with
arrests by PHU officers**

**1,362 Calls for
Service**

**NO homicides in
FY18**

**20 Youth and Police
Initiative Graduates**

**After 40 years of
service to the PHA
and its residents,
Jack Costa retired as
Director in FY 2018**

Advocacy & Policy Changes

Re-Entry Housing Policy

After successfully passing a revised admissions policy for individuals with a criminal background history, in FY 2018 the PHA began implementing the policy. During the year, of those who applied 23 were admitted to public housing and by the end of the fiscal year 15 were successfully housed. The PHA continues to be committed to addressing housing and legal barriers that impact our communities.



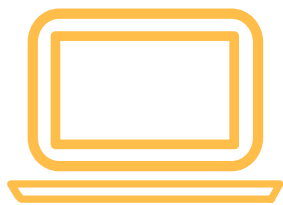
Project Based Vouchers

In FY18, the PHA began exploring the conversion of up to 20% of its Housing Choice Vouchers to Project Based Vouchers. The change would allow the PHA to designate units at properties across the City for the Section 8 program. Meetings with stakeholders were held and feedback on the proposal solicited. In FY19, the organization will pilot a Request for Proposals that will project-base up to 50 units.



Digital Inclusion

The PHA joined the State of Rhode Island's Office of Innovation as one of several housing authorities in the State to participate in a national digital inclusion pilot project led by HUD and EveryoneOn called ConnectHomeUSA. The initiative led to funding for digital literacy training for residents and the PHA joined Pawtucket and Rhode Island Housing in a pilot program to collect data as part of our annual re-certification process regarding digital access. In FY18, the PHA was designated as a stand-alone member of the ConnectHomeUSA 2018 cohort. Membership will provide additional resources to the PHA to address disparities in connectivity and access to technology and digital literacy for PHA participants and residents.



Income Discrimination

Legislation (H7528 / S2301) proposed during the 2018 legislative session would prohibit discrimination against renters based on their "lawful source of income," including a rental assistance voucher, Social Security payment or disability benefits. Passage of a bill like this would greatly expand housing options for voucher holders. The bill successfully passed the Senate, however, it died in the House prior to the end of the session. This legislation will once again be introduced in 2019 and the PHA remains committed to assisting in awareness efforts regarding the issue.



COLLABORATORS

"ALONE WE CAN DO SO LITTLE; TOGETHER WE CAN DO SO MUCH." - HELEN KELLER



PROVIDENCE PUBLIC LIBRARY

One of our most engaged partners over the past year, the Providence Public Library and Rhode Island Family Literacy Initiative have provided PHA residents with a number of educational opportunities over the past year.

Most notably, they have delivered our digital literacy curriculum, which certifies participants in NorthStar Digital Literacy. Participants enjoyed the course so much that they asked for additional classes at the next level!

SUPPORTING OUR WORK

- City of Providence
- Providence Police Department
- Providence Public Schools
- Providence Public Library
- Boys and Girls Club of Providence
- Progreso Latino
- Family Service of RI
- RI Food Bank
- North American Family Institute (NAFI)
- Children's Friend (Head Start)
- Institute for the Study & Practice of Nonviolence
- Federal Hill House
- Sherlock Center on Disabilities
- Community Action Partnership of Providence
- SNAP Outreach Project (URI)
- ONE Neighborhood Builders
- Young Voices
- Groundwork Providence
- Comprehensive Community Action Partnership
- Skills for RI's Future
- Tech Force
- We Make RI
- Roger Williams University
- Dorcas International
- Community College of RI
- RI Legal Services
- RI College
- RI Regional Adult Learning
- Genesis Center
- Meals on Wheels



Providence Community Opportunity Corporation

The Providence Community Opportunity Corporation (PCOC) is a nonprofit affiliate of the Providence Housing Authority (PHA). The PCOC's mission is to provide and maintain high standards of living through programs and services that promote self-sufficiency, economic independence, educational opportunities, as well as enhance and enrich the quality of life for the public housing and Section 8 residents of the PHA.

FINANCIAL OVERVIEW

- Net Revenue from employee contributions, grants, and other fundraising: **\$19,234**
- Total expenses for community events, services, and activities: **\$25,101**
- Assets: **\$42,902.72**

PROGRAM HIGHLIGHTS

- **Protect Providence with One Click Campaign** - Outreach campaign to decrease vehicular deaths and injury among multicultural populations due to improper seat-belt use. The One Click campaign came to a close in FY18.
- **Resident Events** - The PCOC consistently funds Holiday parties and May Breakfast events at the PHA's high-rises, serving dinner and providing residents who otherwise might be alone during the holidays. PCOC also hosted a toy drive for family developments during the holiday season and sponsored the Youth Police Initiative with support from the RI Foundation and Providence Rotary Foundation.



PCOC BOARD MEMBERS

Nicolas Retsinas, President
Thomas Ryan, Vice President
Mark C. Ouellet, Secretary
Linda R. Poole, Treasurer
Jessica Cigna, Director
Roger Giraud, Director
Melissa Sanzaro, Director



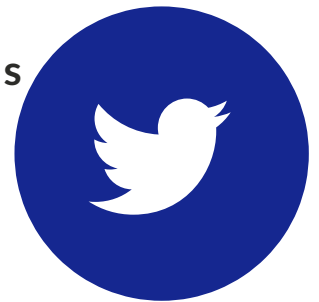




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ABOUT THE PHA

Founded in 1939, the Providence Housing Authority is committed to developing and maintaining decent, safe and sanitary housing to address the economic and social needs of Providence residents. The PHA is a quasi-governmental organization, governed by a Board of Commissioners and led by an Executive Director.